Dealer/Franchise

UPDATE

TANDY
COMPUTER
PRODUCTS

RSCC/PLUSCC UPDATE 1985-17
Internal Distribution Only
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TANDY...
Clearly Superior™

PRODUCT NEWS

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

XENIX FOR 2000 - AVAILABILITY PROJECTED

Xenix for the 2000 won't be available until mid to end summer AT THE EARLIEST! As
with everything else, this time frame depends on currently projected schedules and
is subject to change.

TANDY 1000 - NO PLANS TO CARRY LIGHT PEN

After having investigated pricing of light pens for the Tandy 1000, Merchandising
has decided that it is not feasible at this time. Merchandising will continue to
evaluate light pens and will notify you of any selection.

EDUCATION

SPECIAL SALE ON ADMINISTRATIVE SYSTEM

From May 1st through September 30th, there will be a special promotional offer on
our School Administrative Software Products. With the purchase of any products in
the series, the school can purchase a CR-510 Card Reader (26-1266) for half price
(regularly $1595.00,* the Card Reader sale price under this offer would be $797.50)*
Products in the School Administrative Software Products Series are:

    26-2729 Student Information System

    26-2730 Attendance System

    26-2731 Grade Reporting System

    26-2732 Individual Scheduling System

* Suggested Retail

SPECIAL SALE ON ADMINISTRATIVE SYSTEM (continued)

These four software packages work together to provide comprehensive data collection and reporting capabilities for the school. The Attendance System, the Grade Reporting System, and the Individual Scheduling System each require use of a Card Reader. The Student Information System does not require a Card Reader. Please note that the Student Information System stores the basic information used by the Attendance, Grades, and Scheduling systems. For this reason, the school must have the Student Information System before adding any of the other three modules.

The Student Information System helps schools keep track of basic information on each student, such as name, address, and emergency contacts. This module also has the flexibility to allow schools to store other information of their choosing -- anything from immunization data to athletic eligibility. A "Special Inquiry" feature lets schools count up, display, or print lists of students based on the criteria the school specifies.

The Attendance System provides a convenient way for schools to gather attendance data and obtain reports. Each class has a roster so that absences can be recorded on special machine-readable cards. Attendance can be taken period-by-period or daily. The system calculates monthly attendance statistics and lets the school keep track of how absences are resolved.

The Grade Reporting System helps schools process grades and print report cards. Grades for each class roster can be recorded on special machine-readable cards, then printed out on report cards. Each student's grade can include an academic mark, a citizenship mark, absences, and the number of credits earned in the course. This evaluation can be supplemented by up to three teacher comments chosen from a list of 36 comments which the schools' faculty can make up and enter into the system.

The Individual Scheduling System helps schools plan their master schedule, actually schedule students, produce student cards, and change individual student schedules during the term when necessary, all with a minimum of paperwork.

These School Administrative Software Products can be used with any of the hardware configurations listed below. Because the hard disk configurations provide much more speed than the floppy disk configurations, use of a hard disk is strongly recommended -- particularly for schools with 500 students or more.

*   Model II or Model 12 or Model 16 with two floppy disk drives

*   Model II or Model 12 or Model 16 with one floppy disk drive and one hard disk

A printer is required, for use in producing reports. And, as mentioned above, the CR-510 Card Reader and the Student Information System are required for use with the Attendance, Grades, and Scheduling packages.

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 the last Update of each month, or send your information to CompuServe ID number 70007,535. Please be sure to include your Name 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.

WARNING: The information contained in the CSR Grapevine is made available on an "as is" basis for the use of store personnel only. Much of the information will not be supported by Computer Customer Service and in no way shall Tandy Corporation be responsible for any problems caused by the use of this information.

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

COBOL ACCOUNTING ERRORS

There have been a lot of requests for a listing of COBOL errors. This is a summary listing of errors sometimes encountered in the COBOL accounting packages.

NOTE: If any of the following errors occur with the Model 4 COBOL accounting packages your only recourse is to go to backup. The ISAMs referred to are only for the 12/16 accounting packages.

22   DUPLICATE KEY VALUE
      An attempt has been made to WRITE a record that would create a duplicate key on a file that does not allow duplicates. Go to backups before error occurred.

30   PERMANENT ERROR
      The input-output statement was unsuccessfully executed as the result of an input-output error, such as data check, parity error, or transmission error. This error is fatal and usually is caused by a hardware or environmental problem. ISAM will not correct this, go to backups.

92   FILE NOT CLOSED
      An attempt has been made to execute an OPEN statement on a file that is currently open. Go to backups before error occurred.

94   INVALID OPEN
      An attempt has been made to execute an OPEN statement for a file with no external correspondence or a file having inconsistent parameters. Either the file does not exist on the disk or it has not been closed properly. On Xenix be sure permissions are -rwxrwxrwx. On 4.2 TRSDOS FLOPPY must be off. If the file has not been closed, use LIST on TRSDOS 4.2, then ISAM the file.

COBOL ACCOUNTING ERRORS (continued)

96   UNDEFINED CURRENT RECORD POINTER
An attempt has been made to execute a Format 1 READ statement when the current record pointer has an undefined state. This can occur only as the result of a preceding unsuccessful READ or START statement. ISAM will not recover from this error -- go to backups.

97   INVALID RECORD LENGTH
An attempt has been made to execute a REWRITE statement and the new record length is different from that of the record to be rewritten. Go to backups.

98   INVALID INDEX
An input-output statement on an indexed organization file was unsuccessful as a result of invalid data in the index. This can result if the externally assigned file is not an index organization file or if an undetected input-output error has occurred. The data index is blown and the data files are damaged. This error can be caused by environmental conditions (power fluctuations) or hardware problems. Backups should be used but an ISAM recovery may salvage the data.

(C. HAMBLEY, 01-7879)

SF-510 DUAL-BIN SHEET FEEDER (26-1477) - APPLICATION LIMITS

Please be aware that most word processing applications will work with the SF-510 Dual-Bin Sheet Feeder for the DWP-510 (26-1270), as long as you can send the required print codes:

1B4B	Feed From Bin #1 (front)
1B4C	Feed From Bin #2 (rear)
ØC	Eject Paper

The Sheet Feeder probably won't work with Radio Shack's Accounting applications or any other applications which can not send print codes.

(M. STONE, 01-7879)

BAR CODE DRIVERS (26-3846) - O.M. ERROR

When loading UPCLEAN as per instructions on page 2,

change: CLEAR 11Ø,62765

to read: CLEAR 11Ø, 61752.

This will avoid an O.M. error.

(C. EDGMON, 01-7879)

MODEL 4 - USING THE FORMS FILTER

When attempting to set new margins and indentations, be sure to set the number of characters per line of print first.

Example:

```
SET *FF FORMS/FLT
FILTER *PR *FF
FORMS (CHARS=80)
FORMS (MARGIN=10,INDENT=6)
```

This will allow for 80 characters per line, a margin of 10 characters, and an indentation of 6 characters.

(P McCLOY, 01-7879)

BUSINESS MAIL LIST (26-1558) - SYNTAX ERROR IN LINE 4000

If you have problems when modifying Business Mail List to run on the Model III/4 Hard Disk, try changing the following line (found in the Hard Disk Operating System Manual) to read as follows:

Old Line:

```
4000 MID$(PS$,N,2)=CHR$(CP(I)-(INT(CP(I)/256)*256))+CHR$(CP(I)/256):RETURN
```

New Line:

```
4000 F=CP(I):MID$(PS$,N,2)=CHR$(F-(INT(F/256)*256))+CHR$(F/256):RETURN
```

EDITOR'S NOTE: Computer Customer Service is not aware of problems putting this program on a hard disk, nor have they verified this line change.

(RUSSELL SMITH, STORE #11-7049)

PROFILE 4 PLUS (26-1635) - GRAPH FORMS NOT PROVIDED

On page 50 of the "Instant Profile" manual there is a paragraph about sketching a new screen design on graph paper before setting it up on the system. The paragraph ends with "blank forms are provided in the back of the book". They are not. Since we do not currently sell any screen design graph paper for 80-column screens, the customer will have to use regular graph paper if he/she wishes to follow this procedure for creating a rough draft of their screen format. According to the buyer, no plans have been made to include these forms in future editions of the manual, therefore, a Publication Change Request has been filed.

ACCOUNTS RECEIVABLE (26-4604 & 26-6204) - PURGING OPEN ITEMS

When open items won't purge from the Accounts Receivable Open Item file, check the debits and credits and how they are applied. To correctly zero them out and have them purge, apply the credit memo to its matching debit memo, and apply the debit memo to itself.

(L. POYTHRESS, 01-7879)

TANDY 1000 - WITH THE CGP-220 (26-1268)

When redefining Palettes in BASIC programs on the Tandy 1000, the CGP-220 will print the original Palette assignment. If you define Palette one (which is blue) as 14 (which is hi-intensity yellow), the screen will show yellow but the printer prints blue or purple. You must leave the Palettes with their original assignments to print correctly.

(J. HAUGH, STORE #01Y-2725)

MICRO ILLUSTRATOR (25-1120) - SELECTING PICTURE SHOW

If MS-DOS is not on your Micro Illustrator disk and you wish to select Picture Show, use the following procedure.

1. Select [P] (or Touch here for Picture Show).
2. At the prompt for the Command.Com disk place the MS-DOS disk in drive 0.
3. At prompt for BATCH file, put Micro Illustrator in, press <ENTER> and the Picture Show Menu will appear.

(C EDGMON, 01-7879)

MAI BASIC FOUR ACCOUNTING SERIES - ERROR 60

An Error 60 is generally caused when an MS-DOS file system error has occurred and it cannot be mapped back to BBM. If this does happen, you must go to backups and upgrade to MS-DOS version 02.11.00 (or greater). Upgrade your application disk as follows:

1. Place MS-DOS version 02.11.00 in Drive A.
2. Application Disk in Drive B.
3. Type:

    sys b: <ENTER>
    copy a:\command.com b: <ENTER>

(C. INLER, 01-7879)

MULTIMATE (26-5330) - THE DWP-510 (26-1270) & SF-510 SHEET FEEDER (26-1477)

Currently there are no printer drivers for using the DWP-510 printer and SF-510 Dual-Bin Sheet Feeder with Multimate. You can use the DWP410 printer driver if you are only going to use the DWP-510 printer. However, when using the sheet feeder, specific hexidecimal values must be sent to the printer to feed and eject the paper. These values are reserved by Multimate and therefore cannot be sent to the printer by a printer control code. (Page 5-107)

At this time, the only way around this problem is to use the EDITPAT utility (page 4-40) to assign these hexidecimal values to characters on your keyboard. These reassigned characters can only control the operations of the sheet feeder. Be sure to reassign only those characters you never use or can live without.

(continued on the next page)

MULTIMATE - THE DWP-510 & SF-510 SHEET FEEDER (continued)

The suggested characters (and the characters that are used in this illustration) are the tilde, pipe, and caret symbols.

SYMBOL	KEY SEQUENCE
tilde ~	<SHIFT><8> on the numeric key pad
pipe |	<SHIFT><4> on the numeric key pad
caret ^	<SHIFT><6> on the alpha key pad

DWP510SF.PAT Printer and Sheet Feeder Driver

1. At MS-DOS type:

   ```
   COPY DWP410.PAT DWP510SF.PAT  <ENTER>
   EDITPAT  <ENTER>
   ```

2. Type the filename DWP510SF and press <ENTER>, then make sure the <NUMLOCK> Key is off and press the <PG DN> Key 7 times. This will bring you to the Character Translation Table which lists a Character Number, Character Symbol, and the corresponding Translation Sequence.

3. Use the Up and Down Arrows to search for the tilde, pipe and caret. Change their Translation Sequences to the following:

NUMBER	SYMBOL	SEQUENCE	ACTION
7E	tilde	1B4B	Feed From Bin #1 (front)
7C	pipe	1B4C	Feed From Bin #2 (rear)
5E	caret	0C	Eject Paper

   From now on when you type these symbols they will result in the corresponding action.

4. After you have verified the changes, press the <F10> Key to save your changes and exit the Main Menu of EDITPAT by pressing <ENTER>. This will return you to the MS-DOS prompt.

Examples

Go into Multimate and create a new document.

```
WP
2
EXAMPLE  <ENTER>
F10
F10
```

Example #1 - Feeding Blank Paper From Bin #1

Place the codes on the same line: ~THIS IS A TEST^

or you can put each code on a line by itself: ~

                                               THIS IS A TEST

                                                  ^

(continued on the next page)

MULTIMATE - THE DWP-510 & SF-510 SHEET FEEDER (continued)

Example #2 - Feeding Letterhead Paper From Bin #2

To feed letterhead paper, press <ENTER> a few times at the top of EACH page to obtain a top margin.

```
|
<ENTER>
<ENTER>
<ENTER>
<ENTER>
<ENTER>
THIS IS A TEST
^
```

NOTE: You must place a "feed from bin" code (tilde or pipe) at the start of each page, and an eject code (caret) at the bottom of each page in the document to correctly use the SF-510 Dual-Bin Sheet Feeder. Any time you place the tilde, pipe or caret symbols within the text of a document they will not print on the paper but perform the assigned functions.

Printing

1. Press <F10> to save and exit the document. This will return you to the Main Menu.
2. Select Option 3 - Print Document Utility and enter the name of the document (if it is not already displayed).
3. At the Submit A Document For Printing screen adjust the Left Margin to 005 and change the Printer Type to DWP510SF. After changing the options press <F10> to print the document.

To print the EXAMPLE the keystrokes are as follows:
```
F10
3    <ENTER>
EXAMPLE    <ENTER>
<DOWN ARROW>
005
<DOWN ARROW>
<DOWN ARROW>
<DOWN ARROW>
<DOWN ARROW>
<DOWN ARROW>
<DOWN ARROW>
<DOWN ARROW>
DWP510SF   <ENTER>
F10
```

You must specify the DWP510SF driver or the paper will not load and eject.

NOTE: This procedure is not a supported modification.

(J. PARRIS, 01-7879)

Pages 10-18 Missing From Source Matterial