

Magtek iDynamo 6

— User Manual — & Setup Guide





Overview

The MagTek iDynamo 6 securely accepts magnetic stripe, contact and contactless EMV cards, and NFC wallets. Ideal for iPads and other iOS, Android, and Windows systems, this easy-to-use card reader ensures seamless integration via USB and lightning connectivity.

With the iDynamo 6 reader, you'll have optimal flexibility for on-the-go and in-house transactions, enhancing your overall customer experience. Long-lasting and affordable, the iDynamo credit card reader is the perfect fit for modern business owners.

Click here to [purchase the MagTek iDynamo 6](#) from our online shop.

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Setup

How To Load Paper Roll

The MagTek iDynamo 6 does not have a built-in receipt printer. Thermal receipt paper rolls cannot be installed in this device.

Power

The iDynamo 6 is not controlled by a simple on/off switch. Instead, it connects to power when linked to a host via USB. Merchants can tell if their iDynamo 6 is receiving power when the LED status indicator has a green light.

Merchants will receive their device partially charged; MagTek recommends charging at least two to three hours (via Lightning and USB-C cable) before use.

Connecting to Android Type-C Host via USB

1. Ensure that your Android host device is receiving power.
2. Connect to iDynamo 6 using a USB-C cable.
3. Configure host app settings and ensure the connection is stable. If necessary, install the host app.
4. Perform a test using the host or MagTek test app.

Disconnecting iDynamo 6 from Android Type-C Host via USB

1. Disconnect from all apps.
2. Close host display.
3. Carefully remove the USB-C cable from the iDynamo 6 USB connector. Damaging the cable could cause connection issues.

MagTek iDynamo 6 - Default Password

The default password for the MagTek iDynamo 6, Dynamag, and eDynamo is 000000.

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Accept Payments

The MagTek iDynamo 6 accepts credit and debit cards, as well as mobile wallets like Apple Pay and Google Pay. It includes a bidirectional three-track magstripe card reader and EMV readers that allow for EMV chip and contactless payment options. Merchants using a USB 3.0 port or the iDynamo's optional battery pack can process contactless and NFC payments.

Ideal for use in restaurants, cafes, or retail, the MagTek iDynamo accepts payment from all major card brands: Visa, Mastercard, Discover, and American Express. Its dimensions are 2.8 x 2.24 x 1.3" (this includes the optional battery pack). Without the battery back, this device weighs 0.90 oz.

How To Process a Sale

Chip Credit Sale

1. To initiate a chip credit sale, start by making sure your iDynamo device is operational and receiving power.
2. Insert credit card into EMV chip card compartment with the chip facing towards the EMV slot.
3. Await confirmation via LED indicator that your EMV chip transaction has been approved.

Magstripe Sale

1. To initiate a magstripe sale, start by making sure your iDynamo device is operational and receiving power.
2. Swipe the magnetic stripe card through your iDynamo's swipe reader. Ensure that the magnetic stripe does not face the cardholder and that a path has been cleared on the surface so that cardholders can swipe freely.
3. Await confirmation via LED indicator that your magstripe transaction has been approved.

Note: Swiping in either direction is permitted since the iDynamo 6's card reader is bidirectional.

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Accept Payments Cont.

Contactless Sale

1. To initiate contactless sales, start by making sure your iDynamo device is operational and receiving power.
2. Before proceeding, ensure that your e-payment/smartphone/NFC capabilities are turned on and properly configured. Note that the tap-to-pay position may vary for certain smartphones depending on the make, model, and NFC antenna location.
3. Proceed when the host software is ready.
4. Tap the card on the iDynamo's contactless reader.
5. iDynamo will emit a beeping sound, indicating that processing is in progress.
6. Cardholders will be alerted to whether payment has been accepted or denied.
7. Upon confirmation of a successful sale, cardholders will be asked to remove their card from the iDynamo's contactless reader.

How To Process a Refund

Merchants can only perform refunds on the iDynamo 6 using an external POS portal. There is no way to perform refunds with the iDynamo 6 at the device level.

How To Void Transaction

Void Credit Transaction (Card Present)

Merchants can only void transactions on the iDynamo 6 using an external POS portal. There is no way to perform refunds with the iDynamo 6 at the device level.

Note: Merchants can only void a transaction using the iDynamo 6 if their iOS host allows it.

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Settings

How To Install Battery Pack

1. Take the battery pack out of your iDynamo 6. The contacts cover can be located on the back of your iDynamo 6.
2. Ensure the battery pack and related electrical contacts are clean, dry, and free of debris and detritus.
3. Adjust the battery pack to align with electrical contacts.
4. Insert the battery back into the iDynamo 6 compartment until it snaps into place.

Audio Features

The MagTek iDynamo 6 comes equipped with an audio feature (beeper) designed to alert users to the status of the device, whether static or mid-transaction.

- Single Beep: Your iDynamo has successfully processed a contactless payment.
- Dual Beep: Merchant has cancelled a pending EMV transaction.

A Note About OS Compatibility

The MagTek iDynamo 6 is compatible with iOS 9.0 and above and any operating system that supports USB HID (2.0). Regarding host devices, it is compatible with Android, Windows, and iOS operating systems.

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Troubleshooting & Tips

What To Do If Your iDynamo 6 Isn't Detecting Cards

While using your iDynamo 6, you may occasionally find that the device fails to detect a card post-swipe. When this occurs, you can perform one or more of the following tasks:

- Check to see if your magnetic stripe has been damaged.
- Check to see that your swipe path is clear and that there is nothing in the way that would prevent a cardholder from executing a successful swipe.
- Check your power source.
- Check your USB connectivity.
- Ensure your magstripe is facing away from the MagTek logo.
- Remove any electronic devices from the room where you operate your iDynamo 6. This is typically a last resort.

A Guide To Your LED Indicator

The MagTek iDynamo 6's LED feature gives you real-time status updates on issues ranging from battery to connection to transactions. Below is a guide to some of the alerts you can expect to encounter while using this device:

- No light: Your iDynamo 6 is disconnected from the host and/or power source.
- Amber: The battery pack is not charging; a charge is required.
- Amber (blinking): Battery back charging.
- Green: Your iDynamo 6 has successfully processed a swiped card. Can also indicate a well-charged device or device currently being charged.
- Green (blinking): Ample charge; battery pack charging.
- Green (flashing): The cardholder's card has just been swiped and is being decoded.
- Red: Battery pack not charging. Charge required. Can also mean that the iDynamo 6 cannot read a card.
- Red (blinking): Battery charge low, charge required.

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Troubleshooting & Tips

How To Install Mounting Bracket

1. The iDynamo 6 can be mounted via an optional mounting bracket, enhancing stability and payment performance. To install the bracket, follow these instructions:
2. Remove the covers from the mounting bracket. Since these covers are small you may need to use an external tool (such as a paper clip) to remove.
3. Ensure that the hole covers on each side of the iDynamo 6 can be utilized for future use.
4. Ensure that the mounting bracket suction cup and the surface of the host (to which the mounting bracket will be attached) are free of debris.
5. Connect the bracket's retaining clips to the holes fastened in the iDynamo 6. You should be able to feel the clips snap into place as you perform this function.
6. Fasten the bracket's suction cup to the surface of your host.

How To Download the Latest Firmware for the iDynamo 6

Note: This process requires downloading MagTek's reader management system, or RMS, as an iOS app. The update should take between fifteen to twenty minutes.

1. First, perform a factory reset on your iOS host device. For instructions on how to do this with the iDynamo 6, see the HOW TO DO A FACTORY RESET section of our guide.
2. Make sure that your reader is connected to the device port. Do not open external apps.
3. Open the RMS app.
4. If you are equipped with a MagTek profile and WebAPI, select SETTINGS.
5. Enter the WebAPI Key and Profile name in SETTINGS, then return to the main screen.
6. Your iDynamo 6 is now connected to the host. Open the RMS app and select CONNECT.
7. You will see a display with your firmware ID, device serial number, and KSN details. When ready, select UPDATE FIRMWARE.
8. Do not switch screens or power your device off while updating.
9. When ready, confirm the main firmware update.
10. The latest update will begin downloading.

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Troubleshooting & Tips

How To Switch Protocol Modes

Note: Similar to the abovementioned process, these steps require downloading MagTek's reader management system, or RMS, as an iOS app.

1. Insert a card into your card reader with the iDynamo 6 powered off.
2. Turn the iDynamo 6 ON.
3. Upon seeing the blinking LED light, remove the card slightly but not entirely from the reader. Re-insert up to three times as the LED light continues flashing (card inserts should occur within six seconds of each other).
4. Check PROTOCOL MODE.

How To Reboot Your iDynamo 6

Merchants can force-reboot their iDynamo 6s by disconnecting from USB, battery, and host power sources. Disconnecting the MagTek iDynamo 6 effectively compels the device to reset.

A Note on Factory Resets

Note: Performing a factory reset will erase all data on the device, including transaction history and customized settings. Be sure to back up any important data before proceeding with a factory reset.

MagTek users can perform factory resets through the use of remote management services. The iDynamo 6 can either be reset via software or at the device level. For more detailed instructions on how to perform a factory reset on your iDynamo 6, contact MagTek support.

How To Reach Customer Service

If you have any customer service issues related to your [MagTek device](#), contact MagTek support via email (support@magtek.com) or telephone (562-546-6800).

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