



Radio Shack Dealer/Franchise UPDATE

RSCC/PLUSCC UPDATE 1985-47
** Internal Distribution Only **
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ALL PRICES PUBLISHED IN THIS UPDATE ARE SUGGESTED RETAIL.

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PRODUCT NEWS

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

CORRECTION UPDATE 1985-41: OS-9 APPLICATIONS - "DOS" COMMAND

To RUN the BASIC program provided in Update 1985-41 the correct command line is:

RUN "**"

DIGI-MOUSE CONTROLLER/CALENDAR BOARDS - BATTERY DISCONTINUED

The replacement battery (23-163) for the Digi-Mouse Controller/Calendar Boards (25-1010, 25-1015, 26-5144) has been discontinued. The 23-162 battery can be substituted, it has higher-capacity and more reliable connection. If customers want an exact replacement, refer them to a camera store.

TANDY 1200, 3000 AND IBM COMPATIBLES - NEW VIDEO BOARDS

We have just started shipping two new video boards for use with the Tandy 1200 HD and the Tandy 3000:

Deluxe Text Display Adapter (25-3046, \$249.95)

Designed for use with the VM-1 Monochrome Monitor (26-5111). It provides high resolution text, 640 x 400, and is software compatible with the IBM Monochrome Adapter or Monochrome Display Adapter (25-3040).

Deluxe Graphics Display Adapter (25-3047, \$499.95)

Offers 640 x 400 resolution in 4 colors or 320 x 200 in 16 colors. The retail price is \$499.95. This would give a system price for the Graphics Board and CM-1 Color Monitor (26-5112) of \$1,098.95. However, we will offer a promotional price through March 31, 1986 of \$799.00 for the CM-1/Deluxe Graphics Display Adapter combination. Compared to the CM-2/Color Graphics Adapter, this solution costs \$40 more (at the promotional price) but offers twice the resolution. And even though this board offers 640 x 400 resolution, it still supports ALL the IBM color Graphics Adapter modes. Custom drivers written for the STB Super Res 400 are 100% compatible with this board.

Monochrome Options:

25-3040/25-3010	Monochrome Display Adapter/VM-3	\$ 438.00
25-3046/26-5111	Deluxe Text Display Adapter/VM-1	\$ 449.90

Color Options:

26-3043/26-3212	Graphics Display Adapter/CM-2	\$ 758.95
25-3047/26-5112	Deluxe Graphics Display Adapter/CM-1	\$1,098.95
	at promotional price --	\$ 799.00
	Save \$299.95	

Both boards are used with the Tandy 3000 and may also be used with the Tandy 1200, IBM PC's and PC compatibles.

TANDY 3000 (25-4001/25-4010)- EXPANSION OPTIONS

640K Memory Upgrade

The TANDY 3000 comes standard with 512K of memory. Use the Tandy 1000/2000 128K Memory Kit (26-5162, \$129.95) to upgrade to 640K on the main board. See page 39 of the TANDY 3000 Installation and Operation Manual for more information.

Memory Expansion Board for TANDY 3000

The TANDY 3000 is a true 16-bit machine and requires 16-bit memory expansion boards. We will carry one memory expansion board for the TANDY 3000 (25-4030, \$499.00). This board will come standard with 512K of memory and is expandable to 2 Megabytes using the Tandy 1200 memory kit (25-3062, \$219.95). This memory board WILL NOT work in the Tandy 1000/1200/2000.

Floppy Drive Kits

The TANDY 3000 comes standard with one 1.2 megabyte floppy drive for compatibility with the IBM PC/AT. The customer has the option to add a second floppy disk drive, either a 1.2 megabyte format (25-4050, \$299.95) or a 360K format (25-4051, \$199.95) for compatibility with the Tandy 1000/1200 and IBM PC, PC-XT. Both drive kits are available from TEW and can be user installed.

New Diskette Media

Since the TANDY 3000 uses the new high-capacity disk drives, users need 5 1/4" High-Capacity Diskettes. There are two new diskette packages: the 10-Pack (26-0422) sells for \$59.95 and the 3-Pack (26-0421) sells for \$18.95. Both are available from TEW.

Display Adapters

Like the PC/AT, the TANDY 3000 does not include a display adapter. Your customer may choose any of the following display adapters:

<u>Stock #</u>	<u>Description</u>	<u>Sugg Retail</u>
25-3046	Tandy Deluxe Text Display Adapter	\$249.95
25-3047	Tandy Deluxe Graphics Display Adapter	\$499.95 *
25-3043	Tandy Graphics Display Adapter	\$299.00

* Deluxe Graphics Display Adapter and CM-1 Color Monitor are currently available at the promotional price of \$799.00.

We are recommending that you sell the new Deluxe Display Adapters (25-3046 and 25-3047) with the TANDY 3000. Both Adapters use either the VM-1 Monochrome (26-5111) or the CM-1 Color (26-5112) high-resolution displays. See the 3000 SOFTWARE DIRECTORY [See Update 1985-44] and a separate News Flash memo on 25-3046/25-3047 [See previous article] for more information on display adapters, displays and software compatibility.

Serial/Parallel Adapter

A Serial/Parallel adapter is standard in the TANDY 3000. This new board has a DB-25 male connector which will connect to any of our printers using the Tandy 1200's printer cable (26-1347, \$34.95). The board also has a DB-9 male RS-232 connector which requires a new 6' RS-232 Cable (26-1399, \$24.95). A customer may wish to add a second Serial/Parallel Adapter (25-4034, \$169.95). This board works in the TANDY 3000/1200/1000 and is available from TEW.

(continued)

TANDY 3000 (25-4001/25-4010)- EXPANSION OPTIONS (continued)

Hard Disk Expansion

The TANDY 3000 HD (25-4010) comes standard with a 20 megabyte internal hard disk. The customer can add a second internal 20 Megabyte Hard Kit (25-4062, \$799.00) for over 40 megabytes of internal storage. If the customer purchases a floppy TANDY 3000 (25-4001) and wishes to add the first internal hard disk, they will need to purchase a combination Hard Disk and Floppy Controller Board (25-4060, \$499.00) and the 20 Megabyte Hard Disk Kit (25-4062, \$799.00). All hard disk kits require installation.

External Hard Disk Expansion

If you have a TANDY 3000 with two floppy drives and one internal hard disk, you may add a second hard disk externally using the External Hard Disk Cable Kit (25-4063, \$45.95). The following hard disks work as described in the table below:

<u>Stock #</u>	<u>Description</u>	<u>Capacity</u>	<u>Drive Type</u>
25-1025	10 Meg Hard Disk	10 Meg	1
26-4156	15 Meg Secondary	10 Meg	1
26-4172	35 Meg Secondary	32 Meg	7

NOTE: Only the second hard disk can be added externally to the system for a total of two hard disks.

Other Expansion Boards

The following boards DO NOT work in the TANDY 3000:

<u>Stock #</u>	<u>Description</u>
25-1007	Hard Disk Controller Board
25-1009	512K Memory Expansion Board
25-1010	Clock Calendar Mouse Board
25-1011	Memory PLUS Expansion Board

The following Tandy 1000/1200 boards DO work in the TANDY 3000:

<u>Stock #</u>	<u>Description</u>
25-1003	300-Baud Modem Board
25-1013	1200-Baud Modem Board
25-3022	Interface for Disk Cartridge System
25-3043	Tandy Graphics Display Adapter
25-3046	Tandy Deluxe Text Display Adapter
25-3047	Tandy Deluxe Graphics Display Adapter

NOTE: This list may not be all inclusive. We will keep you posted of any changes or additions.

 *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.

PROFILE III PLUS HD (26-1593) - RECORD CAPACITIES

The approximate record capacities for Profile III Plus HD with a 15 Meg Hard Drive (26-4155) are listed below. This is based on a maximum record length of 255 characters with just Profile and the operating system on the hard drive.

# of SEGMENTS	# of RECORDS
1	47,000
2	23,500
3	15,666
4	7,833

NOTE: These are only approximations. If your records are shorter than 255 characters Profile's limit on the number of records it can handle is 65,536.

(T. FARMER, 01-7879)

3.0 XENIX ACCOUNTING - "FILE LOCKED AT ANOTHER TERMINAL" ERROR

On the 3.0 versions of the Xenix accounting packages you may encounter the error "file locked at another terminal" when only one user is logged on. Initializing the lockfile at the main menu may not correct the problem. Be aware that the cmpnum.dta file in the hdx/Dta.x/xx directory contains the company number, and this number must be the same as the company you are trying to access. This can be verified by using the cat command (i.e. cat cmpnum.dta). You may use ed to edit it if the number is incorrect.

(L. POYTHRESS, 01-7879)



SCRIPSIT 16 (26-6431, 01.01.00) - LOCAL PRINTING WITH THE DT-100 (26-6052)

Some customers have reported the loss of indentation, or the loss of the first character, when local printing in their SCRIPSIT document or sometimes from MBASIC (after printing from SCRIPSIT 16).

This problem may be due to the Handshake setting on the DT-100. Setting the Handshaking to XOFF is the proper configuration when local printing. (This information is also discussed in the SCRIPSIT 16 Version 01.01.00 Addendum, page 16.)

(J. PARRIS, 01-7879)

XENIX - AUTO LOGON WITH MODEM II (26-1173)

Some communications programs need an active carrier detect to be able to perform auto logon tasks. Tech Tip I/O 63 outlines the modification needed for the Modem II to work with Xenix. The Xenix modification also allows the Modem II to power up on true active carrier detect enabling it to do auto logon tasks with programs that require this.

NOTE: Only Framework's MITE and Crosstalk 16 have been tested. Also, after this modification is applied, the Modem II will not auto dial from TRSDOS programs unless the modification is reversed. This modification only applies to the Modem II.

(S. FRIAS, 01-7879)

XENIX - RESTORING DAILY SAVES WITH SYSADMIN

The current version of sysadmin does not allow you to restore a daily save when running sysadmin from the hard disk. If a customer needs to restore a daily save and has two floppy drives or one floppy drive and a cartridge drive (with his save on a cartridge), he may boot from his file maintenance diskette and do so. If he has only one floppy drive and no cartridge drive, he will have to login as root and type:

For Single Sided Diskettes: /bin/restore kfr 608 /dev/rfd0 /dev/rhd1
For Double Sided Diskettes: /bin/restore kfr 1224 /dev/rfd0 /dev/rhd1

The first volume of the save set must be in the drive before entering this command.

This example is for restoring to "rhd1". The proper drive specification should be substituted as necessary.

(C. FLEECE, 01-7879)

XENIX 3.0/3.1 (700-3030) - ERROR IN ADDENDUM TO MANUAL

In the 5 page addendum "Upgrading to Xenix 3.0", the format for entering the date (page 4) is shown incorrectly. The format actually is [YYMMDD]HHMM.

(LAWRENCE TREAT, STORE #40-7613)



XENIX 3.1 - RESTORING SYSTEMS WITH SYSADMIN

Restoring full system on 35 Meg or 70 Meg Hard Drives with sysadmin returns the error message:

mkfs writer error 69140

Sysadmin adjusts the bad tracks only for 15 Meg hard disks. If 35 or 70 Meg Hard Drives are used, sysadmin will not work.

A Problem report has been submitted.

(S. ISBAL, 01-7879)

XENIX 3.1 UPGRADES - CONTENTS AND INFORMATION

- 700-3030 -is for FIRST TIME Users.
-includes 6 diskettes and no Pal Chip.
-Tandy 6000 is required.
- 700-3031 -is for 1.3.5 Users to upgrade to 3.1.
-includes the Pal Chip and 7 diskettes (the 7th being the upgrade disk).
- 700-3035 -is for 3.0 Users to upgrade to 3.1.
-includes 7 diskettes and no Pal Chip.

(R. BURROUGHS, 01-7879)

TANDY 1000 BASIC (700-2604, 01.01.00) - CHANGES MADE FOR MORE COMPATIBILITY

In order to be more compatible with other MS-DOS computer manufacturers, the key assignments implemented in Tandy 1000's BASIC have changed. They are:

F1 through F10	= numbers 1 through 10
Up Arrow	= number 11
Left Arrow	= number 12
Right Arrow	= number 13
Down Arrow	= number 14
F11	= number 21
F12	= number 22

NOTE: The documentation is being changed per SPR #1000-49.

(D. A. CONN, 01-7879)

TANDY 1000 BASIC (700-2604, 01.01.00) - IMPROVED IBM COMPATIBILITY

If you are in screen 0 and exit to system, BASIC for the 1000 will not clear the screen. This was done to make BASIC more compatible with IBM BASIC.

(S. NIMR, 01-7879)



TANDY 1000 MS-DOS - COMMAND.COM FILE IN A SUBDIRECTORY

On a Tandy 1000, FORMAT only searches the root directory for command.com. If you have your command.com file in a subdirectory on a Tandy 1000 you will get the "INSERT DOS DISK IN DRIVE" message when you try to format with the /s option.

(S. NIMR, 01-7879)

TANDY 1000"A" MS-DOS 02.11.22 (700-2604) - BEEP ON/OFF FUNCTIONS

It has been found that the new 1000A and version 2.11.22 MS-DOS "SOUND" and "BEEP" commands are not working properly.

The SOUND command fails to work when you enter "BASIC"; SOUND xx,xx will produce nothing out the speaker. If you enter "BEEP OFF", then sound will work. The reverse is also true, "BEEP ON" will turn it off.

The following is an addendum (875-9379) included with the new copies of 2.11.22 MS-DOS. It outlines how to patch the BASIC to reverse...BEEP ON -><- BEEP OFF.

Addendum for
TANDY 1000 GW-BASIC 2.02 (Tandy Version 01.01.00)
On Tandy 1000 MS-DOS Version 02.11.22
(Cat. No. 25-1000)

In this version of BASIC, the BEEP ON/OFF functions operate opposite to the way they are described in your Tandy 1000 BASIC Reference Manual (Cat. No. 25-1502). BEEP ON turns off the internal sound function, and BEEP OFF turns on the internal sound function.

If you wish to correct BASIC so that it functions exactly as described in the BASIC Reference Manual, perform the following steps on a backup copy of your MS-DOS diskette which contains TANDY 1000 GW-BASIC 2.02 (Tandy Version 01.01.00). Tandy Version 01.01.01 already has this patch applied.

1. Rename BASIC.EXE to BASIC.TMP by typing: A>RENAME BASIC.EXE BASIC.TMP
2. Debug the file BASIC.TMP by typing: A>DEBUG BASIC.TMP
3. Apply the patch as follows: -E 6AA9 74
4. Write the patched file: -W
5. Quit the DEBUG program: -Q
6. Rename BASIC.TMP back to BASIC.EXE: A>RENAME BASIC.TMP BASIC.EXE

The file BASIC.EXE is now patched so that the BEEP command performs as described in your BASIC Reference Manual.

(DAVE DISCHERT, 01-0220)



TANDY 1200 HD MS-DOS (25-3130) - FORMATTER HANG UP

The Tandy 1200 HD formatter will "hang up" (never returns, just keeps on like it is formatting) if the available free memory goes below 21700. This appears to be true for the hard and floppy disk formatter. Use the following chart to determine the correct combination of files and buffer settings:

Buffers	Files	RAM Available
28	20	216080 ok
29	20	215552 ok
30	20	515024 ok
31	20	214496 ok
32	20	213968 ok
33	20	213440 won't function
34	20	212912 won't function
32	22	213888 ok
32	23	213840 ok
	etc.	
32	26	213728 ok
32	27	213680 won't function

(DAVE DISCHERT, 01-0220)

CORNERSTONE (26-5354, 01.00.00) - CREATING OR ALTERING PRINTER DEVICES

Cornerstone has the option to create printer devices and alter existing ones. From Initial mode, select View and a filename. From View mode, select Print and Setup. Then from Print mode, select Device and either Create or Alter and the device name. This device form allows you to name the device, select the port, send initialization, reset, formfeed and linefeed strings, and send control codes for print styles supported by the printer. To delete a device, select Delete and Device from Initial mode.

(V. SCEARSE, 01-7879)

CORNERSTONE (26-5354, 01.00.00) - FUNCTIONS OF PRINT COMMAND

The Print command performs a specialized function on these five mode menus:

MODE	SPECIALIZED PRINT FUNCTION
View	Prints reports
Define	Prints file and attribute definitions
Update	Prints either the record currently being updated or all records in the update set
Select	Prints either the current selection form or all selection forms in the current selection criteria
Format	Prints either a blank copy of the form or a grid

Make sure the customers are printing from the correct mode for the printout they want. Refer to chapters 4, 5, 8, and 10 in the Owner's Handbook I.

(V. SCEARSE, 01-7879)

COMPUTER CUSTOMER SERVICE

COMPUTER CUSTOMER SERVICE HOLIDAY SCHEDULE

Computer Customer Service and related departments will close at 12:00 noon on December 24 and reopen on December 26. New Year's Eve will be a regular work day, but we will be closed on January 1 and back to normal business on January 2.

Computer Customer Services wishes you the very best at this Holiday Season.

(M OVERBECK)