



**Partner**

## Remote Operator - Now Included with ISS45

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ICL is pleased to announce that the **ISS45** Remote Operator software is now automatically licensed with all **ISS45** systems shipped after October 1, 1995.

This powerful utility has been available as an extra-cost option to **ISS45** since its initial release, but now the Remote Operator license charges will be included in the license fee for the **ISS45** Controller Service.

**ISS45** Remote Operator provides tools to operate installed sites from a remote host PC. Unlike standard off-the-shelf PC packages, Remote Operator was designed around the architecture of **ISS45** and RPS/Supermarket, and enables the remote operator to accomplish virtually anything on the system via a telephone which would normally be done in-store.

Remote Operator can dramatically lower your service and support costs, since problem diagnosis and action can be accomplished from hundreds of miles away. Combined with **ISS45**'s and RPS/Supermarket's hardware reliability, Remote Operator allows **RETAIL partners** to take business in remote locations without the headaches and support costs normally associated with great distances.

Of course, Remote Operator will save your service people innumerable trips across town to local sites, too. Remote Operator offers **ISS45** and RPS/Supermarket sites:

- Seamless integration with the **ISS45** and RPS/Supermarket back office, with no memory, TSR, bus or interrupt conflicts,
- Complete file transfer capability,
- Remote operation of all back office functions,
- Full access to system configuration tools,
- PC-to-PC (R-Copy) capabilities,
- Patch and software update capability.

Of course, there are several popular off-the-shelf packages which allow a remote PC to take control of a host PC. There are three principal advantages of Remote Operator over these standard packages:

- Automatic Plug-'n-Play setup: No concerns about other TSRs, interrupt conflicts with **ISS45** or RPS/Supermarket back office facilities, etc. Remote Operator was designed to work specifically and seamlessly with these systems.
- Smaller kernel: Check the memory left after you put a standard package into "stay-resident" status. You'll find that popular off-the-shelf products require 80K, 100K or sometimes more of precious conventional memory. Remote Operator goes resident with only 20K or less, a major advantage when running it on a back office processor with other applications present.

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- **Terminal Reach:** Only Remote Operator can reach down the **ISS45** LAN and run the terminal, modify terminal files or update terminal software. This is an enormous advantage when supporting **ISS45**, and makes Remote Operator a virtual necessity for remote support.

In addition to use as a Professional Services tool, some users may wish to purchase Remote Operator for in-house use. Communications, file transfer and manager functions will be popular applications of this software.

Note that the same Remote Operator software package supports both **ISS45** and RPS/Supermarket. To equip RPS/Supermarket sites, or for **ISS45** sites shipped before October 1, 1995 order:

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<b>PIN</b>	<b>Item</b>	<b>Price</b>	<b>Inst</b>	<b>Maint</b>
45180/001	PCR Remote Operator Site software for ISS45 or RPS/Supermarket	\$ 150	N/A	N/A
45180/002	PCR Remote Operator Host software for ISS45 or RPS/Supermarket	175	N/A	N/A

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The Remote Operator software is a tool for RETAIL*partner* use: the above prices are Reseller Net with no discounts available.

Note that RETAIL*partners* will all be shipped master copies of Remote Operator with your **ISS45 7.2** software. The Host master module will be included on the same diskette as the Site master module. The Host as well as the Site is automatically licensed for **ISS45** sites shipped after October 1, 1995.

Usually, increasing service responsiveness and user satisfaction requires a lot of extra work, and often a lot of extra cost. Remote Operator is an ideal tool to increase your customers' satisfaction while actually **reducing** your costs of providing superior service.

To Your Success,

*Tony*  
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 Tony van Seventer  
 Director: Supermarket Systems