



Dealer/Franchise

UPDATE

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** Internal Distribution Only **
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TANDY...
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CUSTOMER FEEDBACK FORMS

There seems to be some misunderstanding in our ranks about just what the Customer Feedback program is to be used for, and how the forms are to be filled out. Some of you may have gotten your Feedback forms back with an explanation that another form should have been used for the reported information. Here's a simple (we hope) explanation:

The Customer Feedback form is NOT a complaint form. If complaints cannot be handled at the store or district level, the customer should call or write Fort Worth.

The Feedback form is NOT a problem report form. If the software or hardware manual describes a function which does not work, this is considered a reportable "problem". Problems, after you have been able to duplicate them, should be reported to Fort Worth via the Computer Center Support lines. The problem will be written up and submitted to the proper department for resolution.

The Customer Feedback program IS a means to communicate with Computer Merchandising. Through it, we can let the people in that department know what we hear from customers about desired enhancements to our existing products. We can provide information about products our customers would like to see us develop and/or sell (new manuals, new hardware or software). It is also a means to get some insight about why something was done a certain way (why a feature was added to work one way and not another way, for example).

Once you have done your best to provide all the information you can to a customer and you feel they legitimately need to communicate with Computer Merchandising, or if you feel they have a good point that Computer Merchandising ought to be aware of, THEN you fill out the Customer Feedback form as concisely and to the point as you can. You keep the green copy and send the rest to us at Computer Customer Service, 400 Atrium, One Tandy Center, Fort Worth, Texas 76102. We will process the form and forward it to the proper individual in Merchandising to be answered. Once we receive the answer, we'll send it to you. THESE FORMS ARE NOT TO BE GIVEN TO THE CUSTOMER TO FILL OUT AND/OR SEND TO US. Any forms coming to us without a store number is simply treated as a customer letter.

BE AWARE that checking the "yes" box after the question, Response to Customer Required? DOES NOT mean that someone in Fort Worth will contact the customer. This is to serve as your reminder that when you receive the response YOU need to communicate it to the customer.

Hope this helps. The customer Feedback program was designed to fill a gap where no other program existed. It can be very useful when used appropriately, and Merchandising appreciates the input. Let us hear from you!

PRODUCT NEWS

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

DWP-210 TRACTOR FEED (26-1443) - AVAILABILITY STATUS

The next shipment of tractor feeds for the DWP-210 (26-1257) should arrive in mid-July. Quantities available will cover most of the back orders received in June. The next order is due in late August. Make sure your salesmakers are aware of this schedule. There should be no reason to call Fort Worth for information.

MICRO ILLUSTRATOR (26-3278) - DOCUMENTATION ERRORS

The documentation for Micro Illustrator instructs the user not to press the <BREAK> key at the Main Menu. However, the manual also details a recovery process which is initialized by pressing the <BREAK> key at the Main Menu. If the user has problems running the recovery, instruct them to press the <RESET> key. This will reboot the OS-9 operating system and restart the program. This discrepancy in the manual will be corrected in a later edition.

QUARTET ACCOUNTING SYSTEM (25-1146) - AVAILABILITY STATUS

We have just completed evaluation of Quartet software for the Tandy 1000, 1200 HD and 2000. We feel the accounting techniques and user interface of Quartet make it a software package you will be proud of. But, before Quartet is released, it must be a finished and reliable product. Therefore, initial shipment of Quartet will be delayed until September 15, 1985.

For your customers who purchased the Tandy 1000 System of the Month in March, you may wish to substitute the Accounting Partner (90-0112) available through Express Order Software, at no additional charge to the customer. This is a fine program that offers functions similar to Quartet and is supported by the vendor, Star Software. We will be carrying additional quantities of the Accounting Partner in inventory to satisfy this demand.

If your customers prefer to wait for Quartet, they may do so with confidence. We will not send out any pre-releases of Quartet, so be sure not to make any commitments we cannot keep. We will keep you advised of the status of Quartet and notify you of any changes in plan.

TANDY 1200 HD - MS-DOS 2.11.41 (700-3606) & BIOS (AXX-7108) UPGRADE

The 2.11.41 Upgrade (700-3606) is a required upgrade for all Tandy 1200 HD owners. Customers will be sent a letter instructing them to bring their production master of the DOS into their local Computer Center to get a backup of the new DOS. Store personnel should only backup the new DOS onto a customer's original 02.11.00 production master (i.e., with the printed label) of 25-3130.

The DOS upgrade is already available with the optional BIOS upgrade (AXX-7108). Repair centers can order it from National Parts. The customer must bring the hardware in for the ROM change, and when the machine is returned, the 2.11.41 diskette will be included. There is a \$35 charge.

If a customer chooses to upgrade to the new DOS without also upgrading their hardware not all of the problems with 02.11.00 will be corrected. For example, the serial printing problem will not be corrected without the BIOS upgrade. We are working on compiling a list of differences between running 02.11.41 with or without the BIOS upgrade.

TANDY 2000 THE PRECEDENT (26-5226) & DOCKET CONTROL (25-5227) - MOVED TO EOS

The Tandy 2000 versions of The Precedent and Docket Control will not be released under the 26-series numbers originally assigned to them. These products are now Express Order Software items for our MS-DOS computers. The Precedent (90-0265) is available now. Docket Control (90-0266) is projected to be available 07/30/85.

EDUCATION

STUDENT STATION UPGRADE KIT (26-1137) - BOOTING FROM ROM

Be aware that Network 3 stations which have been converted to Network 4 stations can no longer boot from ROM as Network 3 stations. (A single location in ROM is used for Network 4 code or Network 3 code.) However, you can load the Network 3 STUDENT program from cassette, or using a Network 2, or from disk if the student station is a disk machine.

TIME MANAGER (26-1582) - FOR TEACHERS

The Manager Series has been in the Radio Shack catalog for several years. As a personal productivity tool it performs very well. It has been largely overlooked by educators because it is not in their section of the catalog.

Time Manager works in TRSDOS 1.3 and Network 4. Its primary strength is scheduling, but is not limited to that.

The first screen which is seen is a monthly calendar page which has a star by the dates containing entries. This is because memos and appointments are not printed at this screen. Choosing a day to view is done by placing the cursor on a date and pressing ENTER.

It can be used to keep personal memos; all appointments and memos are labeled with priority, permanence and category designators.

An accounting function allows nine accounts to be kept with running totals; entries are made on the day of the expenditure. Totals can be calculated for any period and for the whole year.

The print output is very useful for generating a printed schedule of every activity or a sorted list of activities for a club or special interest group.

PERSONAL COMPUTER APPLICATIONS COURSE (26-2590)

Part One of Personal Computer Applications will be available September 1. Part One is a nine-lesson series that introduces the microcomputer, word processing applications, and database applications. The course is based on the Tandy 1000 and Deskmate. The course includes overhead transparencies, Teacher's Manual, and 25 student manuals. The suggested retail is \$500.00. Extra student manuals (26-2591, \$4.95) will also be available. A second nine-lesson segment (Part Two) will cover spreadsheet applications, integrated uses, and introductory programming concepts.

Detailed lesson summaries are given below. These summaries are taken directly from the "OVERVIEW" visual that begins each lesson.

Lesson One: The Personal Computer System

In this lesson on personal computer applications, the following topics will be presented:

- * Components of the microcomputer system.
- * Using the diskettes and the disk drive.
- * Powering-up the system, running an application, and powering down.
- * Types of microcomputer memory, purposes of each type, and key terminology related to memory.
- * Storing and retrieving information using the memory of the microcomputer.

Lesson Two: The In's and Out's of Computing

In this lesson on computer applications, the following topics will be presented:

- * Use of the keyboard as an input device.
- * The alphanumeric keys and special keys, including arrow, function, and control keys.
- * Hints for efficient keyboard use.
- * Using the printer as an output device.
- * Types of printers and their special purposes.
- * Hints for proper keyboard use.

Lesson Three: Disks and DOS

In this lesson on the use of the disk drive, the following topics will be presented:

- * Purposes and physical descriptions of the disk drive and the diskette.
- * Preparing diskettes to accept information.
- * Determining the contents of diskettes.
- * Writing data to and reading data from diskettes.
- * Making copies of disk files and diskettes for backup.

Lesson Four: Word Processing -- Entering Information

In this lesson on word processing, the following topics will be presented:

- * The purposes, uses, and benefits of word processing.
- * The background of the development of word processing.
- * The process of creating text files and entering text information.
- * Methods of editing existing text information.
- * Working with text files on diskettes.

(continued on the next page)

PERSONAL COMPUTER APPLICATIONS COURSE (26-2590) (continued)

Lesson Five: Word Processing -- Displaying Information

In this lesson on word processing, the following topics will be presented:

- * Preparing text files for printing, including the activities of merging, copying, and formatting.
- * Printing text files.
- * Saving all or portions of text files and renaming text files.
- * Using the Deskmate calculator with the TEXT application.

Lesson Six: Introduction to Databases

In this lesson on personal computer applications, the following topics will be presented:

- * Characteristics of non-automated and automated databases.
- * Types of automated databases and their uses.
- * Use of the Deskmate FILER application to examine data files and to add, update, and delete records.

Lesson Seven: Creating a Database File

In this lesson, the following topics will be presented:

- * Creating a new file using Deskmate FILER.
- * Designing a new form for information input.
- * Field label and field area formatting.
- * Using edit characters in field areas.
- * Working with the Form subfunction.
- * Printing and displaying information from the database file.

Lesson Eight: Searching a File

In this lesson on searching for information in a database file, the following topics will be presented:

- * Deskmate's Find function, and logical Find operators.
- * The uses of wildcard characters in a search.
- * Selecting fields for output.
- * Transferring information from a FILER file to a TEXT file.
- * Merging FILER files.

Lesson Nine: Using TEXT and FILER in Developing Research Paper

In this lesson on the development of a research paper, the following topics related to TEXT and FILER will be presented:

- * The general steps to follow in using TEXT and FILER in the development of research paper.
- * Using TEXT to develop a document to serve as the "skeleton," or outline of a research paper.
- * Using FILER to store and retrieve information needed to put "flesh" on the skeleton.
- * Producing the first draft of the research paper with TEXT.
- * The process of document revision and the production of the final copy of the research paper.

SPECIAL MARKETING

CAD SEMINARS

The Special Marketing Group is coordinating a series of seminars featuring AutoCAD (90-0214, AutoCAD Standard and 90-0181, AutoCAD ADE-2) and VersaCAD (26-5282, VersaCAD Entry Level and 90-0325, VersaCAD Advanced). Seminars are being scheduled by District by Region, with all areas eventually receiving training from representatives for both packages. Seminars are currently scheduled as follows:

AUTOCAD SEMINARS

| REGION | DATE | CITY | DIST | DMBP |
|---------|-----------|-------------------|---------|----------------|
| Western | Aug 1-2 | Portland, OR | 01-0677 | Larry Craven |
| Central | Aug 5-6 | Des Peres, MO | 01-0683 | Jim Schneibel |
| Western | Aug 8-9 | Sacramento, CA | 01-0677 | Larry Craven |
| Western | Aug 13-14 | Mountain View, CA | 01-0674 | Steve Lyons |
| Western | Aug 13-14 | Mountain View, CA | 01-0675 | Dennis Kenney |
| Western | Aug 15-16 | Sherman Oaks, CA | 01-0671 | Chuck Ramsey |
| Western | Aug 20-21 | Downey, CA | 01-0670 | Mike Money |
| Western | Aug 22-23 | Garden Grove, CA | 01-0679 | Mike Downs |
| Western | Aug 26-27 | San Diego, CA | 01-0679 | Mike Downs |
| Western | Aug 29-30 | Tempe, AZ | 01-0678 | Richard Grubbs |
| Western | Sep 3-4 | Murray, UT | 01-0673 | Steve Madrid |
| Western | Sep 5-6 | Denver, CO | 01-0672 | Mark Short |

VERSACAD SEMINARS

| | | | | |
|------------|-----------|-------------------|---------|---------------------|
| N. Central | Aug 1-2 | Indianapolis, IN | 01-0650 | Bill Evans |
| N. Central | Aug 6-7 | Lombard, IL | 01-0651 | Barbara Hagman |
| N. Central | Aug 6-7 | Lombard, IL | 01-0658 | Bob Schillo |
| N. Central | Aug 8-9 | Roseville, MI | 01-0652 | Scott Pitcher |
| N. Central | Aug 8-9 | Roseville, MI | 01-0653 | Dennis Fenney |
| N. Central | Aug 13-14 | Pittsburgh, PA | 01-0656 | Jerry Van Kralingen |
| N. Central | Aug 15-16 | Columbus, OH | 01-0655 | Rich Slisinger |
| N. Central | Aug 20-21 | Cleveland, OH | 01-0657 | Greg McNeil |
| N. Central | Aug 22-23 | Fairfield, OH | 01-0654 | Gary Brewer |
| N. East | Aug 27-28 | Elkins Park, PA | 01-0663 | Russ Karli |
| N. East | Aug 27-28 | Elkins Park, PA | 01-0664 | Paul Costanza |
| N. Central | Aug 29-30 | Milwaukee, WI | 01-0659 | Jim Pheips |
| N. East | Sep 3-4 | Braintree, MA | 01-0661 | Paul Cournoyer |
| N. East | Sep 3-4 | Braintree, MA | 01-0662 | Chuck Hazeltine |
| N. East | Sep 5-6 | Paramus, NJ | 01-0665 | John Hamilton |
| N. East | Sep 10-11 | Manchester, CT | 01-0669 | Steve Hluchanyk |
| N. East | Sep 12-13 | Bethpage, NY | 01-0667 | Glen Zimmerer |
| N. East | Sep 17-18 | New York City, NY | 01-0666 | Bill Nigro |
| N. East | Sep 19-20 | Albany, NY | 01-0668 | Rudy Krevolin |

Each training attendee must bring a Tandy 2000 hard drive system with 512K. Thus far, these seminars have sparked a good deal of enthusiasm about the potential CAD market. Personnel interested in attending should contact their DMBP.



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.

CORRECTION UPDATE 1985-18: ALDS (26-2012) - ON THE MODEL 4P

The Model 4P DOES NOT require the MODEL4/III file to boot. It does require, however, TRSDOS version 06.01.01 or greater. TRSDOS 06.01.02 and 06.02.00 just happen to have the MODEL4/III file included on the disk.

(M BARNER, 01-7379)

CORRECTION UPDATE 1985-19: MODEL 4P - WITH A 15 MEG HARD DISK

In the 4P Service Manual, it says that to boot from floppy when a hard disk is connected all you need to do is press the <F2> key. This way, you can boot from floppy with your hard disk on (which is what is recommended).

(M BARNER, 01-7379)



XENIX ACCOUNTING - PRINTING PROBLEMS

When printing special forms from any location to a Xenix system printer at the same time someone else is spooling a report to the system printer from either another terminal or the console, you will create a problem. Once the spooling is completed, the report will override the current printing process with what has just been spooled. If you had AR statement forms mounted on the system printer and printing was occurring, the report that had just spooled would begin printing on your statement forms. The only way to prevent this is to turn the spooler off before going into the application to print your special forms. Just type: spooler -off, and then: spooler -on to turn it back on.

The special forms to be careful with are:

| | |
|--------------------------|------------------------|
| 26-6203 PAYROLL | : paychecks, and W-2's |
| 26-6204 ACCTS RECEIVABLE | : statements |
| 26-6207 ORDER ENTRY | : invoices |
| 26-6205 ACCTS PAYABLE | : checks |

(J. SPOTTS, 01-7879)

XENIX 3.0 (700-3030) - CLEARING LAST TERMINAL SCREEN

If the screen doesn't clear when you log out on your highest numbered terminal (normally tty06), but is clearing on all other terminals, more than likely the last lines of the /etc/ttys and /etc/ttytype files do not end with a <CARRIAGE RETURN>.

Using either SCRIPSIT 16 (26-6431) in View Mode or vi, insert a <CARRIAGE RETURN> at the end of the last lines of the /etc/ttys and /etc/ttytype files.

(C. FOX, 01-7879)

XENIX 3.0 (700-3030) - "(NULL) CAN'T FIND YOUR TERMINAL" ERROR

If you get the message, "(null) can't find your terminal", while trying to print locally, type:

```
chmod 666 /dev/tty
```

(C. FOX, 01-7879)

TANDY 1000 PFS:FILE (25-1140) - PRINTING RECORDS WITH F2 FUNCTION

A Software Problem Report (SPR #1140-01) has been filed regarding the use of the <F2> function to print records with 2 screens. PFS leaves a blank line between the information from the two screens. To work-around this problem, use a pre-defined print spec. By specifying which items to print with the "x" character, specifically the item on screen 2, you can control this function.

(T. FARMER, 01-7879)