

Technical Bulletin

NCR Class 7837 Hand-Held Scanner Certification

POS-TECH-15:15
November 11, 2015

The NCR Class 7837 Model 40xx hand-held wireless scanner has been Certified with NCR with the current ScanMaster V2 and ISS45 V8 POS applications.

CONFIGURATION

Details of the Certified product configuration:

- NCR Class 7837 Model 4010 scanner configuration (NCR-7837-4010-9090)
- NCR Class 7837 Model 4011 base station configuration (NCR-7837-4011-9090)
- Accessories and equipment:
 - P-USB Cable – 1432-C413-0030 (CBL-532-300-S00)
 - USB Cable – NCR-1432-C413-0030 (CBL-500-300-S00)
- Test Environment:
 - NCR ScanMaster version 2.09.00-120
 - NCR ISS45 version 8.1.7.0-190
 - NCR RPSW – 4.0.6.0
 - Base Station Firmware – BK000094AAA
 - NCR RealScan 79 Scanner/Scale (NCR-7879-2000-0000)
 - Using RealScan 79 P-USB Cable (NCR-1432-C156-0040)
 - NCR RealPOS XR6 – NCR-7603-1300-8801
 - POSReady 7

SYSTEM SETUP

- See the ISS45 Manuals and ScanMaster Manuals Pages of the [Solution Provider website](#) for the new manuals providing detailed setup instructions and the necessary scan/setup labels for this device.
- This certification was performed using RPSW 4.0.6.0.
- The Base Station firmware version (BK000094AAA) was verified by connecting the scanner to the Honeywell EZConfig utility.
- For use with ScanMaster:
 - Registry changes required:
 - Successfully scanning a Driver's License *requires* IBM USB and registry edits:
HKEY_Local_Machine\Software\OLEforRetail\ServiceOPOS\Scanner\NCRScanner.7872\Model\LabelID
 - Change the "1" to "0" or set LABEL ID=DEFAULT in OPOS under Scanner.

- When used as the only scanner, the 7837 is connected directly via USB.
- The 7837 can also be connected via USB as an auxiliary scanner to the RealScan 79 when the RealScan 79 is connected via P-USB. In situations requiring both the 7837 and RealScan 79, this “auxiliary” configuration is the only option with ScanMaster.
- For use with ISS45:
 - The 7837 was connected as “Scanner 1” when used as the sole scanner connected to the terminal.
 - The 7837 can be connected as “Scanner 2” when used with the RealScan 79, when the RealScan 79 is connected via “Scanner 1” and “Scale 1” over OPOS.
 - The 7837 can also be connected via USB as an auxiliary scanner to the RealScan 79 when the RealScan 79 is connected via P-USB. In situations requiring both the 7837 and RealScan 79, this “auxiliary” configuration is preferable to attaching the 7837 as “Scanner 2”.
 - Successful Driver’s License scanning *requires* IBM USB, as well as setting up General System Parameters (“GSPs”) for Drivers License Scanning.
 - Driver’s License scanning with ISS45 is only available when running IBM USB and OPOS.
- Programming and Setup Notes for ISS45 and ScanMaster – see the [Programming and Setup Notes](#) section below for details.

SUMMARY RESULTS AND CERTIFICATION

- The Class 7837 Model 41xx hand-held scanner/base station was successfully attached and Certified:
 - As a USB device to the POS terminal
 - As a USB device attached to the USB HOST (auxiliary for hand-held scanner) port on the NCR Class 7879 scanner/scale.
- POS orders were successfully scanned with barcode types:
 - UPC-A
 - UPC-E
 - EAN-8
 - EAN-13
 - Code 128/EAN128 (used for Blackhawk cards)
 - DataBar/RSS-14
 - DataBar Expanded (Coupons, Random Weight items)
 - Interleaf 2 of 5 scanning is limited to ScanMaster only. It is not supported or Certified with ISS45.
 - Driver’s license testing (Pennsylvania and West Virginia only, using 2-D imaging)
- 2-D barcodes were successfully read from an Apple iPhone5.

SCOPE AND LIMITATIONS

NCR has Certified the configuration as specified above, which will now be supported with the listed ISS45 and ScanMaster software versions.

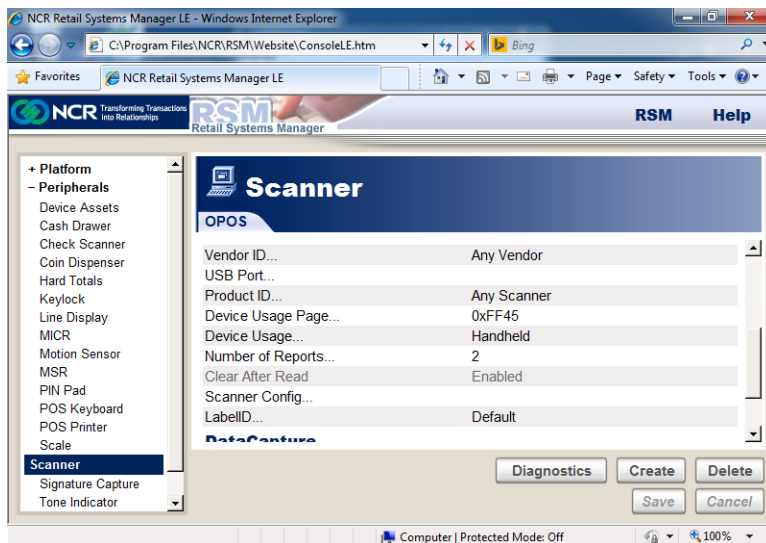
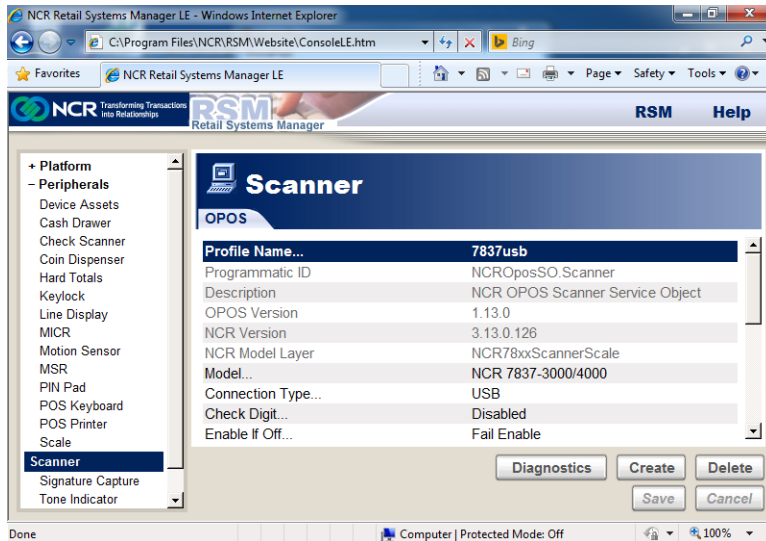
- Similar configurations (e.g. other trim or color versions of the NCR Class 7837 Model 40xx, USB with different cable lengths etc.) will be considered Certified by proxy and supported with best efforts provided.
- Previously certified NCR RealPOS terminals (other than the XR6 Class used here) from NCR will be considered to be Certified by proxy and supported when using the specified operating system, OPOS, RPSW and so forth.
- Attachment to terminals and devices from third-party POS manufacturers, regardless of previous certifications, may or may not operate successfully and are *not* certified by proxy or otherwise, and will not be supported.
- The NCR Class 7837 Model 40xx is derived from a Honeywell hand-held scanner design. In many cases, NCR OEM products are provided with different firmware or different releases of firmware than an otherwise similar Honeywell release. *This Certification does not certify by proxy any non-NCR version, whether by Motorola or as an OEM release from another manufacturer or vendor.*
- NCR's Class 7837 may be expanded to include additional models over time. *Only the Model 40xx version of the NCR Class 7837 is Certified here.*

This Certification covers the NCR Class 7837 Model 40xx configuration with these POS software releases and their subsequent versions:

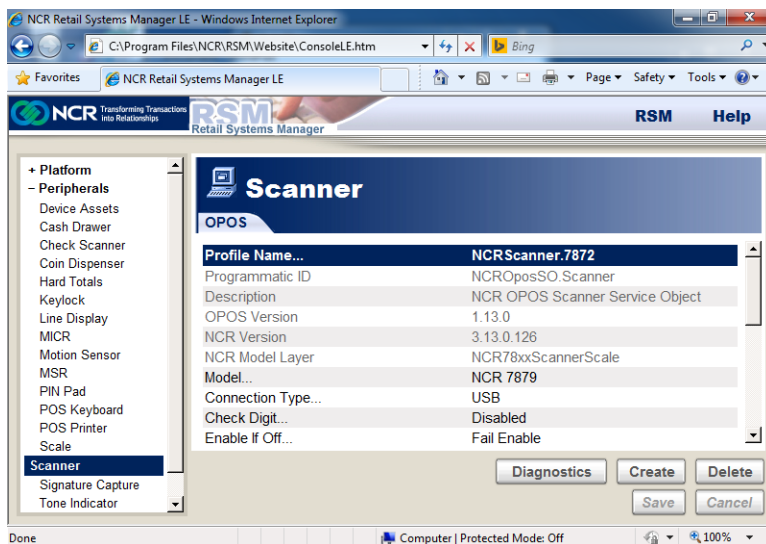
- ISS45 8.1.7.0-090
- ScanMaster 2.09.00-120
- Previous ISS45 and ScanMaster releases may also operate successfully with this product, but support is not committed.
- Driver's license testing was Certified for Pennsylvania and West Virginia only, and only with the current 2-D code versions of these licenses.
 - Driver's licenses from other states may also scan, but no support commitments are made for driver's licenses from other states, specifications, license types or locations due to wide variations in the specifications and executions of these documents.
- USB with NCR OPOS as provided by NCR RPSW 4.0.6.0 is Certified.
 - Other OPOS versions or RPSW releases *may* be compatible, but are not Certified and support is not committed.
 - RS-232 is not supported. During initial checking, serial with OPOS did not reliably pass the correct label codes, and no further experimentation was attempted. Support is not available.
- Attachment to the host/auxiliary port NCR scanner/scales other than the RealScan 79 (Class 7879) or scanner/scales from other manufacturers is not Certified and not supported.

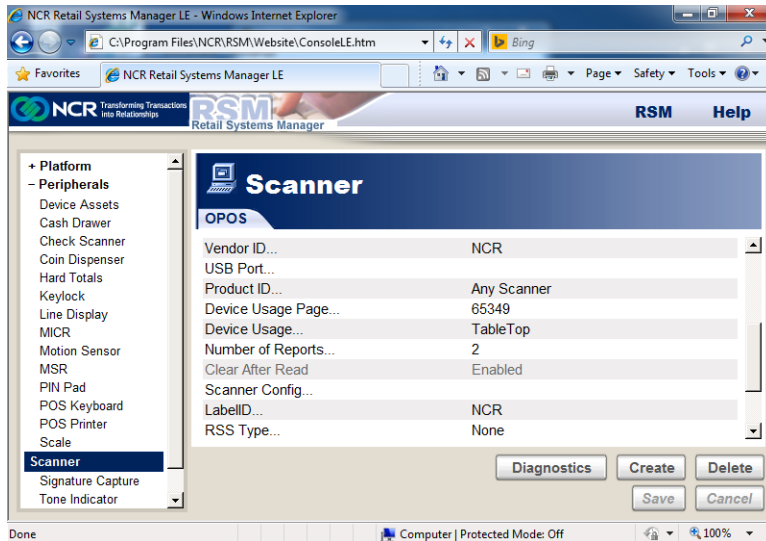
PROGRAMMING AND SETUP NOTES

- Retail Systems Manager (RSM)
- RPSW Version 4.0.6.0 was used during certification.
- Minimum required version 4.0.3.6.
- Scanner Configuration:

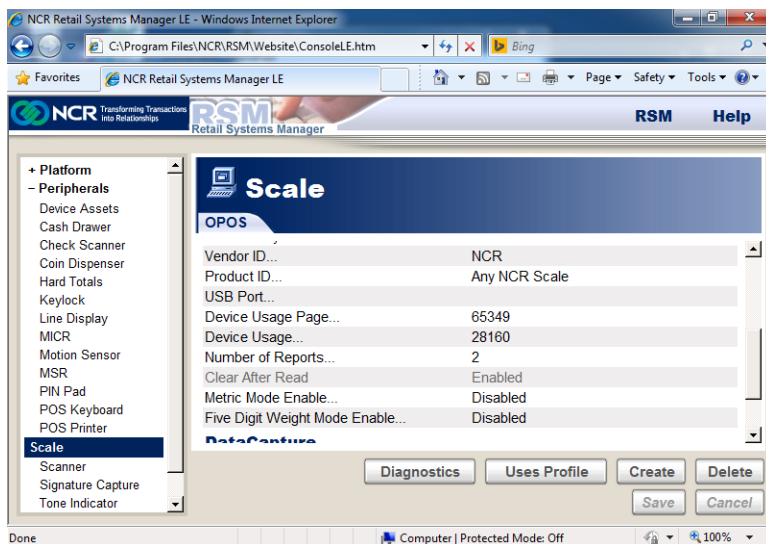
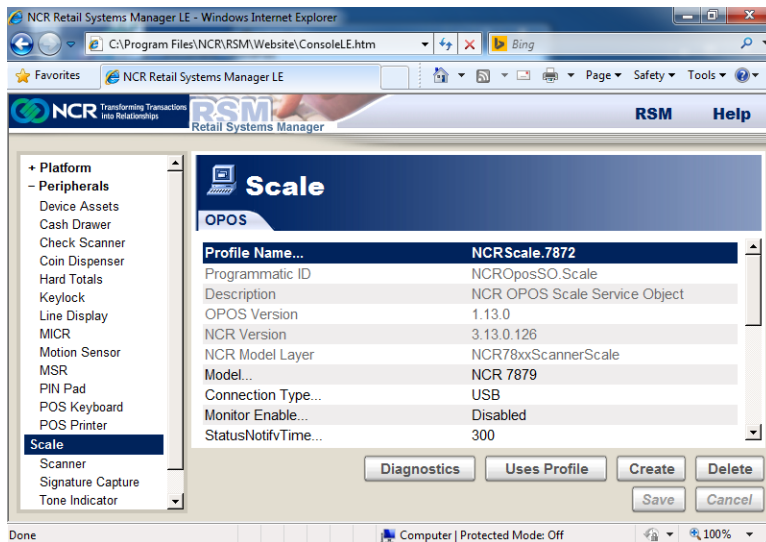


NOTE: Set Label ID=Default for ScanMaster, Set Label ID=NCR for ISS45

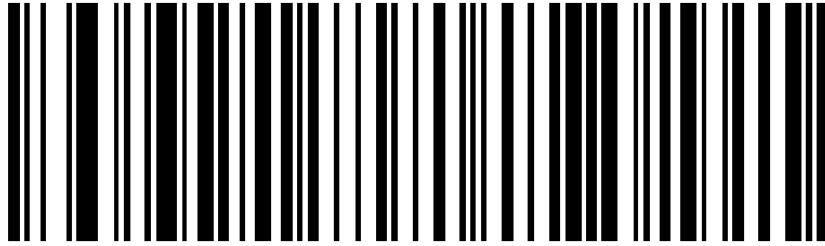




NOTE: Set Label ID=Default for ScanMaster, Set Label ID=NCR for ISS45



FACTORY DEFAULT



Place the Scanner back in the cradle for 15 Seconds



PAPS.PH.



UPEEXP1.

Important: Power-cycle the POS terminal after the above tags have been scanned.

Although the scanner may initially appear to work, cycling power is required to complete the process.

If you fail to cycle power, the scanner will intermittently produce error tones after a good tone when scanning items.