

User Manual

NCR Orderman5

Version 01.00

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User Manual
NCR Orderman5
Version 01.00
June 2017

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



1 Contents

1	General information	5
1.1	Warranty	5
1.2	Software Licenses – Open Source	5
1.3	Labeling	5
1.3.1	Serial number	5
1.4	Safety notices	8
1.4.1	Explanation of symbols	8
1.4.2	General information	9
1.4.3	Safety information for battery pack	9
2	NCR Orderman5 Handheld	10
2.1	Product description	10
2.2	Orderman5 Views	10
2.2.1	Front	11
2.2.2	Back.....	12
2.3	NCR Orderman5 Features	12
2.4	Remove/replace battery pack	13
2.5	Operation	14
2.5.1	Operating conditions of the handhelds	14
2.5.2	Charging the handheld.....	15
2.6	Waiter Settings	17
2.7	Printer Pairing	19
2.7.1	Connecting the belt printer (NFC pairing)	19
2.7.2	Connecting the belt printer (Bluetooth pairing).....	20
2.7.3	Testing the belt printer	21
2.8	Testing the unit	21
2.8.1	Testing the acceleration sensor	21
2.8.2	Touchscreen Test	22
2.8.3	ISO UID Test	23
2.8.4	LED test	24
2.8.5	Ping.....	25
2.8.6	Display test	26
2.9	Technical details	27
2.10	Regulatory information	28

3	Battery Pack	29
3.1	Overview	29
3.2	Technical details	29
3.3	Regulatory information	30
4	eBase	31
4.1	Overview of eBase	31
4.2	Commissioning of eBase	32
4.3	Technical details	33
4.4	Regulatory information	33
5	Dual Charger	35
5.1	Overview	35
5.2	Commissioning of Dual Charger	36
5.2.1	Charging Mode	36
5.2.2	Maintenance Mode	37
5.3	Technical details	37
5.4	Regulatory information	38
6	Orderman Stylus	39
6.1	Description	39
7	Orderman StylusII	40
7.1	Description	40
8	Orderman5 Pouch	41
9	Orderman5 Safety Cord	42
10	Accessories	43
10.1	eBase power supply unit	43
11	Cleaning instructions	44
12	Troubleshooting	45
13	Index	47
14	Glossary	48

1 General information

This manual applies to NCR Orderman5 handhelds (also referred to as "handhelds") and Orderman accessories.

It covers the NCR Orderman5 handheld.

1.1 Warranty

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

1.2 Software Licenses – Open Source

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

1.3 Labeling

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

1.3.1 Serial number

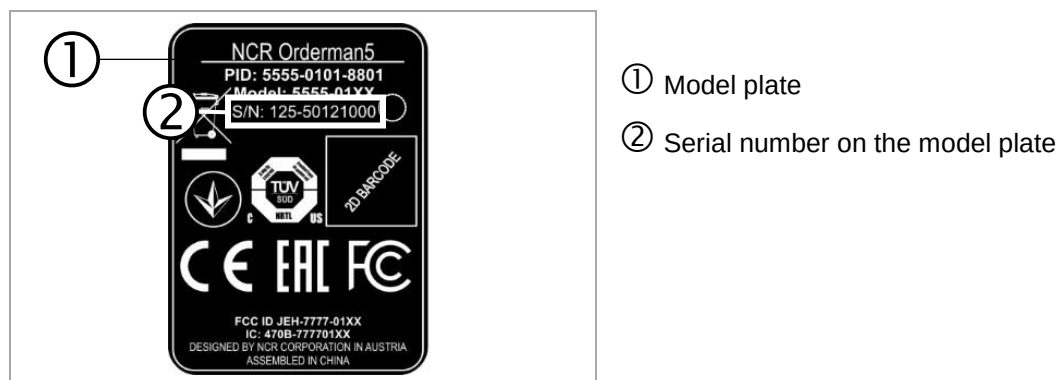
Orderman5 has a 12-character NCR serial number that starts with "125-" and is followed by an 8-digit number. You'll find the serial number on the packaging label (SERIAL NO) and on the model plate on the back of the unit. Please use only this NCR serial number for all RMAs and help desk requests.

For emulations, only a 6-digit serial number can be entered. As a workaround, please use the emulation serial number (EMULATION SN) on the packaging label. If the packaging is no longer available, you find a serial number calculator in our Partner Area at: www.orderman.com. The calculator converts your NCR serial number to an emulation serial number.

The serial number is used to uniquely identify the unit.

You will find the serial number on the handheld's model plate.

Fig. 1: Serial number on the model plate

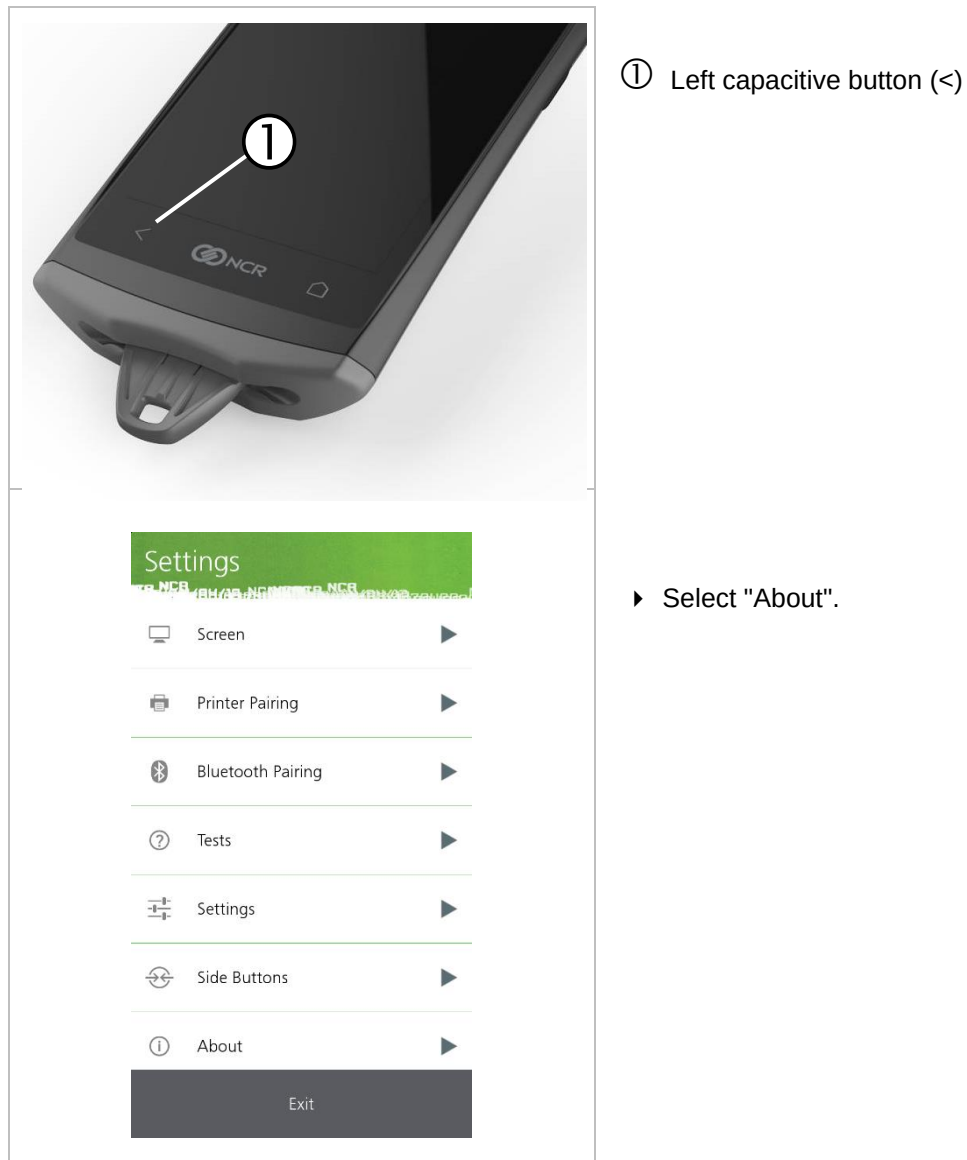


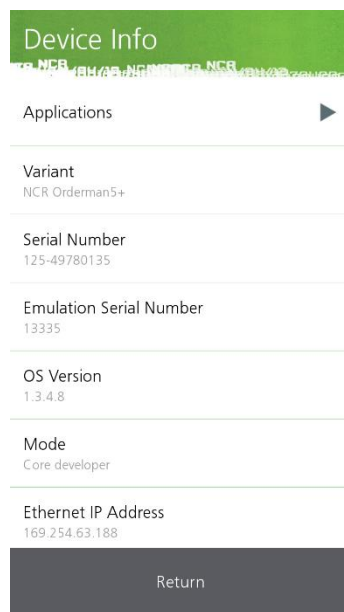
You can also display the serial number in the application (handheld must be ready for operation!)

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

Press and hold the "Left Capacitive Button" (<) for 3 seconds to open the "Settings" menu.

Fig. 2 Display serial number in the application





- ▶ Select "Device Info".
- ▶ In "Device Info" the serial number is displayed

1.4 Safety notices

1.4.1 Explanation of symbols

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

Caution



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

Warning



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

Danger



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

Notes



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

Tips



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

1.4.2 General information



Caution

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



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



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

1.4.3 Safety information for battery pack

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



Warning

- Improper use of lithium ion batteries (cutting, breaking, overheating) can cause the batteries to explode or start fires.
- Lithium ion batteries contain flammable and/or corrosive solutions and lithium salts. In the event of leakage, these can lead to irritation of the skin, eyes and mucous membranes.
- If lithium ion batteries vent, the escaping vapors may pose a risk to health.
- Use only an original Orderman battery pack. When using a battery that is not compatible with the model, there is a risk of explosion.
- Charge the battery only in the Orderman eBase provided.
- Use only the original Orderman power supply or the micro USB port provided for the eBase.
- In case of significant damage to the battery, replace it immediately.
- Do not expose the battery to excessive heat, open flame or corrosive liquids.
- Never short-circuit the contacts since there is an explosion hazard.
- Charging temperature 0-35° C (ambient temperature)



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

2 NCR Orderman5 Handheld

2.1 Product description

The NCR Orderman5 is specially designed to connect with an Orderman Secure Radio (OMB3 or OMB4). Data is entered only through the input on the touchscreen display.

2.2 Orderman5 Views



2.2.1 Front*Fig. 3: NCR Orderman5 handheld, front*

① Touchscreen display

② Left hardware button

③ Status LED

④ Hardware On/Off

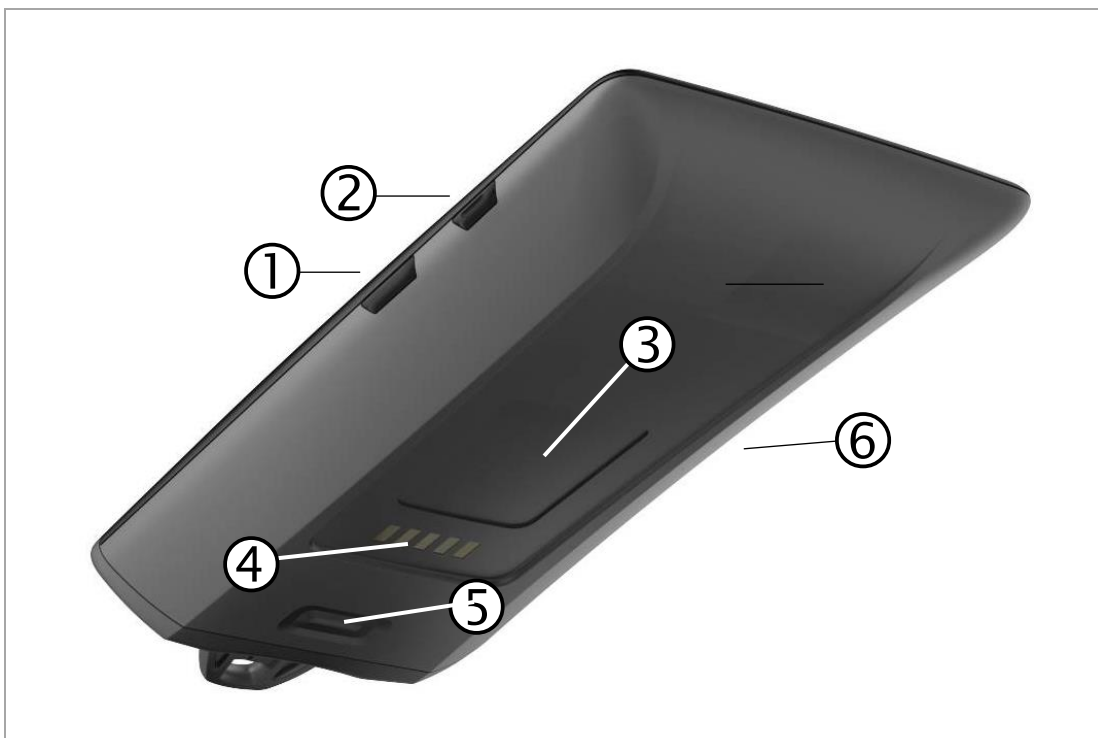
⑤ Right hardware button

⑥ Battery pack

⑦ Safety Cord

2.2.2 Back

Fig. 4: NCR Orderman5 handheld, back



① Right hardware button

② Hardware On/Off

③ Model plate

④ Charging contacts

⑤ Battery release button

⑥ Left hardware button

2.3 NCR Orderman5 Features

Name	Orderman5	Orderman5+
Orderman Secure Radio OMB3/ OMB4	●	●
Hardware buttons	●	●
Capacitive home buttons	●	●
Status LEDs	●	●
Real time clock	●	●
WiFi	-	●
NFC	-	●
Bluetooth	-	●

2.4 Remove/replace battery pack



Tip: Remove the safety cord before changing the battery.

To remove the battery pack, press the release button located on the back of the handheld unit. By pressing the release buttons, the battery pack is ejected slightly from the handheld.

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

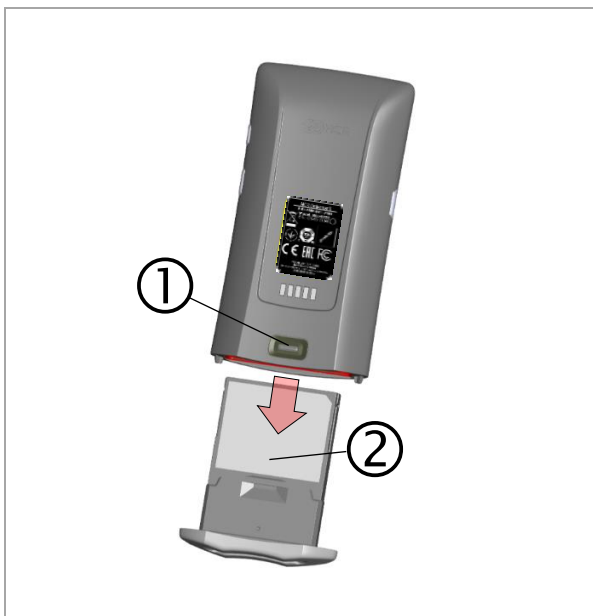


Note

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

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

Fig. 5: Replace battery pack



① Release button on battery pack

② Battery pack

2.5 Operation



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

2.5.1 Operating conditions of the handhelds

2.5.1.1 Handheld On/Off

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



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

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

2.5.1.2 Standby

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

2.5.1.3 Acceleration Sensor in Extended Settings

Flip-View

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

Sleep mode

If the handheld is placed top-down in the leather pouch, the unit switches directly to "sleep mode".

Auto Wake-up

If the handheld is removed from the pouch and placed in operating position, the unit will turn on automatically.

2.5.2 Charging the handheld

The handheld unit can be charged by plugging it into the eBase. The handheld is held in place magnetically.



To place the handheld unit in the eBase, you must first remove the safety cord!

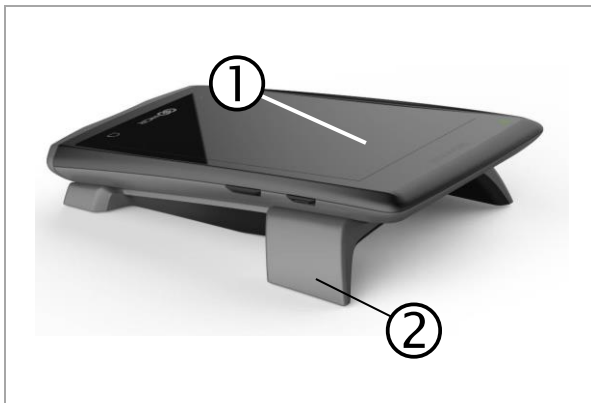
Note



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

Note

Fig. 6: Handheld in the eBase



① Handheld

② eBase

Fig. 7: Handheld in the eBase



① "Charging status LED"

2.5.2.1 "Charging status LED"

"Charging status LED"	Status	Cause
Green	Flashes	Charging
	Steady light	Fully charged
Blue	Steady light	Startup process
Red	Flashes	Charge is insufficient for startup process
	Steady light	Recharging error (see Troubleshooting section)



If a charged handheld remains in the eBase for a longer period (or in a charged state in the eBase), the solid green "Charging status LED" may start flashing again (charging).

Cause:

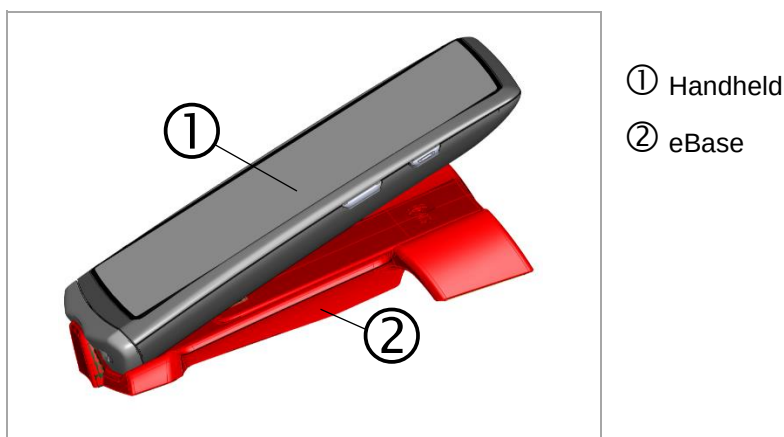
Note

The charge control ensures the battery is kept at an optimum charging status.

2.5.2.2 Removing handheld from the eBase

By tipping the unit head-down, you can remove the unit from the eBase.

Fig. 8: Removing handheld from the eBase



2.6 Waiter Settings

You can open the "Waiter Settings" by pressing and holding the left capacitive button (<) for at least 3 seconds.

The "Waiter Settings" depend on the emulation running on OM5 as the operating system.

In the following list, you'll find all the settings available:

 NCR Orderman 5/5+

 NCR Orderman 5+

	SOL (OMB3/4)	MAX (OMB3/4)	Danube ByOA
Screen			
Brightness level	x	x	x
Sleep timer	x	x	x
Dim timer	x	x	x
Font size	x	x	x
Turn off display in cradle	x	x	x
Printer Pairing			
Pair Printer now	x	x	x
State	x	x	x
Test print	x	x	x
Download Belt Printer Images	x	x	x
Disable	x	x	x
Bluetooth Pairing			
On/Off	x	x	x
Tests			
Acceleration Sensor	x	x	x
Touch Screen	x	x	x
ISO UID	x	x	x
LED	x	x	x
Ping	x	x	x
Display	x	x	x
Settings			
Logging	x	x	x
Set debug mark	x	x	-
Resize Menu Card Area	-	x	-

 NCR Orderman 5/5+

 NCR Orderman 5+

		SOL (OMB3/4)	MAX (OMB3/4)	Danube ByOA
Side Buttons				
	Left button action	x	x	x
	Right button action	x	x	x
	Map the left button menu card action	-	x	-
	Map the right button menu card action	-	x	-
	Use 24-hour format	x	x	x
About				
	Application	x	x	x
	Variant	x	x	x
	Serial Number	x	x	x
	Emulation Serial Number	x	x	-
	OS Version	x	x	x
	Mode	x	x	x
	Ethernet IP Address	x	x	x
	WiFi IP Address	x	x	x
	OSR MAC Address	x	x	x
	Ethernet MAC Address	x	x	x
	Radio band	x	x	x
	OMB Mode	x	x	x
	Sol Client Version	x	-	-
	Max Client Version	-	x	-
	M4 FW	x	x	x



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

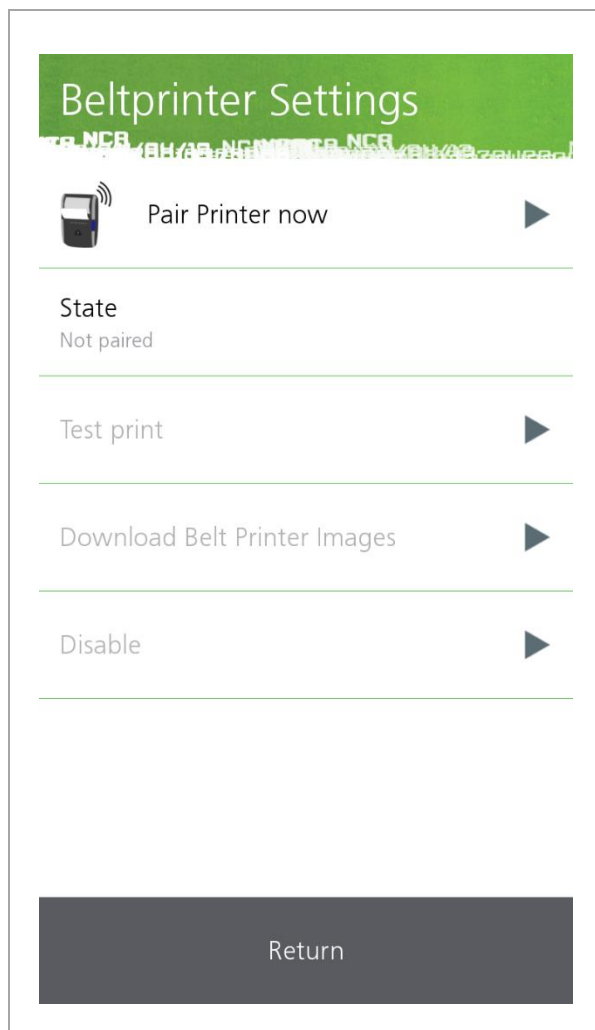
2.7 Printer Pairing

2.7.1 Connecting the belt printer (NFC pairing)

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

- Switch on the belt printer.
- In the "Settings" menu, select "Printer Pairing".
- Select the "Pair Printer now" function.
- Once the NFC printer is found and paired, a test printout is created automatically.

Fig. 9: Belt printer Settings



Note: If the NFC Pairing function does not work, the belt printer can also be connected via Bluetooth pairing. To do so, follow the steps described in section 2.7.2.

2.7.2 Connecting the belt printer (Bluetooth pairing)

- In the "Waiter Settings" activate Bluetooth Pairing.
- Switch on the belt printer.
- In the "Settings" menu, select "Printer Pairing".
- In the "Printer Pairing" menu, select "Pair Printer now".
- Select "Discovery".
- After the scan is completed, you'll see a list of available printers.
- Select the desired printer.
- Once the printer is paired, a test printout is created automatically.

Fig. 10: Discovery



2.7.3 Testing the belt printer

To test the belt printer, proceed as follows:

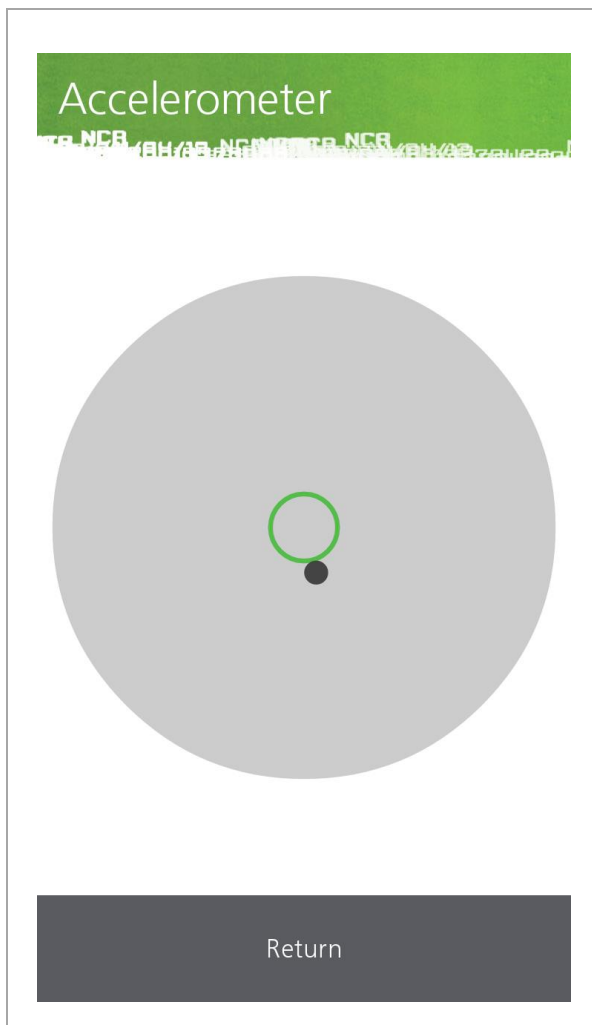
- Open the "Settings" menu.
- Select the "Printer Pairing" submenu.
- Select "Test print".
- A test printout will be generated

2.8 Testing the unit

2.8.1 Testing the acceleration sensor

- Open the "Settings" menu.
- Open the "Tests" submenu.
- Select "Acceleration Sensor".
- And the results are displayed on screen.

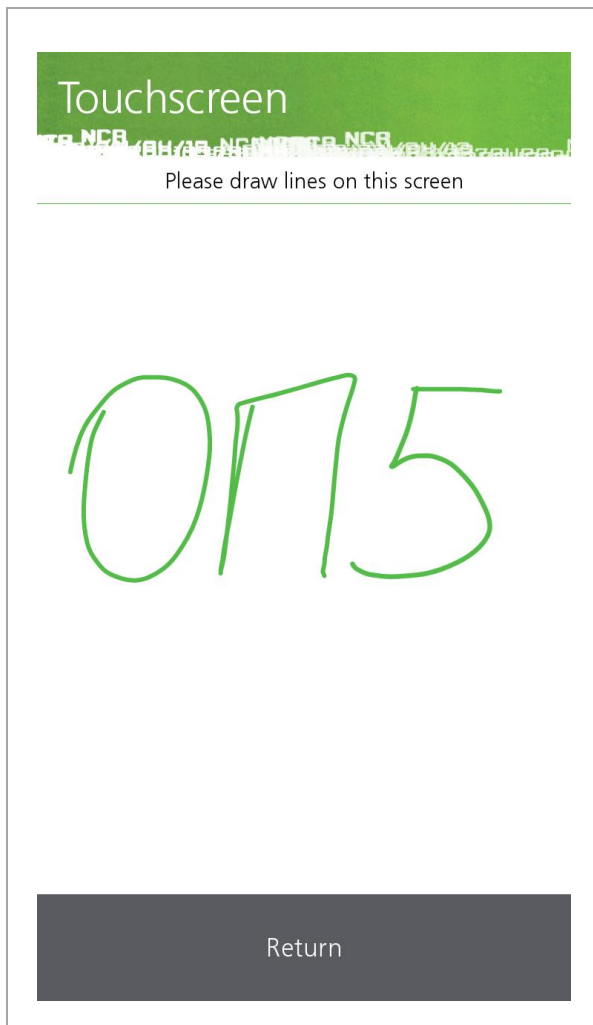
Fig. 11: Acceleration Test



2.8.2 Touchscreen Test

- Open the "Settings" menu.
- Open the "Tests" submenu.
- Select "Touchscreen".
- You can draw lines with a pen or finger on the touchscreen.
- And the results are displayed on screen.

Fig. 12: Touchscreen Test



2.8.3 ISO UID Test

- Open the "Settings" menu.
- Open the "Tests" submenu.
- Select "ISO UID".
- Hold an NFC storage medium near the handheld's antenna.
- The test results will be displayed on screen.

Fig. 13: ISO UID Test

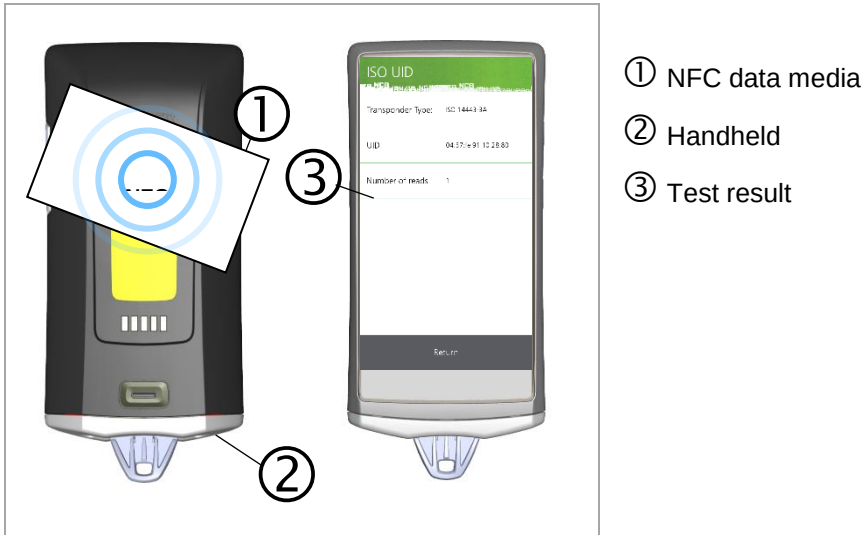
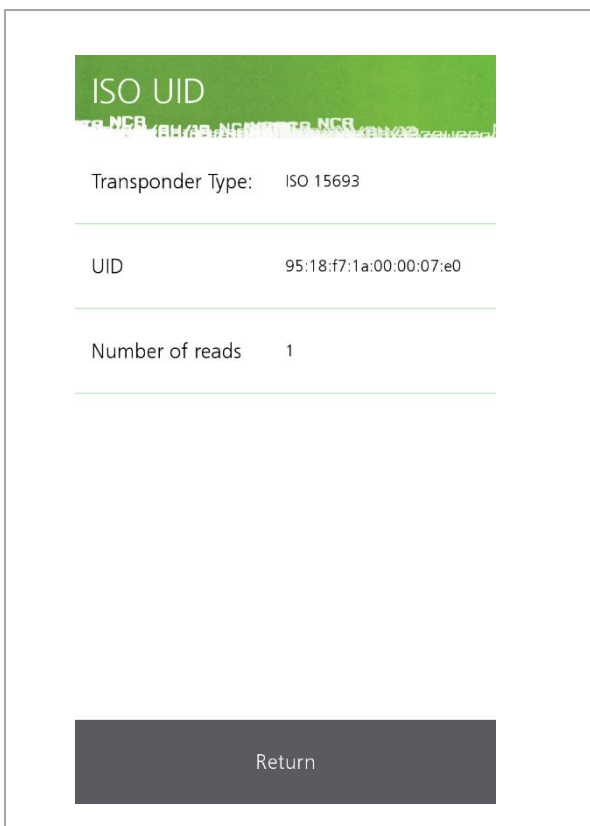


Fig. 14: Touchscreen Test

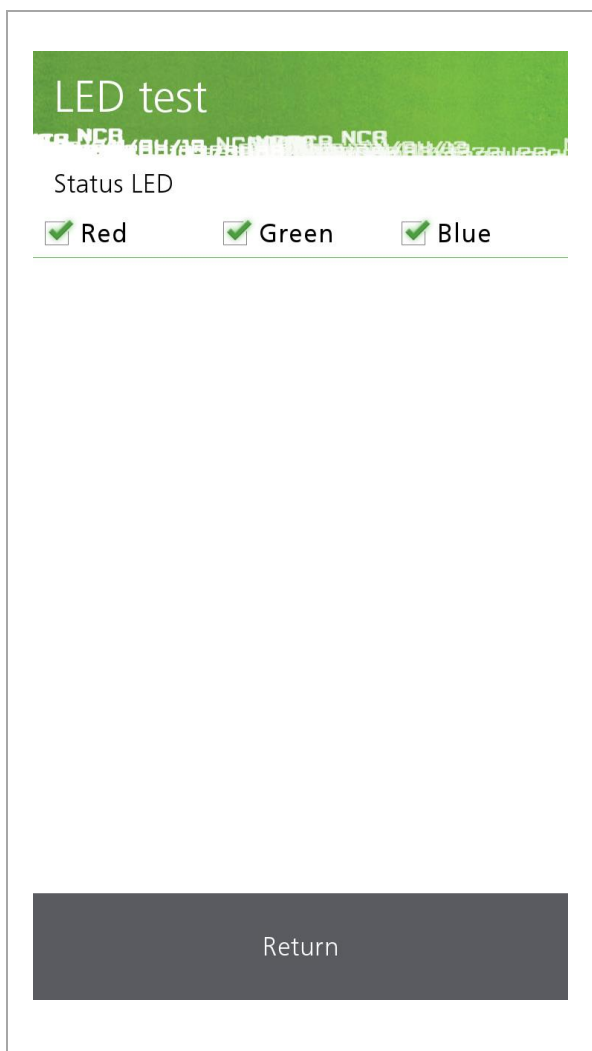


2.8.4 LED test

- Open the "Settings" menu.
- Open the "Tests" submenu.
- Select "LED".
- Select the desired color.
- The status LED lights up solid in the desired color.

If you select multiple colors, the screen's display color is mixed.

Fig. 15: LED test

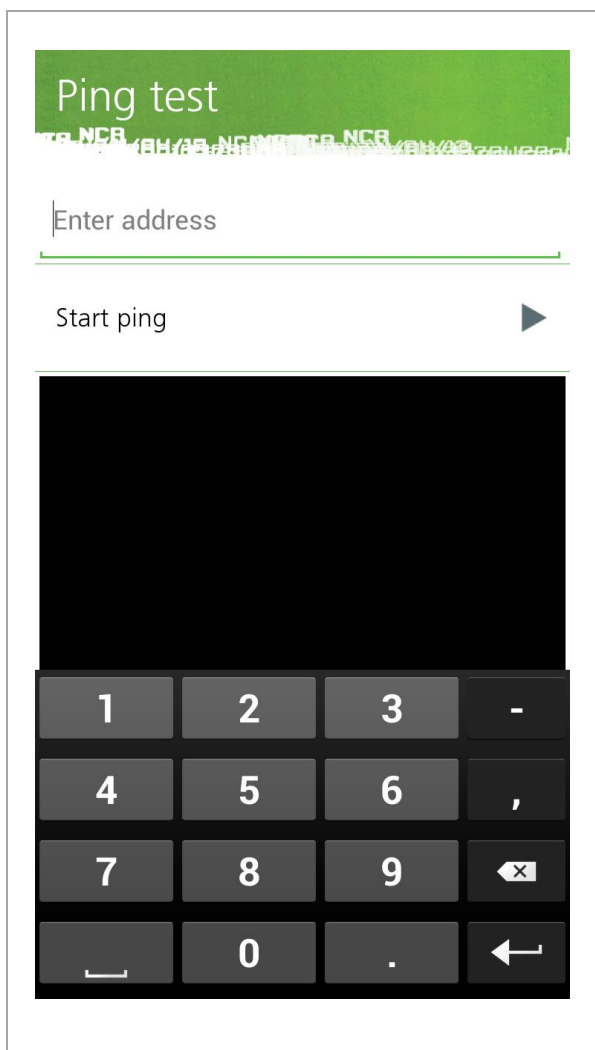


2.8.5 Ping

The "Ping Test" only works in a connected IPV4 network.

- Open the "Settings" menu.
- Open the "Tests" submenu.
- Select "Ping".
- Select the desired IP address.
- Select "Start Ping".
- The test results will be displayed on screen.

Fig. 16: Ping

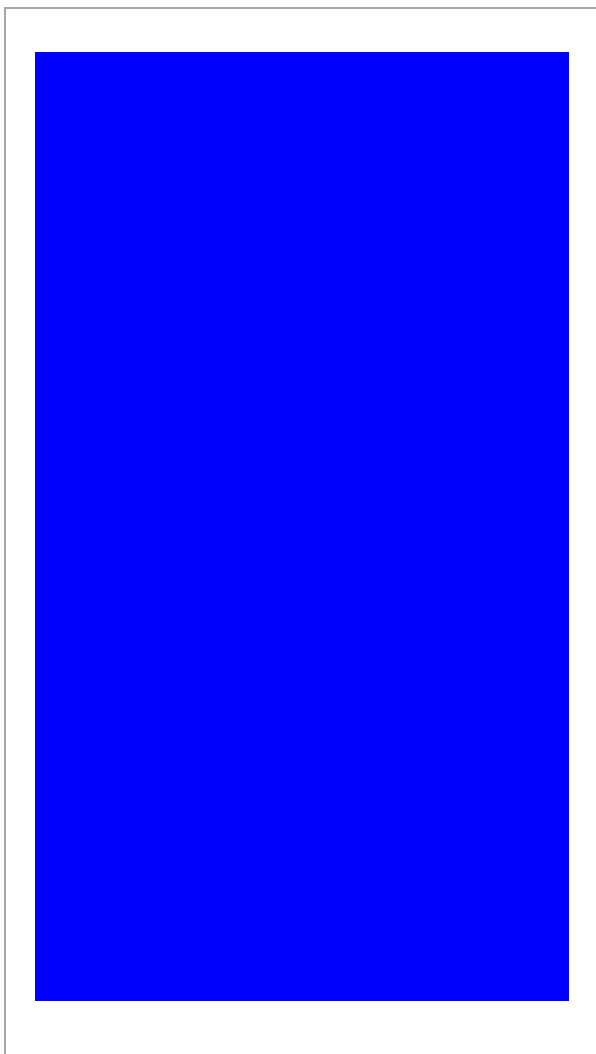


2.8.6 Display test

- Open the "Settings" menu.
- Open the "Tests" submenu.
- Select "Display".
- The test results will be displayed on screen.

After 10 seconds, or by touching, the display changes color from blue to white to black to red, and then returns to the drop-down menu.

Fig. 17: Display test



2.9 Technical details

Function	NCR Orderman 5	NCR Orderman 5+
PID	5555-0101-8801	5555-0102-8801
Radio frequency	Dual band 433/915 MHz	
Frequency bands	433MHz (433.050MHz – 434.790MHz) 915MHz (902MHz – 928MHz)	
Transmitting power	less than 1 mW ERP	
Leak tightness	IP54	
Dimensions of handheld H / W / D mm	158x82x19	
Dimensions of handheld with battery H / W / D mm	166x82x19	
Weight of handheld without battery (g)	175 grams	
Weight of handheld with battery (g)	257 grams	
Operating life	Up to 18 hours with fully charged battery	
Storage temperature (ambient)	-20° to +60° C	
Operating temperature (ambient)	-10° to +50° C	
Charging temperature (ambient)	0° to +35° C	
Display	Size: 5-inch, resolution: 1280x720 (HD); color: 24-bit; brightness: max. 450 cd/m ²	
Touch Screen	PCAP touch panel, 4 fingers gesture control	
Sensors	Acceleration and position sensor	
On/Off button	Yes	
Hardware buttons	2 keys, freely assignable	
Capacitive home buttons	2 keys	
Bluetooth Class 2 IEEE 802.15 V2.1 (V4.0 ready)	No	Yes
WiFi 802.11 a/b/g/n	No	Yes
NFC 13,56MHz Peer to Peer, R/W ISO18092, ISO14443A and ISO15693	No	Yes
Compatible with OMB3	Yes	Yes
Compatible with OMB4	Yes	Yes
Battery	Li-ion polymer 3.7V 3150 mAh	
Battery weight (g)	82 grams	
Dimensions of battery H / W / D mm	92x82x19	
Charging time of battery in handheld with eBase connected to USB	Approx. 3.5 hours	
Charging time of battery in handheld with eBase connected to external power source	Approx. 3.5 hours	

2.10 Regulatory information



	NCR Orderman5,	NCR Orderman5+
PID	5555-0101-8801	5555-0102-8801
Model	5555-01XX	
FCC-ID	JEH-5555-01XX	
IC-ID	470B-555501XX	

Safety information:

The unit was designed to be used with the NCR Orderman5 battery pack PID: 5555-0501-8801. Only this type of battery may be used. There is a danger of explosion, if the battery is replaced by an incorrect battery type.

NCR Orderman5 User Instructions:

Read the user instructions before using the unit. To download the user manual visit our website: www.orderman.com/downloads

Safety and handling:

See the "Safety information" in the user manual before using the unit.

Regulatory information:

Regulatory information, certification and certification mark are available under the "Regulatory information" section.

Important:

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

EU declaration of conformity:

Orderman GmbH hereby declares that this type of radio equipment complies with the directive 2014/53/EU.

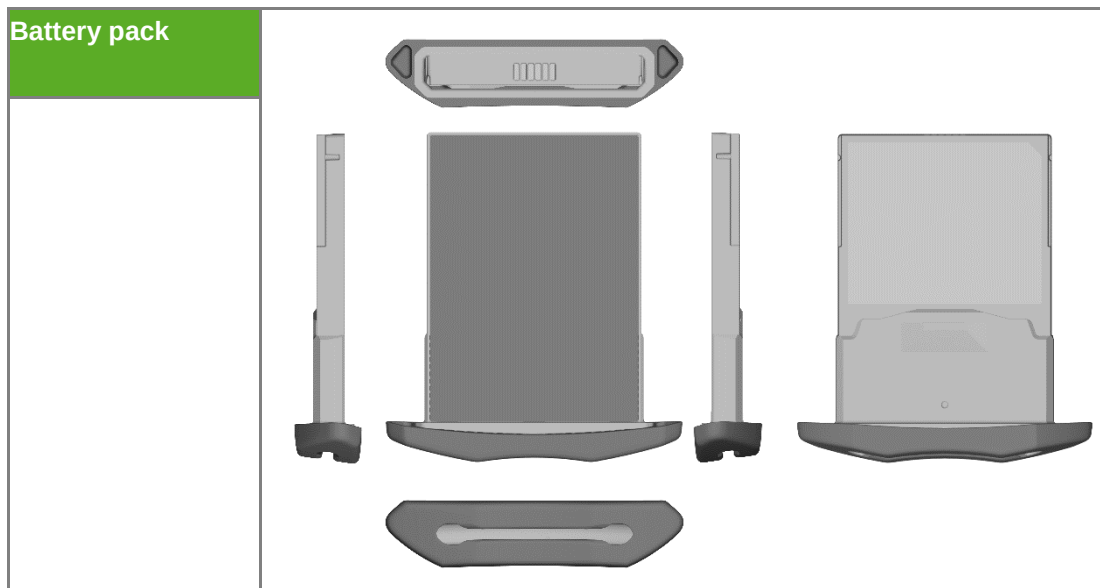
A copy of the EU declaration of conformity is available at:

www.orderman.com/downloads

3 Battery Pack

3.1 Overview

Battery Pack Views



3.2 Technical details

Lithium polymer battery	
Voltage	3.7 V
Charging capacity	3150mAh
Energy	11.65Wh

3.3 Regulatory information



	NCR Orderman5 Battery Pack
PID	5555-0105-8801

Safety information:

The unit was designed to be used with the NCR Orderman5 and NCR Orderman 5+ systems:

NCR Orderman5 User Instructions:

Read the user instructions before using the unit. To download the user manual visit our website: www.orderman.com/downloads

Safety and handling:

See the "Safety information" in the user manual before using the unit.

Regulatory information:

Regulatory information, certification and certification mark are available under the "Regulatory information" section.

EU declaration of conformity:

Orderman GmbH hereby declares that this device complies with the basic requirements and the other relevant provisions of the directive 2006/95/EC.

A copy of the EU declaration of conformity is available at:

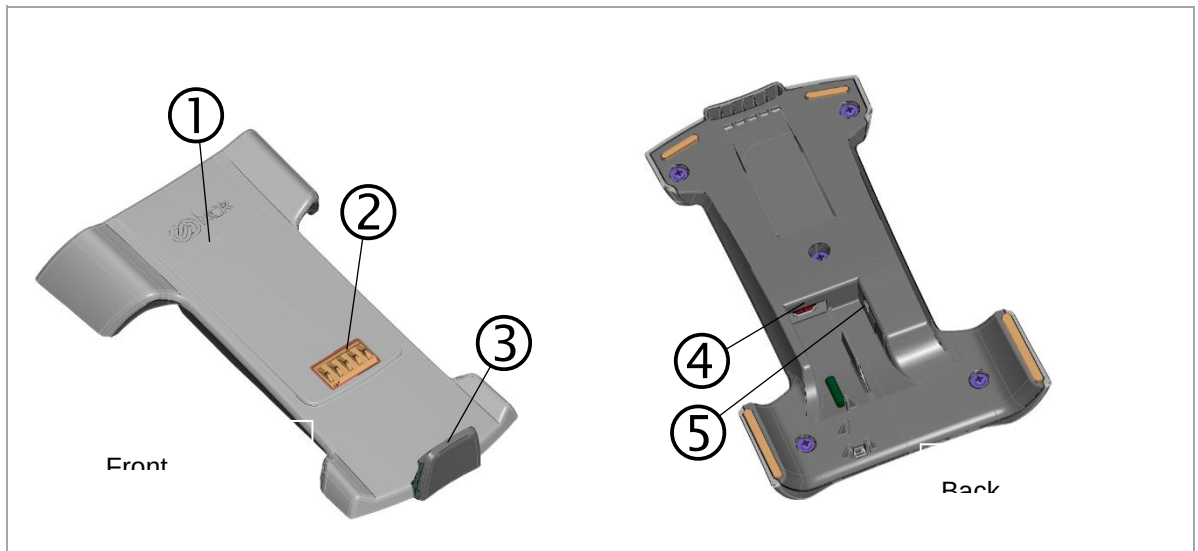
www.orderman.com/downloads

4 eBase

The eBase is used to recharge the handheld. The power can be supplied to the eBase via micro USB port or original NCR Orderman power supply unit (available as an accessory).

4.1 Overview of eBase

Fig. 18: eBase



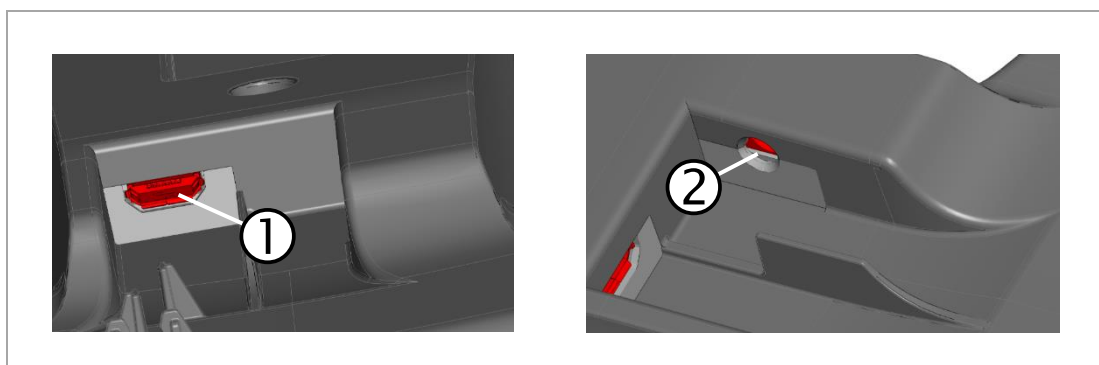
- ① Charging station
- ② Charging contacts
- ③ Support

- ④ Micro USB port
- ⑤ Jack for power supply

4.2 Commissioning of eBase

Connect the cables for the eBase as shown in the following figure.

Fig. 19: Outlets on eBase



① Micro USB port

② Power supply

- Connect only the original NCR Orderman power supply unit or use the micro USB port.

Activity	Micro USB	Power supply
Standard charging	Yes	No.
Quick charging	No.	Yes
Connect to system center	Yes	No.
Update resources	Yes	No.



Note

It is only possible to connect to the system center using the micro USB port on the computer on which the system center is installed and on which a POS application is running.

If a power supply unit **and** the micro USB cable are connected **at the same time**, the handheld will be charged via the power supply unit.



Note: Avoid direct sunlight or heat sources in the immediate vicinity of the eBase.

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

4.3 Technical details

Function	eBase
PID	5555-0201-8801
Leak tightness	spill water proof
Dimensions H / W / D mm	147x94x31
Weight (g)	68 grams
Storage temperature (ambient)	-20° to +60° C
Operating temperature (ambient)	-10° to +50° C
USB port	Yes
External power supply	Power supply unit 5VDC 2.5A

4.4 Regulatory information



	NCR Orderman5 eBase
PID	5555-0200-8801
Model	5555-02XX

Safety information:

The unit was designed to be used with the NCR Orderman Power Adapter 5V 2.5A.

NCR Orderman5 User Instructions:

Read the user instructions before using the unit. To download the user manual visit our website: www.orderman.com/downloads

Safety and handling:

See the "Safety information" in the user manual before using the unit.

Regulatory information:

Regulatory information, certification and certification mark are available under the "Regulatory information" section.

Important:

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

EU declaration of conformity:

Orderman GmbH hereby declares that this device complies with the basic requirements and the other relevant provisions of the directive 2006/95/EC.

A copy of the EU declaration of conformity is available at:

www.orderman.com/downloads

5 Dual Charger

5.1 Overview

Fig. 20: Dual Charger



- ① Charging slot 1
- ② Charging slot 2
- ③ Charging contacts

- ④ LED status display
- ⑤ Jack for power supply
- ⑥ Selector switch for operating mode

5.2 Commissioning of Dual Charger

The Dual Charger is used to charge up to two batteries simultaneously.

Two operating modes are available with the Dual Charger.

1. **Charging Mode:** Standard charging to charge the batteries as quickly as possible.
2. **Maintenance Mode:** Use this mode, if you plan to leave the handhelds in the Dual Charger for a longer period (several days to weeks) before use, particularly to protect the batteries.

The switch for the operating modes is located on the base of the Dual Charger's housing.

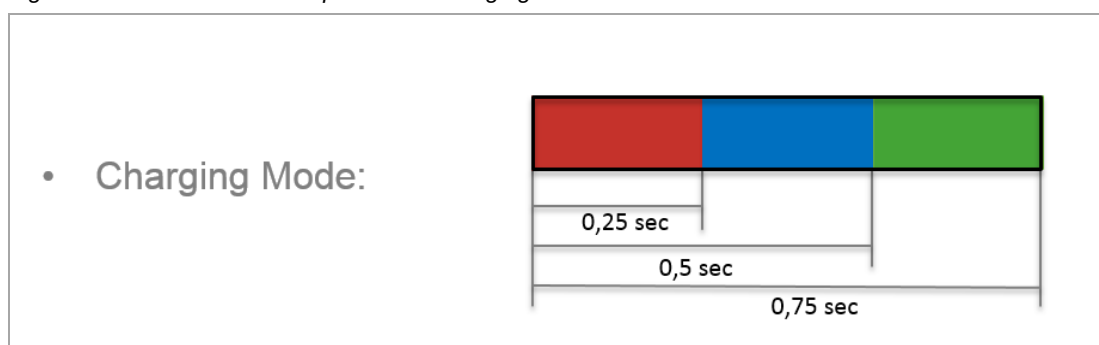
The two LEDs display the unit's mode during the boot process.

5.2.1 Charging Mode

In charging mode, the LED for the respective charging slot displays the following information:

LED	Meaning
Flashes green	The battery is recharging, the slower the LED flashes, the higher the charge level.
Steady green	The battery is fully charged.
Alternates green/orange	Error reading battery status, but battery is charging (error).
Red	The battery is not charging (error).

Fig. 21: Status LEDs for boot process in charging mode



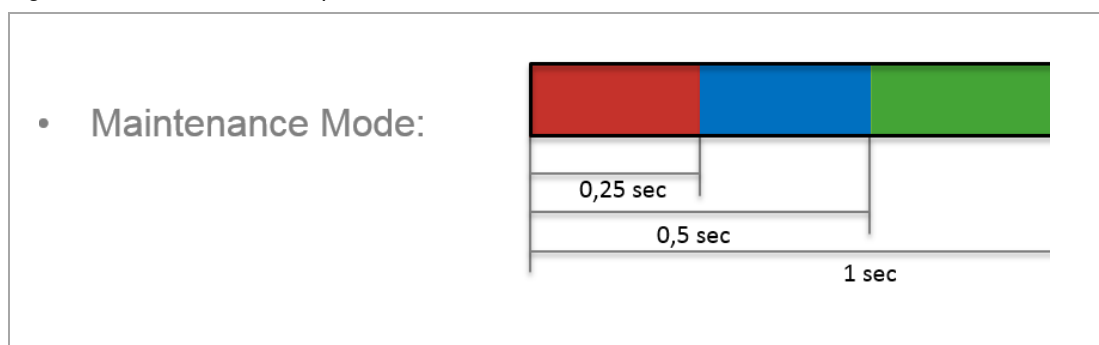
5.2.2 Maintenance Mode

LED	Meaning
Flashes green	The battery is recharging, the slower the LED flashes, the higher the charge level.
Alternates green/orange	Error reading battery status, but battery is charging (error).
Red	The battery is not charging (error).



Note: In maintenance mode, there is no "Battery fully charged" notification.

Fig. 22: Status LEDs for boot process in maintenance mode



5.3 Technical details

Function	DualCharger
PID	???
Leak tightness	spill water proof
Dimensions H / W / D mm	98x95x64
Weight (g)	180 grams
Storage temperature (ambient)	-20° to +60° C
Operating temperature (ambient)	-10° to +50° C
External power supply	Power supply unit 5VDC 2.5A
Charging status display	RGB LED per charging slot
Charging mode switch	Charging mode/ Maintenance mode
Charging time for battery pack in Dual Charger	Approx. 2 hours

5.4 Regulatory information



	NCR Orderman5 Dual Charger
PID	5555-0300-8801
Model	5555-03XX

Safety information:

The unit was designed to be used with the NCR Orderman Power Adapter 5V 2.5A.

The unit was designed to be used with the NCR Orderman5 battery pack PID: 5555-0501-8801. Only this type of battery may be used. There is a danger of explosion, if the battery is replaced by an incorrect battery type.

NCR Orderman5 User Instructions:

Read the user instructions before using the unit. To download the user manual visit our website: www.orderman.com/downloads

Safety and handling:

See the "Safety information" in the user manual before using the unit.

Regulatory information:

Regulatory information, certification and certification mark are available under the "Regulatory information" section.

Important:

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

EU declaration of conformity:

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6 Orderman Stylus

6.1 Description

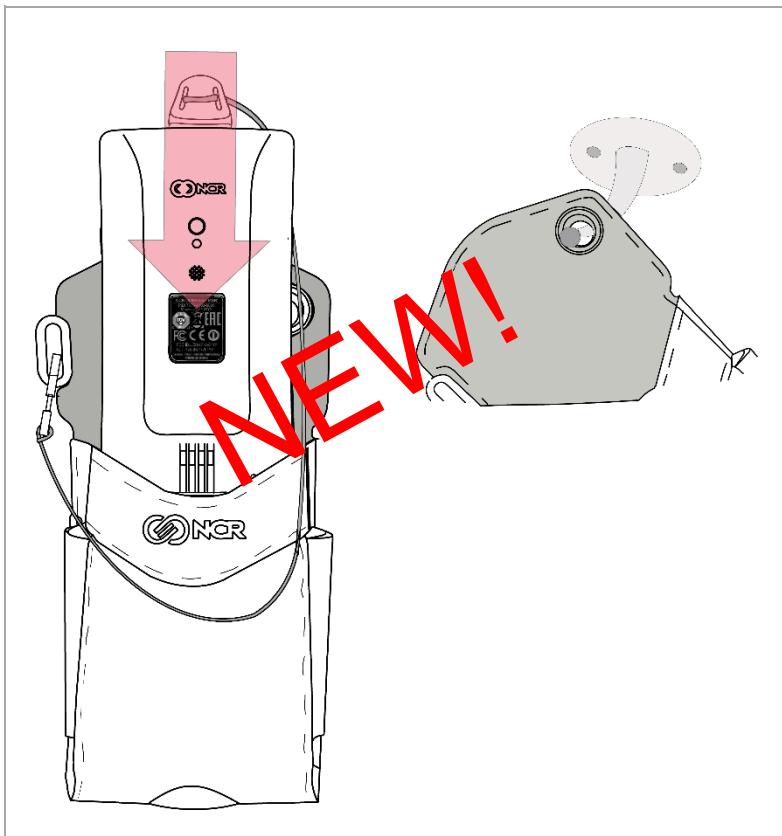
7 Orderman StylusII

7.1 Description

8 Orderman5 Pouch

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

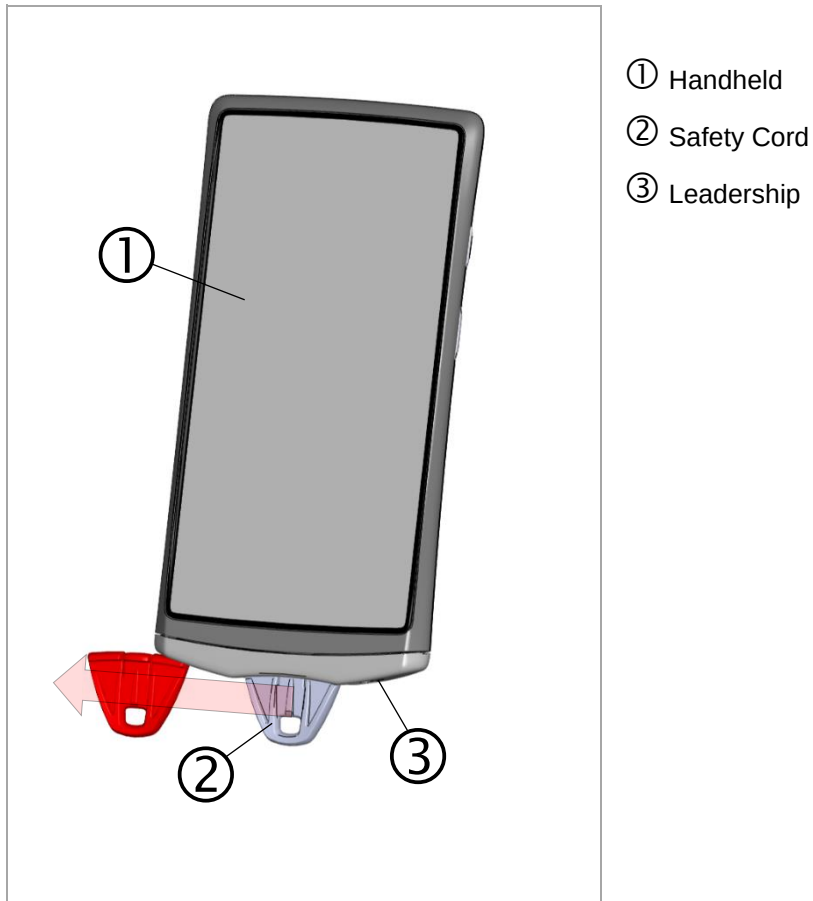
Fig. 23: Orderman5 Pouch



9 Orderman5 Safety Cord

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

Fig. 24: Safety Cord



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



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

10 Accessories

10.1 eBase power supply unit

11 Cleaning instructions



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

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

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



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

12 Troubleshooting

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

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

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

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

13 Index

- Battery is defective 45
- Battery lock 13, 45
- Belt printer 19, 20, 21
- Bluetooth 12
- Bluetooth interface 9
- Capacitive touch pen 9
- Care tips 44
- Certifications 5
- Charging status LED 16, 31, 35
- Disposal guidelines 9
- Labeling 5
- Lithium ion battery 9
- Manufacturer information 5
- Network status LED 31, 35
- NFC 12
- On/Off button 14
- Orderman contractual partners 5
- Orderman partner 2
- Orderman radio network 12
- Orderman Secure Radio (OSR) 10
- Power LED 31, 35
- Product name 5
- Radio base station 46
- Serial number 5, 6
- Standards 5
- Status LED 11
- Torch (Flashlight function) 12
- Touchscreen display 10
- Warranty claims 5

14 Glossary

A

Battery pack

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

B

Bluetooth

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

F

Firmware

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

Secure Radio Base Station (OMB3/4)

The Orderman Secure Radio Base Station allows users to connect Orderman devices to the host system and an extension of the radio range.

H

Handheld

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

L

LED (Light-Emitting Diode)

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

Log file

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

N

NFC

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

O

Orderman Secure Radio

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

OMB3

Radio Base Station 3

OMB4

Radio Base Station 4

T

Touchscreen display

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

CONTACT

