TANDY COMPUTER PRODUCTS

Radio Shack
Dealer/Franchise
UPDATE

RSCC/PLUSCC UPDATE 1986-02
** Internal Distribution Only **
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PRODUCT NEWS

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

UPDATE 1985-44: TANDY 3000 - SOFTWARE DIRECTORY

Use the following Video Options chart instead of the original chart included in the "3000 Software Directory":

	VM-1 26-5111	VM-2 26-3211	VM-3 25-3010	CM-1 26-5112	CM-2 26-3212	CM-4 25-1021	Composite or TV
25-3040 (A) Mono Display Adapter			YES *				
25-3043 (B) ** Tandy Graphics Display Adapter		YES	YES †		YES	YES	YES
25-3044 (C) Tandy Graphics Master Adapter		YES	YES		YES	YES	YES
25-3046 (D) Tandy Deluxe Display Adapter	YES *			YES *			
25-3047 (E) Tandy Deluxe Graphics Display Adapter	YES			YES			
25-1000 (F) Tandy 1000 Personal Computer		YES			YES	YES	YES

* Text only - no graphics.
** Requires modification for use with Tandy 3000.
† Lower resolution than 25-3040 in text mode, but also supports graphics.

TANDY 2000 NUMERIC CO-PROCESSOR (26-5143) - PRODUCTS WITH ENHANCED PERFORMANCE

The Intel 8087 Numeric Co-processor for the Tandy 2000 is now available from National Parts. The suggested retail price is $499.95 plus $45.00 installation.

The co-processor must be installed by a Business Products Service Center. Because of the complexity of this upgrade, the kit includes a fully modified main logic board with the co-processor already installed. The old main logic board is returned by the Service Center to Business Products Parts in Fort Worth for credit. This keeps the final cost to the customer cosiderably lower than would otherwise be possible.

An important justification for installation of the co-processor is the increase in the Tandy 2000's performance. For example, one benchmark using an Auto-Cad procedure took 212 seconds without the co-processor. Following installation, the same procedure executed in 31 seconds.

Below is a list of products which the vendors have indicated have enhanced performance due to the co-processor:

CAT NO.	DESCRIPTION	CAT NO.	DESCRIPTION
26-5252	Macro Assembler	90-0304	Better BASIC Runtime
26-5282	VersaCAD Entry Level	90-0305	ABstat
26-5320	Framework	90-0307	Venix System V
90-0114	Open Access	90-0325	VersaCAD Advanced
90-0156	MGI/Schematic Drafter	90-0327	Crop & Livestock
90-0169	General Ledger	90-0328	R:Base 5000
90-0170	Accounts Receivable	90-0329	R:Base 5000 Upgrade
90-0171	Accounts Payable	90-0331	R:Base 5000 Runtime
90-0172	Payroll	90-0361	AutoCad ADE-III
90-0173	Inventory Management	90-0407	Super Utility/PC
90-0174	Job Costing	90-0416	AE/CADD
90-0179	Real Estate *	90-0418	C Programming System
90-0181	AutoCad ADE-II	90-0468	RM/Fortran
90-0182	Advanced Drafter I	90-0479	Pascal 3.3
90-0191	Rapid Transfer	90-0480	Fortran 3.3
90-0214	AutoCad Standard	90-0481	Macro Assembler 3.1
90-0222	Palantir Filer	90-0483	MS Cobol 2.1
90-0225	Better BASIC	90-0484	MS C 3.0

* This Multiplan Runtime Product operates from within a separate application product. Support of the Intel 8087 Co-processor is dependent upon the "host" application.

None of these products have been tested by Radio Shack at this time.

THIRD PARTY PRODUCTS - EXPRESS ORDER

DEMOS AND OTHER PROMOTIONAL MATERIAL

EOS makes available demos for distribution to all stores through the "FC" Number ordering system! Some VENDORS have not made demos available at this date, they will be added when and if they do make them available.

Many vendors will send promotional material to stores after receiving your customers' registration cards. Your DMBP's will be supplied with these packages. Demos should be requested from your DMBP's for customer demonstrations.

Everyone should be aware that unless otherwise stated from EOS or a particular VENDOR, demos of EOS software are NOT to be given, sold or copied for customers. Some VENDORS have been providing you with full blown copies for in-store demos. They are NOT to be sold, given or copied for customers either. Currently, the following Express Order Software demos are available:

FC #	PRODUCT	HARDWARE
FC-0900	AutoCad (90-0181) Tutorial System	2000
FC-0901	AutoCad (90-0181) Slide Show	2000
FC-0902	Open Access (90-0247) Demo	1200
FC-0903	Accounting Partner (90-0112) Demo	MSDOS
FC-0904	Jack 2 (90-0190) Demo	2000
FC-0905	Great Plains HD Accounting Demo	2000
FC-0906	T-CAD (90-0192 & 90-0193) Demo	III/4
FC-0907	Telecommuter (90-0210) Demo	MSDOS/100
FC-0908	Allwrite! (90-0242) Demo	Model 4
FC-0909	Pertmaster (90-0168) Demo	2000
FC-0910	Trajectories (90-0126) Demo	2000
FC-0911	General Accounting (90-0153) Demo	2000
FC-0912	VIP Integrated (90-0213)	CoCo
FC-0913	T/Maker (90-0127 & 90-0272)	MSDOS & Model 4
FC-0914	Palantir (90-0220 - 90-0222) Demo	MSDOS
FC-0915	The Ultimate (90-0241) Demo	MSDOS
FC-0916	Omniterm (90-0122-0124/-0180/-0270) Demo	ALL
FC-0917	Elite (90-0183 - 90-0189) Demo	CoCo
FC-0918	Accounting Partner II (90-0211) Demo	MSDOS
FC-0919	CoCo Checker (90-0289) Demo	CoCo
FC-0920	Mediscript (90-0251) Demo	12/16
FC-0921	PC/Privacy (90-0277) Demo	MSDOS
FC-0922	Medical Manager (90-0159) Demo	MSDOS
FC-0923	Ole' (90-0333 & 90-0334) Demo	MSDOS
FC-0924	MDX (90-0359) Video Tape	6000
FC-0925	CONV 3 TO PC (90-0345) Demo	MSDOS

CALL VENDOR WITH QUESTIONS

If you have any questions about Express Order Products, you should call the vendor of that product. Third Party Products (Express Order) is unable to provide information on these products as well as the vendor can. If you ever have a problem getting support from an Express Order vendor, please send us a speed memo or call Third Party Products.

WARRANTY POLICY

Express Order Products are sold by Radio Shack on an "AS IS" basis WITHOUT a Radio Shack warranty. Express Order Products are packaged with a limited warranty offer provided by the primary vendor and this is the ONLY warranty offer.

Customer complaints which relate to functional deficiencies are to be resolved between the customer and the primary vendor. The vendor is also responsible for physical defects with the package such as bad media or missing documentation. Customer complaints which relate to physical defects that occurred during shipment or at the warehouse are to be resolved by Radio Shack. Radio Shack's sole responsibility is limited to that of replacing the package. Be aware that your options are limited! If a product is defective, contact the vendor - not Express order or TEW - about getting replacement media or documentation. At this time no exceptions will be made for returning Express Order Products to TEW.

WAREHOUSE AVAILABILITY

Tandy Electronics Warehouse (TEW) is the only facility in this company that can give you accurate stock status information. Please communicate with TEW to find out Back Order or Availability information on Express Order items. The Third Party Products office does not keep this information on hand on a daily basis once a product is received at TEW. Please do not contact Third Party Products/Express Order Products for this information.

NOTE: Refer to the Express Order Product Availability list for the latest projected availability dates for FUTURE products. TEW does not provide information on future products.

PROPER SALES/HANDLING PROCEDURES WITH CUSTOMERS

All MR's, CMR's, and ATSO's should be aware that customers are to be given only those EOS products that have been properly paid for. Under no circumstances are any demo materials to be given to the customer, and any customer requests for such materials should be directed to the vendor. The same holds true for upgrades or later versions.

Purchase of a single package gives the customer the right to use the product on one CPU. If the customer has more than one computer, the problem may be solved by selling a package for each computer or by having the customer contact the vendor regarding the possibility of procuring site licensing.

ACCOUNTING PACKAGES - INFORMATION & AVAILABILITY

Express Order Accounting Software now offers a large line of accounting software in a large price range. Any customer you have can now find accounting software in their price range. Just be sure the accounting software you sell your customer will do what they want it to do.

Dac EASY Accounting (90-0431) at $69.95 is great for small businesses or new companies just starting. Included is all basic accounting modules: A/R, A/P, G/L and others.

(continued)

ACCOUNTING PACKAGES - INFORMATION & AVAILABILITY (continued)

Also available is Dac EASY Payroll (90-0150) for $49.95. This will round out your low end accounting sales perfectly. This product should help move a lot of Tandy 1000s.

Accounting Partner I (90-0112) is designed for businesses that do 5 to 15 million dollars a year in sales. At $395.00 for basic modules (A/R, A/P, G/L, Payroll, etc.), this product should help move Tandy 1200 HDs.

For your larger companies that need very powerful accounting programs for Tandy's larger MS-DOS based computers, Express Order offers several options:

Great Plains Hard Disk Accounting
BPI Accounting Series
Attache Accounting Modules
Accounting Partner II
MAI Accounting Software
Real World Accounting Series

With prices ranging from $995.00 for all major modules to $695.00 per module, these programs should help move Tandy 2000s and Tandy 3000s.

ACCOUNTING PARTNER I (90-0112) - ONLY HANDLES TWO-DECIMAL TAX FIGURES

Accounting Partner I does not handle Sales Tax figures to three or more decimal places. Be sure to point this out to customers in areas that need more than two decimal places. Accounting Partner II (90-0211) will handle Sales Tax figures to three decimal places.

OPEN ACCESS (90-0114,90-0247,90-0437) - PROBLEM WORKING WITH DMP-2200

Open Access at this time does not work properly with the DMP-2200 printer. We will notify you as soon as a driver is available.

JANUS/ADA (90-0158) - NO LONGER AVAILABLE

Janus/ADA is no longer available from Express Order. At this time we have no replacement for this product. You will be notified if a replacement product is found.

CONV 3 TO PC (90-0345) - UPGRADING MODEL I/III CUSTOMERS TO THE TANDY 1000

There's good news for all your Model I/III customers that have put off upgrading their computer systems to the Tandy 1000 because of those BASIC programs they developed years ago With the help of an Express Order program, 90-0345 CONV 3 TO PC with Hypercross, your customer's Model I/III BASIC programs can be transferred and converted for use with the Tandy 1000 in a matter of minutes. Hypercross transfers files from Model I/III format disks to Tandy 1000 format disks. CONV 3 TO PC performs most of the conversion necessary to run Model I/III BASIC programs in GW-BASIC (graphics not supported). Take advantage of this opportunity to upgrade existing Model I/III customers.

A demonstration disk for CONV 3 TO PC is available through TEW (FC-0925).

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.

MODEL 4 ACCOUNTS PAYABLE (26-1542, 02.01.00) - INTERFACING WITH GENERAL LEDGER

When Accounts Payable is running without being interfaced with General Ledger (26-1540), the work required to become interfaced is very involved. You must reverse all transactions, post these entries, and print a cash requirements report (making sure all balances are at zero). At this time, perform end of period procedures. answering "yes" to "clear vendor totals", purge paid invoices, and clear General Ledger summary totals. The next step is to go into the company information and answer "yes" to interface. Now reenter your current information.

(J. HAWKINS 01-7879)

MODEL III/I 26-1550 ACCOUNTING SERIES - WON'T EXPAND UNDER LDOS

This accounting software will not expand on a hard disk under LDOS. The data file limitations are hard coded in the program.

(A. STINE. 01-7879)

ORDER ENTRY (26-6207) - GENERAL LEDGER ACCOUNT NUMBER 0000-000

Version 3.0 Order Entry allows the user to override a zero tax amount during Order Processing, creating the 0000-000 General Ledger account number in the Accounts Receivable Distribution file.

Version 3.00.09 corrects this problem by verifying that a General Ledger account is defined in the tax code before allowing a change of a zero tax amount. This is the same feature that was incorporated into version 3.0 Accounts Receivable - Sales Processing.

NOTE: Correction modules are available from Computer Customer Service.

(C. INLER. 01-7879)

PROFILE 10 (26-6412, 01.01.00) - USER MENU WITH OPTION "-PT"

To have a user menu print locally, specify option "-pt" with the user menu. For example:

```
/appl/pf/report testfile -f 40lines -pt
```

That way you will not have to specify "PRINTER=local;export PRINTER" every time.

(P. NGUYEN, 01-7879.

XENIX - SHELL SCRIPT FOR MULTIPLE HARD DRIVE USERS

The following shell script is quite useful for customers with multiple hard drives. If typed in carefully and correctly, it will mount the hard drive(s); if cleaning is required, it will clean the file system and then mount the hard drive(s); and if the hard drive(s) cannot be mounted, it will inform the operator of that fact.

This script may be typed in SCRIPSIT 16 and saved out to the appropriate name, then change permissions to open. Append the script to the end of the etc/rc file in Xenix 01.03.XX or create a file named /etc/rc user file in Xenix 3.X.

NOTE: The first line in the script indicates that there are five hard drives to be mounted. Change this line to reflect the number of hard drives in your system configuration. Do not type the 2> with a space between the '2' and the '>'. This will give read only permission to the directory.

```
for drive in 1 2 3 4 5
do
        /etc/mount /dev/hd$drive /hd$drive 2> /dev/null
        err=$?
        case $err in
                0)
                echo '
                Mounted Hard Drive '$drive >/dev/console;;
                2)
                echo '
                Cleaning Hard Drive '$drive > /dev/console;
                fsck -y /dev/hd$drive >/dev/console;
                /etc/mount /dev/hd$drive /hd$drive 2> /dev/console;;
                1)
                echo '
                No Hard Drive '$drive' to mount'>/dev/console;;
        esac
done
/etc/dmesg - > /dev/null
```

(D. BULLINER, 01-7879 / BILL AKERS, ATSO #43-0746

HOMEWORD SPELLER (25-1119, 01.00.00) - CORRECT WORD CAPACITY

There is a discrepancy between the HomeWord Speller packaging and the RSC-15 catalog respect to the number of words contained in the HomeWord Speller's dictionary and the number of words that the user may add. The figures given in the catalog are correct. The HomeWord Speller includes 45,000 (not 28,000) words in its dictionary plus the capability of adding another 5000 (not 2500) words.

(M. BARKER 01-7879

COMPUTER CUSTOMER SERVICE

HARDWARE & COMMUNICATIONS GROUP DESCRIPTION CHANGE

The description of the Hardware & Communications Group which has been printed in previous Updates does not adequately explain their function. In fact, they have received several Model 100 questions related to Multiplan, Text, etc. These callers say our number "handles the 100 questions", as referred to by the 01 stores.

In future Updates the description will be changed to read as follows:

Hardware & Communications.....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.