Radio Shack
Dealer/Franchise
UPDATE

RSCC/PLUSCC UPDATE 1986-10
Internal Distribution Only
Lists A, B, E, G, H, J, K1, U
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TANDY
COMPUTER PRODUCTS

CORRECTIONS TO PREVIOUS UPDATES

COMPUTER CUSTOMER SERVICE

*** SATELLITE SUPPORT ..... SEE PAGES 9 & 10 ***

EXPRESS ORDER PRODUCTS

PORTABLES 600/200/100

MODELS 4/III

TANDY 6000/MODELS 16/12/II

MS-DOS COMPUTERS

TANDY...
Clearly Superior

PRODUCT NEWS

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

PORTABLE DISK DRIVE (26-3808) - REPLACING THE UTILITIES DISK

If a customer has a blown copy of the Portable Disk Drive Utilities diskette, order a
replacement from National Parts. The replacement diskette (#AXX-2029) retails for $11.59.

TANDY 1000 (25-1002) - NEW TWO DRIVE SYSTEM

There seems to be some confusion about the purpose of this version of the Tandy 1000.

The 25-1002 is a two-drive 256K Tandy 1000. It does not have RAM expansion on the main
board. It is simply a standard Tandy 1000 with the Disk Drive Kit (25-1005) and the 256K
Memory Expansion Board (25-1004) already installed. The retail price is $1,449.00. This
is $10.00 higher than the separate items price.

This item was specially created for educational use and volume purchases. It is available
from TEW warehouse in quantities of 10 or more pieces. TEW will not accept an order from
any store. The request must originate at the Divisional level. If the product is sold
through Special Marketing or National Bid, the approvals will be handled by the respective
group. You should work through your District Manager and Regional Manager when it
becomes necessary to order 25-1002.

For quantities less than 10, you should order the separate items and have them assembled
in the area Repair Center or install them in your store.

TANDY 1200 HD DBASE III (25-3190) - CATALOG ERROR

On page 25 of catalog RSC-16, it says Radio Shack supports all dBase III packages. This
is incorrect! Support for the Tandy 1200 HD version is from Ashton-Tate. Also, support
for all upgrades is being handled by Ashton-Tate.

NOTE Version 1.1 for the Tandy 1200 HD is what's being shipped currently.

MAI ACCOUNTING SOFTWARE DEMOS - CATALOG NUMBERS AND AVAILABILITY

Demos for the MAI software are still available. Be sure to have them on hand so you can
demonstrate the software during the upcoming sales on these programs.

DEMO #	PRODUCT	CAT #
FC-0143	GENERAL LEDGER	26-5210
FC-0144	ACCOUNTS RECEIVABLE	26-5213
FC-0145	ACCOUNTS PAYABLE	26-5212
FC-0146	INVENTORY	26-5214

These demos should help you get the sale!

EXPRESS ORDER PRODUCTS

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. 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 (which shouldn't happen) with contacting a vendor for customer support, 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.

DISCONTINUED ATTACHE SOFTWARE - NO ACCESS TO ANY SUPPORT

To the best of our knowledge, Attache Software has discontinued business operations in the U.S. The following Attache Software will no longer be available or sold through the Express Order Software program:

90-0160	Accounts Receivable
90-0161	Accounts Payable
90-0162	General Ledger
90-0163	Inventory Control
90-0164	Invoicing with Sales Analysis
90-0165	Business Pak I
90-0166	Business Pak II
90-0411	Payroll

Please destroy any demos or other promotional material you may have in your stores relative to Attache Software.

We do our best to make sure that the vendors we bring into the Express Order Software program are sound and will continue to operate and support their customers. Attache appeared to be a very sound, well-financed company, but in today's high tech world, there are not guarantees.

When our existing Attache customers ask you about customer support, you need to tell them as diplomatically as possible, that regretfully, Attache has gone out of business and that we have no access to any support. In fact, we have been unable to establish any communications with Attache.

The continuing philosophy of the Express Order Software program is that the vendor, not Radio Shack, must support the end user who buys his products. Tandy still continues to fully support users who buy software from our regular retail line.

FISCAL SYSTEMS - NEW CUSTOMER SUPPORT NUMBER

Fiscal Systems, the Vendor for Fiscal Financial, Payroll, and Inventory/POS (90-0428, 90-0409, 90-0430) has a new customer support line: **205 772-8920**. Please update your records to reflect this change.

WORDSTAR 2000 PLUS (90-0511) - EXTRA MEMORY REQUIRED FOR SPELL CHECK FEATURE

In selling this product for use on a Tandy 1000, it should be noted that in order to use the spell check feature, 384K of memory is required. This is not noted on the outside packaging, which states that only 256K memory is required. All other parts of the program are functional on a Tandy 1000 with only 256K. (NOTE: There is no problem using spell check on a Tandy 1200HD with only 256K.)

EDUCATIONAL EXPRESS ORDER SOFTWARE - DISCONTINUED ITEMS

The following Educational Express Order Software products have been discontinued:

Aquarium People Materials:

90-0357	Language Arts T
90-0359	Counting Skills T
90-0361	Addition T
90-0363	Subtraction T
90-0365	Multiplication T
90-0367	Division T
90-0369	Solve Word Problems T
90-0371	Graph Can Be Fun T
90-0373	Survival Math T
90-0388	Personal Finance T
90-0448	Personalized Typing T
90-0450	Personalized Typing T
90-0497	Mult T

Microcomputer Workshops:

90-5325	Algebra Exp D
90-5326	Line Equation D
90-5328	Motion Problem D
90-5329	HS Math D
90-5330	Math Span D
90-5331	English Achieve 1 D
90-5332	English Achieve 2 D
90-5333	English Achieve 3 D
90-5334	English Achieve 4 D
90-5335	English Achieve 5 D
90-5337	Addition D
90-5338	Subtraction D
90-5339	Multiplication D
90-5340	Division D
90-5341	Add Fractions D
90-5342	Subtract Fractions D
90-5343	Multiply Fractions D
90-5344	Divide Fractions D
90-5345	Equations D
90-5346	Quadratic Equations D
90-5347	Binomial Multiplication D

TEACHER TURNED AUTHOR (90-5027) - REPLACED

Teacher Turned Author from Raster Technology has been replaced with two other packages:

AT NO	PRODUCT	SUGG RTL
90-5095	Teacher Turned Author Level 1	$ 99.00
90-5096	Teacher Turned Author Level 2	249.00

The original 90-5027 package is still available from Raster Technology at the suggested retail price of $699.00. Contact Raster Technology at (305) 862-2859 to optain this package.
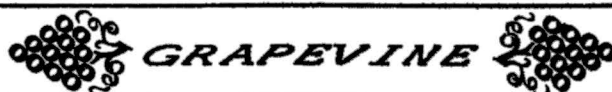
GRAPEVINE

As indicated by the name, "Grapevine", this section allows field, store, and Fort Worth-based personnel to share information with each other. It is here you can communicate your latest findings and "bits of wisdom". If you wish to contribute to the 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 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.

UPDATE 1986-05:
HARD DRIVES - NUMBER OF CYLINDERS AND HEADS

The number of heads listed for the Disk Cartridge System was incorrect. The specifications should read as follows:

CAT NO	PRODUCT	MEG'S	# OF HEADS	# OF CYLINDERS
26-1245	Disk Cartridge System	10	1	306

(TECH SUPPORT)

PROFILE III+/III+HD (26-1592 & 26-1593) - CONVERTING TO PROFILE 4+ (26-1635)

When converting Profile III Plus or Profile III Plus HD data to Profile 4 Plus, any indexes that are converted should be rebuilt. If this is not done, "garbage" may be displayed on the screen in the "Add, Inquire & Update" mode when the "RECORD NUMBER" prompt is bypassed with <ENTER>.

(A. SNEARY, 01-7879)

XENIX 3.0 DEVELOPMENT SYSTEM (26-6402) - XENIX 1.3.5 COMPILED PROGRAMS

If you are using the 3.0 Development System and are writing C programs that you want to interface with a program that was compiled on the XENIX 1.3.5 Operating System (with the 26-6401 Development System), you must use the information provided in the addendum entitled "Information for Software Developers" which is included with the 3.0 Development System documentation. This information is very important when you're trying to write C or assembler programs to be used with software which we sell that was compiled on the XENIX 1.3.5 Operating System - such as - Unify 1.0 (26-6415), MBASIC (26-6457), RUNCOBOL (26-6455), FORTRAN (26-6451), PASCAL (26-6452), and Mac16 (26-6450).

(continued)

XENIX 3 J DEVELOPMENT SYSTEM - XENIX 1.3.5 COMPILED PROGRAMS (continued)

The addendum gives information about how to generate code which is compatible with the earlier (Version 1.3.5) XENIX. Basically, you must include this option when you are doing your compile statement:

> v2

One piece of information that was not included in this addendum has to do with the fact that there are slight differences in the include files between these two systems. To handle this, be sure to include this option when you are doing your compile:

> ·I/usr/include-2.3

(S. ORPEN 01-0180)

PROFILE 16 (26-6412, 01.01.00) - USER MENUS

One common usage of Profile menus is to print a report into a file, then to use "more" to display the file to the screen. The user presses <SPACE> to advance through the file. However, when the last part of the file has been displayed, the user returns to the menu immediately, without being given time to read the last screen.

The command line in the user menu will look something like:

> ... -P /tmp/file ; more /tmp/file

Change this to: .... -P /tmp/file ; more -w /tmp/file

This will cause "more" to print the message "no more" when the last part of your file has been displayed. It will wait until <SPACE> is pressed again before returning to the menu.

(M. BRUMLIK. 01-7873)

XENIX 3 X (700-3030) - COPYING DISKETTES WITHOUT USING DISKUTIL

Assuming there is enough free space available on a one floppy drive system (to copy a single sided diskette 608K, double-sided diskette 1224K), the following procedure will copy a diskette. Put the source diskette in Drive 0 and type:

```
dd if=/dev/rfd0 of=/tmp/d0 bs=150k
dd if=/dev/fdbt0 of=/tmp/d0b
```
Put a formatted destination diskette in Drive 0 and type:
```
dd if=/tmp/d0 of=/dev/rfd0 bs=150k
dd if=/tmp/d0b of=/dev/fdbt0
rm /tmp/d0*
```

The following procedure will copy a diskette on a two drive system, however diskutil is the recommended procedure to use. Put the source diskette in drive 0 and a formatted destination diskette in drive 1, type:

```
dd if=/dev/rfd0 of=/dev/rfd1 bs=150k
dd if=/dev/fdbt0 of=/dev/fdbt1
```

(M. BRUMLIK. 01-7879)

MS-DOS COMPUTERS - MEMORY CONFIGURATIONS

This chart shows the memory configurations available for our MS-DOS computers:

BOARD/CHIP KIT	1000 from	to	1000HD from	to	1200 from	to	1200A from	to	2000 from	to	3000 from	to
25-1004 256K MEM BOARD	128	256	-----		-----		-----		-----		-----	
26-5162 128K RAM KIT	256	384	-----		-----		-----		-----		-----	
25-1009 MEM EXP BOARD	384	512	-----		256	384	256	384	-----		-----	
26-5162 128K RAM KIT	512	640	-----		384	512	384	512	-----		-----	
25-1011 MEM PLUS BOARD	128	384	-----		-----		-----		-----		-----	
26-6019 256K RAM KIT	384	640	-----		-----		-----		-----		-----	
26-6019 256K RAM KIT	-----		† 256	384	-----		-----		-----		-----	
26-6019 256K RAM KIT	-----		384	640	-----		-----		-----		-----	
25-3061 CAPTAIN BOARD	-----		-----		256	640	256	640	-----		-----	
25-3062 256K PARITY KIT	-----		-----		-----		* 256	384	-----		-----	
25-3062 256K PARITY KIT	-----		-----		-----		384	640	-----		-----	
26-5161 256K RAM KIT	-----		-----		-----		-----		256	384	-----	
26-5162 128K RAM KIT	-----		-----		-----		-----		384	512	-----	
26-5161 256K RAM KIT	-----		-----		-----		-----		512	640	-----	
26-5162 128K RAM KIT	-----		-----		-----		-----		640	768	-----	
26-5162 128K RAM KIT	-----		-----		-----		-----		-----		* 512	640
25-4030 MEM EXP BOARD	-----		-----		-----		-----		-----		** 512	1 MB
25-3062 256K KIT (6)	-----		-----		-----		-----		-----		1 MB	2.5

† Upgrade is done on the Memory PLUS Expansion Board included with the Tandy 1000 HD.
* Upgrade is done on the motherboard and does not take an expansion slot.
** Tandy 3000 Memory Expansion Board is currently projected to be available 4/30/86. By adding six 25-3062 kits you can increase memory up to 2 megabytes per Memory Expansion Board for a total of 2.5 megabytes with the first 25-4030 board.

S SLETTEN, 01-7879

TANDY 1000 (25-1000) - SEARCHING DRIVES FOR FILENAME

This is for those Tandy 1000 users who miss the TRSDOS feature of drive searching for a filename without specifying the drive. You can create an autoexec.bat file from copy con or edit one with edlin, to add the path command: PATH A:\;B:\. Your Tandy 1000 will then search both A and B drives as well as subdirectories for that filename and load it.

NOTE: With special command files such as FORMAT or DISKCOPY you still must specify the drive to format or the source and destination drives, as appropriate.

JAMES ESTRADA, STORE #01-4004

MS-DOS DMP-2100P CUSTOM FONT SYSTEM (25-1158) - CONFIG.SYS FILE

When using the Custom Font System (Font Editor) on any of the MS-DOS computers, be sure that your CONFIG.SYS does NOT contain the DEVICE = LPDRVR.SYS entry. If the LPDRVR.SYS entry exists, the DMP-2100P (26-1274) will print garbage while trying to download the font.

(J. PARRIS, 01-7879)

TANDY 1200 HD & 3000 (25-3000 & 25-4001) - MONITOR & VIDEO BOARD CONFIGURATIONS

This chart describes the proper configuration of monitors and video boards with the Tandy 1200 HD and Tandy 3000:

Tandy 1200	VM-1	CM-1	VM-2	CM-2,4,10	VM-3
25-3040 MONO DISPLAY	----------	----------	----------	----------	S1-5 off S1-6 off
25-3043 GRAPHICS DISPLAY	----------	----------	S1-5 on S1-6 off	S1-5 on S1-6 off	S1-5 on S1-6 off
25-3044 GRAPHICS MASTER	----------	----------	S1-5 on S1-6 off	S1-5 on S1-6 off	S1-5 on S1-6 off
25-3046 DELUXE DISPLAY	S1-5 off S1-6 off USE CABLE AW-0027	S1-5 off S1-6 off	----------	----------	----------
25-3047 DELUXE GRAPHICS	S1-5 on S1-6 off	S1-5 on S1-6 off	----------	----------	----------

NOTE: S1 refers to the switch bank #1 on the main logic board located behind the floppy drive(s).

Tandy 3000	VM-1	CM-1	VM-2	CM-2, 4,10	VM-3
25-3040 MONO DISPLAY	----------	----------	----------	----------	jump E2-E3 set mono.
25-3043 GRAPHICS DISPLAY	----------	----------	MODIFY FOR USE WITH THE 3000 jump E3-E4 set 80 col.	jump E3-E4 set 80 col.	jump E3-E4 set 80 col.
25-3044 GRAPHICS MASTER	----------	----------	jump E3-E4 set 80 col.	jump E3-E4 set 80 col.	jump E3-E4 set 80 col.
25-3046 DELUXE DISPLAY	jump E2-E3 set mono. USE CABLE AW-0027	jump E2-E3 set mono.	----------	----------	----------
25-3047 DELUXE GRAPHICS	jump E3-E4 set 80 col.	jump E3-E4 set 80 col.	----------	----------	----------

NOTES: jump indicates placing a jumper over the indicated staking pens located on the main logic board near card slot #10.
set indicates how the setup program is to be set for proper configuration.
mono. short for monochrome
80 col. short for 80 column color

(D GRIFFIN, 01-7879)

COMPUTER CUSTOMER SERVICE

CUSTOMER SUPPORT GROUPS

The Customer Support phone numbers are listed below with the explanation of each group. Customer Support lines are open from 8:00 a.m. to 5:00 p.m. (Central Time).

Productivity & "Special Applications" Software....................................817-338-2390
This group encompasses all software which improves productivity. Included in this group are such packages as VisiCalc, Multiplan, Profile®, SCRIPSIT®, SuperSCRIPSIT®, and Business Graphics Analysis. Also, "Special Applications" software such as Medical Office System are supported by this group.

Accounting Software..817-338-2391
The Accounting Software group supports all Accounting packages regardless of the model machine it runs on. The Accounting group also supports the following packages: Time Accounting, Job Costing, AgDisk Farm Accounting, Model II/12 The Precedent and Docket Control.

Operating Systems & Languages
On the Customer Support lines the Operating Systems & Languages Support Group is divided into two groups.

Group 1...817-338-2392
The Operating Systems & Languages Group 1 deals with languages and operating systems running on **LARGER** computers such as Models I, II, III, 4, 12, and 16 and the Tandy 3000, 2000, 1200 HD, and 1000.
Group 2/Home...817-338-2395
The Operating Systems & Languages Group 2 deals with languages and operating systems running on **SMALLER** computers such as the Color Computer, all pocket computers, the Model 100, Tandy 200, Tandy 600 and the MC-10. Group 2 also supports Home Software.

Home software primarily supports recreational and home management software, for example, HomeworD (a word processor), Zaxxon® (a game), Color Profile® (a database), Color Disk SCRIPSIT® (a Color Computer word processor), and Spectaculator® (a spreadsheet for the Color Computer) are all supported by this group.

NOTE: SMALLER computers' operating systems and languages are not supported on the Computer Center/Plus Center Support lines. Call the Operating Systems & Languages Group 2 toll line only.

Communications Software and Hardware 817-338-2394
This group handles communications questions related to software and equipment like the Telecom feature of DeskMate, Omniterm, Videotex, BISYNCH; and the Telecom function on the 100, 200, and 600. Hardware handles questions relating to RS-232, RAM expansions, Disk errors, printer problems and other non-software inquiries.

Satellite Support 817-390-3924
Supports satellite installation and operation. FOR STORE AND CUSTOMER USE.

Educational Software 817-338-2396
Supports educational software and education networks such as Network 2, 3 and 4.

NOTE: Educational products are not supported on the Computer Center/Plus Center Support lines. Call the Educational Software Support toll line only.

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COMPUTER CENTER/PLUS CENTER SUPPORT GROUPS - STORE/ATSO USE ONLY

The Computer Center/Plus Center Support phone numbers are listed below with the explanation of each group. The operating hours for these support lines are 8:30 a.m. to 1:00 p.m. and 1:45 p.m. to 5:30 p.m. (Central Time).

Satellite Support 817-390-3924
Supports satellite installation and operation. FOR STORE AND CUSTOMER USE.

AS ALWAYS THESE NUMBERS ARE FOR STORES ONLY AND ARE NOT TO BE GIVEN TO THE PUBLIC

Hardware 800-231-8272
Hardware handles questions relating to RS-232, RAM expansions, Disk errors, printer problems and other non-software inquiries.
Communications 800-231-3070
This group handles communications questions related to software and equipment like the Telecom feature of DeskMate, Omniterm, Videotex, BISYNCH; and the Telecom function on the 100, 200, and 600.

MS-DOS/Languages 800-231-3071
The MS-DOS/Languages Group deals with the MS-DOS operating systems and languages for the Tandy 3000, 2000, 1200 HD, and 1000.
Xenix/Languages 800-231-8270
The Xenix/Languages Group deals with the Xenix multi-user operating systems and languages for the Model 16 and Tandy 6000.
TRSDOS/CPM/Languages 800-231-3072
The TRSDOS/CPM/Languages Group deals with the TRSDOS and CP/M+ operating systems and languages for the Models I, II, III, 4, 12, and 16.

Accounting 800-231-8271
The Accounting Software group supports all Accounting packages regardless of the model machine it runs on. The Accounting group also supports the following packages:
Time Accounting, Job Costing, AgDisk Farm Accounting, Model II/12 The Precedent and Docket Control.

Data Bases 800-231-3073
This group encompasses all data base software for the Models I, II, III, 4, 12, 16, and Tandy 2000/1200 HD/1000. Included in this group are such packages as Profile®, dBase II, Unify, PFS:File, PFS:Report, and FRIDAY!
Spreadsheets/Word Processors 800-231-3074
This group encompasses all spreadsheet and word processing software for the Models I, II, III, 4, 12, 16, and Tandy 2000/1200 HD/1000. Included in this group are such packages as VisiCalc, Multiplan, PFS:Write, SCRIPSIT®, and Lotus 1-2-3.
Vertical Markets 800-231-3069
This group encompasses all "vertical markets" software for the Models I, II, III, 4, 12, 16, and Tandy 2000/1200 HD/1000. Included in this group are AgDisk Management Series and VisiCalc applications, Medical Office System, Model I/III Manager Series, DR Graph, and TK! Solver. Also supported by this group are the integrated packages such as Framework, Deskmate, and Symphony. The communications portions of these integrated packages are supported by the Communications group.

NOTE: Color Computer and Model 100/Tandy 200 operating systems and languages, and educational products and home software for all computers are not supported by the Computer Center/Plus Computer Center Support lines. If you have questions, call the appropriate toll line.