

# MagTek Reader Management System (RMS)

**iOS Application  
Installation and Operation Manual**



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**Table 0-1 - Revisions**

Rev Number	Date	Notes
100	November 2024	Initial Release
110	January 2025	Update copyright dates throughout. Updated all images to reflect V2 release. Updated <b>4.1.3</b> to include updated Websocket Screenshots

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# 1 Overview

The MagTek Reader Management System (RMS) is a comprehensive application with specialized source code designed to streamline the configuration and update process for MagTek readers in enterprise environments. Its primary functions include firmware management, key injection, device configuration, and the loading and management of terminal, application settings, and Certificate Authority Public Keys (CAPKs) required for EMV contactless transactions.

## 1.1 Purpose

The Reader Management System (RMS) application is designed to be compatible with all DynaFlex, DynaProx, and MagneSafe products available from MagTek.

- 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.

## 1.2 Benefits

The MagTek Reader Management System (RMS) provides several key benefits for merchants and businesses, these include:

1. **Centralized Management:** RMS allows for the remote management and configuration of MagTek readers across multiple locations from a single platform. Merchants can update firmware, keys, terminal settings, and CAPKs without manual intervention, reducing time, cost, and effort.
2. **Enhanced Security:** RMS supports compliance with industry standards, such as PCI DSS, by ensuring secure payment card transactions and protecting sensitive customer data. It enables a secure process for keeping readers up to date with the latest firmware and configurations.
3. **Efficient Updates:** RMS automates firmware updates and maintenance, allowing merchants to push updates remotely. This ensures all devices run the latest firmware, enhancing system reliability and reducing the need for manual updates.
4. **System Reporting:** RMS offers reporting capabilities to track firmware versions and device settings, providing detailed insights by serial number for firmware, terminal, and CAPK updates in both production and test environments.
5. **Scalability and Flexibility:** RMS is scalable to meet the needs of businesses, whether for a single store or multiple locations. It supports both iOS, Android and Windows, allowing flexibility in device management. *(See each OS specific installation manual for further details)*
6. **Cost Savings:** Automating reader management with RMS reduces the need for on-site visits, lowering maintenance costs and minimizing downtime. Centralized control streamlines administrative tasks, boosting operational efficiency.

7. **Improved Customer Experience:** Efficiently managed payment readers reduce transaction errors and delays, improving customer satisfaction and loyalty, which positively impacts business reputation and revenue.

### iOS System Requirements

The RMS app is compatible with iPhone, iPad, and iPod touch, iPad OS.

**Note:** Not all configuration options are available for all Secure Card Reader Authenticators (SCRAs). The available configuration options depend on:

- The specific SCRA model in use.
- The configuration options provided by MagTek.

**Important:** Some commands may require a device reset.

- Refer to the Programmer's Manual for your particular device to see which commands are affected. (See **Appendix B Related Documentation.**)

### RMS iOS Application

- iOS Application (PN 1000009406)
- Compatible with both USB and Bluetooth Low Energy (BLE) connected readers, as well as WLAN enabled readers.
- Supports MagTek MagneSafe and DynaFlex/DynaProx readers.

## 2 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

## 3 Installation and User Interface

### 3.1 Installation

Begin by downloading the [MagTek Reader Management System](#).



Open the **MagTek Reader Management System** iOS app.

### 3.2 Tabs

The main User Interface consists of five tabs located at the bottom of the page. These tabs are labeled as follows:

- Connect
- Device
- Configs
- Commands
- About



The Active Tab icon will be highlighted red as illustrated above.

### 3.2.1 Connect

The **Connect Tab** will connect a device to the RMS app. The upper portion of the tab contains:

1. API Key: This field is automatically populated when a device is connected, the characters are masked for security reasons. Although the field is editable, it is not recommended to alter the API Key field.
2. Profile Name: The Profile Name will be provided during onboarding.
3. Device Type: There are two device type options, **DynaFlex/DynaProx** and **MagneSafe**
4. Interface Type: There are three interface types, **Lightning/USB-C**, **Bluetooth LE**, and **WebSocket** for WLAN enabled devices.

Reader Management System

**MAGTEK**®  
SECURITY FROM THE INSIDE

1 API Key:


2 Profile Name:

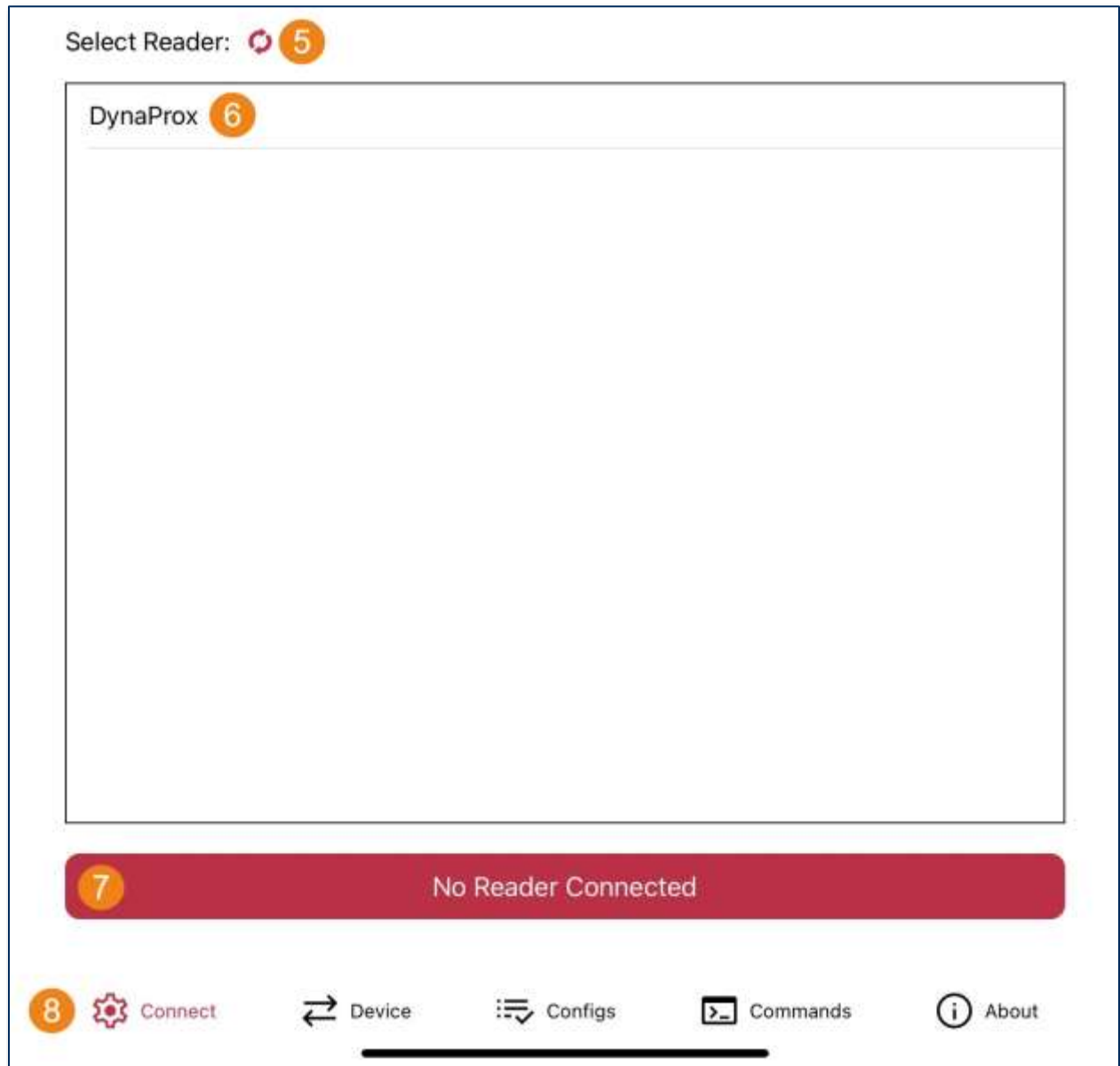
3 Device Type: ☒ DynaFlex/DynaProx ☐ MagneSafe

4 Interface Type: ☒ Lightning / USB-C ☐ Bluetooth LE ☐ WebSocket



The lower portion of the **Connect Tab** contains:

5. Select Reader Refresh : When connecting Bluetooth enabled devices, this button will refresh the list of available devices to connect to.
6. Device Name: Tap on the **Device Name** to connect.
7. No Reader Connected: This button becomes **Disconnect** after tapping on the device name to connect.
8. Main UI **Tab Bar**: The main tabs for the RMS app are located at the bottom of the screen. The active tab is highlighted red.



### 3.2.2 Device


With a device paired and connected, The **Device Tab** will update device Firmware and EMV Tags/CAPKS.

1. Log: The **Device Tab** contains a log of all events.
2. **Clear Log**: The Clear Log button will remove all log data until a new instance is provided by the reader.
3. Force Update: This option will update Firmware and EMV Tags/CAPKS when checked.
4. Check Boxes: The **Device Tab** contains pre-selected options to update Firmware and EMV Tags/CAPKS. The user can uncheck either option if needed.
5. Update: The **Update** button loads the updates checked.



### 3.2.3 Configs

The **Configs Tab** will update the device's configurations.

1. Log: The Configs Tab contains a log of all events.
2. **Clear Log**: The Clear Log button will remove all log data until a new instance is provided by the reader. The Refresh  button will refresh the list of available configurations for the device connected.
3. Force Update: This option will update configs when checked.
4. **Config List**: Tap on the desired configuration to select.
5. Update: Press the **Update** button to load the selected config.



### 3.2.4 Commands

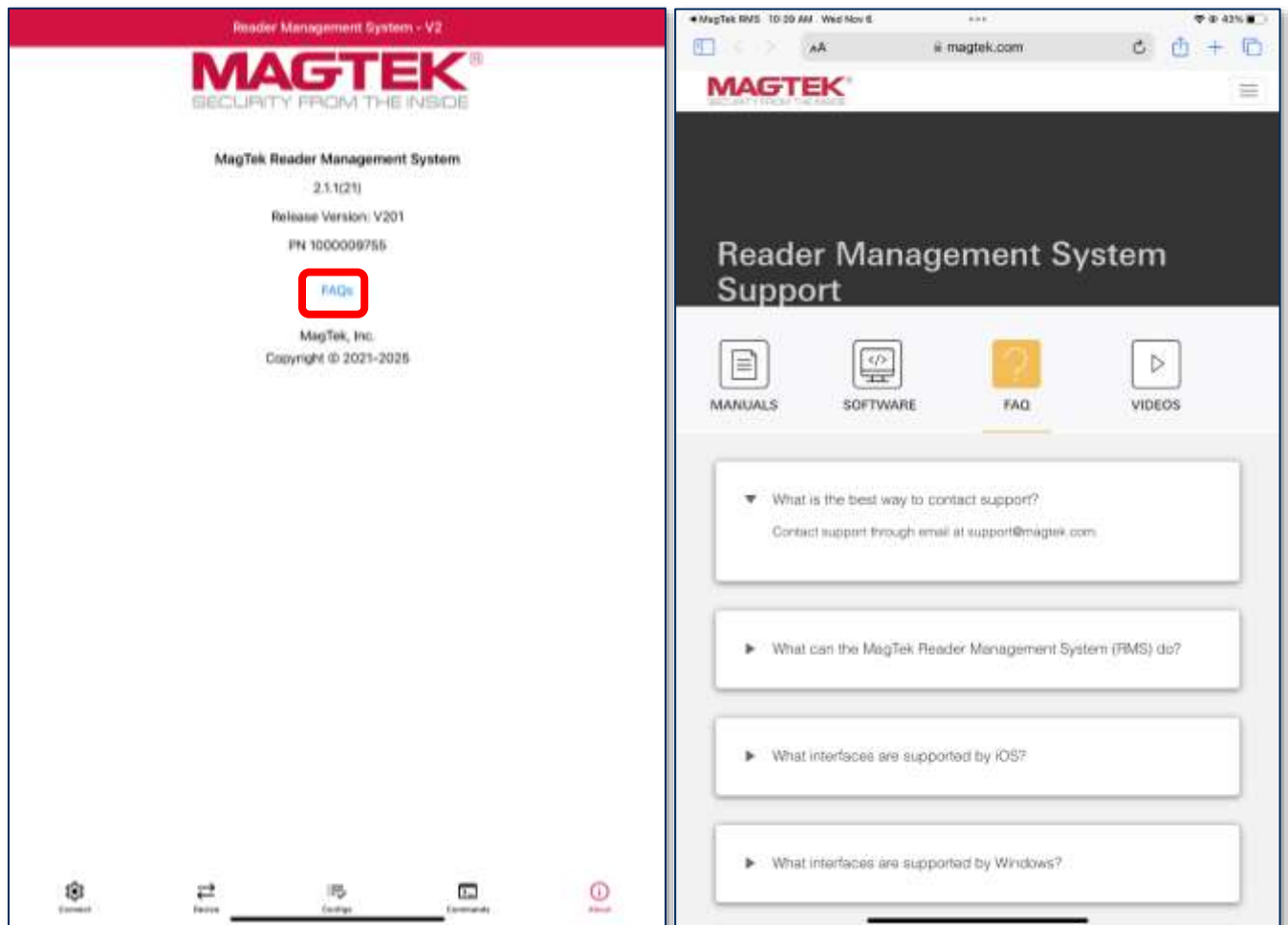
The **Commands Tab** allows users to send commands to a device. Responses are recorded in the Log.

1. Log: The **Commands Tab** contains a log that will display the details of all commands entered and responses returned.
2. **Clear Log**: The Clear Log button will remove all log data until a new instance is provided by the reader.
3. Commands Field: This field allows the user to enter commands.
4. **Send**: This button sends commands to the reader.



#### 3.2.5 About

The About Tab will display the App PN number, current version, and a link to **FAQs** available at MagTek.com.



## 4 User Instructions

### 4.1 Connect to an iOS Device

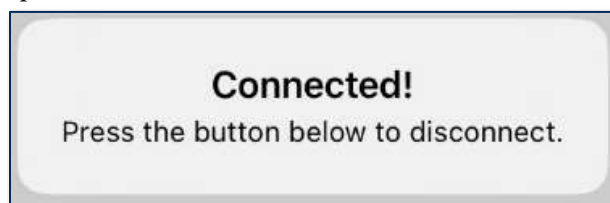
#### 4.1.1 Lighting/USB-C Cable

To connect to a device via Lightning/USB-C, plug the device into a compatible iPhone, iPad or iPod Touch.

1. Select the **Device Type**.
2. Select the **Interface Type**.
3. Tap on the **Device Name** to connect.


The screenshot shows the 'Reader Management System' interface. At the top, the 'MAGTEK' logo is displayed with the tagline 'SECURITY FROM THE INSIDE'. Below the logo, there are input fields for 'API Key' and 'Profile Name' (which is set to 'MagTekTest'). The main section of the interface is divided into two rows of buttons. The first row has a red button labeled '1 DynaFlex/DynaProx' and a grey button labeled 'MagneSafe'. The second row has a red button labeled '2 Lightning / USB-C', a grey button labeled 'Bluetooth LE', and a grey button labeled 'WebSocket'. Below these buttons, there is a 'Select Reader:' label with a refresh icon. A dropdown menu is open, showing 'DynaProx' with a red button labeled '3' next to it.

Upon successful connection, the user will receive this message indicating the device is connected.



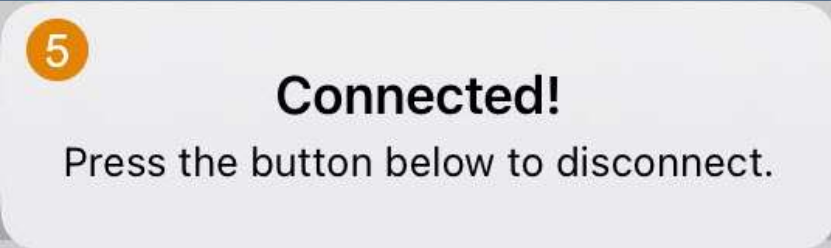
### 4.1.2 Bluetooth LE

To connect to a device via Bluetooth LE, open the iOS app and follow the steps below. It is important to note that Bluetooth pairing will be done through the RMS app, not through iOS device settings.

1. Select the **Device Type**.
2. Select the **Interface Type**.
3. Press the Refresh  button if the device does not appear.
4. Tap on the **Device Name** below.
5. When connected an alert will appear.



The screenshot shows the 'Reader Management System' interface. At the top is the 'MAGTEK' logo with the tagline 'SECURITY FROM THE INSIDE'. Below the logo are two input fields: 'API Key:' and 'Profile Name: MagTekTest'. There are two rows of buttons. The first row has '1 DynaFlex/DynaProx' (highlighted in red) and 'MagneSafe'. The second row has 'Lightning / USB-C', 'Bluetooth LE 2' (highlighted in red), and 'WebSocket'. Below these is a 'Select Reader:' section with a refresh icon and a '3' in a yellow circle. It contains a list of three device names: 'DF II Go-B548705', 'DF II Go-BE000BB', and 'DF II Go-BE000B1'. A '4' in a yellow circle is next to the last device name.

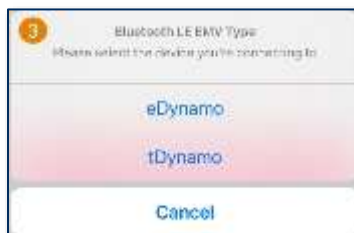



A light blue rounded rectangle box with a '5' in a yellow circle at the top left. The text inside reads: **Connected!**  
Press the button below to disconnect.

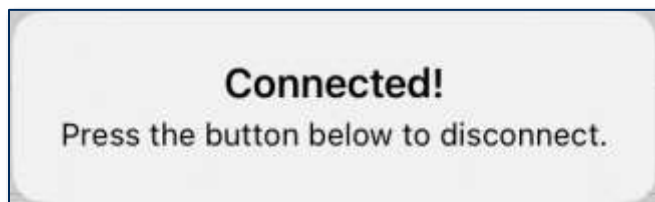
### 4.1.2.1 Bluetooth LE - Connecting a MagneSafe Device

To connect a MagneSafe device to RMS via Bluetooth LE, enable pairing on the MagneSafe device, for instructions on how to pair your specific MagneSafe device, refer to **Appendix B Related Documentation**. Once the device is in pairing mode, open the RMS app.

1. Select the **Device Type**.
2. Select the **Interface Type**.




3. Select the specific MagneSafe Device
4. Press the Refresh  button if the device does not appear.
5. Tap on the **Device Name** below.
6. When connected an alert will appear.

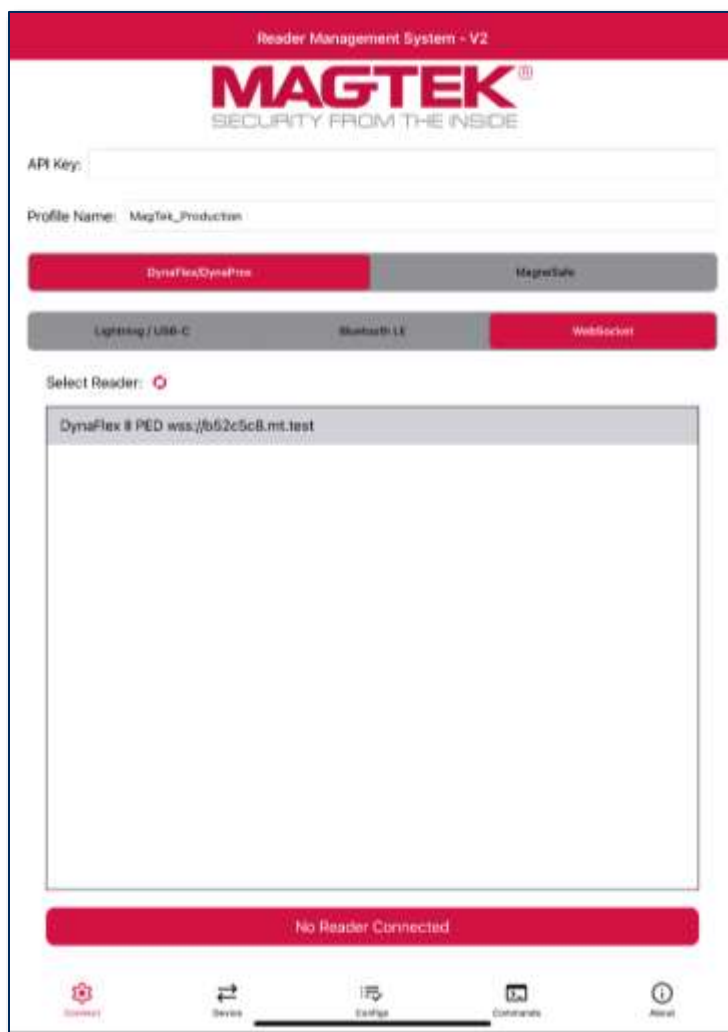
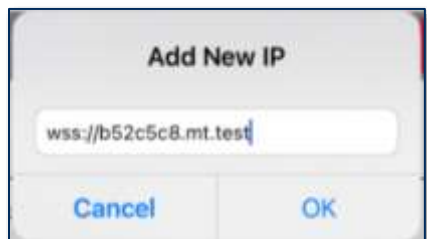




### 4.1.3 WebSocket

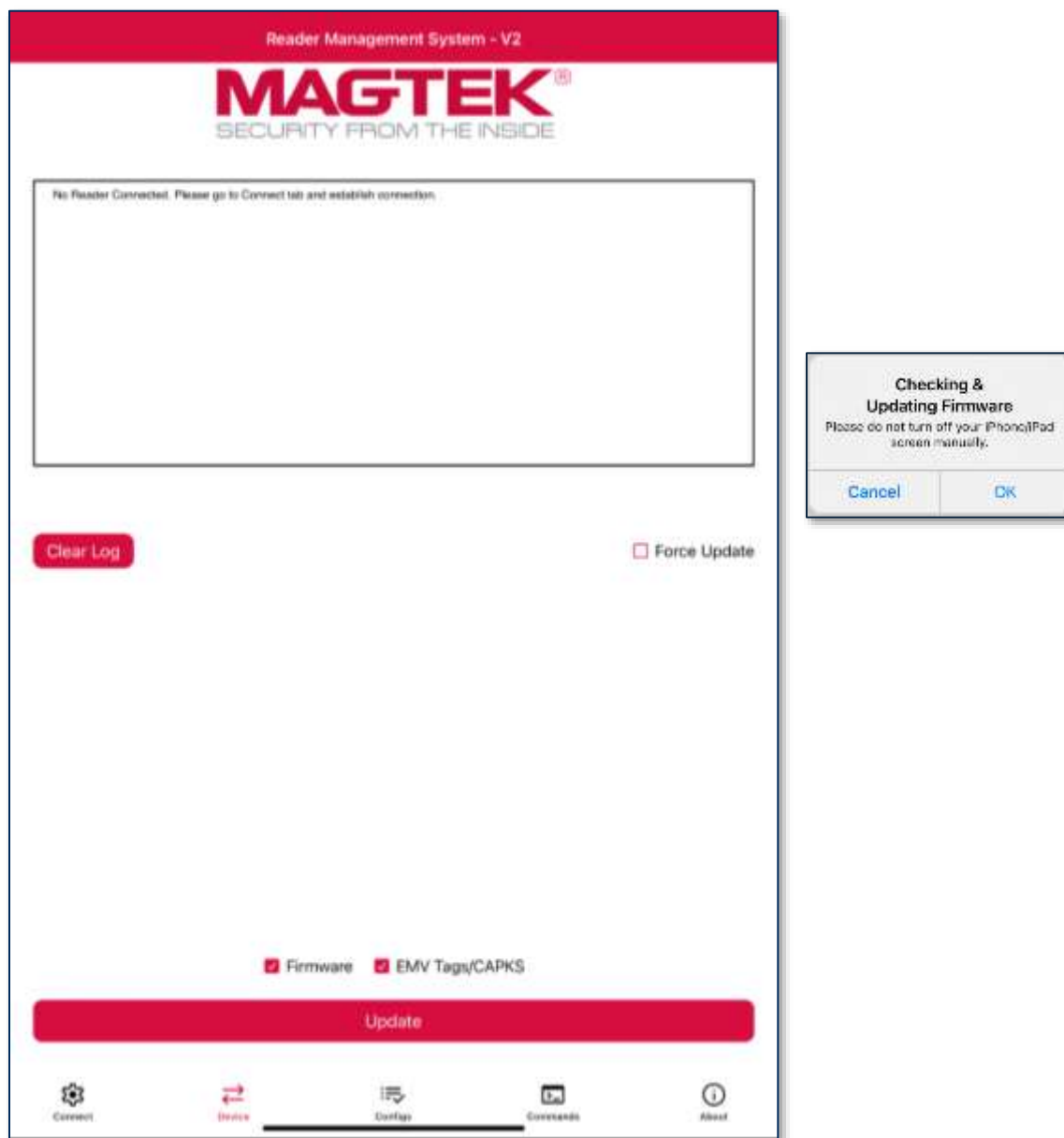
To connect to a device via WebSocket (WLAN), follow the instructions in the device's installation and operation manual, see **Appendix B Related Documentation**.

- Select the **Device Type** (Only DynaFlex Products Support WLAN currently.)
- Select **WebSocket**.
- Enter the device IP address in the prompt and press **OK**.
- Press the Refresh  button if the device does not appear. Press on the **Device Name** to connect.



### 4.2 Update Firmware and EMV Tags/CAPKS

To update device Firmware and EMV Tags/CAPKS, check the desired item to update and press the **Update** button. Only the updates that are checked will be loaded to the device. A prompt will appear asking the user not to manually turn off the screen, press **OK**.

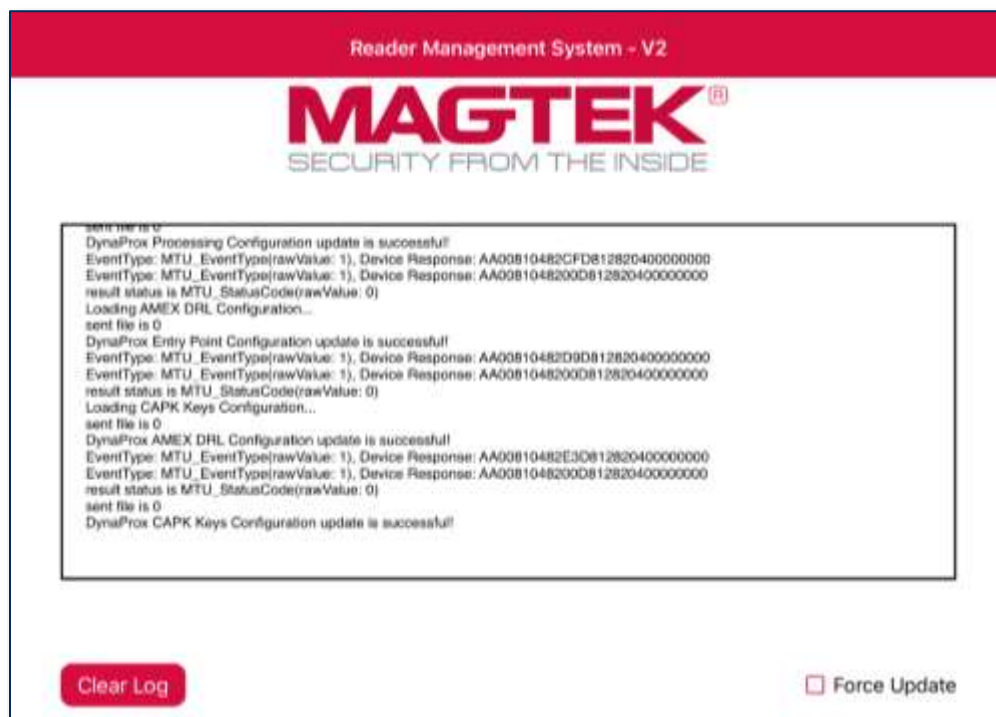


Note: The Force Update Firmware option is available only on MagneSafe Devices.

### 4.2.1.1 Updates Successful


The log will indicate:

- If current configurations are up to date,
- If updates have succeeded,
- If updates have failed



### 4.3 Configurations

To update or change your device's configurations:

- Tap on desired configuration to select.
- Press the **Update** button to load the update.
- Press **Clear Log** to clear the log.
- Press the **Refresh**  to refresh the list of available configurations if none appear.

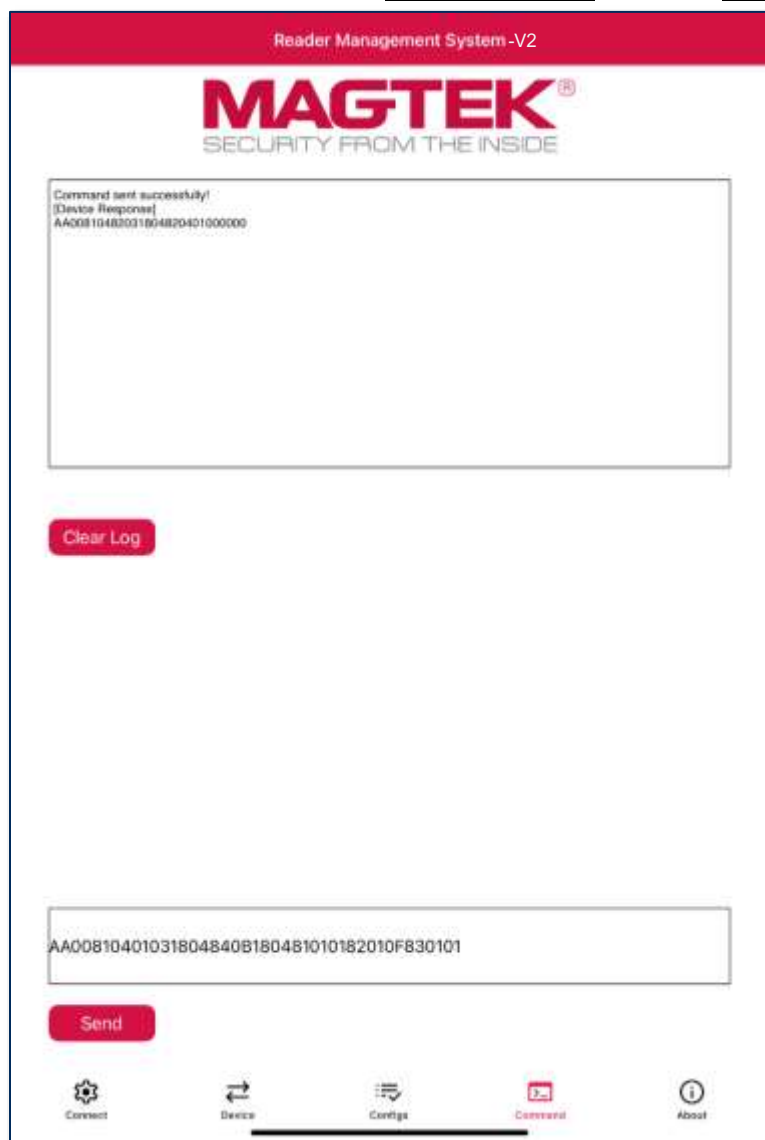
The log will indicate if the configuration update is successful or if it has failed.



### 4.4 Commands

To send a command to the device and receive a response:

- Enter a command in the **Command Field** and press **Send**.



In this example, the command entered was successfully sent and a response returned. This command turns on the device's Bar Code Reader LED. The log indicates it was sent successfully, the response command matched the programmer's manual and the LED illuminated. Refer to your device's particular programmer's manual for a full list of commands, see **Appendix B Related Documentation**.

## 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      Related Documentation**

To view or download any of the documents mentioned in this manual, visit <https://www.magtek.com/support>.

### **B.1      Installation and Operation Manuals**

*D99820020-DYNAMAG DUO INSTALLATION AND OPERATION MANUAL*

*D998200382- DYNAFLEX FAMILY OF PRODUCTS THREE-WAY SECURE CARD READER AUTHENTICATORS INSTALLATION AND OPERATION MANUAL*

*D998200595- DYNAFLEX II GO SECURE CARD READER AUTHENTICATOR INSTALLATION AND OPERATION MANUAL*

*D998200110- EDYNAMO INSTALLATION AND OPERATION MANUAL*

*D998200321- IDYNAMO 6 INSTALLATION AND OPERATION MANUAL*

*D998200614- IDYNAMO 5 GEN III SECURE CARD READER INSTALLATION AND OPERATION MANUAL*

*D998200257- TDYNAMO INSTALLATION AND OPERATION MANUAL*

*D998200203- DYNAMAG DUO INSTALLATION AND OPERATION MANUAL*

*D998200104- DYNAPAD INSTALLATION AND OPERATION MANUAL*

*D998200265- DYNAWAVE INSTALLATION AND OPERATION MANUAL*

### **B.2      Programmers Manuals**

*D998200383-DYNAFLEX PRODUCTS THREE-WAY SECURE CARD READER AUTHENTICATORS PROGRAMMER'S MANUAL (COMMANDS)*

*D998200489-DYNAPROX PRODUCTS EMV CONTACTLESS/NFC CARD READERS PROGRAMMER'S MANUAL (COMMANDS)*

*D998200597-DYNAFLEX II GO SECURE CARD READER PROGRAMMER'S MANUAL (COMMANDS)*

*D998200115-EDYNAMO PROGRAMMER'S MANUAL (COMMANDS)*

*D998200324-IDYNAMO 6 PROGRAMMER'S MANUAL (COMMANDS)*

*D998200226-TDYNAMO PROGRAMMER'S MANUAL (COMMANDS)*

*D998200587-IDYNAMO 5 GEN III SECURE CARD READER PROGRAMMERS MANUAL (COMMANDS)*

*D998200176-DYNAMAG / MAGNESAFE V5 INTELLIHEAD USB / MAGNESAFE V5 READERS USB PROGRAMMER'S MANUAL (COMMANDS)*

*D998200173-DYNAPAD PROGRAMMER'S MANUAL (COMMANDS)*

*D998200215- DYNAWAVE PROGRAMMER'S MANUAL (COMMANDS)*

## Appendix C      Warranty and Software License

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