

Radio Shaek Dealer/Franchise UPDATE

RSCC/PLUSCC UPDATE 1986-13
*** Internal Distribution Only **
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GENERAL INTEREST
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MODELS 4/III
TRSHOS 96.02.00/06.02.01 - use "CLEAN" disk When Upgrade
TANDY 6000/MODELS 16/12/II
Profile® 16 - posting Data from one File to Another
MS-DOS COMPUTERS
dBase III - 'S Say' Command Problem
PERIPHERALS
8" Double- sided diskettes with Xenix

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PRODUCT NEWS

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

DW-II ACOUSTIC (26-1455) - DISCONTINUED

The DW-II Acoustic Cover has been discontinued due to declining sales. Some are still available in the field but there are none in the warehouse

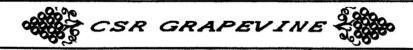
MS-DOS MAGRO ASSCHBLER (26-5252) - CATALOG DESCRIPT ON EVANA

RSC-16 catalog, page 63, states that Macro Assembler includes the symbolic debug utility. This is incorrect. This utility does not exist in our version of the package.

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.)

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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.

TRSDOS 06.03 00.06.02.01 - USE "CLEAN" DISK WHEN UPGRADING

if you are Experiencing difficulties in upgrading a 06.02.00 disk to 06.02.01, use a 'clean' unaltered 06.02.00 disk. Apparently the upgrade process uses virtually all of the destination Disk and there is no room for ANY extra files on the master

PROFILE 16 (26-6412, 01.01.00) - POSTING DATA FROM ONE FILE TO ANOTHER

Using the Profile 16 program, data cannot be posted "out" or exported to another file while in the "Inquire/Update/Add" mode. This would include input and automatic processes as well as output formats such as forms and labels wherein processing has been defined in conjunction with that format. The only way to post data from a "current file" (the file that you are in or using) to a destination file is through the "Request Output" program.

(A. SHELL & P. STUTEN, 01-7079)

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XEE X MULTIPLAN (26-6480. 01.06.00) TR. WSFER. Q. FILES TO A TINDY 200 (26-3860)

Once the Tancy 200 has been directly connected to the Tancy 2000 and the communication parameters set properly, the following procedure can be used to transfer files from Xenix Multiplan to a Tandy 200:

TANDY 6000 CONVERSION PROCEDURE:

- a. So into Multiplan (mp) and "Transfer Load" the existing filename.mp that is to be downloaded.
- b. After the filename.mp is loaded, select "Transfer Option Symbolic" then "Transfer Save" which will save the file in symbolic form as filename.sl.
- c. Exit Multiplen.

2. TANDY 200 TRANSFER PROCEDURE:

- a. Go into TELCOM and enter the "Term" mode
- b. Login to Xenix from the Tandy 200
- c. cd to the directory containing filename.sl
- d. Type "cat filename.sl" (DO NOT hit Return)
- 9. Use the "Down" function to begin the download
- f. You will be prompted for a local filename, type in a filename and hit Return TWICE.
- g. When the download is completed, press the "Down" function key then log off with <CONTROL>-<D>, and use <F8> to exit to the main menu.

3. EDIT THE TRANSFERRED FILE:

- a. Position the cursor over your transferred file and hit Return.
- b. Remove the first and the last line from this file. The first line will be just a 'carriage return', the last line will be your Xenix prompt.
- e. Exit.

4. USE YOUR TRANSFERRED FILE IN MULTIPLAN 200:

- a. Enter MSPlan and select "Tran Load SYLK"
- b. Enter the name given to the transferred file

(D. GRIPPIN, HARDWARE/COMMUNICATIONS & M. BRUMLIN, 91-7879)

[BASE III (26-5355, 01.01.00) - MEMORY REQUIREMENT

Page 25 of RSC-16 states that dBase III requires 256K. This is incorrect. The actual memory requirement is 384K.

(P. MOUVEN & A. SNEARY, 01-7879)

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DBASE III (26-5353) Of O' CO SE COMMEND PROBLEE

A known Problem with the '@ say' Command is that it prints an extra blank line every time an '@ say' Command is required

A Work around is as follows

Specify the same row number for every '@ say' statement, that way data lines Will be printed one line right after the other without printing extra blank lines. For example:

- @ 1,20 say name
- @ 1,20 say address
- @ 1,20 say city
- @ 1,20 say state
- a 1,20 say zip code

If you want to jump to row 10 to print a phone number, for example, the syntax of the '@ say' is as follows

@ 10-1.20 say plunenum

this is a Work around until a permanent solution is provided.

(P. NSUYEN, 01-7879)

UPDATE INDEX - FIRST QUARTER 1986

The following is a <u>complete</u> index of UPDATEs for the first quarter of 1986. An (asterisk) undicates that the article was corrected in a later issue. Please see <u>CORRECTIONS TO PREVIOUS UPDATES</u> for a list of the corrected articles,

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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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