TITLE: SlimScan 1200 Scanner
Support Planning Guide

SYNOPSIS:

This document is intended to supply sufficient information to country level service planners to enable them to plan for the introduction of the above product(s).

This is the generic version, released by the product authority, GPG Hardware Sustaining Engineering. Each country releasing the product will use the information contained as the basis for their logistics and CS planning activities, with the intention of producing a localized version of the document detailing the precise strategies they elect to adopt.

This document details only the corporate philosophies. It does not seek to cover subjects as additional services offered at the country level such as low level repairs, which country service centers may be able to effect, or the local procurement of components and consumable items.

The service descriptions in this document are guidelines, detailing the recommendations of the product authority.

Approvals:

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0.0 DOCUMENT CONTROL

0.1 ISSUE LEVEL

This is the third release issue of this document, introducing the SlimScan 1200 into the ICL Retail product line.

0.2 CHANGES FROM PREVIOUS ISSUE

Changes from Issue 1.0 to 2.0

- Remove ICL part numbers that were not required from scanner spare parts
- Change FJ part numbers on Main PCB, RS232, OCIA, and IBM cables, paragraph 2.4.1 Parts List.
- Add 8770 & 9518/200 to SlimScan 1200 cable Paragraph 2.4.1 Parts List.
- Add NOT RELEASED Softsense cable Paragraph 2.4.1 Parts List.
- Add Fujitsu part numbers for OEM and Users Manuals Paragraph 2.3.
- Add IBM terminal configurations paragraph 3.1.
- Remove Not Released from Gilbarco to SlimScan cable
- Add part numbers for cables with ferrite core and power cord Paragraph 2.4.1
- Add firmware download procedure Paragraph 2.5.2

Changes from Issue 2.0 to 3.0 (All changes are in **BOLD** print)

- **2.4 Technical Manual part numbers updated**
- **2.5.1 Part numbers added, descriptions changed, and changed the part number matrix format.**
- **2.5.1 Added firmware levels and part numbers.**
- **2.6.2 Changed the wording regarding terminal diagnostics. Added Programmable Scanner Diagnostics and Loopback Test.**
- **2.6.2 Added WARNING regarding the OLD ROM and NEW ROM firmware download.**
- **Added note on how to identify the ROM version at the completion of a download.**
- **3.0 Added PROGRAMMING: How to program the scanner.**
- **3.1 Added SCANNER DEFAULT PROTOCOL**
- **3.2 Added TERMINAL CONFIGURATION**
- **3.2.1 Added TERMINAL DEFAULT SETTING**
- **Moved the IBM terminal configuration from 3.1 to 3.2.3**
- **3.2.2 Added TEAMPOS TERMINAL WITH TEAMCOM SETTING**

0.3 CHANGES FORECAST

Changes will be made to this document as required, however, there are none planned at this time.

0.4 TERMS AND ABBREVIATIONS

CLD	Confidence Level Diagnostic Software
CS	Customer Service
EAN	European Article Number (scannable product label)
EMI	Electo-Magnetic Interference
ESD	Electo-Static Discharge
FPI	Foreign Peripheral Interface
FPY	Failures Per Year
JAN	Japan Article Number (similar to EAN codes) (sometimes referred to as SDL, Shielded Data Link)
MTBF	Mean Time Between Failures
MTTR	Mean Time To Repair
OPC	Open Peripheral Connect unit
ORU	Optimum Replaceable Unit
PHS	Peripheral Handler Software
POS	Point Of Sales
GPG	Global Products Group
PSU	Power Supply Unit
SMT	Surface Mount Technology
SS1200	SlimScan 1200 Scanner
TCF	Terminal Configuration
TeamPoS	ICL TeamPoS Series of Terminals
UPC	Universal Product Code (subset of EAN codes for North America)

0.5 REFERENCE DOCUMENTS

MIP/RRV96001	Marketing Introduction Plan
80316309	Purchase Specification
PDP/RRV96001	Product Development Plan
M-4410	Product Specification

1.0 OVERVIEW

The SlimScan 1200 (project name March) is a presentation style scanner in the same class as the Symbol Technology 9100, Metrologic 700, and Spectra SP ACE. It is the designated replacement for the existing ICL RETAIL SYSTEMS presentation scanner (i.e. SlimScan 1000, “Carol”, Model 1000) and like its predecessor will be sourced from Fujitsu, Japan.

1.1 TARGET MARKET

The product is targeted for a variety of segments within the retail industry where high customer throughput is NOT a primary purchasing factor. Presentation style scanners have gained increased acceptance in retail environments with limited counter space and those where product handling and packaging are done on a counter surface. The primary market segments include:

- Specialty/Soft Goods
- Convenience Stores
- Variety
- Department and Mass Merchandise

The product will be a replacement for our current presentation scanner (i.e. SlimScan 1000/Carol-2) and will be priced in-line with comparable products from competitive suppliers. The price and performance of presentation scanner products are positioned between laser Handheld and medium performance fixed position scanners (e.g. Symbol 5700, NCR 7890, PSC 1000, and ML700ii,).

1.1.1 RELEASE SCHEDULE

The product will be distributed through ICL Retail System distribution centers in North America and the United Kingdom to selected ICL Retail Systems Business Units. Individual business units are expected to market the product through their direct and indirect sales organizations.

North America
Initial Release: August 1, 1996
United Kingdom Quarter 1 1997

1.2 PRODUCT DESCRIPTION

The SlimScan 1200 is a compact presentation style scanner. The design is such that the product is adaptable for fixed position or handheld use. The scanner has a dual optic arrangement that produces a multi line scan pattern for omni directional/presentation scanning and a single scan line for menu/contact reading. The product is provided with a remote power supply unit for those POS configurations that are unable to provide necessary power (+5, 600ma). It also includes a multi-mount stand that allows the scanner to be positioned for best access by the operator.

The Scanner decode and interface logic are resident on a single logic board. The PCB is mounted in the handle of the unit and supports RS232, OCIA, IBM, and Keyboard Wedge interface protocols. Functional characteristics that are programmable via barcode labels are, diagnostics, interface protocol, laser/motor time-out periods, speaker volume/tone and product label characteristics. There are two visible indicators. (i.e., green and amber LEDs) on the top surface of the

scanner that serve as operation status indicators. Operator selection buttons for speaker volume adjustment, scanner re-start and single line scanning activation are located on the back surface of the scanner.

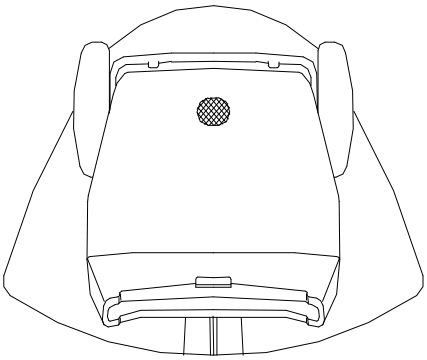
1.2.1 SOFTWARE PRODUCT DESCRIPTION

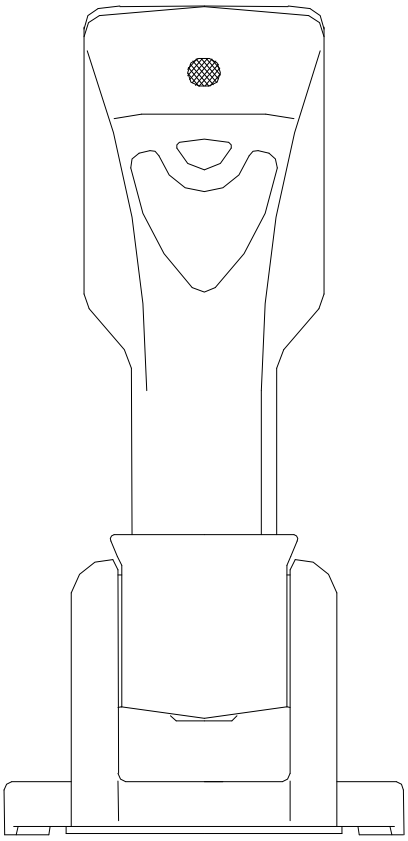
The SlimScan 1200 will be software compatible when used with applications that currently support terminals and interface protocols that have been validated by GPG Hardware Sustaining Engineering.

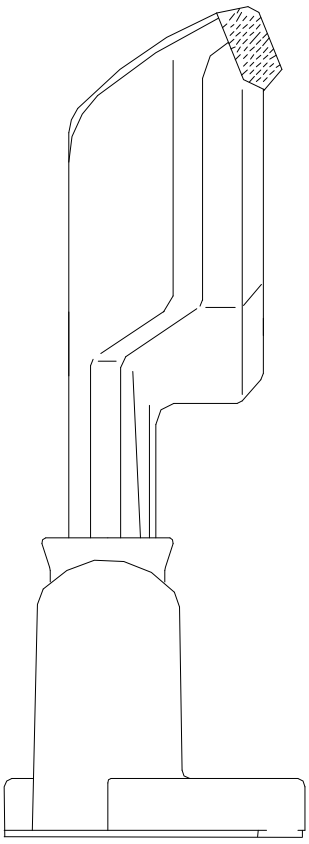
1.2.2 HARDWARE PRODUCT DESCRIPTION

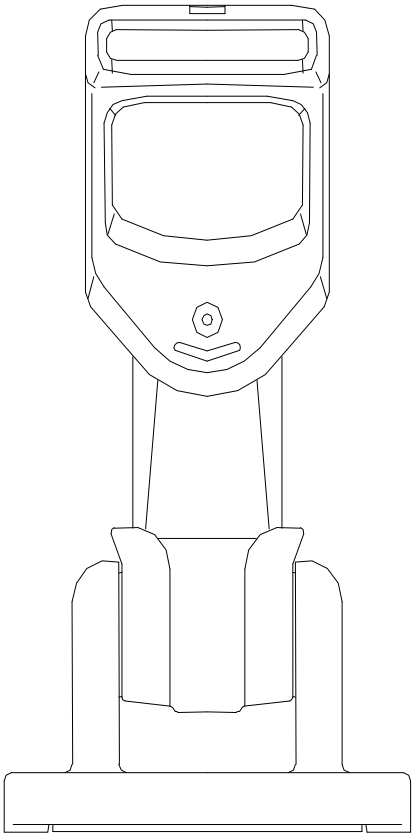
The product consists of a presentation style scanner, 110/240V PSU and a multi-mount stand that allows the user to position the scanner for best use/access in their environment. The scanner has dual optic capability; a multi line scan pattern for standard omni-directional scanning and a user activated single line pattern that provides menu scanning commonly used at Home Improvement stores. The products standard features include 4 POS interfaces, label stitching, bar code programmability, auto sleep/wake mode operation, ICL 2-step laser power-down and auto-discriminates between all popular bar code symbologies.

1.2.3 PRODUCT DRAWING









1.3 PHYSICAL & ENVIRONMENTAL CONSIDERATIONS

1.3.1 PHYSICAL

SCANNER	
Height	195 mm (7.68 inches)
Width	80 mm (3.15 inches)
Depth	71 mm (2.79 inches)
Weight	300 kg (10.5 oz)
STAND	
Height	82.05 mm (3.23 inches)

Width	135.00 mm (5.32 inches)
Depth	99.16 mm (3.90 inches)
Weight	128.57 kg (4.25 oz)
SCANNER ON STAND	
Height	238.78 mm (9.40 inches)
Width	135 00 mm (5.32 inches)
Depth	99.16 mm (3.90 inches)
Weight	428.57 kg (15.0 oz)

1.3.2 TEMPERATURE & HUMIDITY

Operating:	
Temperature	0^{o} - 35^{o} C (32^{o} - 95^{o} F)
Max rate of change	10% per hour
Humidity	20 - 80% RH, non-condensing
Max rate of change	10% per hour
Storage:	
Temperature	-10^{o} - 50^{o} C (14^{o} - 122^{o} F)
Max rate of change	15% per hour
Humidity	5 - 90% RH, non-condensing
Max rate of change	20% per hour

1.3.3 MAINS POWER

The main AC power supply is a dual voltage PSU that automatically compensates for different input voltages.
The AC Adapter is not required for terminals that supply the required DC voltage listed below.

AC Adapter Input Voltage	100-240 VAC, 47/63Hz
Scanner DC Input	600 MA @ 5 VDC ± 5%
Power Consumption	3 Watts (Max)
Scanner DC Input Current	600 MA @ 5 VDC
ESD	15KV MAX IEC 801-02
EMI	FCC Class A EC UL-1950, CSA-950, IEC-950, IEC 825 class I
Ambient Light	5,000 lux or less

1.4 PRODUCT PERFORMANCE

Motor Speed	4100 RPM
SCAN LINES	
Multi pattern:	7 direction, 1260 lines/sec
Single pattern:	1 direction, 70 lines/sec

READABLE AREAS	
Multi pattern areas:	Horizontal readable area 183 mm at 200 mm depth of field

Vertical readable area 157 mm at 200 mm depth of field

Single beam: Readable area 90 mm at 50 mm depth of field

LASER LIGHT SOURCE
Visible laser diode Wave length 660 - 680 mm

1.4.1 RELIABILITY

Description	Mean Time Between Failure
SlimScan 1200	25,000 hours (power on)
Main PCB	140,000 hours (power on)
Analog PCB	200,000 hours (power on)
Polygon Motor Assy	450,000 hours (power on)
Laser Diode	90,000 hours (power on)

1.4.2 LIFE EXPECTANCY

The design life expectancy for the SlimScan 1200 is greater than 5 years.

2.0 RESOURCES

This section estimates the needs for the CS, Logistics, and other resources required to support the SlimScan 1200.

All scanner spare parts can be purchased from Fujitsu, Japan.

2.1 SKILLS REQUIRED

Customer Service Representative:
A general understanding and experience with Handheld and presentation style scanners is required.

2.2 REPAIR CENTERS

Repair Center Technician:
Experience with Visual Laser Diode and Surface mount technology. In addition, a good working knowledge of Handheld and presentation style scanners is required.

2.3 TRAINING

CS training is under the discretion of each specific country business unit. GPG Hardware Sustaining Engineering will provide ‘train the trainer’ operations. The schedule and funding for will be established on an individual case by case basis. All requests for training by GPG

should be forwarded to the Sustaining Mailbox (MS Exchange: GPG Hardware, Internet: GPG@ICLRETAIL.COM).

GPG estimates that the Technical Publications listed are adequate for this product and additional training will not be necessary for CS personnel currently trained on similar ICL products. The SS1200 should be included in any future standard training provided to ICL CS personnel.

2.4 TECHNICAL PUBLICATIONS

Description	Fujitsu P/N.	ICL P/N	Pin Number
Operators Manual	**C150-E069-02EN**	N/A	N/A
OEM Manual	**C150-E070-02EN**	N/A	PB600150
Programming Manual		N/A	**45809/005**

NOTE: OEM and Operators Manuals are furnished with each unit.

2.5 SPARES

The spares listing include replacement parts for use at the Repair Center level. It is assumed that countries will spare the SlimScan 1200 at the Whole Unit level.

Spares will be stocked at the Service Logistics Distribution Centre (STE04) and the North America Logistics Center.

2.5.1 SPARES LIST

The following parts list includes both Whole Unit and Repair Center spares.

Description	PIN	ICL. P/N	FJ Part No.	Comment
Scanner RS232/OCIA/IBM WPSU NAD	PB600064	80316309	CA02792-B001	Whole Unit
Scanner Keyboard Wedge I/F NAD	**PB600135**	**80328247**	**CA02792-B101**	**Whole Unit**
~~**Scanner RS232/OCIA/IBM WPSU Eur**~~	**PB600305**	**80328255**	**CA02792-B002**	**Withdrawn**
~~**Scanner Keyboard Wedge I/F Eur**~~	**PB600306**	**80328256**	**CA02792-B102**	**Withdrawn**
~~**Scanner RS232/OCIA/IBM WPSU Momentum**~~	**PB600290**	**80328259**	**CA02792-B**	**Withdrawn**

Description	PIN	ICL. P/N	FJ Part No.	SUPPLYPOINT P/N
~~**Scanner Keyboard Wedge I/F Momentum**~~	**PB600291**	**80328260**	**CA02792-B**	**Withdrawn**
AC Adapter 110/220 VAC	PB600083	80316363	CA01007-**0550**	N/A
AC Adapter 110VAC N/A Only	**PB600523**		**BC5100-EN**	**N/A**
Main PCB RS232/OCIA/IBM	N/A	N/A	CA02792-J001	USA0205781
Main PCB RS232/K/B Wedge	N/A	N/A	CA02792-J101	N/A
Polygon/Motor Assy	N/A	N/A	CA02792-E501	USA0205782
Laser Assy.	N/A	N/A	CA02792-E250	USA0205783
Analog PCB	N/A	N/A	**CA20233-B93X**	USA0205784
LED Assembly	N/A	N/A	CA02792-E561	USA0205785
Buzzer Assembly	N/A	N/A	CA02792-E550	USA0205786

Back Cover Assy	N/A	N/A	CA02792-E310	USA0205787
Front Cover Assy	N/A	N/A	CA02792-E340	USA0205788
Rubber guide	N/A	N/A	CA02792-**0470**	USA0205789
Analog/Dig Cable	N/A	N/A	CA02792-0570	USA0205790
Stand Assembly	N/A	N/A	CA02792-D700	USA0205791
Cable Cover	N/A	N/A	CA02792-0330	USA0205792
Loopback Connector	N/A	80212630	N/A	N/A

The Following Cables Do Not Require An External Power Supply Unit

Description	PIN	ICL. P/N	FJ Part No.	Comment
Cable Coiled RS232 D9-F TP/9520 Direct Connect	PB600129	80328232	CA75494-2001	
Cable Coiled OCIA HD15-F	PB600130	80328233	CA75495-2001	
Cable Coiled IBM D9-F	PB600131	80328234	CA75496-2001	
Cable "Y" Keyboard Wedge (With or Without PSU)	**PB600136**	**80328248**	**CA75490-KBZ**	

The Following Cables Require An External Power Supply Unit

Description	PIN	ICL. P/N	FJ Part No.	Comment
Cable Coiled RS232 D9-F	PB600126	80328229	CA75491-2001	
Cable Coiled OCIA HD15-F	PB600127	80328230	CA75492-2001	
Cable Coiled IBM D9-F	PB600128	80328231	CA75493-2001	
Cable KBW	**PB600310**	**TBD**		
Cable KBW "Y" W/PWR PLUG	**PB600311**	**TBD**		

Interface Adapter Cables

Description	PIN	ICL. P/N	FJ Part No.	Comment
Cable 9518/200 & 8770 RS232	PB600067	80328203	N/A	
Cable IBM Port 17	PB600068	80328205	N/A	
Cable IBM Port 9	PB600069	80328204	N/A	
Cable Atrium IDC28	PB600079	80316398	N/A	US0206457
~~**Cable Softsense POS**~~	**PB600070**	**80316400**	**N/A**	**NOT RELEASED**
Cable Gilbarco POS	PB600071	80316401	N/A	
~~**Cable W. Dresser**~~	**PB600072**	**80316402**	**N/A**	**NOT RELEASED**
Cable to NCR 2126	**53273/001**	**80203990**		
Cable to NCR 2127	**57048/001**	**80203987**		
Cable to TEC 2300, L77	**52538/001**	**80303726**		
Cable to 545/M6000	**50075/001**	**80303724**		
Cable to Casio 2100 DC	**40303/830**	**80303830**		

Firmware

Description	FJ Part No.	Check Sum	Comment
RS232/OCIA/IBM Firmware	**1011080H**	**EE00**	**OLD ROM PCB**
RS232/OCIA/IBM Firmware	**1011086C**	**7D00**	**NEW ROM PCB**
Keyboard Wedge/RS232	**1011085C**	**6800**	**OLD ROM PCB**
Keyboard Wedge/RS232	**1011076B**	**A500**	**NEW ROM PCB**

2.5.2 CONSUMABLE PARTS

There are no user consumable parts.

2.6 REPAIRS

Service Logistics Distribution Centre (STE04) and the Dallas Logistics Center for North America offer repair services for the items they consider to be repairable. The OEM vendor also offers repair services that may be contracted by one of these repair centers or other country organizations.

Logistic and CS organizations at the country level should utilize their own services to test units being returned from the field before shipment to repair centers. Past history has shown that not all units being returned from the field are actually faulty.

For those units that are faulty, country level logistics organizations may elect to have a lower level of service performed by their service center or technician if parts and resources permit. However, this would be a local decision.

2.6.1 REPAIR TIME

The SlimScan 1200 is not repaired on site but replaced with a whole assembly. The Stand and the Power Supply Unit are also field replaceable.

Based upon these times and adjusted by the probability of a specific component failing, the MTTR for the complete unit is estimated at:

Total MTTR	10 Minutes

2.6.2 SERVICE AIDS & DIAGNOSTICS

Terminals with scan diagnostic capabilities, for example CLD on the 9520/150 and the TeamPoS Series Terminals. The scanner also has programmable and loopback connector diagnostic capabilities. In addition, the firmware can be downloaded with a PC using download program 1200DNLD.

Confidence Level (CLD)	A user oriented, menu driven, privileged set of test and diagnostic functions which test the following: Controller, Keyboard, Display Printer, Battery, Configuration Data, Cash Drawer, Scanner, Scale, MSR, Serial Ports, and other peripherals.
Programmable Scanner Diagnostics	**The scanner has programmable diagnostics that can be entered by scanning program labels that are in Section one of the Programming Manual 45809/005. Diagnostics can be entered by scanning just the programmable diagnostic labels, there is no need to use the Enter The Programming Mode label. To exit the diagnostics test the scanner must me powered down. Following is a list of programmable diagnostics.**

Autobreak Bottom	**Scan zone test. While a scan label is in the scan field a continuous beep will occur.**
Demo Mode	**Each time a label is passed through the scan zone a good beep will occur.**
POS IF Loopback **Requires a RS232 cable (80328229) and Power Supply (80316363).**	**Connect a RS232 loopback connector (80202630)to the RS232 connector of the RS232 scanner cable. Scan the POS IF Loopback label the scanner LED will flash.**
Proximity Detector	**Each time something is passed between the proximity detector and the light source the green LED will come on.**

DESCRIPTION	ERROR MESSAGE
Motor Fail	YYYYYG
Laser Fail	YYYGYG
ROM Error (Flash Memory)	YGYYYY
EEProm Error (Core or Main PCB)	YGYGYY
Ext. RAM Error (Core or Main PCB)	YGYYGY
Int. RAM Error (Core or Main PCB)	YGYYYG
ASCI Error (Core or Main PCB)	YGYYGG
Requirement For resetting Eeprom	YYYYYY
Input DC Power Alarm	YGYGYG
ROM is different device type (Only Occurs when downloading firmware)	YGGYGG
Loopback Test Success	GGGGGG
Loopback Error	YGYGGY

LOOPBACK CONNECTOR WIRE LISTS 80202630 (RS232)

Signal Name	From	To	Signal Name
TXD	P1-2	P1-3	RXD
CTS	P1-7	P1-8	RTS

2.6.3 FIRMWARE DOWNLOAD

```
ICL SS1200 Scanner Firmware Download Software.
(c) 1997 Fujitsu-ICL Retail Systems, Inc.

March 3, 1997
```

Note: Firmware Download Requires a RS232 cable (80328229) and Power Supply (80316363).

Firmware download capabilities are available for the SlimScan 1200. The software required to perform the download and the firmware files can be down loaded from the Global Products Group FTP site (ftp@fjicl.com).

The purpose of this software is to upgrade ICL SS1200 scanner firmware by downloading through the interface cable rather than replacing FLASH PROMS. The download takes 3 to 4 minutes.

This information is for download program 1200DNLD.EXE Revision 3.

WARNING

There are two different types of PCB's (OLD and NEW ROM boards) for the SS1200 scanner and the firmware is not compatible between the New and Old ROM PCB's. Caution should be taken to ensure that the correct firmware is being loaded. However, if there is any doubt regarding the ROM PCB type (Old or New) load the firmware for the Old ROM PCB first. If Old ROM firmware is loaded into a New ROM device the following message will appear on the last screen of the download program.

ROM IS DIFFERENT DEVICE TYPE

In addition, the LED Status code will flash (YGGYGG). This is an indication that Old ROM firmware has been loaded into a New ROM PCB. Restart the download program and load New ROM Firmware into the scanner.

Loading NEW ROM board firmware into an OLD ROM board will destroy the firmware on the OLD ROM board and it is unrecoverable through the download program. The scanner will require a new firmware chip that has been pre-programmed.

Please follow these steps for downloading firmware:

(1) Load the file 1200DNLD.EXE onto either the hard drive or the floppy drive of a PC (This is the download program). Into the same directory, load the appropriate download firmware file(s). The file(s) will have a ".HEX" extension.

(2) Connect a SS1200 scanner to the COM 1 port of a powered-off PC. Power on the PC and type: 1200DNLD [Enter]. If it is necessary to use port COM 2, you must type: 1200DNLD 2 [Enter]. Note: the download program defaults to COM 1 whenever it is run. If your PC is equipped with 25-pin COM port connectors, use a 9-to-25 pin adapter cable to connect to the scanner. The following screen will appear on the P.C.

```
ICL SS1200 Scanner Firmware Download
--1200DNLD.EXE --rev 3 comport = 1
```

```
>>>Hit “q” to exit program.
 Step (1): Connect the SS1200 scanner to comm1 port of a PC.
           Power on SS1200 scanner and wait for a scanner beep. Confirm that
           the “cts” signal is active (inverse video) at bottom of CRT.
 Step (2): Hit [SPACE BAR] to ENABLE download at 38400 bps.


                    DTR RTS cts dsr ri dcd 9600 E81
```

(3) Connect the AC Adapter to a power outlet and connect the power pigtail connector to the SS1200 scanner. This will power up the ICL SS1200 scanner. The scanner should beep and should also set the 'cts' signal at the bottom of the CRT active (inverse video). If these two conditions are not met, there is a problem with the equipment.

(4) Follow the instructions on the screen to complete the download.

(5) In Step (2), on the first screen, after the SPACE BAR is pressed, 7 lines of data should appear after **"Waiting for Scanner data..."**

Note: the data format on each line may not be as shown below, however, the content should be the same

```
[9 0 0 1 - 0 0 5 E 0 0 0 0 0]  .  .  .
O K .   C h a n g e   Y o u r   C o n
f i g r a t i o n              B o u d r
a t e = 38 . 4 K B ,   D A T A = 8 b i
t s          S t o p = 1 b i t s , P a
r i t y = N O N   a n d   s n e d t
a r g e t   f i l e .
```

This indicates that the scanner is responding properly. Hit the SPACE BAR again to continue. The following screen will be shown.

```
ICL SS1200 Scanner Firmware Download
--1200DNLD.EXE --rev 3 comport = 1

>>>Hit “q” to exit program.
 Step (3): Select firmware download file.
 Hit [ENTER] to select firmware download file.
 Hit [F1] to download the same file again.
 Hit [F2] to view *.HEX files in this directory (8 max).

                    DTR RTS cts dsr ri dcd 9600 E81
```

(6) In Step (3) of this screen, you are given 3 choices for downloading a file.

The 1st choice **[ENTER]** allows you to type a file name for downloading. A file extension is not needed because the program will automatically append the "*.HEX" file extension. If you do type in a file extension, it will be ignored.

The 2nd choice **[F1]** allows you to program another scanner with the same filename without re-typing the file name. This assumes that a valid download file was already opened by the program and that the program was not exited.
The 3rd choice **[F2]** produces a list of up to 8 *.HEX files on the current PC directory. Use the UP/DN arrow keys to select a file for downloading. Press [Enter] to initiate the downloading of this file.

(7) Once the download is started, a rotating flag character will be visible near the top of the menu screen. Also, characters in HEX format will be scrolling on the screen. Periodically, the scanner will drop its 'cts' signal, but this should only last for 3 to 30 seconds. When the download process is complete, the scanner will beep and the CRT will display ASCII characters below the "Waiting for Scanner data..." message. The top line of the CRT text is the firmware revision. The following data will be shown.

```
R O M  V e r =   1 0 1 1 0 8 0 X 0 2
S u m = 8 1 0 0    C o m p l e t e d
D o w n      L o a d      P r o g r a m
[ 9 0 0 1 - 0 0 5 E 0 0 0 0 0 ]
```

NOTE: On the first line of this screen the **X** position indicates the unique Rom Verison (it will be an alpha character) which is the firmware revision level.

(8) Once the download is complete, hit the SPACE BAR to return to the original menu. Important: power off the scanner when the download is complete. You can connect another scanner to be programmed, if desired. The download program does not have to be exited in order to program another scanner.

3.0 PROGRAMMING

Programming is accomplished by the use of barcode labels that specify default settings and command or code translation information for specific POS Terminals or applications. Once set, the scanner can communicate with the specified POS Terminal and its standard operating software. This allows the scanner to communicate with many different POS Terminals without the need to modify the operating software in the Terminal. Programmable parameters are retained in EEPROM when power is removed.

To program Volume Control, Scanner Control, POS Interface Control, and Scan Label Control the scanner must be in the Programming Mode. However, the Programming Mode is not needed when using the Increment and Decrement Volume program labels. Following is an example of the sequence required for entering the Program Mode. The Programming Mode is used to make changes to the scanner operating parameters.

PROGRAMMING LABEL	DESCRIPTION
Enter the Programming Mode	The green LED comes on (low tone)
Program label	Scan the appropriate program label (good beep)
Exit Save and Reset	This saves the changes to the EEPROM (low tone)

NOTE: If the Exit W/O Saving label is used the labels programmed will be lost at power down.

To restore the scanner to all the default settings use the following sequence.

PROGRAMMING LABEL	DESCRIPTION
Enter the Programming Mode	The green LED comes on (low tone)
Restore all Defaults label	All defaults are reset (good beep)
Exit Save and Reset	This saves the changes to the EEPROM (low tone)

3.1 SCANNER DEFAULT PROTOCOL

BAUD RATE	9600
DATA BITS	8
STOP BITS	1
PARITY	EVEN
CTS	ENABLED
XON/XOFF	ENABLED
TERMINATOR	CR

3.2 TERMINAL CONFIGURATIONS

3.2.1 TERMINAL DEFAULT SETTING

9520/150 and the TeamPoS series Terminal with the OPC board

3.2.2 TEAMPOS WITH TEAMCOM PROGRAMMING

CTS should be disabled on the TeamPoS series terminals with the Teamcom board, all other defaults apply.

3.2.3 IBM TERMINAL CONFIGURATION

IBM MODEL 4683 Port 17 select TCF scanner no scale
IBM MODEL 4693 Port 9 select TCF IBM Handheld scanner

4.0 SERVICE PROFILES

4.1 PREVENTATIVE MAINTENANCE

Beyond general cleaning of the SlimScan 1200, there is no scheduled preventative maintenance required.

4.2 CORRECTIVE MAINTENANCE

In the event of a failure the customer should be expected to confirm the malfunction by carrying out their own internal problem escalation procedures. If their procedures are unable to resolve the problem, they should contact their local CS/Support organization.

Country level CS/Support organizations should precede a support desk facility whereby customers can telephone for advice before logging a service request. If telephone assistance is unable to resolve the problem, the local CS/Support organization should send a representative to assist, unless the RFR option/maintenance agreement was selected. CS/Support should effect on site replacement of the whole assembly.

4.3 ESCALATION PROCEDURES

The escalation of product error reports or requests for assistance should take place in the following order:

Customer’s Internal Service	First Line Support Service
Country CS Organization	First Line Support Service
Country Support Organization	Second/Third Line Support Service
ICL GPG Sustaining Engineering	Fourth Line Support Service

Product reports raised on GPG products or general inquires, should be sent to the Sustaining mailbox MS Exchange: GPG Hardware, Internet: GPG@ICLRetail.COM)