Kit Instructions

Remote Customer Scanner

7879-K351

Issue C

NCR

Revision Record

Issue	Date	Remarks
A	Apr 2016	First Issue
B	Oct 2016	Added Diagnostics section
C	Jul 2017	Added NCR 7877

Remote Customer Scanner

The Remote Customer Scanner (RCS) is a customer facing scanner designed to be used with the NCR 7879 and NCR 7877. It can be used by the customer to scan items such as coupons or loyalty cards from paper or an electronic device such as a Smart Phone. The RCS is a flexible solution that allows more installation flexibility to accommodate a wide variety of environments and checkstands.

Kit Contents

RCS Assembly
497-0508025
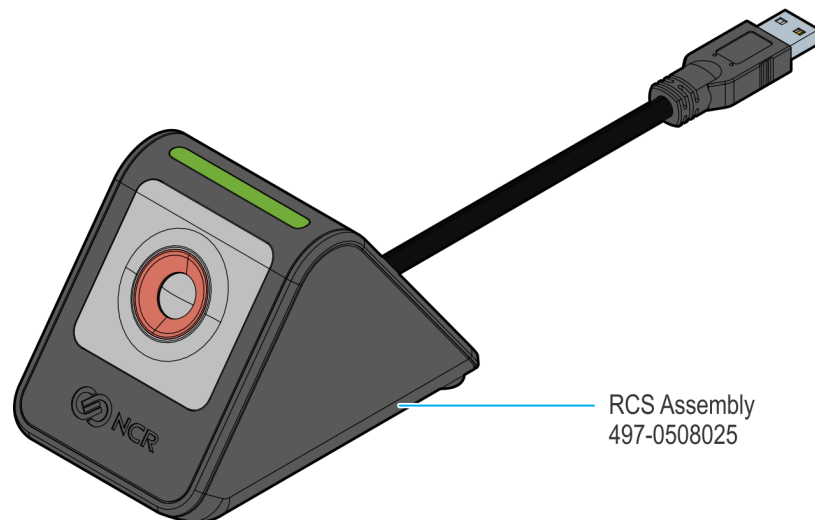
CCP-60723

Note: Cable length shown is just a representation. Actual cable length is 1.8 m.

Installation Procedure

1. Remove the RCS Mounting Bracket from the RCS Assembly.

    a. Pull the tongue of the RCS Mounting Bracket downwards to disengage it from the snap.
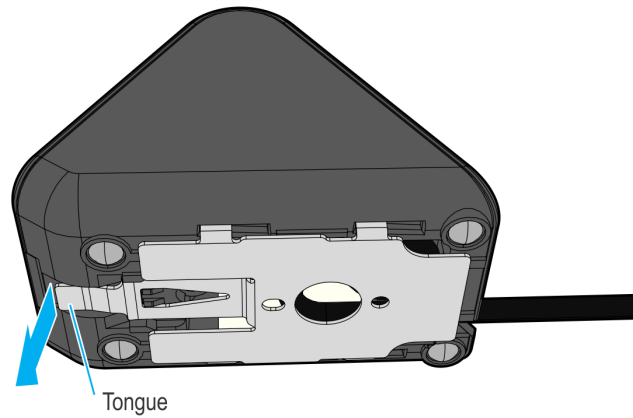
CCP-60724

    b. Push the RCS Mounting Bracket backwards.
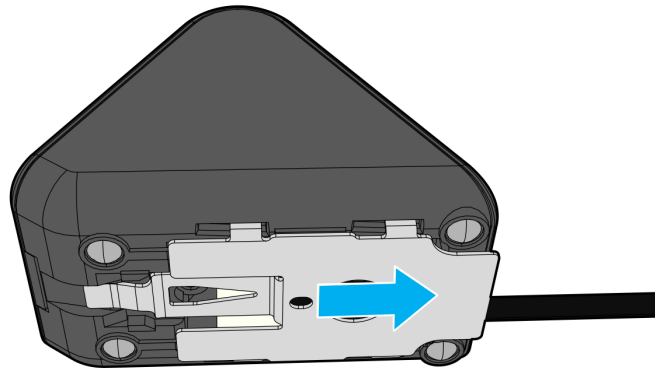
CCP-60725

c. Remove the RCS Mounting Bracket.
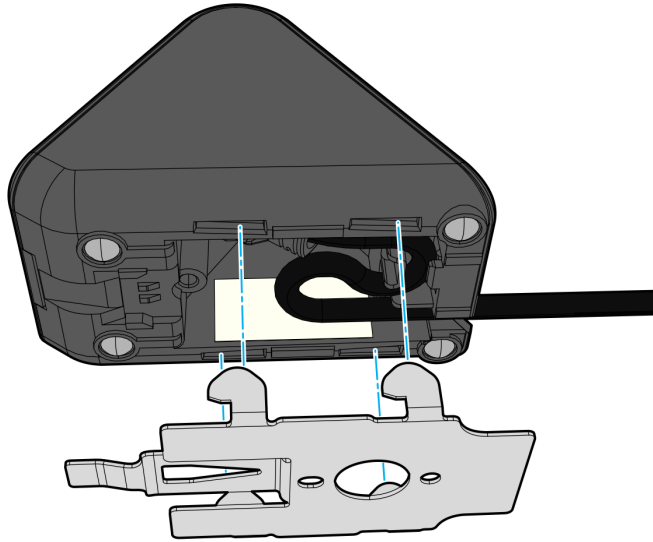
CCP-60989

2. Install the RCS Mounting Bracket, with the tongue of the Bracket facing the user, onto the desired location by securing it with (2) M4 or #8 wood or sheet metal screws (as appropriate).
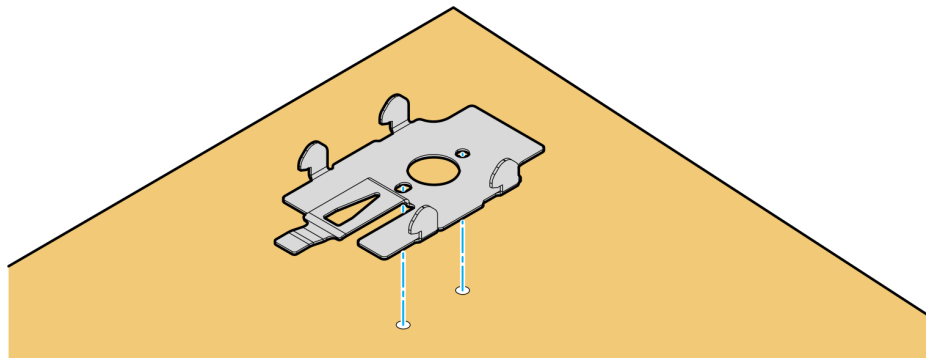
CCP-60997

3.   Place the RCS Assembly on the RCS Mounting Bracket.
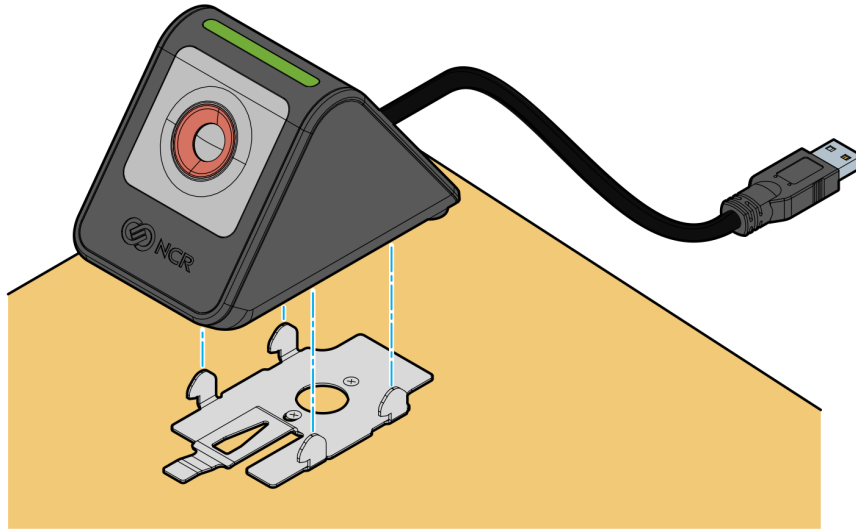
CCP-60998

4.   Slide the RCS Assembly in the direction shown until it clicks and locks into place.
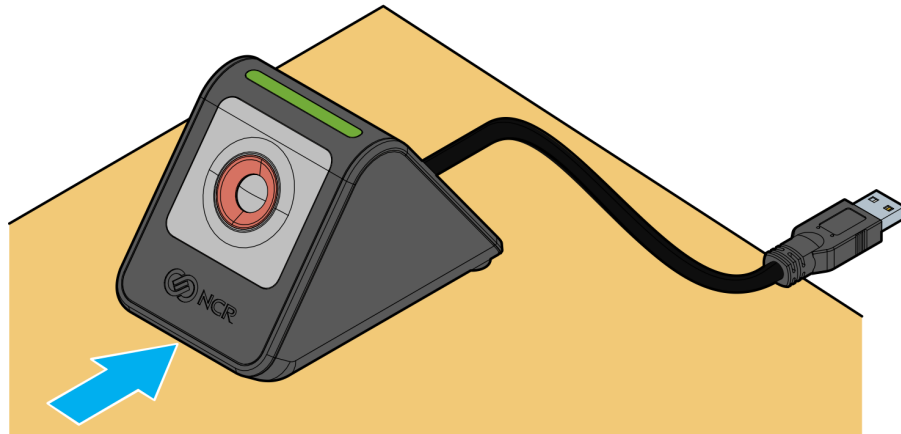
CCP-60999

5. Connect the RCS USB Cable to the scanner.

- For NCR 7879, connect to Port C or Port D

USB Ports C and D

SCALE DISPLAY
lb/kg

USB HOST
A
B
C
D

AUX
EAS
RS232

RCS USB Cable

CCP-61000
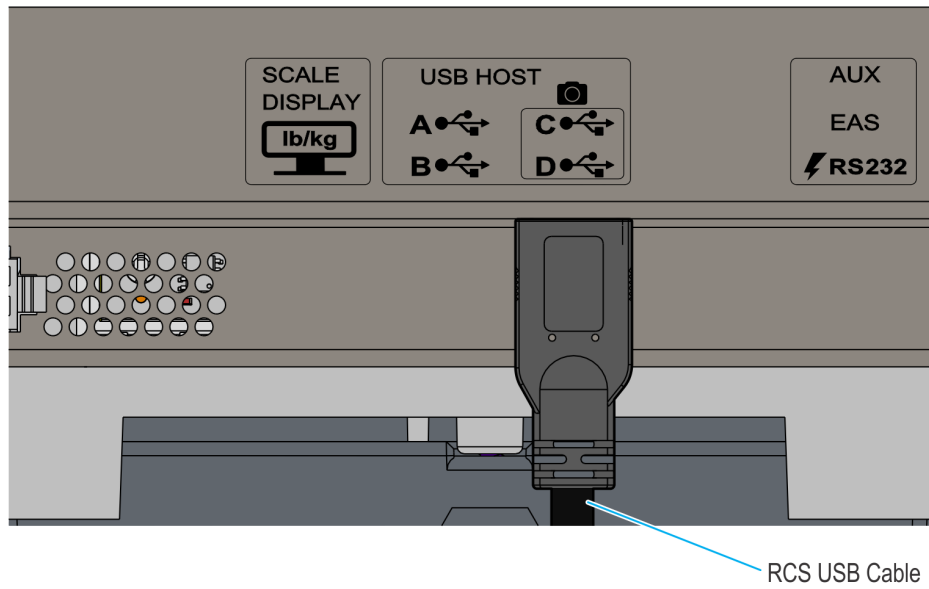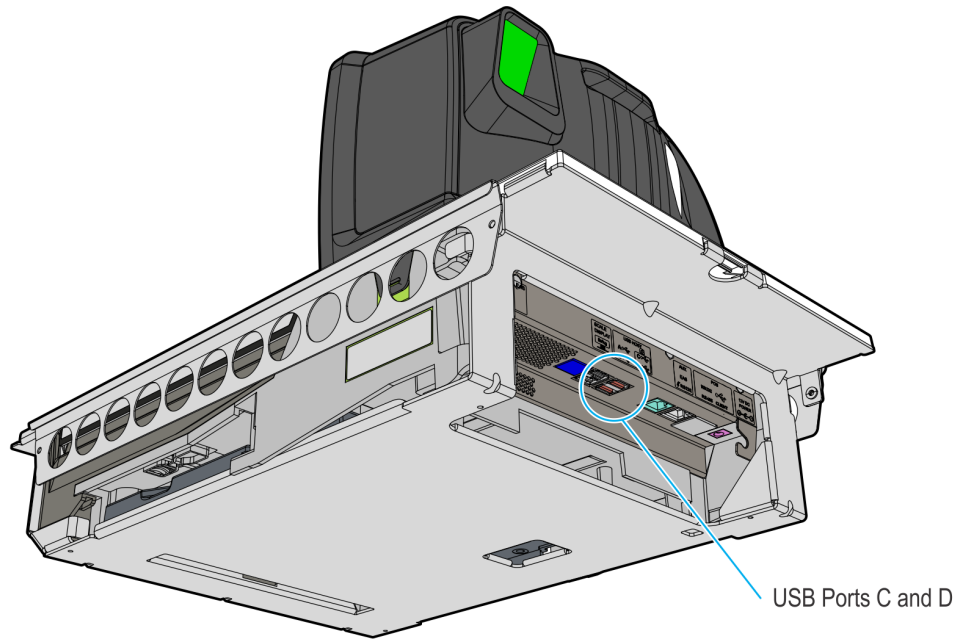
- For NCR 7877, connect to one of the two ports in the USB dual–stacked connector

a. Loosen, but do not remove, the two thumb screws indicated in the image below.
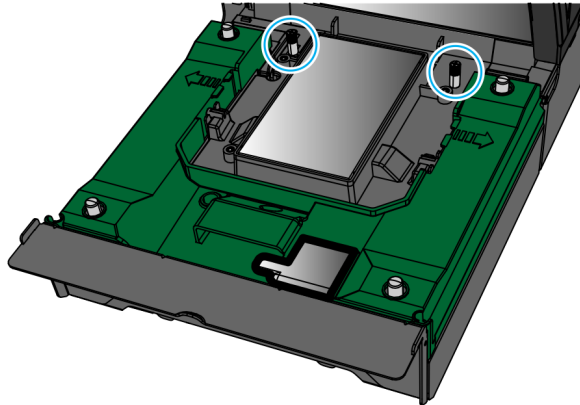
CCP-71269

b. Tilt the Optics Module (1), and then open the Harness Guide (2).

📝 **Note:** For NCR 7877, the RCS cannot be used along with a USB 3.0 device in the same stacked connector.
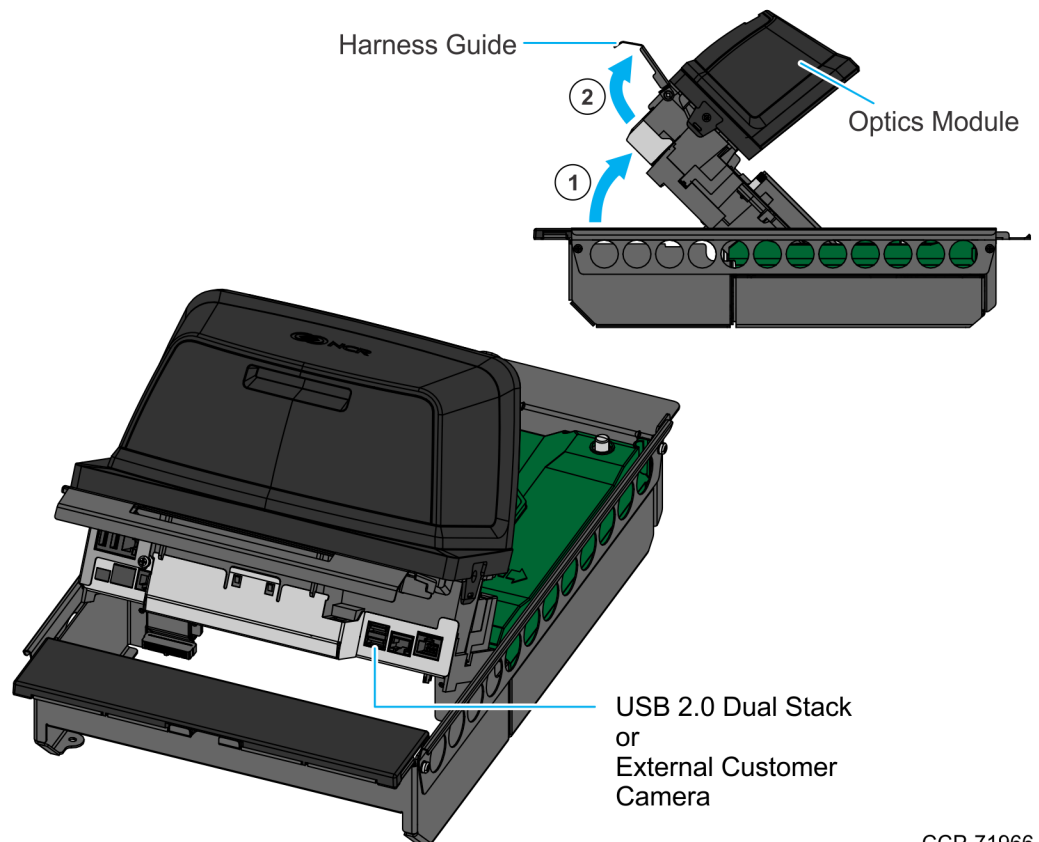
CCP-71966

Programming Instructions

Note: The customer–side and cashier–side images are programmed independently; however, the Remote Customer Scanner (RCS) will NOT independently enumerate with OPOS.

The RCS comes with three LEDs, which have no independent behavior from each other (they work together). This camera is defaulted to Autodetect mode but can be turned off (deactivated) with programming.

When the camera is detected by the scanner, the RCS LEDs turn blue, indicating that the camera is active but, by default, no RCS symbologies are enabled. When one or more RCS symbologies are enabled, the RCS LEDs turn from blue to green.

Also, when the camera is detected, the default beep frequency of the RCS is three positions higher in the frequency list from the default scanner beep frequency.

Programming the Scanner for RCS

To program the scanner for the RCS, perform these steps:

1. Power up the scanner. The RCS is automatically detected by the scanner, and the RCS LEDs turn blue.

2. Allow the pass–through of 1D and 2D data to the POS.

   a. Enable any of the 1D or 2D tags. For the programming sequences, refer to the "Programming Worksheets" section.

   b. Enable 1D and 2D pass–through function of the enabled bar code types by scanning the **Save and Reset** tag. For the programming tags, refer to the "Programming Tags" section.

   c. Test the RCS to validate its functionality. Refer to the "Testing the Remote Customer Scanner" section.

Testing the Remote Customer Scanner

To confirm if the RCS is properly set up, apply a program sequence to enable one of the RCS symbologies (for example, PDF417) and scan a corresponding barcode at the RCS rear–facing scanner. If the barcode is successfully read, a beep should then be heard.
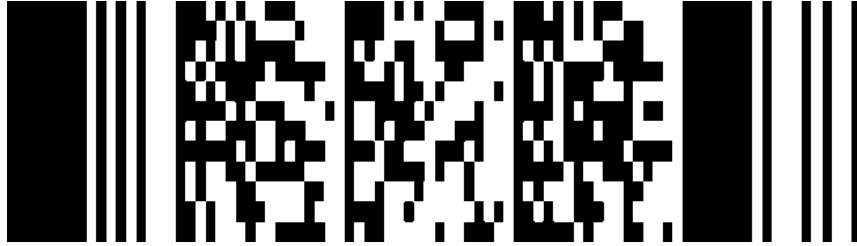
1234

Sample PDF417 Barcode

Programming Worksheets

Your Program

9	0

Remote Customer Scanner   Enable/ Disable   Unique Tone

Program Parameters

Detection | 2 | | 3 |

Enable   Disable
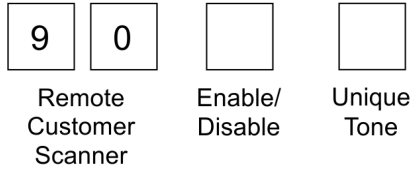
Unique Tone | A | | B |
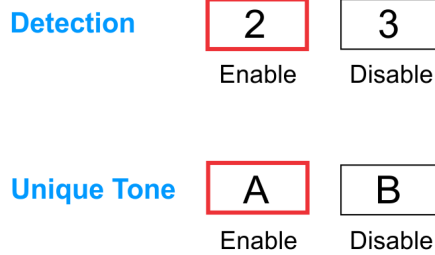
Enable   Disable

Note: Direct Entry Only. When RCS is enabled, you must use Worksheet 95 or 96 to activate symbology.

CCP-61004

Detection

By default, the Autodetect mode is turned on. To disable, scan the **Hex 3** tag.

Unique Tone

By default, the Unique Tone is enabled and thus, a unique beep is heard when items are scanned with the RCS. To disable, scan the **Hex B** tag.

Remote Customer Scanner Symbology Enable 1

Your Program

9	5

RCS Enable 1

UPC-A. UPC-E, EAN-8, EAN-13

P2 Periodical

P5 Periodical

Code 128

Interleaved 2 of 5

Code 39

GSI Databar-14 (RSS-14)

GSI Databar Expanded (RSS-E)

Program Parameters

Note: Direct Entry Only. All symbologies are OFF by default.

UPC-A, UPC-E, EAN-8, EAN-13
0	1
Disable	Enable

P2 Periodical
2	3
Disable	Enable

P5 Periodical
4	5
Disable	Enable

Code 128
6	7
Disable	Enable

Interleaved 2 of 5
8	9
Disable	Enable

Code 39
A	B
Disable	Enable

GSI Databar-14 (RSS-14)
C	D
Disable	Enable

GSI Databar Expanded (RSS-E)
E	F
Disable	Enable

CCP-61005

UPC-A, UPC-E, EAN-8, EAN-13

The UPC/EAN parameter controls reading of UPC/EAN bar codes by the RCS. Disable reading UPC/EAN bar codes by scanning the **Hex 0** tag and enable reading by scanning the **Hex 1** tag.

UPC-A and UPC-E are the most common bar code types in the US, while EAN-8 and EAN-13 are the most common types in Europe.

P2 Periodical

The P2 Periodical parameter controls reading of 2-digit periodical bar codes by the RCS. Disable reading 2-digit periodical bar codes by scanning the **Hex 2** tag and enable reading by scanning the **Hex 3** tag.

This type of bar code is commonly seen next to a UPC or EAN bar code on newspapers and magazines.

P5 Periodical

The P5 Periodical parameter controls reading of 5-digit periodical bar codes by the RCS. Disable reading 5-digit periodical bar codes by scanning the **Hex 4** tag and enable reading by scanning the **Hex 5** tag.

This type of bar code is commonly seen next to a UPC or EAN bar code on greeting cards and some magazines.

Code 128

The Code 128 parameter controls reading of Code 128 bar codes by the RCS. Disable reading Code 128 bar codes by scanning the **Hex 6** tag and enable reading by scanning the **Hex 7** tag.

Interleaved 2 of 5

The Interleaved 2 of 5 parameter controls reading Interleaved 2 of 5 bar codes by the RCS. Disable reading Interleaved 2 of 5 bar codes by scanning the **Hex 8** tag and enable reading by scanning the **Hex 9** tag.

Code 39

The Code 39 parameter controls reading of Code 39 bar codes by the RCS. Disable reading Code 39 bar codes by scanning the **Hex A** tag and enable reading by scanning the **Hex B** tag. If reading Code 39 bar codes is disabled, there are no other entries permitted for this parameter.

GSl Databar-14 (RSS-14)

GS1 DataBar-14 is a linear symbology that encodes 14 UCC/EAN digits. This structure provides four segments that can be scanned and decoded separately, then reconstructed. The total symbol contains 96 modules combined into 46 elements (bars and spaces).

This symbology is commonly seen on produce items.

0100012345678905

33105

GSl Databar Expanded (RSS-E)

GS1 DataBar-Expanded is a variable length linear symbology. It can encode 74 numeric or 41 alpha characters. GS1 DataBar-Expanded can be scanned and decoded in up to 22 segments and then reconstructed.

This symbology is commonly seen on coupons and some deli items.

9987 6543 2101 2345 6789 8888

33107

Remote Customer Scanner Symbology Enable 2

Your Program

9	6							
RCS Enable 2		Codabar	Italian Pharmacode	PDF417 (also enables MicroPDF)	Aztec	Data Matrix	QR Code (also enables MicroQR)	OCR

MaxiCode

Program Parameters

Note: Direct Entry Only. All symbologies are OFF by default.

Codabar

0	1
Disable	Enable

Italian Pharmacode

2	3
Disable	Enable

PDF417

4	5
Disable	Enable

Note: Also enables MicroPDF.

Aztec

6	7
Disable	Enable

Data Matrix

8	9
Disable	Enable

QR Code

A	B
Disable	Enable

Note: Also enables MicroQR.

OCR

C	D
Disable	Enable

MaxiCode

E	F
Disable	Enable

CCP-61006

Codabar

The Codabar Decoding parameter controls reading Codabar bar codes by the RCS. Disable reading Codabar bar codes by scanning the **Hex 0** tag, enable reading by scanning the **Hex 1** tag.

Italian Pharmacode

The Italian Pharmacode Decoding parameter controls reading Italian Pharmacode bar codes by the RCS. Disable reading Italian Pharmacode bar codes by scanning the **Hex 2** tag, enable reading by scanning the **Hex 3** tag.

PDF417

The PDF417 Decoding parameter controls reading PDF417 bar codes by the RCS. Disable reading PDF417 bar codes by scanning the **Hex 4** tag, enable reading by scanning the **Hex 5** tag.

Aztec

The Aztec Decoding parameter controls reading Aztec bar codes by the RCS. Disable reading Aztec bar codes by scanning the **Hex 6** tag, enable reading by scanning the **Hex 7** tag.

Data Matrix

The Data Matrix Decoding parameter controls reading Data Matrix bar codes by the RCS. Disable reading Data Matrix bar codes by scanning the **Hex 8** tag, enable reading by scanning the **Hex 9** tag.

QR Code

The QR Code Decoding parameter controls reading QR Code bar codes by the RCS. Disable reading QR Code bar codes by scanning the **Hex A** tag, enable reading by scanning the **Hex B** tag.

OCR

The OCR Decoding parameter controls reading OCR bar codes by the RCS. Disable reading OCR bar codes by scanning the **Hex C** tag, enable reading by scanning the **Hex D** tag.

MaxiCode

The MaxiCode Decoding parameter controls reading MaxiCode bar codes by the RCS. Disable reading MaxiCode bar codes by scanning the **Hex E** tag, enable reading by scanning the **Hex F** tag.

Remote Customer Scanner Tone Frequency

Your Program

9	9	
RCS Tone Frequency	Frequency	

Program Parameters

Frequency	0	1	2	3	4	5	6	7
	702 Hz	781 Hz	868 Hz	961 Hz	1071 Hz	1187 Hz	570 Hz	633 Hz

Note: Direct Entry Only.

CCP-61007

Tone Frequency (Hertz)

The Tone Frequency parameter sets the frequency (tone) for the RCS. By default, the tone frequency is set to 961 Hz.

Remote Customer Scanner Tone Length

Your Program

9	9		

RCS Tone
Length   Length

Program Parameters

Length

8	9	A	B	C	D	E	F
45 ms	65 ms	90 ms	120 ms	150 ms	190 ms	230 ms	25 ms

Note: Direct Entry Only.

CCP-61008

Tone Length (Milliseconds)

The Tone Length parameter sets the length of the tone for the RCS. By default, the tone length is set to 45 ms.

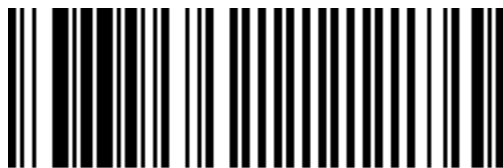# Programming Tags

Programming Mode

33122

Save and Reset

33124

Hex 0

33133

Hex 1

33134

Hex 2

33135

Hex 3

33136

Hex 4

33137

Hex 5

33138

Hex 6

33139

Hex 7

33140

Hex 8

33141

Hex 9

33142

Hex A

‖‖‖ ‖ ‖‖‖ ‖ ‖‖‖‖‖ ‖ ‖‖ ‖ ‖‖‖ ‖‖

33143

Hex B

‖‖‖ ‖ ‖‖‖‖ ‖ ‖ ‖‖‖‖‖ ‖ ‖‖‖ ‖‖

33144

Hex C

‖‖‖ ‖ ‖‖‖‖‖ ‖ ‖ ‖‖‖‖‖‖‖ ‖ ‖‖

33145

Hex D

‖‖‖ ‖‖‖‖‖ ‖ ‖ ‖‖‖‖‖‖‖ ‖ ‖‖

33146

Hex E

33147

Hex F

33148

Diagnostics

LED	Description	Action Item
Blue	RCS is active, no RCS symbologies enabled	
Green	RCS is active, one or more RCS symbologies enabled	
Yellow	Ongoing USB enumeration	
	RCS connected to powered hub without USB host present	• NCR 7879 — connect the RCS to USB Port C or D • NCR 7877 — connect the RCS to one of the two ports in the USB dual–stacked connector **Note:** For NCR 7877, the RCS cannot be used along with a USB 3.0 device in the same stacked connector.
	Wrong Scanner port	• NCR 7879 — connect the RCS to USB Port C or D • NCR 7877 — connect the RCS to one of the two ports in the USB dual–stacked connector **Note:** For NCR 7877, the RCS cannot be used along with a USB 3.0 device in the same stacked connector.
Flashing Blue and Red	RCS sync failed	1. Reset the RCS by disconnecting then reconnecting the RCS. 2. If Sync still fails, restart the scanner.