User Guide
NCR Orderman7

Version 01.06

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User Guide - NCR Orderman7
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Note: For further questions about operating the device, contact your Orderman partner.

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General information

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1 General information

This manual applies to NCR Orderman7 handhelds (also referred to as "handhelds") and Orderman accessories.

It covers the following NCR Orderman7 handhelds:

- NCR Orderman7
- NCR Orderman7$^+$
- NCR Orderman7^{MSR}
- NCR Orderman7^{SC}

The different versions are described in the following chapters.

1.1 Warranty

All warranty claims must be addressed to your local Orderman contractual partners.

1.2 Software Licenses – Open Source

You can request the open source software licenses as well as the modified code by writing to opensource@orderman.com<mailto:opensource@orderman.com>.

1.3 Labeling

The labeling provides information on certifications, standards, product descriptions and manufacturer specifications.

1.3.1 Serial number

The serial number is used to uniquely identify the unit.
You will find the serial number in the unit's battery slot.

With Orderman7, we are switching to 12-character NCR serial numbers that start with "125-" and are followed by an 8-digit number. You'll find the serial number on the packaging label (SERIAL NO) and on the inside of the battery compartment (see Fig. 1). Please use only this NCR serial number for all RMAs and help desk requests.

However, only a 6-digit serial number can be entered in the current System Center (version 1.14.0.0 and higher), as well as in the POS software. As a workaround, please use the emulation serial number (EMULATION SN) on the packaging label. If the packaging is no longer available, you find a serial number calculator in our Partner Area at: www.orderman.com. The calculator converts your NCR serial number to an emulation serial number (min. Service Package Version 6.17).

Fig. 1: Serial number in the battery slot
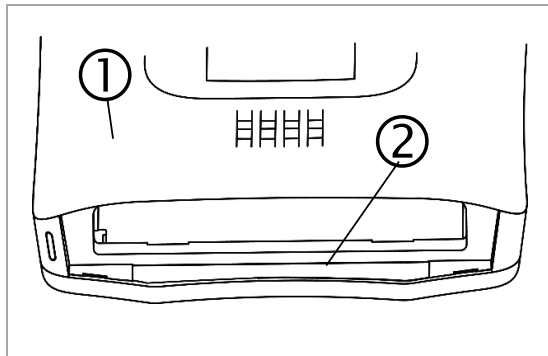
① Back of the Orderman handheld

② Serial number in the battery slot

You can also display the serial number in the software.   (Handheld must be ready for operation.) Contact the sales partner for your POS solution to learn about how to display the serial number in the software.

1.4 Charging status

The charging status of the Orderman7 battery is approx. 30% of its capacity at delivery. Before using the battery for the first time, recharge the battery fully.

1.5 Safety notices

1.5.1 Explanation of symbols

Icons and signal words indicate the degree of danger that will result, unless actions to reduce damage are taken.

Caution

Caution means that minor property damage can occur. Caution is highlighted by horizontal lines above and below the text.

Warning

Warning means that minor personal injury or serious damage to property can occur. Warnings are highlighted by horizontal lines above and below the text.

Danger

Danger means that serious personal injury can occur.
In particularly serious cases, there is danger to life. Danger is highlighted by horizontal lines above and below the text.

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General information

Notes

Notes are indicated in the text by the adjoining icon. Notes contain important information in cases in which there are no imminent dangers for personnel or equipment. Notes are highlighted by horizontal lines above and below the text.

Tips

Tips describe non-binding recommendations. Tips are highlighted by horizontal lines above and below the text.

1.5.2 General information

Caution

- Never expose the unit to extreme weather conditions such as hail or continual strong sunlight. In the event of damage, the unit must be examined by the after-sales service for possible faults.
- To operate the handheld, use only a finger or a capacitive touch pen. Pencils, ballpoint pens or other pointed objects will damage the device's touch screen.
- The device could be damaged by a heavy mechanical load such as twisting or falling from an excessive height or onto sharp objects.
- Do not, under any circumstances, short-circuit the charging contacts of the handheld unit.

Note: The handheld unit does not comprise any parts that have to be serviced by the user, and the user is therefore not allowed to open it.
If opened, the warranty is rendered null and void.

Danger: The handheld is equipped with interfaces for wireless communication. Never use the handheld in environments where wireless communication could cause interference (airplanes, hospitals, etc.).

1.5.3 Safety information for battery pack

The handheld runs on a lithium ion battery. Observe the following instructions for safe handling:

- Improper use of lithium ion batteries (cutting, breaking, overheating) can cause the batteries to explode or start fires.
- Lithium ion batteries contain flammable and/or corrosive solutions and lithium salts. In the event of leakage, these can lead to irritation of the skin, eyes and mucous membranes.
- If lithium ion batteries are defective/damaged, the escaping vapors may pose a risk to health.

- Use only an original Orderman battery pack. When using a battery that is not compatible with the model, there is a risk of explosion.
- Charge the battery only in the Orderman service station provided.
- Use only the original Orderman power supply for the service station or multi service station.
- In case of significant damage to the battery, replace it immediately.
- Do not expose the battery to excessive heat, open flame or corrosive liquids.
- Never short-circuit the contacts since there is an explosion hazard.
- Charging temperature 0-35° C (ambient temperature)

Warning

Note: Lithium ion batteries must be disposed of in line with valid disposal guidelines. If a lithium ion battery to mechanical damage (breakage, cracking, etc.), this be disposed of as hazardous waste (local guidelines).

1.5.4   Safety information for barcode reader (laser)

The NCR Orderman7^{SC} unit is equipped with a laser. The laser meets the specifications for a class 2 laser (DIN EN 60825-1 or IEC 60825-1/01.2001).

Laser class 2
Class 2 includes lasers in the visible range for which an irradiation of less than 0.25ms to the eye is not harmful. 0.25ms corresponds to a natural eyelid reflex that can automatically protect the eye sufficiently against prolonged irradiation. These devices are considered safe as long as medication does not increase the response time of the eye significantly, and users do not intentionally look into the laser beam (suppressing the eyelid reflex).

- Never aim the laser beam at another person's eyes!
- Never intentionally stare directly into the beam!
- If the laser beam hits the eye, quickly close your eyes and immediately move your head away from the beam.
- Avoid reflections from reflective surfaces (reflections can amplify the laser light).

Warning

- The reading window (where the laser beam is emitted) should be cleaned regularly. A dirty reading window may lead to uncontrolled activation of the laser beam.
- Repairs to the laser may be performed only by authorized service technicians.

Note

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2 NCR Orderman7 Handhelds

2.1 Overview

NCR Orderman7/ NCR Orderman7+	
NCR Orderman7MSR	
NCR Orderman7SC	

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NCR Orderman7 Handhelds

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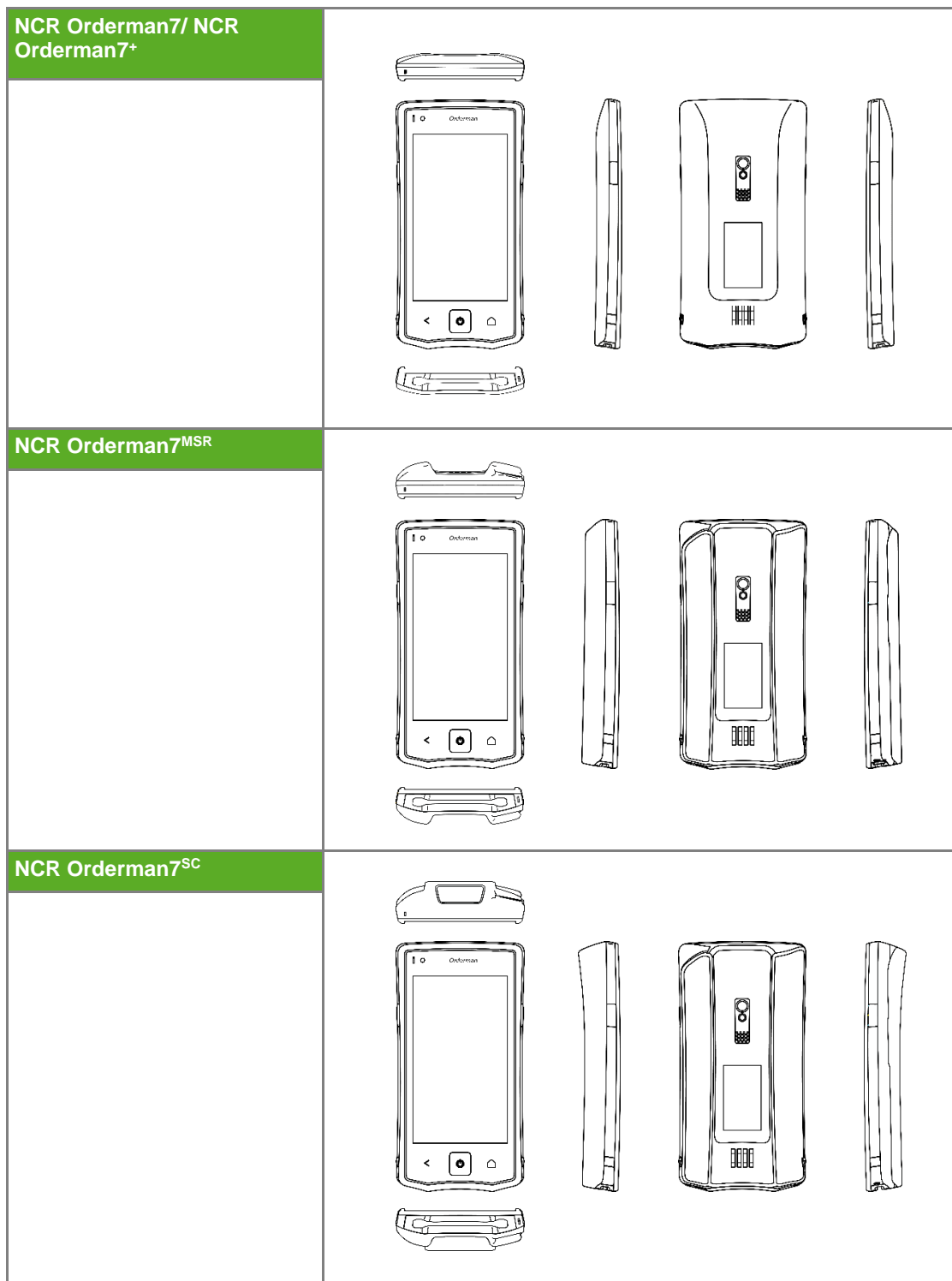
2.2   NCR Orderman7 Features

Feature	Orderman7	Orderman7+	Orderman7MSR	Orderman7SC
Orderman radio network				
Bluetooth	-			
NFC	-			
125kHz RFID reader	-			
Magnetic strip reader (MSR)		-		
Barcode reader		-	-	
Camera				
Ambient light sensor				
Hardware buttons				
Capacitive home buttons				
Ambient light sensor				
Vibration				
LEDs				
Intercom				
Real time clock				
Flashlight				

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NCR Orderman7

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3   NCR Orderman7

3.1   Product description

The NCR Orderman7 is specially designed to connect with an Orderman Secure Radio (OSR). Data is entered only through the input on the touchscreen display.

3.1.1   Overview

Fig. 2: NCR Orderman7 handheld, front

① Ambient light sensor

② Status LED

③ Notification (message) LED (freely assignable)

④ Touchscreen display

⑤ Hardware button (freely assignable)

⑥ Lock for battery slot

⑦ Capacitive Back button

⑧ Hardware Power button

⑨ Capacitive home button (freely assignable)

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Fig. 3: NCR Orderman7 handheld, back

① Camera   ④ Model plate

② LED flash/torch (flashlight)   ⑤ Charging contacts and communication
                                         interface

③ Intercom

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NCR Orderman7+

4 NCR Orderman7⁺

4.1 Product description

The NCR Orderman7⁺ unit was designed specifically for the use of various types of connections. The NCR Orderman⁺ unit supports connectivity through Bluetooth, RFID, wireless LAN and Near Field Communication (NFC). Data is input by tapping the touchscreen display.

- Bluetooth
- RFID
- NFC

4.2 Overview

Fig. 4: NCR Orderman7⁺ handheld, front

① Ambient light sensor

② Status LED

③ Notification (message) LED (freely assignable)

④ Touchscreen display

⑤ Hardware button (freely assignable)

⑥ Lock for battery slot

⑦ Capacitive Back button

⑧ Hardware Power button

⑨ Capacitive home button (freely assignable)

Fig. 5: NCR Orderman7+ handheld, back

① Camera

② LED flash/torch (flashlight)

③ Intercom

④ Model plate

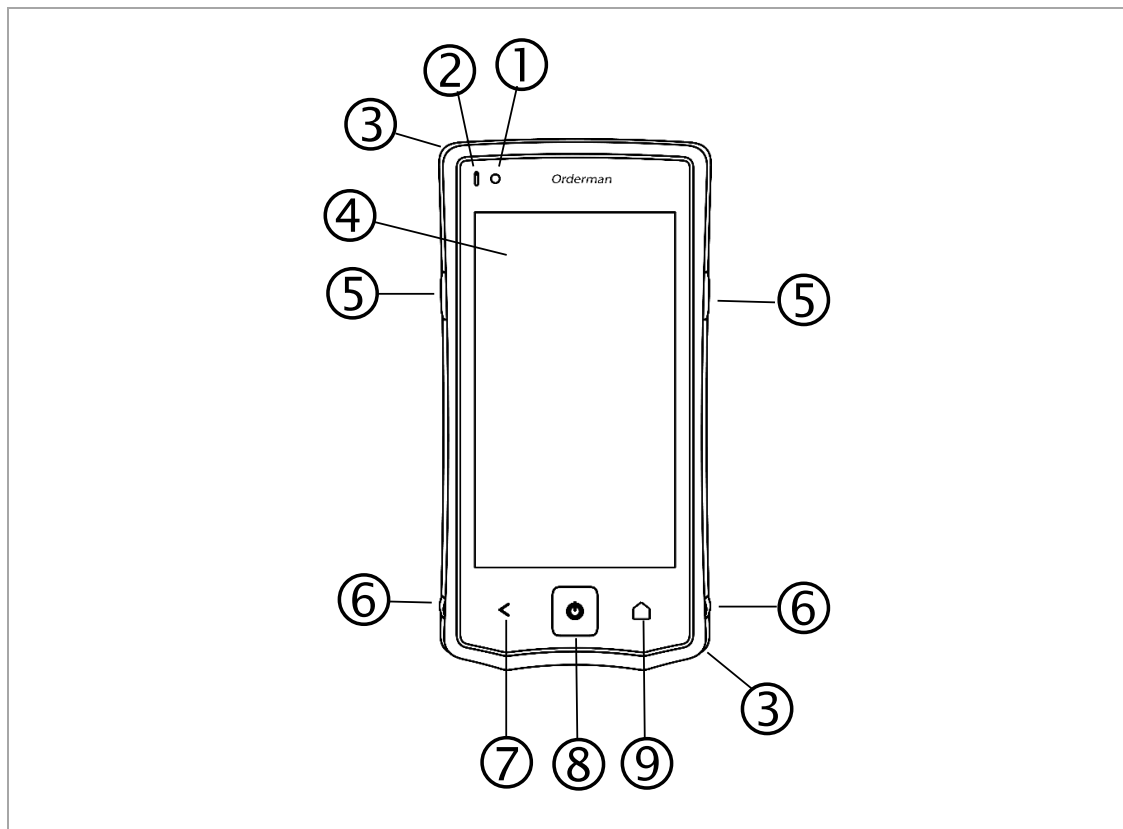⑤ Charging contacts and communication interface

5 NCR Orderman7^{MSR}

5.1 Product description

The NCR Orderman7^{MSR} unit is specially designed for use with different types of connections, as well as magnetic cards. The NCR Orderman7^{MSR} unit supports connectivity through Bluetooth, RFID, wireless LAN and Near Field Communication (NFC). Data is input by tapping the touchscreen display.
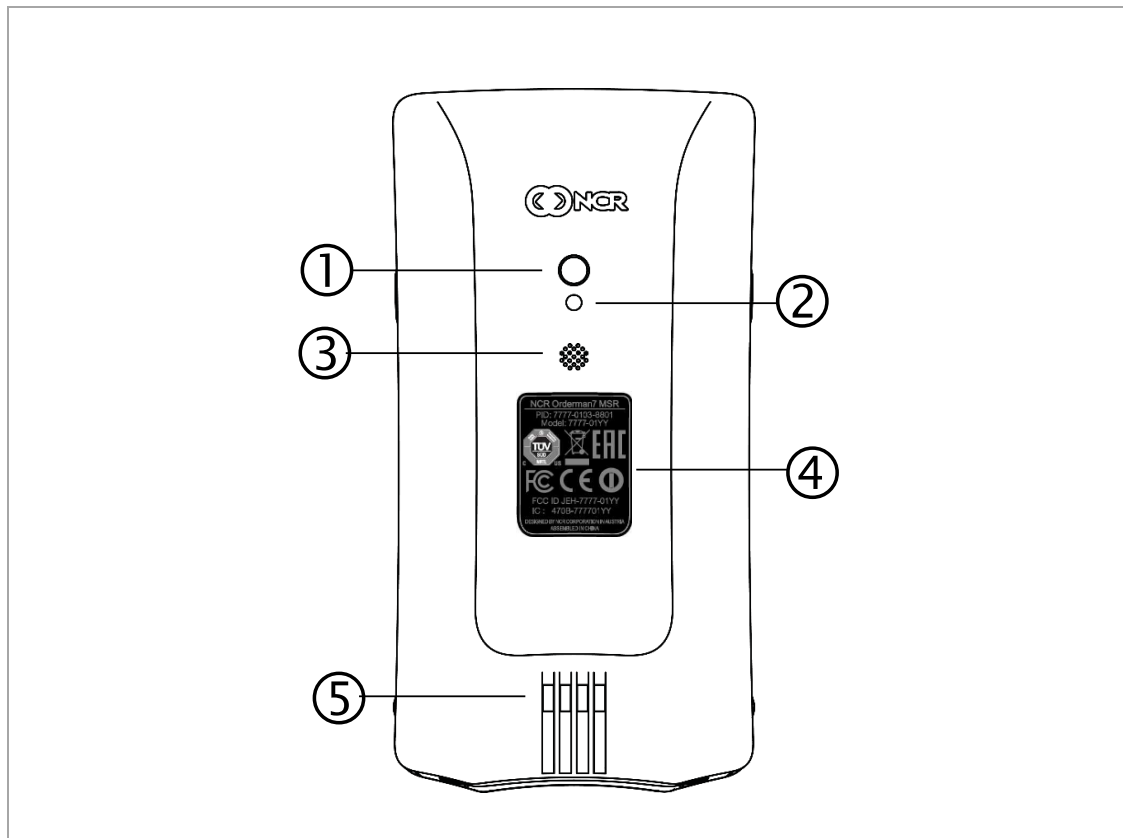
- Magnetic strip reader
- Bluetooth
- RFID reader
- NFC

5.2 Overview

Fig. 6: NCR Orderman7^{MSR} handheld
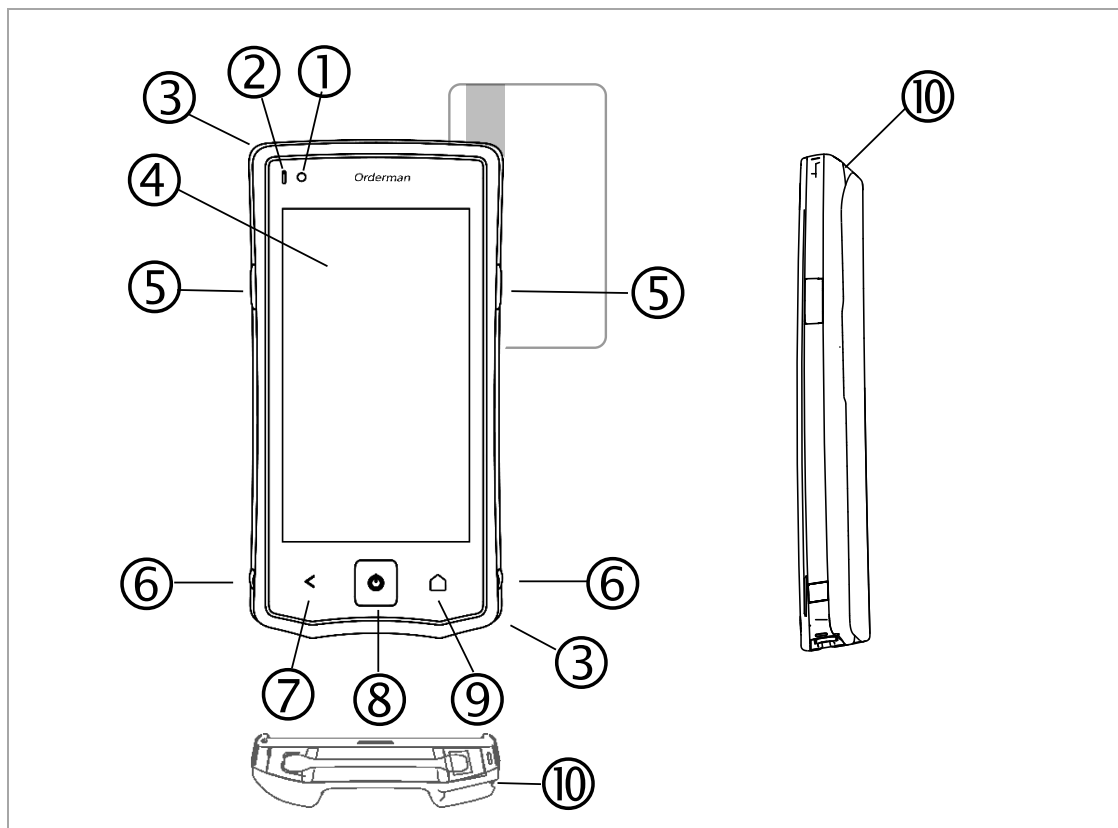
① Ambient light sensor

② Status LED

③ Notification (message) LED (freely assignable)

④ Touchscreen display

⑤ Hardware button (freely assignable)

⑥ Lock for battery slot

⑦ Capacitive Back button

⑧ Hardware Power button

⑨ Capacitive home button (freely assignable)

⑩ Magnetic card slot

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Fig. 7: NCR Orderman7^{MSR} handheld, back
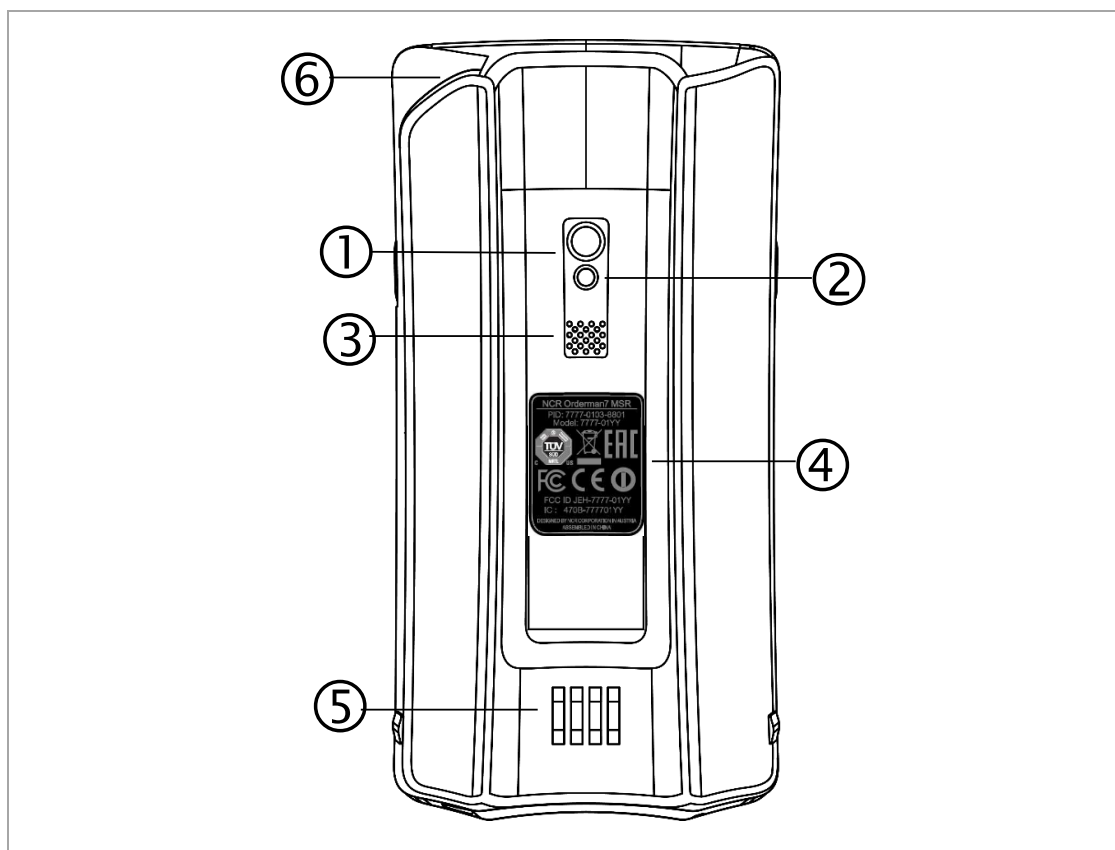
① Camera

② LED flash/torch (flashlight)

③ Intercom

④ Model plate

⑤ Charging contacts and communication interface

⑥ Magnetic card slot

6   NCR Orderman7^{SC}

6.1   Product description

The NCR Orderman7^{SC} unit is designed especially for use with different types of connections, as well as magnetic cards and barcodes. The NCR Orderman7^{SC} unit supports connectivity through Bluetooth, RFID, wireless LAN and Near Field Communication (NFC). Data is input by tapping the touchscreen display.

- Magnetic strip reader
- Barcode reader
- Bluetooth
- RFID reader
- NFC

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NCR Orderman7SC

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6.2 Overview

Fig. 8: NCR Orderman7^{SC} Handheld
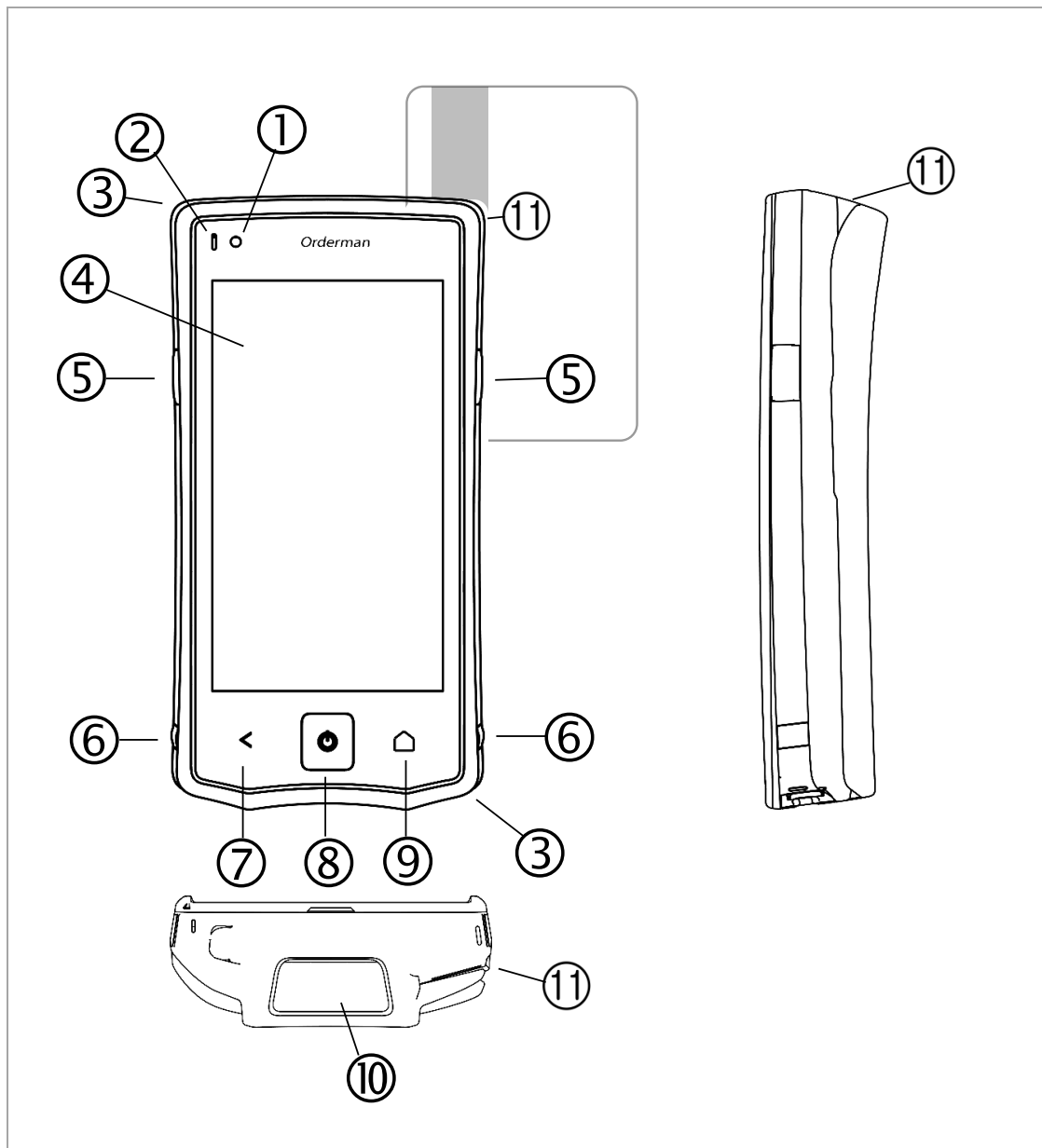
① Ambient light sensor

② Status LED

③ Notification (message) LED (freely assignable)

④ Touch Display

⑤ Hardware button (freely assignable)

⑥ Lock for battery slot

⑦ Capacitive Back button

⑧ Hardware Power button

⑨ Capacitive home button (freely assignable)

⑩ Barcode reader

⑪ Magnetic card slot

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NCR Orderman7SC

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Fig. 9: NCR Orderman7^{SC} handheld, back
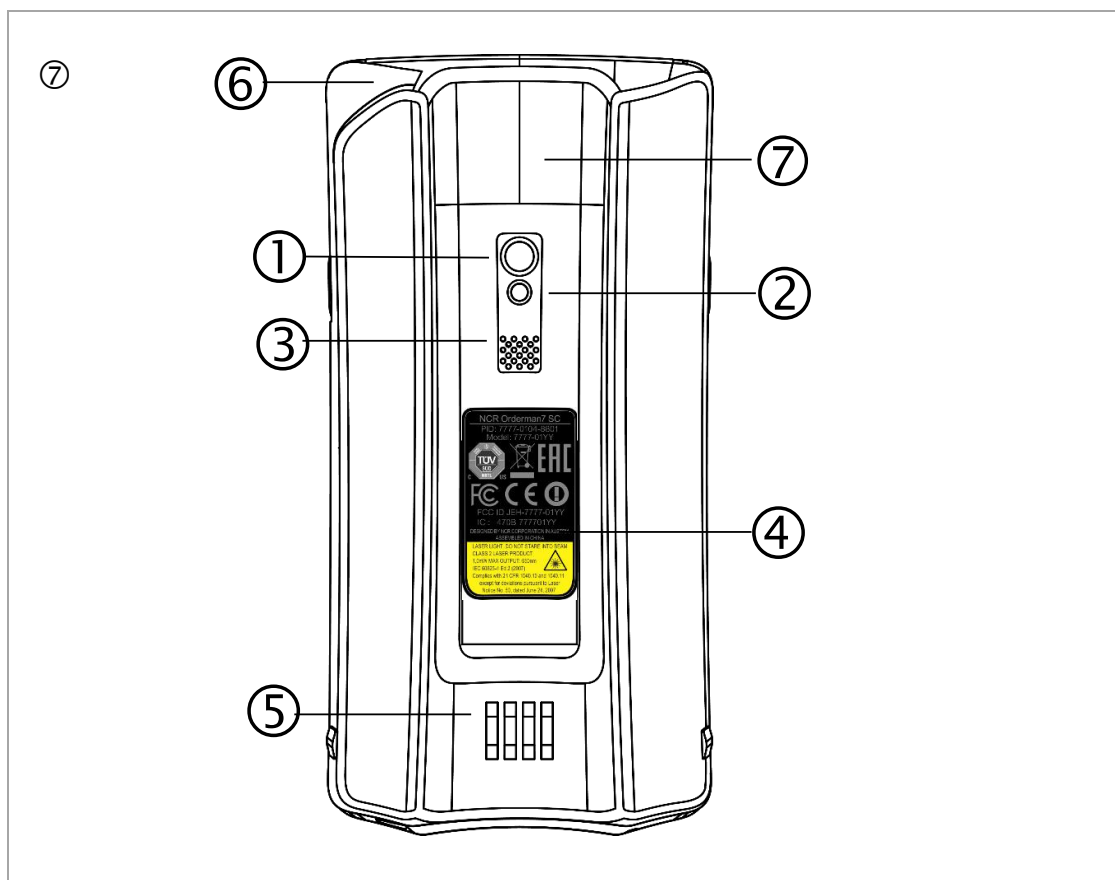
① Camera

② LED flash/torch (flashlight)

③ Intercom

④ Model plate

⑤ Charging contacts

⑥ Magnetic card slot

⑦ Barcode reader

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Service station and multi service station

7   Service station and multi service station

The service station and multi service station are designed to charge your handheld(s), as well as providing an IP-based Ethernet connection to the host system.

The service station and multi service station also have a quick-charge function (quick recharging slot for battery packs).

!	**Note**: The service station/multi service station, or a Multi Service Station, is required to update the firmware. In the Multi Service Station, up to five handhelds can be updated and charged at the same time.

7.1   Overview of the service station

Fig. 10: Service station

Front

Back

① Service station

② Charging contacts, handheld charging slot

③ Charging status LED fast-charging slot

④ Network status LED

⑤ Power LED

⑥ Protective cover for charging contacts on the quick-charging slot

⑦ Connection for Orderman power supply

⑧ RJ45 Ethernet network port

7.2　Starting up the service station

Connect the cables for the service station as shown in the following figure.

- Plug in the Orderman power supply.
- Plug in the Ethernet network cable.

Fig. 11: Connections for the service station
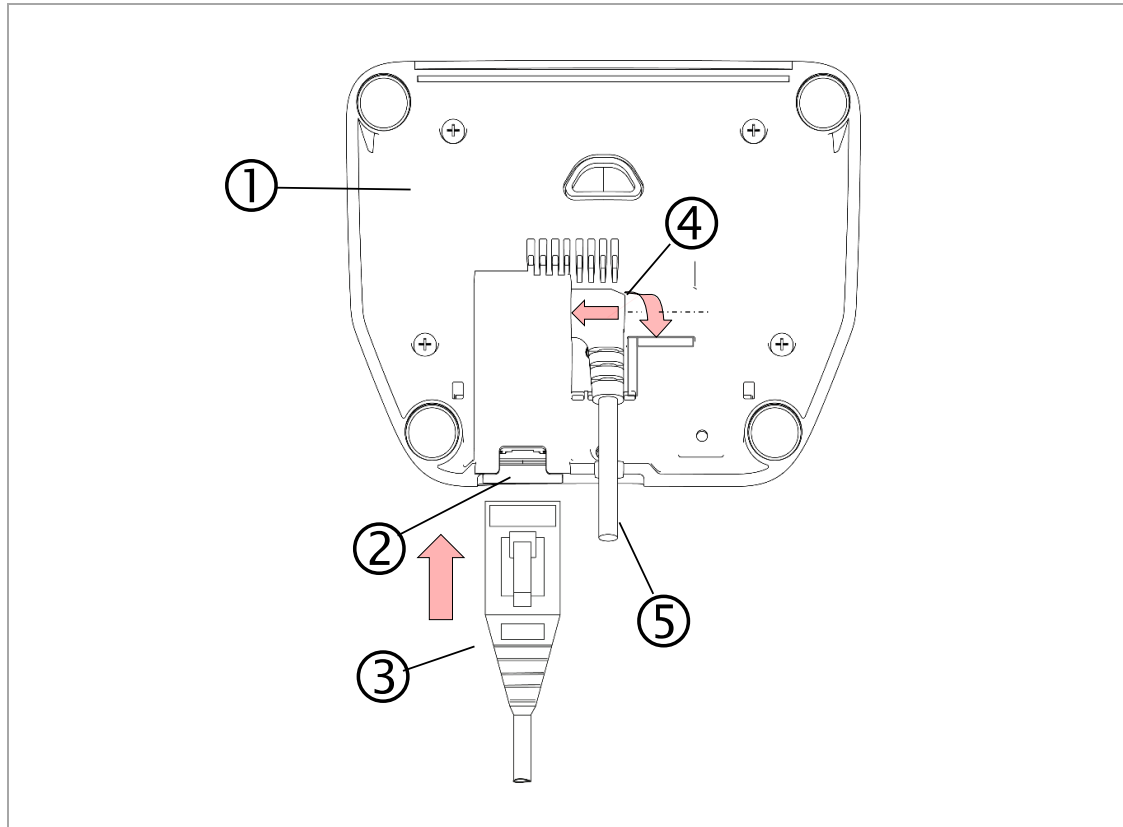
① Service station　　　　　　　④ Plug for Orderman power supply

② RJ45 Ethernet port　　　　　　⑤ Power supply cable

③ Ethernet cable

Data transmission	Cable category
100Mbit	Cat5 or higher
1Gbit	Cat5e or higher

- Ensure the power supply cable is correctly routed. Insert the plug fully into the socket and press the cable to the underside of the housing.
- Plug the network cable into the socket until it clicks. If the cable is plugged in correctly and the network is active, the LEDs will flash on the socket and the "Network status LED" lights up.

> **!** **Note:**   Avoid direct sunlight or heat sources in the immediate vicinity of the service station.

Once you place the handheld unit in the service station, the unit will start to charge. The charging status is displayed via the "Status LED" on the handheld.

In addition to the handheld, another battery pack can be charged simultaneously in the fast-charging slot.

Fig. 12: Service Station with handheld and additional battery pack
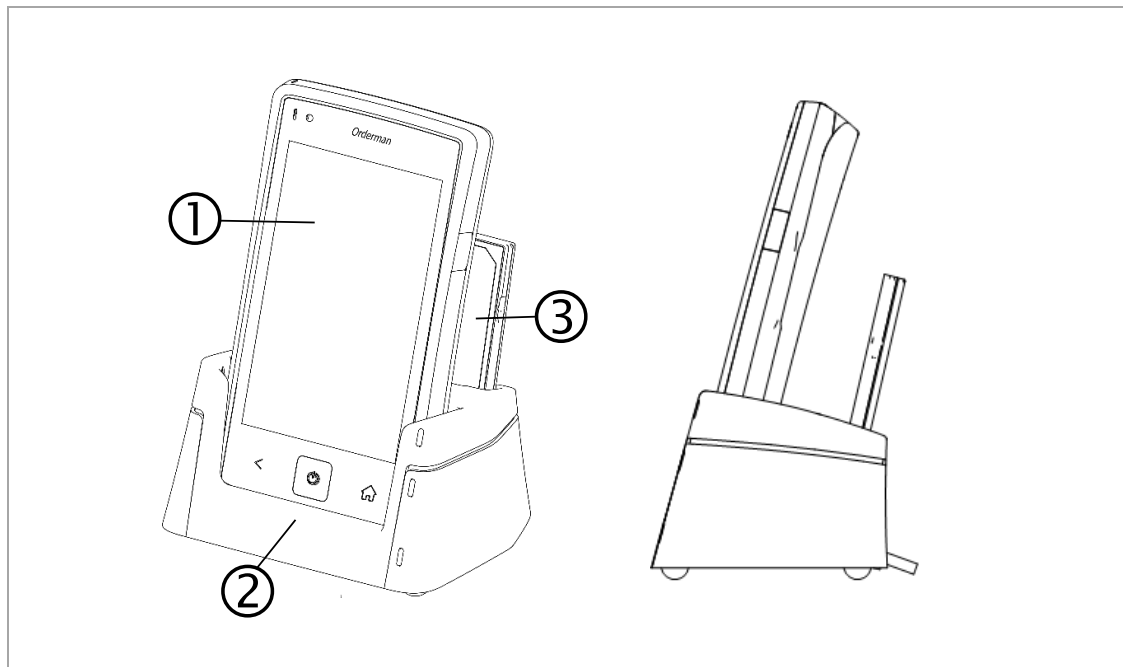
① NCR Orderman7 Handheld   ③ Additional battery pack

② Service station

7.3 Overview of the multi service station

The multi service station is designed to simultaneously charge up to five handhelds and up to five battery packs. The service station and multi service station also provide an IP-based Ethernet connection to the host system.

Fig. 13: Multi service station

① Multi service station

② Charging contacts, handheld charging slot

③ Charging status LED fast-charging slot

④ Network status LED

⑤ Power LED

⑥ Protective cover for charging contacts on the quick-charging slot

⑦ Connection for Orderman power supply

⑧ 2x RJ45 Ethernet network port*

* One of the two Ethernet ports can be used as a network connection for another Ethernet device.

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Service station and multi service station

7.4   Starting up the multi service station

Connect the cables for the multi service station as shown in the following figure.

- Plug in the Orderman power supply.
- Plug in the Ethernet network cable.

Fig. 14: Ports for the multi service station
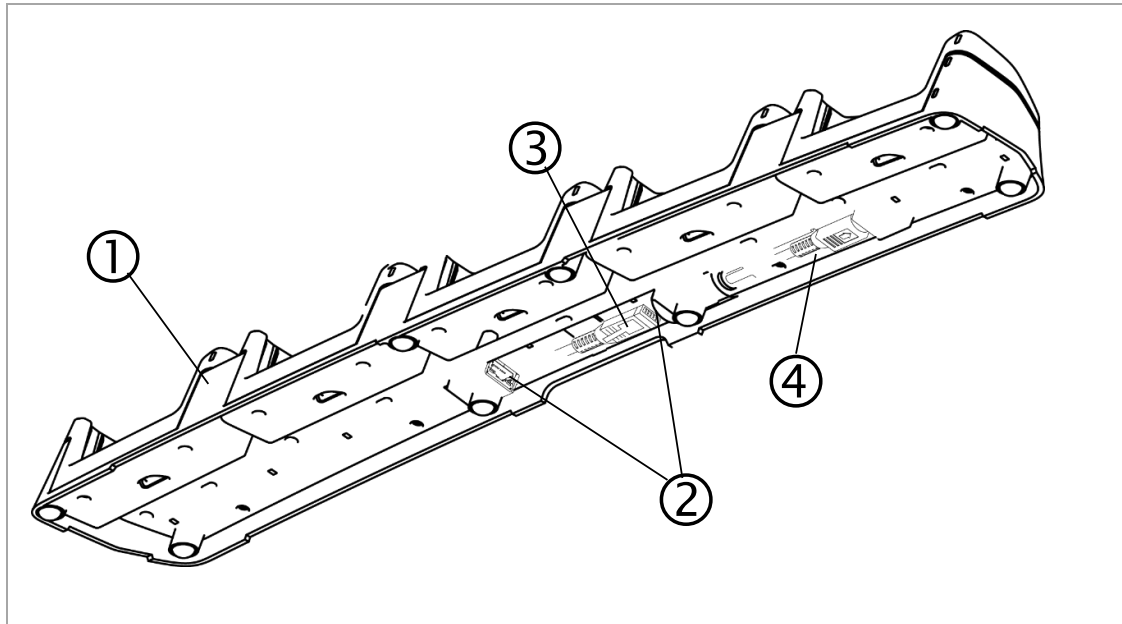
① Multi service station   ③ Ethernet cable

② 2x RJ45 Ethernet port   ④ Power supply

Data transmission	Cable category
100Mbit	Cat5 or higher
1Gbit	Cat5e or higher

Plug the network cable into the socket until it clicks. If the cable is plugged in correctly and the network is active, the LEDs will flash on the socket and the "Network status LED" will light up.

> **Note:** Avoid direct sunlight or heat sources close to the multi service station.

Once you place the handheld unit in the service station, the unit will start to charge. The charging status is displayed via the "Status LED" on the handheld.

8   Charging station

The charging station is used to recharge the handheld.

> ⚠ **Note**: A service station or multi service station is required to update the firmware. The charging station does not allow a network connection to be made to the Orderman7 in the charging station.

8.1   Overview of charging station

Fig. 15: Charging station

Front   Back
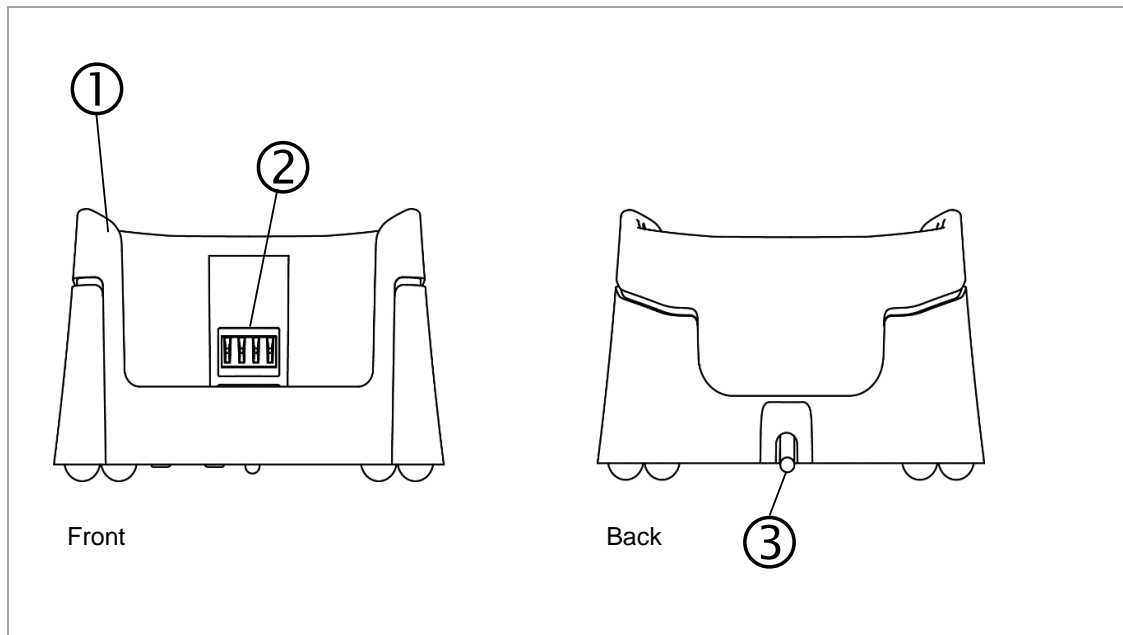
① Charging station

② Charging contacts, handheld charging slot

③ Connection for Orderman power supply

8.2　Commissioning of charging station

Connect the cables for the service station as shown in the following figure.

■ Plug in the Orderman power supply.

Fig. 16: Connection for charging station
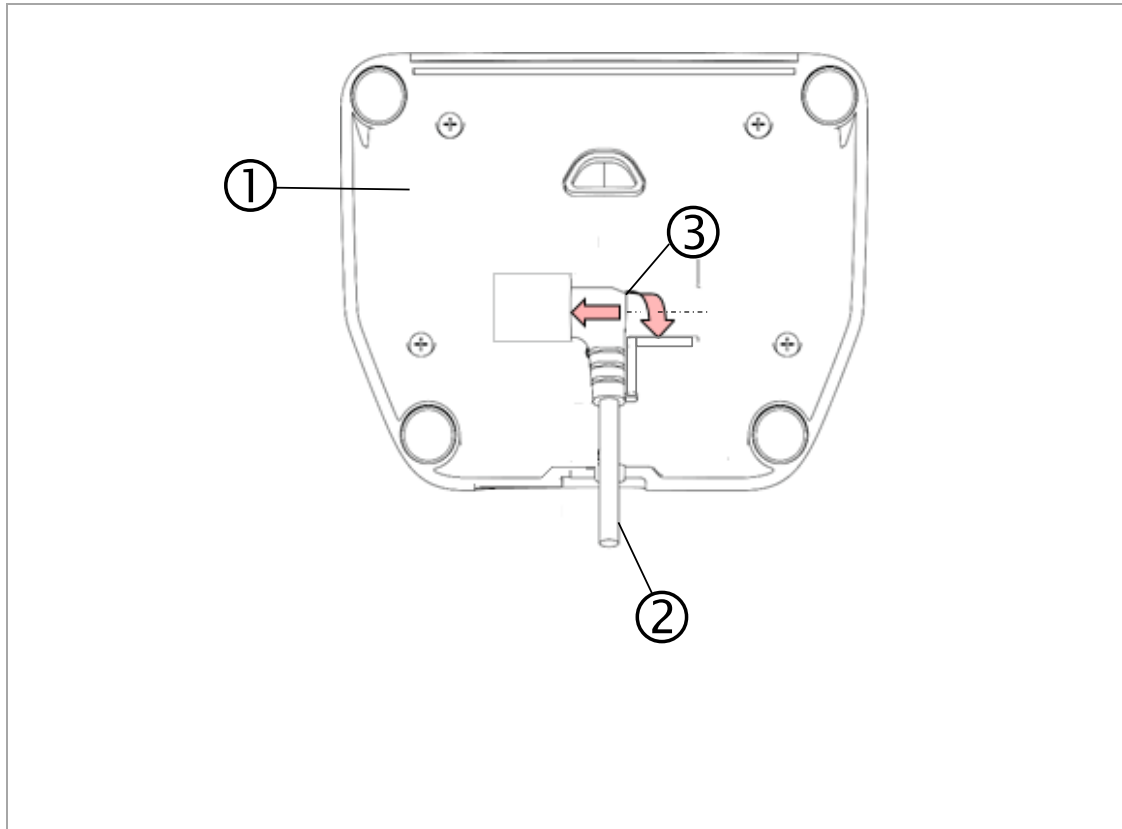
① Charging station

② Power supply cable

③ Plug for Orderman power supply

> **!** **Note:** Avoid direct sunlight or heat sources in the immediate vicinity of the charging station.

Once you place the handheld unit in the charging station, the unit will start to charge. The charging status is displayed via the "Status LED" on the handheld.

Handheld status LED	Status
LED blue	Handheld is in boot process (startup)
LED flashes green	Battery is charging
LED green	Battery is charged
LED red	Battery is not charging (see Troubleshooting section)

Fig. 17: Charging station with handheld
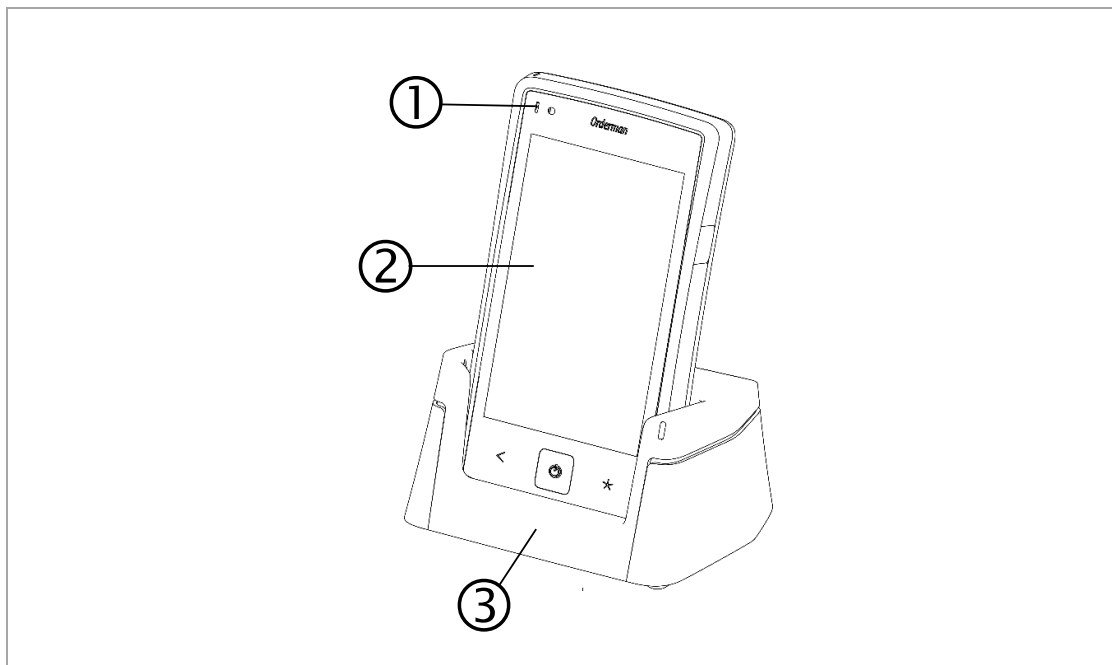
① Handheld status LED

② NCR Orderman7 Handheld

③ Charging station

⚠ **Caution**: The permissible operating temperature (ambient temperature) for the charging station is 0 to 35º C.

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9   Remove/replace battery pack

Tip: Remove the safety cord before changing the battery.

To remove the battery pack, simultaneously press the locking button located on both sides of the handheld unit. By pressing the lock buttons, the battery pack is released slightly from the handheld.

When inserting the pack, press on it with force until you feel it engage (click) in the battery lock in the battery slot. If the battery pack is correctly engaged, the handheld turns on automatically.

If the battery pack is **not** latched properly,

- the handheld does not start,
- and the handheld is not sealed.

Note

Fig. 18: Replace battery pack
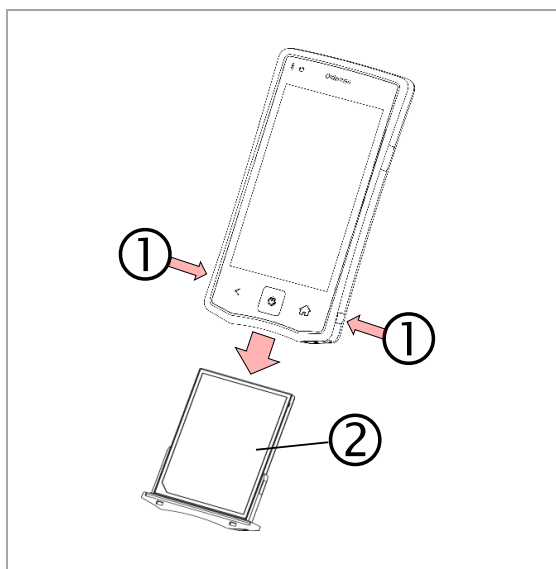
① Locking buttons on battery pack

② Battery pack

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Safety Cord

10   Safety Cord

The safety cord is attached to the underside of the handheld. Proceed as shown in the figure below steps:

Fig. 19: Safety Cord

① Handheld

② Safety Cord

③ Leadership
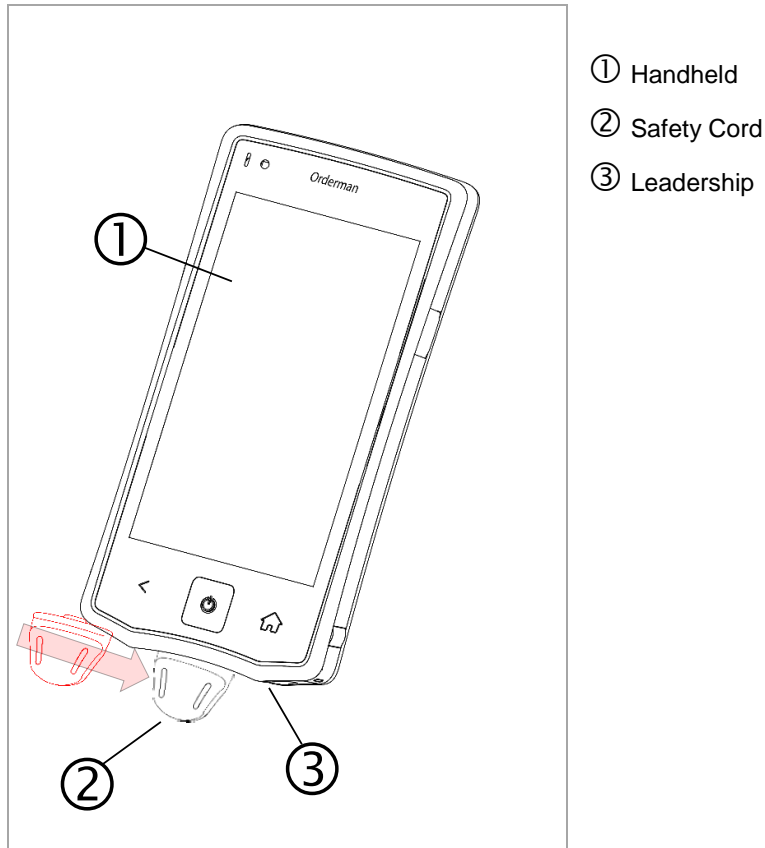
■ Pull the safety cord in the guide provided by the handheld until it clicks. You can push the safety cord from both sides into the guide.
■ By applying lateral pressure, the safety cord can be moved in the guide and separated from the handheld.

Tip: Use the safety cord to protect the handheld against being dropped.

11 Operating the Service Station and Multi Service Station

11.1 Charging in the Service Station and Multi Service station

Note

- Fully charge the battery initially before using the unit (i.e. until a solid green "Charging status LED" appears).
- The optimum charging power is set automatically. If the battery pack is fully charged, the handheld unit or battery pack may remain in the service station or multi service station.

The Service Station/Multi Service Station offers different charging options:

- Charge the battery pack in the handheld
- Charge a battery pack in the fast-charging slot
- Charge the battery pack in the handheld and an additional battery pack in the fast-charging slot

Caution: The permissible operating temperature (ambient temperature) for the service station and multi service station is 0 to 35º C.

Note: If a charged handheld or battery pack remains in the service station for a longer period (or in a charged state in the service station or multi service station), the solid green "Charging status LED" may start flashing again (charging).
Cause:
The charge control ensures the battery is kept at an optimum charging status.

11.1.1 Charging the handheld

The handheld unit can be charged by plugging it into the service station or multi service station.

> **Note:** To place the handheld unit in the service station or multi service station, you must first remove the safety cord!

Fig. 20: Handheld in service station
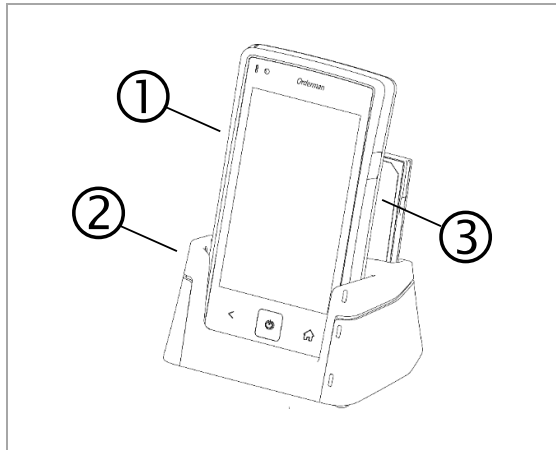
① Handheld

② Service station

③ Additional battery pack

> **Note:** In addition to the handheld unit, an additional battery pack can also be charged in the fast-charging slot.

Handheld status LED	Status
LED blue	Handheld is in boot process (startup)
LED flashes green	Battery is charging
LED green	Battery is charged
LED red	Battery is not charging (see Troubleshooting section)

> **Note:** If a charged handheld or battery pack remains in the service station for a longer period (or in a charged state in the service station or multi service station), the solid green "Charging status LED" may start flashing again (charging).
> Cause:
> The charge control ensures the battery is kept at an optimum charging status.

11.1.2 Charging the battery pack without handheld

You can remove the battery pack from the handheld, and plug directly into the service station.

Fig. 21: Battery pack in the service station
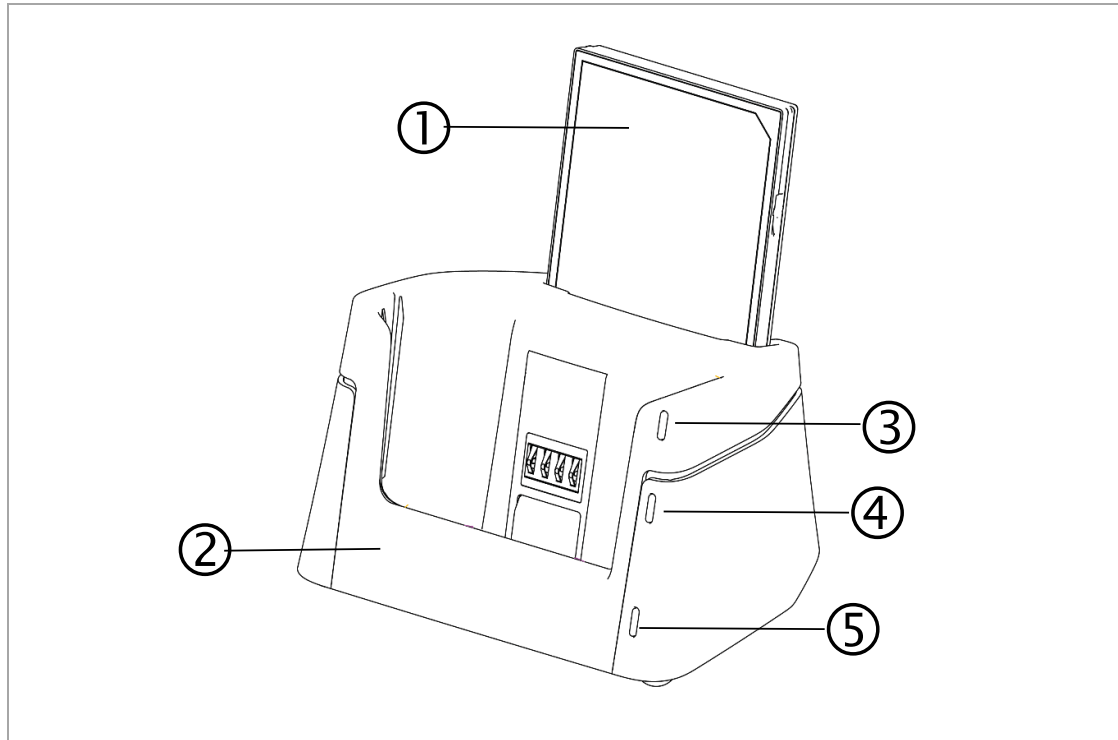
① Battery pack   ④ Network status LED

② Service station   ⑤ Power LED

③ Charging status LED

11.2 Charging status LED for service station

Charging status LED	Status
Green, flashing	Battery is charging
Green	Battery is charged
Red	Battery is not charging (see Troubleshooting section)

Note: The "Charging status LED" on the service station only indicates the charge state of a battery pack in the fast-loading slot.
If a handheld is plugged into the service station, the "Status LED" on the handheld shows the charge status.

11.3   "Network Status LED" service station

The "Network status LED" indicates whether the service station or multi service station is connected to an active Ethernet network.

11.4   "Power LED" service station

The "Power LED" indicates whether the service station or multi service station is powered on.

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Operating the Orderman7

12   Operating the Orderman7

> **!** **Note:** This manual describes the basic functions of Orderman handhelds. All other functions are controlled by your partner's POS system application.

12.1   Operating conditions of the handhelds

12.1.1   Handheld On/Off

- You can turn on the handheld by pressing the "On/Off button".

> **!** **Note**: If the handheld does not turn on, the battery level may be too low (see Troubleshooting section).

- You can turn off the handheld by pressing and holding the "On/Off button".

12.1.2   Standby

When the handheld is in ready mode, briefly press the "On/Off button" to switch the unit to "standby mode" (display off).

12.2   Acceleration sensor

12.2.1   Flip-View

The handheld is equipped with an acceleration sensor. This sensor allows the display to rotate 180 degrees automatically, depending on the position of the unit (to allow customers to read the display).

12.2.2   Sleep mode

If the handheld is placed top-down in the leather pouch, the unit switches directly to "sleep mode". If the handheld is removed and placed in operating position, the unit will turn on automatically.

12.3 Waiter Settings

In the Settings you'll find all the configuration options available for the end client. Access to the settings depends on the operating mode used; typically, the Settings can be accessed by pressing and holding the Back button. However, this option can be suppressed; in addition, there are other access options depending on the operating mode (contact your sales partner).

12.3.1 Access

If your Orderman7 is emulating an Orderman Max or Orderman Don, you can access the Settings as follows.

Fig. 22: Access Settings
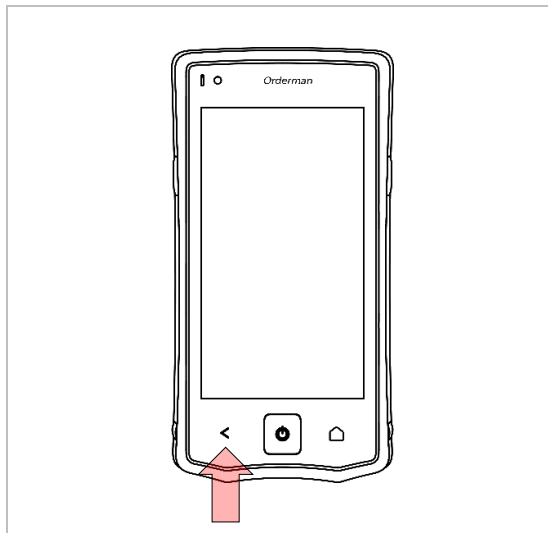
▸ Press and hold the Back key.

Fig. 23: Settings for Max/Don & Sol emulation

▸ Settings for Max/Don Emulation

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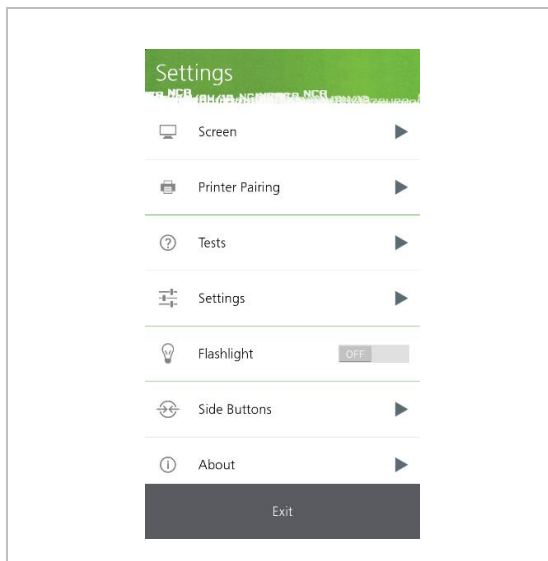
Display settings, tests and system information can be retrieved here. If your Orderman7 is emulating an Orderman Sol, you can access the configuration menu as follows, alongside pressing and holding the Back button. Touch the Get More icon to also open the device setup screen. The setup screen contains settings and test options for the emulation of Orderman Sol.

Fig. 24: Get More icon
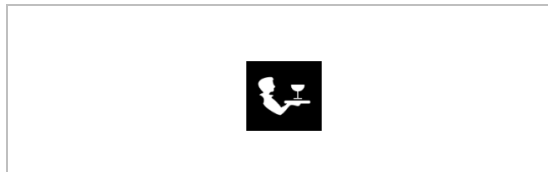
▸ Press the Get More button.

Fig. 25: Settings for Max/Don Emulation
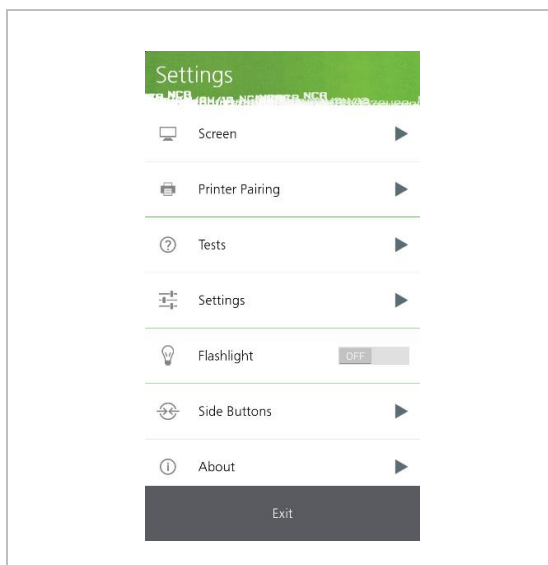
▸ Settings for Sol Emulation

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Operating the Orderman7

If you want to run your Orderman7 with Danube software or your own application (ByOA), you can access the configuration menu, alongside pressing and holding the Back button, by pressing the Settings button in the start screen for the application selection in Settings.

Fig. 26: Settings for Danube and/or ByOA

▸ There are two options for accessing settings:

     o   Either click the Settings button on the Start screen for the application menu.

     o   Or press and hold the Back key to open the Settings menu while in operation.

     o   Illustration of the settings when running Danube or your own application (ByOA).

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Operating the Orderman7

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12.3.2 Configuration

You can configure the settings described below on the handheld:

- Screen – Display Settings
- Printer Pairing – Connect, configure and test belt printer
- Settings – Logging and debug mark (data logging)
- Flashlight (On/Off)
- Side Buttons – Function of both side buttons
- About – Display device information

12.3.2.1 Display settings

Pull down the "Status bar" to open the "Configuration menu".

- Enter the "Waiter Settings".
- Tap "Screen".

The following settings are available:

Function	Value	Effect
"Control automatically"	☑	**Enabled** The brightness setting is automatically controlled by the ambient light sensor.
"Control automatically"	☐	**Not activated** The brightness setting can be adjusted manually using a slider shown in the display.
"Sleep timer"	in seconds 15 - never	Defines the time after which the display turns off when not in use.
"Dim timer"	in seconds 15 - never	Defines the time after which the display dims when it is not in use.

! **Note**: The display settings contribute significantly to the power used by the handheld. Reduce the brightness for a longer operating time.

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Operating the Orderman7

12.3.2.2 Connecting the belt printer (Bluetooth pairing)

To connect the belt printer to the handheld, proceed as follows:

- Switch on the belt printer.
- Open the Waiter Settings menu
- On the handheld, tap the "Printer Pairing" function in the "Waiter Settings".
- Tap the "Pair Printer now" function.
- Hold the printer close to the handheld (see figure below)
- The antenna used for detecting the printer is located in the upper right corner of the handheld. The antenna for the printer is located approximately in the center and at the front of the printer.
- If the printer is detected, the message "State: Paired" is displayed and a test printout is automatically created.

Fig. 27: Connecting the belt printer

① Belt printer

② Orderman Handheld

③ Printer, front
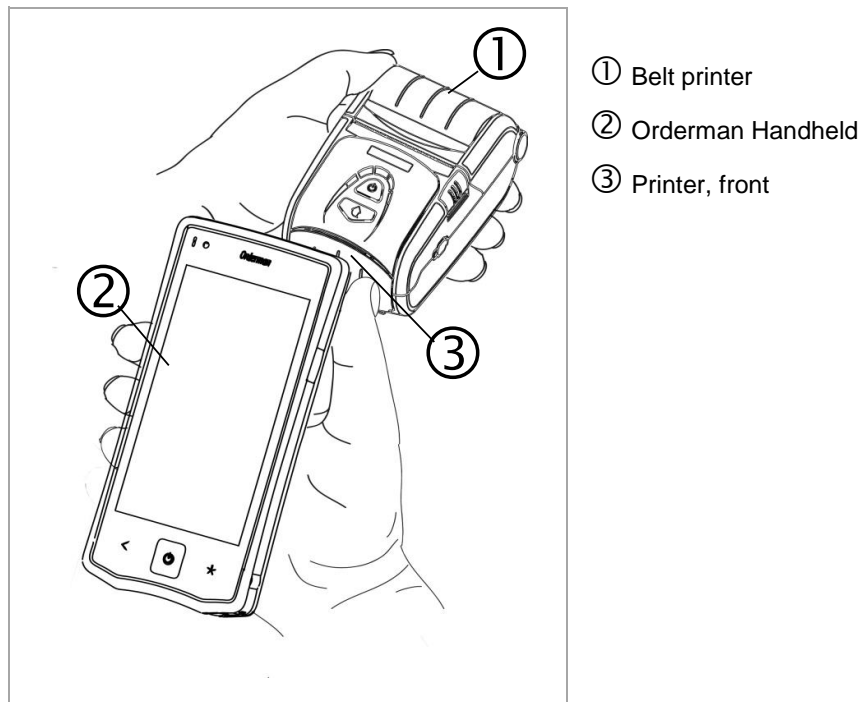
12.3.2.3 Testing the belt printer

To test the belt printer, proceed as follows:

- *Open the "Settings" menu.*
- Tap the *"Printer Pairing"* field.
- Tap the *"Test Print"* field (test printout).
- Check the test printout on the belt printer.

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Operating the Orderman7

12.3.2.4 Settings

In Settings, you can activate the logging function; in addition, the "Set debug mark" function can be used to mark the log file. By activating the "Logging" function, all debug messages from the handheld are logged. The "Set debug mark" function marks a specific error situation in a log file and requires that you use an active "Logging" function. This function helps with analysis of the log file, because when an error occurs it can be flagged with a marker. The marker can be easily identified during the analysis by the service technician.

The log files, including debug marks, can only be read by trained service technicians.

> **⚠**   **Note**: Activate the "Logging" function **only** for error analysis.

12.3.2.5 Side Buttons

You can assign the functions of the two hardware buttons, on the left and right side of the handheld, by selecting the "Side Buttons" function. The following options are available in emulation mode.

Fig. 28: Side Buttons
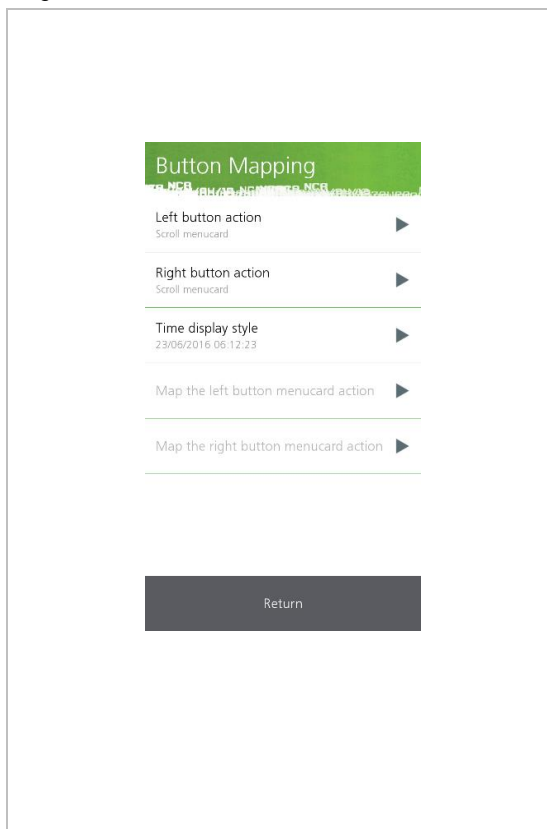
▸ Customized assignment of the left and right functions.

▸ The following functions are available only with the Don/Max emulation:

- o **Scroll menucard (only when using Max emulation)**

  Scroll through the menu card.

- o **Toggle full menucard display (only when using Max emulation)**

  View of the entire menu card (Stretch).

- o **Use resized menu card (only when using Max emulation)**

  View of the menu card resized to fit. The resize function is found under **Waitersettings** in **Settings**.

- o **Perform menucard action (only when using Max emulation)**

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Operating the Orderman7
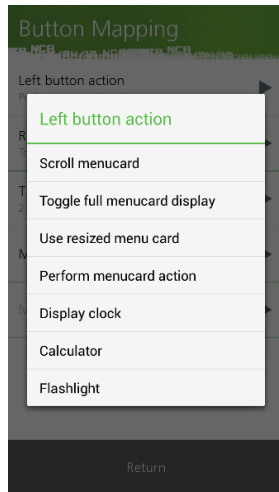
Assign a customized button to the menu card in use. When this function is selected, the previously grayed out option in the **Button Mapping** menu is usable (Map the left/right button menucard action)

▸ The following function is available only with the Sol emulation:

    o   **Host application specific**

    Assign a customized feature of the POS software in use. When this function is selected, the assignment is performed by the POS software in use.

▸ The following functions are available only with both emulation modes:

    o   **Display clock**

    Displays the time and date (the format can be selected under **Time display style**.

    o   **Calculator**

    Use this feature to add a simple calculator to the respective key.

    o   **Flash Light**

    Use the flashlight at the push of a button.

12.3.2.6 Flashlight

The "Flashlight" function allows you to enable/disable the integrated LED on the back of the handheld. This feature can also be assigned to the two hardware buttons.

⚠️	**Note**:	Frequent use of the flashlight uses a lot of power and reduces the operating life of the handhelds.

12.3.2.7 About

Displays device information such as serial number, device type, OMB mode, radio mode and version of installed firmware.

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Operating the Orderman7

12.4　Use the magnetic strip reader

Drag the magnetic card with the magnetic strip forward (see figure below) from top to bottom quickly and along its entire length through the magnetic card slot.

Fig. 29: NCR Orderman7^{MSR}
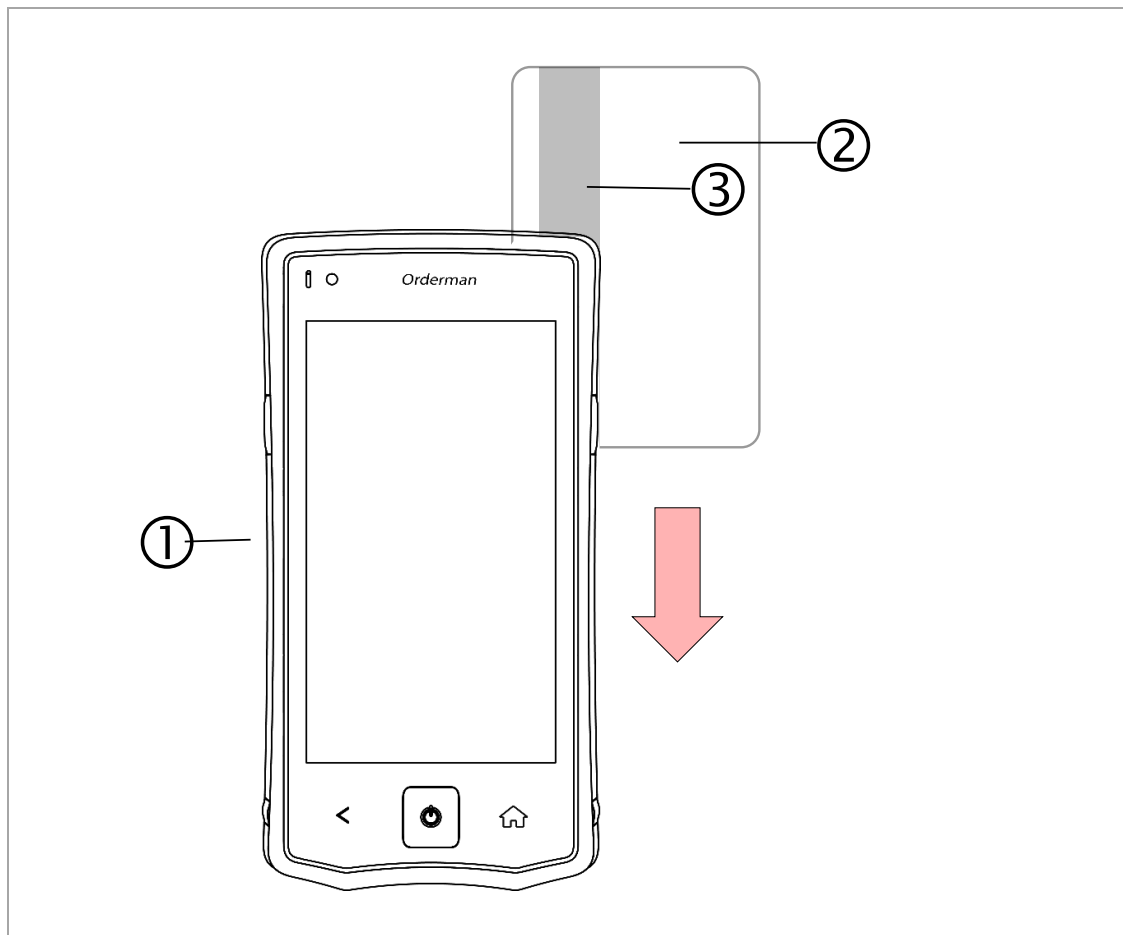
① NCR Orderman7^{MSR}　　　　　③ Magnetic strip

② Magnetic card

12.5   Use the barcode reader

The barcode reader is used to read 1D and 2D barcodes. Hold the barcode as centrally as possible in the laser aimer.

Fig. 30: Handheld, back

① NCR Orderman7^{SC} ④ Laser aimer

② Laser beam   ⑤ 2D QR code **

③ 1D barcode   ⑥ Reading window

*1D barcode

**2D QR code: Data Matrix Code

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Testing the unit

13   Testing the unit

In the waiter settings, you'll find various device tests depending on the Orderman7 features and the model. The tests listed below are not available for all Orderman7 models; this is a comprehensive list of all current test options:
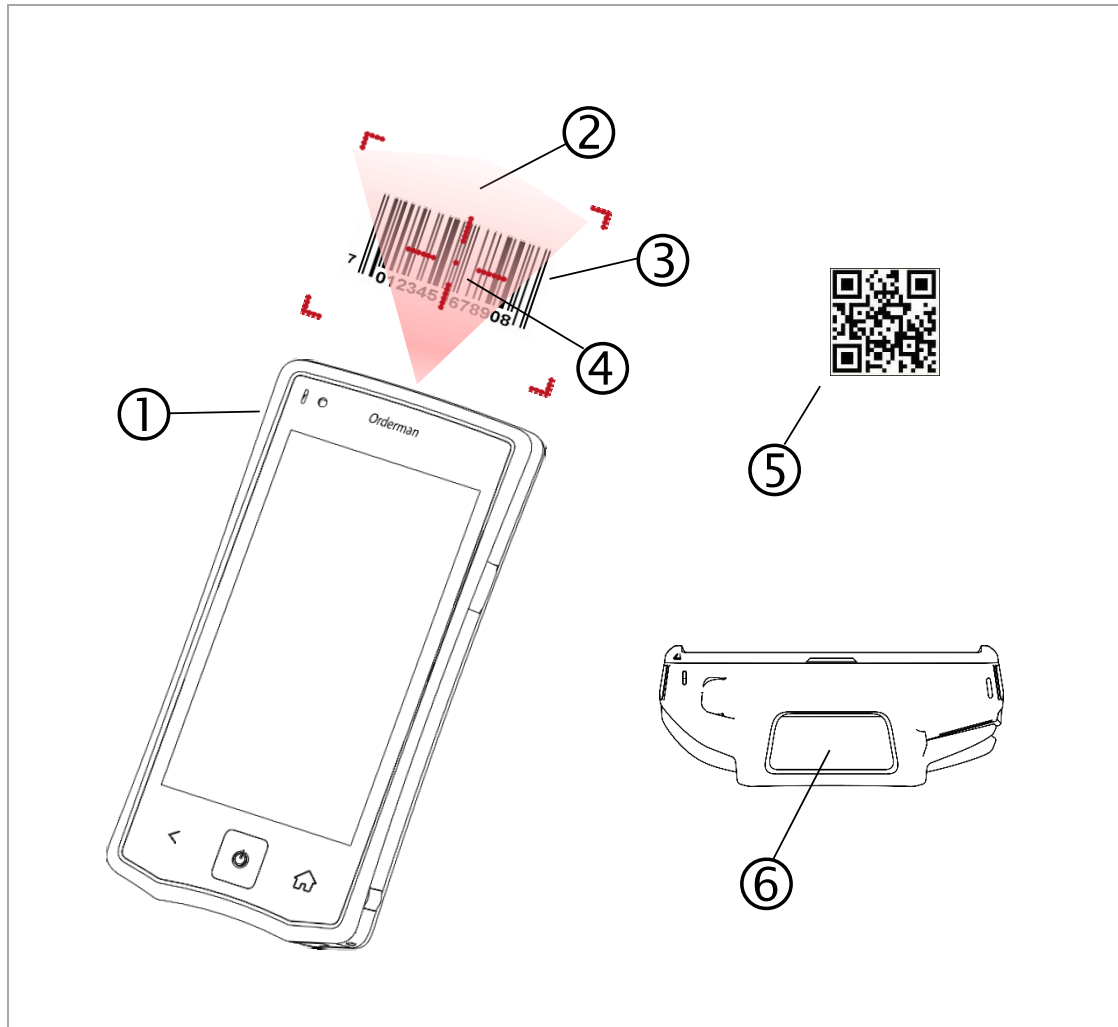
Acceleration Sensor: All Orderman7 handhelds are equipped with an acceleration sensor. This sensor allows the display to rotate 180 degrees automatically, depending on the position of the unit. The basic functionality can be checked using this test in the form of a circular level.

Camera: Test the functionality of the integrated camera. This test shows the camera image, creating a photo and/or video is not supported in the test mode.

Light Sensor: Displays the value measured in real time for the integrated light sensor; the sensor is located above the display on the left.

Touchscreen: This test allows you to check the touchscreen function for errors and glitches.

RFID: The RFID test enables you to check the RFID read functionality of the Orderman7 handheld. Use the "*Select mode"* option to select the type of transponder being used. Options include the Ordercard function, the belt printer transponder, HITAG and HITAG Classic. The ID of the transponder and the number of successful scans will be displayed. An optional audio feedback feature is also available during the test.

Fig. 31: Ordercard Test

① Orderman Ordercard

② Handheld

③ Test result
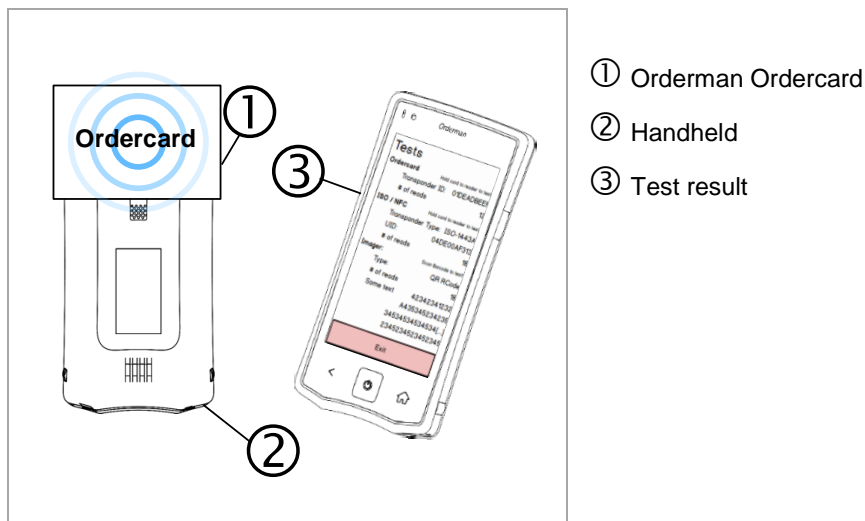
MSR: Tests the magnetic strip reader, supports the three tracks. To start the test, select the *"Start Read"* button; the card's magnetic strips must be aligned properly with the direction of use; the card can be swiped in both directions - from down to up, or up to down.

ISO UID: Functionality test of the ISO reader; the number of scans and type of transponder are displayed.

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Testing the unit

Fig. 32: ISO Test

① NFC Card

② Handheld

③ Test result
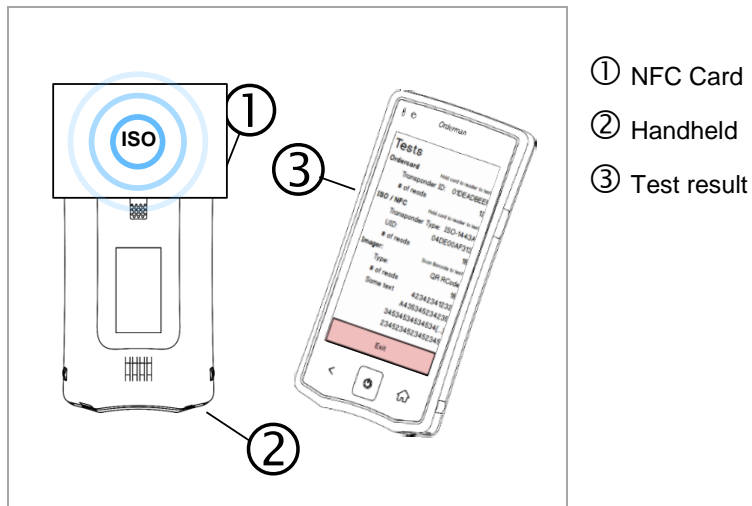
Imager: Tests the functionality of the barcode and QR code reader. The laser aimer should be positioned as centrally as possible on the code.

Fig. 33: Imager Test

① QR-Code

② Laser aimer

③ Handheld

④ Test result
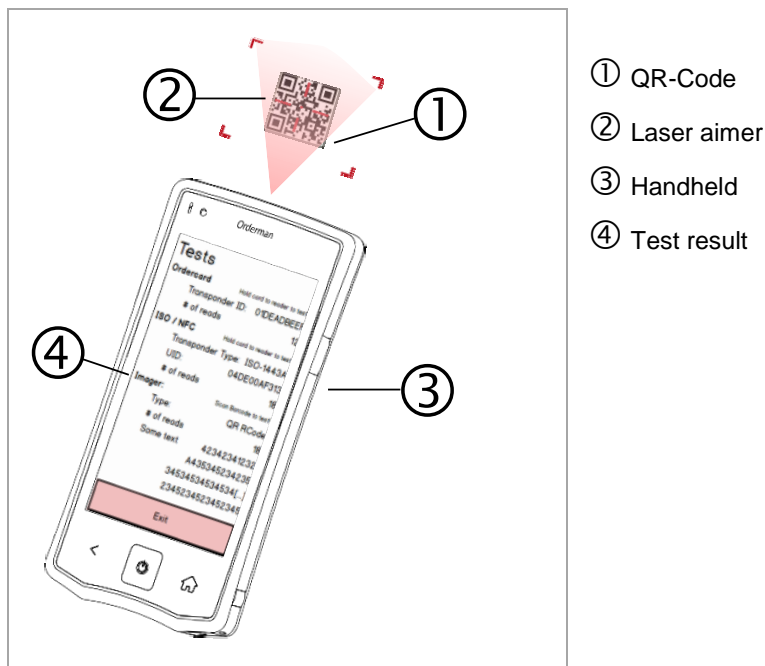
LED: Tests the functionality of the three integrated notification LEDs.

Audio: Tests the integrated audio feedback function. Click the "*Start playback"* button to replay a test sample.

Ping: Run a ping test to check the network connectivity. The IP address must be entered manually.

Vibration: Test the integrated vibration motor; three sequences can be test (short, medium and long).

Display: Display test in the following colors – blue, white, black, red and green (color changes automatically after 10 seconds by touch).

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Accessories

14 Accessories

14.1 NCR capacitive stylus

The capacitive stylus is specially designed to provide an optimal response when working with the touchscreen display. The tip of the stylus can be ordered and replaced as a spare part.

⚠	**Note:**	We are not liable for damage to the touchscreen display outside of **intended use** of the capacitive stylus.

⚠	**Note:**	Secure the capacitive stylus against being dropped by using a safety cord. The tip of the stylus can be damaged by falling against the floor.

14.2 NCR Orderman7 leather pouch

The NCR Orderman7 leather pouch protects the handheld and provides fast and safe access. If the handheld is placed in the leather pouch with the safety cord point up (as shown in the figure), the handheld switches automatically to stand-by mode.

Fig. 34: Orderman leather pouch
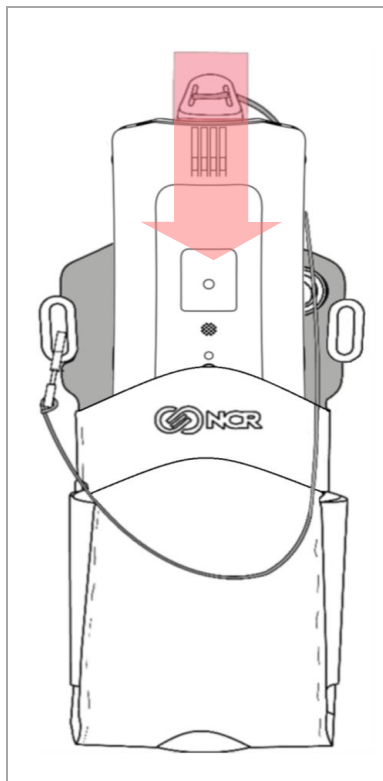
15   Cleaning instructions

> **!**   **Note**:   Never open the housing of the Orderman handheld. Opening the housing renders the warranty claim null and void.

Read the following care tips and you'll enjoy your Orderman unit for many years:

- Clean the contacts before placing a unit in the charging station. Damp contacts can corrode the charging contacts over time. Use a dry and clean cloth or cotton swab to wipe clean the contacts.
- Periodically clean the contacts of the dirty contacts of the rechargeable batteries with a dry, clean cloth.
- Wipe the touchscreen display with a damp, soft cloth. Do not use abrasive agents or cloths with a rough surface.
- Cleaning the power socket: Never clean the power socket with compressed air or pointed objects! It is sufficient to blow lightly into the socket on occasion.
- Cleaning the network socket: Never clean the network socket with compressed air or pointed objects! It is sufficient to blow lightly into the socket on occasion.

> **!**   **Note:** Never use alcohol or corrosive liquids to clean the Orderman units.

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Technical specifications

16 Technical specifications

Function	Orderman7	Orderman7[+]	Orderman7[MSR]	Orderman[SC]
Radio frequency	Dual band 433/915 MHz			
Frequency band	433MHz	433.050MHz - 434.790MHz		
	915MHz	902MHz - 928MHz		
Transmitting power	less than 1 mW ERP			
Battery	Li-Ion polymer 3.7V 3150 mAh			
Leak tightness	IP67			
Dimensions H / W / D mm	165/ 84/ 18		165/ 84/ 24.6	165/ 84/ 27
Weight handheld without battery (g)	191g		214g	228g
Battery weight (g)	76g			
Bluetooth Class 2 IEEE 802.15 V2.1 (V4.0 ready)	No	Yes	Yes	Yes
NFC 13,56MHz Peer to Peer, R/W ISO18092, ISO14443A and ISO15693	No	Yes	Yes	Yes
Ordercard 125kHz, EM4001, EM4200 or compatible, UID only, ISO7816	No	Yes	Yes	Yes
Magnetic strip reader 3-track LoCo/HiCo cards	No	No	Yes	Yes
Scannerbarcode and QR codes, aiming imager 650 nm, red laser, 1 mW, class 2	No	No	No	Yes

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Function	Orderman7	Orderman7+	Orderman7MSR	Orderman7SC
Operating life	up to approx. 18 hours per battery charge*			
Handheld charging time	Approx. 3.5 hours			
Battery pack charging time in fast-charging station	~2 hours			
Storage temperature (ambient)	-20^0 to $+60^0$ C			
Operating temperature (ambient)	-10 to $+50^0$ C			
Charging temperature (ambient)	0 to $+35^0$ C			
Camera	5 megapixel, autofocus, flash			
Display	Size: 5 inch, resolution: 1280x720 (HD); color: 24-bit; brightness: max.450cd/m^2			
Touch Screen	PCAP touch panel, 4 fingers gesture control			
Sensors	Ambient light sensor, accelerometer			
Keys	2 keys, freely assignable			
Intercom	integrated			
Vibration motor	integrated			

*depending on graphic design of user interface and the brightness setting

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Troubleshooting

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17   Troubleshooting

Error	Possible cause	Possible solution
Handheld does not charge	Oxidized charging contacts	Handheld needs to be repaired*
	Dirty charging contacts	Clean with a dry cloth
	No power supply	Check the power supply to the service station or multi service station and power pack
	Battery is defective	Battery needs to be replaced
Battery not charging (In the fast-charging slot)	Oxidized charging contacts	Handheld needs to be repaired*
	Dirty charging contacts	Clean with a dry cloth
	No power supply	Check the power supply to the service station or multi service station and power pack
	Battery lock dirty	Clean the lock
	Battery lock is defective	Handheld needs to be repaired*
	Spring contacts are defective	Handheld needs to be repaired*
	Battery is defective	Battery needs to be replaced
Handheld does not start	Batteries are empty	Charge the battery
	Battery is not inserted correctly	Insert the battery correctly
	Battery is defective	Replace battery
	Handheld defective	Handheld needs to be repaired*
POS application does not start	No connection to the host system	Check network connection
	Process (application) hangs up	Shut down and restart your handheld
Automatic backlight too dark/light	Dirty lens on the ambient light sensor	Clean the display with a soft cloth.
No network connection to service station or multi service station (Network status LED on the service station or multi service station does not light up)	Network cable not plugged in	Insert the network cable
	No power to the service station or multi service station	Connect the power (Power LED on the service station or multi service station has to light up)
	Network components (switch) is not turned on	Switch on network components

*The handheld may only be repaired by trained service technicians.

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Error	Possible cause	Possible solution
Cannot connect to Orderman Secure Radio	No network connection from Orderman base station to host system	Check network cable and power supply to the Orderman base station
	Range exceeded	Change position of the Orderman base station accordingly
	Radio interference (other Orderman Secure Radio)	Change radio channel
	Network configuration was changed	Check/change network configuration

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Index

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19 Glossary

B
Barcode

A barcode is an opto-electronically readable font that consists of different widths, parallel lines and spaces. The data in a bar code can be read by optical readers such as, for example, barcode readers (scanners) or cameras, and is processed further electronically.

Battery pack

A battery pack is the battery together with the integrated electronics.

Bluetooth

Transfer of data between devices over short distances via radio technology (IEEE 802.15.1)

F
Firmware

As firmware refers to the operating software (Operating System) of the electronic devices.

H
Handheld

A handheld in this manual refers to all the versions of Orderman handhelds.

L
Laser class

In order to classify laser devices according to their danger, they are divided into laser classes (1, 1C, 1M, 2, 2M, 3R, 3B, 4) (DIN EN 60825-1 or IEC 60825-1/01.2001).

LED (Light-Emitting Diode)

LEDs convert electrical energy into very energy-efficient light. LEDs have a very long service life.

LoCo/HiCo

For magnetic strips there are two different versions. These are designated with HiCo (high coercivity) and LoCo (low coercivity). They differ in the magnetic flux density, with which they can be described:

LoCo: 30 mT (standard, due to external magnetic field effects, data can be deleted)

HiCo: 275-400 mT (accidental deletion virtually eliminated)

Log file

A **log file** (also known as event log file) includes the automatically logged protocol of all or any actions of processes on a computer system.

N

NFC

NFC (**N**ear **F**ield **C**ommunication) is an international broadcast standard for contactless exchange of data via radio technology over a distance of a few centimeters and a data transmission rate of max. 424 kbit/s.

O

Orderman Secure Radio

The Orderman Secure Radio uses the 433/915 MHz bandwidth. The ability to penetrate solid objects, the large range, the minimal power consumption, the interference resistant and hacker-proof design are considerably better than other radio networks.

Orderman Base Station (OMB)

The Orderman base station allows users to connect Orderman devices to the host system and an extension of the radio range.

Q

QR code (**Q**uick **R**esponse Code)

The QR code (2D code) is a square matrix of black and white dots, representing the binary encoded data. The data is read by optical readers, such as QR-code reading devices (scanner) or cameras, and is processed further electronically.

R

RFID (Radio Frequency Identification)

RFID is a technology for transmitter-receiver systems for contactless reading and storing of data through radio waves.

T

Touchscreen display

The touchscreen display allows a unit to be operated directly by touching the display (with a finger or a touch pen).
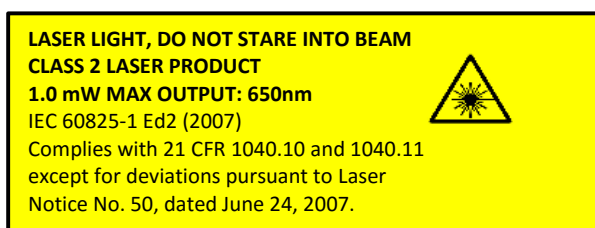
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Regulatory information

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20 Regulatory information

	NCR Orderman7 **NCR Orderman7+**	**NCR Orderman7 MSR** **NCR Orxerman7 SC**
Model name:	7777-01XX	7777-01YY
FCC-ID	JEH-7777-01XX	JEH-7777-01YY
IC-ID	470B-777701XX	470B-777701YY

CAUTION: Danger of explosion if the battery is replaced by an incorrect battery type.

Applies for NCR Orderman7 SC:

LASER LIGHT, DO NOT STARE INTO BEAM
CLASS 2 LASER PRODUCT
1.0 mW MAX OUTPUT: 650nm
IEC 60825-1 Ed2 (2007)
Complies with 21 CFR 1040.10 and 1040.11
except for deviations pursuant to Laser
Notice No. 50, dated June 24, 2007.

Safety and handling:
See the "Safety notices" in the user manual before using the unit.

Important:
This device complies with EMC directives and was tested with compatible peripheral equipment and shielded cables for the connection to system components. Make absolutely sure that you only use shielded cable for the connection between system components, in order to avoid any possible inference with radios, TVs or other electronic equipment.

EU declaration of conformity:
Orderman GmbH hereby declares that this device complies with Directive 2014/53/EU issued by the Commission of the European Community. A copy of the EU declaration of conformity is available at: www.orderman.com/downloads

Manufacturer:
NCR Corporation, 2651 Satellite Blvd. Duluth, GA 30096 USA

Importer:
Orderman GmbH (part of NCR Corporation), Bachstrasse 59, 5023 Salzburg, AUSTRIA

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Regulatory information

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