User Manual

NCR Orderman7 Version 01.02

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User Manual
NCR Orderman7
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Version 01.02

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Note: For further questions about operating the device, contact your Orderman partner.

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1 General information

This manual applies to Orderman handhelds and Orderman accessories.

It covers the following Orderman 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.

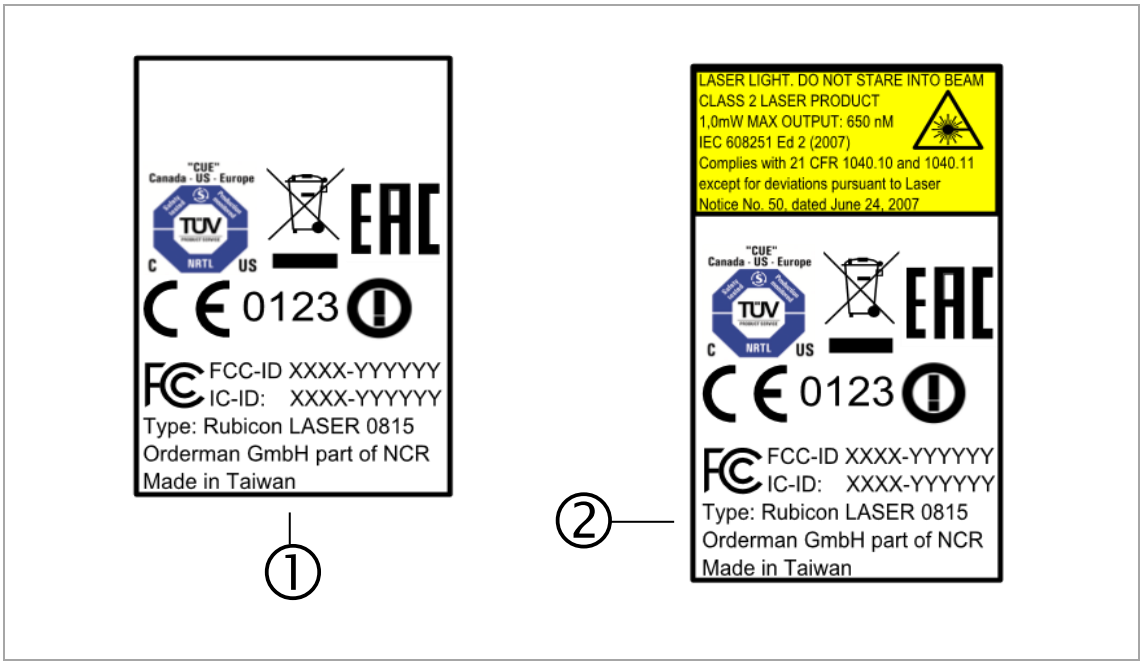
1.2 Labeling

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

1.2.1 Labeling on the unit

The labeling (model plate) is located on back of the unit.

Fig. 1: Labeling



① NCR Orderman/NCR Orderman^{+}/ NCR Orderman^{MSR}

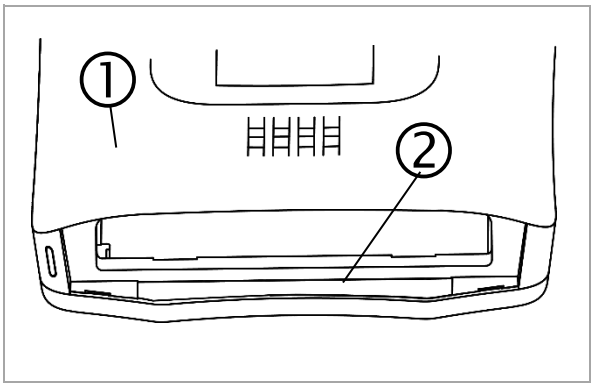
② NCR Orderman7^{SC}

1.2.2 Serial number

The serial number is used to uniquely identify the unit.

You will find the serial number in the unit's battery slot.

Fig. 2: Serial number in the battery slot



① Back of the Orderman handheld

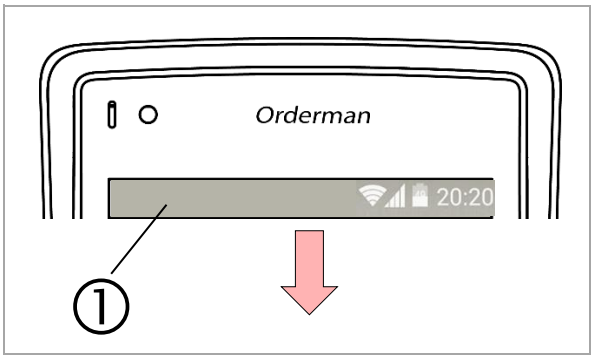
② Serial number in the battery slot

You can also display the serial number in the application (handheld must be ready for operation!)

To do so, perform the following step(s):

- Drag the status bar down.

Fig. 3: Status bar

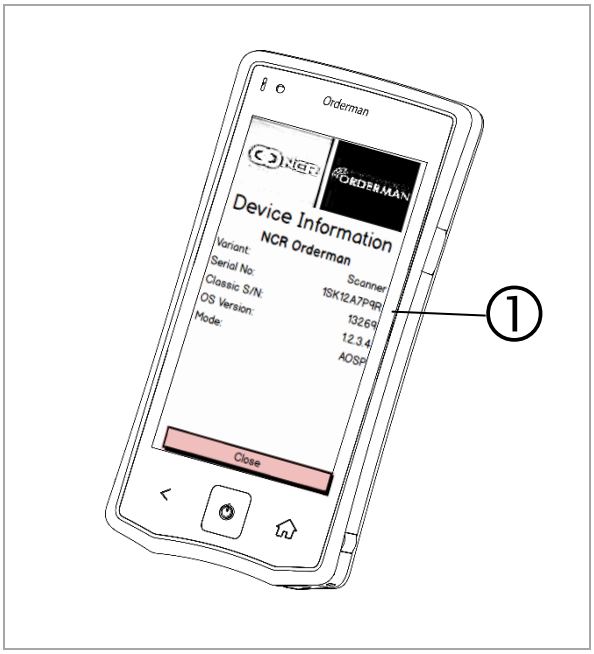


① Status bar

- Tap the *"Settings" box.*
- Tap the *"About"* box.

The serial number appears on the display.

Fig. 4: Read serial number



① Serial number

1.3 Safety notices

1.3.1 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.

Notes

Notes are indicated in the text by the adjoining icon. In cases in which there are no imminent dangers for personnel or equipment, notes contain important information. 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.

1.3.2 General information

Caution

- Never expose the unit to extreme weather conditions such as hail or 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 a Bluetooth interface for wireless communication. Never use the handheld in environments where Bluetooth could cause interference (airplanes, hospitals, etc.).

1.3.3 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, this can lead to irritation of the skin, eyes and mucous membranes.
- If lithium ion batteries vent, the escaping vapors may pose a risk to health.

Warning

- Use only an original Orderman battery pack.
- 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)

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).

1.3.4 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).

Warning

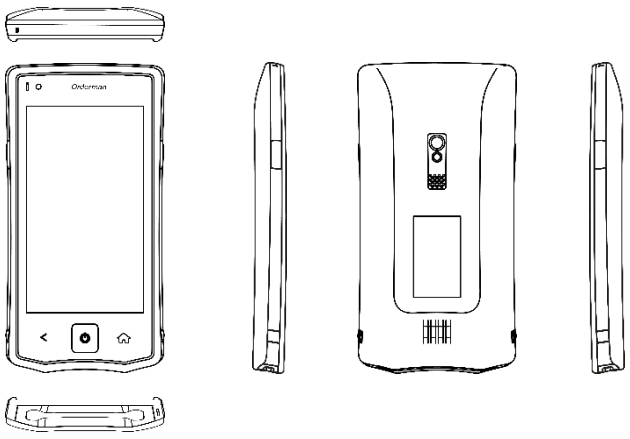
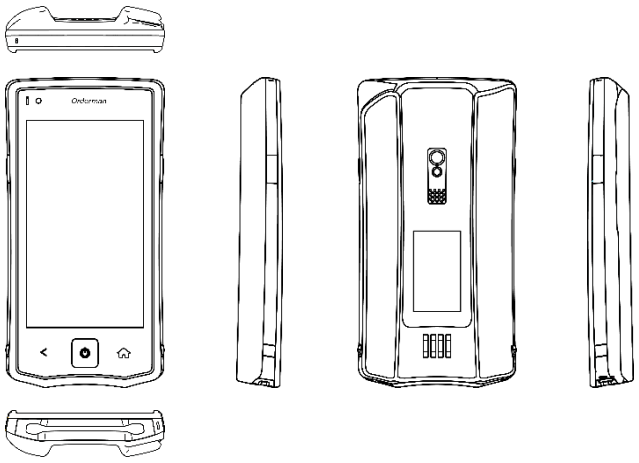
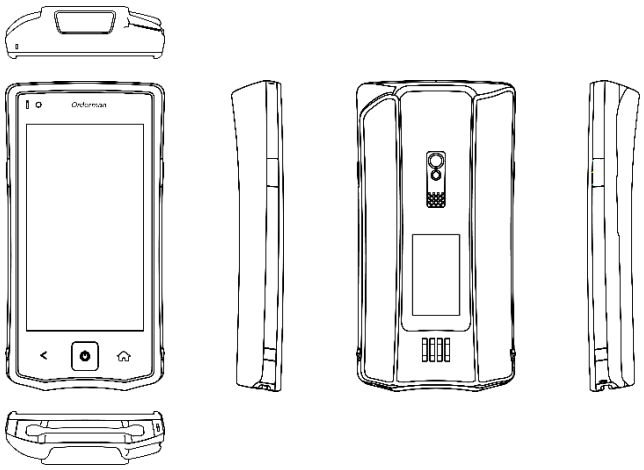
- Never aim the laser beam at another person's eyes!
- Never intentionally stare directly into the beam!
- If the laser beam hits the eye, quickly close your eyes and immediately move your head away from the beam.
- Avoid reflections from reflective surfaces (reflections can amplify the laser light).

Note

- 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.

2 NCR Orderman7 handhelds

2.1 Overview

NCR Orderman7/ NCR Orderman7+	
NCR Orderman7MSR	
NCR Orderman7SC	

2.2 NCR Orderman7 handheld features

Feature	NCR Orderman7	NCR Orderman7+	NCR Orderman7MSR	NCR Orderman7SC
Orderman radio network	✓		✓	✓
Bluetooth	-	✓	✓	✓
Wireless LAN	-	✓	✓	✓
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	✓		✓	✓

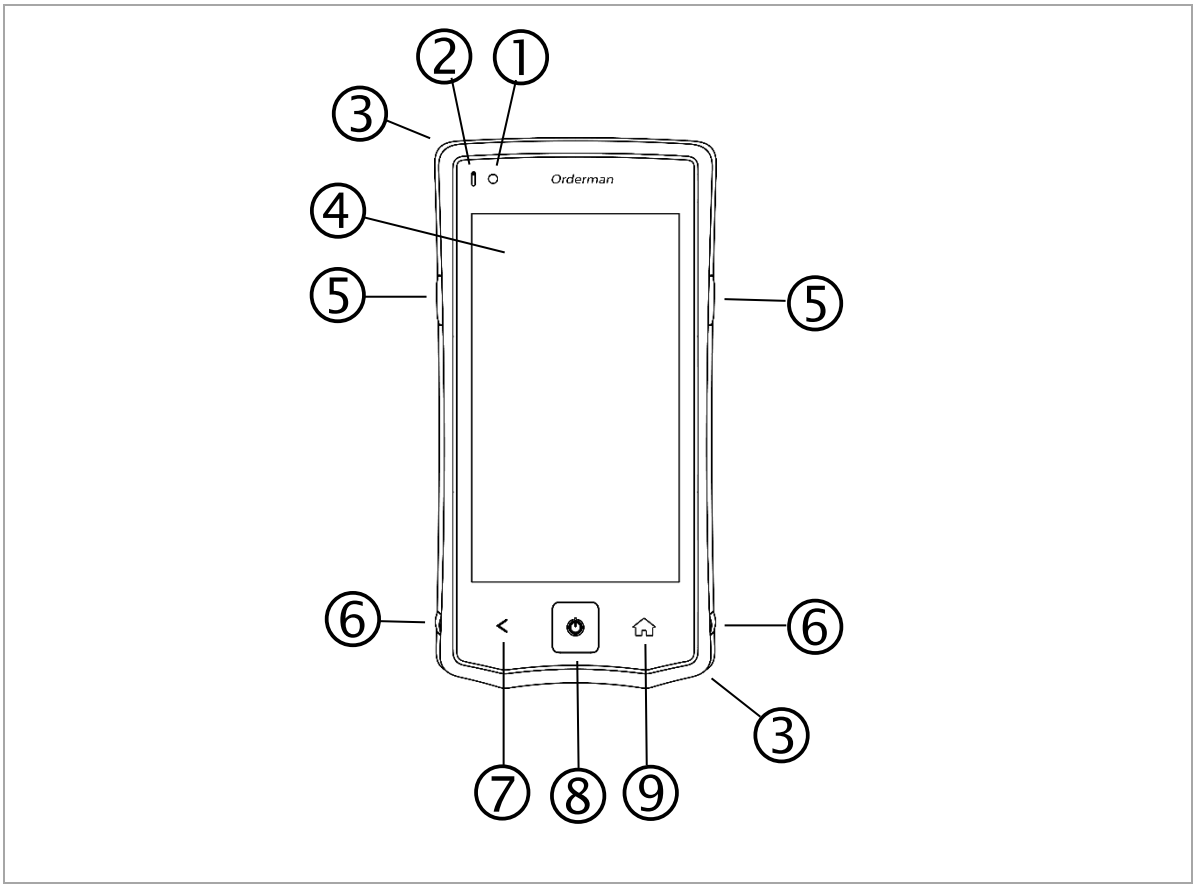
3 NCR Orderman7

3.1 Product description

The Orderman unit is specially designed to connect to an Orderman radio network (OSR = Orderman Secure Radio). Data is entered only through the input on the touchscreen display.

3.2 Overview

Fig. 5: 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)

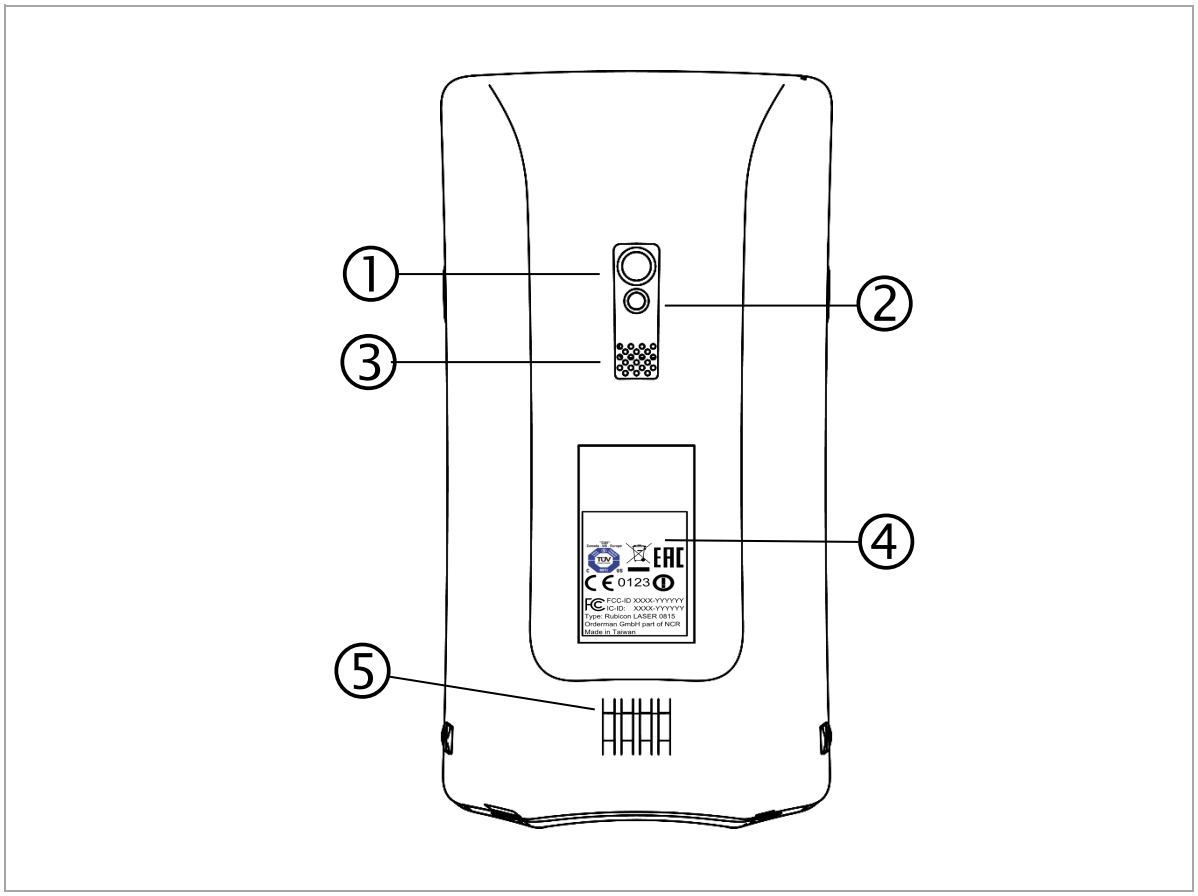
⑥ Lock for battery slot

⑦ Capacitive Back button

⑧ Hardware Power button

⑨ Capacitive home button (freely assignable)

Fig. 6: NCR Orderman7 handheld, back



① Camera

② LED flash and flashlight

③ Intercom

④ Model plate

⑤ Charging contacts and communication interface

4 NCR Orderman7+

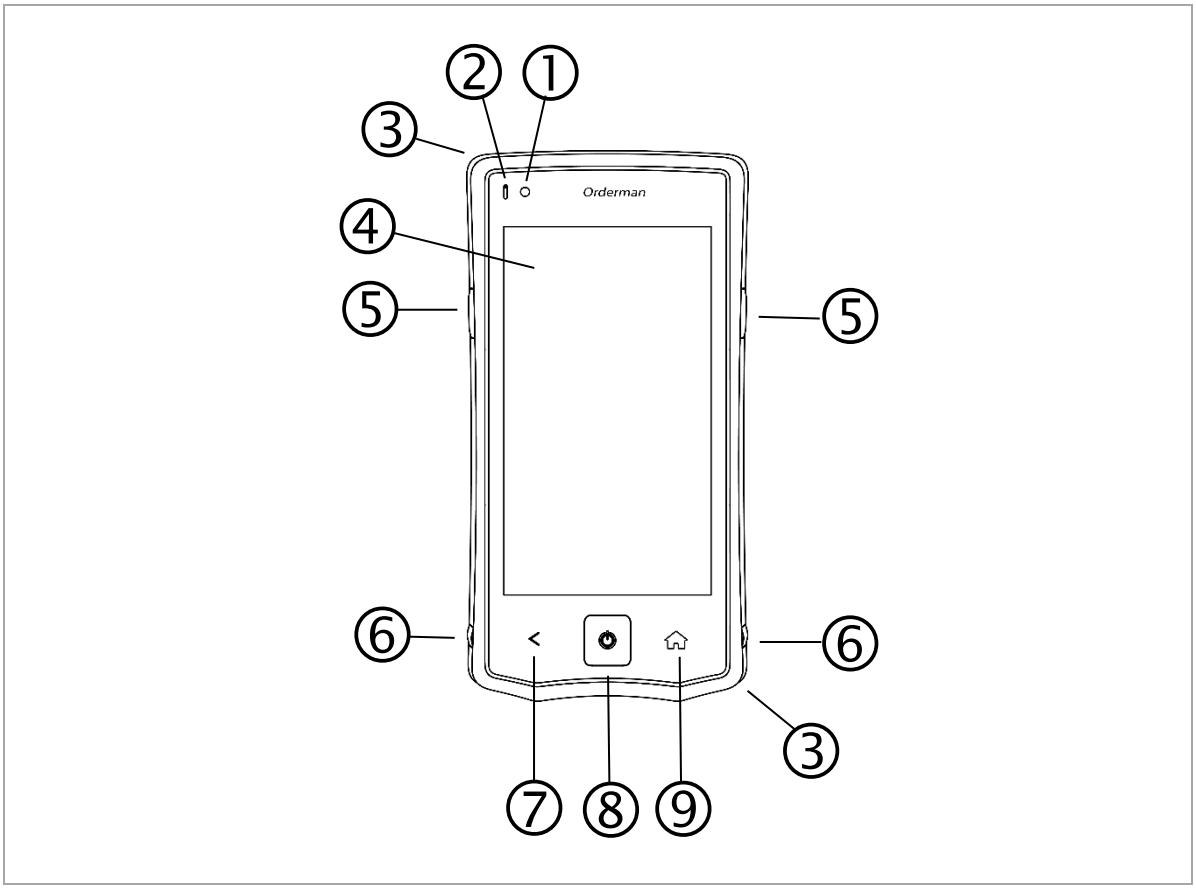
4.1 Product description

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

- Bluetooth
- Wireless LAN
- RFID
- NFC

4.2 Overview

Fig. 7: 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)

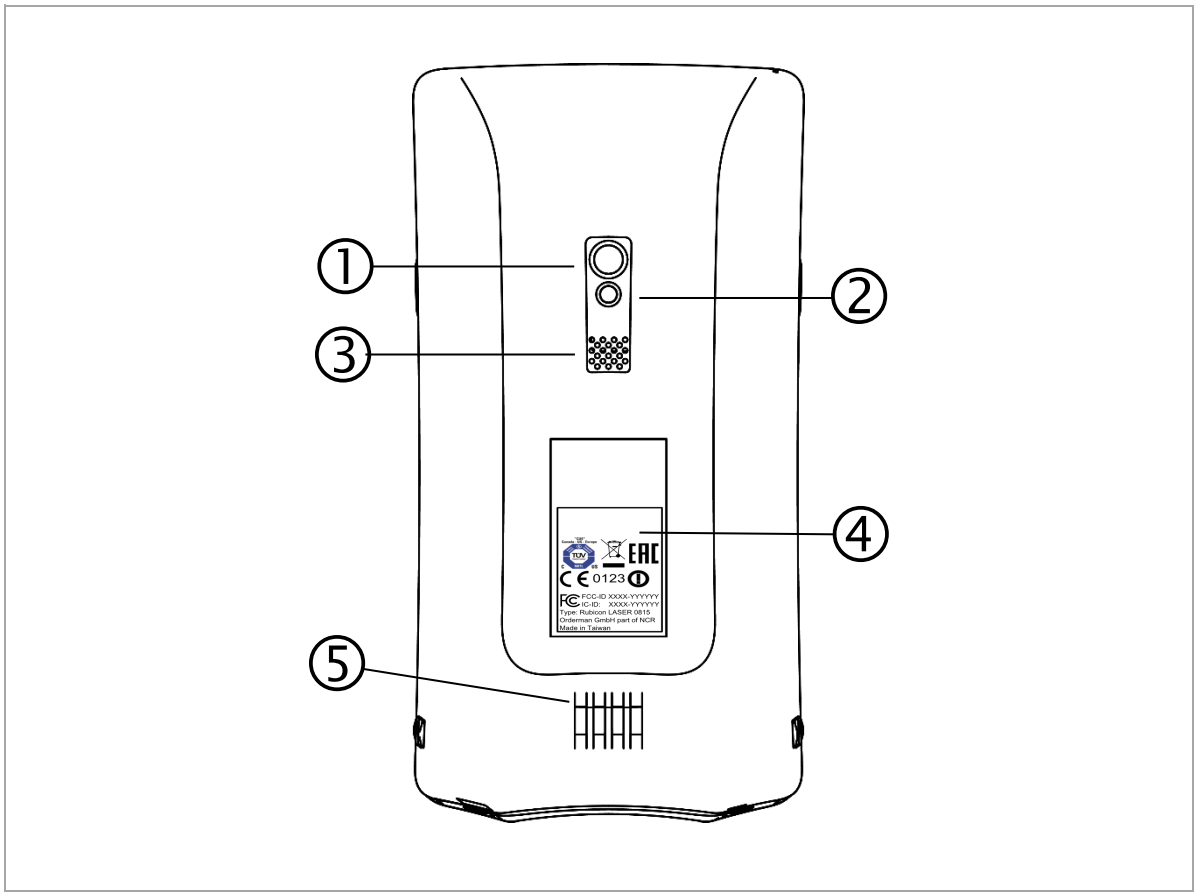
⑥ Lock for battery slot

⑦ Capacitive Back button

⑧ Hardware Power button

⑨ Capacitive home button (freely assignable)

Fig. 8: NCR Orderman7+ handheld, back



① Camera

② LED flash and flashlight

③ Intercom

④ Model plate

⑤ Charging contacts and communication interface

5 NCR Orderman7MSR

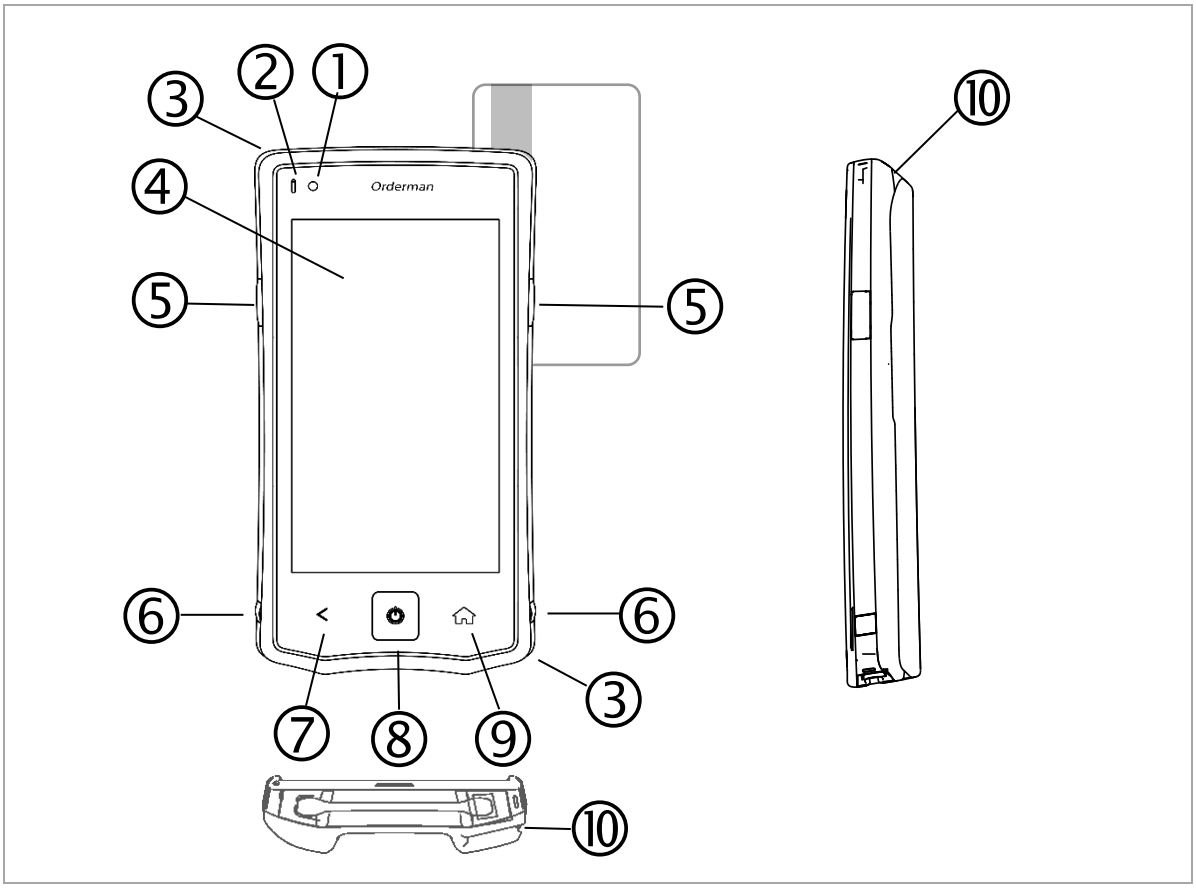
5.1 Product description

The NCR Orderman7MSR unit is specially designed for use with different types of connections, as well as magnetic cards. The NCR Orderman7MSR 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
- Wireless LAN
- RFID reader
- NFC

5.2 Overview

Fig. 9: NCR Orderman7MSR 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

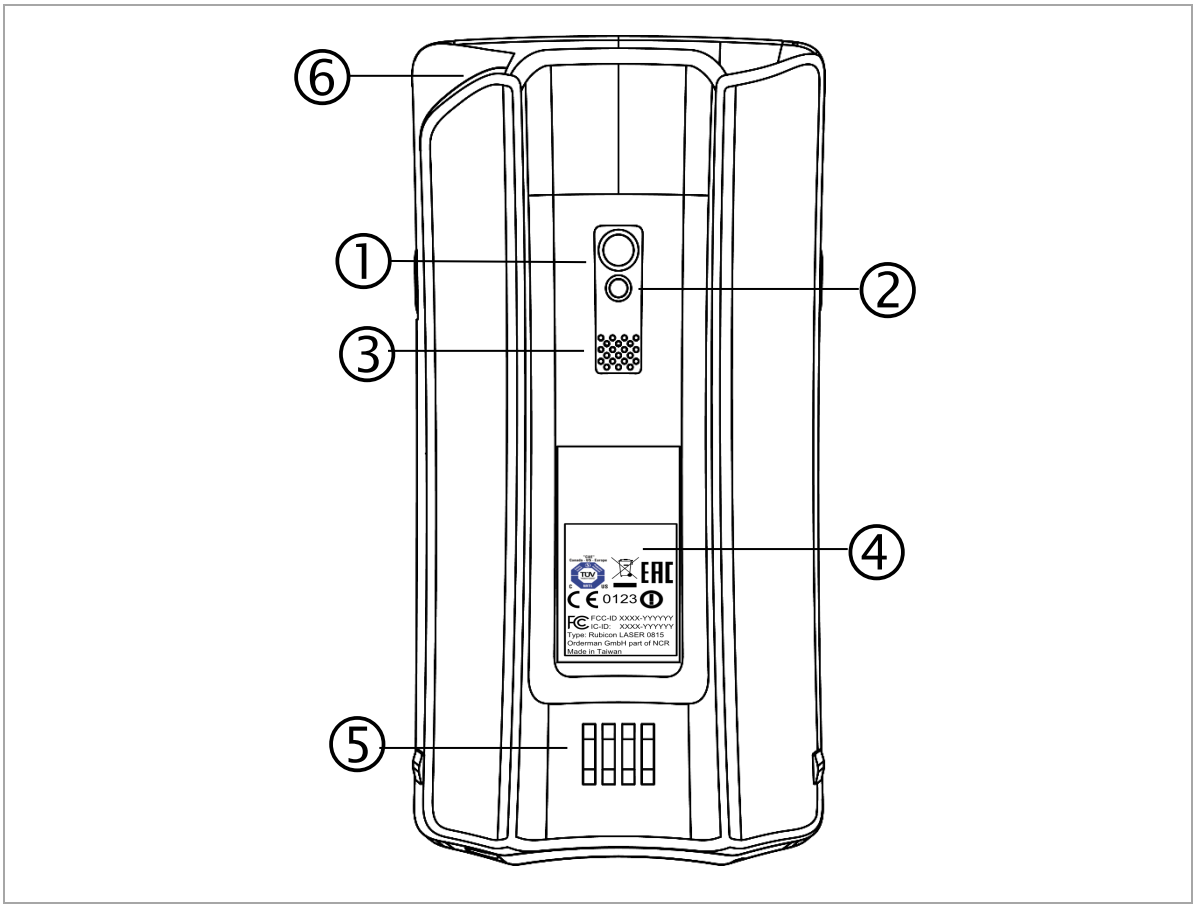
⑦ Capacitive Back button

⑧ Hardware Power button

⑨ Capacitive home button (freely assignable)

⑩ Magnetic card slot

Fig. 10: NCR Orderman7^{MSR}, back



① Camera

② LED flash and flashlight

③ Intercom

④ Model plate

⑤ Charging contacts and communication interface

⑥ Magnetic card slot

6 NCR Orderman7SC

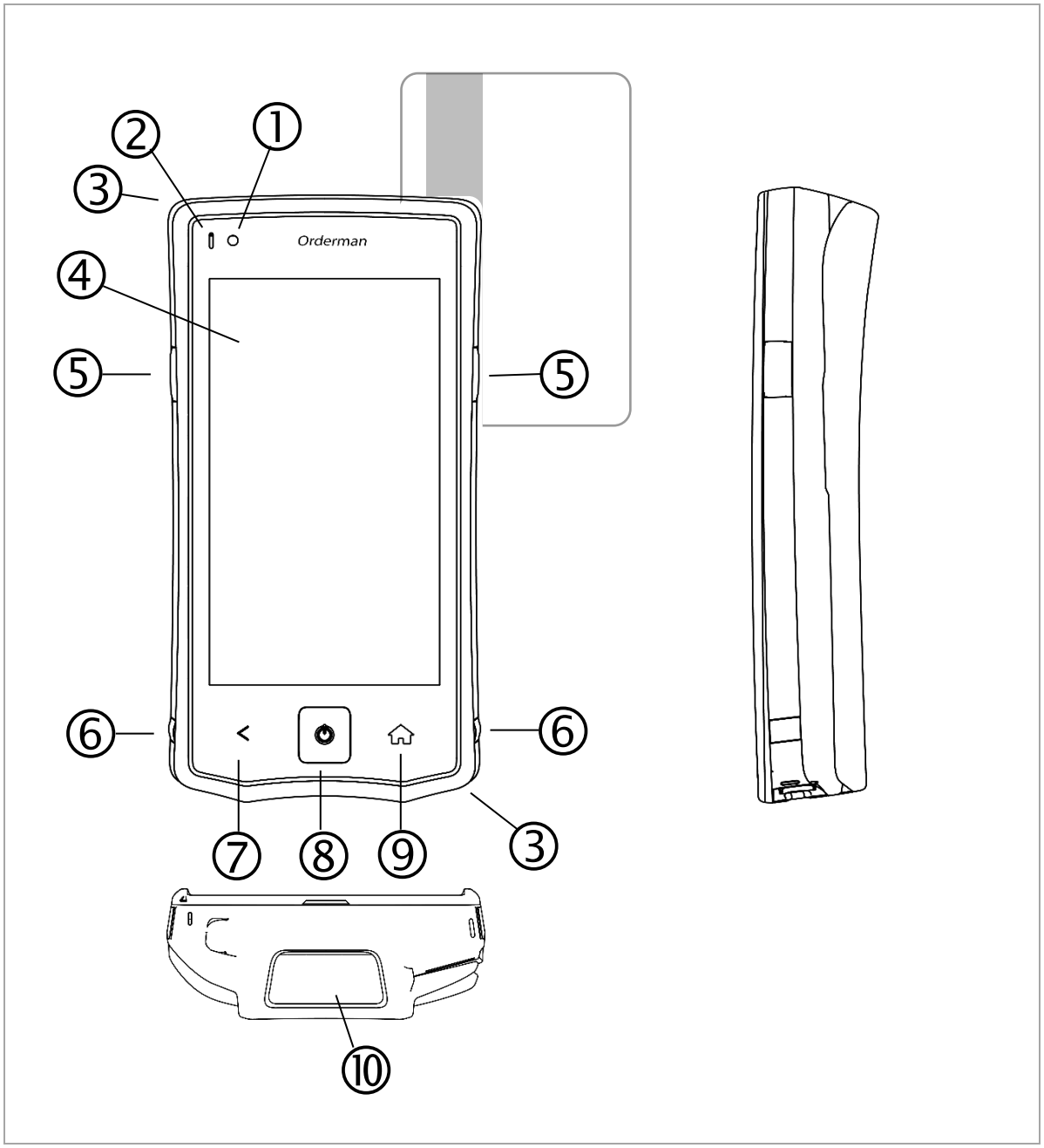
6.1 Product description

The NCR Orderman7SC unit is designed especially for use with different types of connections, as well as magnetic cards and barcodes. The NCR Orderman7SC 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
- Wireless LAN
- RFID reader
- NFC

6.2 Overview

Fig. 11: NCR Orderman7^{SC} handheld



① Ambient light sensor

② Status LED

③ Touchscreen display

④ Hardware button (freely assignable)

⑤ Lock for battery slot

⑥ Magnetic card slot

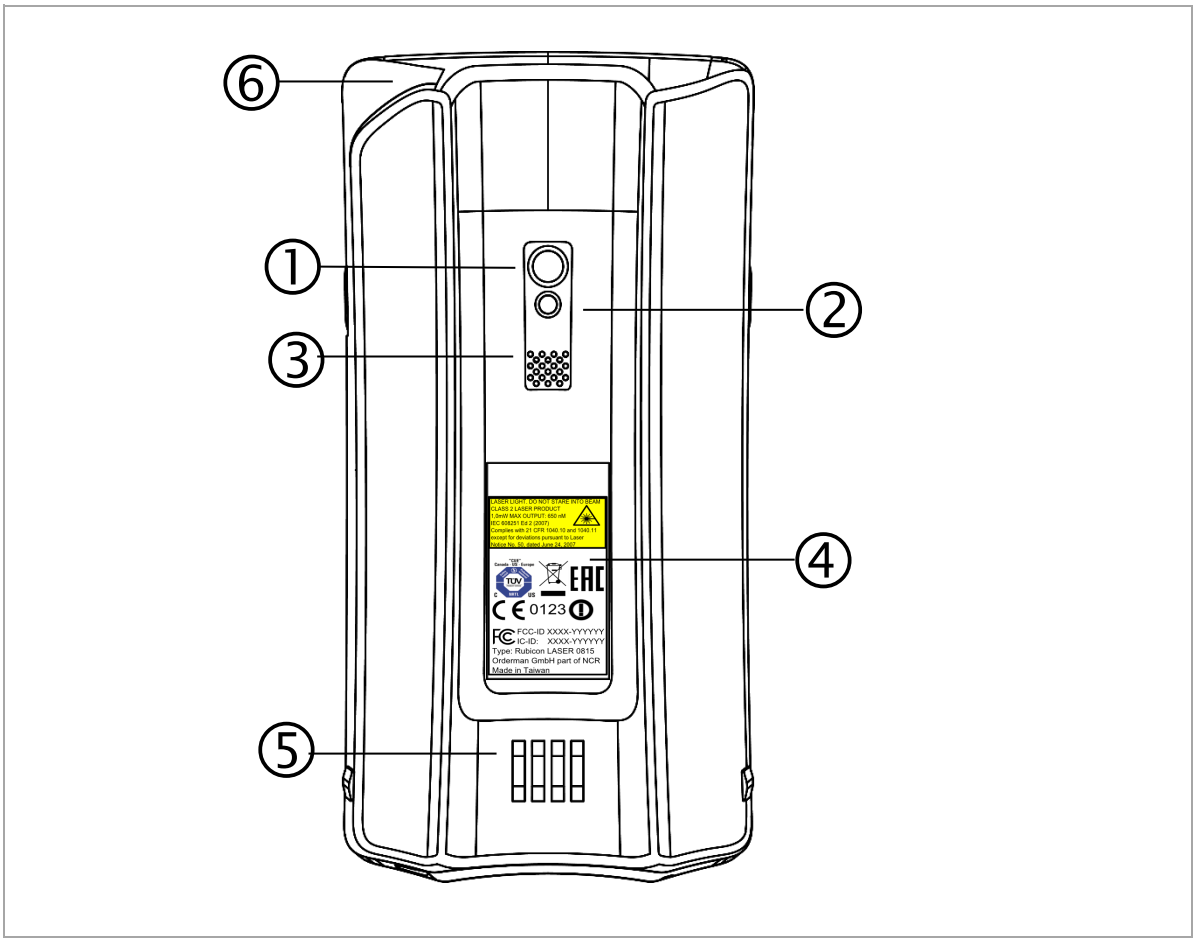
⑦ Capacitive Back button

⑧ Hardware Power button

⑨ Capacitive home button (freely assignable)

⑩ Barcode reading window

Fig. 12: NCR Orderman7SC, back



① Camera

② LED flash and flashlight

③ Intercom

④ Model plate

⑤ Charging contacts

⑥ Magnetic card slot

7 Service station and multi service station

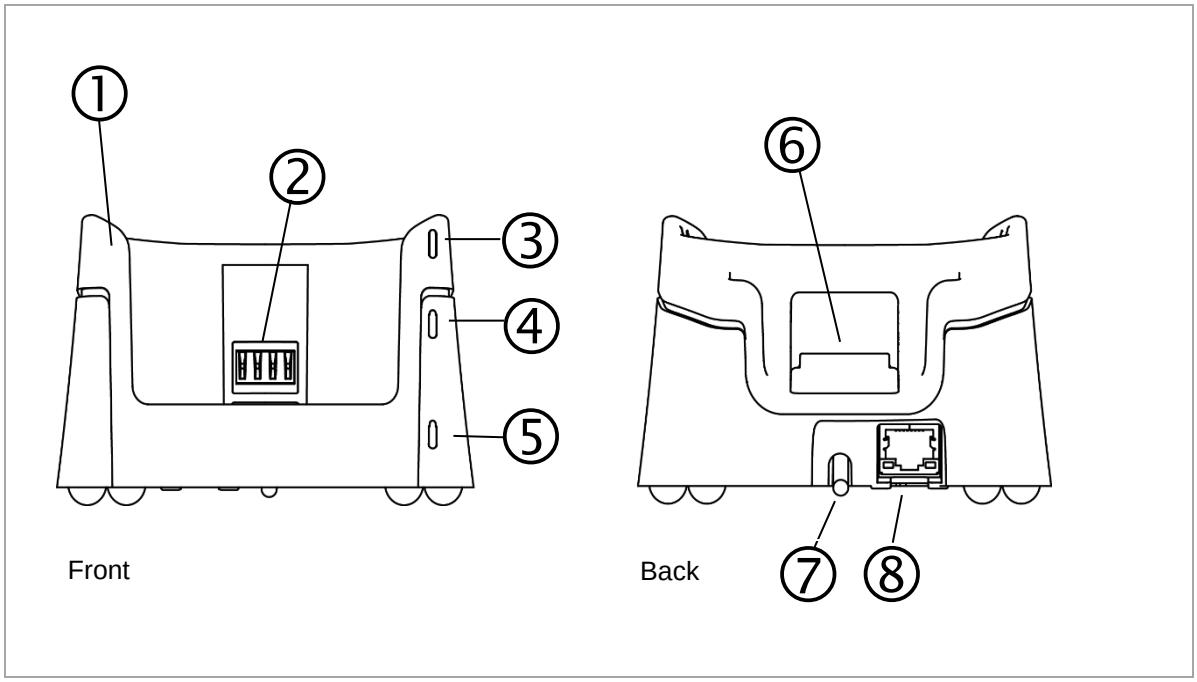
The service station and multi service station are designed to charge your handheld(s), as well as providing an IP-based Ethernet connection to the host system.

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 is required to update the firmware. In the multi service station, up to five handhelds can be updated at the same time.

7.1 Overview of the service station

Fig. 13: Service station



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

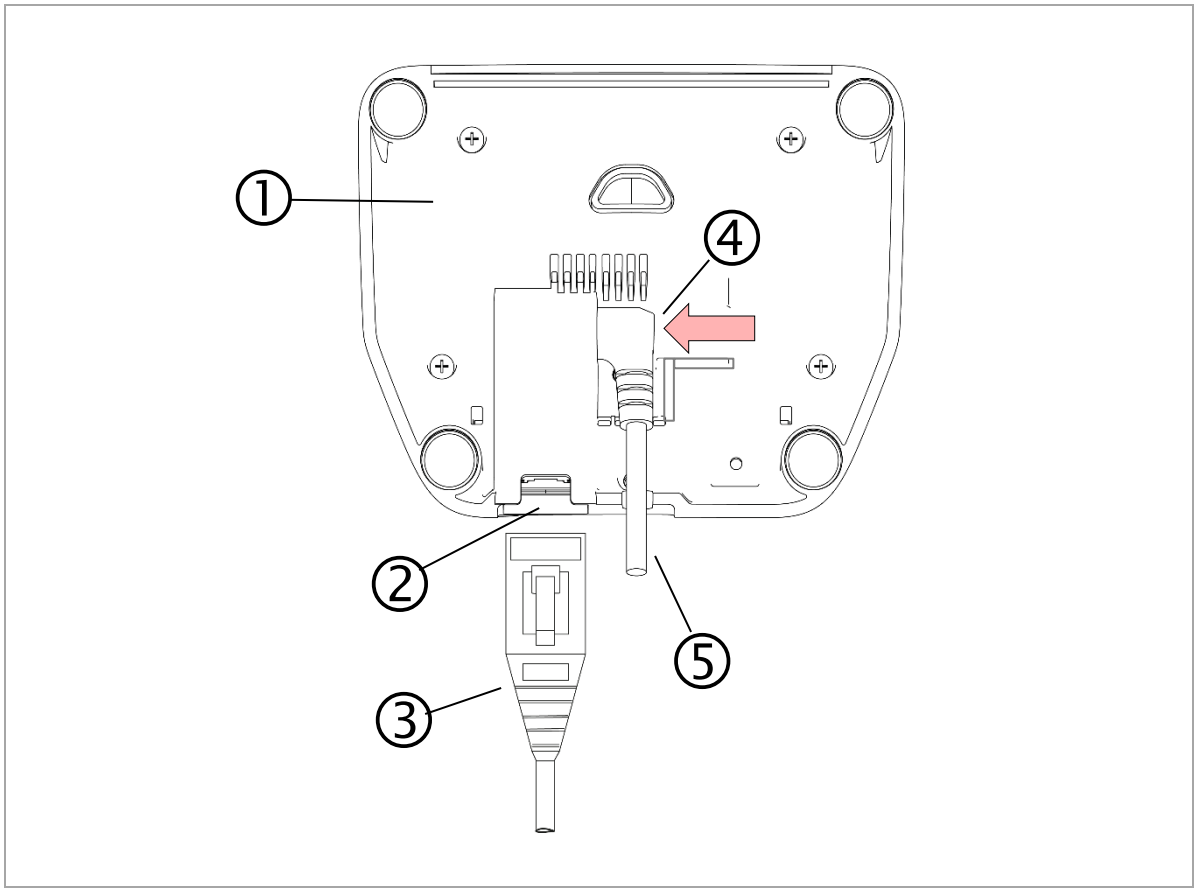
⑧ RJ45 Ethernet network port

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. 14: Connections for the service station



① Service station

② RJ45 Ethernet port

③ Ethernet cable

④ Plug for Orderman power supply

⑤ Power supply cable

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

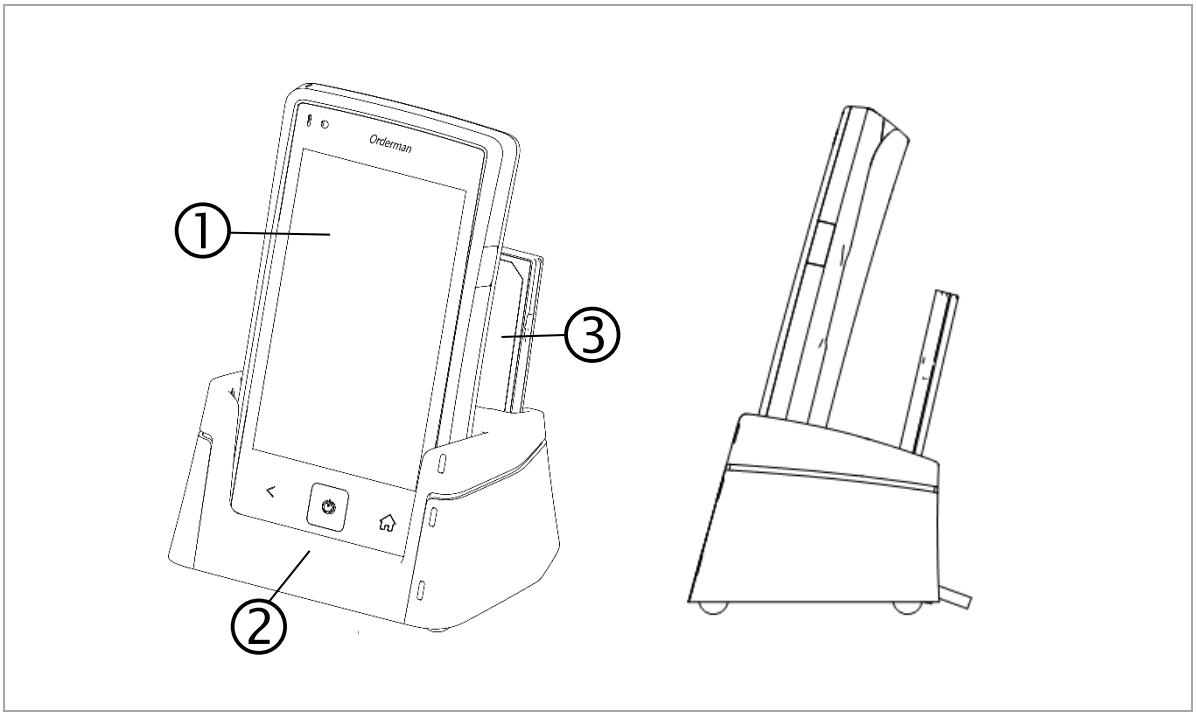
- Ensure the power supply cable is correctly routed. Insert the plug fully into the socket and press the cable to the bottom of the housing.
- Plug the network cable into the socket until it clicks. If the cable is plugged in correctly and the network is active, the LEDs will flash on the socket and 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. 15: Service Station with handheld and additional battery pack



① Orderman Handheld

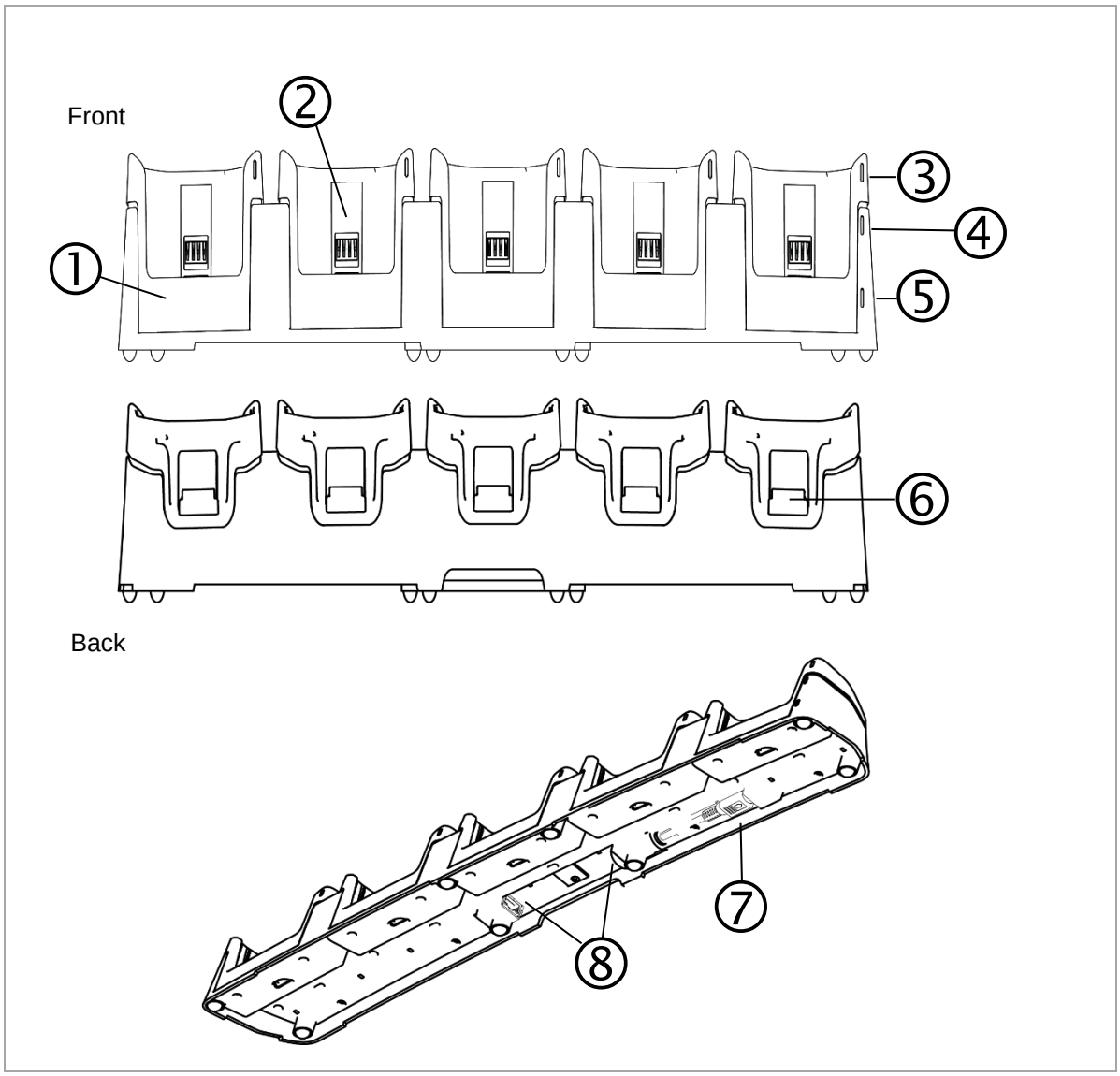
② Service station

③ Additional battery pack

7.3 Overview of the multi service station

The multi service station is designed to 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. 16: Multi service station



① Multi service station

② Charging contacts, handheld charging slot

③ Chargeing 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*

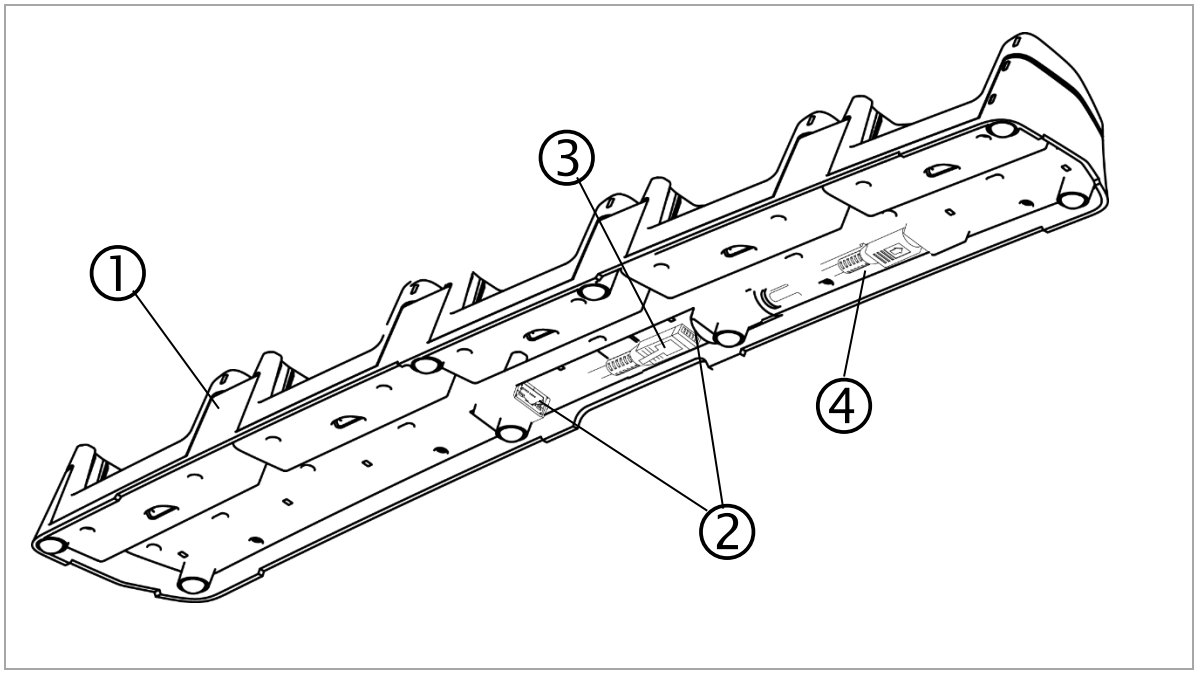
* One of the two Ethernet ports can be used as a network connection for another Ethernet device.

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. 17: Ports for the multi service station



① Multi service station

② 2x RJ45 Ethernet port

③ Ethernet cable

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 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.

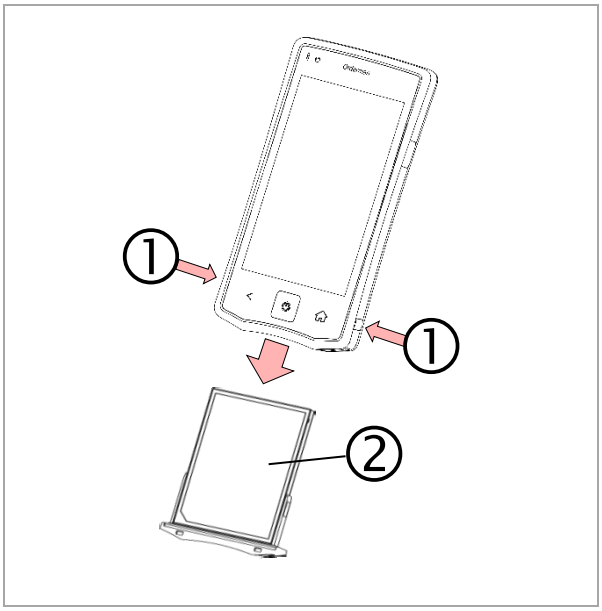
When inserting the pack, press on it until you feel it engage (click) in the battery lock in the battery slot. If the battery pack is correctly engaged, the handheld turns on automatically.

Note

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

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

Fig. 18: Replace battery pack



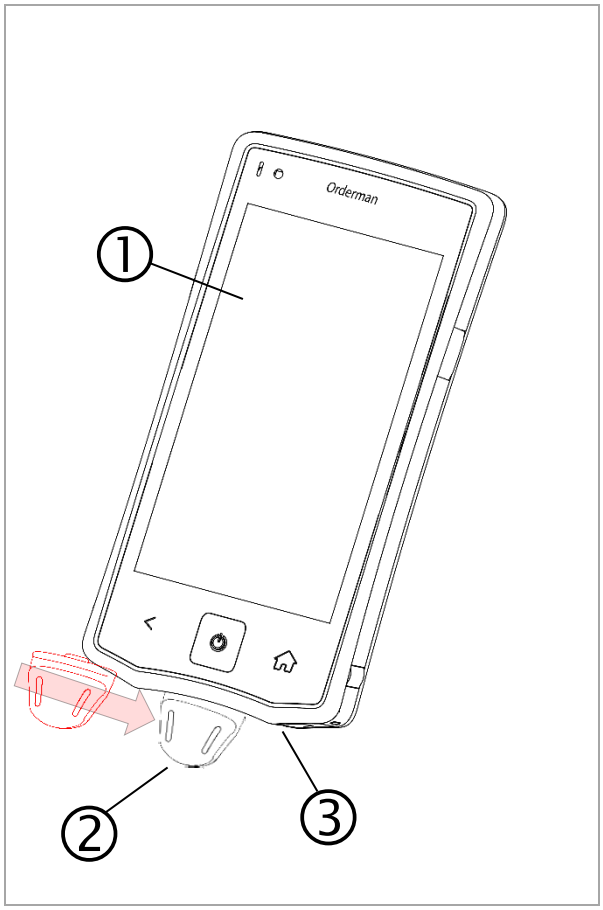
① Locking buttons on battery pack

② Battery pack

9 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 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.

10 Operating the service station and multi service station

10.1 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 and multi service station offer 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 35° C.

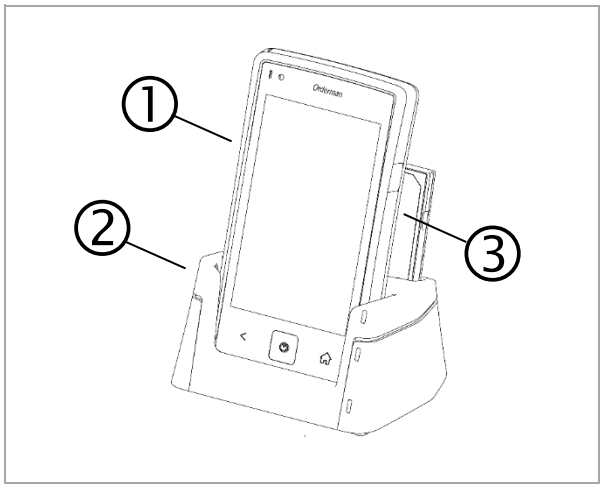
Note: If a charged handheld or battery pack remains in the service station for a longer period (or in a charged state in the service station or multi service station), the solid green "Charging status LED" may start flashing again (charging).
Cause:
The charge control ensures the battery is kept at an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

10.1.1 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.

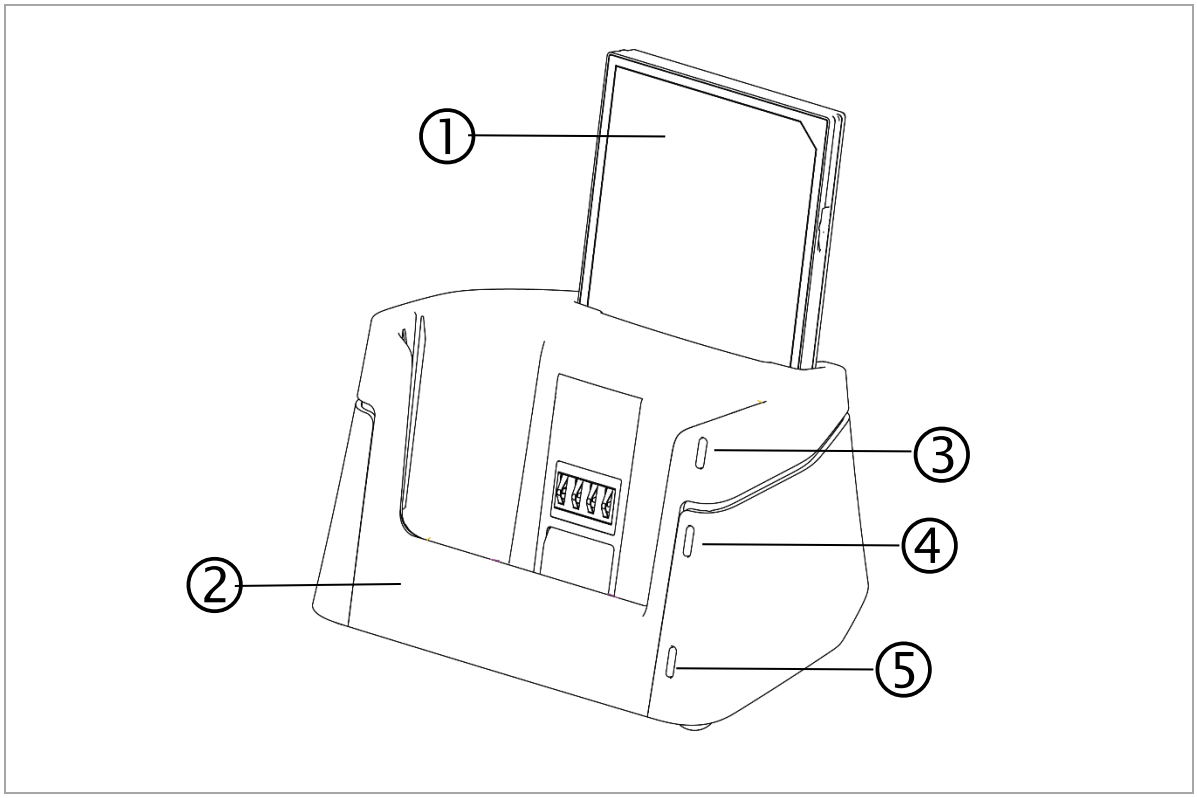
Handheld status LED	Status
LED blue	Handheld is in boot process (startup)
LED flashes green	Battery is charging
LED green	Battery is charged
LED red	Battery is not charging (see Troubleshooting section)

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 charge level.

10.1.2 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

② Service station

③ Charging status LED

④ Network status LED

⑤ Power LED

10.2 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.

10.3 Network Status LED for service station

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

10.4 Power LED for service station

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

11 Operation

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

11.1 Operating conditions of the handhelds

11.1.1 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.

11.1.2 Standby

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

11.2 Acceleration sensor

11.2.1 Flip-View

The handheld is equipped with a tilt 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).

11.2.2 Sleep mode

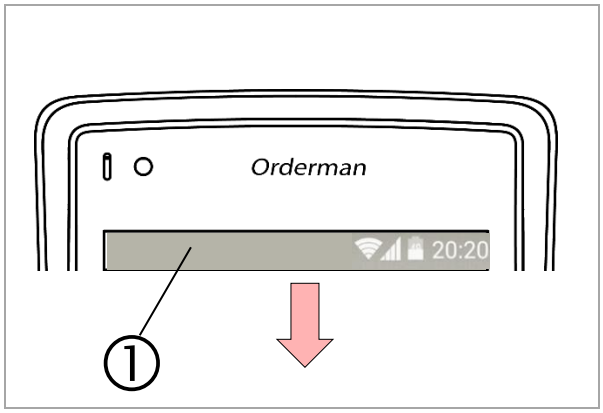
If the handheld is placed top-down in the leather pouch, the unit switches directly to sleep mode. If the handheld is removed and placed in operating position, the unit will turn on automatically.

11.3 Status bar

After the startup sequence, the Status bar appears at the top display screen.

- By pulling down the Status bar to open the Configuration Menu.

Fig. 22: Status bar



① Status bar

11.4 Configuration menu

In the Configuration menu you'll find all the available settings.

11.5 Configure handheld

You can configure the settings described below on the handheld:

- Display settings
- Connect belt printer
- Miscellaneous
  - Switch left to right buttons (left and right keys reverse)
  - Logging on/off
  - Flashlight On/Off

11.5.1 Display settings

Pull down the Status bar to open the Configuration menu.

- Tap "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.
"Screen timer"	in seconds 5 to 60	Defines the time after which the display dims when it is not in use.
"Sleep timer"	in seconds 30 to 180	Defines the time after which the display turns off when not in use.

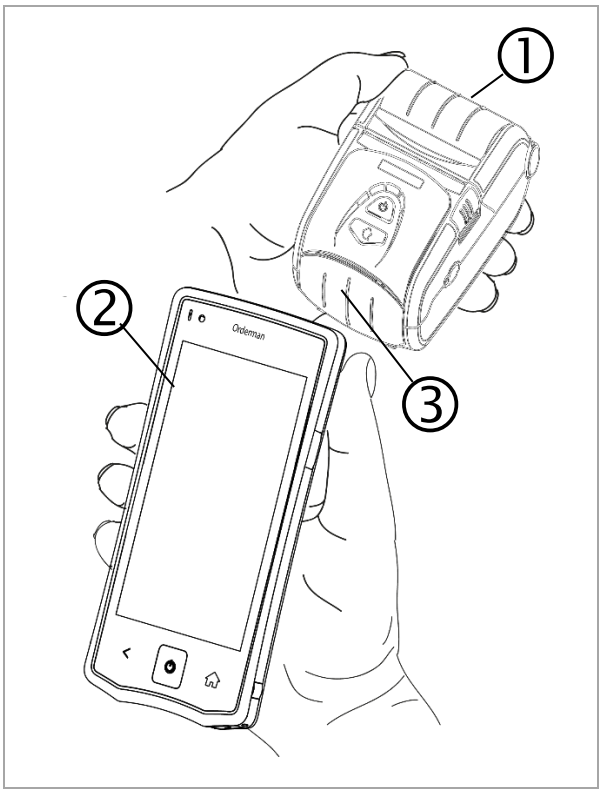
Note: The display settings contribute significantly to the power used by the handheld. Reduce the brightness for a longer operating time.

11.5.2 Connecting the belt printer (Bluetooth pairing)

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

- Switch on the belt printer.
- Drag the Status bar down.
- On the handheld, tap the *Pairing* function in the *Settings* menu.
- Tap the *Pair Printer* 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.
- Start the scan by tapping *Pair Printer*.
- If the printer is detected, the message "State: Paired" is displayed and a test printout is automatically created.

Fig. 23: Connecting the belt printer



① Belt printer

② Orderman Handheld

③ Printer, front

11.5.2.1 Testing the belt printer

To test the belt printer, proceed as follows:

- Drag the Status bar down to open the Configuration menu.
- Tap the *Settings* field.
- Tap the *Pairing* field.
- Tap the *Test Print* (test printout).
- Check the test printout on the belt printer.

11.5.3 Miscellaneous

11.5.3.1 Switch left and right buttons

You can reverse the function of the two freely assignable hardware buttons, on the left and right side of the handheld by selecting the "flip buttons" function.

In the *Settings/Miscellaneous* menu, the *switch left and right buttons* can be enabled or disabled *(on / off).*

11.5.3.2 Logging

By activating the Logging function, all debug messages from the handheld are logged.

To better evaluate the log file, a marker can be set at any given time. This marker can be easily identified during the analysis by the service technician.

The log files can only be read by trained service technicians.

Note: Activate the Logging function only for error analysis.

11.5.3.3 Flashlight

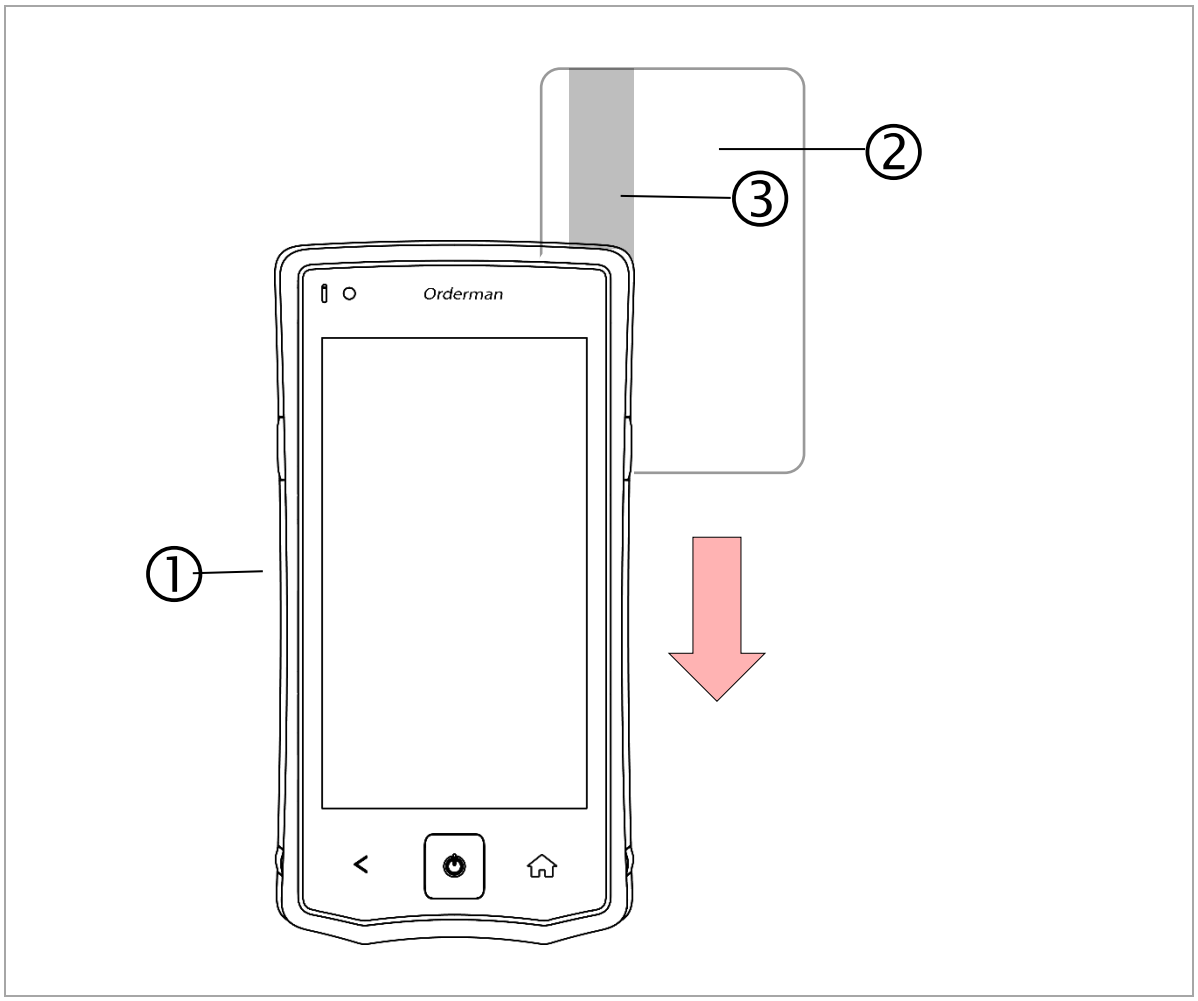
By activating the Torch function, you can use the LED flashlight on the back of the handheld.

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

11.6 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. 24: NCR Orderman7MSR



① NCR Orderman7MSR

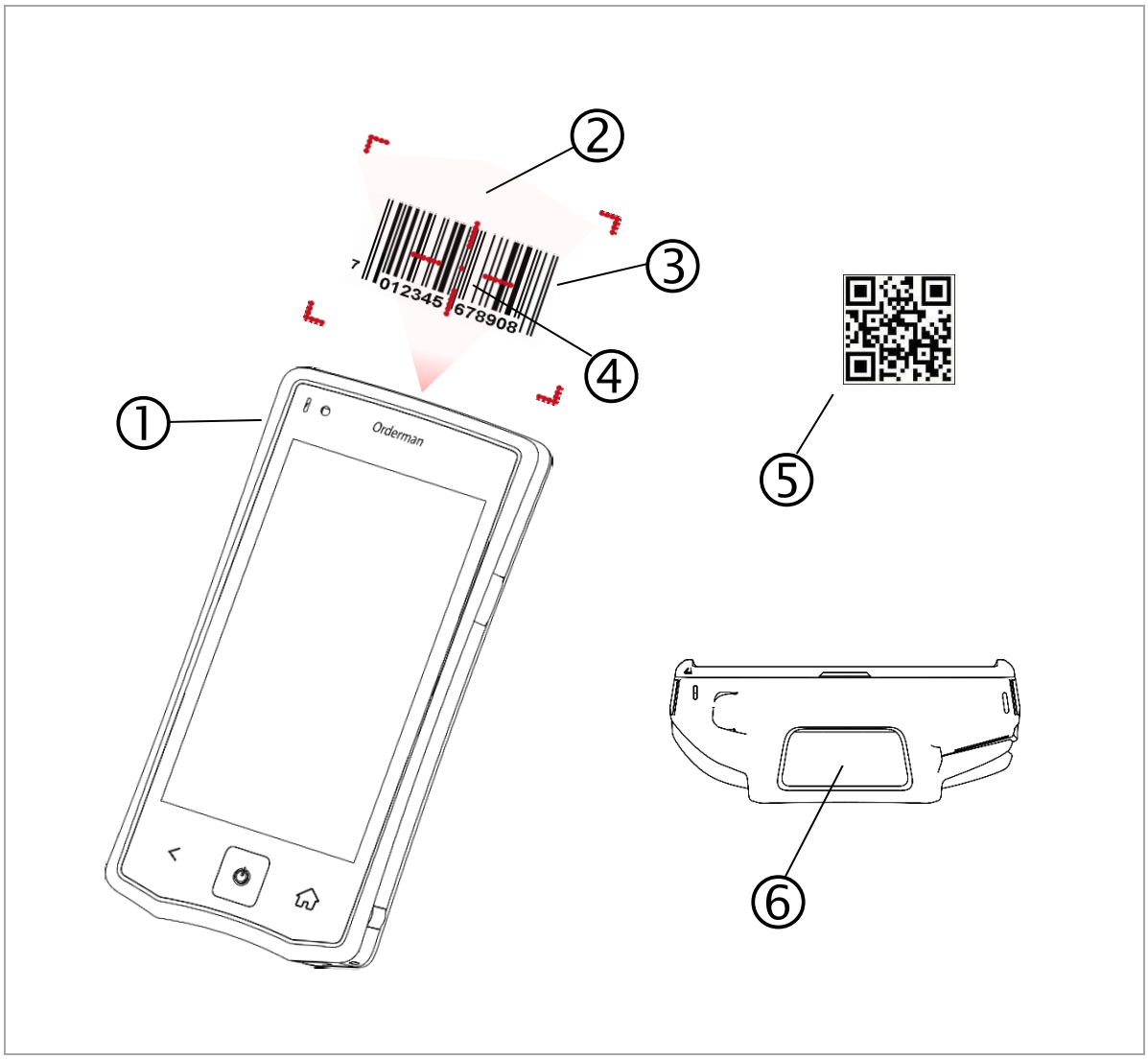
② Magnetic card

③ Magnetic strip

11.7 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. 25: Handheld, back



① NCR Orderman7[SC]

② Laser beam

③ 1D barcode

④ Laser aimer

⑤ 2D QR code **

⑥ Reading window

*1D barcode Barcode

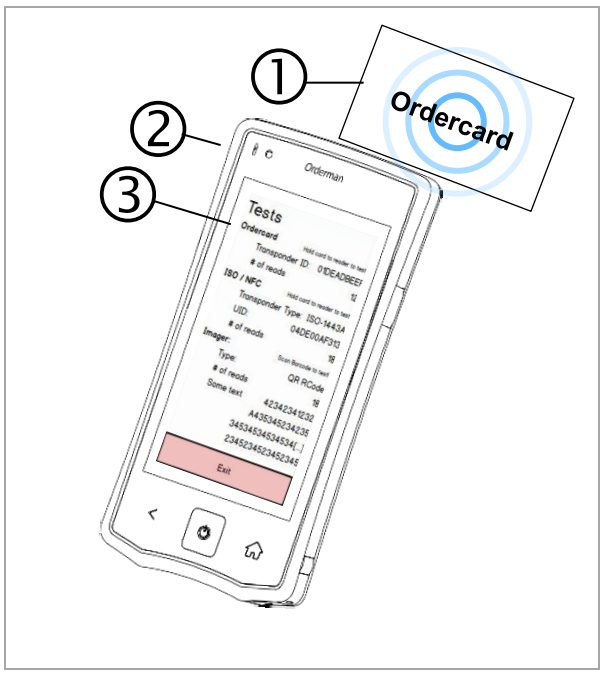
**2D QR code: Data Matrix Code

12 Testing the unit

12.1 Ordercard test

- Drag the Status bar down to open the Configuration menu.
- Tap the *Test* field in the *Settings* menu.
- Hold the Ordercard to the handheld as shown in the figure below (upper right corner of the handheld).
- The results of the test are displayed (according to the device setup).

Fig. 26: Ordercard test



① Orderman Ordercard

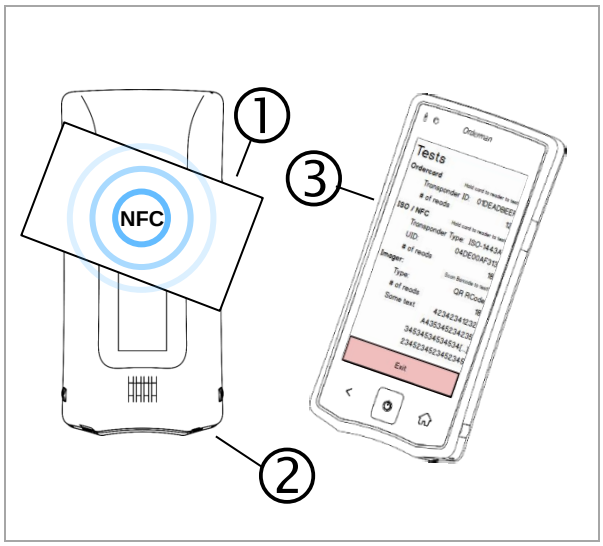
② Handheld

③ Test result

12.2 ISO/NFC test

- Drag the Status bar down to open the Configuration menu.
- Tap the *Test* field in the *Settings* menu.
- Hold the active NFC transponder close to the back of the handheld (near camera/intercom) as shown in the following figure.
- The result of test is shown on the display (according to the device setup)

Fig. 27: NFC test



① NFC data media

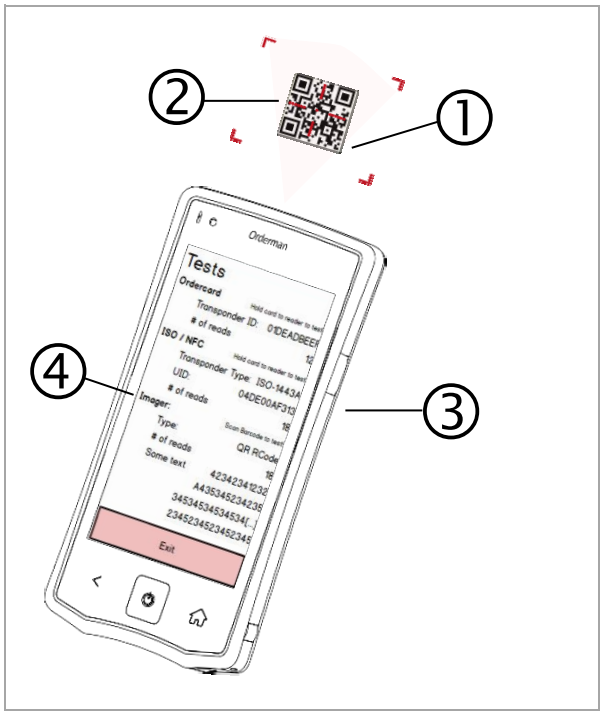
② Handheld

③ Test result

12.3 Barcode test (imager)

- Drag the Status bar down to open the Configuration menu.
- Tap the *Test* field in the *Settings* menu.
- Hold the barcode/QR code to your handheld as shown in the figure below. The laser aimer should be positioned as centrally as possible on the code.
- The result of test is shown on the display (according to the device setup)

Fig. 28: Imager test



① QR code

② Laser aimer

③ Handheld

④ Test result

13 Accessories

13.1 Orderman touch pen

The capacitive Orderman touch pen is specially designed to provide an optimal response when working with the touchscreen display.

Note: To avoid damage to the touchscreen display, use only the Orderman touch pen or an equivalent capacitive touch pen.

13.2 Orderman pouch

14 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 supply socket: Never clean the power supply 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.

15 Technical specifications

Function	NCR Orderman7	NCR Orderman7+	NCR Orderman7MSR	NCR Orderman7SC
Radio frequency	Dual band 433/915 MHz			
Frequency band	433MHz	433.050MHz – 434.790MHz, channel spacing 25kHz		
	915MHz	902MHz to 928MHz, channel spacing 50kHz		
Data transmission	Bidirectional			
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 IEEE 802.15 V2.1 and V4.0 ready	No	Yes	Yes	Yes
WLAN 802.11 a/b/g/n (2,4Ghz and 5GHz)	No	Yes	Yes	Yes
NFC 13.56MHz Peer to peer ISO18092, ISO1443A/B 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
Barcode reader 1D ISO/IEC 15420	No	No	No	Yes

Function	NCR Orderman7	NCR Orderman7+	NCR Orderman7MSR	NCR Orderman7SC
Data matrix camera 2D ISO/IEC TR 24720:2008	No	No	No	Yes
Operating life	Average shift (10h)			
Handheld charging time	on average 3 hours			
Battery pack charging time in fast-charging station	1,5 hours			
Storage temperature (ambient)	-20^0 to $+60^0$ C			
Storage temperature battery	-20^0 to $+45^0$ C			
Operating temperature (ambient)	-10 to $+50^0$ C			
Charging temperature (ambient)	0 to $+35^0$ C			
Camera	5 Mp, autofocus, flash flash can be used as flashlight			
Display	Size: 5 inch, resolution: 1280x720 (HD); color: 24-bit; brightness: max.450cd/m^2			
Touch Screen	PCAP touch panel, 4 fingers			
Processor	Texas Instruments OMAP 4470 GP			
RAM	1GB			

Function	NCR Orderman7	NCR Orderman7+	NCR Orderman7MSR	NCR Orderman7SC
Flash	4GB			
Sensors	Ambient light sensor, accelerometer			
Keys	2 keys, freely assignable			
Intercom				
Vibration motor				

16 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.

Error	Possible cause	Possible solution
Cannot connect to Orderman radio network	No network connection from radio base station to host system	Check network cable and power supply to the radio base station
	Range exceeded	Change position of the radio base station accordingly
	Radio interference (other Orderman radio network)	Change radio channel
	Network configuration was changed	Check/change network configuration
No WIFI (Wireless LAN) connection	WIFI disabled on your handheld	Activate WIFI on your handheld
	Access point has no power supply	Reconnect the power
	Range exceeded	Change position of the access points accordingly
	WIFI settings have been changed (encryption, etc.)	Check/change WIFI settings

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18 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 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 (OSR)

The Orderman Secure Radio (= OSR) 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.

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

Radio base station (OMB)

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

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).

W

Wireless LAN (**Wireless L**ocal **A**rea **N**etwork)

Wireless LAN is the term used for local radio networks.