

MagTek Reader Management System

**Suite of Apps and Source Code
Installation and Operation Manual**



June 2023

Document Number:
D998200581-30

REGISTERED TO ISO 9001:2015

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Table 0-1 - Revisions

Rev Number	Date	Notes
10	May 2023	Initial Release
20	June 2023	Updated icon and content
30	June 2023	Updated Instructions for iOS and Windows and added a Glossary of Terms

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1 Overview

MagTek Reader Management System (RMS) is a suite of Apps and Source Code designed to help automate the ability to configure and update MagTek readers across an enterprise deployment. The main purpose of the system is to load and manage firmware, inject keys, configure device settings, load, and manage terminal and application settings, and load and manage certificate authority public keys (CAPKs) needed for EMV contactless reading.

2 Purpose

Customers need an automated and scalable solution to update large quantities of readers without painful and expensive human intervention at the device level.

- The main purpose of this app is to streamline the ability to load firmware, device configs, keys, Tags and CAPKs into a target reader or more importantly, a large quantity of geographically separated readers.
- The target files are 100% MagTek managed (files managed at MagTek's host) so the user is not able to load the wrong files by accident.
- The app can auto execute or manually execute the update process which can include all of the above file options in a single action. This prevents the need to load individual files which is cumbersome and not practical for scale.
- The source code can be used to integrate this functionality into 3rd party apps which makes it easier for developers to use Magensa Remote Services.

3 Benefits

The MagTek Reader Management system (RMS) offers several benefits to both merchants and businesses. Here are the overall benefits of implementing RMS and how it can benefit merchants:

1. **Centralized Management:** RMS provides a centralized platform to manage and control MagTek readers across multiple locations. Merchants can remotely configure devices, update firmware, keys, terminal, and application settings and CAPKs from a single interface. Centralized management reduces the need for manual intervention at each reader, saving time, cost, and effort for merchants.
2. **Enhanced Security:** MagTek's RMS offers robust security features to aid in the protection of payment card transactions and sensitive customer data. With RMS, merchants can support compliance with industry standards and regulations, such as PCI DSS (Payment Card Industry Data Security Standard). MagTek's Reader Management System is designed to enable a secure and efficient process to keep readers up to date with the latest firmware and device configurations.
3. **Efficient Updates and Maintenance:** Keeping MagTek readers up to date is crucial for security and performance. RMS streamlines firmware updates and other maintenance tasks. Merchants can push updates to readers remotely, eliminating the need for manual updates at each device. This ensures that all devices are running the latest firmware versions, maintaining consistency and enhancing overall system reliability.
4. **System Reporting:** RMS provides system reporting capabilities, allowing merchants to manage firmware versions for production and test environments. Detailed reporting features provide insights into device updates by serial number for firmware, terminal and application settings and CAPKs.

5. **Scalability and Flexibility:** RMS can scale to accommodate the growth and changing needs of businesses. Whether a merchant operates a single store or a large chain of locations, RMS can handle the management of MagTek card readers effectively. The system offers flexibility with operating system options to accommodate both iOS and Windows.
6. **Cost Savings and Efficiency:** By automating various aspects of reader management, MagTek's RMS solutions can lead to significant cost savings and increased operational efficiency. Remote management capabilities reduce the need for on-site visits, minimizing maintenance costs and downtime. Centralized control streamlines administrative tasks, reducing manual effort and enabling staff to focus on other critical business activities.
7. **Improved Customer Experience:** A well-managed payment infrastructure leads to a smoother customer experience. With MagTek's RMS, merchants can ensure that their MagTek readers are functioning optimally, reducing transaction errors and processing time. This enhances customer satisfaction and loyalty, positively impacting business reputation and revenue.

4 Applications

4.1 RMS Windows App

- Windows application (PN 1000009408)
- Windows Code in C-Sharp (PN 1000009409)
- Supports USB and BLE connected readers
- MagTek V5 readers

4.2 RMS iOS App

- iOS application (PN 1000009406)
- Swift Code for integrating into native iOS App (PN 1000009407)
- Supports BLE, USB iAP, and Lightning connected readers
- Dark Mode Support
- MagTek V5 Readers

5 Magensa Remote Services

- Customer needs a Remote Services (RS) Account for billable services
- Customer DOES NOT need an RS Account for non-billable services
- Billing occurs upon RS activity (this middleware does NOT impact the billing mechanics with RS)
- Middleware between Magensa RS and Client App

Its main differentiator is to allow a developer or user to auto-launch or single-click within their app to perform:

1. Loads Firmware for V5 readers
2. Main FW and BLE FW
3. By Device ID so blending readers across various generations with differing FW files
4. Loads Terminal and Application Settings
5. Loads CAPKs
6. Loads keys
7. Load Device Configs

6 Onboarding

- Web API Key (MagTek controlled)
- Profile (MagTek controlled)

7 File Manager Loaded

- Firmware by device ID
- Terminals and Application Settings
- Magensa Defaults or Custom files can be loaded per profile
- CAPKs
- Magensa Defaults or Custom files can be loaded per profile

8 Reporting

- By DSN and files successfully loaded

9 iOS System Requirements:

- iOS 13, iPadOS Operating System or newer
- Compatible with iPhone, iPad, and iPod touch

***Not All Configuration Options are available to all SCRA's

Configuration Options available are determined—

- By the type of SCRA being used
- By the Configuration Options provided by MagTek

***Certain COMMANDS require a reset of the device

- Please see the individual device's Programmer's Manual for affected Commands.

10 User Instructions - iOS App

10.1 Installation

Go to the App Store and download the **MagTek Reader Management System**.



Download the FREE App.

10.2 Settings

Open the app by tapping on its icon on your iOS device's home screen. Once the app is open, navigate to the Settings menu.

10.3 Connection

In the Settings menu, locate the "Connection" section. Here, you will find two options to choose from:

- Lightning/USB-C: Select this option if you want to connect the app to your device via Lightning or USB-C.
- Bluetooth LE: Choose this option if you want to connect the app to your device using Bluetooth Low Energy (LE).

10.4 API Key

Next, you will find the "API Key" section. By default, the API Key is a MagTek assigned API Key that controls access to MagTek's Released default profiles. If you require access to a custom set of firmware, EMV terminal and application settings, and/or CAPKs, MagTek will provide a custom API Key. To enter a custom API Key, input it into the designated field. The Reader Management System will then provide access to the profiles specified by that API Key.

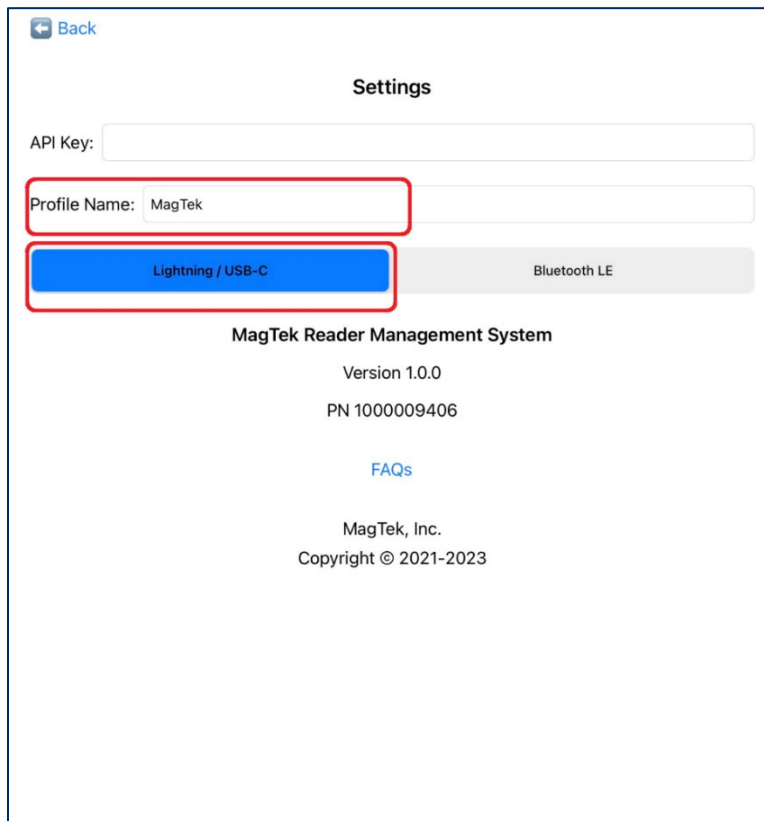
10.5 Profile Name

Following the API Key section, you will find the "Profile Name" section. By default, the Profile Name is set to "MagTekProd." This profile is used to control access to files that are deployed in MagTek's standard Production Deployments. If you need access to other firmware and configurations files, then specifying an alternate Profile Name will be required.

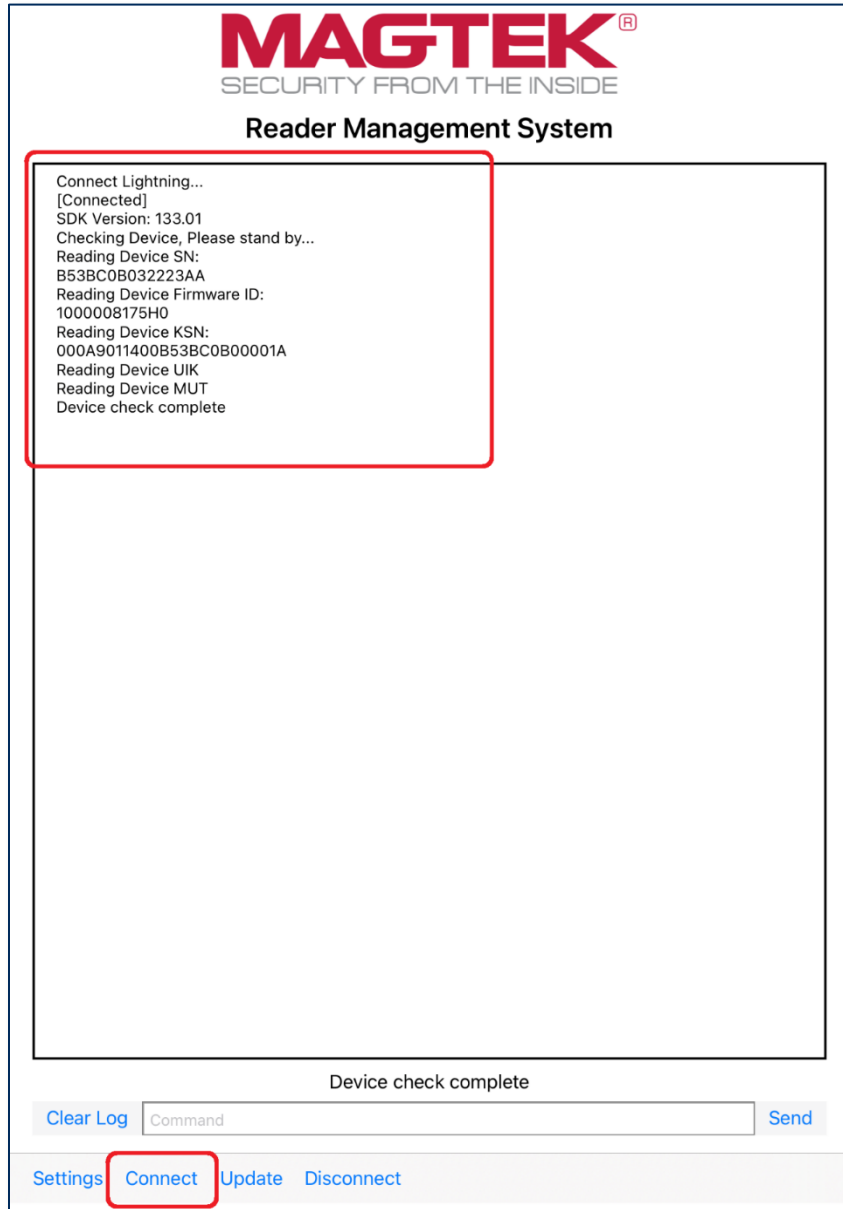
10.6 How to Update Firmware and Configurations for iDynamo 6 USB-C and iDynamo 6 Lightning

To update the firmware and configurations for iDynamo 6 Lightning and iDynamo 6 USB-C devices follow these steps.

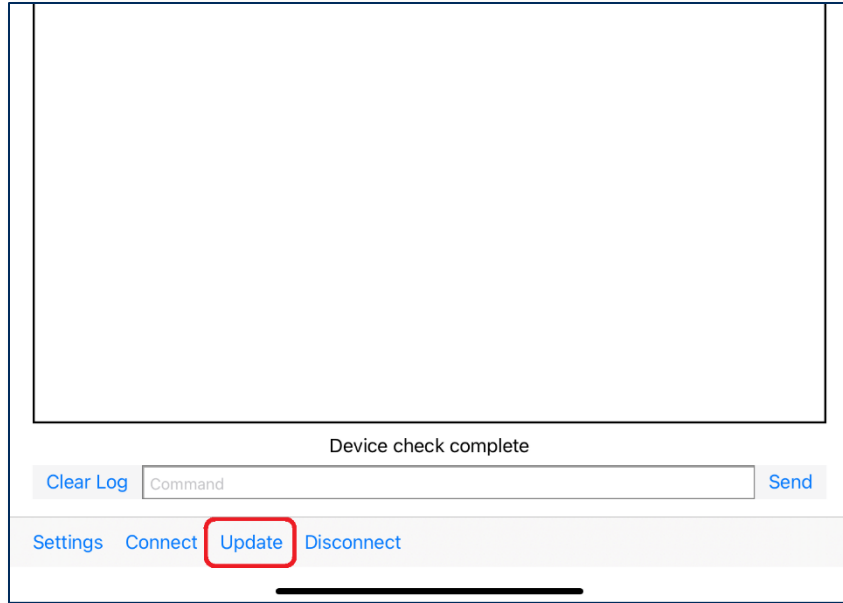
1. Connect the iDynamo 6 device to your iPhone/iPad
2. Launch the Reader Management System App and open **Settings**, select **Lightning/USB-C**, then enter your Profile Name created by MagTek.



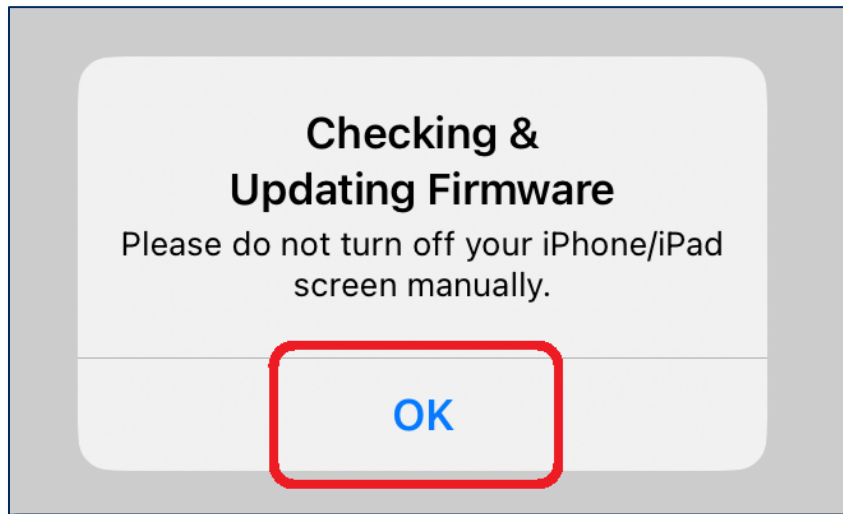
3. Go back to the main screen and press **Connect** to open the device. The app will open the device and display some basic information about the device.



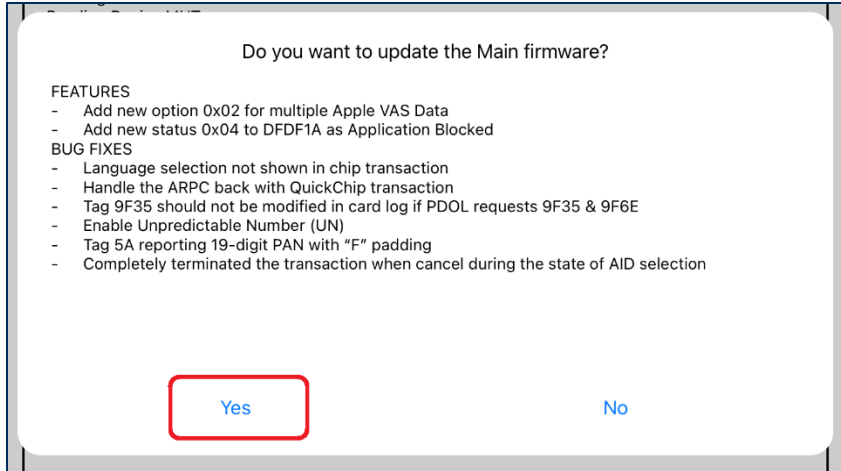
4. Press **Update** to update your device.



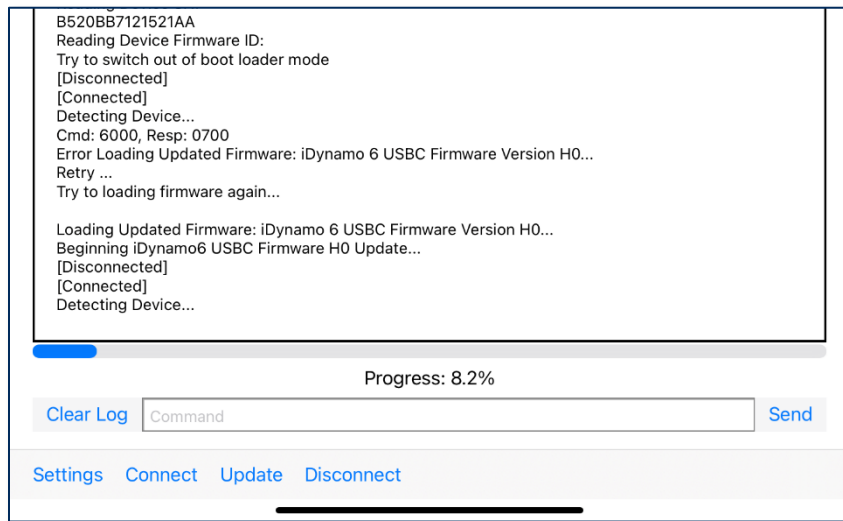
5. To avoid error, please make sure do not turn off your iPhone/iPad screen dialog will appear, press OK to acknowledge.



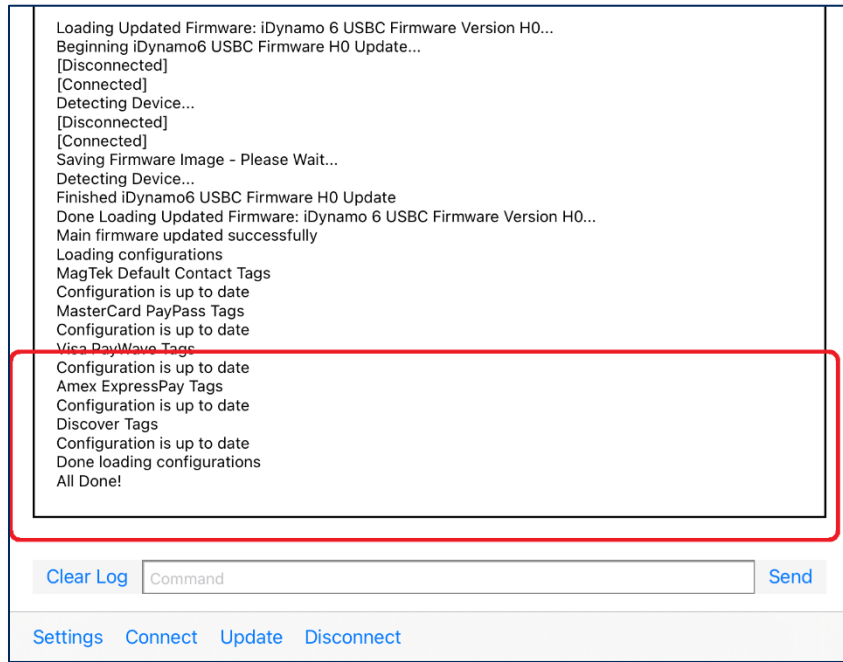
6. App will connect to MagTek's server and perform firmware update check. This dialog will appear if the firmware needs to be updated. Select Yes to confirm firmware update.



7. Wait for the app to update the firmware and configuration.



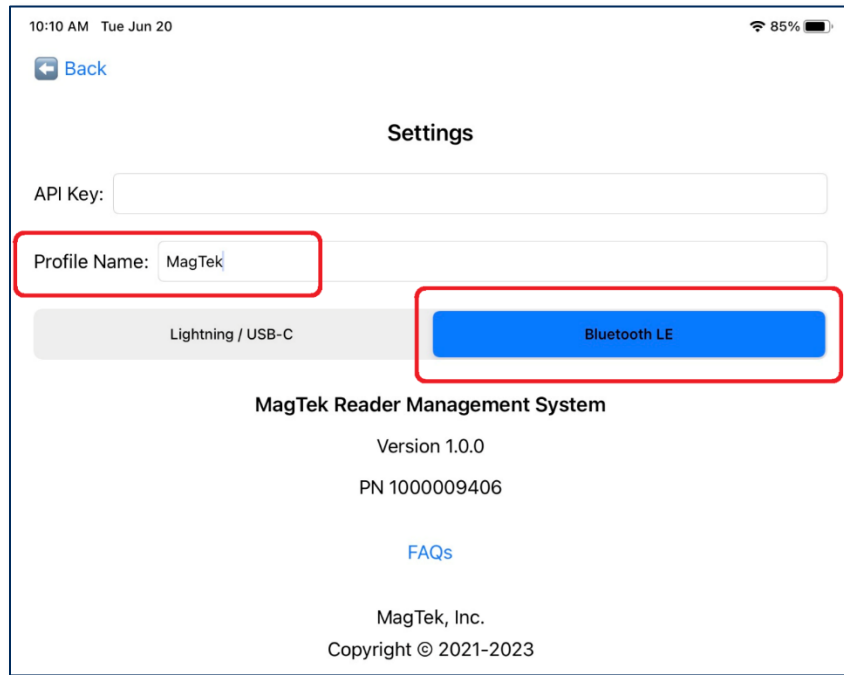
8. After both firmware and configurations updated successfully, the app will display “All Done!”



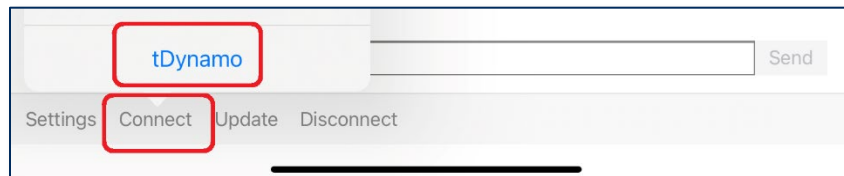
10.7 How to Update Firmware and Configurations for tDynamo

To update the firmware and configurations for tDynamo device follow these steps.

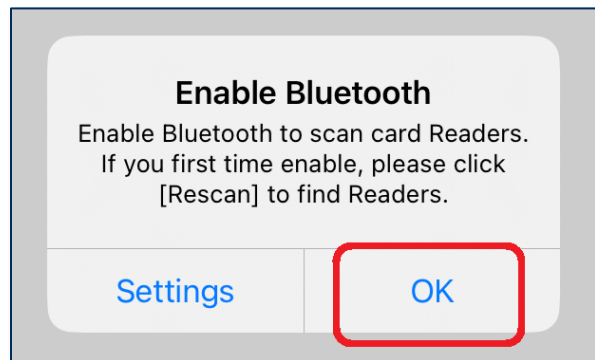
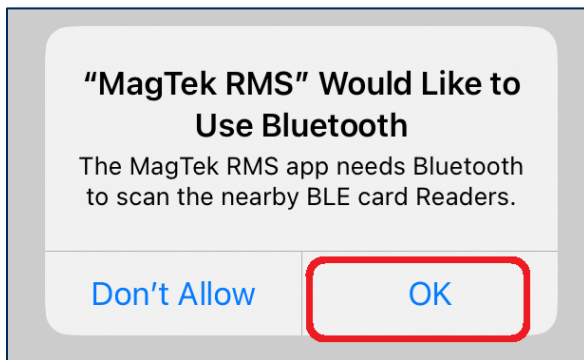
1. Put the tDynamo device in pairing mode by pressing and holding the button for 3 seconds, the LED light on the device will be flashing blue.
2. Launch the Reader Management System App and open **Settings**, select **Bluetooth LE**, then enter your Profile Name created by MagTek.



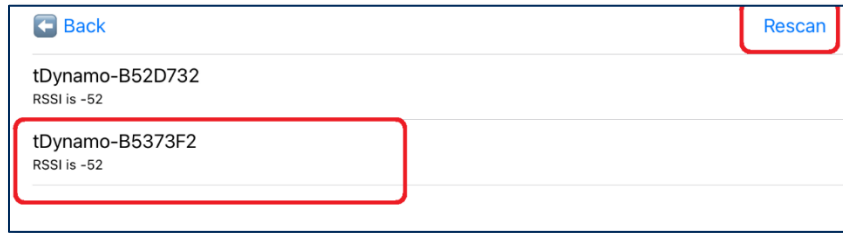
3. Go back to the main screen and press **Connect** then select tDynamo.



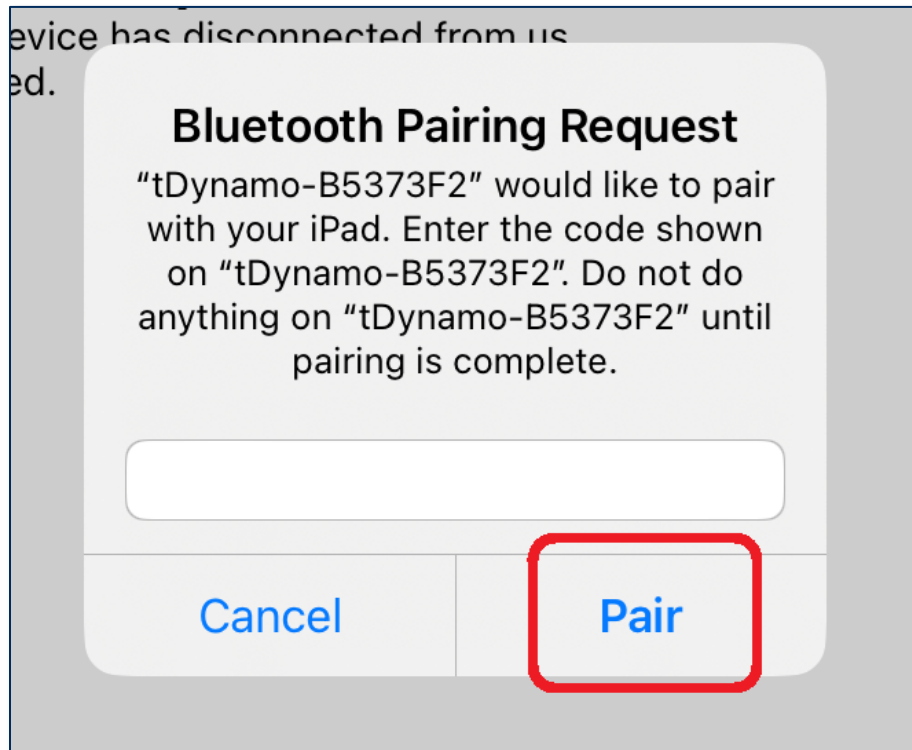
4. Press OK to allow Bluetooth permission, then press OK to allow Bluetooth



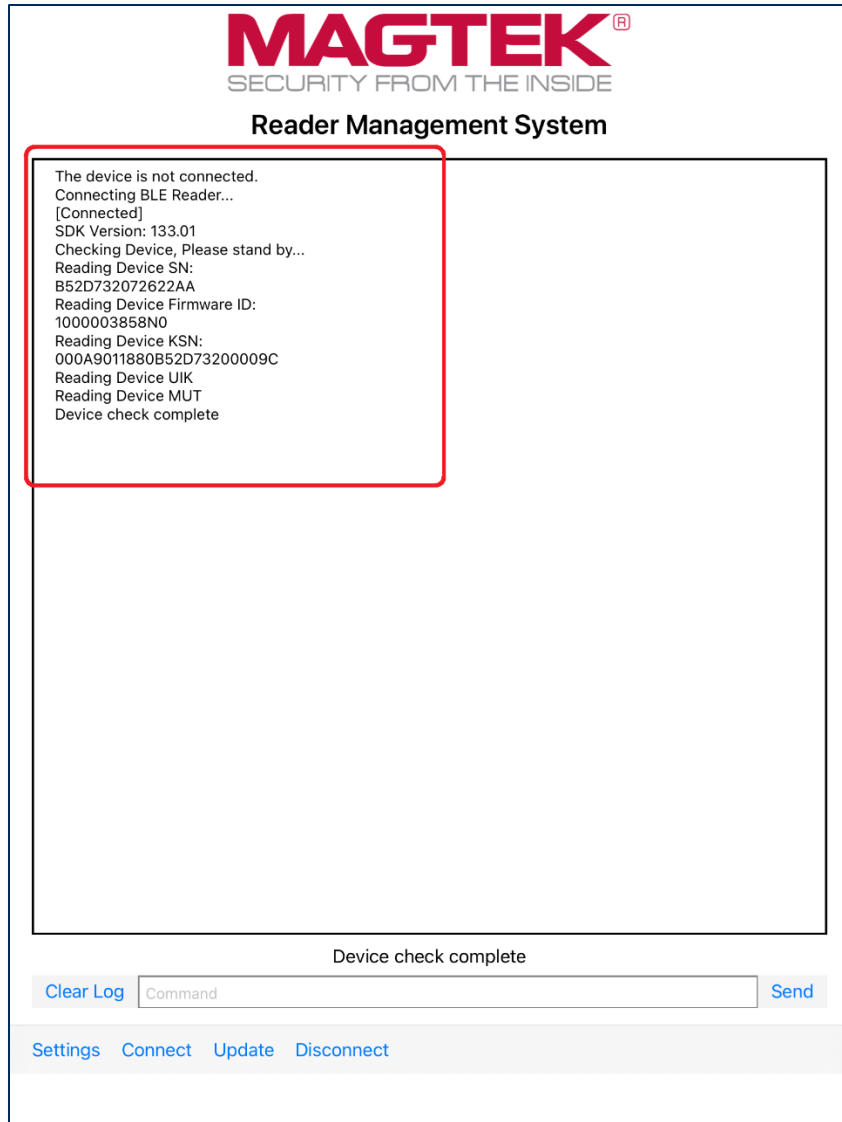
5. Press Rescan to scan for the tDynamo device, then select your tDynamo device from the list.



6. Enter the pairing passcode when prompted, by default, the passcode is 000000, then press **Pair**.

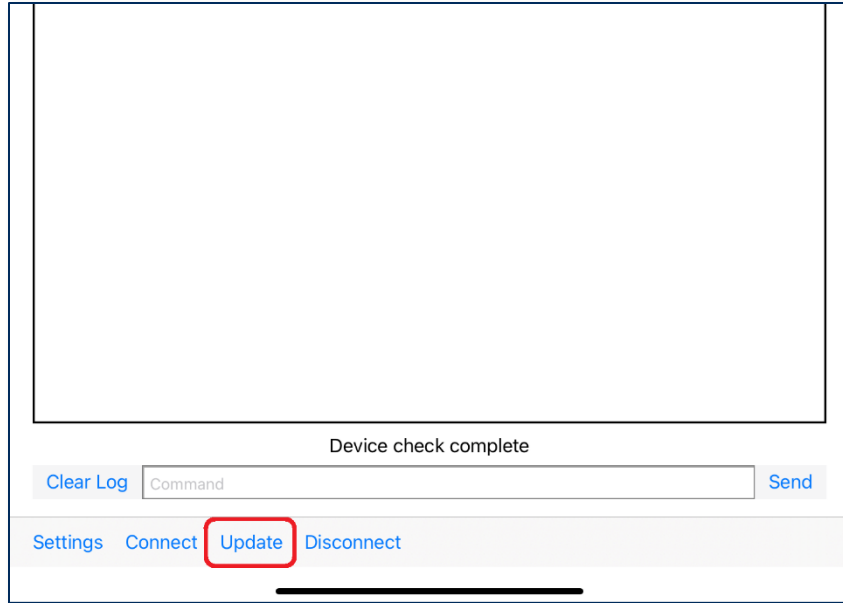


7. The app will open the device and display some basic information about the device.

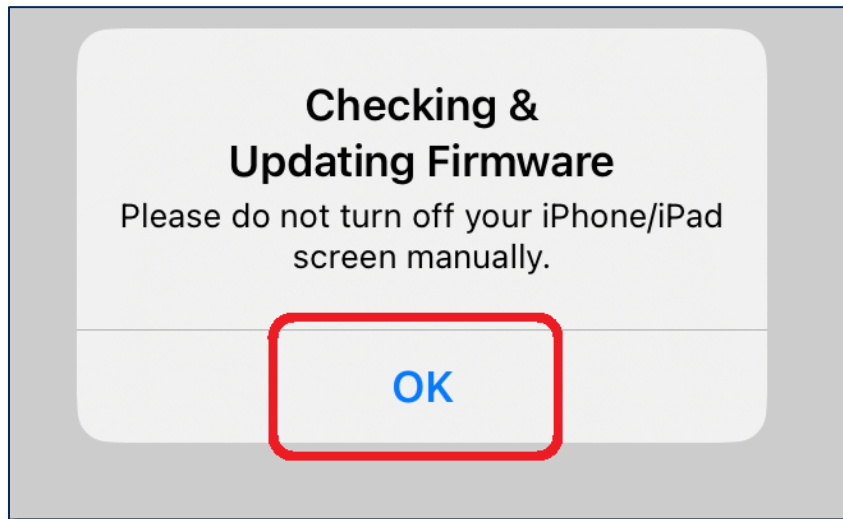


8.

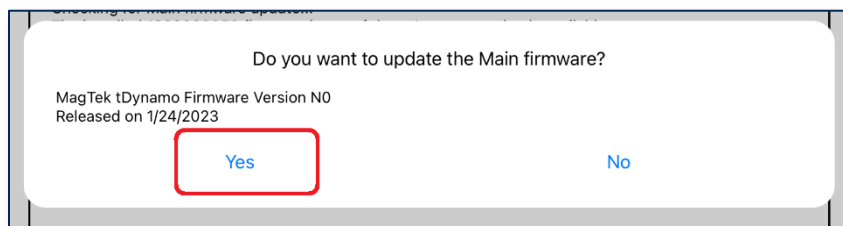
9. Press **Update** to update your device.

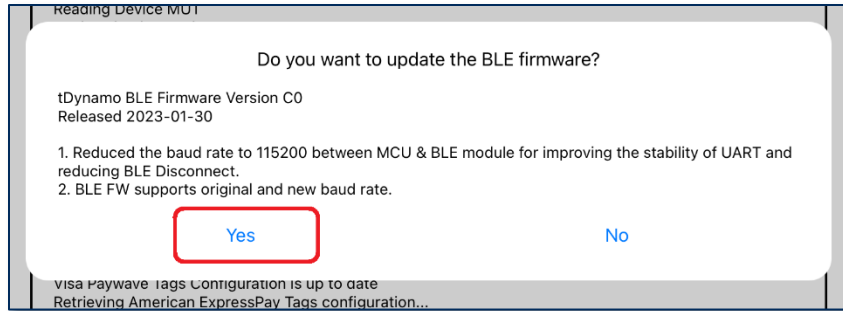


10. To avoid error, please make sure do not turn off your iPhone/iPad screen dialog will appear, press OK to acknowledge.

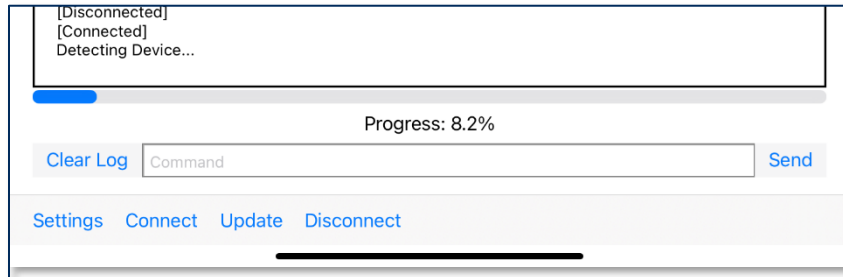


11. App will connect to MagTek's server and perform firmware update check. This dialog will appear if the firmware needs to be updated. Select **Yes** to confirm firmware update.





12. Wait for the app to update the firmware and configuration.



13. After both firmware and configurations update successfully, the app will display “All Done!”. You will need to forget the device in the iPhone/iPad settings and pair again after Bluetooth LE firmware was updated.

[Bluetooth LE Reader Disconnected]
status - 6, The connection has timed out unexpectedly.
Detecting Device...
Saving Firmware Image - Please Wait...
[Disconnected]
[Bluetooth LE Reader Disconnected]
status - 6, The connection has timed out unexpectedly.
Detecting Device...
[Connected]
Finished tDynamo Firmware N0 Update
Done Loading Updated Firmware: tDynamo Firmware Version N0...
Main firmware updated successfully
Loading configurations
MagTek Default Contact Tags
Configuration is up to date
MasterCard PayPass Tags
Configuration is up to date
Visa PayWave Tags
Configuration is up to date
Amex ExpressPay Tags
Configuration is up to date
Discover Tags
Configuration is up to date
Done loading configurations

Loading Updated Firmware: tDynamo BLE Firmware Version C0...
Beginning tDynamo BLE Firmware C0 Update...
[Disconnected]
[Bluetooth LE Reader Disconnected]
status - 6, The connection has timed out unexpectedly.
Detecting Device...
[Connected]
[Disconnected]
[Bluetooth LE Reader Disconnected]
status - 6, The connection has timed out unexpectedly.
Saving Firmware Image - Please Wait...
Bluetooth LE Firmware updated, need forget/pair device manually.
Finished tDynamo BLE Firmware C0 Update
Done Loading Updated Firmware: tDynamo BLE Firmware Version C0...
BLE firmware updated successfully
All Done!

Clear Log Send

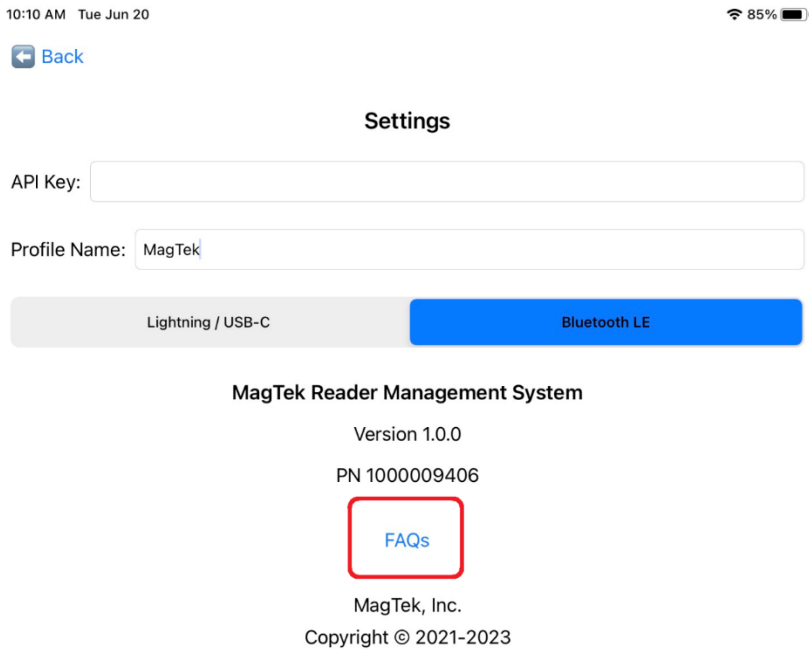
Settings Connect Update Disconnect

10.8 Command

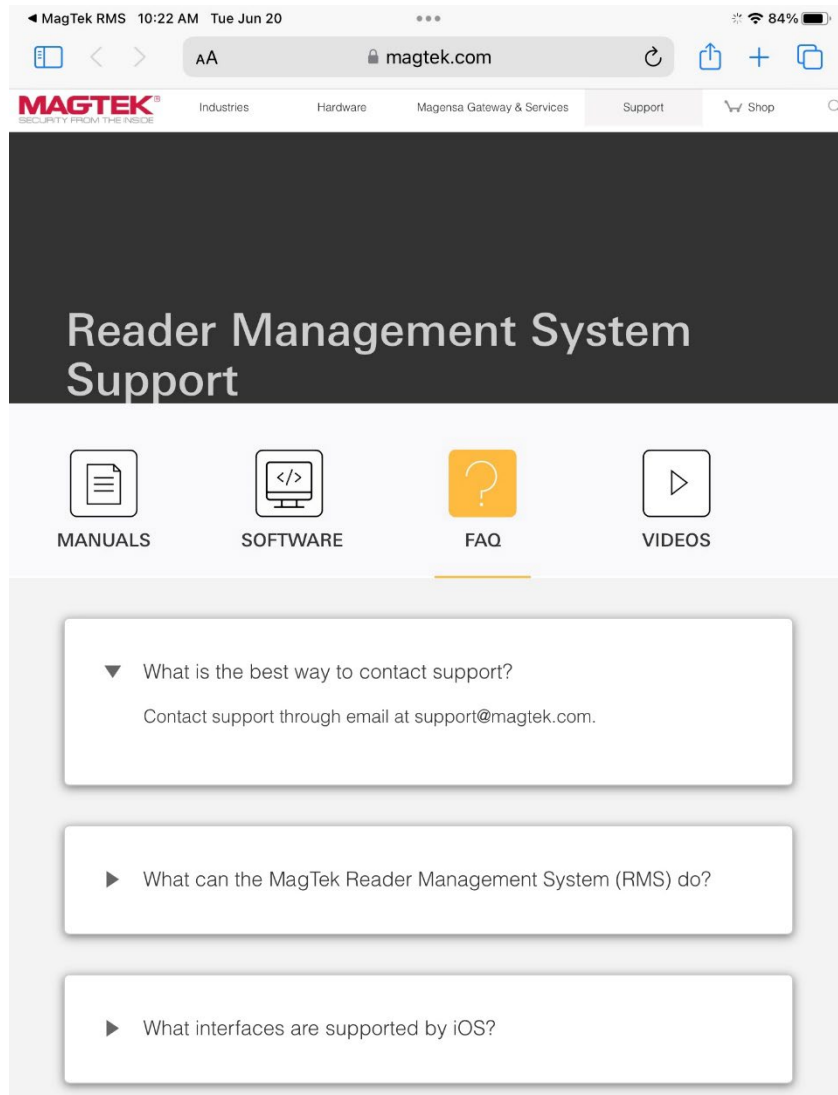
The Command Input Box allows you to enter a properly formatted MagTek Reader Command. After entering the command, tap on the "Send" button to execute.

10.9 Help - FAQs

For Frequently Asked Questions, tap **Settings**, then tap **FAQs**.



FAQs will appear. Scroll down to look for answers to commonly asked questions.



11 Windows System Requirements:

- Windows 10 or newer

***Not All Configuration Options are available to all SCRA's

Configuration Options available are determined—

- By the type of SCRA being used
- By the Configuration Options provided by MagTek

***Certain COMMANDS require a reset of the device

- Please see the individual device's Programmer's Manual for affected Commands.

12 User Instructions - Windows App

12.1 Installation

Go to www.magtek.com and download the MagTek Reader Management System.



Download the FREE App.

Open the MagTek Reader Management System Windows app.

12.2 API Key

Locate the "API Key" section. By default, the API Key is a MagTek assigned API Key that controls access to MagTek's Released default profiles. If you require access to a custom set of firmware, EMV terminal and application settings, and/or CAPKs, MagTek will provide a custom API Key. To enter a custom API Key, input it into the designated field. The Reader Management System will then provide access to the profiles specified by that API Key.

12.3 Profile Name

Locate the "Profile Name" section. By default, the Profile Name is set to "MagTekProd." This profile is used to control access to files that are deployed in MagTek's standard Production Deployments. If you need access to other firmware and configurations files, then specifying an alternate Profile Name will be required.

12.4 Update

If a MagTek reader is connected, you can press the "Update" button to update the device's firmware, EMV terminal and application settings, and/or CAPKs.

12.5 File

Navigate to the File menu and choose Process File or Exit

12.5.1 Process File

Press the "Process File" button to process a scripting file that can be provided by MagTek. This feature is reserved for MagTek.

12.5.2 Exit

Press the "Exit" button to close the app.

12.6 Utilities

Navigate to the Utilities menu and choose Detect Device, Clear Screen, GetEMVConfigs, Check Tag Updates, Always Update or Test Mode.

12.6.1 Detect Device

Press the "Detect Device" button. If a device is connected, the Reader Management System will attempt to read the following information:

- Reading device firmware Info
- Reading EMV Configuration 1
- Reading EMV Configuration 2
- Reading EMV Configuration 3
- Reading EMV Configuration 4
- Reading EMV Configuration 5
- Reading device UIK
- Getting information from the reader, please stand by...
- Reading device firmware Info
- Reading device UIK
- Reading device KSN
- Reading device MUT

12.6.2 Clear Screen

Press the "Clear Screen" button to clear the screen of all information.

12.6.3 GetEMVConfigs

Press the "GetEMVConfigs" button to retrieve from the MagTek reader a listing of all EMV terminal and applications settings. This feature is reserved for MagTek.

12.6.1 Check Tag Updates

Press the "Check Tag Updates" button to retrieve from the MagTek reader a listing of all EMV terminal and applications settings. This feature is reserved for MagTek.

12.6.2 Always Update

Reserved for use by MagTek. This feature is reserved for MagTek.

12.6.3 Test Mode

Reserved for use by MagTek. This feature is reserved for MagTek.

12.7 Help

Navigate to the Help menu for About and FAQs.

12.8 FAQs

Tapping on the link for FAQs will take you to the MagTek.com website, where you can find a list of frequently asked questions (FAQs) for further assistance.

Appendix A Glossary of Terms

- API – Application Programming Interface
- EMV –Europay, MasterCard® and Visa®
- FAQs – Frequently Asked Questions
- KSN - Key Serial Number
- MUT - MagTek Update Token
- SDK – Software Developer’s Kit
- SN - Serial Number
- UIK - Unique Identifier Key

Appendix B Warranty and Software License

B.1 Limited Warranty

MagTek warrants that the products sold pursuant to this Agreement will perform in accordance with MagTek's published specifications. This warranty shall be provided only for a period of one year from the date of the shipment of the product from MagTek (the "Warranty Period"). This warranty shall apply only to the "Buyer" (the original purchaser, unless that entity resells the product as authorized by MagTek, in which event this warranty shall apply only to the first repurchaser).

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