

Quick Installation Guide

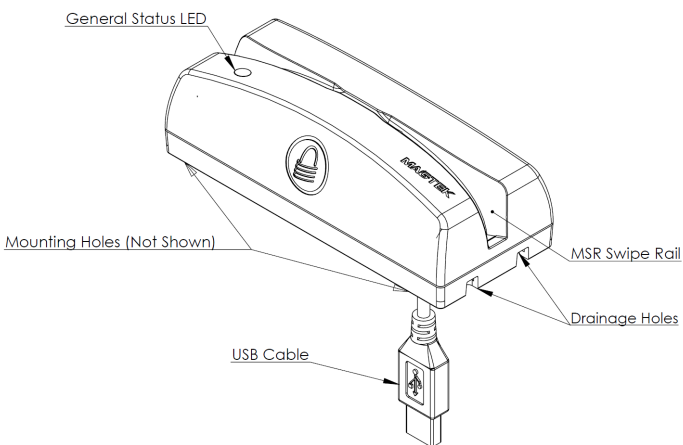
Setup and Installation

This document provides information about using the MagTek Dynamag Duo secure card reader authenticator that is driven by your application. For detailed information and device manuals, please visit MagTek support: www.magtek.com/support.

Product Description

MagTek's Dynamag Duo, a secure card reader authenticator (SCRA), is a compact magnetic stripe card reader that conforms to ISO standards. In addition to reading multiple tracks of data from either side of a card, the device also includes MagnePrint technology. The devices are compatible with any host with a USB interface. Cardholders can swipe their cards in either direction, facing either way.

Major Components



Connection and Power

The USB cable provides the device with power and bidirectional communication with a USB-capable host.

On hosts with the Windows operating system, the first time the reader is plugged into a specific USB port, Windows will pop up a dialog box, which will guide you through the process of installing a device driver for the reader. Be certain to install the device driver. Dynamag Duo can be operated in two different modes:

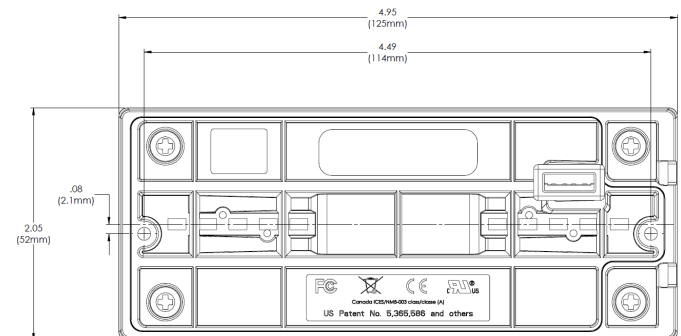
- HID and
- HID with Keyboard Emulation

When set to Keyboard Emulation (KB) mode, the device emulates a USB HID United States keyboard by default, or can be configured to use any international keyboard mapping using ALT ASCII code keypad key combinations or customizable key maps. This allows host software designed to acquire card data from keyboard input to seamlessly acquire card data from the device.

Mounting

The device is designed to be mounted to a fixed surface. Ensure the Reader is positioned on a flat, accessible surface with at least 4 inches clearance on either end for room to swipe a card. Mounting may or may not include washers or a gasket, depending on solution requirements. Dynamag Duo may be mounted with screws or fastening tape as described below:

- Mounted to a custom, solution-specific mounting plate or flat surface using two screws through the surface attached to the bottom of the device. Drill a hole in the surface for the cable, and run the cable through the hole. **Hand screw to the device ONLY and use no more than 4.75 in lbs. torque. Make certain to ONLY use screws included or equivalent.**
- Fastened with tape on the surface and running the cable on the top of the surface. If fastening tape is to be used, clean the area that Dynamag Duo will be mounted on with Isopropyl alcohol. Remove the adhesive protective cover of the fastening tape, then position the reader and push down firmly. Mount the Reader.



Caution: When in Keyboard Emulation mode, if another keyboard is connected to the same host as the reader and a key is pressed on the other keyboard while the reader is transmitting, then the data transmitted by the reader may be corrupted.

Caution: To avoid damaging the read head, only clean the card path with approved cleaning cards. DO NOT use liquid cleaning products or insert any other objects into the device.

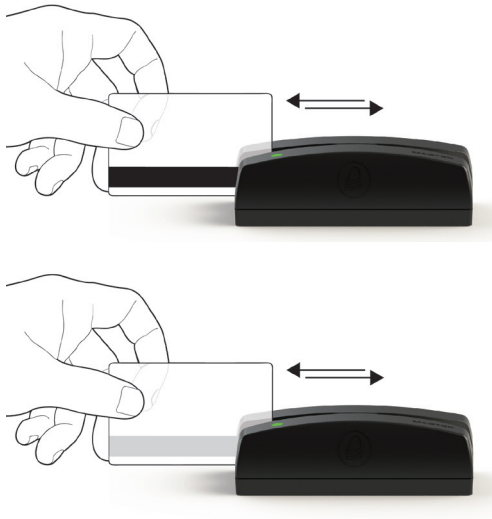
Use and Compliance

Commands

Some applications include a visual indication of whether the device is active or not. Contact your representative to learn where you can download your application.

Card Read

A card may be swiped through the reader slot when the LED is solid green or flashing green. The magnetic stripe can face toward the front of the reader (as indicated by the lock logo on the shiny stripe) or the back of the reader and may be swiped in either direction. If there is data encoded on the card, the reader will attempt to read the data, encrypt it, and then send the results to the host via a USB HID input report or, in Keyboard Emulation mode, as if the data was being typed on a keyboard. After the results are sent to the host, the reader will be ready to read the next card.



Visual and Auditory Cues

The reader has one LED on the reader body. The LED indicator will be either off, red, green, or amber.

Color	Action	Meaning
off	off	The device is not powered, or the host has put the device into Suspend mode.
Green	Steady On	If the device is configured to require authentication, the device is waiting for authentication. If the device is not configured to require authentication, the device is ready to read a card.
Green	Two Second Blink	A cardholder has swiped a card, and the device has successfully decoded the swiped card.
Green	Slow Blinking	If configured to require authentication, authentication has been established, and the device is ready to read a card.
Amber	Steady On	When the device is first turned on, the LED is solid amber while.
Red	Steady On	If the device is configured to require authentication (Security Level 4), authentication has failed. Make sure you are connecting to the correct host, check the authentication configuration on the host, and power cycle the device. The device also uses this status when a user is updating the firmware. On completion, the device will reset and the LED will turn off briefly.
RED	Two Seconds On	Device has failed to decode data on a swiped card. Try the swipe again.

When the reader is not powered, the LED will be off. When the reader is first plugged in, the LED will be solid amber. After the reader is plugged in, the host will try to enumerate the reader. Once the reader is enumerated the LED will turn solid green.

In addition to the General Status LED, the device incorporates a buzzer. After a cardholder swipes a card, the device will emit two short 2 kHz buzzes for a good read, or one buzz for a bad read, prompting the cardholder to try the swipe again.

Troubleshooting

If the reader becomes unresponsive try unplugging and plugging back in and rebooting the Host system. If you receive card read errors, make certain you are swiping in a smooth fluid path, that there is no debris in the reader, and the card is clean. Only clean MagTek card readers with MagTek approved card cleaning kits.

Technical Support

When contacting the support team please have power to your reader and have the part number and serial number(s) available, contact support@magtek.com

Compliance

FCC WARNING STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a different circuit than the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

FCC COMPLIANCE STATEMENT

This device complies with Part 15 of the FCC Rules. Operation of this device is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

CUR/UR

This product is recognized per Underwriter Laboratories and Canadian Underwriter Laboratories 1950.

CANADIAN DOC STATEMENT

This digital apparatus does not exceed the Class B limits for radio noise from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.
Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

CE STANDARDS

Testing for compliance with CE requirements was performed by an independent laboratory. The unit under test was found compliant with standards established for Class B devices.

UL/CSA

This product is recognized per Underwriter Laboratories and Canadian Underwriter Laboratories 1950.

ROHS STATEMENT

When ordered as RoHS compliant, this product meets the Electrical and Electronic Equipment (EEE) Reduction of Hazardous Substances (RoHS) European Directive 2002/95/EC. The marking is clearly recognizable, either as written words like "Pb-free," "lead-free," or as another clear symbol (♻️).