



UPDATE

RSCC/PLUSCC UPDATE 1985-13
** Internal Distribution Only **
April 1985 Page 1

COMPUTER CUSTOMER SERVICE

IMPORTANT NOTICE

EFFECTIVE MAY 1, 1985

There have been times when you have called into the 800 Lines, and you have been placed into a waiting que. The only reason for this que is to let you know that all the CSR's are busy on the telephones and that you can hold until the next available line is open.

This que is becoming very expensive, and in an effort to reduce expenses without affecting service, is being removed. This will not cause any loss of accessibility to the 800 numbers or to the CSR's. You will just not hear a voice telling you to hold. When you call, you will hear it ringing. Continue to let it ring until a Customer Service Representative answers. (Note: this is the same as a que, except we do not have to pay for it.) If all Customer Service Representatives are busy on the telephone, you will hear a busy signal. When this happens, hang up and try again a few minutes later. The situations where you will not receive a quick answer to your calls should not happen very often. However, it is important that you and your people know that it could happen. The Customer Service Representatives will respond as quickly as possible.

In summary, the only difference you will experience in not having the que will be that no voice will ask you to hold. The phone will continue to ring until answered.

PLEASE POST THIS NOTICE

**TANDY...
Clearly Superior™**

INDEX

GENERAL INTEREST

Product Announcements.....	9
Special Order Coax Faces No Longer Available.....	3

EDUCATION

Super LOGO - Educational Computer Language.....	3
---	---

COLOR COMPUTERS

BASIC 09 - Procedures for Booting Up.....	4
Color Computer Top Ten.....	13

TANDY 200/MODEL 100

Tandy 200 - Model 100 Programs That Will Work.....	4
--	---

MODELS 4/111

Mod 4 - Initializing 12 & 35 Meg Hard Drives With TRSDOS 6.2.....	5
---	---

TANDY 6000/MODELS 16/12/11

Model 16B+ - Xenix Upgrade to Version 01.03.05.....	6
Profile 16 - Locating Updated Records.....	7
Profile 16 - Posting Data Into Another File.....	7
Xenix - IBM Format Under Diskutil.....	7

TANDY 2000/1200 HD/1000

Deskmate - Copying a Worksheet File.....	7
--	---

PRODUCT NEWS

The following information is provided by Technical Support,
Computer Customer Service, and Computer Merchandising

SPECIAL ORDER COAX FACES NO LONGER AVAILABLE

Until recently some COAX faces were available by special order from Special Marketing. Some may have been labeled under stock number 26-1213.

These were never really an actual 26 number product. They have problems working with DT-100's and are now not available at all.

EDUCATION

SUPER LOGO - EDUCATIONAL COMPUTER LANGUAGE

Radio Shack's Super LOGO, to be released in late spring or early summer, is a powerful new version of the Color LOGO program. The disk version (26-2716) and the Network 2 version (26-2738) of Super LOGO will be available first. A Program PAK™ version (26-2717) will be available soon thereafter.

Like Color LOGO, Super LOGO is an educational computer language that encourages students to explore their creativity, and can help them discover some fundamental mathematical and programming concepts. Students can draw an endless variety of pictures and designs on the screen by using individual LOGO commands, or by grouping LOGO commands to form a "procedure" (a program written in the LOGO language).

Super LOGO includes all of the graphics capabilities of Color LOGO, and adds list processing capabilities. That is, Super LOGO additionally includes operations that allow the child to display and manipulate words and lists of words on the screen.

Super LOGO's capabilities include multiple turtles (characters used as cursors or game pieces), animation, line-oriented editing of procedures, and use of variables and arithmetic expressions in procedures. Turtle shapes can be changed through the SHAPE command (as in Color LOGO) or through a new PAT (pattern) command. The Super LOGO PAT command allows the user to create a new turtle shape easily by typing a pattern of x's and dots. Super LOGO expands further on Color LOGO by providing decimal arithmetics, greater flexibility in the immediate mode (RUN Mode), and more powerful editing and disk-handling features.

Compatibility with Color LOGO has been maintained, and almost all procedures written in Color LOGO will run without alteration in Super LOGO.

Disk Super LOGO (\$99.95)* requires a 32K Extended BASIC Color Computer disk system. The Program PAK Super LOGO (\$49.95)* requires a Standard BASIC Color Computer system. The Network 2 version (\$299.00)* allows the teacher to download Super LOGO to as many as 16 student stations on a Network 2 system, and to upload student-created procedures to be saved on the teacher's disk. Network 2 Super LOGO is entirely self-contained. No software other than the Network 2 LOGO disk is required.

*Suggested Retail



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 attached Submission Form 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.

TANDY 200 (26-3860) - MODEL 100 PROGRAMS THAT WILL WORK

These Model 100 packages work on the Tandy 200:

1. Statistical Analysis (26-3825) - don't load all programs at once.
2. Personal Finance (26-3822) - follow 16K instructions.
3. Business Decisions (26-3832) - one program at a time.
4. Calculator (26-3827) - after exiting the program your function keys must be restored from BASIC with:

CALL 28192,0,28357 <ENTER>
CALL 33747 <ENTER>

(C EDGMON, 01-7879)

BASIC 09 (26-3036, 01.00.00) - PROCEDURES FOR BOOTING UP

1. Make a backup of your MASTER OS-9 and BASIC09 disks.
2. After making the backups, put your OS-9 and BASIC09 disks away for safekeeping.
3. Using the OS-9 backup disk, delete the DEFS file. At the OS-9 prompt, type:

DELDIR DEFS

4. Now get your BASIC09 backup disk.
 - a. If you have TWO disk drives, insert the BASIC09 backup in Drive 1 (your OS-9 backup will be in Drive 0). At the OS-9 prompt, type:
COPY /D1/BASIC09 /D0/CMD5/BASIC09
 - b. If you only have ONE drive, while the OS-9 backup is in Drive 0, type:

LOAD COPY

Now insert the BASIC09 backup and type:

COPY /D0/BASIC09 /D0/CMD5/BASIC09 -S #20K

Follow the instructions as given on your screen. When the process is complete, you can type BASIC09 at the prompt and you are ready to go!

(J. WALTRIP, 01-7879)



MODEL 4 - INITIALIZING 12 AND 35 MEG HARD DRIVES WITH TRSDOS 06.02.00

It is possible to use a 12 and 35 megabyte hard drive with a Model 4 and TRSDOS 06.02.00 or LDOS 05.01.04. The procedures for doing formatting and initializing these drives are not the same. The users cannot use any of the hard disk initialization programs that automatically set up a hard drive. The Users **MUST ANSWER THE QUESTIONS THEMSELVES.**

NOTE: The User should note the use of 404 physical tracks opposed to the 512 actual tracks of a 35 meg hard drive. This is a limitation of the TRSHD6/DCT device driver and not of the Model 4. Therefore, only approximately 80% of a 35 meg hard drive will be utilized. Splitting the 35 meg hard drive with TRSDOS and LDOS will not correct this.

Use the following procedure to initialize the 12 or 35 meg hard drives with TRSDOS 06.02.00.

Boot The System under TRSDOS 06.02.00 and execute the Following Commands. DO NOT USE THE HARD DISK INITIALIZATION PROGRAM ON THE DISK.

COMMAND	QUESTIONS	ANSWERS 12 MEG	ANSWERS 35 MEG
SYSTEM (DRIVE=6,DRIVER="TRSHD6")	Drive Select Address:	1	1
	Number of Heads:	6	8
	Physical Tracks Per Surface:	230	404
	Step Rate:	.01	.01
	Number of Heads for Partition:	1	1
	Starting Head:	1	1
TRSPORM6 :6	Disk Pack Name:	HARDA	HARDA
	Password:	PASSWORD	PASSWORD
	Lock Out Tracks Manually:	N	N
SYSTEM (DRIVE=1,DISABLE,DRIVER="TRSHD6")	Drive Select Address:	1	1
	Number of Heads for Partition:	1	2
	Starting Head:	2	2
TRSPORM6 :1	Disk Pack Name:	HARDB	HARDB
	Password:	PASSWORD	PASSWORD
	Lock Out Tracks Manually:	N	N
SYSTEM (DRIVE=2,DRIVER="TRSHD6")	Drive Select Address:	1	1
	Number of Heads for Partition:	1	2
	Starting Head:	3	4
TRSPORM6 :2	Disk Pack Name:	HARDC	HARDC
	Password:	PASSWORD	PASSWORD
	Lock Out Tracks Manually:	N	N
SYSTEM (DRIVE=3,DRIVER="TRSHD6")	Drive Select Address:	1	1
	Number of Heads for Partition:	1	1
	Starting Head:	4	6

(continued on the next page)



MODEL 4 - INITIALIZING 12 AND 35 MEG HARD DRIVES (continued)

COMMAND	QUESTIONS	ANSWERS 12 MEG	ANSWERS 35 MEG
TRSF0RM6 :3			
	Disk Pack Name:	HARDD	HARDD
	Password:	PASSWORD	PASSWORD
	Lock Out Tracks Manually:	N	N
SYSTEM (DRIVE=4,DRIVER="TRSHD6")			
	Drive Select Address:	1	1
	Number of Heads for Partition:	1	1
	Starting Head:	5	7
TRSF0RM6 :4			
	Disk Pack Name:	HARDE	HARDE
	Password:	PASSWORD	PASSWORD
	Lock Out Tracks Manually:	N	N
SYSTEM (DRIVE=5,DRIVER="TRSHD6")			
	Drive Select Address:	1	1
	Number of Heads for Partition:	1	1
	Starting Head:	6	8
TRSF0RM6 :5			
	Disk Pack Name:	HARDF	HARDF
	Password:	PASSWORD	PASSWORD
	Lock Out Tracks Manually:	N	N
SYSTEM (DRIVE=7,DRIVER="FLOPPY")			
	I/O Address:	2	2
BACKUP :0 :6 (SYS,INV)			
SYSTEM (SYSTEM=6)			
SYSGEN (DRIVE=6)			

The System is Now Set Up As Follows:

LOGICAL DRIVE	PHYSICAL DRIVE 12 MEG	PHYSICAL DRIVE 35 MEG
:0	Hard Drive Head 1	Hard Drive Head 1
:1	Hard Drive Head 2	Hard Drive Head 2-3
:2	Hard Drive Head 3	Hard Drive Head 4-5
:3	Hard Drive Head 4	Hard Drive Head 6
:4	Hard Drive Head 5	Hard Drive Head 7
:5	Hard Drive Head 6	Hard Drive Head 8
:6	Floppy Drive 0	Floppy Drive 0
:7	Floppy Drive 1	Floppy Drive 1

NOTE: A similar procedure could be used to split a 12 meg or 35 meg hard drive between LDOS 05.01.04 and TRSDOS 06.02.00.

(P McCLOY, 01-7879)

MODEL 16B+ (26-6006) XENIX UPGRADE TO VERSION 01.03.05

When performing a Xenix upgrade to version 01.03.05, make sure that there is not a file named "test" in the root directory BEFORE you make the backups described in the upgrade documentation. If there is one, when the files are restored by "tar" during installation, a problem arises. After "next floppy (y/n)", instead of proceeding normally, it executes that file (in my case, a shell script "Official Xenix Burn-In").

(continued on the next page)



MODEL 16B+ (26-6006) XENIX UPGRADE TO VERSION 01.03.05 (continued)

To get around it (if that file is on your only good backup), install the system with the supplied install diskettes. Then use "tar xvfb /dev/rfd0 16" to copy the backups to the hard disk. Then remove or rename the "/test" file.

(LARRY TREAT, STORE #01-7613)

XENIX (26-6401) - IBM FORMAT UNDER DISKUTIL

IBM format under Xenix diskutil is as follows:

single density
512 bytes per sector
17 sectors per track

(M. BARNER, 01-7879)

PROFILE 16 (26-6412) POSTING DATA INTO ANOTHER FILE

It is possible to post data into a second file as easily as to lookup data from it. Using the standard format for a lookup, posting is done as follows:

Assume a main file named "File1" and a secondary file named "File2".

To get data from File2, Field 7 into File1, Field 3, use: 3=File2(7)

To post File1, Field 3 into File2, Field 7, use: File2(7)=3

EDITOR'S NOTE: This information has not been tested by Customer Service.

(MARC BRUMLIK, STORE # 22-0238)

PROFILE 16 (26-6412) LOCATING UPDATED RECORDS

In some cases it would be useful to be able to quickly locate records in a file which were updated on today's date. Profile-16 and filePro-16 (90-0120 & 90-0248) maintain a "Last Updated" field called "@UD" and "Today's Date" "@TD". It is possible to compare these fields in any selection criteria whether for generating reports or indexes or for access/update searches. Use the following:

Field to search for: @TD
Conditional: EQF
Search comparison: @UD

Also possible: NEF (Not updated today)

In addition, records never updated since original creation date would be:

@UD EQF @CD

(MARC BRUMLIK, STORE #22-0238)

DESKMATE (25-1000, 01.00.00) COPYING A WORKSHEET FILE

To copy a worksheet file in Deskmate to an ASCII file, use F7 to select what you want to copy, hit F8 to move it to the buffer, then hit F8 again. You will be prompted for the filename.

(L. MURPHY, 01-7879)