Hardware User Guide

NCR Ordermang Handheld Terminal (9900)

Release 1.0

BCC5-0000-5522
Issue A

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Preface

Audience

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

Notice: This document is NCR proprietary information and is not to be disclosed or reproduced without consent.

The NCR Orderman9 Handheld Terminal (9900) conforms to all applicable legal requirements. To view the compliance statements see the *NCR HSR POS Terminals Safety and Regulatory Information* (BCC5-0000-5069).

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

Caution: The on/off switch is a logic switch only. The AC line voltage primaries are live at all times when the power cord is connected. Therefore, disconnect the AC power cord 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 rébut 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.

Warning: DO NOT connect or disconnect the transaction printer while the terminal is connected to AC power. This can result in system or printer damage.

Warning: DO NOT connect or disconnect any serial peripherals while the terminal is connected to AC power. This can result in system or printer damage.

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*

Out of Box Failure (OBF)

If you experience an out of box failure (OBF) during installation or staging related to a missing, wrong or defective unit or item, simply provide NCR with a detailed description of the issue and the item will be replaced free of charge. For assistance with this process, contact your local support team and provide the following details:

- NCR Sales Order # (Sales Order # are located on the box)
- Date of Product Installation
- Product Model #
- Unit Serial #
- NCR part # of defective/missing/wrong component
- Description of Failure (please be specific. For example: "display will not power on")
- Customer/Requestor's contact name, phone number and/or e-mail address
- Address to ship replacement part(s)

Transport the product in its original packaging to prevent impact damages.

If you do not have access to a computer, you may leave a voice message at 1-800-528-8658 (USA) or +1-770-623-7400 (International). When leaving a message, please provide a phone number and/or an email address so NCR can contact you if additional details are needed.

Note: Used equipment that experiences a failure does not qualify as an OBF and should go through the NCR warranty process.

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.

Returning Defective Hardware for Service

Use the following procedure to report/return defective hardware.

Call the *NCR Customer Care Center* at 1-800-262-7782 and have the following information available when you place the call.

- Class/Model number of the defective equipment
- Serial Number of the defective equipment
- Equipment location in the store
- Description of the problem, including any system error codes, error condition, or guidance to the area of failure.

The NCR Agent will provide you with a work order number, which serves as your Return Material Authorization (RMA). Please provide the RMA on the outside of the shipping box.

Note: A work order must be opened for each device that is shipped for repair.

Note: 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)
- *NCR Orderman9 Handheld Terminal (9900) Parts Identification Manual* (BCC5-0000-5523)

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Revision Record

Issue	Date	Remarks
A	Aug 2021	First Issue

Chapter 1: Product Overview

CCP-80699

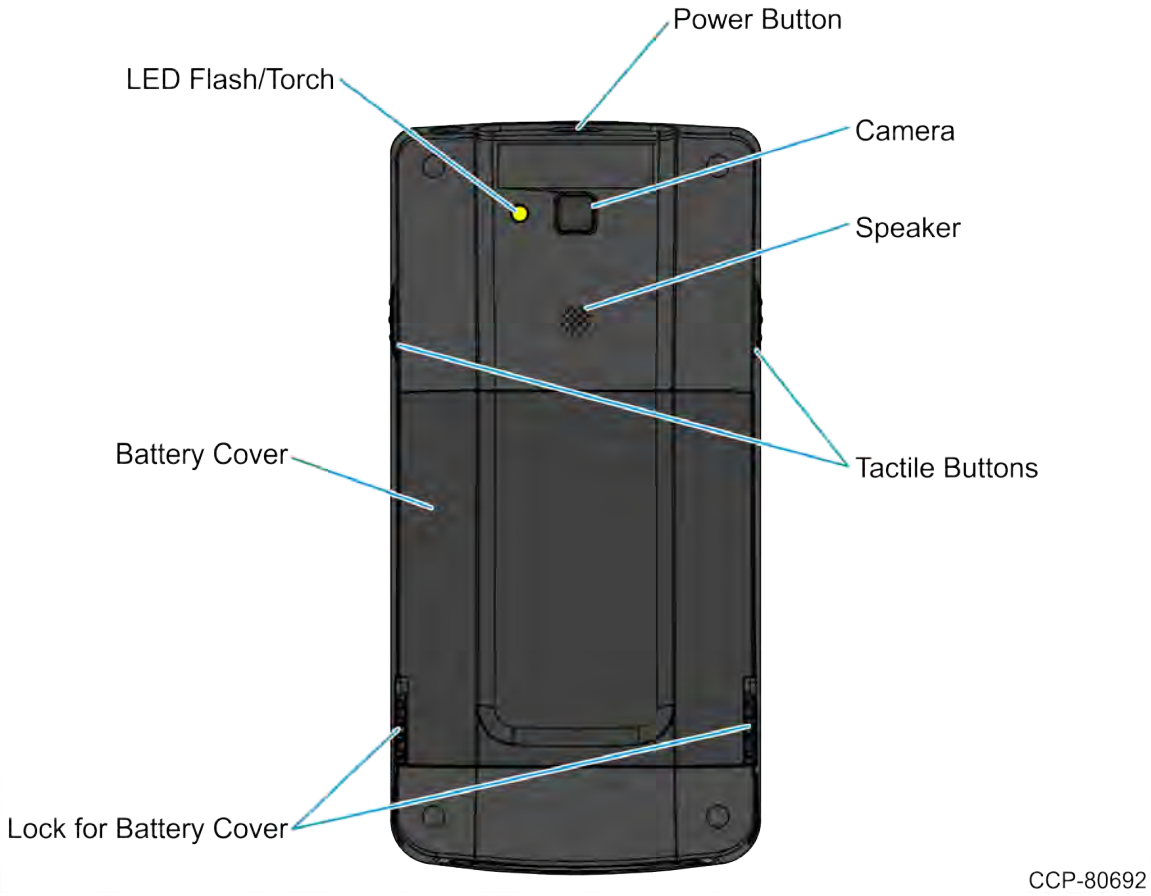
The NCR Orderman9 Handheld Terminal (9900) is a purpose-built 5.5” Android handheld terminal designed for restaurant mobile order and pay. It offers two variants, Orderman9 and Orderman9 Pro, which have similar features and specifications. Aside from the Wi-Fi connection that both variants offer, an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

Features

Front of the Unit

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 automatically adjusts the display brightness.
Status LED	Indicates status of the handheld and the battery.

Back of the Unit



Feature	Description
Battery	Provides power to the handheld unit for approximately 11 hours.
Tactile Buttons	Provides fast action usability. These are located on the left and right sides of the unit.
Power Button	Provides the following functions: • 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 ten seconds.
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 flash light, or a torch light.

Bottom of the Unit

Feature	Description
Charging Contacts	Allows charging of the handheld.
Cable Guide	Allows installation of a security cord to protect the handheld from being accidentally dropped.

Specifications

Component	Specification
Processor	SnapDragon 660 Octacore 2.2 GHz
Display	• 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	• 802.11 a/b/g/n/ac • 802.11 r/k/v + VE (“Fast Roaming”) • 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	Yes
IP Rating	IP54
Other Features	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.

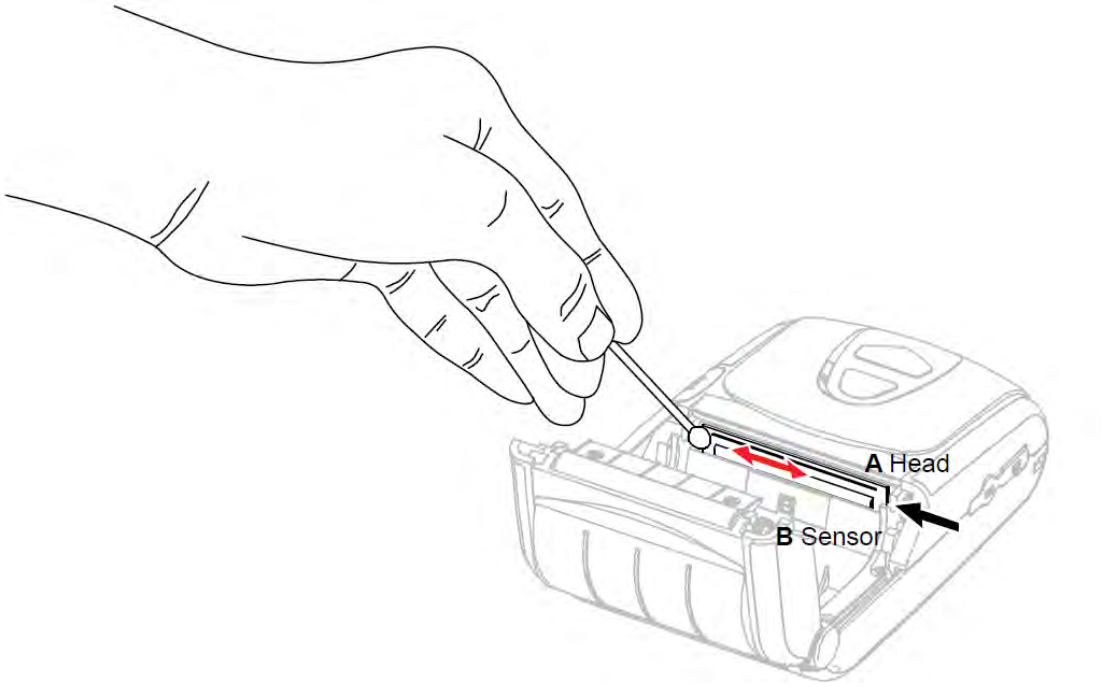
To clean the printer, follow these steps:

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. For more information, refer to *Installing the Thermal Paper* on page 46

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 and configuring 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.

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 Leather Pouch

Note: These procedures do not require the users to press the **Power** button. For more information, refer to *Leather Pouch* on page 20.

- To activate Sleep/Suspend mode, place the handheld head-down in the Leather Pouch. 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 and placed it in operating position. The handheld automatically exits Sleep/Standy 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.	• Approximately 10 hours (connected to a computer) • Approximately 4 hours (connected to an AC power source using a USB power adapter)
Multi Service Station	Requires the battery to be inserted into the handheld. The Multi Service Station can simultaneously charge up to four handhelds.	Approximately 4 hours per slot
USB Adapter Cable	Requires the battery to be inserted into the handheld.	• Approximately 9 hours (connected to a computer) • Approximately 4 hours (connected to an AC power source using a USB power adapter)
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.	Approximately 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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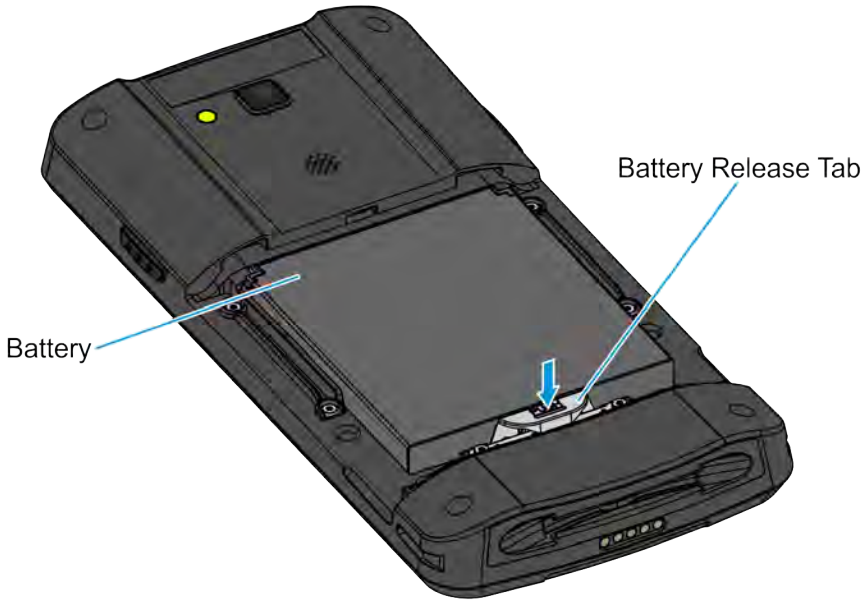
2. Push the battery latch away from the battery.



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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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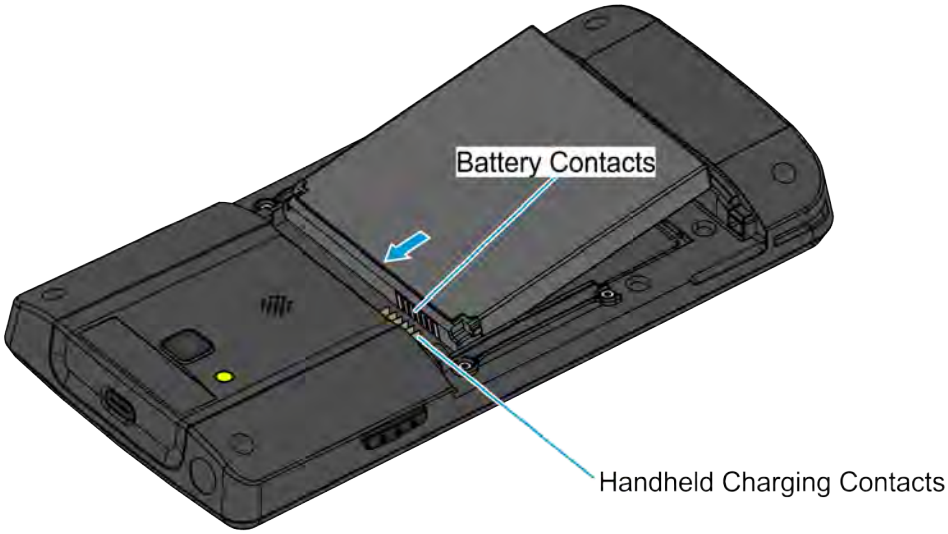
Installing the Battery

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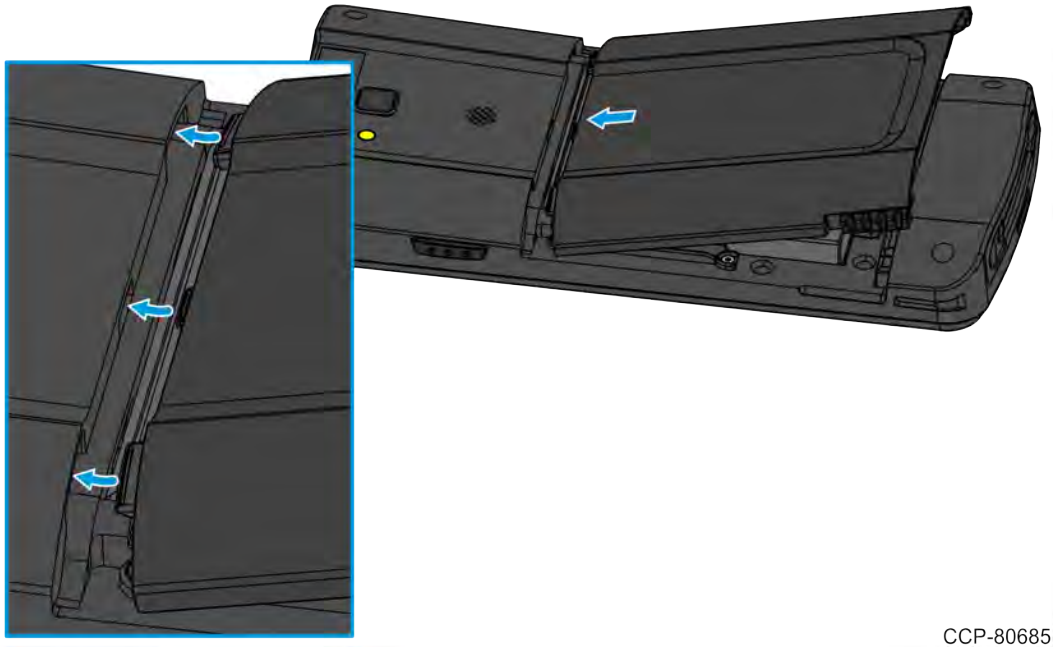
3. Install the battery cover.
   a. Slide the battery cover at an angle to insert its tabs into their slots on the handheld.



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b. Simultaenously 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 500 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, you may need to replace battery packs 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 you store replacement battery packs in the charging station, use them regularly.

For long-term storage, store at 50% charge level and recharge every 3 months

If you wish to store battery packs for a longer period of time, store them at a 50% charge level and recharge them every three months. Storing fully charged packs may reduce battery capacity and service life. The same is true for the battery packs that are not used for a longer period.

Lanyard

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

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

Note: Move the lanyard head in an arc to insert or remove it through either side of the cable 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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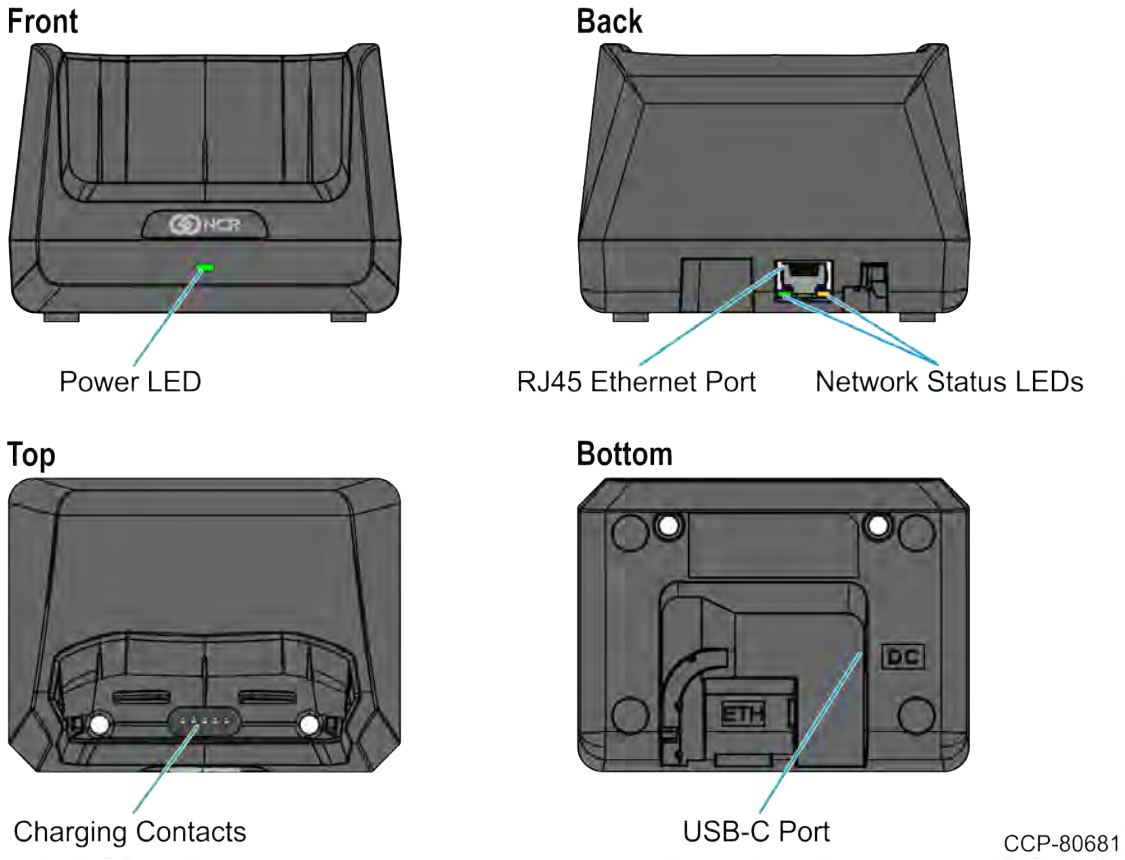
If the handheld is placed head-down in the pouch, the handheld automatically switches to Sleep/Suspend mode. If the handheld is removed from the pouch and placed in head-up or operating position, the handheld automatically turns on. These features save battery energy, without requiring users to manually 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 is also required to install or update the firmware.

Single Service Station

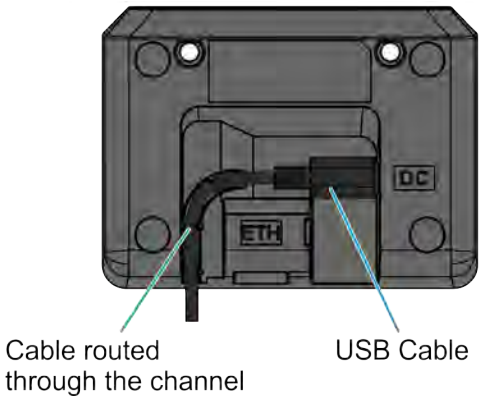


Feature	Description
Power LED	Indicates whether the Single Service Station is powered on.
RJ45 Ethernet Port	Allows connection to an Ethernet-based network.
Network Status LEDs	Indicates network activity and data rate.
Charging Contacts	Allows charging of the handheld.
USB-C Port	Allows connection to 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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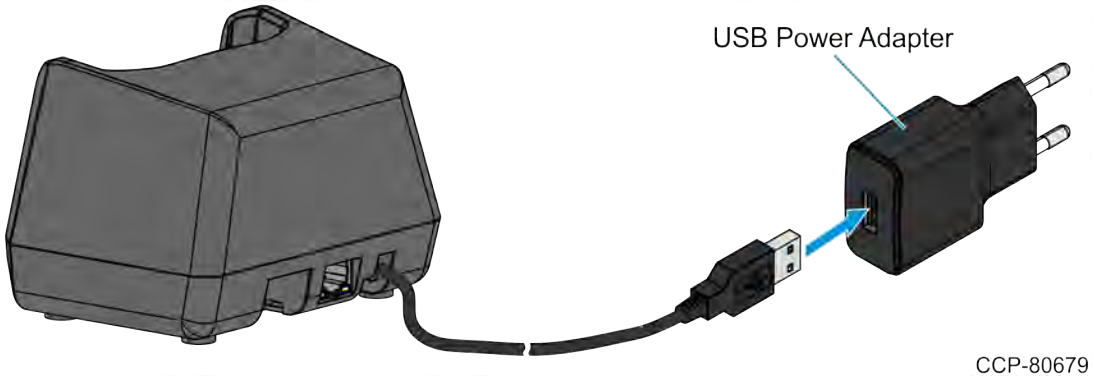
2. Connect the Single Service Station to a power source. The Power LED turns green.
   - To use an AC power source, connect the USB Type A connector of the USB Cable to the USB Power Adapter, and then connect the USB Power Adapter to an AC power source.



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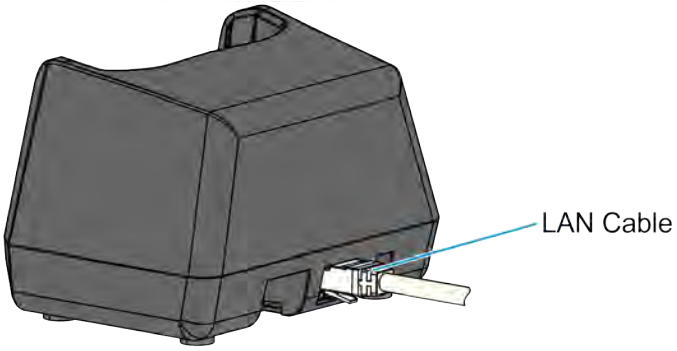
   - To use a computer for a power source, turn on the computer and connect the USB Type A connector of the USB Cable to the USB port of the computer.

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



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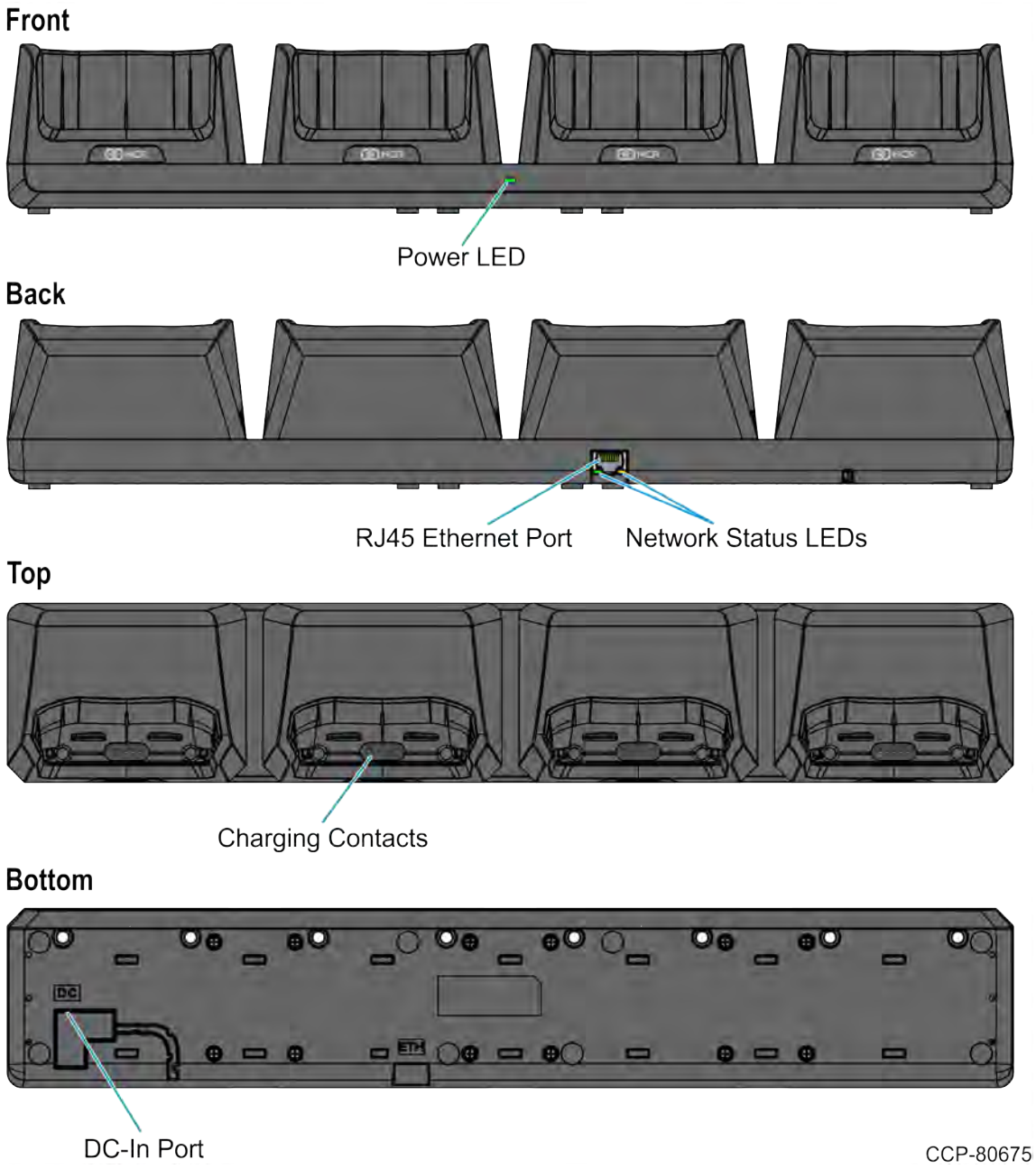
4. Connect the other end of the RJ45 Ethernet Cable to a network hub. The Network Status LEDs turn on.

Multi Service Station

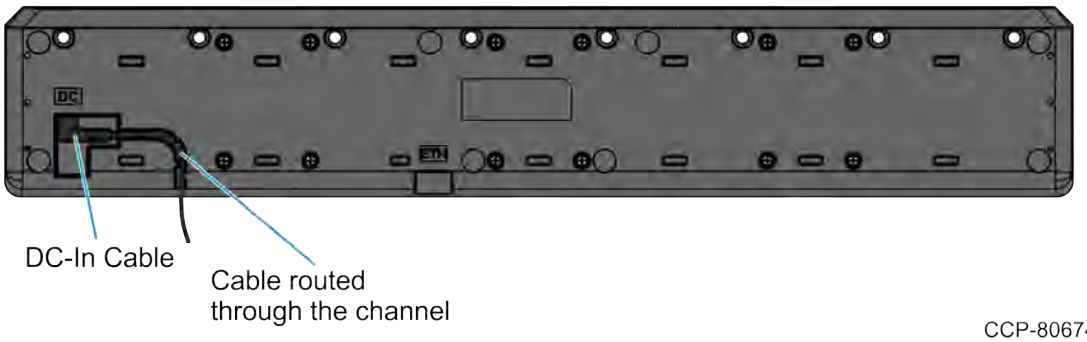


Feature	Description
Power LED	Indicates whether the Multi Service Station is powered on.
RJ45 Ethernet Port	Allows connection to an Ethernet-based network.
Network Status LEDs	Indicates network activity and data rate.
Charging Contacts	Allows charging of the handheld.
DC-In Port	Allows connection to 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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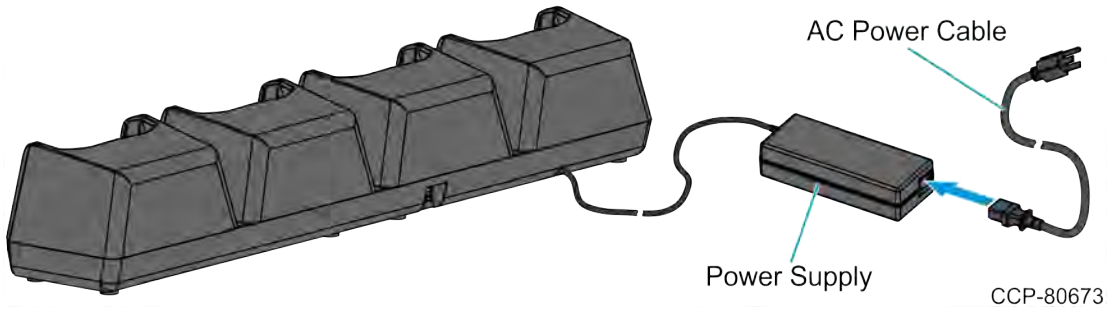
2. Connect one end of the AC Power Cable to the power supply and connect the other end to an AC power source. The Power LED turns green.



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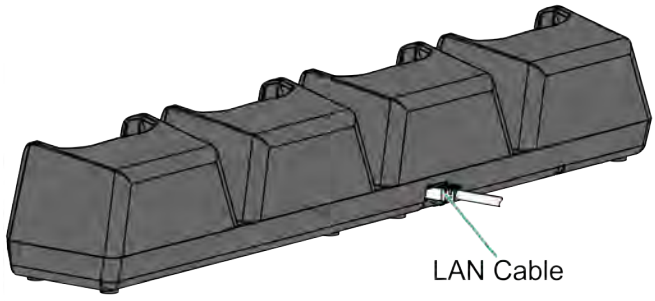
3. Connect the RJ45 Ethernet Cable to the **RJ45 Ethernet Port** of the Multi Service Station.



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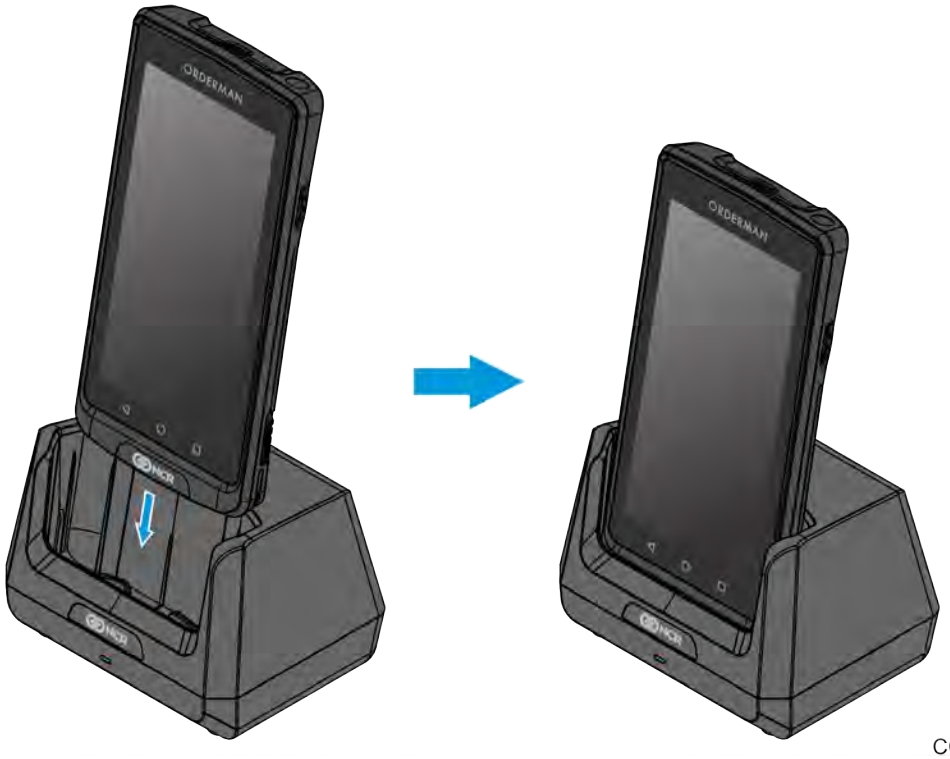
4. Connect the other end of the RJ45 Ethernet Cable to a network hub. The Network Status LEDs turn on.

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 19.

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 22
   - For the Multi Service Station, refer to *Setting Up the Multi Service Station* on the previous page.
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.



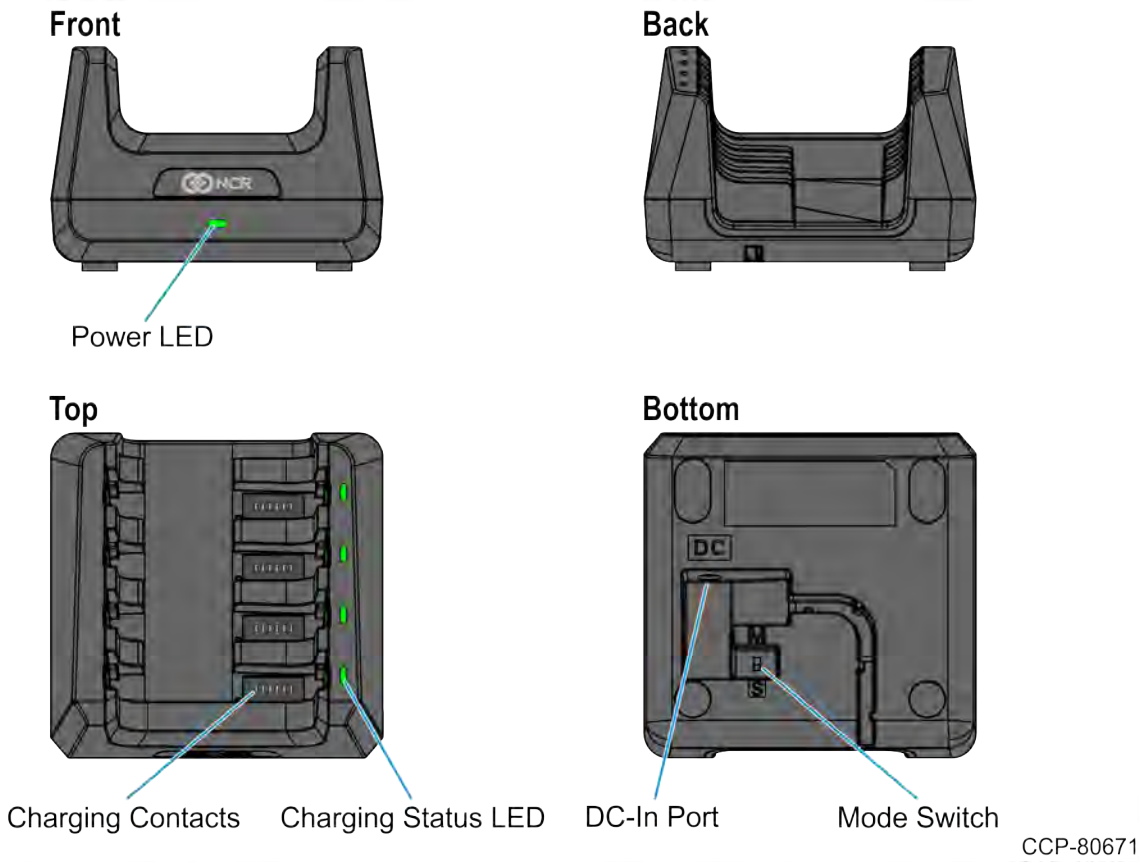
CCP-80678

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 13.

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.

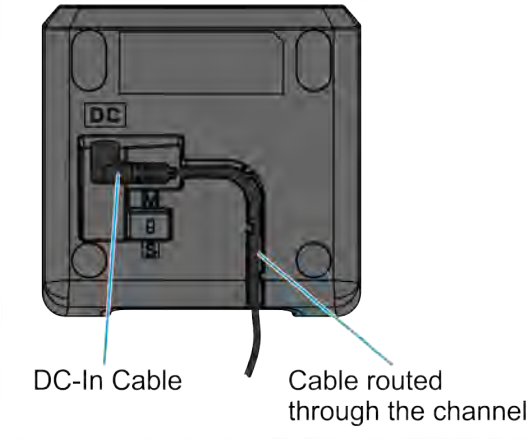


Feature	Description
Power LED	Indicates whether the Battery Charger is powered on.
Charging Contacts	Allows charging of the battery pack.
Charging Status LED	Indicates whether the battery pack is charging.
DC-In Port	Allows connection to a power source through a DC Cable and DC power supply.
Mode Switch	Provides options for the following charging modes: • Standard mode—charges the battery to 100%. • Maintenance mode—charges the battery to 80%. This mode is for charging rarely used spare batteries.

Setting Up the Battery Charger

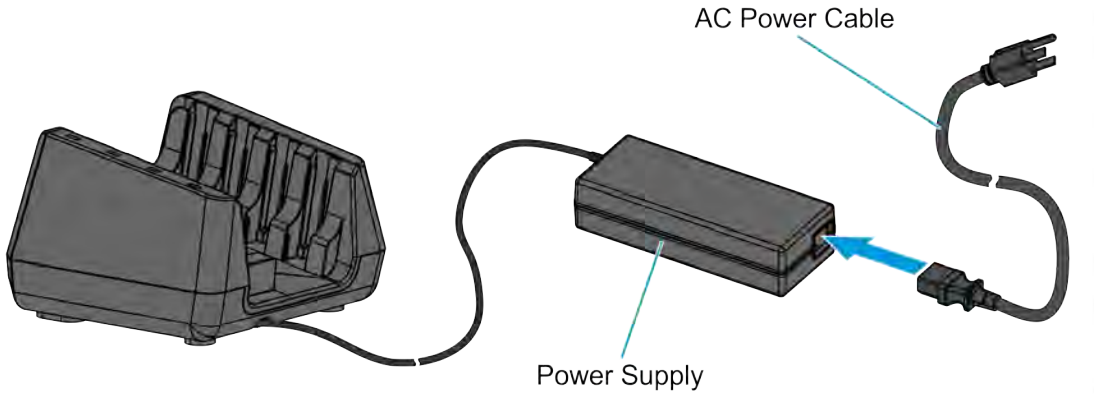
To set up the Battery Charger, follow these steps:

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.

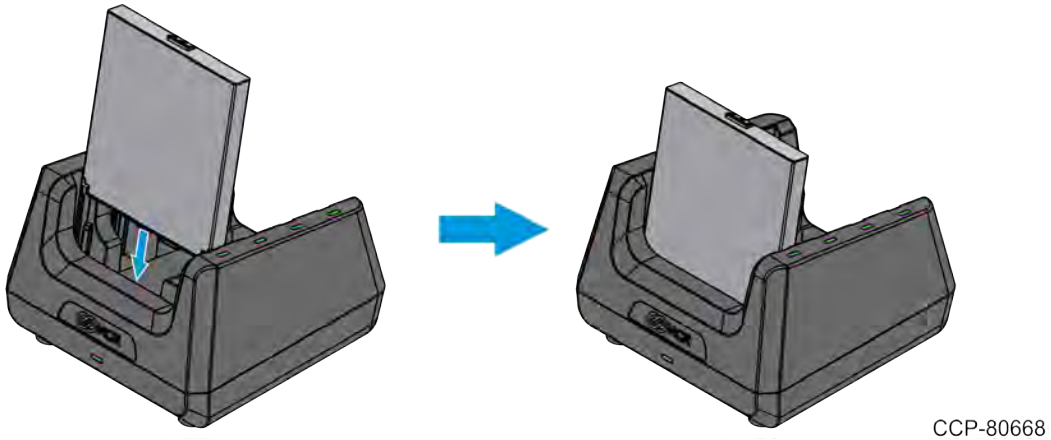


CCP-80669

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 13.

! 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.

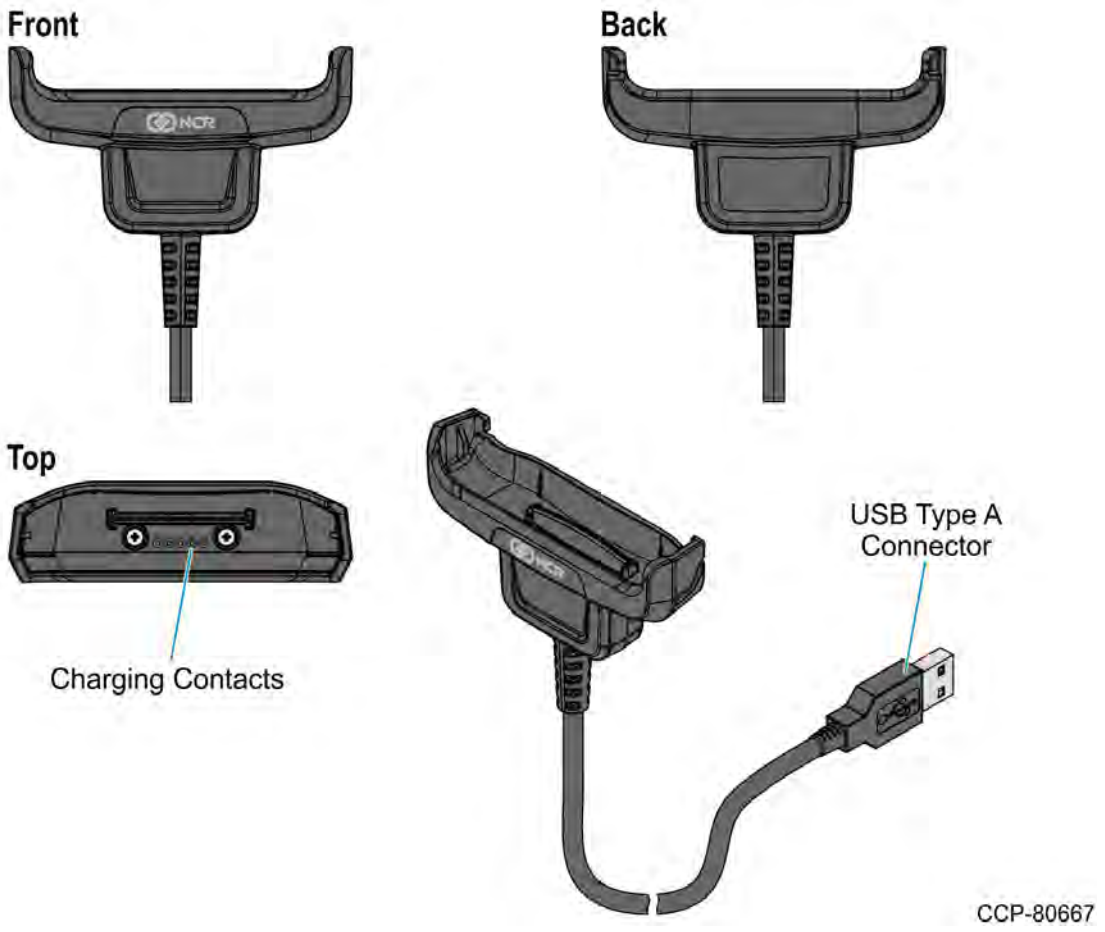
Battery Charger Status Indicator

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	• Standard mode—the battery is fully charged at 100%. • Maintenance mode—the battery is 80% charged.
Flashing at 1 Hz	The battery is not charging due to an error.

USB Adapter Cable

The USB Adapter Cable allows data transfer between the handheld and a computer. It also 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.



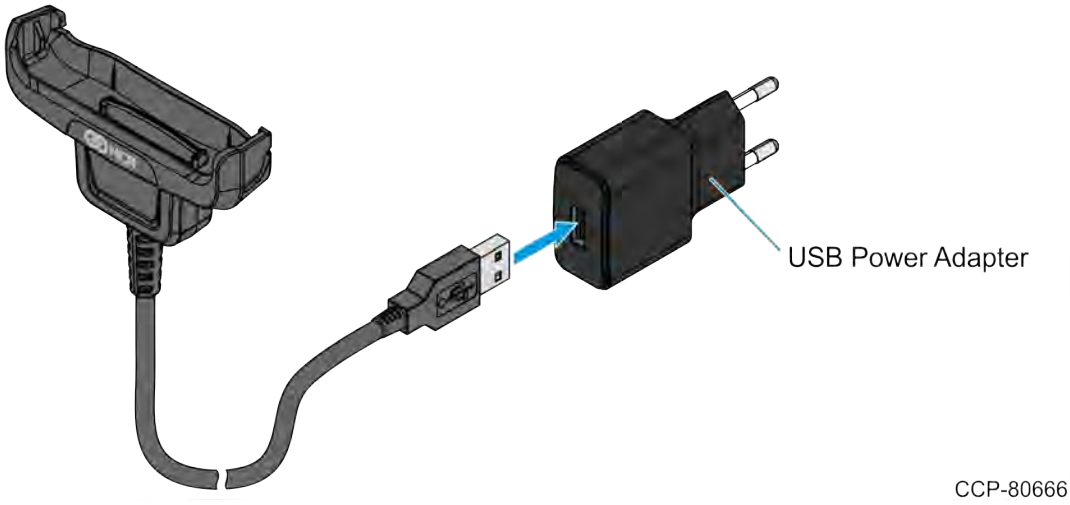
Feature	Description
Charging Contacts	Allows charging of the handheld.
USB Type A Connector	Allows connection to the Orderman9 USB Power Adapter or to a computer.

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 19.

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.



   - 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.

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 13.

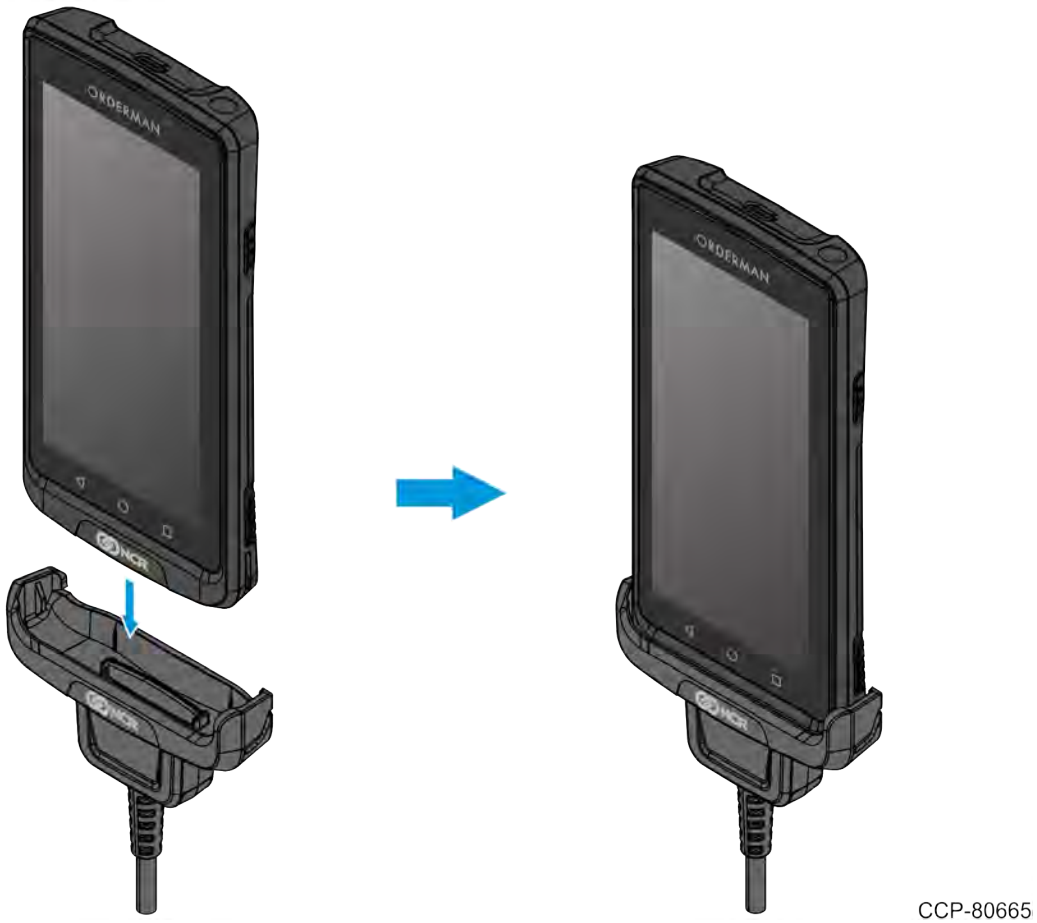
Note: If a charged handheld remains connected to the USB Adapter Cable for a longer period, the handheld Status LED may start flashing green again (charging). The charge control ensures that the handheld is kept at an optimum charging status.

Transferring Files 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 19.

To transfer files between the Orderman9 handheld and a computer, follow these steps:

1. Turn on the computer.
2. Connect the USB Type A connector of the USB Cable to the USB port of the computer.
3. Connect the handheld to the USB Adapter Cable until it snaps into place.



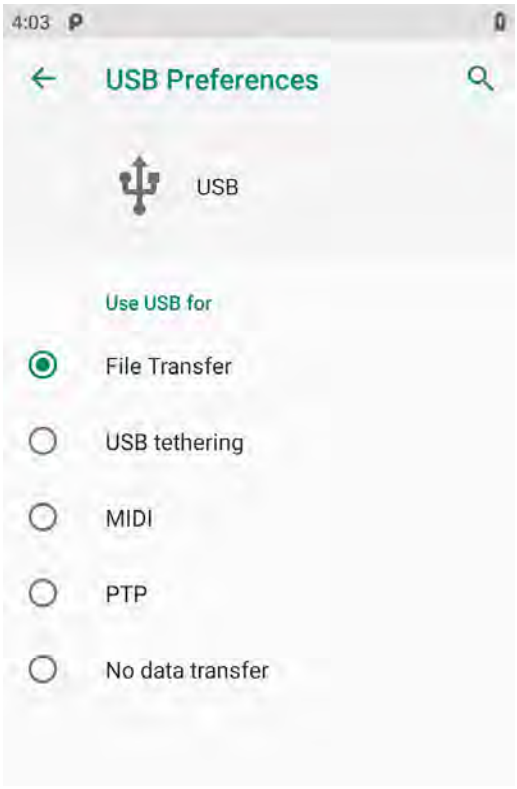
CCP-80665

When the handheld is connected to a computer through the USB Adapter Cable, the handheld's Status Bar displays a **P** symbol on the left side. This symbol indicates that the handheld is...

4. Drag the Status Bar down to display the USB options.

5. Tap the drop-down arrow beside the "Charging this device via USB" status, and then select **Tap for more options**. The application displays the list of USB Preferences.

6. From the list of USB Preferences, select **File Transfer**.



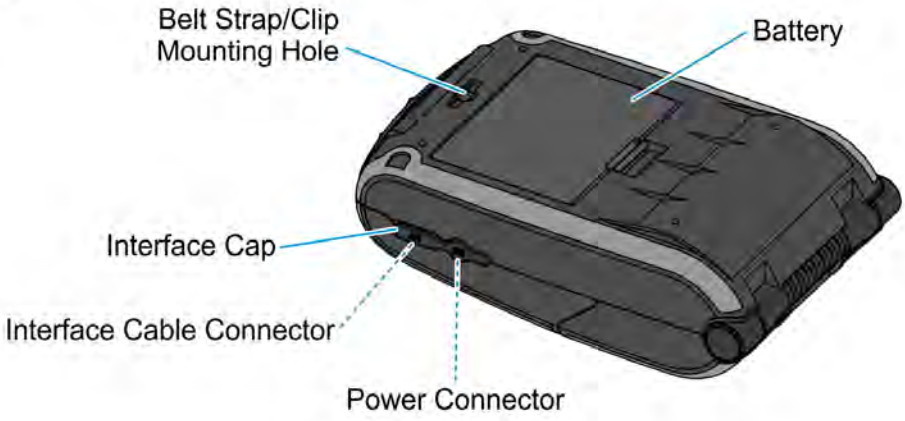
The application closes the USB Preferences window, and the device is now ready to transfer files to or from the computer.

Belt Printer

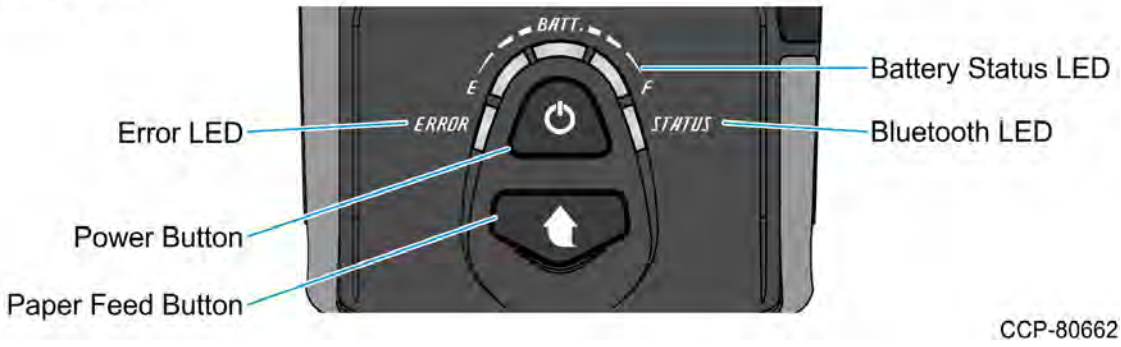
The belt printer used with Orderman9 handheld is the NCR Orderman SPP-R200IIIBK Belt Printer. It can be paired with the handheld and can print bills and receipts directly at the table.

Front

Back



Control Panel



CCP-80662

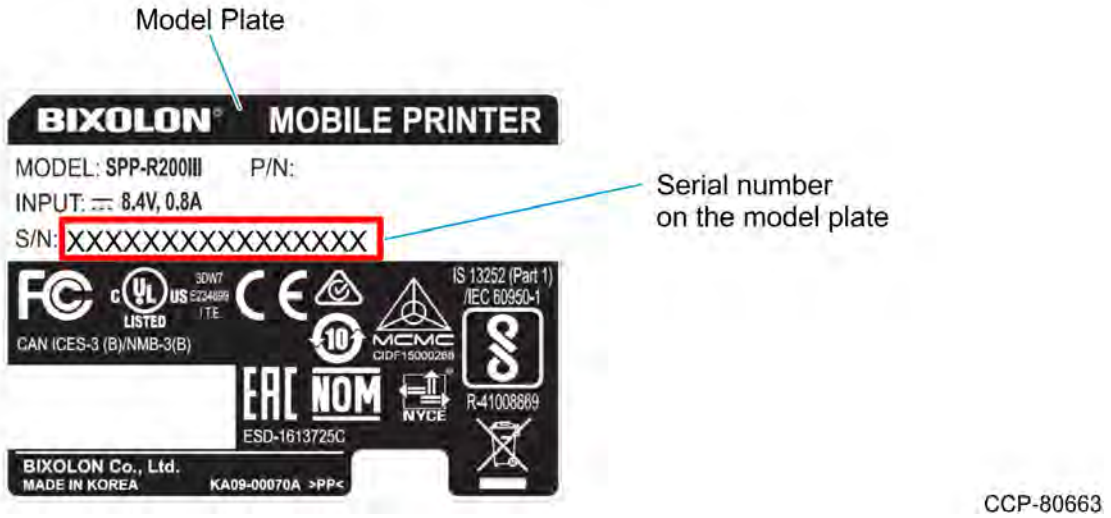
Feature	Description
Paper Cover	Holds the thermal paper roll in place.
Open Button	Opens the paper cover to access the thermal paper roll and to clean the inside of the printer.
Belt Strap/Clip Mounting Hole	Allows attaching a belt strap or belt clip to the printer.
Interface Cap	Covers and protects 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: • 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. • 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. • 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. **Note:** If the Red LED continues to flash, it may indicate a more serious printer problem. Contact your authorized service dealer.
Bluetooth LED (Blue)	Indicates ongoing Bluetooth activity, such as receiving and processing commands sent via Bluetooth technology.

Package Contents

The following items should be included in the Belt Printer delivery package. If items are damaged or missing, contact your authorized dealer.

Product Label

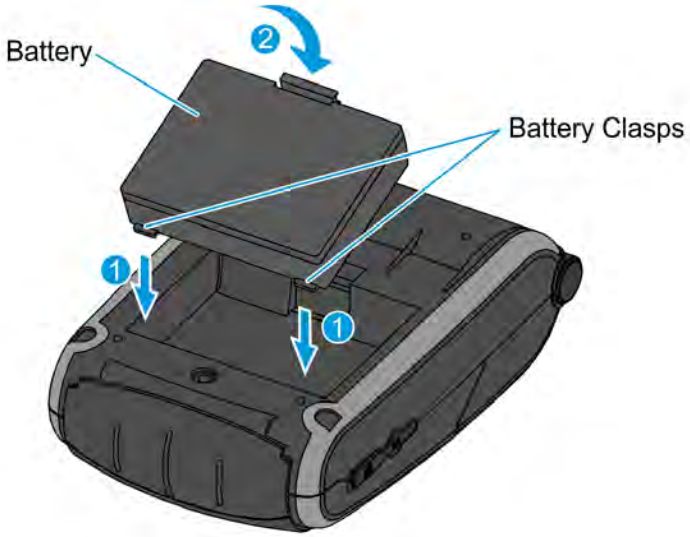
The Belt Printer label provides information on certifications, standards, product descriptions, and manufacturer specifications. It also provides the 16-character serial number to uniquely identify the unit. This label is found on the unit's model plate in the battery slot.



Installing the Battery

To install the battery into the Belt Printer, follow these steps:

1. Insert the battery in the back of the printer, positioning the battery clasps into their slots.
2. Push the battery into the compartment until it snaps into place.



CCP-80658

Removing the Battery

To remove the battery from the Belt Printer, follow these steps:

1. Press on the lever of the battery.
2. While the lever is pressed, lift the battery up and remove it from its compartment.

CCP-80657

Charging the Battery

The Belt Printer comes with a removable and rechargeable 1200mAh lithium ion battery pack. The battery pack can also be charged while installed in the printer or when placed directly into the battery charging cradle.

Warning: Use of charging units other than the unit supplied by Orderman may result in damage. In this case, Orderman does not assume any liability or accept any warranty claims.

Note: The battery is not charged at the time of delivery. Fully charge the battery before using it for the first time.

Using the Battery Charger

To charge the battery pack while installed in the Belt Printer, follow these steps:

1. Turn off the Belt Printer by pressing the Power Button for approximately two seconds.
2. Install the battery into the printer. For more information, refer to *Installing the Battery* on the previous page
3. Connect the AC Power Cable to the Battery Charger.

CCP-80659

4. Open the interface cap in the direction shown in the following image, and then connect the Battery Charger to the power connector of the printer.

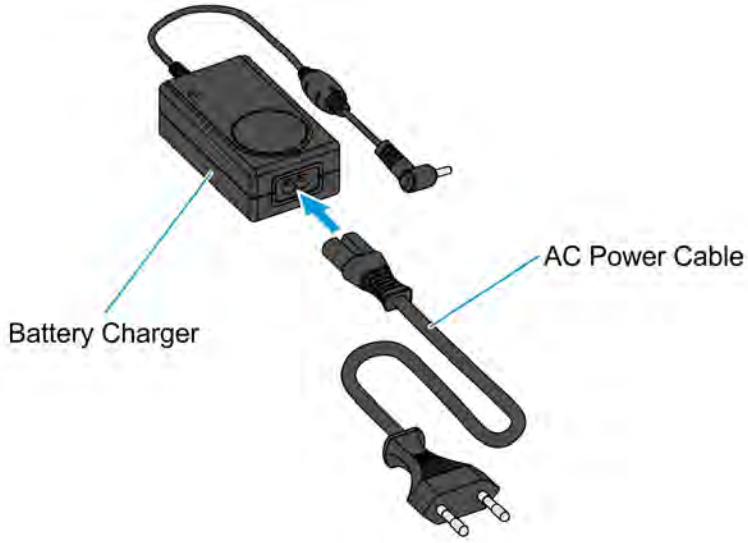
CCP-80656

5. Connect the other end of the AC Power Cable to an AC power source.

Using the Charging Cradle (Optional)

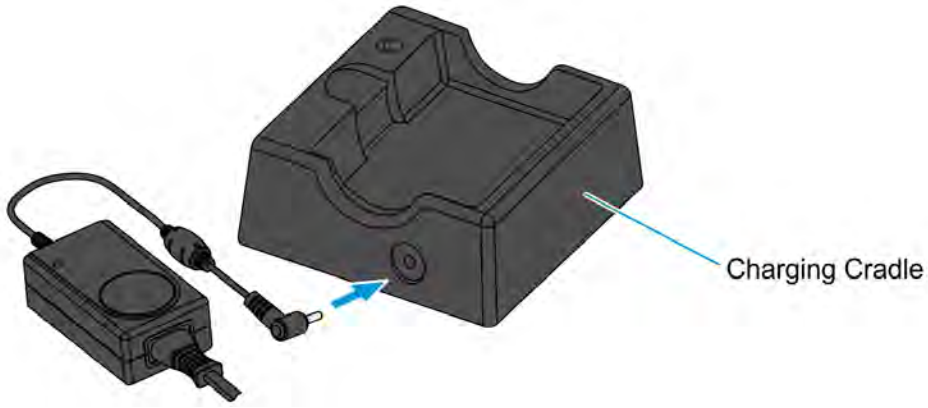
To charge the battery pack in the Charging Cradle, follow these steps:

1. Connect the AC Power Cable to the Battery Charger.



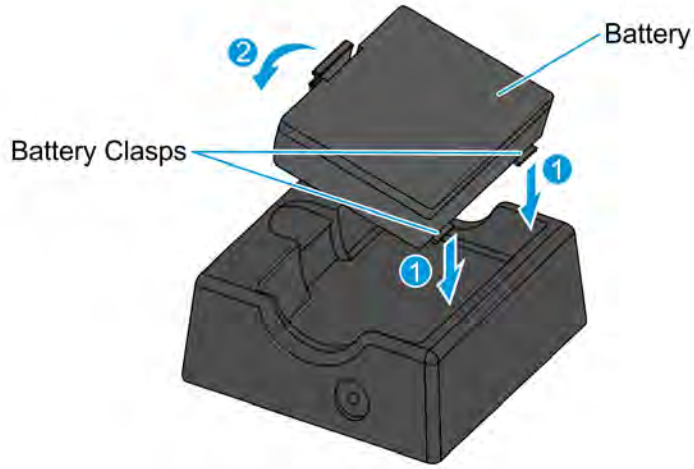
CCP-80659

2. Connect the Battery Charger to the power connector of the Charging Cradle.



CCP-80655

3. Connect the other end of the AC Power Cable to an AC power source.
4. Insert the battery into the Charging Cradle.



CCP-80654

   a. Insert the battery into the compartment, positioning the battery clasps into their slots.
   b. Push the battery into the compartment until it snaps into place.

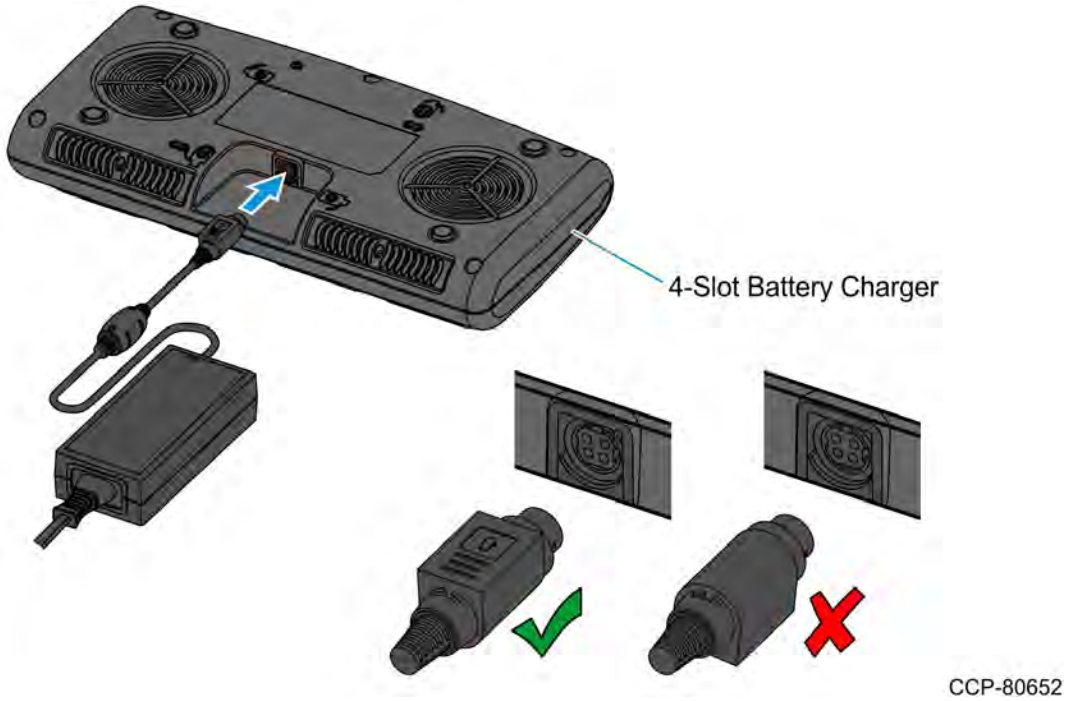
Using the 4-Slot Battery Charger (Optional)

To charge the battery pack in the 4-Slot Battery Charger, follow these steps:

1. Connect the AC Power Cable to the power adapter of the 4-Slot Battery Charger.

Warning: **Use proper AC/DC adapters (12VDC, 3A).**

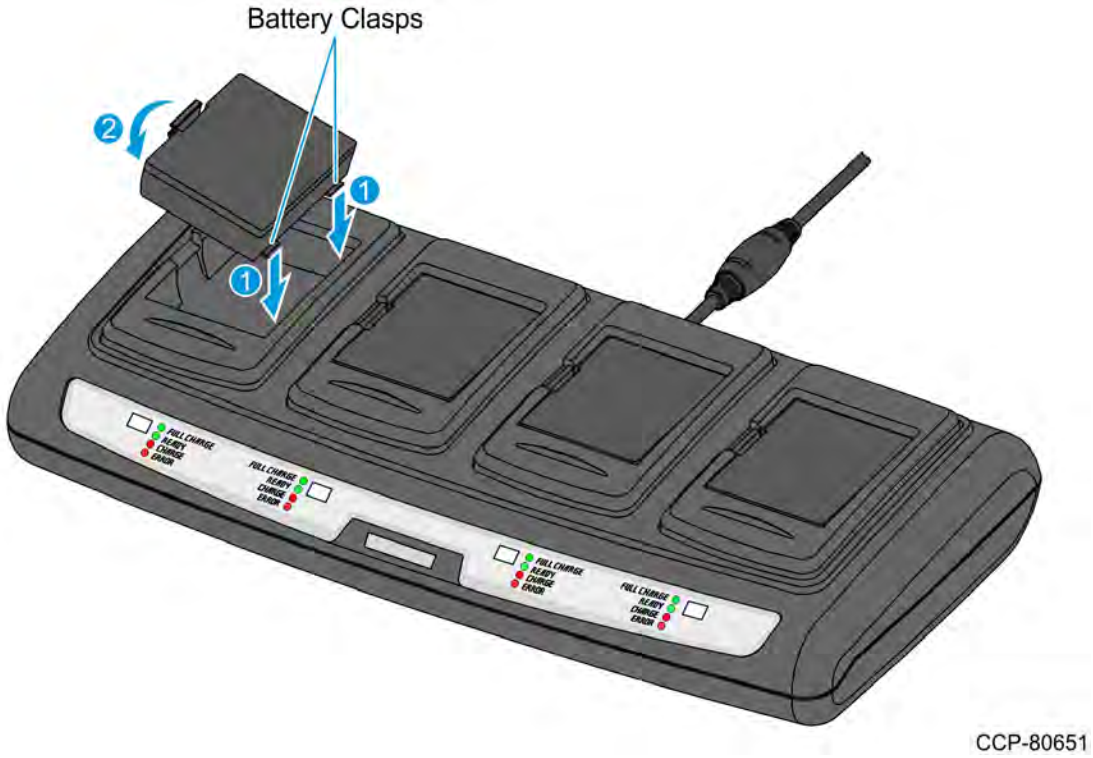
2. Connect the power adapter to the power connector of the 4-Slot Battery Charger.



3. Connect the other end of the AC Power Cable to an AC power source. The red, green, and white LEDs turn on for two seconds.

Note: The input voltage is 100 - 240 VAC, 50/60 Hz, 1.0 A.

4. Insert the battery into the 4-Slot Battery Charger.



   a. Insert the battery into the compartment, positioning the battery clasps into their slots.

   b. Push the battery into the compartment until it snaps into place.

Note: Charging starts as soon as the battery is fully inserted. Batteries are charged at 8.4 VDC, 0.8 A.

4-Slot Battery Charger Status Indicator

The following table provides charging status indications when the battery is charged using the 4-Slot Battery Charger.

LED Behavior	Description	Charging Time
Solid Red	The battery is charging.	2.5 hours
Flashing Green	The battery is 80% charged.	
Solid Green	The battery is fully charged.	
Flashing Red	The battery is not charging due to an error. Reinstall or replace the battery.	

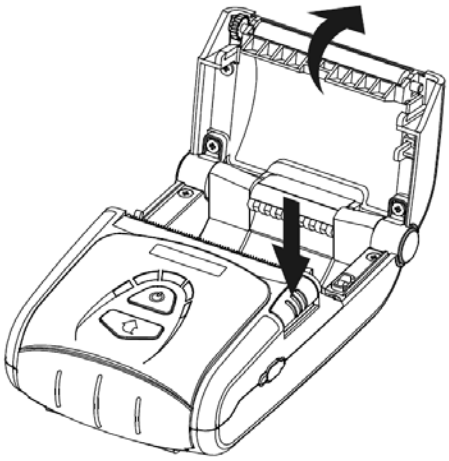
Caution: If the Red LED continues to flash after several attempts (4 to 5), contact your authorized dealer.

Note: The charging time may vary depending on the type of charging unit or on the ambient temperature.

Installing the Thermal Paper

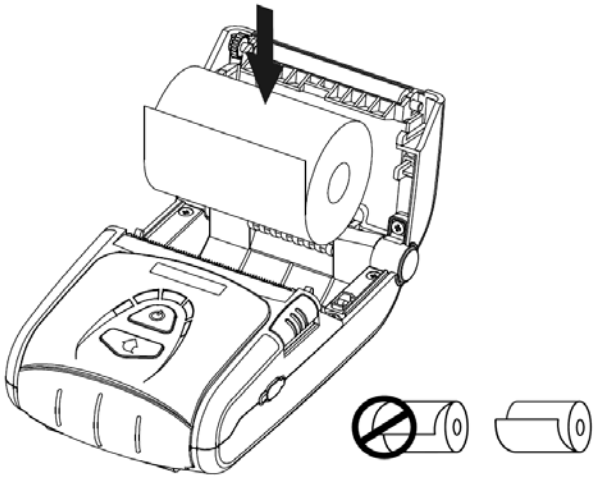
To install the thermal paper into the Belt Printer, follow these steps:

1. Press the button to open the paper cover.



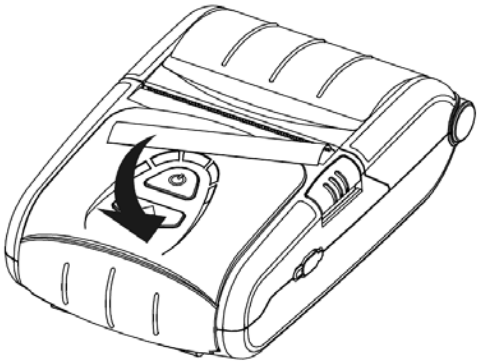
2. Remove any remaining core of a fully used paper roll.
3. Insert the thermal paper roll as shown in the following image.

Note: Make sure that the paper roll is inserted in the proper direction.



4. Pull out the end of the paper as shown in the following image, and then close the paper cover.

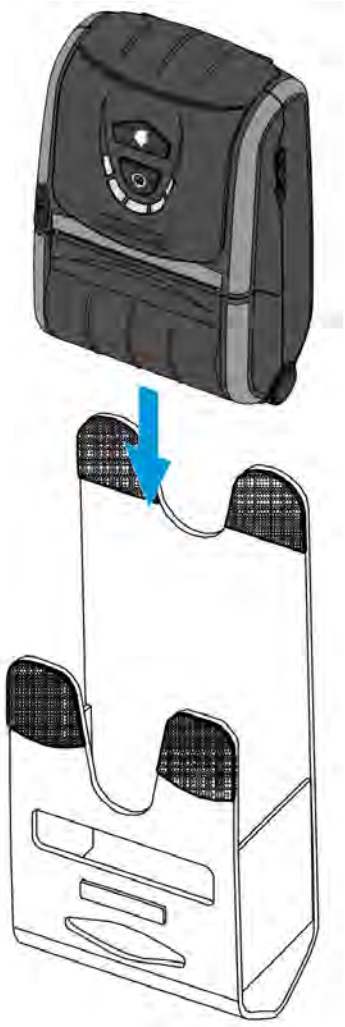
5. Tear off the extra paper length.



Using the Leather Pouch

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

To insert the Belt Printer into the Leather Pouch, turn the Belt Printer upside down, with its front facing outward.



CCP-80945

Running a Self-Test

Run a self-test when setting the Belt Printer for the first time or when encountering a problem.

Caution: Before running a self-test, ensure that there is sufficient thermal paper installed in the Belt Printer.

To run a self-test on the Belt Printer, follow these steps:

1. Turn on the Belt Printer and close the paper cover.
2. Simultaneously press the **Power** button and the **Paper Feed** button to turn on the printer.
3. When the printer emits a sound, release both buttons. The self-test printout is automatically generated.
4. To create a printout of the ASCII pattern, press the **Paper Feed** button again.

Note: When the ASCII pattern printout is completed, the self-test automatically ends.

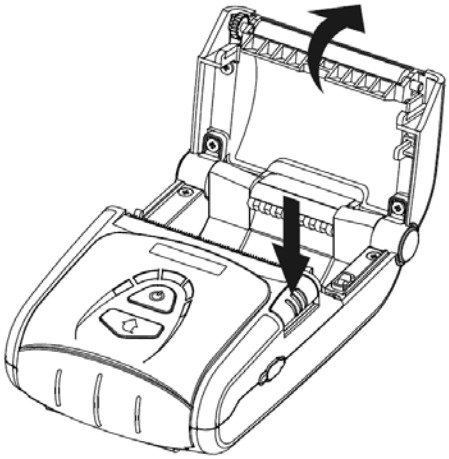
5. To complete the self-test process, restart the printer by turning it off and then on again.

Printing Labels

Label printing and black mark printing are available in Label Mode. Users can switch to Label Mode either through a command using the Max2plus and Sol+ (depending on software) on the Orderman9 handheld or through the Belt Printer.

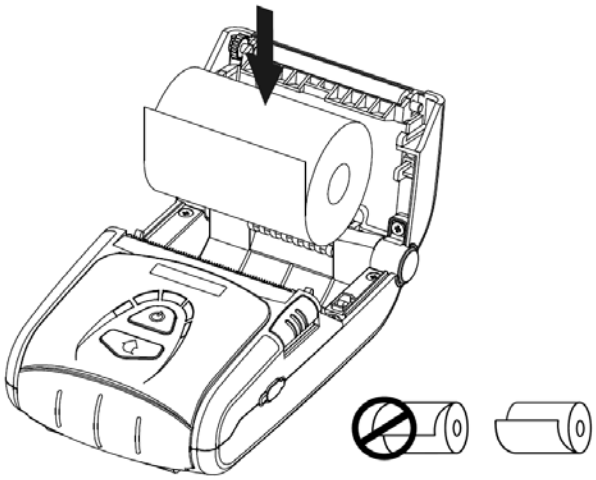
To enable label printing or black mark printing using the Belt Printer, follow these steps:

1. Turn on the Belt Printer and press the button to open the paper cover.



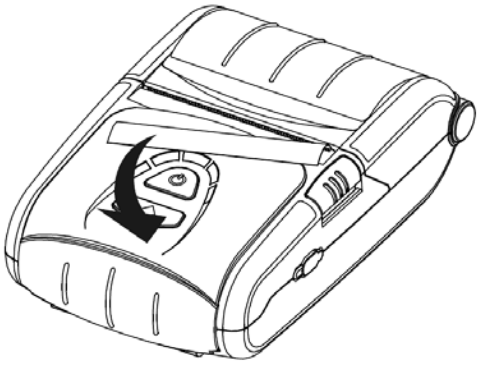
2. Remove any remaining thermal paper intended for receipt printing.
3. Press and hold the **Paper Feed** button for at least ten seconds.
4. When the printer emits a sound, release the **Paper Feed** button and insert the Label Paper of the Black Mark Paper.

Note: Make sure that the paper roll is inserted in the proper direction.



5. Pull out the end of the paper as shown in the following image, and then close the paper cover.

6. Tear off any extra paper length.



Note: To return to Receipt Mode, follow the above steps but insert the Receipt Paper instead of the Label or Black Mark Paper.

Calibrating the Belt Printer for Label Mode

To use the label printing function for label printing, the label paper gaps and the black mark paper black bar must be recognized. If the label paper gaps are not properly recognized, use the automatic calibration function.

To automatically calibrate the Belt Printer for Label Mode, follow these steps:

1. While in the Label Mode, turn off the Belt Printer.
2. Press and hold the **Paper Feed** button, and then press and hold the **Power** button.
3. Release the Power button and wait for the printer to emit a sound.
4. When the printer emits a sound, release and hold the Paper Feed button until the first LED on the Battery Status turns on.

   A test printout runs and shows the following contents:

   ```
   Select the mode.
   Auto Calibration: Power button
   Self Test: Feed button
   ```

5. To start the automatic calibration, press the **Power** button. The Belt Printer prints out three labels or black mark positions.

Synchronizing 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. In the handheld Settings menu, select **Printer Pairing→Pair Printer now.**
3. Bring the handheld into position, as shown in the following image.

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