

Radio Shaek Dealer/Franchise UPDATE

RSCC/PLUSCC UPDATE 1986-05

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PRODUCT NEWS

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

RECENTLY DISCONTINUED PRODUCTS

The following items have recently been discontinued:

26-1069	Model 4	(The	4D	is	still	alive	&	well!)
26-1080	Model 4P							
26-1255	DMP-120							
26-1514	Portfolio Manager							
26-1515	PFS:File - Model III							
26-1565	Microfiles							
26-1581	Personnel Manager							
26-1585	Business Checkwrite	er						
26-1594	Desktop Plan 80							
26-2025	Construction Estima	ator						
26-3191	Standard Color Manu	ual						
26-3709	PC-2 Math Pak I							
26-6401	Xenix Development	Syste	em (for	Xeni	x 1.3.	5)	
700-2064	TRSDOS 4.2 Upgrade	е						
700-3032	Xenix 1.3.5 to 3.0 (Conve	rsi	on	Diske	tte		

SUPERSCRIPSIT (26-1590) - MODEL I DISKETTES

Due to a communications mix-up, all 700-2229 diskettes were removed from the warehouse temporarily. This is the Model I diskette for 26-1590 SuperSCRIPSIT.

Until these are restored to the warehouse, order 700-2228 instead as this is the same diskette.

CM-2 COLOR MONITOR (26-3212) - REPLACED BY CM-10 MONITOR (26-1022)

The CM-2 Monitor is out of stock at TEW. It is being replaced in the product line with the CM-10 Monitor. If zeroed out on an order for a CM-2, the store must re-order the CM-10 Monitor.

TANDY 3000 (25-4001) - ATTRIBUTES COMPARISON

	IBM PC/AT	COMPAQ 286 DESKPRO	TANDY 3000
PROCESSOR	80286	80286	80286
CLOCK SPEED /MHZ	6	6/8	8
COPROCESSOR (optional)	80287	80287	80287
STANDARD MEMORY	512 KB	256 KB	512 KB
MAXIMUM MEMORY	3 MB	8.2 MB	12 MB
EXPANSION SLOTS/TOTAL	8	8	10
AVAILABLE SLOTS	5	6	8
STANDARD GRAPHICS RESOLUTION	640 X 200	720 X 350	640 X 400
OPERATING SYSTEM	PC-DOS 3.1	MS-DOS 3.0	MS-DOS 3.1
	XENIX 3.2		XENIX 5.0 *
BASE CONFIGURATION PRICE	\$3,999	\$4,244	\$2,599

^{*} Available second Quarter of 1986.

THIRD PARTY PRODUCTS - EXPRESS ORDER

PROSOFT - NEW CUSTOMER SUPPORT NUMBER

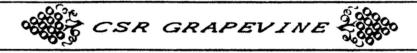
PROSOFT, the vendor for Allwrite! (90-0242) has a new customer support line:

818 764-3131

Please update all of your lists to show the correct phone number.

HIGH TECH BUSINESS GRAPHICS (90-0417) - WITH THE DMP-2100 (26-1256)

Please be informed that High Tech Business Graphics (Serial Numbers T1103 - T1152) may not support the DMP-2100 printer due to an omitted file. Purchasers of these Serial Numbers should call HIGH TECH BUSINESS GRAPHICS AT (818) 841-6093 to arrange an exchange at NO CHARGE.



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.

STATE TAX TABLES - OREGON AND WISCONSIN

Computer Customer Service has copies of the latest State Tax Tables for Oregon and Wisconsin. Any store, ATSO or customer needing assistance in setting up these tables in the Payroll program can call the Accounting Support group for help.

(A STINE. 01-7879)

HARD DRIVES - NUMBER OF CYLINDERS AND HEADS

CAT NO	PRODUCT	MEG'S	# OF HEADS	# OF CYLINDERS
26-1130	Primary Drive	5	4	153
26-1131	Secondary Drive	5	4	153
26-4150	Primary Drive	8	4	256
26-4151	Secondary Drive	8	4	256
26-1245	Disk Cartridge System	10	4	306
26-4152	Primary Drive	12	6	230
26-4153	Secondary Drive	12	6	230
26-4155	Primary Drive	15	6	306
26-4156	Secondary Drive	15	6	306
25-4010	Tandy 3000 HD	20	4	614
26-4171	Primary Drive	35	8	512
26-4172	Secondary Drive	35	8	512
26-4173	Primary Drive	70	8	1024
26-4174	Secondary Drive	70	8	1024

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MODEL 4 (26-1069) - PEEKS AND POKES

Most owners of Model III computers enjoy the luxury of creating fast and easy block graphic characters with the use of the POKE statement in BASIC. It is also nice to be able to use PEEK statements to find such information as current printer status. This form of programming is characteristic of a ROM-based language like Model III BASIC. However, when upgrading to Model 4 TRSDOS these functions are no longer available because the Model 4 uses a RAM-based BASIC. The PEEK and POKE statements are still there, but they are only useful for transferring data to and from user memory. Before a former Model III owner upgrades to a Model 4, it might save some heartache if they are aware of this ahead of time. Appendix E of the TRSDOS Version 6 (26-0316) manual explains the differences between Model III and Model 4 BASIC.

IR BRUNER, 01-7879:

SCRIPSIT 2.1 (26-4531) - WITH PRINTER DRIVERS DISKETTE (700-2033)

When using the 15 pitch printer driver "PRINTER/15P" with the DWP-410 (26-1250) or DW-IIB (26-1158) printers, 15 pitch print does not perform properly. To correct this, follow the instructions below.

- 1. Make sure that PRTPCH option 6 is applied.
- 2. With the SCRIPSIT disk in drive 0 and the printer driver disk (700-2033) in drive 1, apply the following PATCHES:

PATCH PRINTER/15P A=DE38 F=04 C=08 PATCH PRINTER/15P A=DE47 F=C5 C=C9 PATCH SCRIPSIT A=DDFC F=00 C=08

3. If using the 10 pitch setting for 15 pitch, apply this PATCH:

PATCH SCRIPSIT A-DDFE F-06 C-08 T

If using the 12 pitch setting for 15 pitch, apply this PATCH:

PATCH SCRIPSIT A-DDFF F-05 C-08 T

- t If the PATCHES in the "Note to 15 Pitch Users" from the 700-2033 documentation have already been applied, then the find portion of this PATCH should read "F=04".
- Follow the addendum for 700-2033.

Merging while using the 15 pitch printer driver "PRINTER/15P" (700-2033) causes repeated printer timeouts. To correct this, apply the following PATCH:

PATCH PRINTER/15P A=DE84 F=A00F C=FFFF

This patch will not affect normal printing, it will increase the delay time necessary to recognize a "printer not ready" condition.

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XENIX 3.1 (700-3030) - ADDING FILES TO ARCHIVE USING THE "U" OPTION OF TAR

The "u" option of the tar command allows the user to add the files to the archive if they are not already there, or if they have been modified since last written on that archive. The correct use of the command is:

tar buynf 1 /dev/rdf0 files...

NOTE: "b" option comes before "u" or "n". Use value of 1 for blocking factor.

(S. IQBAL, 01-7879)

TANDY 1000 BASIC (25-1000) - SCREEN MODES 5 & 6 REQUIRE MORE VIDEO RAM

Screen Modes 5 and 6 in Tandy 1000 BASIC require 32K of video RAM to operate. To clear more video RAM before entering screen modes 5 or 6, issue the command:

CLEAR...32768

NOTE: This is presently the second most asked question in the MS-DOS/Languages group.

(C. FLEECE, 01-7879)

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

The new 1000 "A" 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.

For instructions on how to patch the BASIC to reverse the "BEEP" function, see UPDATE 1985-47, page 8 or the addendum (875-9379) included with the upgrade to MS-DOS 02.11.22.

NOTE: THIS IS PRESENTLY THE MOST ASKED QUESTION IN THE MS-DOS/LANGUAGES GROUP!

(C. FLEECE, 01-7879)

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OMNITERM 2 (25-1160, 05.06.00) - AS A XENIX TERMINAL

Omniterm 2 can be used to turn any of the Tandy MS-DOS computers into a terminal for XENIX. There are two key points to remember:

- 1. The XENIX port must be set up for a DT100 terminal.
- The XENIX.OMT settings file which is supplied with the Omniterm 2 program should be used.

The XENIX.OMT file includes a VT100 setting on Omniterm 2. The only changes to this file that may be required are baud rate (the file is set for 9600 baud for direct connect) and autodial sequence if the user is calling in with a modem.

Appendix L of the Omniterm 2 User's Manual gives details on using Omniterm 2 with XENIX and the various ways that the DT100 termcap can be set in XENIX. Profile 16, Multiplan, SCRIPSIT, and Unify as well as the accounting packages can all be run using Omniterm 2.

Troubleshooting:

When first entering SCRIPSIT, the user will see a string of "garbage" characters displayed on the screen. This string is a description of the DT100 function keys as they are used in SCRIPSIT and is normally displayed on the 25th line of the DT100. The string can be ignored and will not appear again during the session.

While the XENIX.OMT file is set up at 9600 baud, the Tandy machines cannot paint the screen that fast. If problems occur at 9600, the baud rate should be set to 2400. This is done in Omniterm 2 from the main Menu by pressing R, then B and entering the new baud rate.

(LINDBERGH SYSTEMS)

TANDY 3000 MS-DOS 03.10.01 (25-4101) - ERROR RECEIVED DURING BOOT-UP

Many customers have been getting the error:

"Unexpected SW Interrupt XX" (XX is a two digit number)

during boot up on the Tandy 3000 with MS-DOS 03.10.01. We have discovered that reformatting drive C clears this error. For this reason, you should recommend strongly that your Tandy 3000 customers reformat their hard drives when upgrading. The upgrade instructions do not specify this.

(C. FLEECE, 01-7879)



TANDY 3000 HD (25-4010) - PROCEDURE FOR SETTING UP

There are two distinct ways to prepare a Tandy 3000 HD:

METHOD 1: Requires Utilities Disk, MS-DOS/BASIC Operating System Disk and MS-DOS Supplemental Programs Disk.

- Boot your Utilities disk and enter the SETUP menu.
 - a. Set your system date and time
 - b. Select the proper drive types and hardware configuration:
 - Floppy disk "A" is 1.2 Meg
 - Fixed disk "C" is type 6
 - Base memory is usually 512K
- 2. Reboot and enter FORMAT utility. (Note: This does a low-level format.)
- When this is complete, insert your MS-DOS Operating disk into floppy drive "A" and reboot. After rebooting, replace the DOS disk with the Supplemental Programs disk.
- 4. Type: FDISK <ENTER> (this is used to partition the HD).
 - a. Create a DOS partition that includes the whole HD.
 - b. Display the partition information, it should appear as follows:

- c. Exit to DOS
- 5. Type: HFORMAT C:/S/B/V <ENTER>

This command is used to format the DOS partition. It will prompt the user to insert the DOS diskette, enter in the bad tracks from the media error map, and ask for a volume label.

6. After this is complete, you may copy the contents of the MS-DOS/BASIC Operating System Disk and the Supplemental Programs disk to the HD by placing each diskette into drive "A" and typing the command:

COPY A:*.* C:

7. When this is done, you will be able to reboot your system from hard drive.

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TANDY 3000 HD (25-4010) - PROCEDURE FOR SETTING UP (continued)

METHOD 2: Requires MS-DOS/BASIC Operating System disk and MS-DOS Supplemental Programs Disk.

- 1. Boot your MS-DOS Operating System disk in drive "A".
- 2. Swap the MS-DOS in drive A for the Supplemental Programs disk.
- 3. Type: SETUP <ENTER>
 - a. Set your system date and time.
 - b. Select the proper drive types and hardware configuration:
 - Floppy Disk "A" is 1.2 Meg
 - Fixed Disk "C" is type 6
 - Base memory is usually 512K
 - c. Replace your Supplemental Programs Disk in drive "A" with your MS-DOS Operating System disk and reboot your system by hitting:

<CTRL> <ALT>

- 4. Swap the MS-DOS in drive A for the Supplemental Programs disk.
- 5. Type: HSECT <ENTER> (this does the low level format).
- Type: FDISK <ENTER> (this is used to partition the HD).
 - a. Create a DOS partition that includes the whole HD.
 - b. Display the partition information. It should appear as follows:

PARTITION STATUS TYPE START END SIZE
1 A DOS 0 613 614

- c. Exit to DOS.
- 7. Type: HFORMAT C:/S/B/V <ENTER>

This command is used to format the DOS partition. It will prompt the user to insert the DOS diskette, enter the bad tracks from the media error map, and ask for a volume label.

8. After this is complete, you may copy the contents of the MS-DOS/BASIC Operating System Disk and the Supplemental Programs disk on to the HD by placing each diskette into drive "A" and typing the command:

COPY A:*.* C

9. When this is done, you will be able to reboot your system from the hard drive.

NOTE: When Xenix for the Tandy 3000 is released users will be able to partition their hard drives for use with MS-DOS and Xenix.

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	<u>SEND TO</u> :	The Update 400 Atrium One Tandy Center Fort Worth, Texas 76102
NAME :		STORE :
PRODUCT :		CAT # :