



NCR Voyix SelfServ™ 90 (7709)

Kit Instructions

Doune Retail Thermal Printer Upgrade

7709-K305

Issue D

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Atlanta, Georgia, USA

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Revision Record

Publication issue	Date	Description of change
A	Apr 2020	First issue.
B	Jun 2021	Updated kit contents and procedures based on 7709-K305-V003.
C	Oct 2021	Updated kit contents and procedures based on 7709-K305-V004.
D	Jan 2026	Updated with NCR Voyix brand.

7709-K305 Doune Retail Thermal Printer Upgrade

This publication provides procedures for installing the 7709-K305 Doune Retail Thermal Printer Upgrade to the NCR Voyix SelfServ™ 90 (7709).



Note

This kit is compatible with 7709 release version R1.2 only.

Kit Contents

CCP-81799

Part Number		Description
497-0531944		Kit – Doune Retail Thermal Printer Upgrade
1	497-0531249	Printer – Receipt 1ST- 80mm (Doune) MFW V62.08, IPL V30.01, SBCS V01.01, DBCS V01.02, TBL V31.04
2	497-0524044	Cable – USB+Power (24V) to ra Latch-N-Lok Pos2 Keyed, 0.61m
3*	497-0526247	Label – Service, Receipt Printer, Doune Retail
4*	006-8615143	Cable Tie, 142mm x 3.6mm (4 pcs)
5*	497-0423108	Instructions Sheet – Kit (Reference Sheet)
6	497-0520030	Bracket - Printer, Tray, 7709 R2.0
7	497-0518794	Latch - Rod, 7709 R1.2
8	006-8626388	E Clip - 5-7 mm OD (2 pcs)
9	006-8626522	Spring - Extension, Free Length 1" (2 pcs)
10*	497-0456989	Label - Service, Green Stripe
11*	497-0470177	Label - Service, Green, 3.50 x 0.58 in.

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Part Number		Description
12*	497-0528342	Foamset, Doune Retail Thermal Printer Upgrade Kit
13*	497-0528343	Carton, 470 x 420 x 180 mm I.D

* Items marked with an asterisk are not called out on the image.

Installation Procedures



Warning

Before disassembling the kiosk, ensure to properly shut down the Kiosk System Application and to disconnect the AC Power Cable of the kiosk and its peripherals from the AC power source.

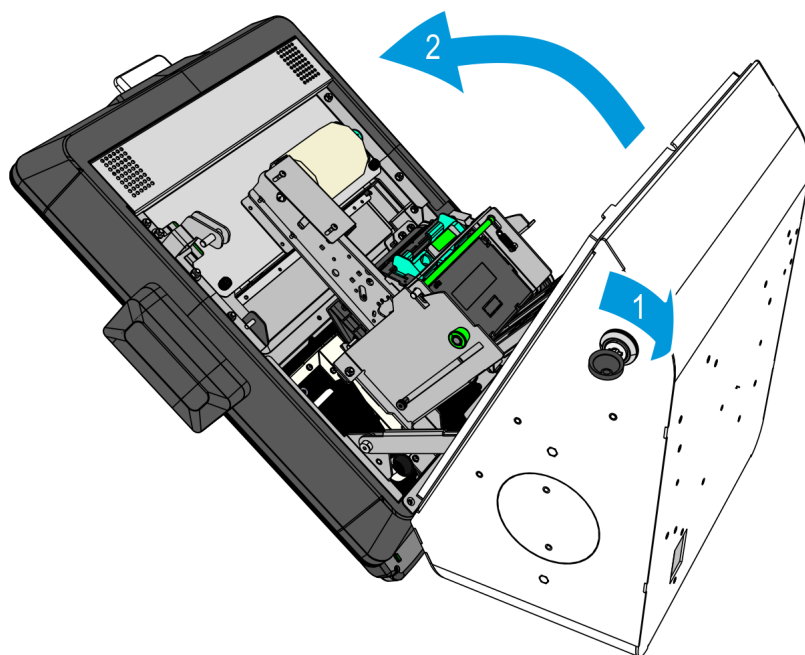
To install the Doune Retail Thermal Printer Upgrade kit on an NCR Voyix 7709 R1.2 unit, follow these steps:

1. To open the NCR Voyix 7709 unit, insert the key into the lock at the right-hand side of the kiosk, turn the key clockwise, and then carefully open the front of the kiosk.



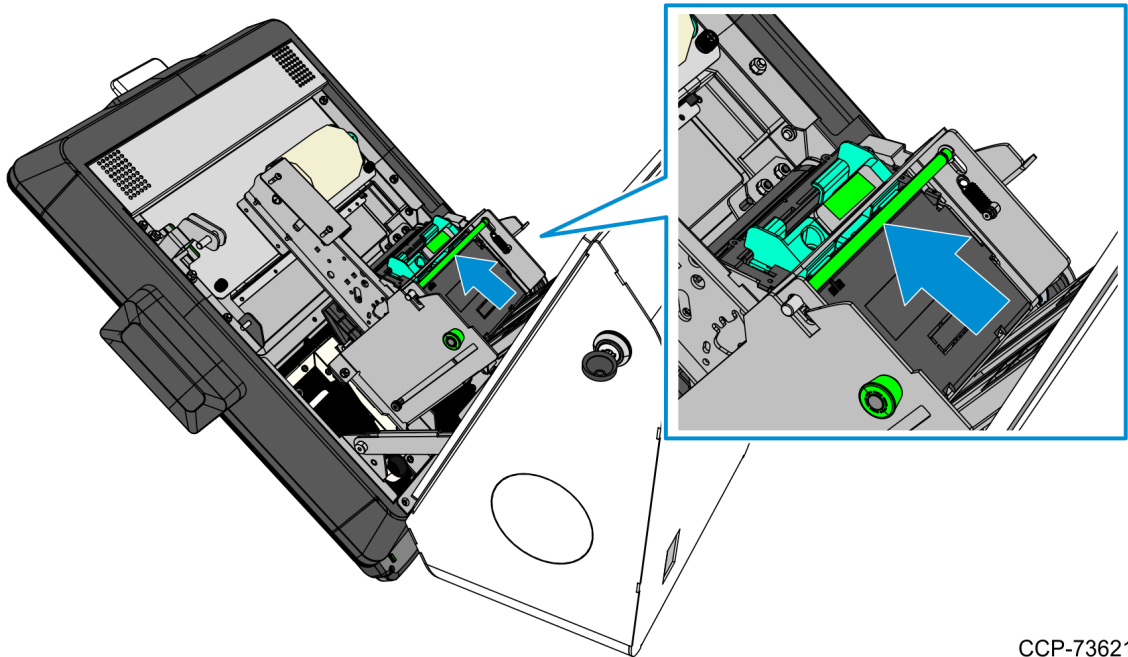
Caution

Do NOT abruptly open and release the front of the kiosk. Hold and support the front of the kiosk until fully extended.



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2. Slide Receipt Printer up into service position.
 - a. Push the printer assembly release rod upward.



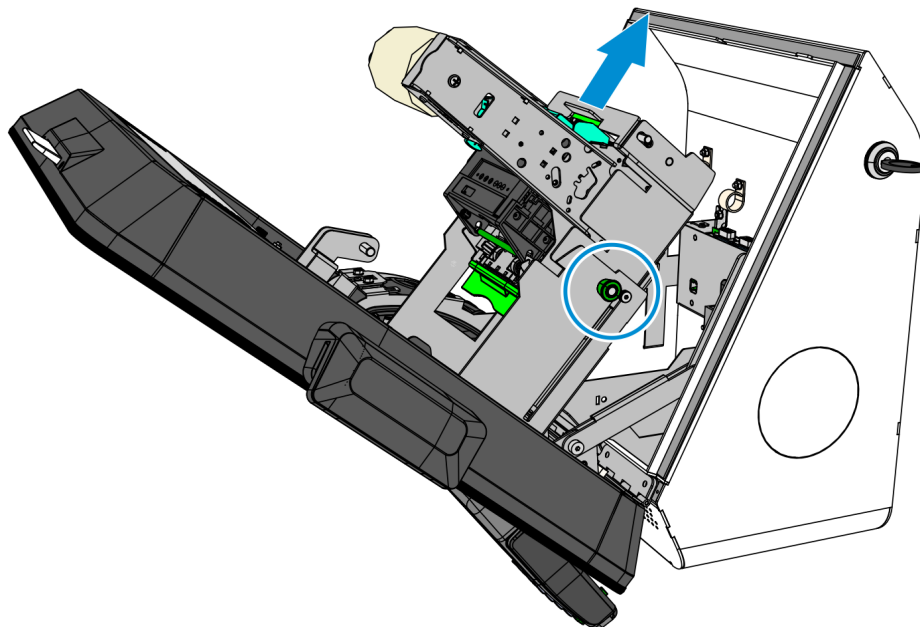
CCP-73621

- b. Pull the printer assembly backward until fully extended and secured by the green plunger.



Caution

Ensure that the green plunger holds the printer assembly in place. Do not release the printer assembly if it is not yet secured by the green plunger.



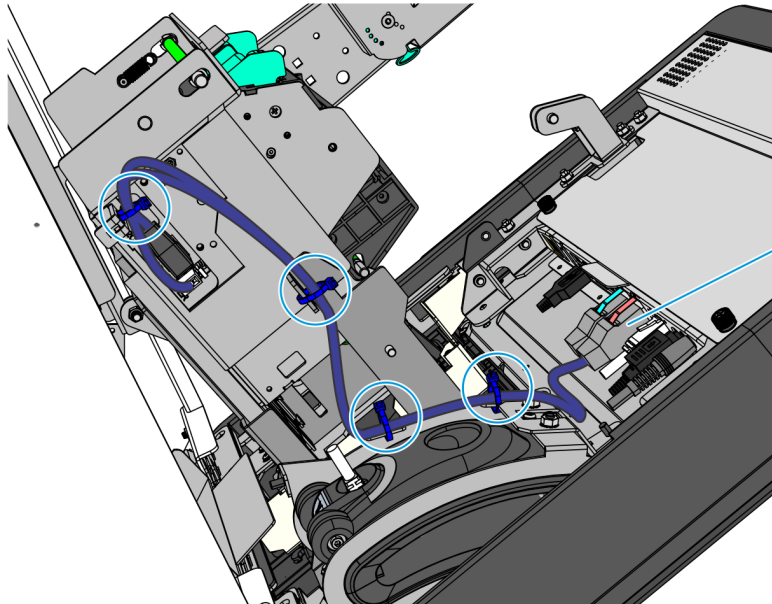
CCP-73622

3. Remove the cable ties that secure the Receipt Printer Cable and other cables to the Printer Bracket and the Imager Bracket, and then disconnect the Receipt Printer Cable from the motherboard.



Note

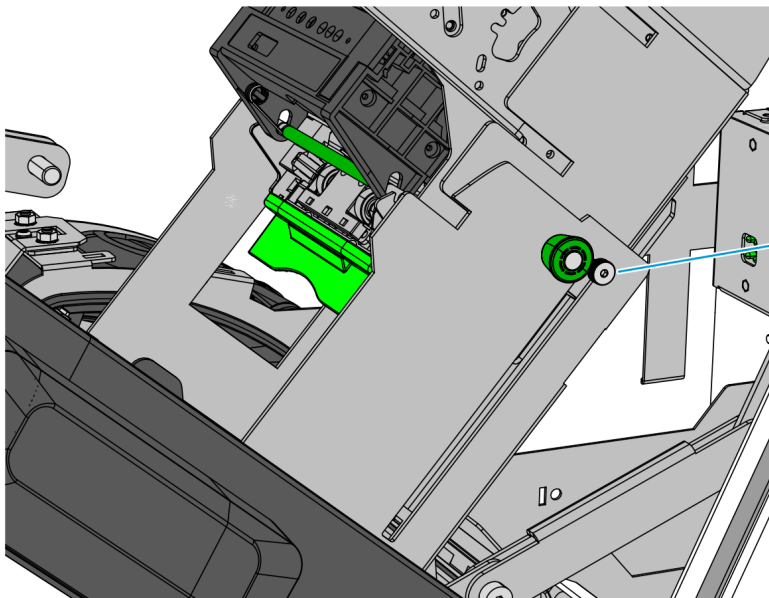
Other cables are not shown in the image.



Printer Cable

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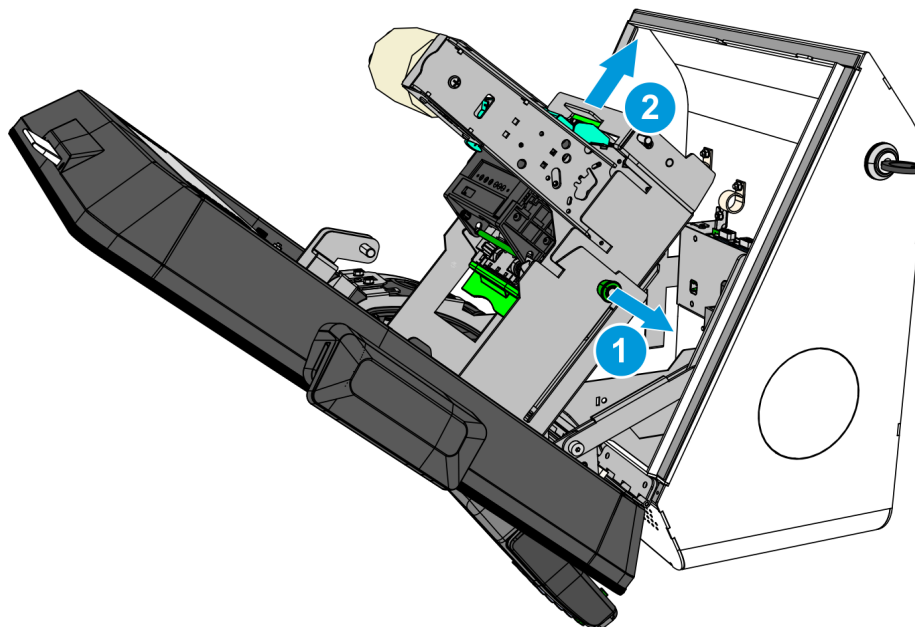
4. Slide the Printer Assembly out of the Printer Bracket.
 - a. Remove the M4 shoulder screw that secures the Printer Assembly to the Printer Bracket.



M4 Shoulder Screw

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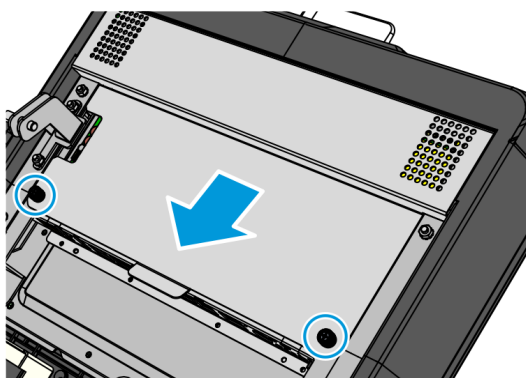
- b. Pull the green plunger and slide the assembly out of its bracket.



CCP-80926

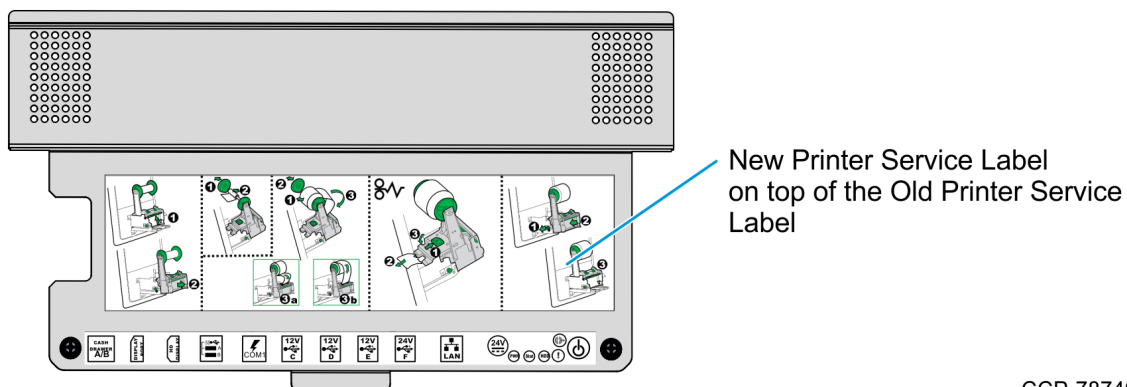
5. Attach the New Printer Service Label.

- a. Remove the Service Cover. Loosen two thumbscrews, slide the cover downward and lift it up to remove it from the kiosk.



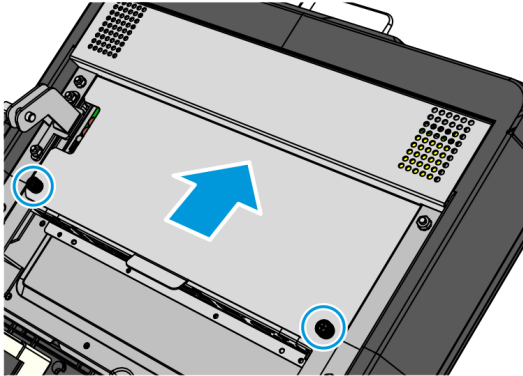
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- b. Place the New Printer Service Label over the old printer service label.



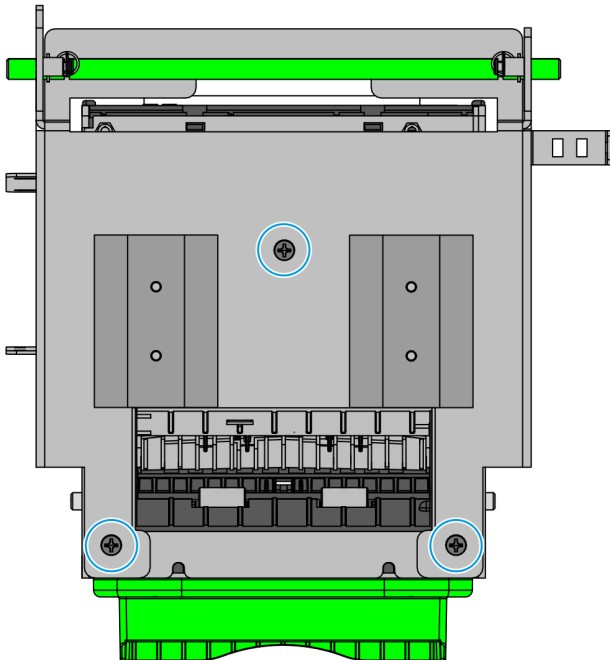
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- c. Re-install the Service Cover. Mount and secure the Motherboard Service Cover. Slide the cover upward and tighten the two thumbscrews.



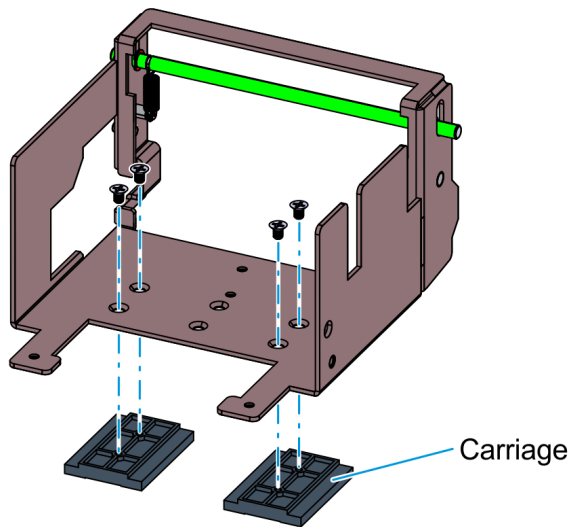
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6. Remove the SNBC Receipt Printer from the Printer Tray by removing the three M3X6 flat head screws on the bottom.



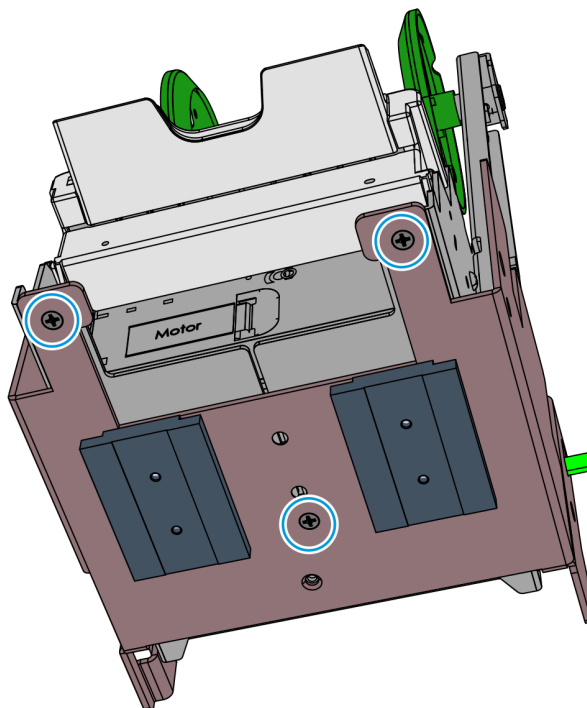
CCP-80923

7. Transfer the two Carriages from the Old Printer Tray to the New Printer Tray that comes with the kit, and then reuse the four M4X6 flat head screws to secure the Carriages.



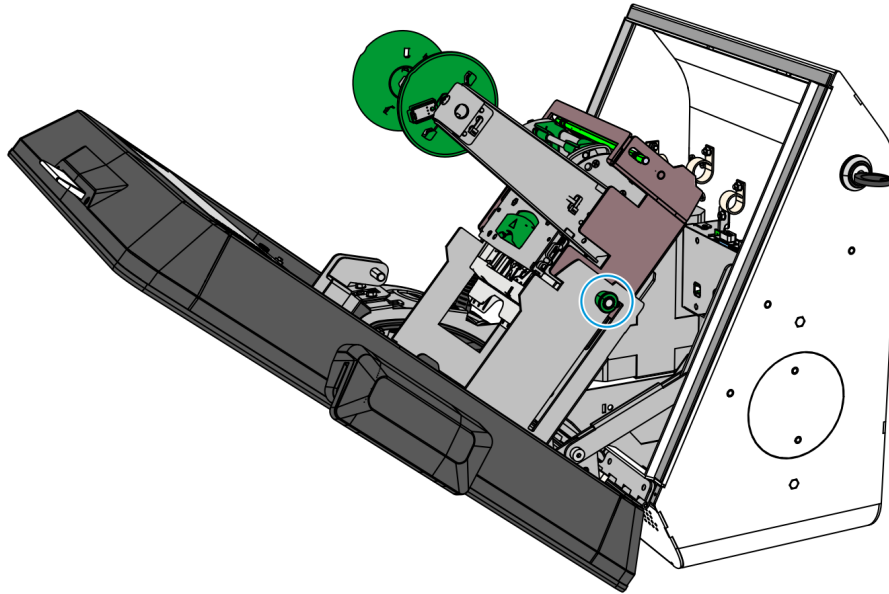
CCP-81798

8. Mount the Doune Receipt Printer onto the Printer Tray and secure with three M3X6 flat head screws.



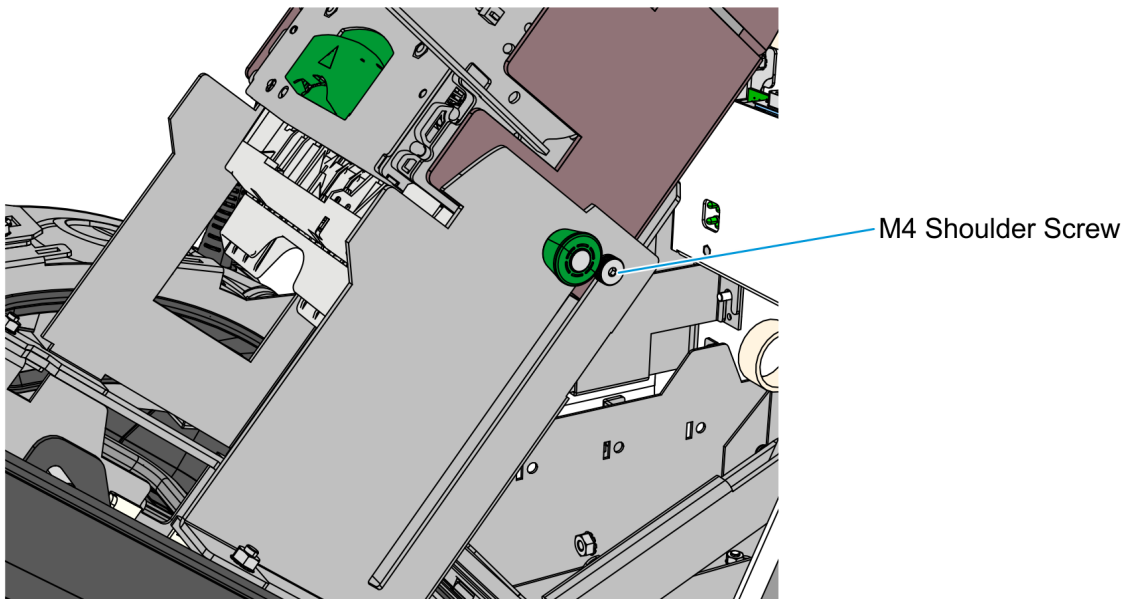
CCP-78740

9. Install the Doune Printer Assembly on the Printer Bracket.
 - a. Slide the assembly onto the bracket until it latches onto the green plunger, putting the printer in service position.



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- b. Install the M4 shoulder screw to secure the assembly to the bracket.



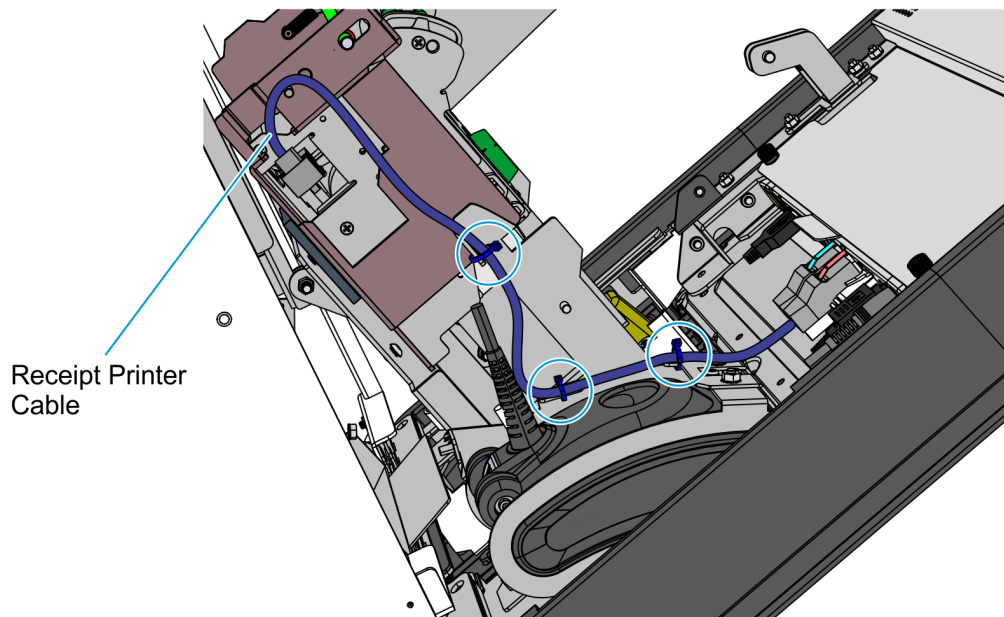
CCP-81796

10. Connect the Printer USB Power Cable.



Note

Other cables are not shown in the image.



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- a. Connect the Printer USB Power Cable to the printer, route it towards the motherboard, and connect it to Port F of the motherboard.
- b. Use cable ties to secure the Printer USB Power Cable to the Printer Bracket.



Note

There should be enough slack to allow the Printer Tray to slide upward.

- c. Bundle the Printer USB Power Cable together with other cables and use two cable ties to secure them to the Imager Bracket.
 - d. Use cable ties to bundle the excess length of the USB Power Cable and tuck the bundle inside the kiosk.
11. Slide the Receipt Printer downward into operating position by pulling the green plunger and sliding the printer assembly downward until the green release rod latches to the printer tray.



Caution

Do not abruptly release the printer assembly when pulling out the green plunger. Hold and guide the printer assembly downward until fully seated in the printer tray.