INDEX

THIRD PARTY PRODUCTS - EXPRESS ORDER

C.O.D. Packages....2
Express Order Price Changes....2
Express Order Return Policy....2
Janus/ADA "C" Pak - New Enhanced Product....3
MS-DOS Compatible Programs....3
Print Master - Problem on Tandy 2000 With LPDRVR.SYS Installed....4
Shipping Information Notice....2
The Precedent - Recommended Book Not Included....3
Volkswriter Scientific - RAM Requirements....4
Word Perfect - Available Printer Drivers....3

MODELS 4/III

Profile 4 Plus - Achieving a Descending Inquiry....5

TANDY 2000/1200 HD/1000

Tandy 1000 MS-DOS 02.11.21 - "/R" Option....5
Tandy 1200 HD - Troubleshooting....6

THIRD PARTY PRODUCTS - EXPRESS ORDER

C.O.D. PACKAGES

Under no circumstances is a store required to accept an unsolicited C.O.D. package from an Express Order vendor! Stores are **not required** to carry Express Order product demos or sales brochures. Some vendors may charge for these items..

EXPRESS ORDER RETURN POLICY

Under very few circumstances will Third Party Products authorize a return to TEW of Express Order Products. If approval is given from Express Order (at 817-390-3129), you must still follow your store operating manual on submitting an S.A.R. to TEW for a return authorization number from TEW. All Express Order will give you is the authorization number for sending an S.A.R. to TEW. Without the number from Express Order and the return authorization number from TEW, the warehouse will not except any products.

SHIPPING INFORMATION NOTICE

Express Order Products are not promised delivery in 24 hours. They are not even promised in 3 days. Express Order Products are shipped from TEW by the next business day. This is usually within 24 hours, but note TEW is not open on weekends. Any orders placed Friday night, Saturdays, and Sundays are shipped out on Mondays.

Express Order Products when shipped are sent U.P.S. Blue Label 2nd Day. Again this does not mean your product will arrive in two days. When quoting a customer delivery time, you must take into consideration weekends and holidays. U.P.S. does not work on weekends.

If you do experience an extremely long delivery time please give us a call. (This does not include items put on back order. We are unable to give dates as to when the warehouse will be restocked.)

EXPRESS ORDER PRICE CHANGES

Let's Talk (90-0239) has a new price of $179.00*

As of July 30, 1985 Great Plains Hard Disk Accounting Software (90-0169 through 90-0173) will have a retail price of $695.00*per module.

MediSCRIPT (90-0251), for the Models II/12/16, has a new price of $1750.00*

MGI/Schematic Drafter (90-0156) has just had a large price decrease. If you have a customer looking for a low cost CAD system for their Tandy 2000, this new price of $895.00*should really get them moving. This is a saving of $1,600.00.

The Spanish version of Open Access (90-0178) has been lowered to $795.00*

*Suggested Retail

MS-DOS COMPATIBLE PROGRAMS

Please be aware of the following changes in hardware compatibility:

Teleterm (90-0250) works with the Tandy 1200 HD and the Tandy 1000.

FilePro (90-0248) is listed as working only on the Tandy 1200 HD. We have been informed that it will also work on the Tandy 1000 as long as you have a hard disk.

Investor III (90-0237) has been listed as working only on the Tandy 2000. Note the same product will also work on the Tandy 1000 and 1200 HD.

The Precedent (90-0265) works with any Tandy MS-DOS machine as long as you have a hard disk.

Word Perfect (90-0249) is shown as working only on the Tandy 1200 HD. The program will work on the Tandy 1000, but the keyboard template that is provided does not fit on the Tandy 1000. Your customer can order one directly from the vendor.

JANUS/ADA "C" PAK (90-0158) - NEW ENHANCED PRODUCT

Janus/ADA "C" Pak is a totally new and enhanced product. Along with many new features it also has a new low price of $199.95.* Your Federal accounts should find this of great interest.

THE PRECEDENT (90-0240 & 90-0265) - RECOMMENDED BOOK NOT INCLUDED

The Precedent (90-0240 & 90-0265) does not include the book Simplified Accounting Systems and Concepts for Lawyers by Kline D. Strong and the American Bar Association. This book is included with the Model II/12 version of The Precedent (26-4620). Legal Data recommends that any customers purchasing The Precedent should review this book.

WORD PERFECT (90-0249) - AVAILABLE PRINTER DRIVERS

Probably one of the best word processors to date has improvements available from the vendor. The software package we sell contains 56 different printer drivers and comes initialized to the DW IIB (26-1158B) printer. If a customer uses the DWP-210 (26-1257) or DWP-220 (26-1278) there are problems with underline, boldface and sub/superscript. Available on a diskette from S.S.I. are driver specifications for an additional 100 printers (the 210 is included).

To install the DWP-210 driver, use the following procedure:

1. Run PMAKE
2. Select the driver #114 (DWP-210)
3. Exit program and copy WP Font. and WPrinter. to your work disk.
4. Shift-F4 (Print), option 4 - select printer and then save.

Extra documentation is provided on the disk in read.me [copy read.me prn] and printer.doc, a Word Perfect file.

*Suggested Retail

VOLKSWRITER SCIENTIFIC (90-0295) - RAM REQUIREMENTS

Volkswriter Scientific requires 192K RAM.

PRINT MASTER (90-0337) - PROBLEM ON TANDY 2000 WITH LPDRVR.SYS INSTALLED

There has been a problem reported printing with Print Master on the Tandy 2000 with LPDRVR.SYS installed. To avoid this problem, do the following:

At the system prompt, type:

MODE LFON <ENTER>

Consumers should be made aware that the above alteration to the Tandy 2000 printer driver (The LFON command) can alter normal printing routines and they might need to reverse this change as soon as they complete the application!

In our testing we found that for a clearer printout, your print should be set to uni-directional mode.

CSR GRAPEVINE

As indicated by the name, "Grapevine", this section is where Customer Service Representatives 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, or send your information to CompuServe ID number 70007,535. 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 4 PLUS (26-1635, 01.00.00) - ACHIEVING A DESCENDING INQUIRY

When using the extended selection option while creating an index, descending sort is allowable only when the index is for printing (1-5), not Inquiry (I). Small Computer explained that a descending Inquiry to a database can be achieved using the arrow keys from Inquire, Update, and Add, starting at the last record.

NOTE: The cursor will skip over "descend?" option after field/length selection if extended selection index is specified for Inquiry (I)!

(DAVID S. CARRIG, STORE #43-0736)

TANDY 1000 MS-DOS (25-1000, 02.11.21) - "/R" OPTION

The "GRAPHICS" command on MS-DOS version 02.11.21 for the Tandy 1000 has a new, undocumented option. Normally screen dumps to a CGP-220 (26-1268) print white on the printer where there is black on the screen and black where there is white. To change this so that black prints black and white prints white, the user may use the "/R" option (i.e. "GRAPHICS /R").

(C.FLEECE, 01-7879)

TANDY 1200 HD (25-3000) - TROUBLESHOOTING

A) Check all Dip Switches to see if they are correct.

1. Flip the Dip Switches the wrong way first then back to the correct position. This will insure good contact.
2. Do not use a pen or pencil, use a straight object whose edges will not lodge on the sides of the Dip Switch before it has made full contact.
3. Be sure that Dip Switch #1 is set to the off position. If this is not set correctly with a good connection it can give you the error << parameters incompatible >> when attempting to format floppy drive a:
4. Be sure that Dip Switch #5 is set to ON for COLOR or OFF for a MONOCHROME monitor.

B) Turn on the power for the Tandy 1200 HD first.

Always turn on the monitor LAST. Some (display boards/monitors) will not function if they are turned on before the 1200 HD is.

C) If the system will not boot from hard disk, then boot it from floppy.

This will let you bypass the autoexec.bat and config.sys files. Either file can cause the system to stop if they have statements in them that are no longer compatible with the present software (and/or) hardware configuration.

EXAMPLES:

```
CONFIG.SYS
device = mouse.sys & no mouse or mouse board

autoexec.bat
sk    & no side kick software
```

If you can boot from floppy, go in and rename the files and then reboot from the hard disk.

If it still does not boot from the hard disk, reinstall the system by rebooting the Tandy 1200 HD from floppy. Then do the following:

```
a:SYS: C:
a:copy *.* C:
```

If this does not work and you cannot reload the entire system with the prepare program, have your Tandy 1200 HD checked out.

(S. SPARKS, 01-7979)