uDynamo Audio/USB Reader
Secure Card Reader Authenticator Troubleshooting Quick Guide

uDynamo Required Settings

SCRA magstripe swipe path

USB connection

LED Indicator

removable stabilizer grip

folding audio jack

Figure 1.Front face view

Remove audio headsets

Turn mute off
(check physical switch and digital settings)

iOS
On iOS mobile devices go to Settings/Privacy/Microphone/Host Application and check any applications that may have volume settings.

On Android mobile devices check for any external audio devices that may alter the volume settings on your device.

Turn the volume to maximum
Please note: some carriers restrict the volume settings and do not allow for maximum volume setting. If this is the case, your device may not work. ENSURE YOU TURN VOLUME BACK DOWN BEFORE USING HEADSETS.

Check uDynamo is charged
The LED should be a solid green when connected to the USB charger. If it is not, please charge the device.

Attach uDynamo to mobile device
Ensure the uDynamo's audio plug is inserted completely into the audio jack. TROUBLESHOOT: plug and unplug the audio jack; turn your mobile device off and on and start over; ensure other audio devices work from the audio jack. ENSURE YOU TURN VOLUME DOWN BEFORE TESTING AUDIO JACK FUNCTIONALITY.
The stabilizer is removable, ensure it is firmly attached to the uDynamo, ensure it is firmly attached to the mobile device. There are two sizes of stabilizer grips (large or small) make certain you are using the correct size stabilizer clip. If not, please obtain the stabilizer clip.

Call a representative to learn more 562-546-6400.

MagTek Audio Reader Tester application (Android application to test device compatibility)

This app can be used to test various Android Phones and Tablets (devices) for compatibility with MagTek audio jack readers. This application is not compatible with audio jack readers manufactured by companies other than MagTek, Inc. The MagTek Audio Reader Tester may be downloaded from the Google Play Store at: https://play.google.com/store/apps/details?id=com.magtek.mobile.android.app.AudioReaderTester&hl=en.

1 Launch the MagTek Audio Reader Tester application

ANDROID APP ON Google play

2 Plug your uDynamo into the audio jack of your device.

TROUBLESHOOT: check connection, check audio jack.

see "Attach uDynamo to mobile device"

MagTek Audio Reader Tester

Please connect the card reader.

Cancel

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3 Press **Continue**.

NOTE: Volume warning. Warning: The audio output volume will be set to maximum during the test.

ENSURE YOU TURN VOLUME DOWN BEFORE TESTING AUDIO JACK FUNCTIONALITY.

The app should automatically recognize the plugged in uDynamo.

TROUBLESHOOT: go back to step 2

App must detect an audio jack reader connection.

MagTek Audio Reader Tester

Warning: The audio output volume will be set to maximum during the test.

Continue   Cancel

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4 A message of "Checking reader, please wait..." will be displayed.

MagTek Audio Reader Tester

Checking card reader, please wait...

To lower your risk of hearing damage, do not listen at high volumes for long periods

Cancel

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5 Swipe a card.

NOTE: No card information will be transmitted or saved. Swiping a card enables the test to determine if magstripe data has the potential of being obtained. Any standard magstripe card will suffice, including expired or deactivated cards.

If the reader is detected as a reading device, a message will display asking the user to "Please swipe a card."

TROUBLESHOOT: check device connectivity.

MagTek Audio Reader Tester

Please swipe a card. (No card information will be transmitted or saved)

To lower your risk of hearing damage, do not listen at high volumes for long periods

Cancel

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6 The results will show on screen.

TROUBLESHOOT: press "Run Test" to try the test again.

X

If the MagTek reader is not compatible with your Android device, a message will display "**Test Failed.**"

This device will not support this reader. X

MagTek Audio Reader Tester

X

Test Failed

Run Test

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✓ If the reader is compatible with your Android device, a message will display "**Test Passed**" and the card reader Serial Number will display.

7 Send Configuration

There may be some instances where the device may show as passed, but may not work with a specific application. In these instances, press **Send Configuration**.

MagTek Audio Reader Tester

✓

Test Passed

Serial Number of the Card Reader:

Send Configuration   Run Test

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8 The app will prompt the user to select an email client to send configuration data to the MagTek development team at AudioReaderTest@magtek.com.

NOTE: No swiped card information is sent from step 6. Only device and reader data are included.
NOTE: Certain devices may not work with specific apps, this may be due to a variety of reasons including but not limited to: carrier settings, operation settings, or other configuration settings.

2:52 PM
MagTek Audio..   Save   Send   Cancel

To: audioreadertest@magtek.com
CC: support@magtek.com
Subject: MagTek Audio Reader Configuration Submission

Audio Reader Tester App Version: 1.0.1
Android Device Information:
  Device_Name=null
  Board=piranha
  Bootloader=unknown
  Brand=samsung
  CPU_ABI=armeabi-v7a
  CPU_ABI2=armeabi
  Device=espressowifi

Please contact me with results from testing at contact@company.com

@ ' ! ? ,
1 2 3 4 5 6 7 8 9 0

(Email app appearance will vary.)

MAGTEK
SECURITY FROM THE INSIDE