OVERVIEW

This document provides the required basic procedures for installing the NCR 7199 Thermal Receipt Printer. For more information and detailed instructions, refer to the following online documents at https://onlinehelp.ncr.com.

- NCR 7199 Thermal Receipt Printer User Documentation (BCC5-0000-5277)
- *NCR Printer Utilities User Documentations* (BCC5-0000-5382)
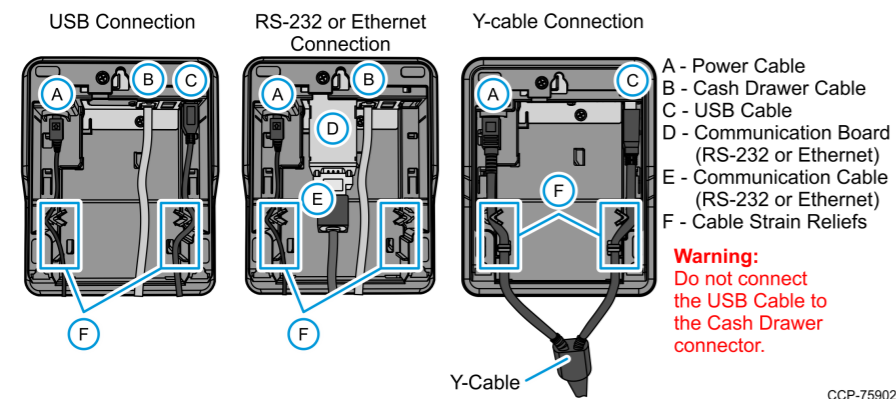
WHAT'S IN THE BOX?

- NCR 7199 Printer in a plastic bag and foam pack
- Thermal receipt paper roll

The following cables are ordered separately:

- Communication Cable
- DC Power Cable
- Remote Power Supply
- USB Plus Power Cable
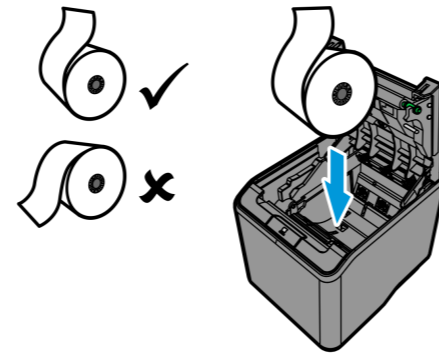- Cash Drawer Cable

CONNECTING CABLES

1. Ensure that the Printer is not connected to a power source.
2. Connect the communication cable to the Printer and to the host terminal.
   - For USB connection, connect the USB cable (C) to the Printer USB port and to the host terminal.
   - For RS-232 or Ethernet connection, connect the communication cable (E) to the communication board (D).
3. Connect the cash drawer cable (B) to the Printer and to the cash drawer.
4. Connect the power cable (A) to the Printer.
5. Route the cables through the cable strain relief feature (F) of the Printer.
6. Reconnect the power cable to a power source.
   - For remote power supply installation, connect the power cable to the power supply and connect the power supply to an AC outlet.
   - For host powered installation, connect the power cable to the host terminal.

USB Connection   RS-232 or Ethernet Connection   Y-cable Connection

A - Power Cable
B - Cash Drawer Cable
C - USB Cable
D - Communication Board (RS-232 or Ethernet)
E - Communication Cable (RS-232 or Ethernet)
F - Cable Strain Reliefs

Warning: Do not connect the USB Cable to the Cash Drawer connector.
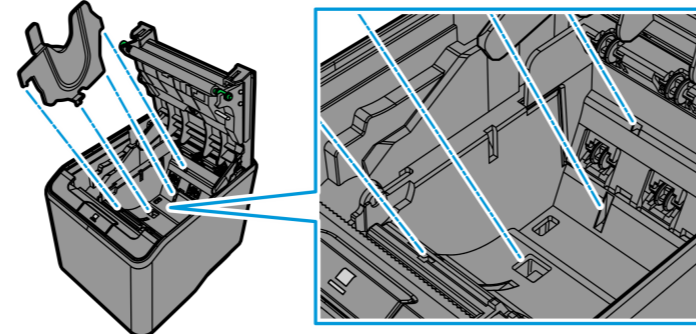
Y-Cable

CCP-75902

INSTALLING PAPER ROLLS

1. Tear off the end of the new roll to make the edge loose.
2. Open the receipt cover.
3. Place the new roll inside the Printer, with an extra paper length extending over the front. Ensure that the paper unrolls from the bottom.
4. Close the printer cover and tear off excess paper.

CCP-75903

INSTALLING 58-MM PAPER GUIDE

1. Open the receipt cover.
2. Insert the 58-mm paper guide to the slots located on the left of the main cover.

CCP-75904

RESOLVING PRINTER PROBLEMS

- Red LED — unrecoverable error
- Amber LED — recoverable error
- Green LED — ready or standby mode

The blink cycle for errors and warnings is 2 Hz. The number of blinks in one cycle depends on the location of error.

PCB	1 blink
Thermal Head	2 blinks
Cover	3 blinks
Paper block	4 blinks
Print block	5 blinks
Cutter block	6 blinks

CONFIGURING PRINTER – OFFLINE MODE
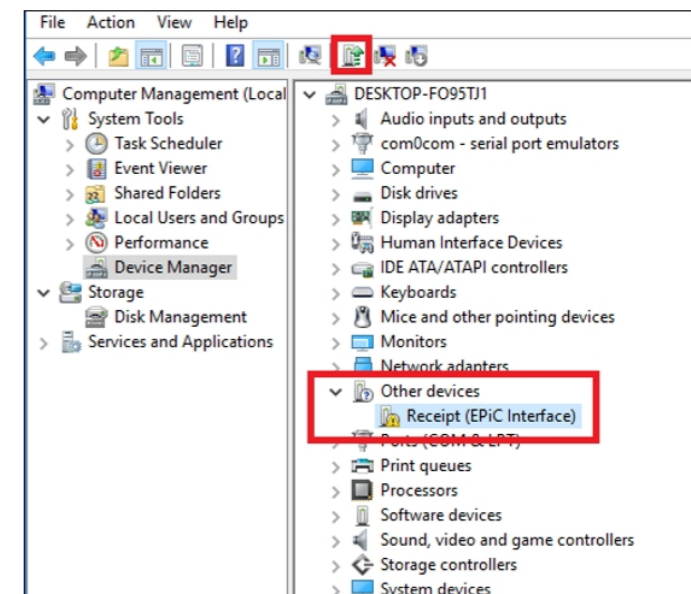
1. To know the current settings, print the diagnostics form.
   a. Turn on the Printer.
   b. Open the receipt cover.
   c. While pressing down the paper feed button, close the receipt cover. The Printer beeps and prints the diagnostics form.
2. Disconnect the power cable from the rear of the Printer.
3. While pressing down the paper feed button, reconnect the power cable. The Printer beeps and prints the Main Menu.
4. Press the paper feed button according to the number of clicks presented in the main menu, and then press down the paper feed button for at least one second to validate.

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================== Main Menu ==================
EXIT                            -> No Click
Print Printer config            -> 1 Click
Emulation                       -> 2 Clicks
Hardware                        -> 3 Clicks
Reset all EEPROM to Default     -> 4 Clicks
Printer Maintenance Info        -> 5 Clicks
Interface (Ethernet or RS232C)  -> 6 Clicks
```

INSTALLING USB VIRTUAL COM PORT DRIVER

1. Connect the Printer to the host terminal. The Printer beeps to show that the USB device is recognized. Then, the Device Setup window displays that the Installing Receipt (EPiC Interface) process is ongoing.
2. Open the Device Manager, select **Receipt (EPiC interface)** and then select the **Update Driver Software** button.
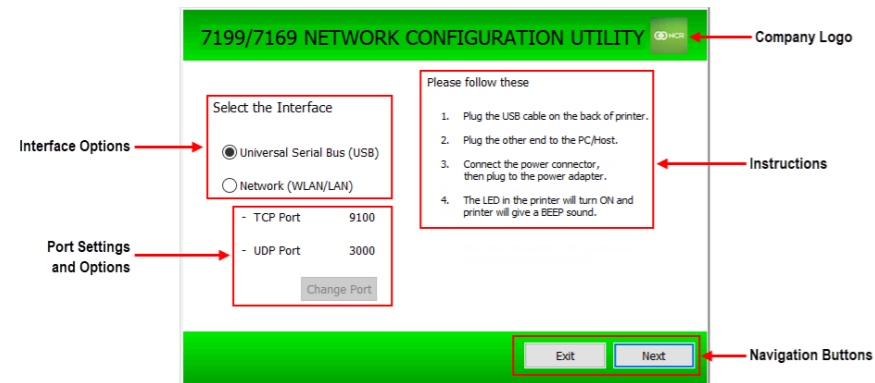

3. Select **Browse my computer for driver software**.
4. Select **Browse** and then select the **Edgeport Driver** folder.
5. To start the installation process, select **Next**. The application displays a notification when the installation is complete.

CONFIGURING ETHERNET NETWORK SETTINGS

The Network Configuration Utility is used to set up the network settings for the printer.

Item	Description
Online mode	Connects the printer to the terminal using any of the following connection options: • Universal Serial Bus (USB) • Local Area Network (LAN)
Port settings and options	Displays the default Transmission Control Protocol (TCP) and the User Datagram Protocol (UDP) port settings and provides options to modify the port settings.
Company logo	Shows information about the application, such as the application name, version number, and copyright year.
Instructions	Provides instructions on how to connect the printer to the terminal. **Note:** The instructions depend on the selected interface option.
Navigation buttons	Provides navigation options.

Note: For more information, refer to *NCR Printer Utilities User Documentations* (BCC5-0000-5382).

UPDATING PRINTER FIRMWARE

Printer firmware can be updated through any of the following options.

Option	Details
Online mode	Enables firmware flashing through the Printer Flash Utility. **Note:** The printer should be connected to the terminal.
IPL mode	Enables firmware flashing through the Printer Flash Utility in the following scenarios: • The main firmware of the printer is corrupted. • The printer encounters an unrecoverable error that requires reflashing of firmware. **Note:** The printer should be connected to the terminal.
Windows Command Line	Enables firmware flashing through the Windows Command Prompt. **Note:** The printer should be connected to the terminal.
USB Thumb Drive	Enables firmware flashing through a USB thumb drive connected to the USB Type A port of the printer. **Note:** The printer should be disconnected from the terminal (offline mode).

To download printer firmware and utilities, go to http://www5.ncr.com/support/support_drivers_patches.asp.

PRINTER SPECIFICATIONS

Item	Details
Print Type	Direct thermal
Resolution	203.2 dpi x 203.2 dpi (8 dots/mm)
Speed	Maximum of 14 inches per second (355 mm/sec)
Character Cell	• Standard: 13 x 24 dots • Compressed: 10 x 24 dots
Character Sets	• 95 Alphanumeric • 18 set international • UTF-16 (Unicode)
Memory	• DRAM (User-defined data buffer): 64 kB • Logo buffer: 256 kB
Interface	USB type A (config/flash) and type B 2.0 Other options: • Ethernet (100 Base-TX/10 Base-T) • Serial (RS-232) Single cash drawer connector
Sensor	• Paper low, paper out, cover open, and jam detection • Thermal print head failure detection • Knife jam detection
Power Requirements	• Requirements: 24 Vdc +/-5% • Optional power supply (supports 75W and 60W power supply)
Temperature	• Operating: 5°C to 50°C • Storage: –10°C to 55°C
Humidity	• Operating: 5% to 90% • Storage: 10% to 90%
Thermal print head life	200 km
Auto cutter life	2 million cuts
Mechanism MCBF	60 million lines

PAPER SPECIFICATIONS

Item	Details
Paper type	Paper Roll
Paper roll width	• 80 mm (+0.5 / -1.2 mm) • 58 mm (+0 / -1.0 mm)
Paper roll diameter	Max of 83 mm
Paper thickness	50~65 um
Paper weight	50~65 gsm