



Dealer/Franchise

UPDATE

RSCC/PLUSCC UPDATE 1985-31
** Internal Distribution Only **
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TANDY...
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PRODUCT NEWS

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

LMP-2150 (26-1272) - RIBBON SHORTAGE

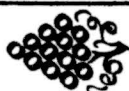
There have been supplier problems causing a shortage of ribbons for the LMP-2150. Until we can resolve this situation, you can advise your customers that a Printronics MVP ribbon will work and should be available from any outside ribbon supplier

DWP-220 (26-1278) - NEW CATALOG DESCRIPTIONS

The descriptions of the DWP-220 in Computer Catalog #15 and the 1986 Catlog #393 indicate that the printer has a "Paper Empty" sensor. THIS IS INCORRECT! Please be aware of this error and advise your customers accordingly.

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

The next shipment of tractor feeds for the DWP-210 (26-1257) will arrive in Fort Worth in early September. Oldest back orders now on file are dated June 18, 1985.



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.

RSCC/PLUSCC UPDATE 1985-25: PROFILE 4 + (26-1635, 01.00.00) - USER MANUAL ERROR:

The following errors in the Profile 4 Plus manual, previously noted in RSCC/PLUSCC Update 1985-25 were corrected in the second printing as indicated. Please be aware that the corrections to page 69 of the Instant Profile Manual and page 17 of the Sample File have changed and were not corrected in the second printing.

- 1 Instant Profile Manual
 - * Page 39: "Press 1 Enter" should not be in blue.
 - * Page 53: There is a mis-printed formula.
Bad formula: $30.=27*29$
Should read: $30.=27+29$
 - † Page 69: The numbers under the LC column were omitted.
(In 1985-25 : 1, 2, 2, 4, 9, total = 20)
They should be: 3, 2, 2, 4, 9, total = 20
2. The Sample File
 - * Page 8: "press ENTER for the default Screen 1, and go to Record 1"
should read: "press ENTER for the default Screen 1."
 - † Page 17: "Press 1 ENTER and Printing Begins"
(In 1985-25: "Press 3 ENTER and Printing Begins")
should read: "Press 1 ENTER and Printing Begins"
 - * Page 30: "smample file"
should read: "sample file"

* These errors have been corrected in the second printing.

† These errors have been verified and submitted as possible Publication Changes.



MODEL 100/TANDY 200 MULTIPLAN (26-3829) - DELETING A ROW/COLUMN

To delete a row/column, move the cursor to the first cell of the row/column after the one to be deleted. Press the COPY key <F3> then the FROM key <F4>. Enter a colon (":"). Move the cursor to the lower right corner of the worksheet then press the <TAB> key. Move the cursor to the row/column to be deleted and press the <ENTER> key. Move the last row/column and blank the last duplicate row/column

All relative formulas will have to be manually adjusted.

NOTE: For more information on the copy command, please consult your Multiplan Manual.

(C. RINEY, 01-7879)

MODEL 16 ACCOUNTS RECEIVABLE (26-6204, 03.00.00) - ALPHABETICAL LISTINGS

Alphabetic customer listings will not print in some cases if duplicate customer names exist. This problem will be corrected in a future release.

You may work around the problem by adding a dummy customer with a customer name of "A". After this is done, the alphabetic listing will print.

(C. INLER, 01-7879)

MODEL 16 MANUFACTURING INVENTORY (26-6309) - WITH THE DT-1 (26-6050)

When doing file maintenance in inventory control, the arrow keys are used to position the cursor on the line you want to correct. However, when using a DT-1, the arrow keys delete the information on the line it is on. One way to get around this is to modify the termcap file. I modified the adds25 file so that <ESC><2> is my up arrow, and <ESC><8> is my down arrow. From root, type:

```
cp /etc/termcap /etc/acctgcap <ENTER>
ed /etc/acctgcap <ENTER>
33s/kd=^J/kd=\\E2/p <ENTER>
33s/ku=^Z/ku=\\E8/p <ENTER>
w <ENTER>
q <ENTER>

ed /usr/bin/runmenu <ENTER>
*a <ENTER>
TERMCAP=/etc/acctgcap ; export TERMCAP <ENTER>
/usr/bin/runmm <ENTER>
TERMCAP=/etc/termcap ; export TERMCAP <ENTER>
. <ENTER>
w <ENTER>
q <ENTER>
```

Now, when you log into Manufacturing Inventory, type "runmenu" instead of "runmm". You'll automatically set up a termcap for your DT-1 that will let you use the arrow keys, but the modification will only affect the accounting programs, not all your programs.

(MICHAEL GALLO, ATSO #43-0741)



WORDSTAR (25-3170) - WITH THE TANDY 2000 AND THE DMP-430 (26-1277)

Wordstar will not print properly with the Tandy 2000 and the DMP-430 with the IBM color graphics printer driver.

For now, use the following procedure to get around this problem:

Before printing on the DMP-430 from Wordstar execute the Wordstar Installation (winstall). Within winstall first select the DMP-2100 printer driver, then proceed to the "Customer Installation of Printers Menu" to ADD the HEX values 1B 21 to the beginning of the Initialization and De-initialization codes (i.e. you will be adding 1B 21 to the beginning of the existing initialization codes).

The DMP-430 switch settings are as follows:

	ON	OFF
Switch Bank A	1,2	3,4,5,6,7,8
Switch Bank B		1,2,3,4
Rotary Switch set at	Ø	

(SPR #3170-005 has been filed on this problem.)

NOTE: If you are using a Radio Shack Dot Matrix (DMP) or Daisy Wheel (DWP) printer, the dot commands .LH (for varying line height) and .CW (to set character width) are NOT functional. Instead you have a number of special print commands available. See the top of page "Tandy-7" of the Tandy addendum in the front of the WordStar reference manual.

(J. PARRIS, 01-7879)

TANDY 2000 MICROSOFT WORD (26-5314, 01.00.00) - WITH THE DMP-500 (26-1252)

The printer driver for the DMP-500 does not work properly. The form length is not set in the driver. This causes the top margin to continually decrease as the document is being printed. A Software Problem Report will be submitted.

For now, modify the DMP500.PRD file using the CONVPRD.COM Utility which comes on the Utilities Diskette.

1. Copy DMP500.PRD to TEST500.PRD (to give yourself insurance in case you make a mistake).
2. Convert TEST500.PRD to a text file. Rename TEST500.TXT to TEST500.DOC and go into Microsoft Word.
3. Load TEST500.DOC. Search for: byte:8 by pressing ESC S(earch).
4. This line reads: byte:8 mod:Ø magic:Ø value:Ø
5. Change it to read: byte:8 mod:Ø magic:Ø value:Ø "^[4"
6. Save the updated document. Convert it back to a .PRD file and test it to make sure it works properly.

(continued on the next page)



TANDY 2000 MICROSOFT WORD - WITH THE DMP-500 (continued)

The byte 8 that was changed represents the set form length at first part. The number 4 is the MSPRINT format. I came to this conclusion because the DMP2100P driver form feeds properly and it was set to 4. Unfortunately, that's all the DMP2100P driver will do right for the DMP-500.

NOTE: For more information on this matter, consult Appendix A in the MS-Word manual. The convert program information is on page 279 and the information for the printer control bytes is on page 295.

(MARY DOLAN, ATSO #43-0752)