

Site Preparation Guide

NCR Ordermang Handheld Terminal (9900)

Release 1.0



BCC5-0000-5521
Issue A



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Preface

This is a contractual document. It contains important information about properly preparing a site for the NCR Orderman9 Handheld Terminal (9900). You are advised to read it carefully.

It is the responsibility of the customer to assure that all installation preparations are complete and in compliance with NCR specifications and requirements and all applicable national, state, or local codes, regulations, and laws.

Audience

This book is written for several audiences: those preparing the site, those installing the hardware, and those servicing the hardware.

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About this Book

This book provides site preparation information for the NCR Orderman9 Handheld Terminal (9900) and associated peripherals only. Site preparation for any additional peripheral components, AC wiring, and Network wiring are NOT provided in this book, but are in separate documents. Refer to *References* located later in this *Preface*.

This book contains the information necessary for the preparation of a site that conforms to NCR specifications. It is very important that the site complies with the requirements specified in the document because, once the equipment has been installed, deficiencies in site preparation or the problems caused by these deficiencies are much more difficult to detect and correct. Furthermore, failure to comply with these requirements or to take proper steps to protect equipment against risks identified in this document may cause serious damage to the equipment and to the customer's business.

In addition to the need to comply with the requirements specified, electrical wiring and mechanical systems must also comply with all relevant codes, laws, and regulations.

It is important that a customer or his agent who is fully conversant with the special requirements of electronic equipment prepare the site. The responsibility of ensuring that the site is prepared in compliance with this document remains with the customer.

For information and guidance purposes only, a list is provided, in general terms, of those matters for which the customer is responsible. This list is not intended to be comprehensive, and in no way modifies, alters, or limits the responsibility of the customer for all aspects of adequate site preparation.

No comment, suggestion, or advice offered or not offered about preparation of the site, nor any inspection of the site, whether before or after preparation, is to be taken as approval of the location of the site and equipment or its preparation. NCR will not be liable in respect to any comment, suggestion, or advice given by its staff or in respect to any failure to give advice.

Finally, only the customer can know the full extent of the damage that may be caused to his business by reason of failure of the equipment that is to be installed. For this reason, it is the customer's responsibility to ascertain the extent of any such possible damage to his existing or planned business, and to effect full insurance in respect of it.

Safety Requirements

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 when 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) User Guide* (BCC5-0000-5522)

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Revision Record

Issue	Date	Remarks
A	Sep 2021	First Issue

NCR Orderman9 Handheld Terminal (9900) Site Preparation

This section provides the information necessary to prepare a site to NCR specifications prior to installing an NCR Orderman9 Handheld Terminal (9900). Prepare the site properly before installing the terminal because site preparation deficiencies may be difficult to detect and correct after installation.



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This is a contractual document. It contains important warnings and confers important legal rights and obligations. You are advised to read it carefully.

It is the responsibility of the customer to ensure that all installation preparations are complete and in compliance with NCR specifications and requirements and all applicable national, state, or local codes, regulations, and laws.

Customer Responsibilities

Before installing the system, the customer must perform or provide the following:

- When required by NCR, provide the NCR Customer Services representative with appropriate drawings that indicate:
 - Equipment location
 - Site wiring (power and communications, paths and lengths)
 - Location of other equipment that may generate electrical noise, electromagnetic interference, or heat
- Make building alterations necessary to meet wiring and other site requirements
- Provide and install all communications cables, wall jacks, special connectors, and associated hardware
- Provide and install necessary power distribution boxes, conduits, grounds, lightning protection devices, and associated hardware
- Ensure all applicable codes, regulations, and laws (including, but not limited to, electrical, building, safety, and health) are met
- Provide and install auxiliary power or other equipment as required
- Provide storage or service areas as required
- Meet all system/unit environmental requirements
- Provide and install floor coverings and environment systems that limit or control static electricity build-up and discharge

In general, keep the NCR equipment area free from dust, smoke, lint, and other particles. Restrict smoking, eating, and drinking around the equipment. Avoid locating the equipment near other machines that generate ink, carbon, and paper dust particles.

Environmental Requirements

Temperature

The Orderman9 operates over the temperature ranges shown below. Avoid continuous operation at or near the indicated temperature extremes, or in locations where the temperature changes beyond the restrictions.

Temperature Parameter	Restriction
Operating	-10°C to 50°C (14°F to 122°F), dry bulb
Storage	-20°C to 60°C (-4°F to 140°F), three months

Humidity

The Orderman9 operates within the humidity ranges shown below. Avoid continuous operation at or near the indicated humidity extremes, or in locations where the humidity changes beyond the restrictions. Never expose the Orderman9 to condensation.

Humidity Type	Restriction
Operating	10% to 90%, non-condensing
Storage	10% to 90% relative humidity, three months

Electrical Requirements

Handheld Power Requirements

The Orderman9 handheld is powered by a rechargeable and replaceable 3750mAh lithium ion battery pack. The battery pack can be charged through either of the options 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

Peripheral Power Requirements

USB Adapter Cable and Single Service Station Power Adapter

The USB Adapter Cable and the Single Service Station use the same USB power adapter, which is available with EU, UK, and US plug types. The USB power adapter has the following ratings.

Input	100 to 240 V AC, 50/60 Hz, 0.5 A max
Output	5 V DC, 2.0 A, 10 W

Battery Charger and Multi Service Station Power Adapter

The Battery Charger and the Multi Service Station use the same power adapter with the following ratings.

Input	100 to 240 V AC, 50/60 Hz, 1.5 A max
Output	12 V DC, 4.0 A, 48 W

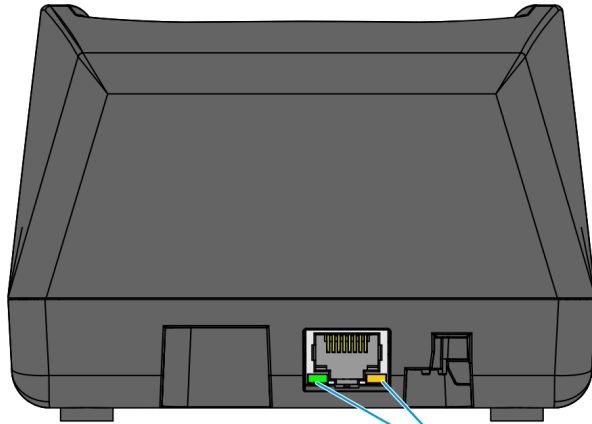
Store AC Wiring Requirements

The customer must provide suitable AC power for the terminals, associated equipment, and devices. We recommend a dedicated unswitched power line dedicated to the NCR equipment installation. Refer to the [NCR Workstation and Peripherals AC Wiring Guide](#) (BST0-2115-53) for store AC wiring requirements. The AC outlet must be installed near the terminal and easily accessible to the operator.

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

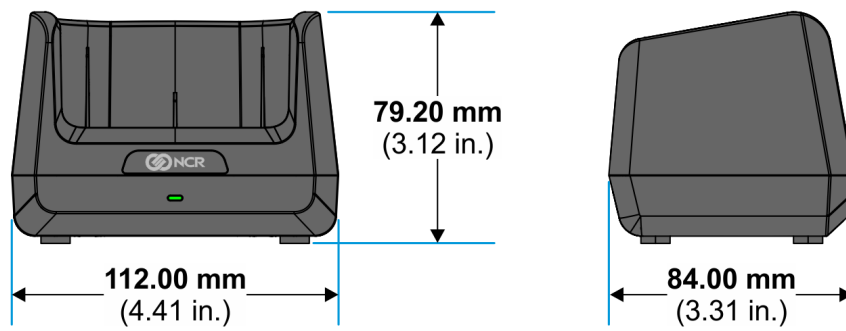
Dimensions

Ordermang Handheld



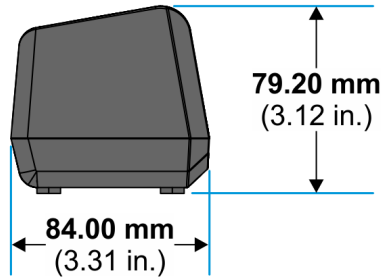
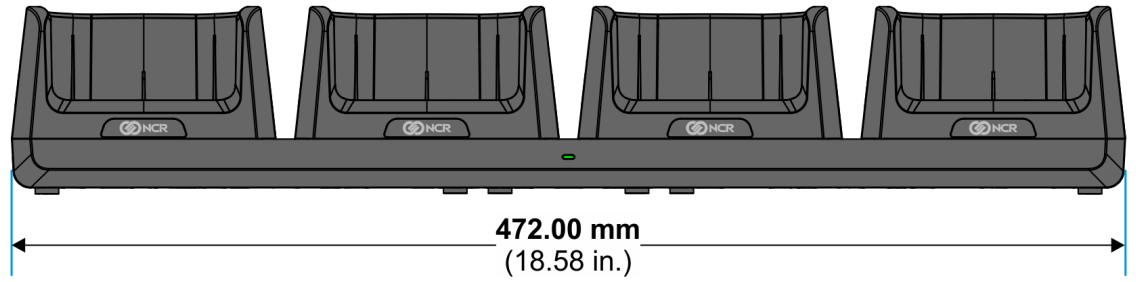
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Single Service Station



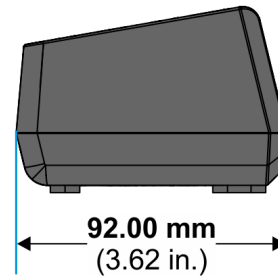
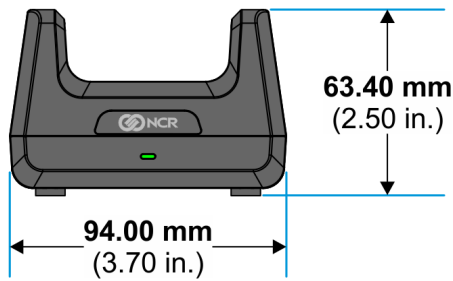
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Multi Service Station



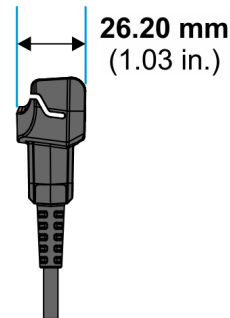
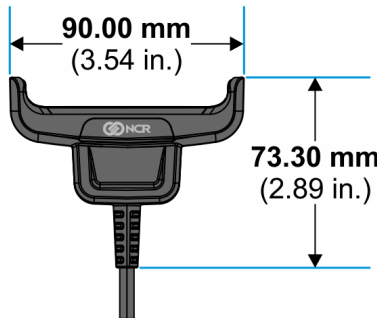
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Battery Charger



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USB Adapter Cable



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Component Weights

Component	Weight
Handheld (Wi-Fi)	215 g (0.47 lb)
Handheld (PRO)	217 g (0.48 lb)
Single Service Station	412 g (0.91 lb)
Multi Service Station	993 g (2.19 lb)
Battery Charger	272 g (0.6 lb)
Battery	67 g (0.15 lb)
USB Adapter Cable	85 g (0.19 lb)