



# NCR Printer Configuration Utility Owner's Guide

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# Preface

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## Audience

This book is written for hardware installer/service personnel, system integrators, and field engineers.

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# Revision Record

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Issue	Date	Remarks
A	Jun 2019	First Issue
B	Sep 2023	<ul style="list-style-type: none"><li>• Updated image and items of the utility main window</li><li>• Updated procedures for saving configuration settings</li><li>• Removed a note that the utility is for 7199 and 7169 printers only</li><li>• Added an note on Ethernet communication settings</li><li>• Converted to the Guild template</li></ul>
C	Sep 2024	Converted to Voyix template

# Introduction

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## Overview

The NCR Configuration Utility is used to do the following tasks:

- View and modify settings of the connected printer
- Print diagnostic forms
- Reset all printer settings to default
- Save settings to a configuration (.cfg) file
- Load settings from a configuration (.cfg) file

For Ethernet communication settings, this utility configures only the DHCP Enable/Disable and the LAN Real Time Command Protocol (TCP/UDP). All other Ethernet communication settings are configured using the Ethernet Configuration Utility.

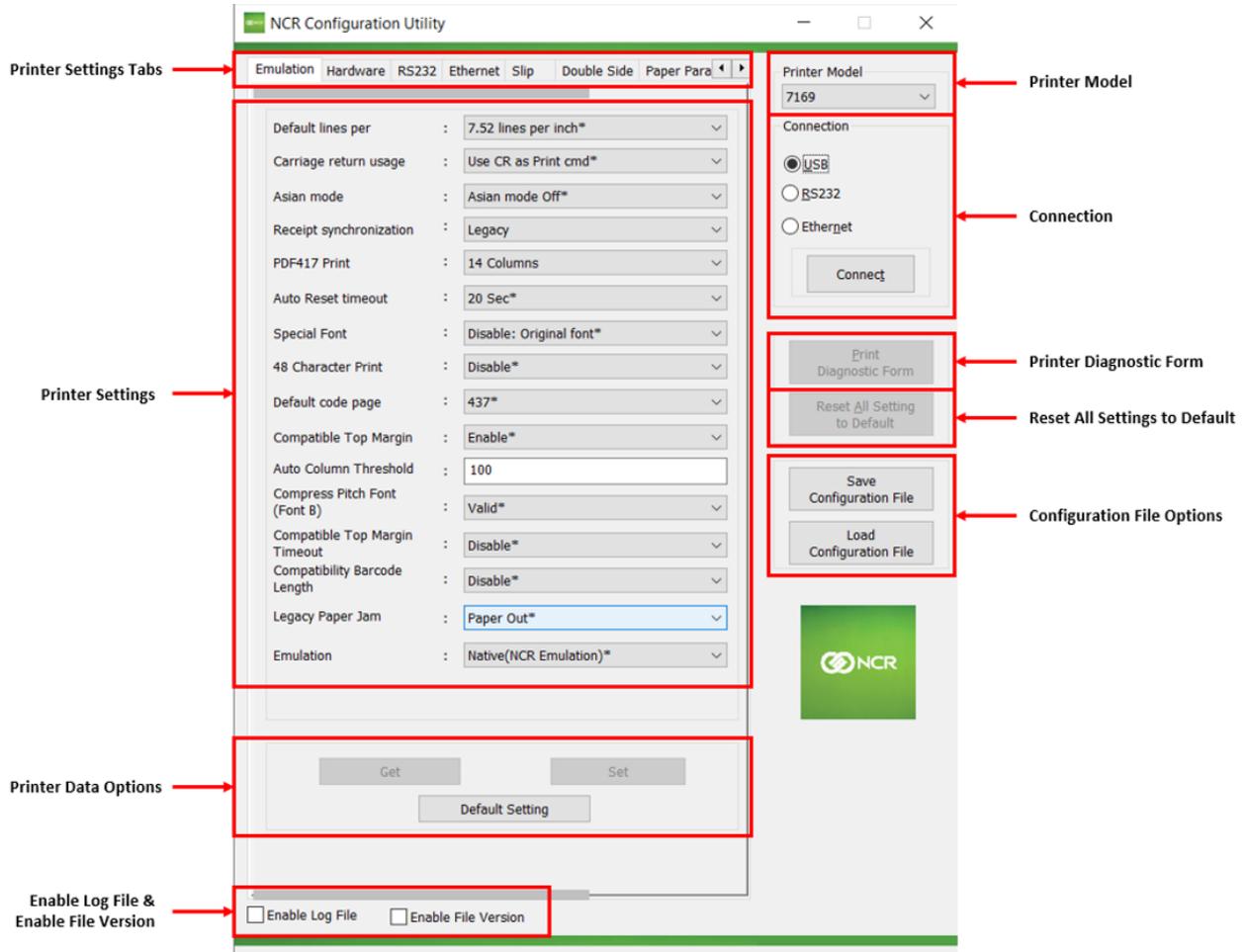
## System Requirements

NCR Configuration Utility supports the following operating systems:

- Microsoft® Windows 7 (32-bit and 64-bit)
- Microsoft® Windows 8 (32-bit and 64-bit)
- Microsoft® Windows 10 (32-bit and 64-bit)

# Main Window

This section describes the main window of the NCR Configuration Utility.



Item	Description
Printer Settings Tab	Displays tabs that contain different sets of parameters to modify.
Printer Settings	Displays settings that can be modified and applied to the printer.  Some parameters are disabled if the NCR 7199 Series printer is connected.

Item	Description
Printer Data Options	<p>Provides options to do the following tasks:</p> <ul style="list-style-type: none"> <li>• Get the actual settings from the connected printer and display the settings on the application tabs. For more information, refer to "<a href="#">Viewing Actual Printer Settings</a>" on page 14.</li> <li>• Send modified settings from the application to the connected printer. For more information, refer to "<a href="#">Configuring the Printer</a>" on page 15.</li> <li>• Set all settings on the active tab to default. For more information, refer to "<a href="#">Resetting All Parameters to Default</a>" on page 20.</li> </ul>
Enable Log File and Enable File Version	<p>Provides the following options:</p> <ul style="list-style-type: none"> <li>• <b>Enable Log File</b>—creates a log file and activates logging activity. For more information, refer to "<a href="#">Enabling the application log file</a>" on page 13.</li> <li>• <b>Enable File Version</b>—prompts users to enter the file version when saving a configuration file. For more information, refer to "<a href="#">Saving Configuration Settings</a>" on page 18.</li> </ul>
Printer Model	Selects the printer model.
Connection	<p>Connects the printer to the terminal using any of the following interfaces:</p> <ul style="list-style-type: none"> <li>• USB</li> <li>• RS-232</li> <li>• Ethernet</li> </ul> <p>For more information, refer to "<a href="#">Connecting the printer to the terminal</a>" on page 11.</p>
Print Diagnostic Form	Prints the diagnostic form. For more information, refer to " <a href="#">Printing a Diagnostic Form</a> " on page 16.
Reset All Setting to Default	<p>Resets all printer settings to default. For more information, refer to "<a href="#">Resetting All Printer Settings to Default</a>" on page 17.</p> <p>Defaults settings are marked with an asterisk (*).</p>

Item	Description
Configuration File Options	<p>Provides options to do the following tasks:</p> <ul style="list-style-type: none"><li>• Save printer settings from the application to a configuration (.cfg) file. For more information, refer to "<a href="#">Saving Configuration Settings</a>" on page 18.</li><li>• Load printer settings from a configuration (.cfg) file to the application. For more information, refer to "<a href="#">Loading Configuration Settings</a>" on page 19.</li></ul>

# Using the NCR Configuration Utility

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This chapter provides procedures for the following utility functions:

- Connecting the printer to the terminal
- Viewing the printer settings
- Configuring the printer
- Printing a diagnostic form
- Resetting all actual printer settings to default
- Saving configuration settings
- Loading configuration settings
- Resetting all configuration utility settings to default
- Enabling the application log file

# Setting up the Printer

Before using the NCR Printer Configuration Utility, the printer must first be set up. To set up the printer, follow these steps:

1. Obtain the following information required for the interface settings:
  - **COM Port number**—used in the COM interface. For more information, refer to ["Obtaining the COM port number"](#) on the next page.
  - **Baud rate, data bits, stop bits, parity**—used in the COM interface. For more information, refer to ["Printing a diagnostic form \(offline\)"](#) on page 9.
  - **IP address**—used in the LAN interface. For more information, refer to ["Printing a diagnostic form \(offline\)"](#) on page 9.
2. Connect the printer to the terminal. For more information, refer to ["Connecting the printer to the terminal"](#) on page 11.

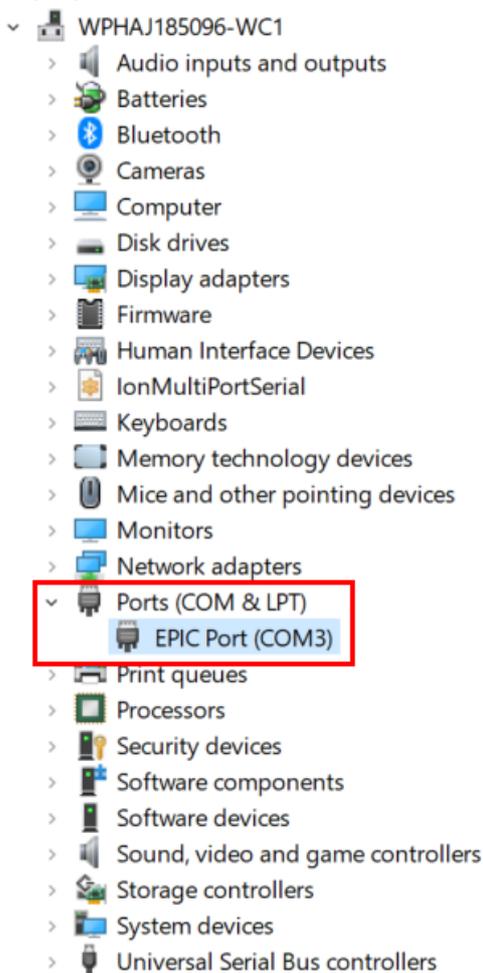
# Obtaining the COM port number

The COM port number is obtained through the *Device Manager* window or through the *Edgeport Configuration Utility*.

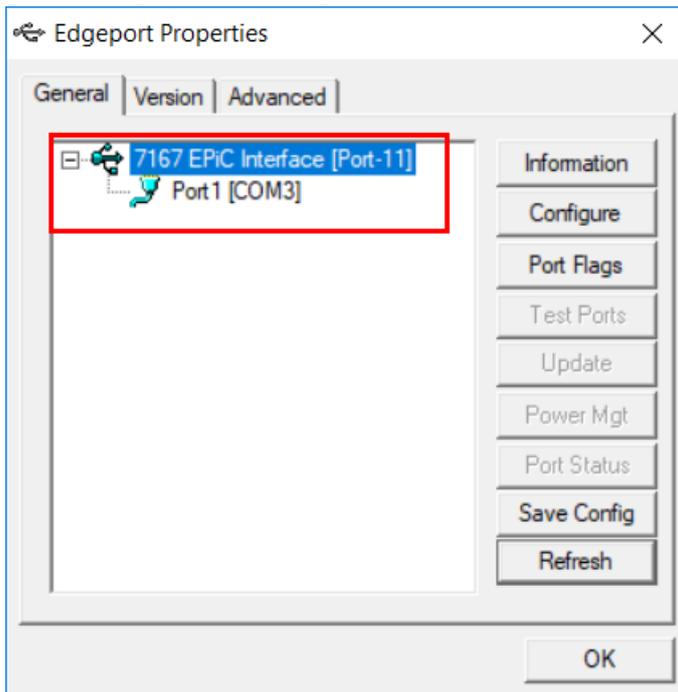
Ensure that the USB Virtual COM Port Driver or Edgeport Utility is installed. For more information, refer to your printer's Owner's Manual.

To view the COM Port number, do any of the following:

- Open **Device Manager** and expand **Ports (COM & LPT)**. The EPIC Port number is displayed.



- Open **Edgeport Configuration Utility**. The COM port number is then displayed.



## Printing a diagnostic form (offline)

The Printer Diagnostic Form provides details about the printer that are required in the RS–232 and Ethernet interface. This form can be printed before the connection between the printer and the terminal is established.

To print the diagnostic form, follow these steps:

1. Open the receipt cover.
2. While pressing down the paper feed button, close the receipt cover. The diagnostic form is printed.

The following sample image provides details required for the RS–232 and Ethernet connection configurations. The printer used is NCR 7169.

\*\*\* Diagnostics Form \*\*\*

**Model number** : 71xx-xxxx-xxxx  
**Serial number** : 1234567890  
**Boot Firmware P/N** : 497-0426492  
**Main Firmware P/N** : 497-0426493  
**Firmware Revision**  
 Boot Firmware : V01.00 / 32CA  
 Main Firmware : V01.00 / A04C  
 SBCS Font : V01.00  
 DBCS Font (Receipt) : V01.00  
 DBCS Font (Slip) : V01.00  
 Control Table : V01.00 / E166

**Emulation**  
 Receipt Emulation : Native Mode  
 Receipt Sync. : Disabled  
 Default LPI : 7.52 LPI  
 Carriage : Used as Print Cmd  
 Asian Mode : Off  
 Code Page : 437  
 Special Font : Disabled  
 Compress Pitch Font : Valid  
 48 Character Mode : Disabled  
 PDF417 Max Columns : 9 Columns  
 Auto Reset : 20 Sec  
 CompatibleTopMargin : Enabled  
 Compat. TM Timeout : Disabled  
 Compat. BarcodeLen : Disabled  
 USU : Disabled  
 Slip Print width : 82.2mm  
 Platen waiting Time : No Extra Time  
 Legacy Paper Jam : Paper Out<sup>1</sup>  
 Logo(s) Defined : No  
 User Char(s) Defined: No

**Hardware**  
 USB Type : ION(Epic)  
 USB Speed : Full Speed  
 Print Mode : High Speed  
 Print Density : 0  
 Power Supply : Term Pwr-High  
 Standby Mode : Enabled  
 PowerOff Mode : Disabled  
 Knife : Enabled  
 Paper width : 80mm  
 Paper Low Detection : Disabled  
 Color Paper : Monochrome  
 Buzzer Tone : Middle  
 LED : Auto  
 MICR Dual Pass : Dual pass enable  
 MICR : Enabled  
 Check Flip : Enabled

**Diagnostic Mode** : OFF, Normal Mode

**Interface (RS232C)**

Baud Rate : 19200  
 Data Bits : 8  
 Stop Bits : 1  
 Parity : None  
 Flow Control : DTR/DSR  
 Reception Errors : Print '?'  
 DSR Signal : Enabled

It appears if RS232C I/F is installed.

**Interface (Ethernet)**

MAC address : xx:xx:xx:xx:xx:xx  
 IP address : 192.168.1.1  
 Subnet Mask : 255.255.255.0  
 Default Gateway : 0.0.0.0  
 TCP Port Number : 9100  
 UDP Port Number : 3000  
 RTC Protocol : TCP  
 DHCP : Enabled  
 DHCP request address: 192.168.2.1  
 TCP max. connection : 1  
 Physical LAN Speed : Auto  
 Link Down Timeout : 120 min  
 TCP Idle Timeout : 2 min  
 SNMP Trap 1 : Disabled  
 Trap 1 IP Address : 192.168.1.111  
 SNMP Trap 2 : Disabled  
 Trap 2 IP Address : 192.168.1.222

It appears if Ethernet card is installed.

Sensor Level	ON	OFF	TH	LED
Paper Low	: 3.3V,	0.0V,	1.7V,	0.5V
Paper Jam	: 3.2V,	0.6V,	1.4V,	0.5V
TOF	: 3.1V,	0.2V,	1.7V,	0.6V
BOF	: 3.2V,	0.3V,	1.8V,	0.7V

Tallies	User	Perm.
Hours ON	: 959	959
Flash cycles	: 5	5
Receipt Len.	: 482	482
Knife Cuts	: 12768	12768
Slip Lines	: 391	391
Slip Characters	: 4293	4293
MICR Reads	: 80	80
Knife Jams	: 2	2
Rcpt TCover open	: 71	71
Rcpt FCover Open	: 10	10
Head Overheat	: 0	0
Rcpt Paper Jams	: 2	2
Slip Cover Open	: 10	10
Flip Cover open	: 5	5
Slip Jam	: 1	1
Flip Jam	: 0	0
Carriage Jam	: 0	0
Shutter Jam	: 0	0
Sensor Calibration	: 5	5

**Thermal Head Usage Rate** : 1 %

**Dot Failure(Thermal Head)**: 0 dots  
**Dot Failure(Impact Head)** : 0 dots

# Connecting the printer to the terminal

To establish the connection between the printer and the terminal, follow these steps:

1. Connect the printer communication cable to the terminal.
2. To start the Configuration Utility application, double-click the **NCR Configuration Utility.exe** file. The application displays the Configuration Utility main window.
3. From the *Printer Model* drop-down list, select the printer model.
4. Select the connection type.

Connection Option	Description
USB	The application automatically detects the USB type, which is either of the following options: <ul style="list-style-type: none"><li>• ION</li><li>• NCR 4610 (for 7169 only)</li><li>• NHPI</li><li>• PRTR</li></ul>
RS-232	The application displays the configuration window and requires the following information: <ul style="list-style-type: none"><li>• COM Port number</li><li>• Baud rate</li><li>• Data bits</li><li>• Stop bits</li><li>• Parity</li></ul> To know the values, refer to " <a href="#">Obtaining the COM port number</a> " on page 7.
Ethernet	The application displays the configuration window and requires the following information: <ul style="list-style-type: none"><li>• IP address</li></ul> To know the IP address, refer to " <a href="#">Obtaining the COM port number</a> " on page 7.

5. Select **Connect**. The application establishes the connection between the printer and the terminal.
6. Enable the log file feature. For more information, refer to "[Enabling the application log file](#)" on the next page.

For troubleshooting purposes, it is recommended to keep a log file that records all application activities.

## Disconnecting the printer from the terminal

To disconnect the printer from the terminal, follow this step:

- From the *Connection* settings, select **Disconnect**.

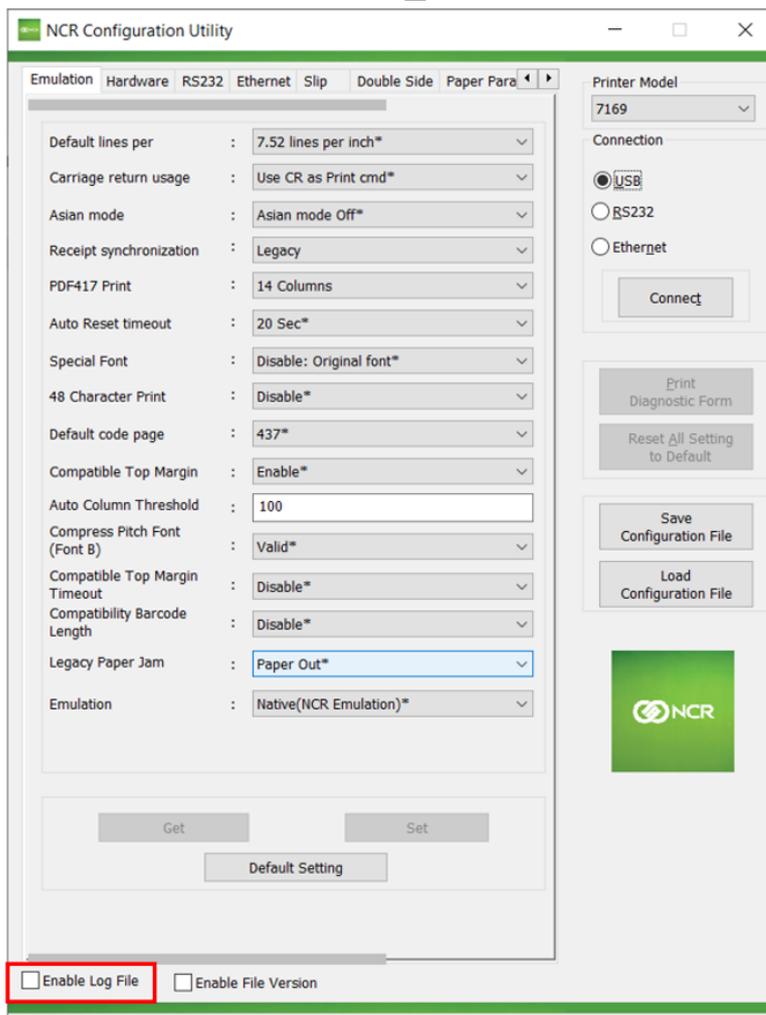
# Enabling the application log file

It is recommended to keep a log file that records all application activities. This log file can be used when troubleshooting the printer or the application.

To enable the log file feature, follow this step:

- Select the check box for the **Enable Log File** option.

The application saves an `NCR_CONFIG.log` file in the application folder.



If the user clears the **Enable Log File** option, the application automatically deletes the log file.

# Viewing Actual Printer Settings

To view the actual settings of the connected printer, follow these steps:

1. Connect the printer to the terminal. For more information, refer to "[Connecting the printer to the terminal](#)" on page 11.
2. Select **Get**.  
The application gets the actual settings of the connected printer and displays the values on the application tabs.

# Configuring the Printer

To configure the printer, follow these steps:

1. Connect the printer to the terminal. For more information, refer to "[Connecting the printer to the terminal](#)" on page 11.
2. Load the actual printer settings to the application. For more information, refer to "[Viewing Actual Printer Settings](#)" on the previous page.
3. Modify the printer settings through the Configuration Utility application.

For more information on printer settings, refer to your printer's documentations.

- For NCR 7169, refer to *NCR 7169 Multifunction Printer Owner's Manual* (BCC5-0000-5349) or to *NCR 7169 Multifunction Printer Programmer's Guide* (BCC5-0000-5352).
  - For NCR 7199 Series, refer to *NCR 7199 Series Thermal Receipt Station Printer User Guide* (BCC5-0000-5172) or to *NCR 7199 Series Thermal Receipt Station Printer Programmer's Guide* (BCC5-0000-5170).
4. To apply the new settings to the connected printer, select **Set**.  
The application sends all printer setting changes on all tabs to the connected printer and reboots the printer. After the application has successfully configured the new settings, it displays a notification.

# Printing a Diagnostic Form

To print a diagnostic form using the Configuration Utility, follow these steps:

1. Connect the printer to the terminal. For more information, refer to "[Connecting the printer to the terminal](#)" on page 11.
2. Select **Print Diagnostic Form**.  
The application sends the Print Configuration Form command to the connected printer and prints the current printer configuration on a receipt.

Ensure that the connected printer is loaded with a thermal receipt paper.

# Resetting All Printer Settings to Default

To reset the actual printer settings to default, follow these steps:

1. Connect the printer to the terminal. For more information, refer to "[Connecting the printer to the terminal](#)" on page 11.

2. Select **Reset All Setting to Default**.

The application resets all printer settings to default values and send the settings to the connected printer. The application reboots the printer.

After the reboot, the application disconnects the printer from the terminal. To re-establish the connection, select the *Connect* button.

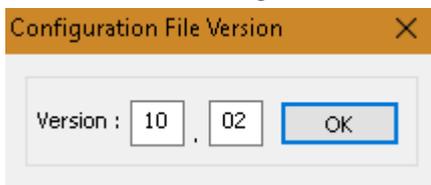
# Saving Configuration Settings

When saving the configuration settings to a printer configuration (.cfg) file, the configuration file may be saved with or without indicating the file version.

## Saving configuration file with file version

To save the configuration settings, follow these steps:

1. Select the **Enable File Version** checkbox.
2. Select **Save Configuration File**. The application displays the following window.



3. Enter the version number in XX.XX format.  
The value of XX.XX can be any number.
4. Select **OK**. The application displays the Save As window.
5. Select a location where to save the configuration file.
6. Enter a file name and select **Save**.

## Saving configuration file without file version

To save the configuration settings, follow these steps:

1. Clear the **Enable File Version** checkbox.
2. Select **Save Configuration File**.
3. Select a location where to save the configuration file.
4. Enter a file name and select **Save**.

# Loading Configuration Settings

To load the configuration settings from a configuration (.cfg) file to the application, follow these steps:

1. Select **Load Configuration File**.

The application displays the *Open* window.

2. Locate the configuration file and select **Open**.

The application loads the printer settings from the configuration file to the application tabs.

# Resetting All Parameters to Default

Configuration Utility parameters can be reset one tab at a time. To reset all parameters on the active tab to default, follow these steps:

1. Select a printer setting tab.
2. Select **Default Setting**.

The application sets all data on the active tab to default settings, which are marked with an asterisk (\*).

When the *Emulation* tab is active and the *Default Setting* button is selected, only the *Emulation* tab data are reset to default values. Data on other tabs or actual printer settings are not affected.