Dealer/Franchise



UPDATE

RSCC/PLUSCC UPDATE 1985-28
** Internal Distribution Only **
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PRODUCT NEWS

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

DMP-2100/2100P SHEET FEEDER (26-1440) - OWNER'S MANUAL CORRECTION

The DMP-2100/2100P Sheet Feeder Owner's Manual (page 15) states that the maximum sizes are 14.3" wide by 16.5" long. The minimum size is quoted as 5" X 5". Please note the following corrections and clarification:

Minimum/Maximum width to be fed automatically is 7.5" to 8.5". Any other size, up to 14.3" wide, can be fed by hand without removal of feeder. Minimum length (vertical) accepted by the feeder is 7" not 5".

MODEL 16 PAYROLL (26-6203) - 03.00.00 VERSION DELAYED

The 03.00 00 versions of the 6200 series Accounting software are now in stock except for Payrol! 26-6203. We are making every effort to complete Payroll and move it to the warehouse as soon as possible. Because of the delay, we are restocking the warehouse with the 02 00.00 version of Payroll. We will notify you when the next version becomes available.

Note: The warehouse is still filling backorders of the following numbers as of today. More quantities should be available soon.

700-2053 General Ledger 26-6201	Upgrade to Version 03.00.00
700-2054 Accounts Receivable 26-6204	Upgrade to Version 03.00 00
700-2055 Accounts Payable 26-6205	Upgrade to Version 03.00.00
700-2057 Sales Analysis 26-6208	Upgrade to Version 03.00.00

Please note that you may use the 02.00.00 version of Payroll with the 03.00.00 versions of the other software. However, the user must install one of the 03.00.00 accounting packages after the Payroll 02.00.00 is installed. This order of installation is necessary to ensure the use of the 03.00.00 directory structure.

If any 03.00 00 accounting packages are already installed on the user's hard disk, use the normal installation routine to install Payroll. Then use the normal installation routine to re-install one of the 03.00.00 accounting packages, but when asked, "Re-Install Programs? (Y/N)", answer "N"; when asked, "Create New XX Data Files for Company \$X? (Y/N)" (where XX is the accounting application being installed and X is the appropriate company number), answer "N".

EXPRESS ORDER SOFTWARE

EXPRESS ORDER AVAILABILITY INFORMATION

Beginning July 24, 1985 Express Order product availability information will no longer be published in the Update. The Express Order Product Availability report will be sent to stores twice a month.

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 <u>functional deficiencies</u> are to be resolved between the customer and the primary vendor. The vendor is also responsible for <u>physical defects</u> with the package such as bad media or missing documentation. Customer complaints which relate to <u>physical defects</u> that occurred during shipment or at the warehouse 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 SHIPPING POLICY

Express Order Software is NOT "promised delivery" in 24 hours, but IS "shipped" from TEW within 24 BUSINESS hours. In most cases it is less than 24 hours. Most EOS products are shipped UPS "Second Day Blue Label" and should generally take no more than three days to arrive. Please Be aware that one day is necessary to process your order, weekends and holidays are not included in our delivery time tables and delivery time may vary depending on location. Thanks to you the EOS program has become very popular and sales are going strong!

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.



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.

COLOR COMPUTER C-COMPILER (26-3038, 01.00.00) - DOCUMENTATION ERROR

We need to re-state this information: On page 1-2 (first paragraph of 'THE LANGUAGE IMPLEMENTATION') it states that a book 'THE C PROGRAMMING LANGUAGE' is included with the software. This publication, by Kernighan and Ritchie, is NOT included and is not stocked by Tandy. We still get quite a few calls about this. Please pass this information on to your customers.

(J WALTRIP 01-7079)

PAYROLL (26-1543) - NEW YORK'S STATE TAX

New York has a state tax with a rate of .055% and max of .60 a week. The only way to handle this .60 a week limit is to go into system definition before each payroll and increment the max by .60 each time.

Example:

First Payroll Max .60 Second Payroll Max 1 20 Third Payroll Max 1.80 (etc.)

(A STINE, OI-PAPS)

MODEL III SUPERSCRIPSIT (26-1590, 01.03.00) - HD ASCII CONVERT PROBLEM

If you are running Model III SuperSCRIPSIT on a Model 4P/4/III hard disk system, version 01.02.08 works fine for ASCII text conversion. The new version (01.03.00) does not let you convert ASCII text properly. (This occurs only on Hard Disk. Computer Customer Service knows the problem exists and has filed a Software Problem Report.) Model III HD customers that use this feature should not be upgraded until this is corrected.

(RODNEY A. ALDIA, STORE #11-7220)

MODEL 12/16 PAYROLL (26-4603/6203) - ZERO BALANCE VOIDED CHECKS

When you have an employee whose deductions are more than their earnings a zero balance voided check will print. However, the deductions that were taken out of the check will be updated correctly.

(A. STINE. 01-7879)

TANDY 1000 MS-DOS AND IBM PC-DOS

Please note that PC-DOS will run on the Tandy 1000, but the Tandy 1000 MS-DOS will not run on the IBM-PC. Customers trying to do this will receive the error message:

"Diskette is bootable only on the Tandy Model 1000"

(C. FLEECE, 01-7879)

TANDY 1000 (25-1000) - WITH 300-BAUD NODEN BOARD AND RS-232C OPTION BOARD

When using the Tandy 1000 with the 300-Baud Modem Board (25-1003) and the RS-232C Option Board (25-1006) installed, the Modem Board jumper E2 must be configured as PRImary (jumper over the left and center pins) and the RS-232 board jumper must be configured as SECondary (jumper over pins E1 and E2). This is the only way that Host in Deskmate will work.

(TIN MCGINNIS. STORE #43-0761)



TANDY 2000 (26-5104) - PUTTING PARK OPTION IN FOR HARD DISK

Getting tired of seeing Tandy 2000's that won't boot? Re-Format it and then it works? Something that you might want to do before you send a Tandy 2000 out to a customer is to put some sort of park option in for the hard disk. Something like SHIPTRAK from the Tandy 1200 HD! If you can borrow an MS-DOS disk from the Tandy 1200 HD, you can copy SHIPTRAK over onto the hard disk of the Tandy 2000. On the Tandy 2000 while in A: prompt, insert the Tandy 1200 HD MS-DOS into A drive and type:

COPY SHIPTRAK.COM C:\PARK.COM

You now have a park option on the hard disk. No more having to seek a track, or worry whether or not the media will be damaged during transit. Just type in park, a message will be displayed to remove power, and you're done. When you reset or restore power, the hard disk will boot normally.

Editor's Note: Hardware Support is in the process of having this tested.

(KEVIN ERICKSON, STORE #46-7112)

TANDY 2000 MICROSOFT WORD (26-5314) - PAGE NUMBER FORMAT

If you find that Microsoft Word is not printing your page numbers in the same pitch you specified for your document, don't use the page number option in 'Format Division'. Instead, use the glossary word 'page' in a running head. This way, you can use a Format Character command like you would any other text. See manual pages 65 and 93.

(8. OLSON, 01-7879)

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