

Update on Some ISS45 Stuff

October 15, 1998

Here's the scoop on a number of odds, ends, leftovers, questions, errors — you get the idea. Each subject could have its own Marketing Bulletin I suppose, but that would just use up too much stationery.

HAWAII

Congratulations on the *RETAILpartners* who are closing in — not to mention those who have already made it — on their Centurion qualification for Hawaii in March of 1999. Those who qualified last year will not soon forget the trip, and the reason that this year's Centurion will be even better is because more people are going to qualify — plus, of course, I understand we've picked out another spectacular cost-no-object resort. Hey, where would you take your best friends anyway?

ISS45 V8 AND WINDOWS POS RELEASE

These were scheduled for availability by the end of this month. The software appears to be in excellent shape, but we've had bad luck getting the planned field trials to start on schedule. As a result, the software will be made available for demonstrations and labs, but without the completion of the field trial we do not feel that the **V8** Office or the Windows PoS software can be generally released for all installations.

I4I

ICL for an IHOP breakfast? (Not exactly cost-no-object, but that's another topic...) Anyway, have you gone yet? Go to breakfast together with your ICL and wholesaler reps and find out about the new business that's coming down the pike. Maybe you win most of the deals you play in, but are you playing in all of them? Don't let wholesaler leads go to your competitor without your even knowing about it. Besides, you get the nifty mug, with colors and design approved by Bernard, no less!



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SECURITY INTERFACES

Last year, ICL completed an interface to the American Video security system — data is taken from a printer port of the terminal (even when using the Reorganized Receipt) and applied to the video image.

I have just learned that a similar application from Pelco is now available — they've developed a video monitoring system that interfaces with **ISS45**. Instead of printer data, it uses the customer display port and displays a picture of the receipt on the right side of the monitoring CRT while it displays the video image of the checkstand.

NEW PCS

There's a whole new set of high-powered PCs for RETAIL *partners* to choose from, including the new killer 450Mhz units. Monitors continue to drop in price — I guess the "glass shortage" must have eased — slowly. Your price for a 14" SVGA is now below \$175, so check out the latest series in Marketing Bulletin 1047 Issue 8.

GAS PUMP INTERFACE

Check out Marketing Bulletin 1140 to see how ICL works with a gas pump. There will be more and more of this over the next few years, so the time will be well-spent.

TELEQUIP

ISS45 is interfaced to the TeleQuip Transact Model 400/157 coin dispenser — the code for this is published on the 7.5 CD-ROM. If you have questions about TeleQuip, Fred Mills (800) 225-0580 will be happy to help you out.

COINSTAR

The Coinstar system provides an easy way for shoppers to empty their pockets and purses of accumulated coins. Just dump the coins into a hopper and it counts the coins and prints a scannable receipt for the amount, less a commission that's usually about 7.5%. The receipt can be scanned as tender at checkout with **ISS45**. If you have an interested user and want to know more, give Bill Booth a call at (813) 787-1427.

ICL COURSES

They changed the Area Code in Dallas three or four years ago, and our Course Catalog is finally catching up. The information for the La Quinta (to use the ICL bargain rate when you're in Dallas for courses — or anything else) is:

La Quinta Inn
14925 Landmark Blvd.
Addison, TX 75240

(972) 404-0004
(972) 960-6439 (FAX)

ORION9500 SCANNER FIRMWARE

Revision “G” of the scale firmware for the Orion9500 has a bug — not a serious one, but this information will help. If you are calibrating a scale unit with the remote scale display, you need to leave the platter on the scale during the calibration process.

DOS WITHOUT TEARS

Well, at least without documentation. We have a new, correct part number when you want to order DOS and don’t want to pay shipping for all that documentation:

PIN	Item	Price	Inst	Maint
MD622	DOS 6.2 software license only, no documentation , one required per Terminal, Server or Workstation running on DOS	80	N/A	12
SD01602E	DOS 6.2 software and documentation, one required per Terminal, Server or Workstation running on DOS	80	N/A	12

HARDWARE WARRANTY

As you recall, last year ICL changed our warranty policy to work with whole-unit warranty spares — this made it possible for RETAILpartners to swap out a warranty unit very quickly with no need for disassembly or diagnosis. Earlier this year we extended the warranty period to a full year for most products.

But “*whole-unit spares without disassembly*” means just that — don’t take it apart and change out the parts. Occasionally, the warranty fulfillment people have been sent a piece of hardware that has been taken apart and stuffed with several failed components, making it impossible to determine which components are still in warranty and which ones aren’t. ICL believes that the full one-year warranty with whole-unit sparing from ICL is beneficial to RETAILpartners, but cannot accept “Trojan Horse” units — such units void the warranty, and will not be accepted.

FLEMING ASSET

If you’re upgrading the **ISS45** software in a Fleming member site with Asset — or installing a new Fleming member store with Asset — make sure the version you plan to install has been validated and approved by Oklahoma City with the Asset system. Your Fleming representative will be happy to get the information for you if you have any questions. Currently, Level 7.5 has been approved.

WINDOWS WITH THE TEAMPOS 5000 OPC

It would have been great to be able to support the **ISS45** Windows PoS software on older TeamPoS 5000 terminals equipped with the OPC, but it isn’t possible. People would like to know **why** this isn’t possible. I’ve been told the following by the technical experts:

It is not possible to resolve the Windows NT OPC driver technical issues due to the design of the OPC hardware and firmware.

There was a serious effort to develop Windows OPC drivers - In 1996 Fujitsu and ICL worked for 6-8 months on Windows 95 and NT OPOS drivers for the OPC.

One of the major technical issues was that the OPC hardware/firmware design can not support a device driver that is designed to be compatible with the Microsoft Windows RS-232 com port architecture and Win32 API comm interface.

The technical issues surrounding the OPC Windows NT device driver development were a major consideration in the decision to development the TeamCom interface. The TeamCom interface completely eliminates the need to develop device driver at all. All Windows device drivers used by the TeamCom interface are developed and provided by Microsoft. These drivers are supplied with Windows 95/98 and Windows NT operation systems. Compatibility is guaranteed and Microsoft does the support, maintenance and migration to new OS versions.

All OPOS service objects for RS232 peripherals (whether Fujitsu or other manufacturers and OEM suppliers) are developed using the Microsoft compatible com port architecture and Win32 API comm interface. This allows manufactures to build and validate specialized multi-com port RS-232 hardware and device drivers that are guaranteed compatible to the Microsoft Windows RS-232 com port architecture and the Win32 API comm interface.

But the OPC cannot support this level of Microsoft compatibility. This means that OPOS service objects currently supplied by Fujitsu and other OEM suppliers will not work, and this kind of incompatibility isn't acceptable in the OPOS world.

(I think what that said was, "It isn't possible.")

To your success,

Tony

Tony van Seventer
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