



Dealer/Franchise

UPDATE

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**TANDY...
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EXPRESS ORDER SOFTWARE

EXPRESS ORDER SOFTWARE PRODUCT DESCRIPTIONS

Detailed Descriptions of products with the "In Stock" status may be found in the Express Order Software section of the "Directory of Reviewed Software". A catalog and other promotional materials will be available in the near future.

We are aware that we are running behind in getting descriptions to you for the EOS section of the "Directory of Reviewed Software". We are attempting to rectify the problem. Please make sure you are updating your directory regularly. You and your customers will find the information valuable.

EXPRESS ORDER SOFTWARE WARRANTY POLICY

Express Order Software is sold by Radio Shack on an "AS IS" basis WITHOUT a Radio Shack warranty. Express Order Software is packaged with a limited warranty offer provided by the primary vendor and this is the ONLY warranty offer.

Customer complaints which relate to functional deficiencies are to be resolved between the customer and the primary vendor. Customer complaints which relate to physical defects with the package (e.g. bad media, missing documentation, etc.) are to be resolved by Radio Shack. Radio Shack's sole responsibility is limited to that of replacing the package. Be aware that your options are limited! EOS products which must be replaced are to be returned to TEW only after you receive a return authorization from Fort Worth. Call (817) 390-3129 for that authorization.
DO NOT CALL TEW.

EXPRESS ORDER SOFTWARE DEMO DISKS

Express Order Software demo disks will be available as "FC" series of catalog numbers from TEW. Currently the following demos are available:

FC #	DESCRIPTION	CAT NO	HDWR
FC-0900	AutoCad Tutorial System	90-0181	2000
FC-0901	AutoCad Slide Show	90-0181	2000
FC-0902	Open Access Demo	90-0247	1200
FC-0903	Accounting Partner Demo	90-0112	MSDOS
FC-0904	Jack 2 Demo	90-0190	2000
FC-0905	Great Plains HD Accounting Demo	90-0169 - 90-0173	MSDOS
FC 0906	T-CAD Demo	90-0192 & 90-0193	III & 4
FC-0908	Allwrite! Demo	90-0242	4
FC-0909	Pertmaster Demo	90-0168	2000
FC-0910	Trajectories Demo	90-0126	2000
FC-0911	General Accounting Demo	90-0153	2000

 CSR GRAPEVINE

As indicated by the name, "Grapevine", this section is where Customer Service Representatives share information with each other. It is here you can communicate your latest findings and "bits of wisdom" to all CSR's. If you wish to contribute to the CSR Grapevine use the Submission Form attached to RSCC/PLUSCC TRS-80 Update 1985-01 - 1985-04, or send your information to CompuServe ID number 70007,535. Please be sure to include your Name, Title, Telephone Number and Store Number.

NOTE: We attempt to separate fact from fiction but not being omniscient we may occasionally goof. If so, let us know about it. We'll gladly correct ourselves.

All articles which do not include a by-line came from Computer Customer Service.

DWP-210 TRACTOR FEED (26-1143) - AVAILABILITY STATUS

Some customers have been trying to get the Tractor Feed for the DWP-210 but have found that this product is no longer available. The buyer has arranged with the vendor to have more made. These should be available on or before May 30th. TEW is accepting customer name and address back orders.

(L. HINES, 01-7879)

OS-9 (26-3030, 01.01.00) - SETTING UP /T2 FOR TIMESHARING

Below is a sample procedure for setting up /t2 for timesharing.

REQUIRED EQUIPMENT:

- Color Computer running OS-9 Version 01.01.00 (console)
- Color Computer in Terminal Mode with Deluxe RS232 Program Pack (terminal)
- 2 RS232 Deluxe Program Pack Interfaces
- Connecting Cable terminating with DB-25 male connectors each end
- Null Modem Adapter
- Multi-pack Interface

PROCEDURE:

1. Plug RS232 program pack into slot #1 of Multipack.
2. Plug disk controller into slot #4 and select position #4 on selector switch.
3. Power up terminal and set the communications parameters as follows:
8-bit word, 1 stop bit, parity NONE, 300 baud
4. Put terminal into TERMINAL mode.
5. Boot up OS-9 System and examine xmode parameters by typing:
xmode /t2.
(If settime has not been run yet, do so at this time.)
6. Set /t2's mode parameters by typing: xmode /t2 baud=1 type=15
7. Initiate the timesharing process by typing tsmon /t2&
8. Press the enter key on the terminal keyboard. At this point, the message "logon" should appear on the terminal's screen.

(J. WALTRIP, 01-7879)



PROFILE 4 (26-1635) - UNDOCUMENTED FILENAMES

Here are some undocumented filenames that pop up after Profile 4 has done a reshuffle

FILENAME/TP1	-	Your old	/DAT file
FILENAME/TP2	-	Your old	/DA2 file
FILENAME/TP3	-	Your old	/DA3 file
FILENAME/OLM	-	Your old	/MAP file

(B OLSON, 01-7879)

MEDICAL OFFICE SYSTEM (26-4508) - REVISED INSURANCE FORMS

The need for a "FROM" and "TO" date on the revised insurance form can be handled using external note records (fields 154-160 in Appendix J). The customer must modify his form so that fields 50-56 in Appendix J and fields 154-160 print out on the same line. The customer must keep in mind that note record 1 corresponds with the first visit, note record 2 corresponds with the second visit, and so on. The only limitation is that there are only seven note records that can be used per invoice. Basically, what this procedure would consist of would be:

1. From the Define Forms option, specify the form to be modified (EX: AMA).
2. Find the first line with field 50 on it; note the line number and position number of the field.
3. Define field 154 to print out next to field 50, making sure to leave room for field 50 to print out. Define field 155 to print next to field 51 and so on through field 160.
4. When entering a new transaction, after recording the transaction, type "N" for note record then type "1)" and enter the "FROM" date. Enter the next transaction, then type "N" for note record and type "2)" then enter the "FROM" date for the second transaction. Continue this until you reach the seventh note record. You will be limited to seven transactions per invoice.

It would be advisable to familiarize yourself with the section in the Medical Office System manual regarding external note records.

(R. R. LUDWIG & C. NATIONS, 01-7879)

PROFILE 16 (26-6412) - ELIMINATING UNWANTED BLANK LINES

If you have defined a report and are getting double-spacing on your data, even though you have requested Profile 16 to eliminate unwanted blank lines, check that you have used the "GROW" mode <CONTROL><G> when in the report format itself to shrink the data lines. <CONTROL><U> and <CONTROL><D> handle this shrinking and expanding. Also, check that you are not inadvertently subtotalling on a unique field such as a record number.

(M. HAYES, 01-7879)

PROFILE 16 (26-6412, 01.00.00) - TRANSFER DATA FROM PRIMARY TO SECONDARY

Many users have called requesting information on how to transfer their existing data from primary hard disk to secondary. The procedure below transfers data only from the primary to the secondary hard disk.

ASSUMPTIONS:

- a. That the secondary hard disk has been successfully formatted with diskutil.
- b. That the file system has been created on this secondary hard disk using the mkfs command.
- c. That this secondary hard disk is mounted under "/hd1".
- d. That Profile 16 data was installed on the primary hard disk.

PROCEDURE:

1. Have the user confirm that their data has been saved off of the system.

2. Login as root

3. Type:

```
mkdir /hd1/appl /hd1/appl/profile <ENTER>
chown profile /hd1/appl/profile <ENTER>
chmod 700 /hd1/appl/profile <ENTER>
```

4. Type:

```
ed /etc/default/pfpath <ENTER>
2c <ENTER>
/hd1 <ENTER>
. <ENTER>
w <ENTER>
q <ENTER>
```

5. Type:

```
copy -rom /appl/profile /hd1/appl/profile <ENTER>
```

If you have large files this could take a while.

At this point Profile is looking only at the secondary for its data files. Have the user go in and check their data for integrity. Also, make note that the secondary hard disk is being accessed when the user checks the data.

6. Once the data is okay type:

```
rm -r /appl/profile <ENTER>
```

This removes the primary Profile 16 data.

7. This completes the transfer of data. Make sure their /etc/rc file has been edited to automatically mount the secondary with the "/etc/mount /dev/hd1 /hd1" command.



PROFILE 16 (26-6412) - SYNTAX ERROR WHEN USING THE "TOT, ETC..." COMMANDS

Using the TOT,etc... commands in processing generates a syntax error upon check.

EXAMPLE: aa=TOT(1)

This is the correct syntax. The problem is that the user did not put the dummy field "*aa" on the output format in the total lines.

(M. HAYES, 01-7879)

PROFILE 16 (26-6412) - CHANGING DATE

To change from one date type such as "mdy/" to "ymd/" and have your data changed as well, just go into "Define Files" and change the field type. Profile 16 is smart enough when it rewrites the data files to change the dates to the right format.

(M. HAYES, 01-7879)

PROFILE 16 (26-6412) - THREE PRINTER DEVICES

Reiteration from the past -- There are three printer devices, they are:

/dev/lp

This device is used by lpr. At the end of a document /dev/lp will give the remaining number of line feeds to get to the top of form. Device lp also will convert line feeds to carriage returns.

/dev/clp

This device will not send the line feeds to top of form, but will convert line feeds to carriage returns. To prevent lpr from sending a form feed at the end of a document do the following:

```
# mv /dev/lp /dev/lp.old  
# ln /dev/clp /dev/lp
```

Now lpr will use /dev/clp for spooling.

/dev/rlp

This is the raw printer device. All characters will be sent to this device without translation. If this device is used in BASIC you must send a chr\$(13) at the end of each line followed by a semicolon to suppress the line feed that mbasic sends as the end of record character.

(M. HAYES, 01-7879)

PROFILE 16 (700-2093, 01.01.00) - FEATURES OF NEW VERSION

The new 01.01.00 version of Profile 16 (700-2093 N/C) will have the following features. NOTE: This is not an all inclusive list of the additional features.

- The upgraded version will have an addition to the processing tables: LOOKUP NEXT and LOOKUP PREVIOUS. These commands will allow a multi-record lookup capability both in Inquire, Update and Add as well as report processes.

(continued on the next page)

PROFILE 16 (700-2093, 01.01.00) - FEATURES OF NEW VERSION (continued)

EXAMPLE:

```

22----- - - - - -
    . If:
    Then: a="0";b="0"
23----- - - - - -
loop. If:
    Then: LOOKUP next sales k=12 i=a -nx
24----- - - - - -
    . If: sales(2) eq 12
    Then: a=+sales(1);b=b+sales(5); goto loop
  
```

The first time this lookup is executed it responds just like a regular lookup. Subsequent passes advance the lookup through the index for the next record.

- A new error message hardcopy option is added at the bottom of the screen when an error message is displayed.
- In addition to the 13 user menu flags currently supported an additional 6 have been added to this version:
 - * The -n flag puts a user into update mode on each record selected in Inquire, Update and Add mode.
 EXAMPLE: /appl/pf/clerk TClient -s0 -xi0 -n
 - * The -pt flag allows local printing of the hardcopy options in both Inquire, Update and Add as well as output functions
 EXAMPLE: /appl/pf/clerk TClient -s0 -xi0 -pt
 - * The -xa flag puts a user into Add records mode immediately.
 EXAMPLE: /appl/pf/clerk TClient -s0 -xa
 - * The -xi flag puts a user into "Select by [index field]" index mode immediately.
 EXAMPLE: /appl/pf/clerk TClient -s0 -xi0
 - * The -xs [selection setname] puts a user into the selection set mode immediately.
 EXAMPLE: /appl/pf/clerk TClient -s0 -xs settest
 - * The -xi flag will put the user at the index prompt menu immediately.
 EXAMPLE: /appl/pf/clerk TClient -s0 -xi
- New key codes have been added to the termcap file for the DT-100 to let users access the graphic keys.
- The "w" flag for the pause between pages feature has been fixed. Remember this is still as stated in the manual for use when the user does not spool.
 EXAMPLE: /appl/pf/report TClient -f form -p /dev/lp -w

QUARTET - SPEED DIFFERENCE ON TANDY 1000/2000.

Quartet runs slower on the Tandy 1000 than on the Tandy 2000. If you demonstrate this package on a Tandy 2000, make your Tandy 1000 prospect aware that this speed difference exists.

(C. WESTENHISER, 01-7879)

CAPTAIN'S MULTIFUNCTION BOARD (25-3061) - CORRECT CLOCK COMMAND

If you get "Clock Not Found" after typing either DOSTIME or SETTIME, don't think you have a bad board. Check to make sure you are using the correct syntax for your configuration. Refer to the Treasure Chest Technical Reference Manual pages 42 and 94.

(CHET BARCOCK, STORE #43-0743)