

Hardware User Guide

NCR Ordermang Handheld Terminal (9900)

Release 1.0



BCC5-0000-5522
Issue A



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Atlanta, GA 30308
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Preface

Audience

This book is written for store personnel, hardware installer/service personnel, system integrators, and field engineers.

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The NCR Orderman9 Handheld Terminal (9900) conforms to all applicable legal requirements. To view the compliance statements, see <https://www.orderman.com/downloads>.



Caution: This product does not contain user serviceable parts. Servicing should only be performed by a qualified service technician.



Caution: Any on/off switch is a logic switch only. The DC or AC line voltage primaries are live at all times when the power cord is connected or the battery is inserted. Therefore, disconnect the AC power cord or remove the battery before opening the unit to install features or service this terminal.

Lithium Battery Warning



Warning: Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type as recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.



Attention: Il y a danger d'explosion s'il y a remplacement incorrect de la batterie. Remplacer uniquement avec une batterie du même type ou d'un type recommandé par le constructeur. Mettre au rebut les batteries usagées conformément aux instructions du fabricant.

Battery Disposal (Switzerland)

Refer to Annex 4.10 of SR814.013 for battery disposal.

IT Power System

This product is suitable for connection to an IT power system with a phase-to-phase voltage not exceeding 240 V.

Peripheral Usage

This terminal should only be used with peripheral devices that are certified by the appropriate safety agency for the country of installation (UL, CSA, TUV, VDE) or those which are recommended by NCR Corporation.

Perchlorate Material Notification

Note: This is applicable to the State of California only. Special handling may apply.

This Product may contain a lithium coin cell battery(s) which contains Perchlorate and are subject to the State of California's Best Management Practices (BMP) Regulations for Perchlorate Materials.

Please visit this website for more information: www.dtsc.ca.gov/hazardouswaste/perchlorate

Warranty

Warranty terms vary by region and country.

All parts of this product that are subject to normal wear and tear are not included in the warranty. In general, damages due to the following are not covered by the warranty.

- Improper or insufficient maintenance
- Improper use or unauthorized modifications of the product.
- Inadequate location or surroundings. Site installation must conform to guidelines listed in this document and the *NCR Workstation and Peripheral AC Wiring Guide* (BST0-2115-53).

For detailed warranty arrangements please consult your contract documents or visit <https://www.orderman.com/the-orderman-system/care-care-gold>.

Returning Defective Hardware for Service

For Orderman Channel, please log in to <https://rma.orderman.com/> and return the product to Service Depot Salzburg.

References

- *NCR Orderman9 Handheld Terminal (9900) Site Preparation Guide* (BCC5-0000-5521)

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Revision Record

Issue	Date	Remarks
A	Sep 2021	First Issue

Chapter 1: Product Overview

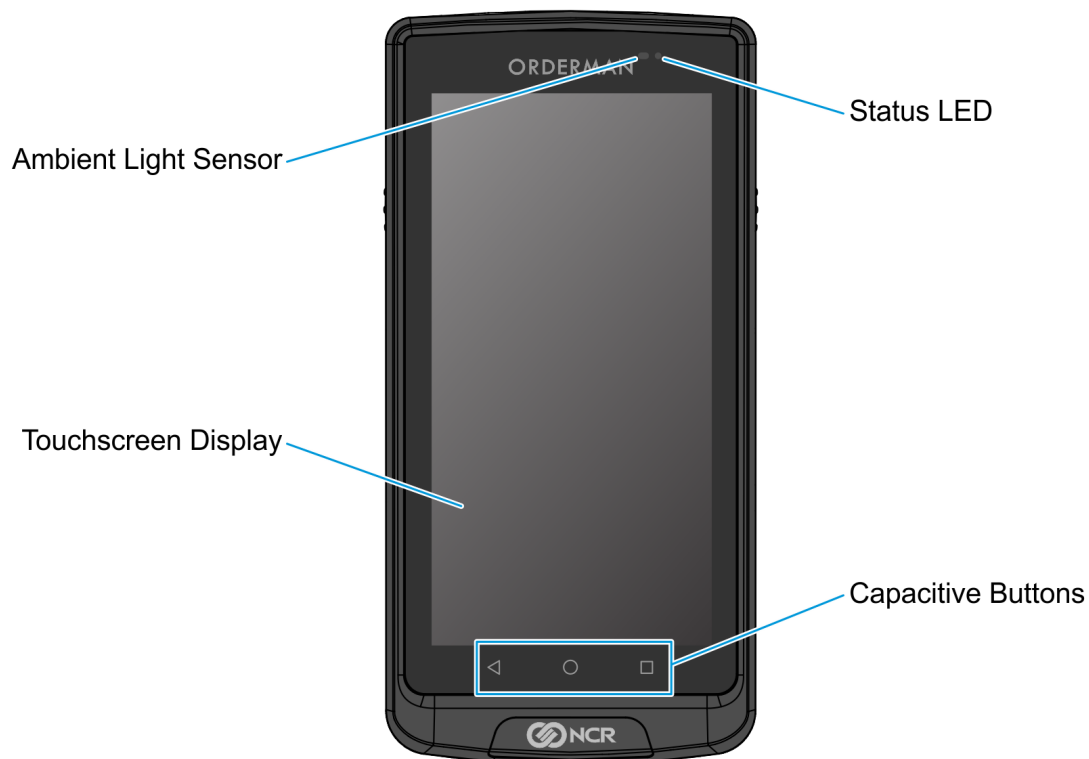


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The NCR Orderman9 Handheld Terminal (9900) is a purpose-built 5.5" Android handheld terminal designed for restaurant mobile order. It offers two variants, Orderman9 and Orderman9 Pro, which have similar features and specifications. Aside from the Wi-Fi connection that both variants offer, the Orderman9 Pro variant also includes an LTE Category 6 module.

Features

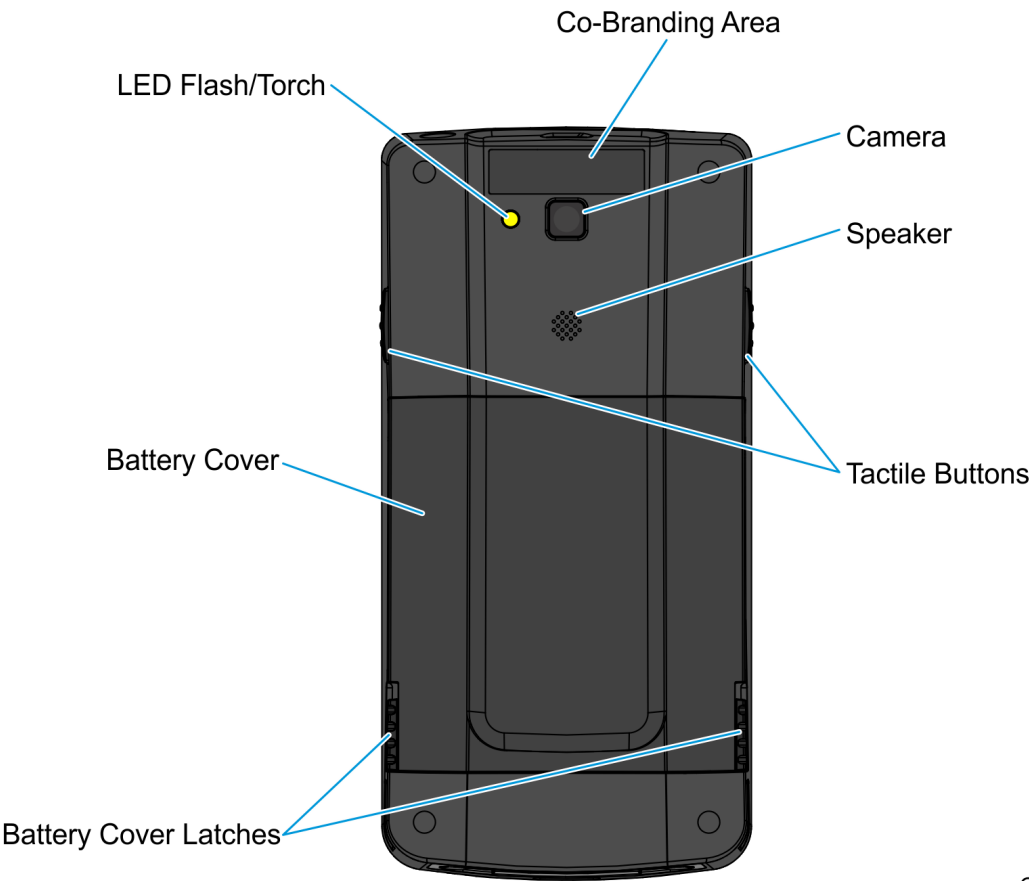
Front of the Unit



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Feature	Description
5.5-inch PCAP Touchscreen Display	Used to view data, enter data, or select functions. It uses projected capacitive technology that allows accurate touch detection.
Capacitive Buttons	Functions as Android navigation keys.
Ambient Light Sensor	Detects the amount of ambient light present and can automatically adjust the display brightness.
Status LED	Indicates the status of the handheld and the battery.

Back of the Unit



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Feature	Description
Battery	Provides power to the handheld unit.
Tactile Buttons	Provides fast action usability. These are located on the left and right sides of the handheld.
Speaker	Provides audio feedback.
Camera	Used for taking photos, reading bar codes, and reading QR codes.
LED Flash/Torch	Provides an LED light, a camera flashlight, or a torch light.
Co-Branding Area	Rectangular groove, suited to apply a sticker with the branding of the restaurant or the Orderman reseller.

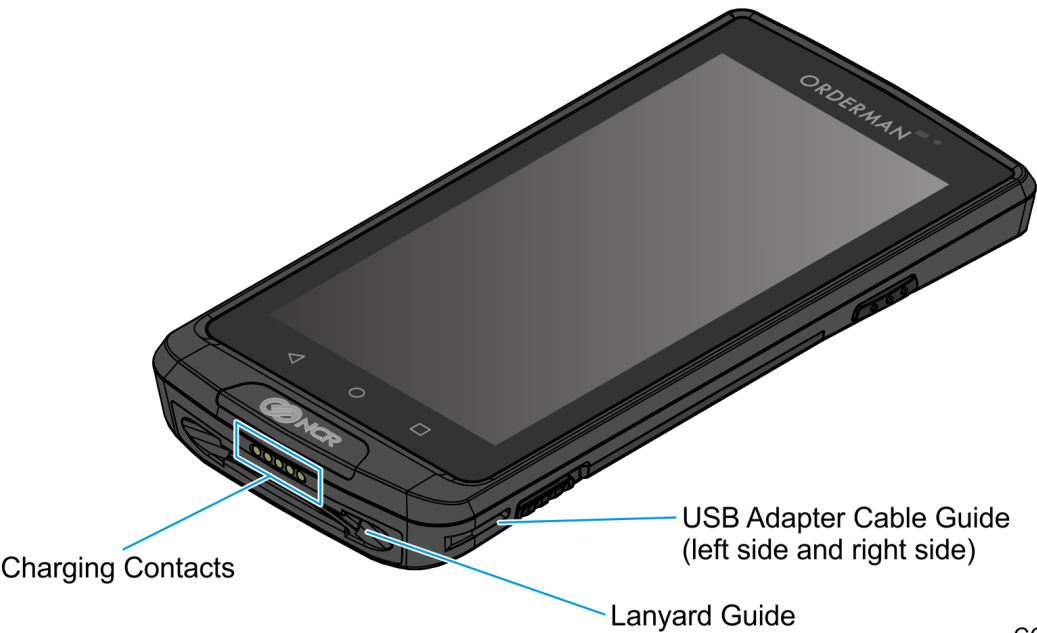
Top of the Unit



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Feature	Description
Power Button	Provides the following functions: <ul style="list-style-type: none">• Triggers “power on,” “go to suspend mode,” and “resume from suspend mode” by briefly pressing the button.• Provides software controlled power off menu by pressing the button for two seconds.• Perform a hardware reset by pressing the button for nine seconds.
Indicator Area	Circular groove, suited to apply different color stickers and easily differentiate handhelds from each other.

Bottom of the Unit



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Feature	Description
Charging Contacts	Allows charging of the handheld.
Lanyard Guide	Allows installation of a security cord to protect the handheld from being accidentally dropped.
USB Adapter Cable Guides	Allows installation of the USB Adapter Cable by snapping it into the guides. These are located on the left and right sides of the handheld.

Specifications

Component	Specification
Processor	SnapDragon 660 Octacore 2.2 GHz
Display	<ul style="list-style-type: none">• 5.5-inch PCAP Touchscreen• 18:9 Aspect ratio• 720 x 1440 pixels
Operating Systems	Android 9
RAM	3 GB
Flash	32 GB
Wireless LAN	<ul style="list-style-type: none">• 802.11 a/b/g/n/ac• 802.11 r/k/v + VE ("Fast Roaming")• 802.11 d/e/h/i• 2x2 MIMO Antenna
Bluetooth	Bluetooth 5.0 + BLE
LTE	Support for LTE Category 6 (data only)
Camera	8 Megapixels
Near Field Communication (NFC) Card Reader	ISO 14443, ISO 15693, P2P, Mifare
IP Rating	IP54
Other Features	<ul style="list-style-type: none">• Speaker• Vibration• Acceleration Sensor• Ambient Light Sensor
Battery	3750mAh lithium ion battery (rechargeable and replaceable)
Dimensions (L x W x H)	19.68 x 83.27 x 169.48 mm (0.77 x 3.28 x 6.67 in.)

Cleaning Procedures



Warning: Never open the housing of the Orderman9 handheld or any devices. Opening the housing renders the warranty claim null and void.



Warning: Never use alcohol or corrosive liquids to clean the Orderman units.

Charging Contacts

Use the following guidelines in cleaning the charging contacts.

- Moisture can corrode the charging contacts over time. Use a dry and clean cloth or cotton swab to wipe clean the contacts.
- Before charging the handheld or battery pack, clean the charging contacts of the handheld or battery pack and the charging contacts of the charging device.
- Periodically clean the contacts of the rechargeable batteries and other devices.

Touchscreen Display

Wipe the touchscreen display with a damp, soft cloth. Do not use abrasive agents or cloths with a rough surface.

Power and Network Sockets

Never clean the power and network sockets with compressed air or pointed objects. It is sufficient to blow lightly into the sockets on occasion.

Belt Printer

Dirt or grime in the Belt Printer may reduce the print quality.



Caution: Do not touch the heating region of the printer head with your hand. The printer head may be damaged by static electricity. Do not scratch or damage the printer head.

To clean the printer, follow these steps:

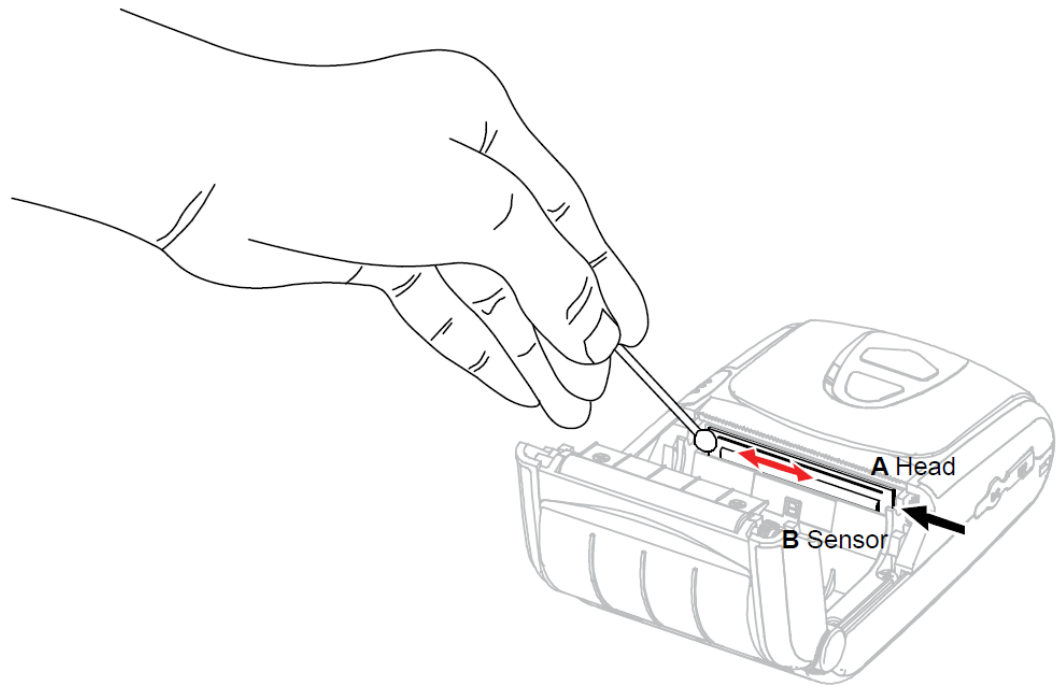
1. Turn off the printer. Wait for ten minutes before opening and cleaning the inside of the printer.



Caution: The printer head may become very hot during printer operation. To avoid injury, wait for a few minutes for the printer head to cool down before cleaning it.

2. Open the paper cover and remove any remaining paper.

3. Using a cloth or cotton swab dampened with an alcohol solution, clean the printer head and remove the paper dust from the black mark sensor.



4. Wait for one to two minutes until the alcohol solution has completely evaporated and dried.
5. Insert the thermal paper and close the paper cover.

Servicing the Handheld and Devices

The Orderman9 handheld and devices are serviced at the feature (whole unit) level. Should the handheld or devices require service, contact NCR support and/or Field Services using the contact details provided in the Preface.

Chapter 2: **Setting Up the Devices**

The Orderman9 handheld is powered by a rechargeable and replaceable lithium ion battery pack. It can also be used together with the following accessories:

- Lanyard—for securing the handheld using a safety cord.
- Single Service Station—for charging and Ethernet connection of a single handheld.
- Multi Service Station—for charging and Ethernet connection of up to four handhelds at the same time.
- Battery Charger—for charging of up to four batteries (not installed in the handheld).
- USB Adapter Cable—for charging the handheld.

Turning the Handheld On/Off

Turning the Handheld On

To turn on the handheld, briefly press the **Power** button at the top of the handheld.

- The Status LED turns Solid Blue, and the system displays the NCR logo and firmware version.
- When the system boots into Android, the Status LED turns off, and the system displays the installed applications.



Note: If the handheld does not turn on, the battery level may be too low and requires charging. For more information, refer to [Handheld Charging Status Indicator](#) on page 14.

Turning the Handheld Off

To turn off the handheld, follow these steps:

1. Press the **Power** button for about two seconds. The system displays the following options:
 - Power off
 - Restart
 - Screenshot
2. Select **Power off**. The system shuts down the handheld.

Activating/Deactivating Suspend Mode

Using the Power Button

- To manually activate Sleep/Suspend mode, briefly press the **Power** button at the top of the handheld. The handheld display immediately turns off.
- To manually exit Sleep/Suspend mode, briefly press the **Power** button again. The handheld display immediately turns on.

Using the Automatic Suspend/Wake-up Feature



Note: This feature, if activated, does not require the users to press the **Power** button. For more information, refer to [Leather Pouch](#) on page 22.

- To activate Sleep/Suspend mode, place the handheld head-down in the Leather Pouch (or other pocket). The handheld automatically switches to Sleep/Standby mode and turns off the display.
- To exit Sleep/Suspend mode, remove the handheld from the Leather Pouch (or other pocket) and placed it in operating position. The handheld automatically exits Sleep/Standby mode and turns on the display.

Battery Pack

The Orderman9 handheld comes with a removable and rechargeable 3750mAh lithium ion battery pack. The battery pack can also be charged while installed in the handheld or when placed directly into the battery charger.



Note: Fully charge the battery before using the handheld for the first time.

Charging the Battery

Depending on the charging option used, the battery pack can be fully charged for four to ten hours. The charging options and charging times are shown in the following table.

Charging Option	Description	Charging Time
Single Service Station	Requires the battery to be inserted into the handheld.	<ul style="list-style-type: none"> Up to 4 hours (connected to an AC power source using the USB power adapter provided with the Single Service Station) Approximately 10 hours (connected to a computer)
Multi Service Station	Requires the battery to be inserted into the handheld. The Multi Service Station can simultaneously charge up to four handhelds.	Up to 4 hours per slot
USB Adapter Cable	Requires the battery to be inserted into the handheld.	<ul style="list-style-type: none"> Up to 4 hours (connected to an AC power source using the USB power adapter provided with the Single Service Station) Approximately 9 hours (connected to a computer)
Battery Charger	Allows the battery to be placed and charged directly into the charging slot. The Battery Charger can simultaneously charge up to four handhelds.	Up to 4 hours per slot

! Important: Battery packs should not be stored in a fully charged state for an extended period. Storing fully charged battery packs may reduce battery capacity and service life.



Note: For more information on battery charging options, refer to the succeeding sections.

Handheld Charging Status Indicator

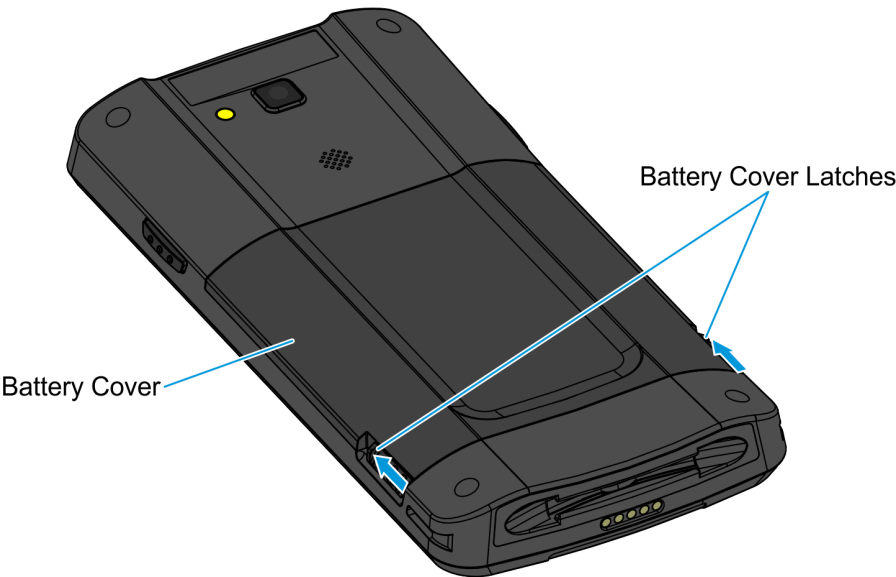
The Orderman9 handheld includes a status LED on the upper right-hand corner of the display. This LED provides status indication both for the handheld and the battery. The following table provides charging status indications when the battery, while inside the handheld, is charged using the Single Service Station, Multi Service Station, or USB Adapter Cable.

LED Behavior	Description
Off	The battery status is OK. The handheld is not connected to a charger.
Solid Orange	The battery power level is low (less than 15%).
Flashing Red, 7 times	At startup, the battery power level is extremely low (less than 3%).
Flashing Green	The battery is charging.
Solid Green	The battery is fully charged.
Solid Red	The battery is not charging due to an error.

Removing the Battery

To remove the battery pack from the handheld, follow these steps:

- 1. Remove the battery cover
 - a. Simultaneously slide the battery cover latches upward.

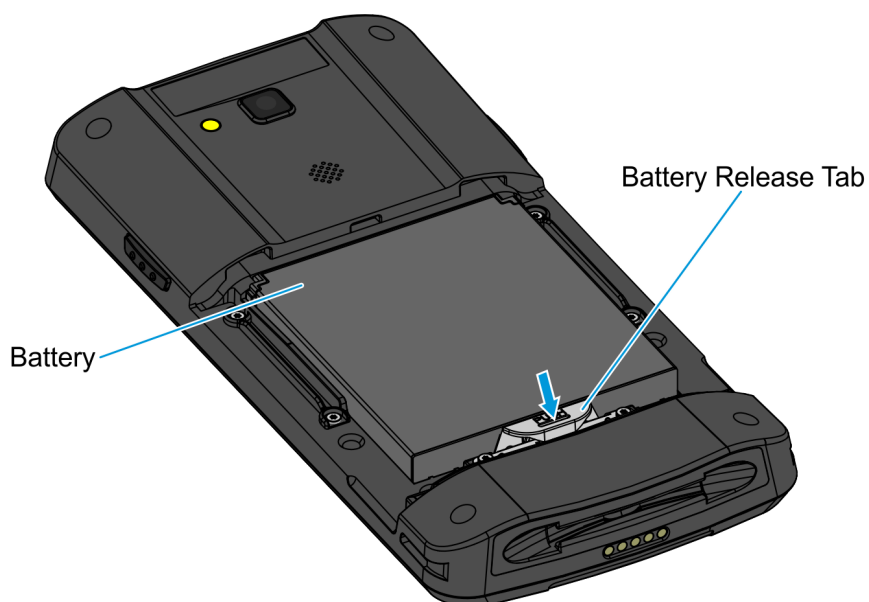


- b. While holding the battery cover latches in upward position, lift the bottom part of the battery cover, and then slide the battery cover away from the handheld.



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2. Push the battery latch away from the battery and toward the bottom of the handheld.



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3. While holding down the battery release tab, lift the bottom part of the battery, and then slide the battery out of the handheld.

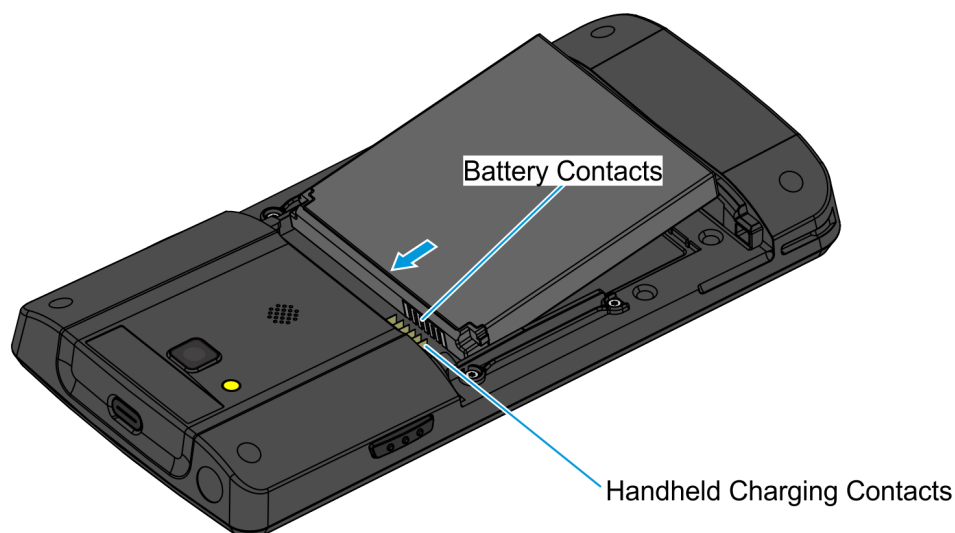


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Installing the Battery

To install the battery into the handheld, follow these steps:

1. Insert the battery at an angle into its slot, aligning the battery contacts with the handheld charging contacts.



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2. Push down the bottom part of the battery to secure it in place.

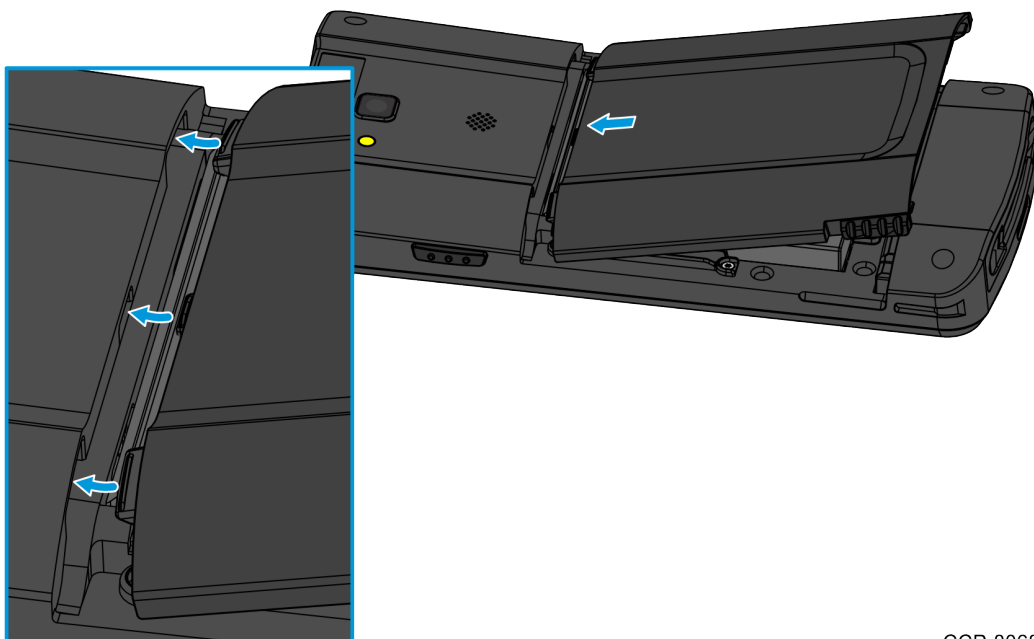


Note: A click is heard to indicate that the battery is secured by the release tab.



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3. Install the battery cover.
 - a. Slide the battery cover at an angle to insert its tabs into their slots on the handheld.



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- b. Simultaneously push down both sides of the of the battery cover until both latches have properly engaged.



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Maximizing Battery Lifespan

What causes the lithium ion battery pack to age?

The functional principle of the lithium ion battery pack is based on the migration of ions between the positive and negative electrode. Theoretically, such a mechanism should work forever, but discharging, charging, increased temperatures, and aging reduce performance with time. Our manufacturers take a conservative approach and set the service life for lithium ion battery packs in the NCR Orderman products at approximately 400 discharge/charge cycles. Thereafter, the capacity falls below approximately 80% and continues to decrease. The battery pack will continue to work, but with further decreasing capacity. The battery-powered handheld will not work as long and will have to be charged more often. Several hundred discharge/charge cycles later, the battery pack may not work any longer.

Depending on usage, battery packs may need to be replaced after two years (recommended), or at the latest after three years, in order to ensure proper operation of the handheld.

Keep battery packs at room temperature

This means between 20°C and 25°C. The worst thing that can happen to a lithium ion battery pack is for it to be exposed to elevated temperatures in a fully charged state. Heat is by far the most important factor that shortens the service life of lithium ion battery packs.

Unused battery packs also are also subject to aging

The performance of battery packs decreases with time, regardless of whether or not they are used. A backup battery pack unused for years will therefore not have a much longer service life than a used battery pack. It is important to take into account this aging behavior when purchasing battery packs. Battery packs must also be replaced if they are not used.

Store battery packs without full charge

Battery packs should not be stored in a fully charged state for an extended period. If replacement battery packs are stored in the charging station, use them regularly.

For long-term storage, store at 70% charge level and recharge every 3 months

For storing battery packs for a longer period of time, store them at a 70% charge level and recharge them every three months. Storing fully charged packs may reduce battery capacity and service life. The same is true for battery packs that are not used for a longer period.

In Orderman9, switching the Battery Charger to Maintenance mode charges the battery to 70%. This mode is for charging rarely used spare batteries.

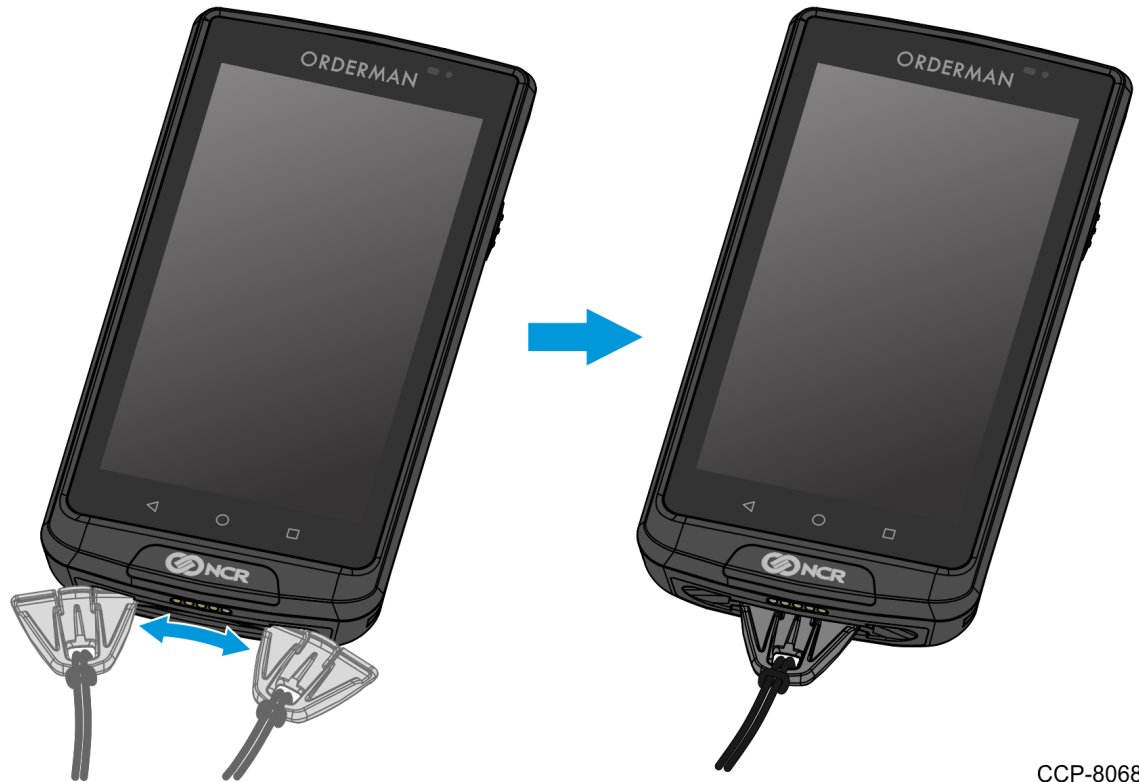
Lanyard

The Orderman9 handheld can be installed with a lanyard or a safety cord to protect it from being accidentally dropped.



Note: Use the Orderman5 lanyard for Orderman9 handhelds. The Orderman9 lanyard guide matches the Orderman5 lanyard.

To install the lanyard, slide its head into the handheld lanyard guide until it clicks into place.



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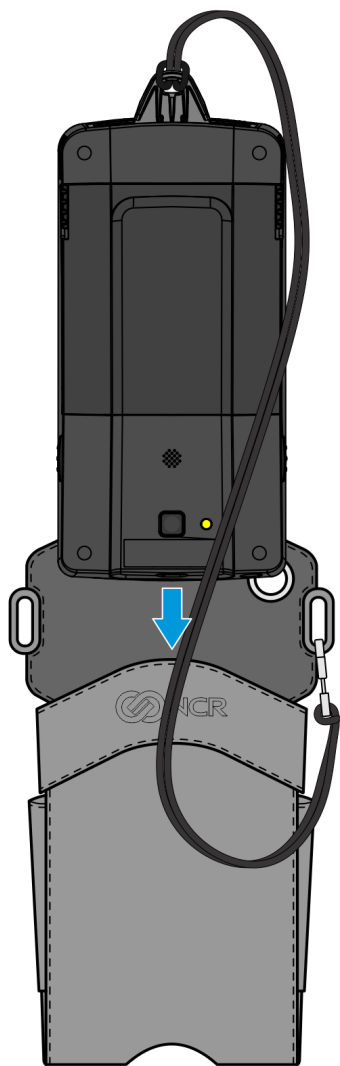


Note: Move the lanyard head in an arc to insert or remove it through either side of the lanyard guide.

Leather Pouch

The Leather Pouch protects the handheld and provides users fast and safe access to the handheld.

To insert the handheld into the Leather Pouch, turn the handheld upside down, with its back facing outward.



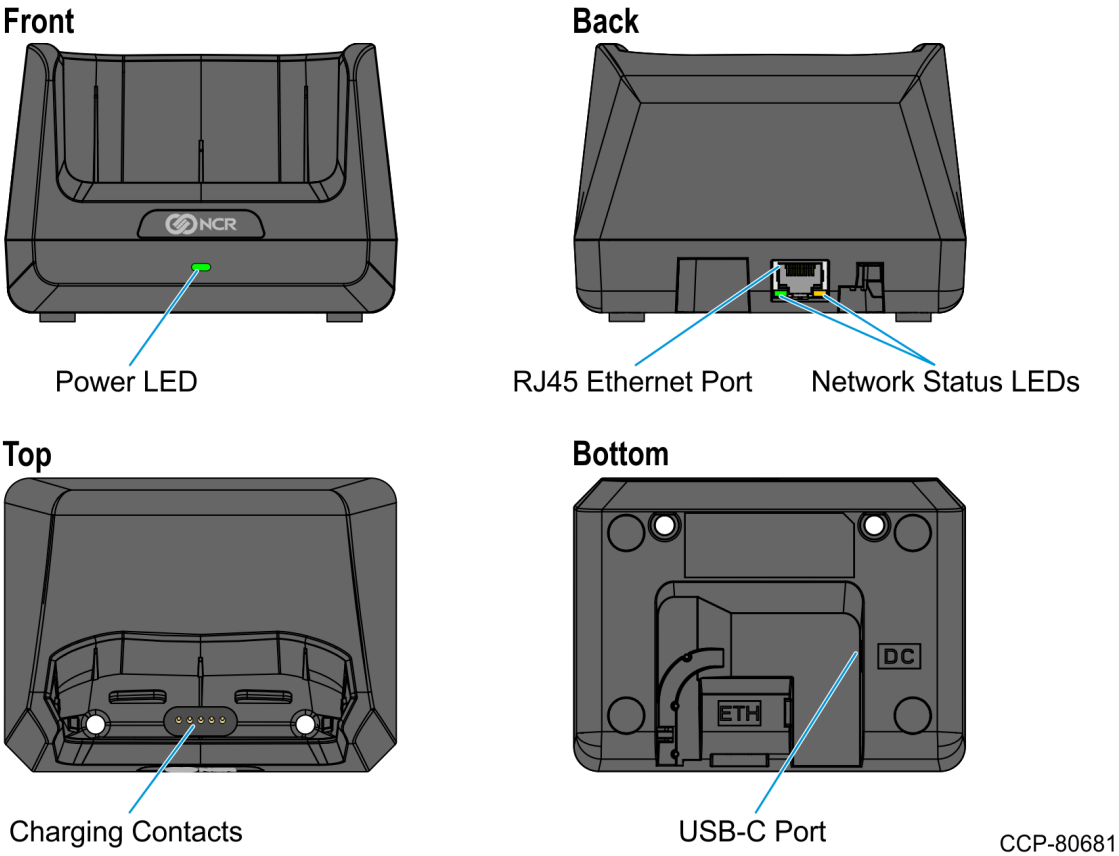
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If the handheld is placed head-down in the pouch, the handheld automatically switches to Sleep/Suspend mode. If the handheld is removed from the pouch and placed in head-up or operating position, the handheld automatically turns on. These features, if activated, save battery energy, without requiring users to manually press the Power button before inserting the handheld into the pouch.

Service Stations

The service station is designed to charge the handheld and provide an IP-based Ethernet connection to the network. It can also be used to install or update the firmware.

Single Service Station

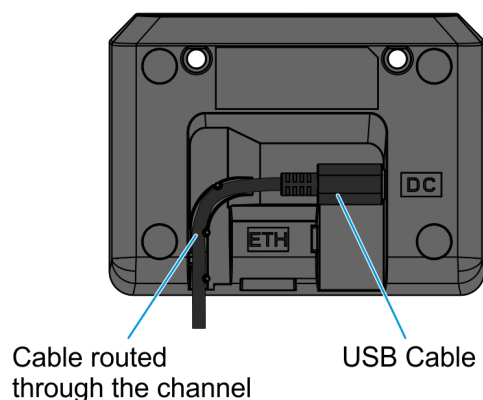


Feature	Description
Power LED	Indicates whether the Single Service Station is powered on.
RJ45 Ethernet Port	Allows connection to an Ethernet-based network.
Network Status LEDs	Indicates network activity and data rate.
Charging Contacts	Allows charging of the handheld.
USB-C Port	Allows connection to a power source through a USB-C Cable.

Setting Up the Single Service Station

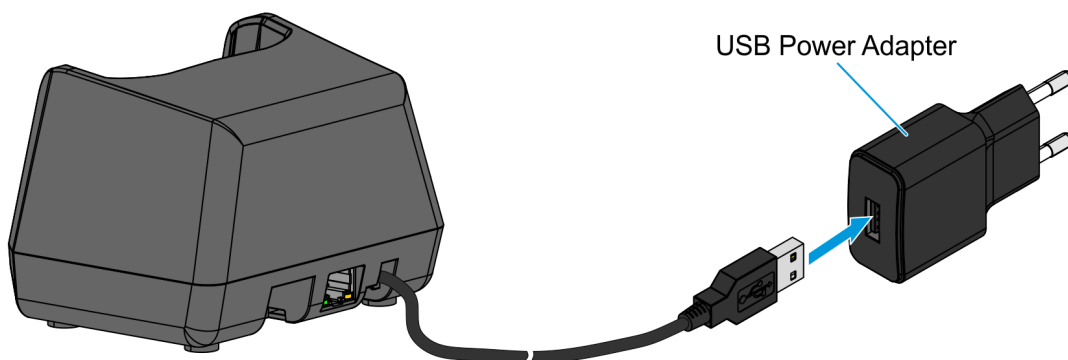
To set up the Single Service Station, follow these steps:

1. Connect the USB Type C connector of the USB Cable to the **USB-C Port** of the Single Service Station, and route the cable through the channel.



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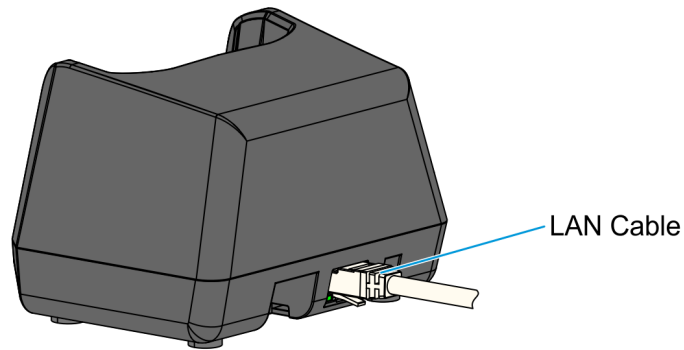
2. Connect the Single Service Station to a power source. The Power LED turns green.
 - To use an AC power source, connect the USB Type A connector of the USB Cable to the USB Power Adapter, and then connect the USB Power Adapter to an AC power source.



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- To use a computer for a power source, turn on the computer and connect the USB Type A connector of the USB Cable to the USB port of the computer.

3. Connect the RJ45 Ethernet Cable to the **RJ45 Ethernet Port** of the Single Service Station.



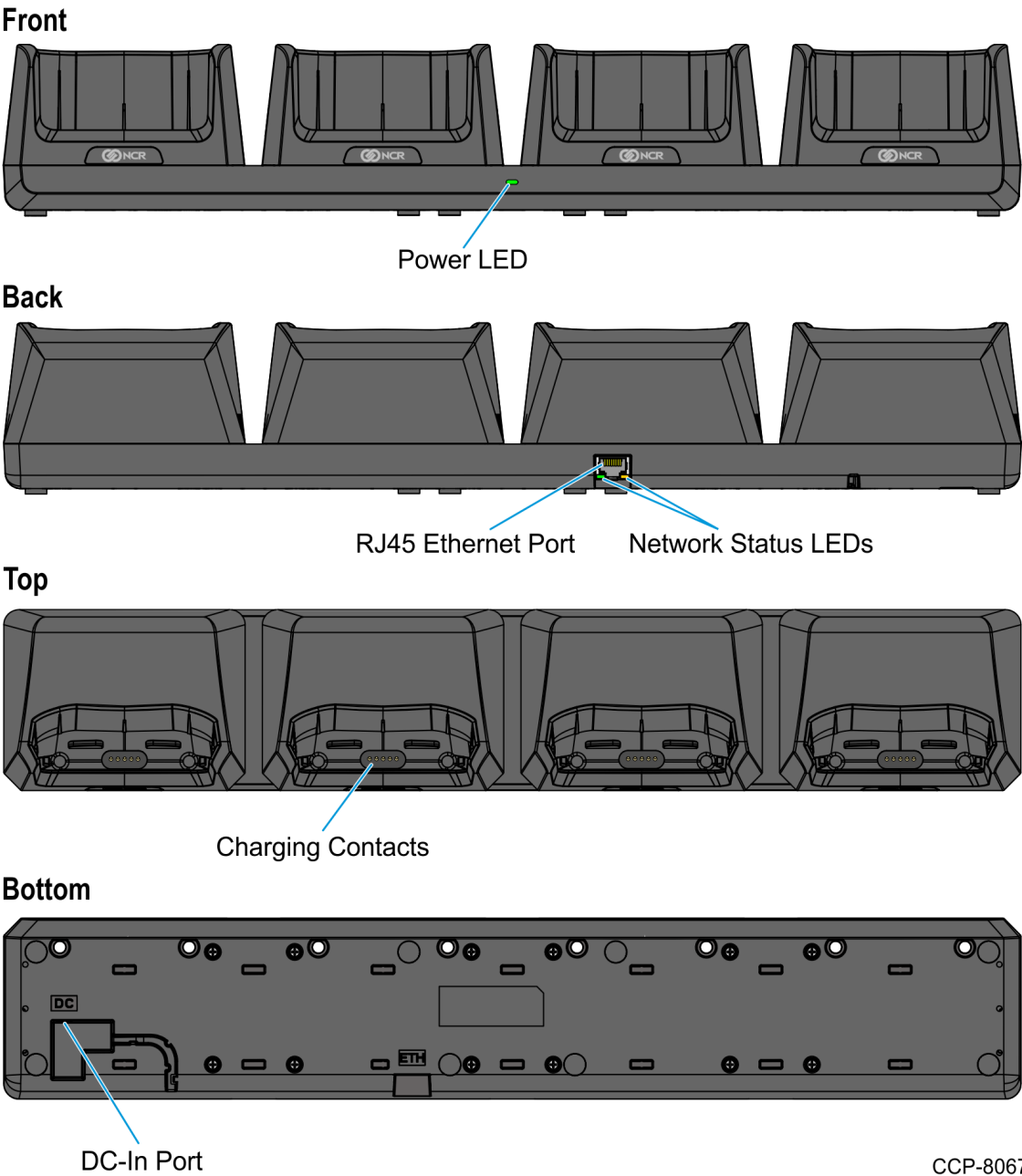
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4. Connect the other end of the RJ45 Ethernet Cable to a network hub. The Network Status LEDs turn on when the handheld is inserted into the Service Station.



Note: For more information on network connection status, refer to [Network Status Indicators](#) on page 28.

Multi Service Station



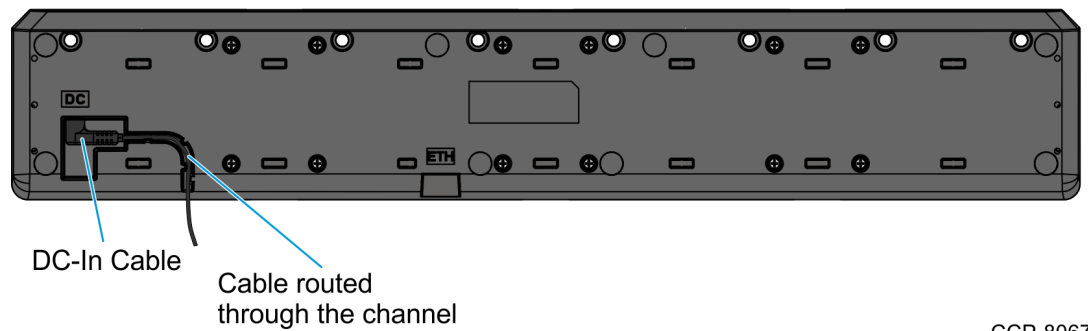
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Feature	Description
Power LED	Indicates whether the Multi Service Station is powered on.
RJ45 Ethernet Port	Allows connection to an Ethernet-based network.
Network Status LEDs	Indicates network activity and data rate.
Charging Contacts	Allows charging of the handheld.
DC-In Port	Allows connection to a power source through a DC Cable and DC power adaptor.

Setting Up the Multi Service Station

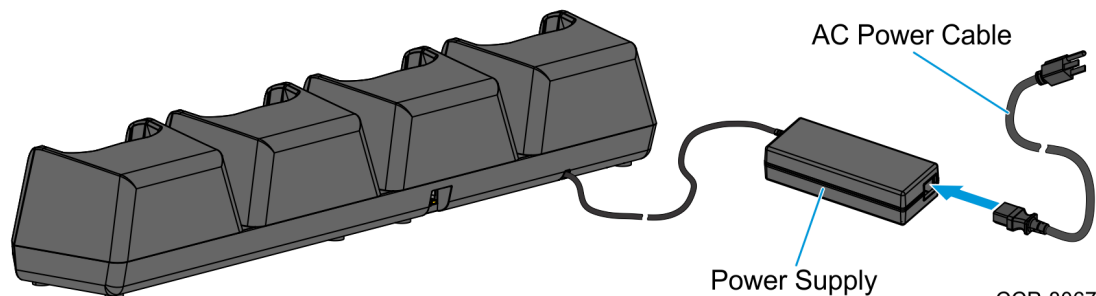
To set up the Multi Service Station, follow these steps:

1. Connect the Power Supply DC-In Cable to the **DC-In Port** of the Multi Service Station, and route the cable through the channel.



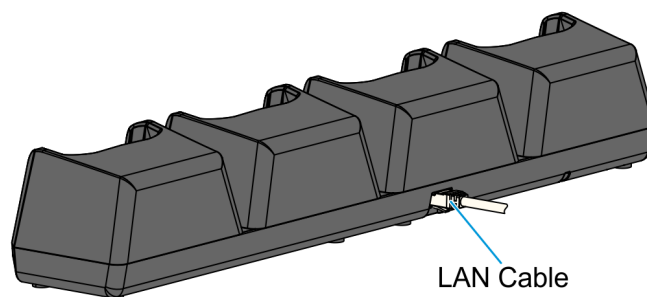
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2. Connect one end of the AC Power Cable to the power supply and connect the other end to an AC power source. The Power LED turns green.



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3. Connect the RJ45 Ethernet Cable to the **RJ45 Ethernet Port** of the Multi Service Station.



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4. Connect the other end of the RJ45 Ethernet Cable to a network hub. The Network Status LEDs turn on.

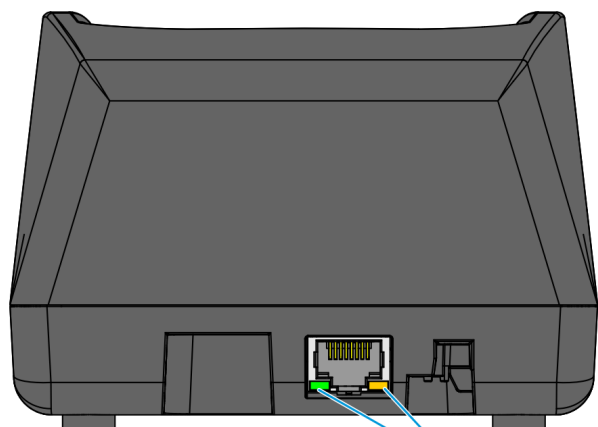


Note: For more information on network connection status, refer to [Network Status Indicators](#) on the facing page.

Network Status Indicators

The Orderman9 Single Service Station and Multi Service Station include network status LEDs on their Ethernet ports.

- Green LED—indicates a 1000Mbit Ethernet connection
- Orange LED—indicates a 10Mbit or 100Mbit Ethernet connection



Network Status LEDs

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The following table provides network status indications when a service station is connected to a network hub.

LED Behavior	Description	
	Green LED	Orange LED
Solid	1000Mbit Ethernet Link up	10/100Mbit Ethernet Link up
Flashing	1000Mbit Ethernet Transmission (active)	10/100Mbit Ethernet Transmission (active)
Off	1000Mbit No Ethernet Link	10/100Mbit No Ethernet Link

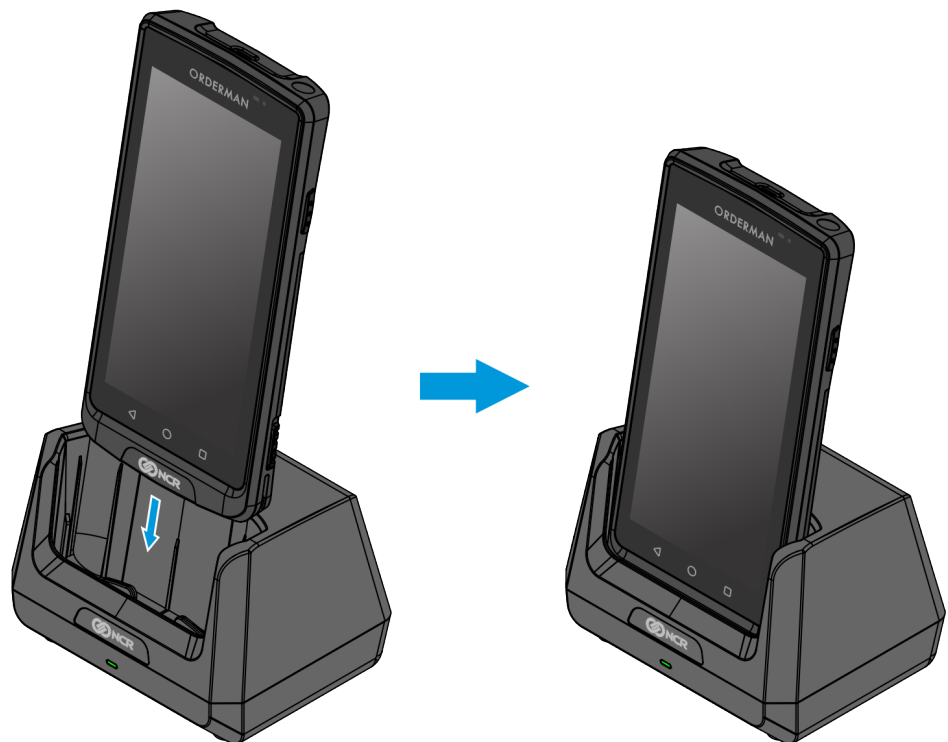
Charging the Handheld in the Service Station



Note: If the handheld is installed with the Lanyard, remove the Lanyard from the bottom of the handheld. For more information, refer to [Lanyard](#) on page 21.

To charge the Orderman9 handheld in the service station, follow these steps:

1. Turn on the service station.
 - For the Single Service Station, refer to [Setting Up the Single Service Station](#) on page 24
 - For the Multi Service Station, refer to [Setting Up the Multi Service Station](#) on page 27.
2. Slide the handheld into the service station, making sure that the charging contacts at the bottom of the handheld properly connects with the charging contacts on the service station.



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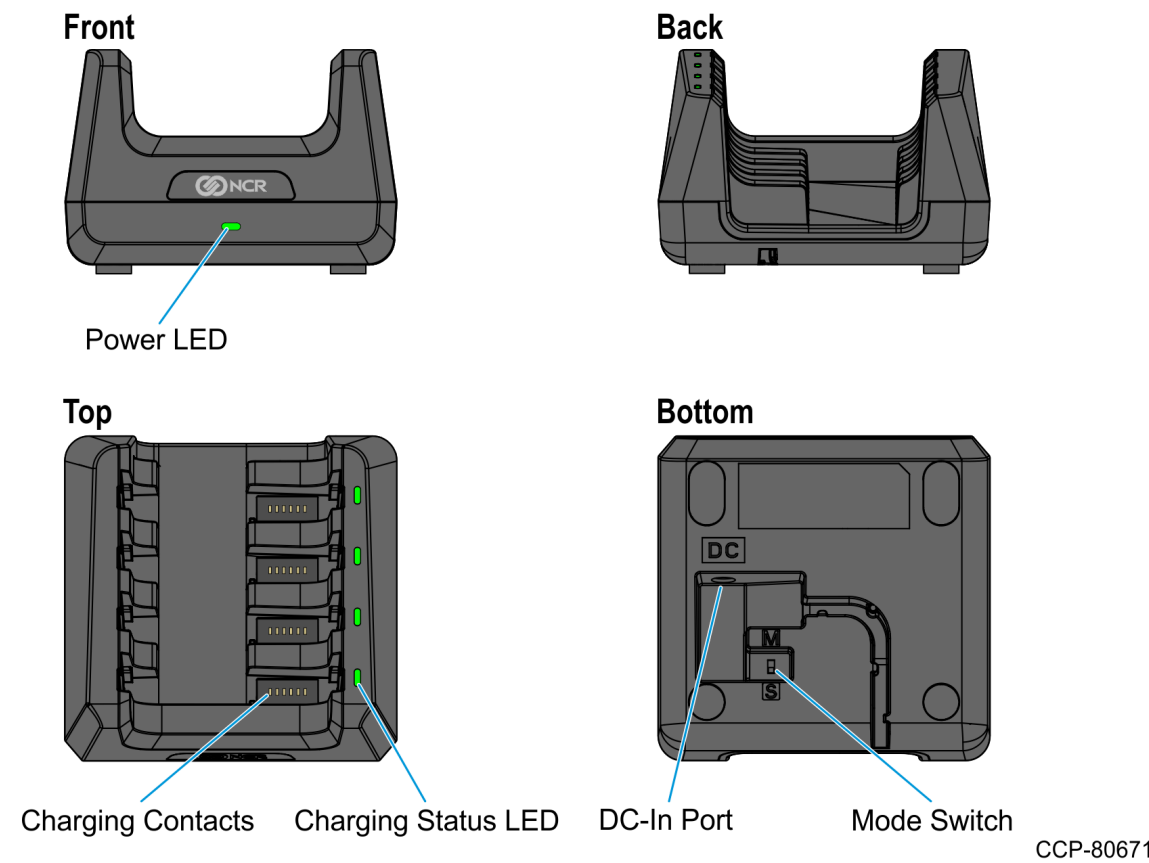
When the handheld is placed in the service station, the handheld starts to charge. The charging status is indicated through the Status LED of the handheld. For more information on the handheld charging status, refer to [Handheld Charging Status Indicator](#) on page 14.



Note: If a charged handheld remains in the service station for a longer period, the handheld Status LED may start flashing green again (charging). The charge control ensures that the handheld is kept at an optimum charging status.

Battery Charger

The Battery Charger is designed to charge the battery pack without installing it into the handheld. It can charge up to four battery packs at the same time.

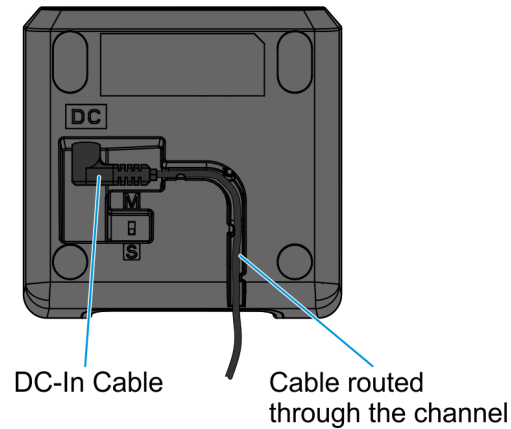


Feature	Description
Power LED	Indicates whether the Battery Charger is powered on.
Charging Contacts	Allows charging of the battery pack.
Charging Status LED	Indicates whether the battery pack is charging.
DC-In Port	Allows connection to a power source through a DC Cable and DC power supply.
Mode Switch	Provides options for the following charging modes: <ul style="list-style-type: none">Standard mode—charges the battery to 100%.Maintenance mode—charges the battery to 70%. This mode is for charging rarely used spare batteries.

Setting Up the Battery Charger

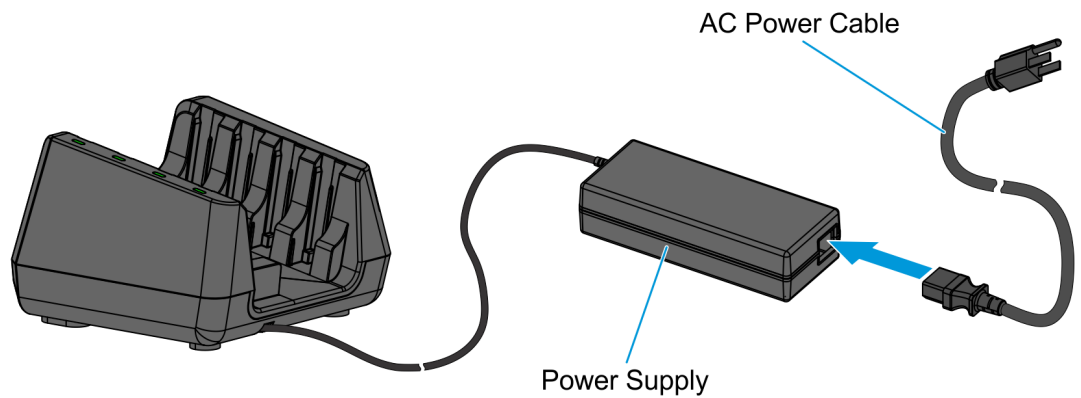
To set up the Battery Charger, follow these steps:

1. Connect the Power Supply DC-In Cable to the **DC-In Port** of the Battery Charger, and route the cable through the channel.



CCP-80670

2. Connect one end of the AC Power Cable to the power supply and connect the other end to an AC power source. The Power LED turns green.

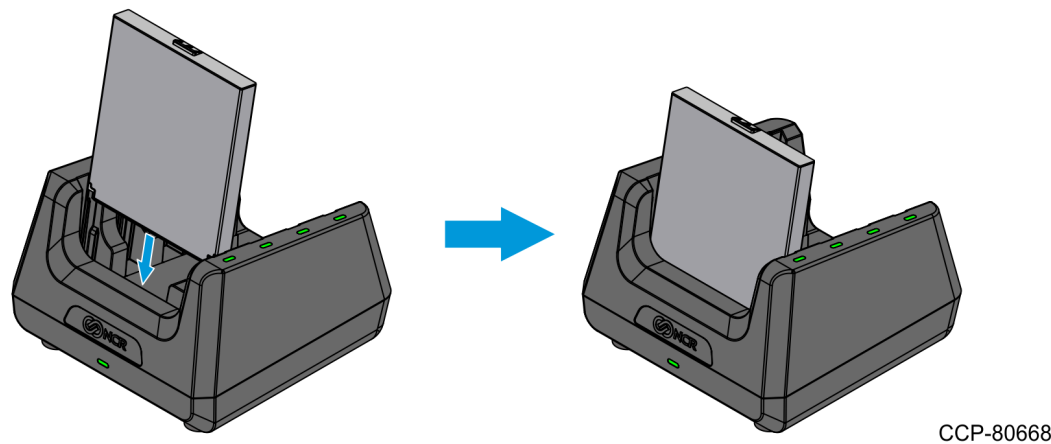


CCP-80669

Charging the Battery Pack in the Battery Charger

To charge the battery pack in the Battery Charger, follow these steps:

1. Turn on the Battery Charger. For procedures, refer to [Setting Up the Battery Charger](#) on the previous page.
2. Slide the battery pack into the Battery Charger, making sure that the charging contacts on the battery properly connects with the charging contacts on the Battery Charger.



When the battery pack is placed in the Battery Charger, the battery pack starts to charge. The charging status is indicated through the Charging Status LED designated for each charging slot. For more information on the handheld charging status, refer to [Handheld Charging Status Indicator](#) on page 14.

! Important: Battery packs should not be stored in a fully charged state for an extended period. Storing fully charged battery packs may reduce battery capacity and service life.

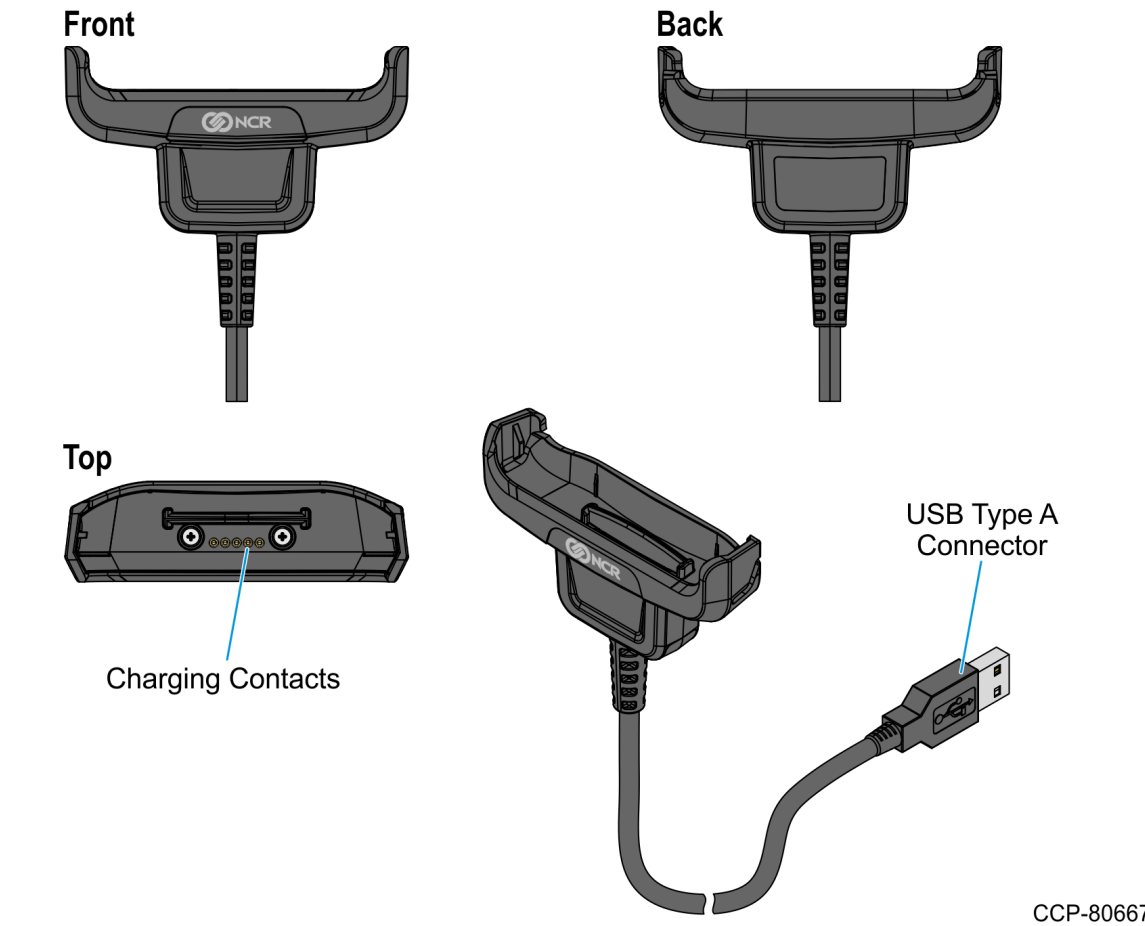
Battery Charger Status Indicator

The following table provides charging status indications when the battery pack is charged using the Battery Charger. One LED is assigned for each charging slot.

LED Behavior	Description
Solid Orange	The battery is charging.
Off	<ul style="list-style-type: none">• Standard mode—the battery is fully charged at 100%.• Maintenance mode—the battery is 70% charged.
Flashing at 1 Hz	The battery is not charging due to an error.

USB Adapter Cable

The USB Adapter Cable allows charging of the handheld by using the USB Power Adapter to connect the handheld to an AC power source or by directly connecting the USB Type A connector to a computer.



Feature	Description
Charging Contacts	Allows charging of the handheld.
USB Type A Connector	Allows connection to the Orderman9 USB Power Adapter or to a computer.

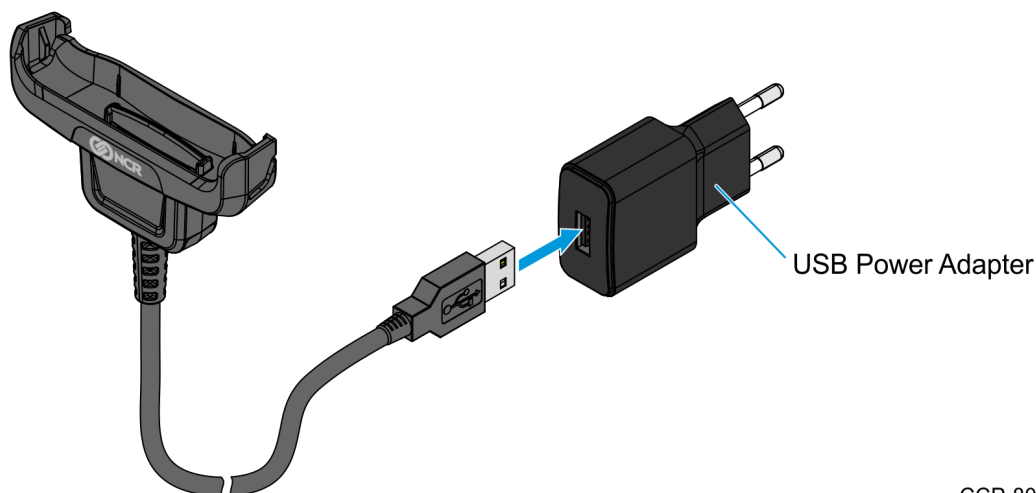
Charging the Handheld Using the USB Adapter Cable



Note: If the handheld is installed with the Lanyard, remove the Lanyard from the bottom of the handheld. For more information, refer to [Lanyard](#) on page 21.

To charge the Orderman9 handheld using the USB Adapter Cable, follow these steps:

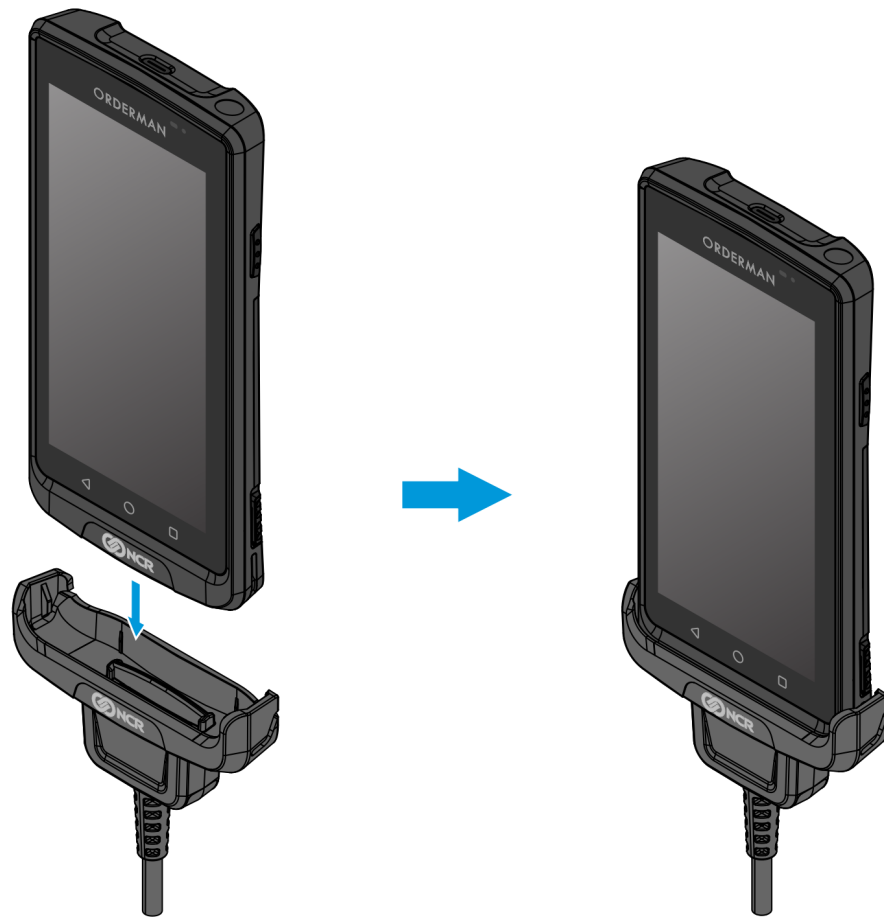
1. Connect the USB Adapter Cable to a power source.
 - To use an AC power source, connect the USB Type A connector of the USB Cable to the USB Power Adapter, and then connect the USB Power Adapter to an AC power source.



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- To use a computer for a power source, turn on the computer and connect the USB Type A connector of the USB Cable to the USB port of the computer.

2. Connect the handheld to the USB Adapter Cable until it snaps into place.



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When the handheld is connected to the USB Adapter Cable, the handheld starts to charge. The charging status is indicated through the Status LED of the handheld. For more information on the handheld charging status, refer to [Handheld Charging Status Indicator](#) on page 14.

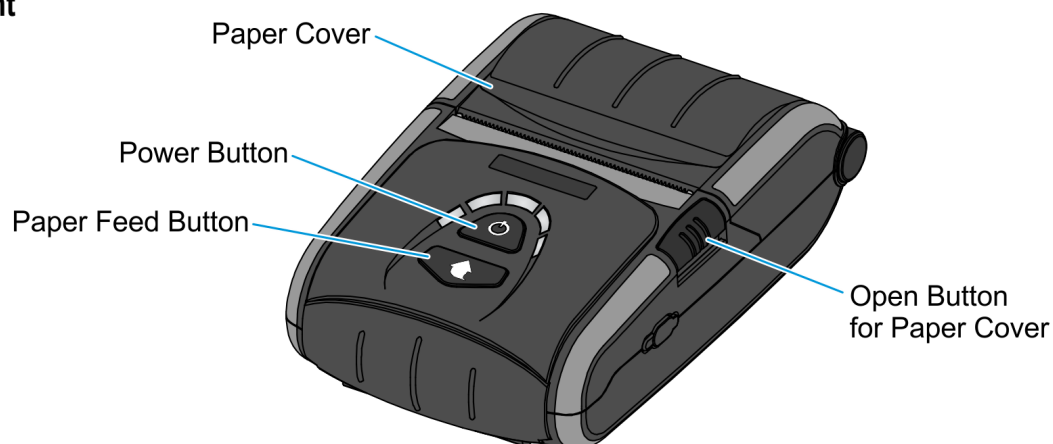


Note: If a charged handheld remains connected to the USB Adapter Cable for a longer period, the handheld Status LED may start flashing green again (charging). The charge control ensures that the handheld is kept at an optimum charging status.

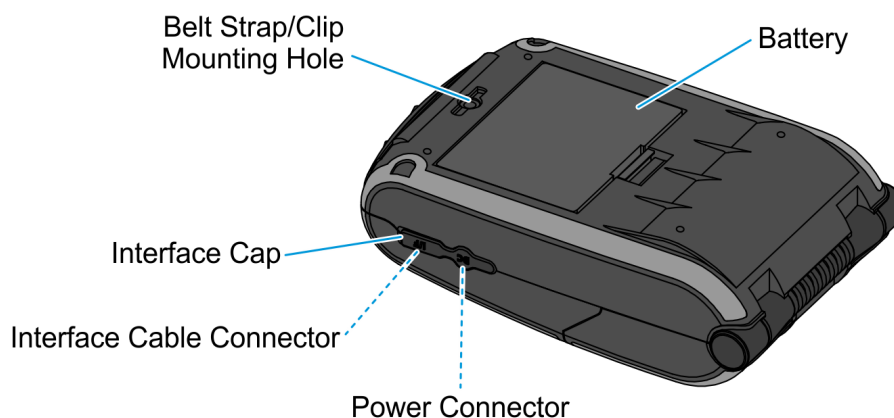
Belt Printer

The belt printer used with Orderman9 handheld is the NCR Orderman SPP-R200IIIBK Belt Printer. It can be paired with the handheld and can print bills and receipts directly at the table.

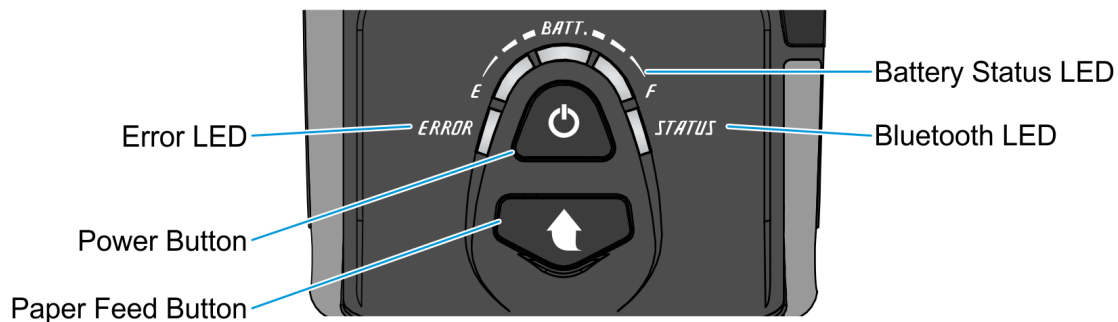
Front



Back



Control Panel



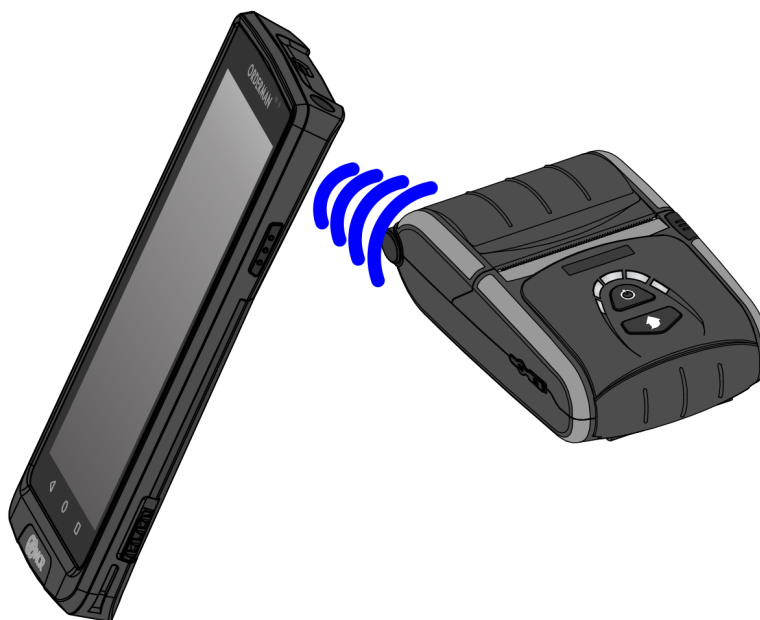
Feature	Description
Paper Cover	Holds the thermal paper roll in place.
Open Button	Opens the paper cover to access the thermal paper roll and to clean the inside of the printer.
Belt Strap/Clip Mounting Hole	Allows attaching a belt strap or belt clip to the printer.
Interface Cap	Covers and protects the printer Interface Cable Connector and the Power Connector.
Interface Cable Connector	Allows USB interface connection between the printer and an external device (for example, a computer).
Power Connector	Allows battery charging while the battery is installed in the printer.
Power Button	Provides the following functions: <ul style="list-style-type: none"> • Turns the printer on and off by pressing the button for approximately two seconds. • Displays the current battery status for ten seconds by briefly pressing the button when the printer is on.
Paper Feed Button	Starts the manual paper feed and runs the self-test.
Battery Status LED (Blue or Red)	Indicates status of the printer battery. <ul style="list-style-type: none"> • Three Blue LEDs—the battery is fully charged. • Two Blue LEDs—the battery is about 50% charged. • One Blue LED—the battery power level is low. • Red LED—the battery needs to be charged.
Error LED (Red)	Indicates printer error. <ul style="list-style-type: none"> • Solid Red LED—the paper cover is open. • Flashing Red LED—either the printer is out of paper or the print head is overheated. Replace the thermal paper or turn the printer off for at least ten minutes. <p>Note: If the Red LED continues to flash, it may indicate a more serious printer problem. Contact your authorized service dealer.</p>
Bluetooth LED (Blue)	Indicates ongoing Bluetooth activity, such as receiving and processing commands sent via Bluetooth technology.

Pairing with the Orderman9 Handheld

The Belt Printer can communicate with Orderman9 handhelds through NFC Auto Pairing.

To pair the Belt Printer with an Orderman9 handheld, follow these steps:

1. Turn on the Belt Printer and the Orderman9 handheld.
2. Bring the handheld into position, as shown in the following image.



CCP-80946

When the NFC printer is found and paired, a test printout is automatically generated.



Note: For any further configuration or related information, navigate to **Printer Pairing** in the handheld Settings menu, as described in [Working with the Belt Printer](#) on page 40.

Chapter 3: **Configuring Device Waiter Settings**

View and configure device settings from the Waiter Settings screen of your Orderman9 handheld. To access and configure Waiter Settings, set up the Orderman9 handheld first.

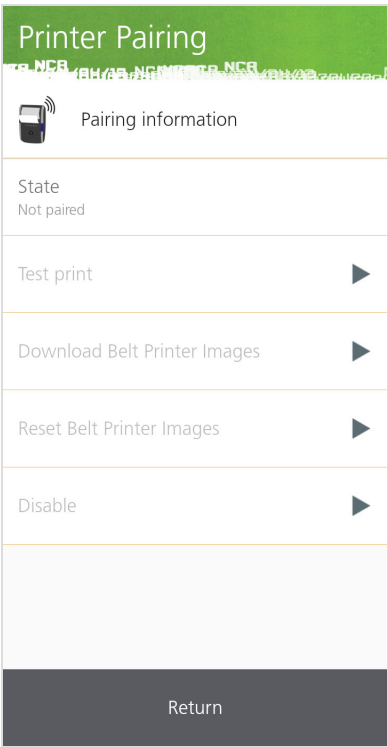
For more information on setting up your handheld, refer to the "Setting Up Your Orderman9 Device with System Center 3" section of the *NCR Orderman9 System Center 3 User Guide*.

Working with the Belt Printer

To pair the Orderman9 handheld with the belt printer, refer to [Pairing with the Orderman9 Handheld](#) on page 38.

To access other Printer Pairing options, follow these steps:

- 1. From the Select Application screen, tap the **gear** icon→**Printer Pairing**. The Printer Pairing screen is displayed.



- 2. From the Printer Pairing screen, perform any of the following:

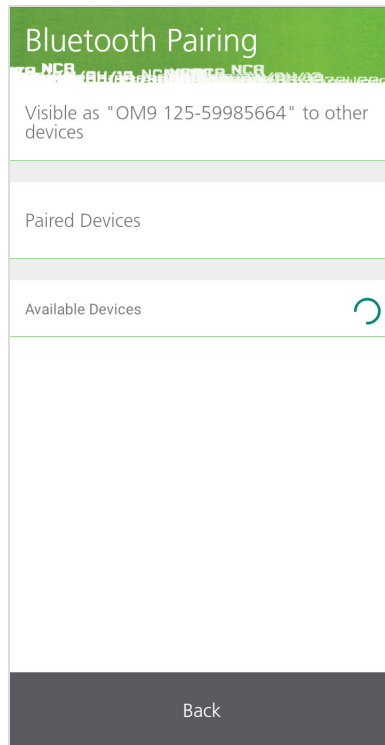
Function	Description
State	Shows the status of the pairing between the Orderman9 handheld and the belt printer.
Test print	Prints a test page from the belt printer.
Download Belt Printer Images	Sends the graphic logos to the belt printer. These are the belt printer images previously uploaded to the Orderman9 handheld using System Center 3.
Reset Belt Printer Images	Restores belt printer receipt images to default.
Disable	Terminates the connection between the Orderman9 handheld and the belt printer.

3. To return to the Waiter Settings screen, tap **Return**.

Pairing the Device with Bluetooth Devices

To pair the Orderman9 handheld with other Bluetooth devices, follow these steps:

1. Turn Bluetooth on the Orderman9 handheld.
2. Turn Bluetooth on the device that you want to connect to the Orderman9 handheld, and make sure it is visible to other Bluetooth devices.
3. From the Select Application screen, tap the **gear** icon→**Bluetooth Pairing**. The Bluetooth Pairing screen is displayed.



4. From the Bluetooth Pairing screen, view the following:

Function	Description
Visible as	Shows the Bluetooth name of your Orderman9 handheld.
Paired Devices	Shows the Bluetooth devices paired with your Orderman9 handheld. The connection process may depend on your device or application. To unpair the device, tap the Trash Bin icon.
Available Devices	Shows visible Bluetooth devices. Select the device to pair with your Orderman9 handheld. The connection process may depend on your device or application.

5. To return to the Waiter Settings screen, tap **Back**.

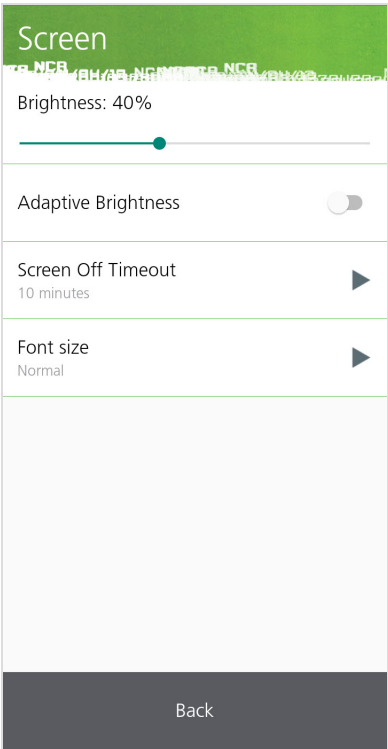


Note: The Orderman9 handheld only pairs with selected Bluetooth devices. For more information, contact support@orderman.com.

Adjusting the Screen Settings

To adjust the screen settings on your Orderman9 handheld, follow these steps:

- 1. From the Select Application screen, tap the **gear** icon→**Screen**. The *Screen* screen is displayed.



- 2. From the *Screen* screen, configure the following:

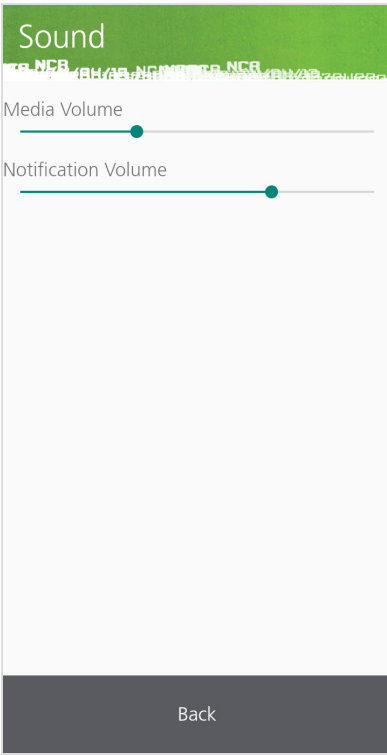
Function	Description
Brightness	Adjusts the screen brightness.
Adaptive Brightness	Enables the device to adjust the screen brightness automatically.
Screen Off Timeout	Specifies the time for the screen to turn off automatically.
Font size	Specifies the font size on the device.

- 3. To return to the Waiter Settings screen, tap **Back**.

Adjusting the Device Sound

To adjust the sound on your Orderman9 handheld, follow these steps:

- 1. From the Select Application screen, tap the **gear** icon→**Sound**. The Sound screen is displayed.



- 2. From the Sound screen, configure the following:

Function	Description
Media Volume	Adjusts the volume of the audio or video played on the handheld.
Notification Volume	Adjusts the volume of notification sounds on the handheld.

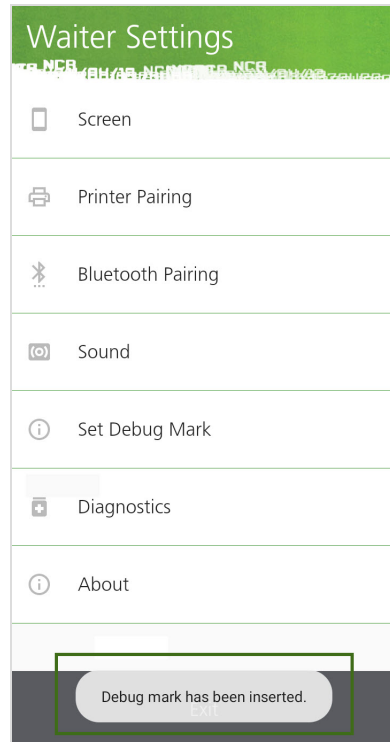
- 3. To return to the Waiter Settings screen, tap **Back**.

Setting a Debug Mark

To better evaluate log files, a marker can be set from the device at any given time. This marker can be easily identified by Orderman service technicians when analyzing logs or troubleshooting the system.

To set a debug mark on your Orderman9 handheld, from the Select Application screen, tap the **gear** icon→**Set Debug Mark**.

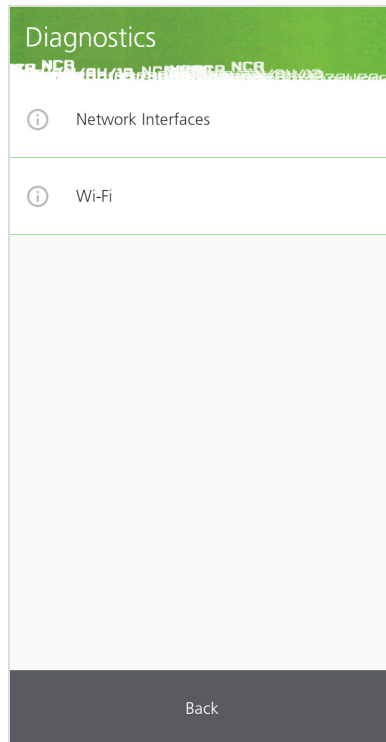
The Debug mark has been inserted. message is flashed on the screen.



Accessing Network Diagnostics

To view the network connection status of your Orderman9 handheld, follow these steps:

1. From the Select Application screen, tap the **gear** icon→**Diagnostics**. The Diagnostics screen is displayed.

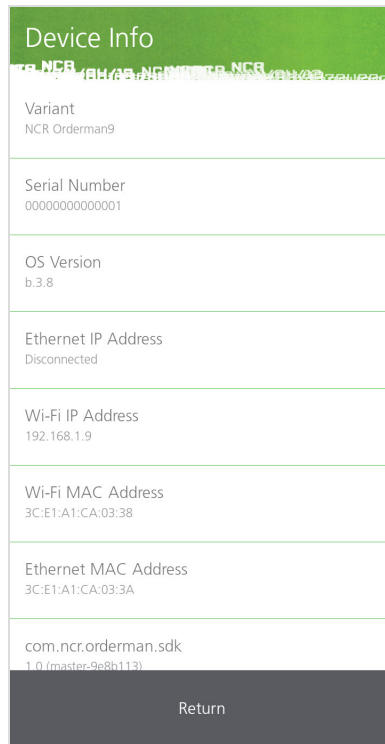


2. Tap the different options onscreen to view technical details about the network, Wi-Fi, and mobile connections.
3. To return to the Waiter Settings screen, tap **Back**.

Accessing the Device Information

To view more information about your Orderman9 handheld, follow these steps:

1. From the Select Application screen, tap the **gear** icon→**About**. The Diagnostics screen is displayed.



2. From the About screen, view the following device-related information.
 - Device Variant
 - Serial Number
 - OS Version
 - Ethernet IP Address
 - Wi-Fi IP Address
 - Wi-Fi MAC Address
 - Ethernet MAC Address
 - Orderman SDK Version
 - Orderman ODIN Agent Version
3. To return to the Waiter Settings screen, tap **Return**.