

The Orion 9500 Dual-Plane Scanner/Scale — Withdrawn

MB-SS-1085 Issue 3
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This Issue 3 withdraws the Orion 9500 product line from General Release. Please contact your Fujitsu representative with any questions.

ICL is very pleased to announce the **Orion 9500** Dual-Plane Scanner and Scale to **RETAIL** partners. Designed for maximum front-end checkout performance this new market leader takes scanning into new directions — all **three hundred and sixty** of them.

The Orion 9500 is a no-holds-barred high-end scanner featuring an Orion/Series 9000 style vertical window and a big horizontal bottom/side reading window with superb performance by itself. The industry's fastest and most rugged scale is placed within, still easy to access and fast to level and calibrate from the top.

What's in a name? Introduced in the early '90s, the ICL Orion Scanner/Scale was the greatest success and most dominant scanner in the history of PoS. The thousands and thousands installed stand for quality, performance, ergonomics and reliability. For our new 9500, we've brought back the Orion name to underline our confidence in its success, not to mention how the name recognition will help you in your sales campaign.

The Orion 9500's showings at FMI MarkeTechnics and other trade shows have made its advantages so obvious that just a quick demo made lots of people change their rollout decisions to the 9500. (We are often told that competitors have become weary of people bringing in comparison items that scanned "blind" in any direction with the Orion 9500 but needed careful alignment to read on their own units.)

Here's what's important about the Orion 9500:

- Ultimate performance, absolutely unmatched
- **Real** 360-degree volume reading tunnel
- Exclusive low-friction ribbed platter for even less checker effort
- No-brainer pricing (very aggressive)
- "Cloning" capability to set up a new unit without programming
- Standard equipment: RS-232 hand-held scanner interface
- More compact both above and below the counter than competing scanners
- Same cables as Series9000 (**Yes!**)
- Self-suspending: no baskets or mounting units required
- Programmable "coupon card" interface for electronic couponing

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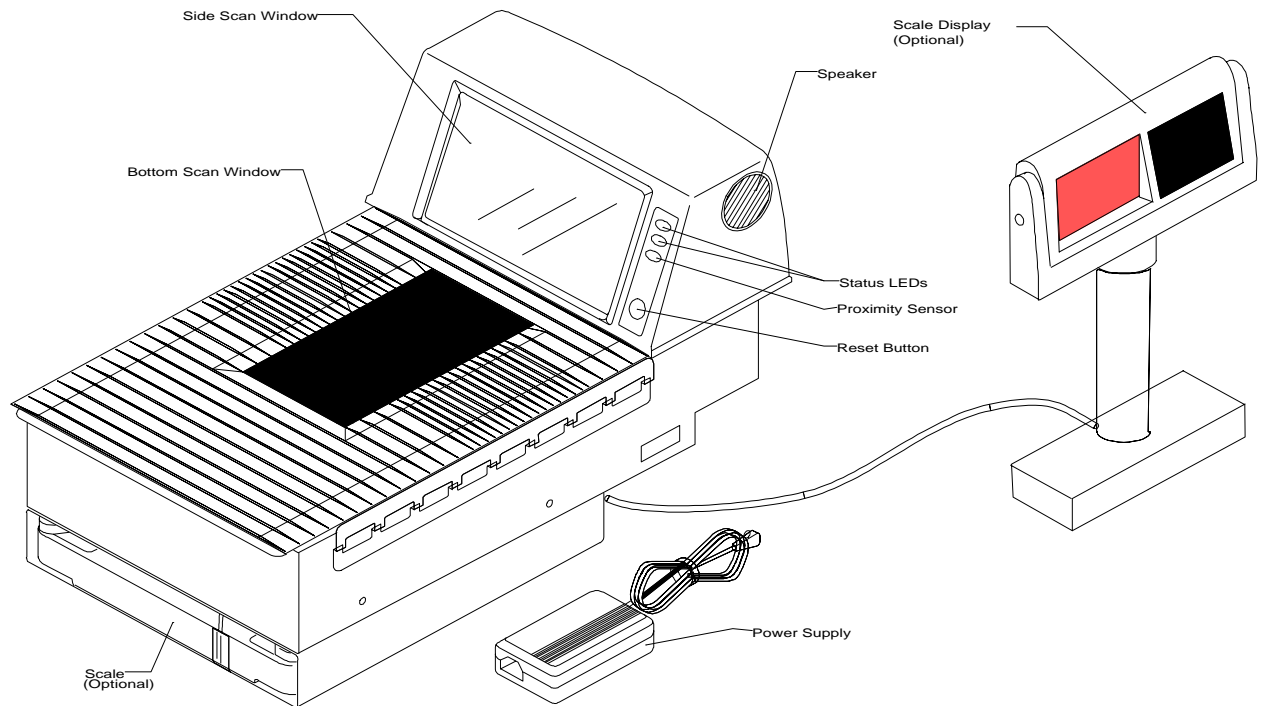
- Standard checkstand cutout — same as competitors
- Great margins — even on quantity-one — and ***no master dealers.***

So read on. The competition out there is looking just a little tired from competing with the Series9000; now the Orion 9500 has come along to mop up the 360-degree dual-plane market like the original Orion did, and this program will continue to bring RETAIL *partners* exceptional revenues and profits over the coming years.

And one more thing: yes, it works great with **ISS45**. Talk about a killer combination: two products, one complete, seamless, extreme-performance solution. You can even reset the 9500 scale from the **ISS45** keyboard.

To your success,

Tony
 Tony van Seventer
 Director: Supermarket Systems



I. Introduction

A. Profile of the Market

Once upon a time, only the major chains installed high-performance scanners. In fact, five years ago it was a simple matter to segment the scanning market, since independent grocers bought the mid-range Spectra-Physics products (almost a perfect 1:1 match-up) and the big chains bought high-performance scanners by about a 2:1 ratio.

But Orion changed all that. There came a new emphasis on ergonomics and avoiding health risks. Together with the availability of that new super-scanner and scale which redefined the supermarket workstation almost overnight, the entire grocery market flocked to Orion. It no longer mattered if you had one store or one thousand stores; it didn't matter if you were running DTS 500s or IBM 4680; Orion's performance so outstripped its closest rivals that it was the obvious investment to make.

And it's paid off: remember the Ohio State study, which declared Orion as the *only* scanner with low risk across all tested checkstand types? Its reliability and consistent performance made it a runaway winner for all who installed it.

After years of Orion having the market to itself, however, NCR introduced a more expensive "bi-optic" scanner which provided two scanning windows. This provided a way for NCR dealers to re-enter the scanning market, selling the benefits of two scanning windows. After all, it intuitively made sense that two windows are better than one...

The ICL Series9000 continues to be a perfect vehicle for value-oriented users, with its mix/match configurability and higher performance at lower prices. With Series9000, you can still beat 7870 and Magellan on pricing, and configure your proposal precisely to provide the best value to the grocer. This strategy worked well for systems Resellers — in fact, over 80% of all ISS45 and RPS/Supermarket systems were installed with the Series9000.

But you have to give Spectra-Physics credit. If you were very careful exactly where you scanned, you could read a label with the Magellan scanner regardless of which direction the label faced. Enter the sales concept of "360-degree scanning", and Spectra made the most of it.

So now ICL gives you a brand new weapon for your competitive arsenal, the Orion 9500. At a lower cost than Spectra or NCR, you can provide the world's best scanner and satisfy the 360-degree cravings of your customer base. And your cost is only about \$200 more than the Series9000.

B. The New Design

With the Series9000 already a strong competitor, and the NCR 7870 and Spectra-Physics Magellan already available, did the industry really need a new scanner?

It sure did.

Start with the horizontal scan pattern. The 7870 (are people still *buying* these things?¹) provides an old-fashioned standard pattern, dating back before the original Orion. As for the Magellan the same design was used, but as an afterthought a few lines aiming backwards were added. As you can see, getting these units produced and quickly to the market compromised the design in both cases.

¹ Yeah, the same people buying 2127s.

The Orion 9500 was designed fully and completely as a 360-degree unit from the start, creating the first horizontal scan pattern designed exclusively to mesh with the scan pattern of the vertical window. This design is completely unique to ICL, and it yields tremendous benefits in “total coverage” of the scan volume tunnel. Because of this, Orion 9500 has the field to itself as is the third generation of dual-plane scanning technology.

A frequently noticed weakness of prior “360-degree” scanners is that the sweet spot is very small and it’s not in the right place. But the Orion 9500 uses a superior design which was achieved by lengthening the bottom window and moving it further away from the vertical window. This creates a much larger 360-degree sweet spot that is more than three inches longer than Magellan’s. Scan with the two units, and the difference is instantly apparent.

Next, to ensure there were no holes in this huge scan volume tunnel, we increased the number of scan lines to 56; this is 14 more than the Magellan, and 32 more than the 7870. The result is the biggest, densest, and most complete scan pattern ever created, a comprehensive “tennis net” that swallows the entire product.

But we weren’t quite finished. One of the most popular features of ICL scanners is the ridged plastic platter. Not that it required an abundance of creativity, but ICL developed a version of this platter with a sapphire window. The Orion 9500 now owns the lowest friction (therefore lowest effort) scanner/scale weigh platter on the market.

Of course, one of the key features of the Orion platter was its ideal size, but you (and the market) have been demanding “standard” installation. So, ICL made the vertical window a little narrower (front to back) which gave the platter an additional 1 ½ inches to stretch out ***while still fitting the standard Magellan or 7870 hole***. So, celery, rhubarb — that sort of thing — won’t hang off the platter.

C. Orion 9500 Scanner Highlights and Benefits

- Only two (swappable) interfaces to think about, naturally paired: RS-232/OCIA or MDL/IBM.
- Dual-plane scan pattern with expanded 360 degree scan zone. Requires less product orientation to get maximum throughput and first-pass-read-rate. Reduces checker fatigue and frustration.
- Large (4” x 7”) bottom window extends farther from vertical window. Extends read zone — including 360 read — closer to the checker. Allows checker to scan without reaching. Reduces fatigue and increases throughput.
- 56 line scan pattern (33% to 133% more than the others). More scan lines translates to a better chance of “seeing” the label as it crosses the scan pattern. Increases first pass read rate and throughput.
- Ridged plastic weigh platter. The raised ridges decrease the sliding surface and provide a very low friction scanning surface. This reduces effort and checker fatigue. And the ridges keep produce from rolling off platter.
- Low-profile vertical scan window. (Two inches lower than the others.) Allows installation of the keyboard or check writing stand above the scanner at the optimum height meeting standard ergonomic guidelines. Also makes installation and removal easier.
- Adjustable tilt platter. Allows perfect installation of the scanner, ensuring that items will not “catch” sliding on or off the platter.
- Standard Footprint. Little or no counter modification is required to install the scanner in a lane which previously contained an SPF, Magellan, or 7870.
- Programmable via bar codes. Easy to customize operation for specific store needs.

- Cloning: during installation or unit replacement, a special Cloning cable can be connected between two scanners. By scanning a programming label, all the parameter settings will be copied from the source scanner into the target. So only one scanner will have to be programmed. (Also handy for maintenance/unit replacement.)
- Lifetime sapphire glass as standard equipment. No extra charge for sapphire saves cost up front. Scratchproof glass saves replacement time and cost over the life of the product.
- Reads coupon add-on codes, including Code 128. Also there's an interface port option for coupon data transmission to secondary host. Ready to handle any current or future method of electronic coupon clearing.
- Label stitching software to easily read torn or marred labels. Increases throughput on damaged label items, soft packaged items, and freezer frosted items.
- "Soft" Power Down feature: after 30 seconds of no use, laser power is reduced 50%, but will read new items and re-awake without a delay or re-scan. After a longer period of no use, both the laser and motor are turned off. A proximity sensor will then re-awaken the scanner simply by passing your hand or another object in front of the scanner. This saves power and increases the life time of the components. The "soft laser" mode allows the power savings and component protection without the delay of the full "sleep mode" that competitors use. This is an industry exclusive for the Orion 9500.²
- Programmable tone and volume settings. Lets the grocer customize to store requirements.
- Easily changeable interface cards for all popular POS interfaces. Scanner investment is protected if you change POS terminals.
- Patented ICL Electro-Focus technology. Provides full "scan-ability" through the entire scan volume tunnel. Increases first pass read rate on items scanned near the edge of the counter.
- The unit is built using a rigid single-piece rigid casting. Yes, tougher to design and manufacture, but it's the only way to survive the pounding that shatters, for example, the 7870.
- Every Orion 9500 comes with an additional port to allow connection of an RS-232 hand-held scanner. This port is programmable with 2 sets of default parameters (for the LS-2020 and BHS6060).
- An optional Coupon Card can also be added into the scanner. This allows scanned coupon data to be directed to either the POS terminal or a separate coupon gathering system. The data type and direction (to POS or Coupon System, or both) is selected via a scannable programming label. This feature will be released at a later date.

D. Orion 9500 Scale highlights

How excited can you get about a scale — after all, a scale is a scale is a scale, right? They just sit there doing their job quietly, no buzzers, no lights, no lasers. Scales don't even move any more — no weights or springs — the load cells just sit there and tell the circuits how much weight you've put on them. Pretty dull stuff.

But like any piece of equipment, a well-made scale will be fast, efficient, reliable and a pleasure to use. Trouble is, because of the current commodity attitude, the other manufacturers cut corners on scale design and manufacturing to boost profits. "After all," the thinking goes,

² Make sure you demo the soft-sleep feature. Grocers immediately understand the benefit and love the feature.

“we’ll focus on the scanners, and nobody will notice a little “thrifting down” on the scale part, especially in a combination unit...”

But ICL continues to take a more serious approach. A first-rate scale is essential to efficient front-end operation, and ICL set out to offer the finest design possible. Here’s the proof of what makes the Orion 9500 scale the best in the world:

1. Speed — for items 5 pounds and under, the Orion 9500 scale will settle in 500 milliseconds, **maximum**. This is 20% faster than the nearest competition. For items over 5 pounds, the Orion 9500 will settle in just 600 milliseconds maximum — the nearest competition takes at least 1.2 seconds, **twice as long**. This means no hesitation at checkout when weighing heavy items, and it also tells you a lot about the quality of the scale itself.
- Construction — the Orion 9500 Scale uses a single massive state-of-the-art, cost-no-object load cell. Take a look, and compare it to the insubstantial small multiple load cells wired together on competing scales to cut costs. The Orion 9500 load cell is faster, accurate, more reliable, (and will probably last forever).
 - Ease of installation — you install, level, and calibrate the Orion 9500 scale, **all from the top**. All leveling adjustments are made from above. A bubble level indicator is built into every unit for more ease and accuracy.
 - Ease of calibration — this was a breakthrough on the Series9000, continued with the Orion 9500: if you’ve ever installed and calibrated a store full of scales, you will immediately understand its importance. No disassembly is required, and calibration is done from the top of the unit without having to even remove the scale or disturb the installation in any way saving hours and hours of installation cost.
 - Vibration immunity settings (in fact, two: one for solid counters, one for high-vibration counters). This ensures that the scale can hold zero even in a metal counter with vibration-producing belt motors.
 - Auto Zero Maintenance; scale automatically re-zeroes itself after a timeout period. Provides ease of use and security against bad data. Keeps scale to zero even as dust and dirt accumulate.
 - Manual zero button on display. Quick and easy manual reset. No cumbersome requirement to lift platter.
 - Terminal command zero reset. Provides ease of use and security against bad data.
 - “Non-zero” timeout options. Ensures scale will not transmit bad weight data.
 - Tare weight capable (manual or automatic). Customizes for ease of use in any application.
 - Dip switch selectable pounds or kilograms operation. One model serves both requirements.
 - Plug-in interface cards. Provides easy interface changes. Protects the scanner/scale investment when the customer changes POS terminals.
 - Full tilt/swivel display, with tare button, and scale zero reset button. Flexible mounting option. Easy to use. Meets regulatory requirements in all 50 states.

II. Other Scanner/Scale Products

Note: This section reflects the best information available from reliable sources and ICL experience. ICL endeavors to ensure that this information is correct and fairly stated, but does not accept liability for any error or omission.

A. NCR—ATT—NCR 7870

As the first retail scanner to offer both a horizontal scan plane and a vertical scan plane, the 7870 invented the "bi-optic" scanner market. Over the last three years its match-the-competition pricing have made it the #1 selling high-performance scanner in the U.S. We keep expecting NCR to introduce a successor to the 7870, but so far have seen nothing.

Below are listed the main strengths that are typically claimed for the 7870, and some responses which counter them.

- Claim 1: The 7870 has the largest installed base and thus has "proven" performance and technology.

Response: The 7870 has the largest installed base because it's been on the market so long. Technology moves fast, and NCR has not made any significant changes to the product since it was introduced three years ago. They have fallen behind in terms of technology, and a rigorous test would show the 7870 has a lower throughput and lower first pass read rate than the Orion 9500 (or for that matter, the Magellan).

- Claim 2: The 7870 does not extend as far below the counter as the 9500. This allows a superior placement of the cash drawer for "cash drawer below" installations.

Response: The 7870 is shallow **at the front** of the scanner only; as you go back, it steps further and further down. By the time you reach the vertical tower, the 7870 has the same depth as the 9500. Typical cash drawers are 21 inches long, and extend back to the deepest part of the 7870. At least one checkstand manufacturer has determined that using the 7870 does not allow a significant movement of the cash drawer.

- Claim 3: The 7870 is compatible with most common counter cut-outs, thus very easy to install.

Response: The Orion 9500 mounting requirements are exactly the same as for the 7870. In addition, the Orion 9500 actually fits better than the 7870 in counters designed for the Magellan or the SPF.

When vertical room is tight (due to a keyboard or check-writing stand above the scanner), the low profile of the Orion 9500 makes for an easier installation than the 7870.

Other 7870 disadvantages:

- Only 24 scan lines (12 vertical and 12 horizontal), compared to 56 lines (24 vertical and 32 horizontal) in the Orion 9500. The low-density pattern reduces first-pass-read rate and throughput on the 7870.
- Limited scan path: the scan tunnel is much smaller than Orion 9500, forcing the clerk to scan in a much more limited area and much closer to the vertical scan head.
- Poor construction of the vertical scan head, which is assembled rather than cast. Due to poor Depth of Field, grocery items repeatedly slam against the vertical portion, eventually loosening the bezel and freeing the plastic lens. Glue does not effectively fix the problem, and there are many 7870s held together with duct tape. Apparently, this problem appears after about six months of heavy use.
- The 7870 uses a slow, hard to level and hard to calibrate scale. They developed this scale themselves to save cost on the product. It is old technology.

- The motor is lower quality and has a shorter MTBF than the motor used the Orion 9500. This is a key component that determines the long-term life of a scanner.
- The 7870 requires more clerk force and lifting because the painted metal platter is a high-friction surface.
- The 7870 requires more reaching because the read zone is shallow and close to the vertical scan window. This reaching leads to fatigue and increased back and arm stress.
- A statistically unproved but consistent report is that the performance of the 7870 falls off after initial installation and that users become less satisfied with the product over time. Possible explanations for this phenomenon could be window abrasion, actual degradation of the laser and optics system, or negative halo effect from the scanner's worsening appearance.

B. Spectra-Physics "Magellan"

The Magellan was introduced in 1994 as Spectra-Physics' response to the NCR 7870. It has overcome some of the shortcomings of the 7870, is very aggressively discounted, and is likely to be the competition for the Orion 9500 over the next 24 months.

Below are listed the main strengths that are typically claimed for the Magellan, and some responses which counter them.

- **Claim One:** Magellan is the fastest scanner on the market.
 Response. Oh, *please...* Better than 7870, but try it side by side with Orion 9500, and you'll see how the Orion 9500 outperforms the Magellan in throughput and first-pass-read-rate, and especially in the Orion 9500's tremendous depth of field.
 Even better, if the test includes a typical amount of produce the 9500 scale is significantly faster than the Magellan, and while produce does not represent a big percentage of the items, it does represent a big percentage of the total transaction time per customer.
- **Claim Two:** Magellan is the only scanner that can handle the code 128 coupon with Catalina.
 Response: This is not true. The Orion 9500 reads the code 128 coupon format. Even better, we have designed an external interface option slot that will allow you to configure the scanner for any coupon clearing system. With the Magellan, the Catalina interface is built in and you have no options.
- **Claim Three:** The Magellan is easier to install than other scanners.
 Response: The 9500 will drop into a hole cut for a Magellan with zero modifications. In addition, when vertical room is tight (due to the keyboard or check writing stand above the scanner), the low-profile design of the 9500 will let it be installed more easily and with a better result than a Magellan. Also the Orion 9500 adjustable tilt platter ensures perfect installation height and angle.
- **Claim Four:** Magellan quality and reliability is the best on the market.
 Response: This is one of those statements that give salespeople a bad name — easy to claim, but it can't be proven. Unfortunately, it is almost impossible for a customer to verify long term quality and reliability claims. The only valid input is track record. Fujitsu has proven globally that it meets or beats the quality and reliability of any other manufacturer in any product type. By the way, Fujitsu is the largest manufacturer of all types of scanning devices worldwide.

Claim Five: Magellan is the original 360 degree scanner.

- Response: Yes, and the Orion was the original side-scanner. Also our original BDX from the early '70s beat *any* Spectra-Physics scanner to the market by several years. Now with that out of the way, what product will you buy today? What is clear is that the Orion 9500 has taken the concept further and created a scan zone that is both larger and more dense than the Magellan scan zone, **plus** has better coverage from all angles in a full 360 degrees of item presentation.

Other Magellan problems:

- The Magellan especially encourages cashier reaching to keep the item next to the vertical window, because that is the only place that the 360 degree feature is effective. This reaching leads to increased checker fatigue (and risk of back injury).
- If the keyboard is above the scanner, it will force the checker to reach too high. This will lead to fatigue and stress, and may even violate established FMI ergonomic recommendations for keyboard height.
- The Magellan has a serious problem with beeper volume when the keyboard rests just above the vertical scanner. Because the speaker vent is on top of the vertical scanner, at least one major chain has found certain checkstand designs make it impossible to hear the beeper.
- Spectra-Physics can't support/install/maintain the Magellan. They are going to other vendors, (including ICL Retail Systems), trying to find a way to install and maintain their own scanners.

III. Professional Services

A. Education and Training

The Orion 9500 has been designed to be straightforward to configure, install and support. Complete documentation (see Page 11 below) is supplied, and no special training courses in addition are required for service or support personnel.

B. Professional Services Support

Series9000 **RETAIL***partners* are offered standard professional services support at ICL's toll-free number, (800) 998-3337. Use Site Number TSA0020 for Series9000s connected to S18 systems, TSA0021 for Series9000 used with ISS400, TSA0023 for 2200/KeyScan, TSA0024 for **ISS45** or RPS/Supermarket and TSA0028 when the Series9000 is attached to NCR, IBM or other non-ICL POS systems.

C. Service

The Orion 9500 Spares and Repair program and pricing is designed so that **RETAIL***partners* will enjoy substantial revenues and profitability in the service portion of the business.

The critical success factors in the Series9000 service business include:

- Extremely low failure rates on all components
- Very short time to repair
- Modularity, making depot maintenance practical where desired
- Low cost spare parts
- Zero Inventory Program (ZIP)

In addition, diagnostics are included in the software of the Orion 9500 scanner and scale systems.

All scanner and interface settings are programmable via scannable labels. A single label is used to configure the scanner for all ICL and common POS terminal connections. To speed installation and unit replacements, a special Cloning cable can be connected between two scanners. By scanning a programming label on the "source" scanner, all the parameter settings will be copied into the "target" scanner.

The following test tools are also available. Note that one each of these test devices was included in the Series9000 Partner Start-Up Kit, and these can be ordered separately for the Orion 9500 at the listed prices:

Service Item	PIN	Part Number	Price³
RS-232 Interface Loopback Connector	46122/001	8021 2630	\$30
OCIA Interface Loopback Connector	46122/002	8021 2631	30
MDL Interface Loopback Connector	46122/003	8021 2632	30
OCR Interface Loopback Connector	46122/004	8021 2633	30
Hand Held Interface Loopback Connector	46122/005	8021 2634	30
Programming (Cloning) Cable	PB000057	8031 6790	75

D. Documentation

Thorough and accurate documentation is available for the Orion 9500. A set of this literature is included in the Orion 9500 Start-Up Kit. Additional copies may be purchased via the normal order system.

Please note that the Service Reference manual includes sections previously covered in former *User Reference* and *Site Preparation and Installation* manuals. The *Quick Reference Cards* (previously produced for the Series9000) are not required for the Orion 9500 since the volume is controlled via knob instead of by bar codes.

Documentation for the Orion 9500 includes:

Document Title	PIN	Part Number	Price⁴
Orion 9500 Programming Manual	45809/004	8032 8001	\$ 12
Orion 9500 Service Reference Manual	45809/002	8031 6239	12

³ All prices for these items are net Reseller cost.

⁴ All prices for documentation are net Reseller cost.

E. Collateral and Sales Aids

The following Sales Aids are available:

Title	PIN	Part Number	Price⁵
Orion 9500 Brochures (Package of 25)	53479/003	RS-069	\$ 25
Orion 9500 Sales Video ⁶	N/A	N/A	25

This material is included in the Orion 9500 Start-Up Kit.⁷ Additional copies may be purchased via standard methods.

⁵ All prices for collateral are net Reseller cost.

⁶ Planned, but not committed.

⁷ This video is not available at time of this publication, and will not be in the initial shipments.

IV. Administration

A. Timing and Availability

Most configurations and modules of the Orion 9500 will be available for volume shipment as of April 15, 1996. The IBM/MDL version will follow the RS-232/OCIA version by 1-2 weeks.

B. Pricing and Configuration

1. DISCOUNTS

ICL is very pleased to offer RETAIL *partners* a 40% discount against list price on Orion 9500 packages, modules and associated products. All spare and repair prices quoted are Reseller net, with no further discounts available. As always, ICL will welcome inquiries regarding additional discounts for specific large, committed orders.

2. ORION 9500 PACKAGES FOR ISS45 AND RPS/SUPERMARKET

As with other RETAIL *partner* programs, the administrative configurations of the Orion 9500 have been designed to simplify ordering. The most popular configurations have been packaged, and additional ordering methods for simplicity or increased flexibility will be added as required. ***Please note that except for the special ISS45 and RPS/Supermarket packages in the table immediately below, cables and Remote Displays are not included in the packages.***

PIN	Item	Price	Inst⁸	Maint⁹
45033/010	ISS45 Orion 9500 Scanner/Scale Package ¹⁰	\$ 2,900	\$ 150 50 14	\$ 234 313
45033/011	ISS45 Orion 9500 Scanner/Scale Package w/lb Display. ^{11 12}	3,075	150 50 14	234 313
45033/012	ISS45 Orion 9500 Scanner/Scale Package w/kg Display ^{13 14}	3,075	150 50 14	234 313
45033/013	ISS45 Orion 9500 Scanner only Package ¹⁵	1,950	150 40 14	150 200

⁸ The top installation figure is for the first unit's installation in a site. The middle figure is for the second and subsequent units in the site. The bottom figure represents the price if installed as part of a staged **ISS45** system. The price includes installation of the Remote Display if required. Prices quoted are ICL's list prices for installation: discounts on installation are not available.

⁹ The top figure is for the first year, the bottom figure for year two and beyond. Maintenance prices quoted are ICL's **list** prices for maintenance to its customers, and are provided for reference only. Note that very substantial discounts to these prices are generally available.

¹⁰ Includes the Orion 9500 Scanner, Scale, RS-232 interfaces and all required cables for TeamPoS.

¹¹ Includes the Orion 9500 Scanner, Scale, RS-232 interfaces, Remote Weight Display (pounds legend version) and all required cables for TeamPoS.

¹² Remote display required for ISS45 sites prior to ISS45 Version 7.3 software. Version 7.3 provides weight display integrated into clerk and shopper displays.

¹³ Includes the Orion 9500 Scanner, Scale, RS-232 interfaces, Remote Weight Display (kilograms legend version) and all required cables for TeamPoS.

¹⁴ Remote display required for ISS45 sites prior to ISS45 Version 7.3 software. Version 7.3 provides weight display integrated into clerk and shopper displays.

¹⁵ Includes the Orion 9500 Scanner with RS-232 interface and required cable for TeamPoS.

PIN	Item	Price	Inst¹⁶	Maint¹⁷
45033/021	RPS/Supermarket Orion 9500 Scanner/Scale Package w/LB Display. ¹⁸ ¹⁹	\$ 3,075	\$ 150 50 14	\$ 234 313
45033/022	RPS/Supermarket Orion 9500 Scanner/Scale Package w/kg Display. ²⁰ ²¹	3,075	150 50 14	234 313
45033/023	RPS/Supermarket Orion 9500 Scanner only Package ²²	1,950	150 40 14	150 200

¹⁶ The top installation figure is for the first unit's installation in a site. The middle figure is for the second and subsequent units in the site. The bottom figure represents the price if installed as part of a staged **ISS45** system. The price includes installation of the Remote Display if required. Prices quoted are ICL's list prices for installation: discounts on installation are not available.

¹⁷ The top figure is for the first year, the bottom figure for year two and beyond. Maintenance prices quoted are ICL's **list** prices for maintenance to its customers, and are provided for reference only. Note that very substantial discounts to these prices are generally available.

¹⁸ Includes the Orion 9500 Scanner, Scale, RS-232 interfaces, Remote Weight Display (pounds legend version) and all required cables for 9518/200.

¹⁹ Remote display required for RPS/Supermarket sites.

²⁰ Includes the Orion 9500 Scanner, Scale, RS-232 interfaces, Remote Weight Display (kilograms legend version) and all required cables for 9518/200.

²¹ Remote display required for RPS/Supermarket sites.

²² Includes the Orion 9500 Scanner with RS-232 interface and required cable for TeamPoS.

3. ADDITIONAL ORION 9500 CONFIGURATIONS

PIN	Item	Price	Inst²³	Maint²⁴
H9888	Orion 9500 Dual-Plane Scanner, Scale, Sapphire/Plastic low-friction platter. RS-232 Scanner I/F, RS-232 Scale I/F	\$ 2,800	\$ 150 50 14	\$ 234 313
H9868	Orion 9500 Dual-Plane Scanner, Scale, Sapphire/Plastic low-friction platter. OCIA Scanner I/F, OCIA Scale I/F	2,800	150 50 14	234 313
H9848	Orion 9500 Dual-Plane Scanner, Scale, Sapphire/Plastic low-friction platter. OCIA Scanner I/F, Character Serial Scale I/F	2,800	150 50 14	234 313
H9978	Orion 9500 Dual-Plane Scanner, Scale, Sapphire/Plastic low-friction platter. IBM Scanner I/F, IBM Scale I/F	2,800	150 50 14	234 313
H9998	Orion 9500 Dual-Plane Scanner, Scale, Sapphire/Plastic low-friction platter. MDL Scanner I/F, MDL Serial Scale I/F	2,800	150 50 14	234 313
H8808	Orion 9500 Scanner only, Plastic Platter, RS-232 Interface	\$ 1,850	\$ 150 40 14	\$ 150 200
H8808	Orion 9500 Scanner only, Plastic Platter, OCIA Interface	1,850	150 40 14	150 200
H8809	Orion 9500 Scanner only, Plastic Platter, MDL Interface	1,850	150 40 14	150 200
H8809	Orion 9500 Scanner only, Plastic Platter, IBM Interface	1,850	150 40 14	150 200
47614/009	S9000 Scale Only with MDL interface	825	45	118
47614/008	S9000 Scale Only with RS-232 interface	825	45	118

²³ The top installation figure is for the first unit's installation in a site. The middle figure is for the second and subsequent units in the site. The bottom figure represents the price if installed as part of a staged **ISS45** system. The price includes installation of the Remote Display if required. Prices quoted are ICL's list prices for installation: discounts on installation are not available.

²⁴ The top figure is for the first year, the bottom figure for year two and beyond. Maintenance prices quoted are ICL's **list** prices for maintenance to its customers, and are provided for reference only. Note that very substantial discounts to these prices are generally available.

4. ORION 9500 OPTIONS

PIN	Item	Price	Install	Maint
52412/001	Remote Scale Display, LB (8021 2340)	\$ 175	N/A	N/A
52412/002	Remote Scale Display, kg (8021 2341)	175	N/A	N/A
USA0206324	Scale Firmware PROM Upgrade ²⁵	25	N/A	N/A

5. ORION 9500 AND SERIES 9000 CABLES

PIN	Item	Price	Install	Maint
TeamPoS,				
<u>9520/150 r3</u>				
52413/001	Scanner Interface Cable, 9520/150 Release 3 or TeamPoS, RS-232 (8020 3983)	60	N/A	N/A
51765/001	Scale Interface Cable, 9520/150 Release 3 or TeamPoS, RS-232 (8030 3044)	60	N/A	N/A
45531/001	Scanner and Scale Interface Cable Kit, 9520/150 or TeamPoS, RS-232/RS-232	100	N/A	N/A
<u>9518/200</u>				
56487/001	Scanner Interface Cable, 9518/200, RS-232	60	N/A	N/A
51382/001	Scale Interface Cable, 9518/200, RS-232 (8030 3043)	60	N/A	N/A
45531/005	Scanner and Scale Interface Cable Kit, 9518/200, RS-232	100	N/A	N/A
<u>Casio</u> ²⁶				
40303/830	Scanner Interface Cable, Casio SA-2100 OCIA Direct Connect	65	N/A	N/A
40303/931	Scale Interface Cable, Casio SA-2100 Char. Ser. Direct Connect	70	N/A	N/A
58277/001	Scanner Interface Cable, Casio SA-2100 OCIA Add-On	60	N/A	N/A
53479/001	Scale Interface Cable, Casio SA-2100 Character Serial Add-On	60	N/A	N/A
45531/012	Scanner and Scale Interface Kit, Casio SA-2100, OCIA/Character Serial	100	N/A	N/A

²⁵ This PROM includes the capability of resetting the scale from the keyboard of **ISS45**, and can be used in either the Orion9500 or the Series 9000 scale. It is available only from the parts organization, and the \$25 list price is discounted 60% to Orion 9500 dealers. The firmware program is also available on the **ISS45** bulletin board, and it can be downloaded at no charge if the dealership chooses to burn their own PROMS.

²⁶ Casio cables are available in two versions, the Direct Connect and the Add-On style. Add-On cables allow the user to retain the old cables and simply add the new cable onto the end in order to make the connection. The Direct Connect cables replace the older cable entirely. Be aware that the Casio system appears to be sensitive to cable length, and some users have reported difficulty with the Add-On cabling and signal may be lost or corrupted due to the increase in length.

DTS

50075/001	Scanner Interface Cable, DTS, OCIA ²⁷	60	N/A	N/A
58540/001	Scale Interface Cable, DTS, Character Serial ²⁸	60	N/A	N/A

9520/100

52251/001	Scanner Interface Cable, 9520/100, RS-232 (8030 3035)	60	N/A	N/A
52964/001	Scale Interface Cable, 9520/100, RS-232 (8030 3046)	60	N/A	N/A

PIN	Item	Price	Install	Maint
9520/150				
52413/001	Scanner Interface Cable, 9520/150 Terminal, RS-232 (8020 3983)	60	N/A	N/A
51765/001	Scale Interface Cable, 9520/150 Terminal, RS-232 (8030 3044)	60	N/A	N/A
45531/001	Scanner and Scale Interface Cable Kit, 9520/150 Terminal, RS-232	100	N/A	N/A
54597/002	Scanner or Scale Interface Cable, 9520/150 (Release 3) Terminal, SDL, 3M (8020 3215)	60	N/A	N/A
45531/003	Scanner and Scale Interface Cable Kit, 9520/150 (Release 3) Terminal, SDL, 3M (8020 3215)	100	N/A	N/A
47428/001	Scanner or Scale Interface Cable, 9520/150 (Release 1 and 2) Terminal (003-02294-000)	60	N/A	N/A
45531/002	Scanner and Scale Interface Kit, 9520/150 (Release 1 and 2) Terminal	100	N/A	N/A
MT2001				
47428/001	Scanner or Scale Interface Cable, MT2001 Terminal, MDL (003-02294-000)	60	N/A	N/A
45531/002	Scanner and Scale Interface Kit, MT2001 Terminal, MDL	100	N/A	N/A
IBM				
58483/001	Interface Cable, IBM 46xx port 17 (8030 3038)	60	N/A	N/A
52240/001	Interface Cable, IBM 46xx port 9b (8030 3036) ²⁹	60	N/A	N/A
NCR				
53273/001	Scanner Interface Cable, NCR 2126, OCIA (8020 3990)	60	N/A	N/A
57252/001	Scale Interface Cable, NCR 2126, OCIA (8020 3989)	60	N/A	N/A
45531/007	Scanner and Scale Interface Kit, NCR 2126, OCIA	100	N/A	N/A
57048/001	Scanner Interface Cable, OCIA/OCIA, NCR 2126 (8020 3987)	60	N/A	N/A
55226/001	Scale Interface Cable, NCR 2127, OCIA (8020 3988)	60	N/A	N/A
45531/008	Scanner and Scale Interface Kit, NCR 2127 OCIA/OCIA	100	N/A	N/A
56428/001	Scanner Interface Cable, NCR 7050/51 OCIA (8020 3986)	60	N/A	N/A
55487/001	Scale Interface Cable, NCR 7050/51 OCIA (8020 3985)	60	N/A	N/A
45531/009	Scanner and Scale Interface Kit, NCR 7050/51, OCIA/OCIA	100	N/A	N/A
55848/001	Scanner Interface Cable, NCR 7052/53, OCIA (8020 3981)	60	N/A	N/A

²⁷ Release pending as of this publication. Cable drawings will be provided upon request.

²⁸ Release pending as of this publication. Cable drawings will be provided upon request.

²⁹ IBM scale comes with port 9 cable. If using a "single cable configuration" this cable connects to Series9000 controller. If using dual cable configuration, which is rare, this cable connects directly to the host port 9. In either case, you need to order only one cable in addition to the cable which is included in the IBM scale kit.

57641/001	Scale Interface Cable, NCR 7052/53, OCIA (8020 3982)	60	N/A	N/A
45531/010	Scanner and Scale Interface Kit, NCR 7052/53 OCIA/OCIA	100	N/A	N/A
TEC				
52538/001	Scanner Interface Cable, TEC M2300, OCIA	60	N/A	N/A
58163/001	Scale Interface Cable, TEC M2300, Character Serial	60	N/A	N/A
45531/012	Scanner and Scale Interface Kit, TEC M2300, OCIA/Char. Serial	100	N/A	N/A
9520/A				
51443/001	Scanner Interface Cable, 9520A, RS-232, DB9 (8030 3033)	60	N/A	N/A
56729/001	Scanner Interface Cable, 9520/A, RS-232, IDC28 (8030 3034)	60	N/A	N/A
58826/001	Scale Interface Cable, 9520A, RS-232 (8030 3045)	60	N/A	N/A

6. SPARE PARTS

The chart on the following page lists spare parts for Orion 9500 which are available for RETAILpartners including those provided in the ZIP program (see Page 22 for details).

Note that with the Orion 9500, ICL is making parts available down to a finer detail level to make it easier for RETAILpartners to maintain this product.

Note in the pricing table that:

- The *Zip Swap Price* is the **net** price charged to swap out a defective unit/part for a new or refurbished part under the ZIP program. At this point, only the main printed circuit boards are confirmed for ZIP, but other parts may be added in the coming months. Also, we will reduce the ZIP prices if at all possible.
- The *Spare Purchase Price* is the current **net Reseller price** charged to RETAILpartners for supply of spare units. Where “AQ” (as quoted) is listed, the prices may frequently change based upon market conditions and industry standard components prices.
- The *Minimum Start-Up Quantity* lists the minimum number of spares which **must** be purchased to provide proper retailer support for installed stores. The numbers supplied assume that the units using these parts have been installed.
- The *Recommended Start-Up Quantity* lists the number of spares recommended to support about 100 scanners. Keep in mind that these low numbers are due to the reliability of the hardware coupled with the next-day shipping response of the ZIP spares system. Also remember that your demonstration unit can provide additional spares in unusual circumstances.
- Location: All spare part and ZIP orders are managed by ICL SupplyPoint logistics.

Description	Part Num	Zip ³⁰ Swap Price	Spare ³¹ Purchase Price	Min Start-Up Quant	Recmd Start-Up Quant
Power Supply Unit	8031 6792	\$ N/A	\$ 55	1	1
Polygon Motor Assembly	8031 6806	N/A	140	1	2
Video Laser Diode Assembly	8031 6818	N/A	185	1	1
Pre-amp PCB with laser circuit	8883 6539	N/A	125	1	1
Main PCB for RS-232 and OCIA	8031 6820	209	420	1	1
Main PCB for IBM and MDL	8031 6819	209	420	0	0
Pre-amp PCB without laser circuit	8883 6541	N/A	100	1	1
Analog Interface PCB	8031 6821	N/A	180	1	1
Speaker Cable Assembly	8031 6807	N/A	15	0	0
Top Cover (Platter) Sub-assembly	8031 6810	N/A	65	0	0
Top Cover (Platter) Window with Gasket	8031 6811	N/A	31	0	0
Top Cover (Platter) Window Bracket	8031 6812	N/A	1	0	0
Platter Assy w/Sapphire Window	8031 6781	N/A	AQ	0	0
Sapphire Window	8031 6694	N/A	AQ	2	2
Plastic Platter	8031 6692	N/A	AQ	0	0
Scale Platter Frame	8031 6693	N/A	AQ	0	0
Scanner Mounting Frame (Bottom Case)	8031 6813	N/A	AQ	0	0
Bracket for RS-232/OCIA PCB	8031 6814	N/A	40	0	0
Bracket for MDL/IBM PCB	8031 6815	N/A	40	0	0
Pre-Amp Cable with VLD Circuit	8031 6816	N/A	10	0	0
Pre-Amp Cable without VLD Circuit	8031 6808	N/A	9	0	0
Analog Interface Cable	8031 6817	N/A	9	0	0
Platter & Support Kit (without scale)	8031 6865	N/A	AQ	0	0
Platter Support Bracket	8031 6864	N/A	AQ	0	0
Scale Support Bracket	8031 6710	N/A	AQ	0	0
Scale Calibration Switch Bracket	8031 6754	N/A	AQ	0	0
Scale Calibration Switch Cover	8031 6755	N/A	AQ	0	0
Scale Platter Support Standoff	8031 6711	N/A	AQ	0	0
Scale Platter Leveling Stud	8031 6695	N/A	AQ	0	0
Scale Power Cable	8031 6863	N/A	AQ	0	0
Scale Sealing Screw	8021 4076	N/A	AQ	0	0

For servicing speed and simplicity, we expect that the overall system reliability will make the unit spares philosophy reflected above to be the most efficient method overall for the RETAIL *partner*. Depending upon actual Reseller experience and business requirements, it is possible additional spare parts at lower assembly levels may be provided in the future.

³⁰ Note that all prices are net RETAIL *partner* price. Further discounts are not available.

³¹ Note that all prices are net RETAIL *partner* price. Further discounts are not available.

7. START-UP KITS

You get started in the Orion 9500 business by purchasing the Orion 9500 Start-Up Kit. Existing RETAIL*partners* do not need to sign a new RETAIL*partner* agreement.³²

There are two kits, one designed for current Series9000 RETAIL*partners*, the other required for new RETAIL*partners* who did not purchase the Series9000 kit. The difference is in the cables and miscellaneous parts provided with the Series9000 kit which do not need to be re-purchased with the Orion 9500 Start-Up Kit.

The Orion 9500 Start-Up Kits contains the following:

ITEM DESCRIPTION	/010 QTY	/011 QTY
DEMONSTRATION EQUIPMENT		
- Orion 9500 Scanner/Scale, RS-232 (H9888)	1	1
- OCIA Scale Interface (58726/001)	0	1
- Scale Remote Display (52412/001 lbs with 45222/011 or 52412/002 kg with 45222/012)	0	1
- Cables		
- Scanner interface cable RS-232 TeamPoS (52413/001)	0	1
- Scale interface cable, RS-232 TeamPoS (51765/001)	0	1
- Scanner interface cable, OCIA, NCR 2127 (57048/001)	0	1
- Scale interface cable, OCIA, NCR 2127 (55226/001)	0	1
- Programming (Cloning) Cable (PB000057, 8031 6790)	1	1
COLLATERAL MATERIAL		
- Orion 9500 Data Sheet Kit (Pkg 25 @ 53479/003)	2	2
- Orion 9500 Sales Video (when available)	1	1
DOCUMENTATION SET		
- Orion 9500 Programming Manual (45809/004)	1	1
- Orion 9500 Service Reference Manual (45809/002)	1	1

To receive an Orion 9500 Start-Up kit, order:

PIN	Item	Price ³³	Inst	Maint
45222/010	Orion 9500 Start-Up Kit for Series9000 RETAIL <i>partners</i>	\$ 1,795	N/A	N/A
45222/011	Orion 9500 Start-Up Kit, lb display for new RETAIL <i>partners</i>	1,995	N/A	N/A
45222/012	Orion 9500 Start-Up Kit, kg display for new RETAIL <i>partners</i>	1,995	N/A	N/A

³² Resellers who have **not** signed a RETAIL*partner* agreement, and only hold a DTS or Datachecker Dealer agreement will need to sign the current RETAIL*partner* Agreement and attachments.

³³ This price is net RETAIL*partner* cost. No additional discounts are available.

Contact the following ICL sales personnel for information:

Area	Name	FAX	Telephone
Canada	Pat Huston	(619) 457-9968	(619) 458-5515
USA East, North East, South East, South	Larry Schmitz	(214) 716-8571	(214) 716-8396
Mexico, Latin Region	Shaff Kassam	(214) 716- 8771	(214) 716-8754
USA West, North West, Midwest West Central, etc. etc.	Pat Huston	(619) 457-9968	(619) 458-5515
Or call Fujitsu-ICL's Vice President of RETAILpartner Sales for USA	Bruce Minale	(847) 397-6224	(847) 397-2508
Or call the Director of ICL RETAILpartner Programs for USA, Canada and Latin Region	Tony van Seventer	(408) 982-3208	(408) 982-3327

C. Ordering Process

1. PRODUCT FOR RESALE

Standard ICL ordering procedures are followed.

2. SPARES AND REPAIRS

ICL has taken another step for the *RETAILpartners* by extending the *Zero Inventory Program (ZIP)* to the Orion 9500. This program has been very successful with ISS45, RPS/Supermarket, and the Series9000 and drastically decreases your need to inventory spares while increasing ICL's responsiveness. Combined with low spare parts and unit repair prices, and the Orion 9500's naturally high reliability, *RETAILpartners* are ensured sustained profitability.

Here's how *ZIP* works:

1. First, order a basic spares kit. See Page 19 for pricing and configuration.
2. When a fault occurs, replace the failed part in the field from your minimal spares inventory.
3. Call Bruce Verret (see below) at ICL's Logistics operation to order a replacement spare. He will ensure that it ships out next day,³⁴ by your choice of standard carriers.³⁵ It will be temporarily logged at *RETAILpartner* spares prices.
4. At the same time as you order the ZIP swap, request an RCA.³⁶ We will then FAX you a copy of the RCA.

³⁴ Next day shipment assumes that ICL has the part in stock. To avoid delays, ICL will make best efforts to keep all parts in sufficient stock to fill all *RETAILpartner* ZIP orders on this next-day basis.

³⁵ *RETAILpartners* are responsible for freight charges.

³⁶ Request for Credit Authorization.

5. When the new part arrives at your location, place the defective part in the box with the FAX copy of the RCA and ship it to ICL. You will be credited the difference, and charged only the ZIP Swap charge.

ZIP has important benefits for the RETAIL*partners*:

- There are *no expedite charges*,
- The RETAIL*partner* only needs to buy a very small spares kit to handle the installed base,
- Storage requirements are minimized,
- Obsolescence of stock from product revisions is eliminated -- you always have an up-do-date spare,
- Overall, these factors increase the RETAIL*partner's* profits from the service business.

3. LOCATION

All orders for product should be sent to the attention of:

John Bellamy
ICL Retail Systems
5429 LBJ Freeway
Dallas, TX 75240

Telephone: (214) 716-8372
FAX: (214) 716-8577

All spare parts and ZIP orders should be sent to:

Bruce Verret
ICL Retail Systems
1920 Diplomat Drive
Farmers Branch, TX 75234

Telephone: 800-538-8716 + Option 4 + Option 1
214-488-5450

FAX: 214-488-7086

V. Questions and Answers

Why do I have to buy a Start-Up Kit? ICL assembles a kit with the things you need for success in your sales and support program, including demonstration hardware, tools, sales aids and technical documentation. Then this package is substantially discounted to give you the complete set at the lowest possible price.

Can I buy the lower-cost Start-Up Kit even if I didn't get a Series9000 kit? Yes, you can. We're not going to throw your order back, but if you are really planning to be in this business you're crazy not to get the full kit. You'll need the extra pieces some time, and then you will have to buy them at a higher price.

Do I have to buy an Orion 9500 Start-Up Kit if I want to just sell the product without buying the demo setup? Yes, you have to buy the kit. The Sales Order Police will prohibit John Bellamy from accepting Orion 9500 orders unless the Reseller has purchased a Start-Up kit.

Why Not? In the past, some orders from Resellers who didn't have the materials, cables and documentation slipped through and got previous models of scanners without getting the Start-Up kits. It was a nightmare to support these dealers who didn't have a clue, and it took support resource from the legitimate RETAILpartners.

When will I be able to get my Start-Up kit? Almost all parts of the Start-Up Kit are available as of the original April 15 ship date.

How do I sign up? Call your ICL account manager, who will be happy to work with you. See Page 22 of this bulletin for a telephone list.

I sold DTS, Datachecker and ICL. Does that mean I'm automatically a RETAILpartner for the Orion 9500? New systems and platform products are sold through ICL RETAILpartners who wish to sign up and sell those particular products. Many Resellers have chosen to specialize, and not sell into certain markets such as Specialty, Hospitality or Supermarkets. It is important that ICL RETAILpartners specialize in one type of product not be forced into performance in all vertical markets, so therefore Resellers may pick and choose the product programs they wish to participate.

What kind of contract is there? The familiar ICL Reseller contract together with RETAILpartner paperwork will be signed. If the RETAILpartner has already signed a RETAILpartner agreement for the Series9000, RPS/Supermarket, or ISS45 systems, no additional agreement will be necessary.

Let's see: I can buy the Series9000 VS for \$1,545 my cost. Looks like the Orion 9500 is more. It's \$195 more, but you're getting a full top-of-the-line dual-plane scanner instead of just the Series9000 Vertical/Scale. This assumes the use of 7.3 software which displays the weight in the CRT, and can eliminate the requirement for the remote scale display in many cases.

Who is ICL signing up to sell the Orion 9500? We have invited many current ICL Resellers, ISS45 RETAILpartners and RPS/Supermarket RETAILpartners to join the program for the Orion 9500.

What about other conflict from other channels? ICL's major account sales force will of course sell the product to large accounts in the same way the Series9000 has been sold. The standard ICL Account List will be used: that is, if the account name is on the list, ICL representatives will almost certainly call on the account. If it is not on the list, ICL representatives will not call on the account. RETAILpartners are not restricted as to accounts where they choose to sell the product.

What about wholesalers? It is likely that one or more wholesalers would like to carry the Series9000 as part of their offering to their members. Please be aware that new ground rules will be in effect, however. First, wholesalers do not offer the same set of services provided by RETAILpartners and are not therefore entitled to the same level of discounts. This protects the RETAILpartners from prospecting and making a sale, then losing it at the last moment to a wholesale competitor on a price basis.

What about distributors? Some large distributors have taken on the Orion 9500, but we do not expect channel conflict in most cases: these distributors typically do not work on local accounts.

What about other interfaces? I want this to work on IBM and NCR and Casio. These interfaces are all available.

I heard there were problems with the 2127 interface. There sure were. It's a long story, but everything works perfectly now.

Cables: you were really slow to release some of the cables in the past. How long until you can ship me the cables I need for some of these interfaces? We're on the way to mastering rocket science, here: the Orion 9500 uses the same cables as the Series9000, so you don't have to wait — they're already released. Of course, we all know that even if we had to do a set of brand new cables, the Orion 9500 cables would have all been released perfectly on time anyway.

What about a hand-held scanner interface for the Orion 9500? I want some lanes to have a hand-held plus the counter-mounted Orion 9500. This product is being strongly considered for production. So strongly, in fact, that it will part of every Orion 9500 we ship starting on Day One, at no additional charge.

What hand-held scan—... You can plug the RS-232 versions of the LS-2020 or the BSC 6060 into the hand-held interface on the Orion 9500. No additional scan controller or interface is required.

I've installed some 9000 and 9500 scanners, but they don't support the reset-from-keyboard feature. How can I get the scale firmware to upgrade the scales? Call just like a parts order, and ask for Part Number **USA0206324**. Install this PROM in the 9500 or 9000 scale and you're on your way — of course, you have to set up the key in the **ISS45** software too.

What's the cost for this? The upgraded PROM is available at a list price of \$25. With the 60% dealer discount, the net price is \$10.

What if I want to program my own? We've put the new scale software on the bulletin board and you can download it and burn your own PROMs if desired. The file name is **80329512.HEX**. The type of PROM is the M87C257, which is made by several manufacturers. Be aware that you may need to purchase a new template for your PROM burner to accommodate this type of PROM.