TANDY COMPUTER PRODUCTS

Dealer/Franchise

UPDATE

RSCC/PLUSCC UPDATE 1985-46
** Internal Distribution Only **
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THIRD PARTY PRODUCTS - EXPRESS ORDER

COLOR COMPUTERS

MODELS 4/III

TANDY 6000/MODELS 16/12/II

TANDY 2000/1200 HD/1000

PERIPHERALS

**TANDY...
Clearly Superior™**

PRODUCT NEWS

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

DISKETTE CLUB CARD (68-2600) - 40% DISCOUNT OFF DISKETTES

The Diskette Discount Card entitles the bearer to a 40% discount on any and all diskette three packs. As new 3-pack products, such as the 3 1/2" diskettes (26-0415) and 5 1/4" High Density diskettes (26-0421), are added to the line, they are automatically eligible for the 40% discount. Do honor early versions of the Club Card with new 3-pack products.

OS-9 (700-2331, 02.00.00) - NEW FEATURES

The new OS-9 Upgrade to version 02.00.00 is currently projected to be available 11 30/85. The following features are included:

Config - User friendly program to generate an operating system with the drivers to match your hardware configuration is included.

Help - Produces information on utilities.

Format - Allows formatting of hard drives.

Init - Attaches a device and lock the buffer into high memory.

Tuneport - Bit level timing support for printer port.

New Keyboard Driver - Supports auto-repeat. and <ALT> key codes.

New Display Driver - Graphics are now a separate module to allow for more system memory. The graphics driver also includes a fill command. Now up to three high resolution screens can be allocated and switched to the display on <V><BLANK>

VIRQ - A Virtual Interrupt Request System has been added for high precision event timing.

RS232 Driver - The RS232 driver now implements the full software protocol.

New Drivers - The Speech/Sound Cartridge, Hard Disk and 80 X 24 Display Systems are supported with new drivers.

MAI ACCOUNTING SOFTWARE NEWS

PRODUCT AVAILABILITY

Until recently, only MAI's Accounts Receivable, Accounts Payable, General Ledger and
Inventory Control were available for the Tandy 2000. All remaining modules are now
available in the Express Order Software program including modules for the Tandy 1000
and Tandy 1200 HD. The·four initial Tandy 2000 modules will continue to be
available as Tandy catalog items.

CAT NO	TITLE	SUGG RTL	HARDWARE
26-5210	General Ledger	495.00	2000
26-5212	Accounts Payable	495.00	2000
26-5213	Accounts Receivable	495.00	2000
26-5214	Inventory Control	495.00	2000
90-0395	MAI General Ledger	495.00	1200/1000
90-0396	MAI Accounts Payable	495.00	1200/1000
90-0397	MAI Accounts Receivable	495.00	1200/1000
90-0398	MAI Inventory Control	495.00	1200/1000
90-0399	MAI Payroll	495.00	2000/1200/1000
90-0400	MAI Order Entry	395.00	2000/1200/1000
90-0401	MAI Purchase Order	395.00	2000/1200/1000
90-0402	MAI Financial Statements	395.00	2000/1200/1000
90-0403	MAI Fixed Assets	395.00	2000/1200/1000
90-0404	MAI Sales Analysis	395.00	2000/1200/1000
90-0405	MAI Business Basic/Micro	395.00	2000/1200/1000
90-0406	MAI Report Writer	395.00	2000/1200/1000

Two of these accounting applications require further explanation:

Business Basic/Micro (90-0405)
Powerful language product optionally available as a tool to access the source code
which is included with each MAI software program, or as a stand-alone development
product. It provides the familiarity of a BASIC language coupled with extremely
powerful enhancements such as database like file structures, high precision decimal
math, error handling, powerful mnemonics and reentrant code structures.

Report Writer (90-0406)
Allows easy user definition of customer reports, queries, and summary data
extractions with output to the monitor or printer. In addition, Report Writer
provides industry standard DIF, CSV and ASCII file output for integration to other
products such as spreadsheets, word processors, graphics or communications software.

SOFTWARE SUPPORT

We are pleased to announce that we have contracted with Promark, Ltd., the creator
of the MAI Integrated Accounting series, to provide direct end-user product support.
This will greatly enhance the quality of your customer's product support by placing
him/her directly in contact with the authoring organization's product support group.
The following product support statement (which will be included with each Tandy
catalog module and the companion Express Order Software modules) explains how
Promark product support services will be provided:

MAI ACCOUNTING SOFTWARE NEWS (continued)

PRODUCT SUPPORT BY TELEPHONE

MAI Integrated Accounting software is designed for easy operation and use. Each package is carefully documented, menu driven and prompted specifically for the first time personal computer user.

Still, all the documentation in the world may leave some questions unanswered. Should you require assistance. Promark, Ltd.'s product support group is available to answer your questions and assist with problem resolution. Promark, Ltd., is the creator of the MAI Integrated Accounting software family. The product support group is based in Albuquerque, NM and may be reached at 800-321-9916 or 505-345-7701. They are available Monday through Friday on the following schedule:

Pacific Time	7:30am to 4:00pm
Mountain Time	8:30am to 5:00pm
Central Time	9:30am to 6:00pm
Eastern Time	10:30am to 7:00pm

During the first 90 days of product ownership there is no charge for support. After this period. continued product support is available on a fee basis. Our product support is truly use only as needed''; there is no membership registrations or subscription fees to pay ''up front'' Each support call has an initial charge of $10.00 plus $1.00 per minute for the duration of the call. Promark, Ltd. will bill directly to your VISA or Mastercard.

And if you never need to use our Product Support we couldn't be happier.

800-321-9916

Note in particular that product support is provided at NO CHARGE for the first ninety days of software ownership. This will provide yet another edge when compared to many competitive accounting systems which often CHARGE substantial subscription fees for direct end-user product support.

Customers who registered their MAI products before support was transferred to Promark, will receive end-user support from Promark at NO CHARGE for as long as they need this support.

DEMO GUIDES

No product is any better than your ability to demonstrate and sell it. In support of your efforts, Tandy has demonstration guides and software with logical demonstration data available on each of the four Tandy 2000 MAI modules. These are as follows:

        FC-0143 - General Ledger
        FC-0144 - Accounts Receivable
        FC-0145 - Accounts Payable
        FC-0146 - Inventory Control

MAI ACCOUNTING SOFTWARE NEWS (continued)

Even a salesperson with no accounting background will find these demonstration
guides simple to use. Each guide provides a step-by-step script designed to show
the most important features of the application in five to eight minutes. An
additional indexed feature/benefit section illustrates several dozen additional
demonstrations addressing areas of likely prospect interest. A "restore" utility
quickly returns the demonstration data files to their original state after each use.

In addition to formal sales demonstration, you will find these guides and software
useful for:

> **New salesmaker training**
> **Presale customer "hands on" confidence builder**
> **Postsale customer introduction and training vehicle**

Often, the most useful marketing support is a conversation with a knowledgeable
expert on the product. Toward this end, the creator of the MAI Integrated
Accounting series, Promark, Ltd. based in Albuquerque, New Mexico welcomes the
opportunity of providing direct marketing assistance. The marketing support group
can be reached between 8:30 AM and 5:00 PM Mountain Time at (800) 321-9916 or (505)
345-7701.

Promark's desire to work with Tandy sales locations in support of the sales of the
MAI product family cannot be overstressed. You will find them particularly useful
in discussing:

> **Application features**
> **How to's**
> **Unique competitive capabilities**
> **Software features vs. prospect needs**
> **User references**

In addition, Promark will be happy to provide a variety of marketing support
materials not available directly from Tandy.

PREVIOUS PROBLEMS

The four original Tandy 2000 MAI modules (A/R, A/P, G/L and Inv.) suffered a variety
of problems, these included:

Operating System Problems
The initially released MAI modules were provided with a release of MS-DOS which
unfortunately caused a variety of operational problems and errors when used in
conjunction with the MAI modules. The current version of MS-DOS corrects these
problems. The warehouse stock of MAI products has not been reworked, so you need to
make sure that any customer purchasing Tandy 2000 MAI software gets and uses the
latest version of the operating system.

Application Software Problems
We are working on new releases of the software to correct all known bugs. Until
then, MAI will work with individual customers to solve their particular problems.

THIRD PARTY PRODUCTS - EXPRESS ORDER

EXPRESS ORDER RETURN POLICY

1. Third Party Products will no longer authorize returns.
2. ONLY in extremely rare circumstances will TEW authorize a return of Express Order Products.

THIS RETURN POLICY SUPERSEDES ANY PREVIOUS RETURN POLICY PRINTED IN THE UPDATE.

VENDOR SUPPORT OF TANDY HARDWARE

We DO NOT provide our vendors with all of our computers, printers and other peripherals when they are doing a port (moving a software product to work on our computers). Most of the EOS vendors provide a high level of support, but they cannot know all of our equipment inside-out like we do. If you have a problem customer and have to get involved with contacting a vendor for customer support (which shouldn't happen), please be aware that they may not be familiar with the equipment you are working on. The vendor will probably have to contact us for information.

EOS - MS-DOS SOFTWARE COMPATIBILITY

Please make sure you check to see if a package you are selling is appropriate for the hardware. For example, AutoCad has two versions -- Tandy 2000 and a separate version for the Tandy 1200 HD. Some packages are listed as MS-DOS and will run on the 2000/1200 HD/1000. Packages listed as only 1200 HD/1000 will only run on those machines. We have several duplicate programs, i.e., Tandy 2000 Open Access (90-0114) and Tandy 1200 HD Open Access (90-0247), please check your Updates or SOS system for this information.

If an EOS program is stated to run on any of Tandy's MS-DOS computers and does not contain a Tandy 2000 special disk, then these programs are supplied on 48 TPI disks. You will need to use the MS-DOS "COPY" command to get the program on a Tandy 2000 disk!

TELEWRITER-64 (90-0253 & 90-0254) - WITH COLOR BASIC 1.3

It has come to our attention that Telewriter-64 DOES NOT work with Color Computers with Color BASIC 1.3. There is no fix for this problem at this time. The Color BASIC number can be found by turning on the computer without a disk drive or ROM cartridge installed.

Do not sell this product to customers with this version of Color BASIC. Instead suggest to these customers that they purchase Elite*Word (90-0184) which does work on all current models of the Color Computer. Elite*Word is a very fine word processor with many features not found in Telewriter-64.

CSR GRAPEVINE

As indicated by the name, "Grapevine", this section allows Customer Service Representatives to 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. 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.

MODEL 4 COBOL ACCOUNTING - APPENDING FLOPPY DATA FILES ON HARD DISK

Several users have inquired about appending several sets of floppy data files into one large data set on hard disk. We have never had a package or an operating system that would allow the appending of several sets of accounting data files into one big set of data on a hard disk. Most accounting software packages do expand on hard disk, however, they must be manually updated.

(A STINE, 01-7879)

MODEL III MANAGER SERIES - NO FUTURE ENHANCEMENTS/FIXES

Due to the fact that the vendor is no longer in business, there will be no future enhancements and/or bug fixes for the following products:

26-1580	Project Manager
26-1581	Personnel Manager
26-1582	Time Manager

(R. EDWARDS, 01-7879)

MODEL 4 SUPERSCRIPSIT (26-1595) - WITH THE MODEL 4D

With the 4D you can now solve the problem of needing three drives to utilize the SuperSCRIPSIT program, the Dictionary, and the data disk. Copy SuperSCRIPSIT version 01.01.00 to a double-sided formatted disk, following the procedure in the TRSDOS 06.02.01 manual for copying single-sided programs onto a double-sided disk. Then copy the Dictionary program on the same disk using the Backup (q=n) option. This will put both programs on one double-sided disk and allow you to now use a data disk for your documents. To proofread, merely go to the main SCRIPSIT menu and proceed as usual. No disk swapping necessary!

(ART KEEN, STORE #11-7671)

MODEL 4 MULTIPLAN (700-3214, 01.07.00) - ADDED FUNCTIONS

The following functions have been added to the 01.07.00 version of Multiplan:

1. IRR (list,guess)
    calculates the Internal Rate of Return of a list of cash flows.
2. PV (rate,nper,pmt,fv,t)
3. FV (rate,nper;pmt,pv,t)
4. NPER (rate,pmt,pv,fv,t)
5. PMT (rate,nper,pv,fv,t)
6. RATE (nper,pmt,pv,fv,t,guess)
    Present Value (pv), Future Value (fv), Periodic Payment (pmt), Number of Periods (nper), and Interest Rate per Period (rate), are the five standard financial arguments in cash flow problems involving constant payments.
7. MIRR (list,safe,risk)
    Calculates the Modified Internal Rate of Return of a list of cash flows, given the safe rate returned by the investment that will finance the negative cash flows, and the risk rate at which the positive cash flows can be reinvested.

(R R LUDWIG 01-7879)

PROFILE III TO 4 UPGRADE (700-6211) - MOVING A LARGE DATABASE

When moving a large database from LDOS 5.01.03 or 5.01.04 which is backed up via HCOPY, the destination hard drive must have sufficient space in logical drive 0 to hold all data files for the database and the temp file created by HCFIX. If there is not sufficient space, BASIC Error 61 occurs (DISK FULL). This must be considered when formatting the hard disk with TRSDOS 6.02, and may force a selection on logical drive sizes which is contrary to the suggestions made in HDINIT on TRSDOS 6.02. These problems were discovered while moving a 4 megabyte Profile III+ HD database to a 15 Meg HD using TRSDOS 6.02. In our situation, we needed at least 6 megabytes on logical drive 0.

(CHUCK McCONVEY, ATSO #43-0738)

THE PRECEDENT (26-4620) - INSUFFICIENT MEMORY ERROR

If a customer receives the error message "INSUFFICIENT MEMORY" while running The Precedent program after upgrading from the Model 16B to the 6000, they should contact Clarice Watson at Legal Data Services (713 292-1773). She has a copy of RunCOBOL 1.11 which will alleviate this problem.

(V OTTERBINE 01-7879)

ORDER ENTRY (26-6207, 03.00.07) - SALES TAX CALCULATION

Sales Tax for an order is calculated during the "ADD ORDER" and "SELECT ORDERS FOR BILLING" functions. Thus, no matter what related fields are changed during Order Processing in the "CHANGE/INQUIRE ORDERS" mode, Sales Tax is not recalculated.

If the "CHANGE/INQUIRE ORDERS" function was used on an order, the Sales Tax will recalculate and show the correct amount once the order has been Selected for Billing.

(C IMLER, 01-7879)

PROFILE 16 (26-6412) - PREVENTING DUPLICATE DATA

There is a way to help Profile 16 users keep from entering duplicate data or at least warn them that the data they are entering already exists.

It can be done as follows:

```
Nov. 6   12:51  1985 · · File Name:  testfile              Page 1
                         Processing:  Input
1 -------   -   -   -   -   -   -   -   -   -   -   -   -   -
      If:
    Then: Lookup  testfile   K=1   I=A   -nx
2 -------   -   -   -   -   -   -   -   -   -   -   -   -   -
      If: testfile
    Then: aa = testfile(1)
3 -------   -   -   -   -   -   -   -   -   -   -   -   -   -
      If: testfile
    Then: show "@This record, "< aa < "already exists - try  again"
4 -------   -   -   -   -   -   -   -   -   -   -   -   -   -
```

The message "this record ... already exists - try again" will be displayed on the bottom of the input screen when you try to input data that already exists in the file "testfile".

(P NGUYEN. 01-7879)

XENIX 3.X - INITIALIZING MODEL II'S WITH A NEW SYSTEM

When initializing a Xenix 3.X system, you are asked whether you are initializing a Model II or not. If you answer 'no', the floppy drive parameters are set for the hard drive and the boot disk. That boot disk will no longer work on a Model II. THIS IS VERY IMPORTANT! Several stores have already initialized their store system and then made copies of their disks for their customers. Therefore, their Model II customers could not initialize their systems.

(C FLEECE 01-7879/JOHN SNOOK. ATSO #43-0746)

XENIX 3.1 - PROBLEM WITH COMMAND TO LIST DIRECTORY

Using the following command from tsh will not list the directory of the floppy as it should:

        restore :0 -ds -d

Use the tar command instead:

        tar -tnf /dev/fd0

A Problem Report has been submitted.

(S IQBAL. 01-7879)

XENIX 3.1 - ACTIVE LIGHT "ON" WHEN PARK OPTION IS USED

If the 'park' option is "on", the active light on your last hard disk will come on
and stay on after a shutdown. Non harm is done by having the light on.

<div align="right"><i>(C FLEECE 01-7879)</i></div>

TANDY 1000/1000 HD - MEMORY UPGRADES HARDWARE REQUIREMENTS

Jumper configuration vary depending on the amount of memory used. Refer to the
Tandy 1000 and 1000 HD Owner's manuals for jumper settings.

Memory upgrade options for the Tandy 1000:
   a) 256K Memory Expansion Board (25-1004) will upgrade from 128K to 256K.
       Adding a 128K RAM Upgrade Kit (26-5162) will upgrade from 256K to 384K.
       NOTE. The 25-1004 Board has empty sockets for the 26-5162 Kit.
   b) Adding a 512K Memory Expansion Board (25-1009) will upgrade from 384K to
       512K. Adding a 128K RAM Upgrade Kit (26-5162) will upgrade from 512K to
       640K.
       NOTE: The 25-1009 Board requires the fully populated 25-1004 Board to be
       present.
   c) Using the Memory PLUS Expansion Board (25-1011) will take the Tandy 1000
       from 128K to 384K. Adding a 256K RAM Kit (26-6019) to the empty sockets
       of the 25-1011 Board will upgrade the Tandy 1000 from 384K to 640K.
       NOTE: The 25-1011 Board contains 256K RAMs.
   NOTE: 640K is the maximum RAM on the Tandy 1000.

Memory upgrade options for the Tandy 1000 HD:
NOTE: The Tandy 1000 HD contains the Memory PLUS Expansion Board (25-1011) - 128K
because the Memory Plus Board on the 1000 HD contains 64K RAMs not 256K RAMs.

   a) Removing all the rams on the 1000 HD Memory PLUS Expansion Board and
       installing a 256K RAM Kit (26-6019) on the innermost ram sockets will
       upgrade to 384K.
   b) Adding another 26-6019 Kit on the remaining ram sockets will upgrade from
       384K to 640K.
       NOTE: 64K RAMs and 256K RAMs cannot be mixed on the 25-1011 Board. When
       adding the first 26-6019 Kit all the memory RAMs present (64K) must be
       removed.

<div align="right"><i>(S -FRIAS, 01-7879)</i></div>

TANDY 1200 HD - WITH NEW VERSIONS OF IBM'S SYMPHONY & NORTON UTILITIES

A customer called reporting problems getting color on the "new" IBM versions of
Symphony (1.1) and Norton Utilities when running on the Tandy 1200 HD. The previous
versions he had did boot in color, so he couldn't figure out what was going on. He
called back later with a solution: From DOS do a mode CO80 command, and then boot
the programs; they'll come up in color.

To make this the default on bootup, see RSCC/PLUSCC Update 1985-32, page 6.

<div align="right"><i>(S ORPEN 01-7879)</i></div>

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

There was a temporary fix given for printing to the DMP-430 printer (since no specific driver for this printer is provided) in RSCC/PLUSCC Update 1985-31. We now have an official fix, per Information Request #IR-145, that should replace the old information. To print properly with Wordstar, the Tandy 2000 and the DMP-430 printer, select the DMP2100 printer driver in the WINSTALL and set the DMP-430 Dip switches 2, 3, and 8 to the ON position.

(J. PARRIS, 01-7879)

TANDY 2000 - DIRECTORY SIZE INFORMATION

On a Tandy 2000, the maximum root directory sizes for a floppy, primary and secondary hard drive are as follows:

Floppy Drive	- 110 directory entries + 2 invisible files
Primary HD	- 509 directory entries + 2 invisible files
Secondary HD	- 512 directory entries

The 2 invisible files in question are IO.SYS and MSDOS.SYS which would be found on system (i.e. bootable) disks. Attempting to exceed the maximum directory size at the / level will result in a File Creation Error.

(M. BARNER, 01-7879)

MAI ACCOUNTING PACKAGES - LIMITATIONS ON A SECONDARY DRIVE

You may put the MAI Accounting packages on a secondary hard drive, however, there are some limitations. Drive C (primary) will not recognize Drive D (secondary) and vice versa, therefore you may not split the files over two drives. For example, all your program and data files must be on the same drive for a particular package. Also, you may not have two packages that are interfaced on two separate drives (e.g., if Accounts Receivable (26-5213) and General Ledger (26-5210) are interfaced, they must be on the same drive). You may have two packages that are NOT interfaced on two separate drives (e.g., Accounts Payable (26-5212) and Inventory (26-5214) may reside in two separate drives).

(L. POYTHRESS, 01-7879)

TANDY 2000 BASIC COMPILER (26-5251, 05.50.00) - INFORMATION

1. CLS is not supported however; PRINT CHR$(12) works just as well as CLS would.

2. When using a High Resolution Graphics Card (26-5140) and a VM-1 Monochrome Monitor (26-5111), use SCREEN 0,0,0 to prevent the computer from "LOCKING UP" when the compiled program is run. For example:

```
10 SCREEN 0,0,0: KEY OFF
20 PRINT CHR$(12)
30 Program begins here
```

(PEGGY KNOX, ATSO #43-0753)

TANDY 2000 SYMPHONY (26-5304) - LISTING OF COMPATIBLE PRINTERS

Below is a listing of printers that can be utilized with Tandy 2000 Symphony. These
are not listed in the manual but are listed when the installation procedure is
executed.

CGP-220	Color Ink Jet
DMP-2100	Low and High Resolution
DMP-420/200	Low, Medium and High Resolution
DMP-500	Low, Medium and High Resolution
FP-215	Plotter

Daisy Wheel printers are not listed due to Symphony's extensive use of graphics.

(K D BURNS. 01-7879)

GRAPEVINE SUBMISSION FORM

If you wish to contribute to the CSR Grapevine use this Submission Form. Your information will not be included unless you indicate your Name and Store Number.

PLEASE PRINT   SEND TO: The Update
                                                400 Atrium One Tandy Center
                                                Fort Worth, Texas 76102

NAME   :_____   STORE   :_____

PRODUCT :_____   CAT #   :_____

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