TANDY COMPUTER PRODUCTS

Radio Shack
Dealer/Franchise
UPDATE

RSCC/PLUSCC UPDATE 1986-04
** Internal Distribution Only **
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PRODUCT NEWS

REMOTE DISK (26-3839, 01.00.00) - 700# TRANSFER DISKETTE

When ordering the Model 100 file-storage program Remote Disk, remember to order the appropriate transfer diskette for your computer. The transfer diskettes are:

700-3401 Model II/12/16 (in Model II mode)
700-3402 Model 4
700-3403 Tandy 2000
700-3404 Model I
700-3405 Color Computer
700-3406 Model III

NOTE: This file-storage program is for the Model 100 only!

MODEL 4 TRSDOS 06.02.01 (26-0316) - SPECIAL PRICE OFFER EXTENDED

As you are all aware, a special price offer of $24.95 was in effect until December 31 of 1985 for Model 4 TRSDOS 06.02. We generated letters to all of our registered customers about this upgrade. In this letter we also stated that support for all previous versions of this operating system would no longer be available after the December 31 date.

A problem with our mailing distribution system has resulted in most customers not receiving this letter until after the deadline was already passed. To correct this situation, we are doing another mailing to all registered customers notifying them that the deadline date for this upgrade is now February 28, 1986. It will be noted that the deadline for support of previous versions of this operating system will also be extended until February 28. These letters should be in the hands of the Post Office by January 24.

Please be sure that all field personnel are aware of the extension of these special price and support deadlines, and do as much as you can to provide a smooth transition to these new operating systems for our existing customers.

XENIX 03.01.00 (700-3030) - SPECIAL PRICE OFFER EXTENDED

We are currently offering a special $99.95 price on the mandatory upgrade to XENIX 03.01.00. This special price is applicable until January 31, 1986. We generated letters to all of our registered XENIX 01.03.05 and 03.00.00 customers about this upgrade. In this letter we also stated that support for the 01.03.XX and 03.00.00 versions would no longer be available after the January 31 date.

A problem with our mailing distribution system has resulted in a long delay in getting these letters sent to customers. Since the letters are not going out until January 20, we are enclosing a notice in each of these letters stating that we are extending the deadline for acquiring the upgrade until February 28. The deadline for support of previous versions of this operating system will also be extended until February 28.

Please be sure that all field personnel are aware of the extension of these special price and support deadlines, and do as much as you can to provide a smooth transition to these new operating systems for our existing customers.

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.

COLOR GRAPHICS PROGRAMS - WITH THE DMP-120 (26-1255)

The DMP-120 will not work with Color Disk Graphics (26-3251) or Graphics PAK (26-3157). This is known to be due to a timing problem in the printer ROM. We suggest you don't sell either of these two packages for use with the DMP-120.

(M BARNER, 01-7879)

MODEL 4 - KEYBOARD EQUIVALENTS FOR ASCII CODES

Appendix C in the Model 4 Disk Owner's Manual lists the keyboard equivalents for most of the ASCII codes listed. However, hitting a certain key sequence doesn't necessarily mean that a certain function will work. (For example, pressing <CONTROL><H> will not backspace the cursor.) The reason the keystrokes are listed is because the corresponding ASCII codes will be generated when the key sequences are pressed. This is useful when communicating to a host system that requires certain ASCII codes from the Model 4.

(R. BRUNER, 01-7879)

MODEL 4/III PAYROLL (26-1543) - EMPLOYEE ID NUMBERS

If you are using Payroll with a hard disk, the number of employees is limited only by the amount of space available on the hard disk. Since the "Employee ID" is a two character field, you must assign alphanumeric employee numbers (i.e., 1A, 1B, 1C) if you intend to enter more than 99 employees.

(V. OTTERBINE, 01-7879)

MODEL III & 4 SUPERSCRIPSIT (26-1590 & 26-1595) - TRAINING TAPES

Anyone interested in a transcribed narrative of the SuperSCRIPSIT Training tapes can contact:

Software Concepts, Inc.
1116 Summer Street
Stamford, CT. 06905
(203) 357-0522

(R. R. LUDWIG, 01-7879)

SCRIPSIT 2.1 (26-4531) & THINLINE/HD (26-4835) - NO ADDITIONAL PRINTER DRIVERS

As per Customer Feedback Form #CF-1949, there are no plans to add new printer drivers to SCRIPSIT 2.1 or SCRIPSIT Thinline/HD for use with Radio Shack's newer printers.

(R. R. LUDWIG, 01-7879)

MODEL 16 PAYROLL (26-6203) - CALCULATING WORKMAN'S COMPENSATION

In order for Workman's compensation to be calculated for an employee, you must set up a state tax code and place this code in field 29 of employee file maintenance.

(A. STINE, 01-7879)

PROFILE 16 (26-6412, 01.01.00) - PRINTING FORMS

When printing forms from the "Add, Inquire & Update" mode in Profile 16, a top of form command will be issued each time a form is printed. This has the effect of printing the form on a page 66 lines long regardless of how long the actual form is. To print the forms immediately adjacent to each other (without the form feed) there are two options:

1. Print the selected forms through the "Request Output" mode of the program wherein the forms are printed consecutively without a top of form in-between each form.
2. Print locally using the FORMS command (Example: FORMS="p=30";export FORMS).

(A. SNEARY, 01-7879)

MODEL 16 MULTIPLAN (26-6480, 01.06.00) - "CHARACTER RIGHT" PROBLEM

If you are using Multiplan on a Xenix 3.0 or 3.1 system and <CONTROL> <L> (character right) in the edit mode does not work, check the script under /usr/bin. If it has been modified to TERMCAP=/etc/termcap by the user, this problem will occur. To fix this problem re-install Multiplan which includes the correct termcap default settings for Multiplan.

(R. MOORE, 01-7879)

XENIX 3.1 (700-3030) - WITH THE DISK CARTRIDGE SYSTEM (26-1245)

If a Disk Cartridge System is turned off when the tsh command to backup is executed, an error writing to cartridge will occur and a Normal System Shutdown will be automatically executed.

This occurred with Xenix 3.1 on a Tandy 6000 with 1 megabyte of memory, an external 35-Megabyte Hard Disk, and a one drive Disk Cartridge System.

EDITOR'S NOTE: No user should disable (turn off) equipment while a system is active.

(STORE #18-2508)

TANDY 1000/2000 SCRIPSIT (25-1155, 01.00.00) - WORD CAPACITY OF MAIN DICTIONARY

The SCRIPSIT 1000/2000 manual doesn't mention the maximum number of words that the Main Dictionary holds for use by the SCRIPSIT Speller.

The Main Dictionary (SCRIPWDS.MST) has the following capacities:

Tandy 1000 (floppy)	72,000 words
Tandy 1000 (hard disk)	106,000 words
Tandy 2000 (floppy)	106,000 words
Tandy 2000 (hard disk)	106,000 words

Please note that you cannot edit or add words to the MAIN Dictionary. You can only add words to the USER Dictionary (SCRIPSIT.USR).

(J. PARRIS, 01-7879)

WORDSTAR PROFESSIONAL (25-3170) - ON THE TANDY 3000

Although Wordstar for the Tandy 1000/1200HD/2000 will work on the Tandy 3000, customer may experience a problem installing the dictionary (CINSTALL) because the Tandy 3000 allows fewer characters when specifying a pathname than Tandy's other MS-DOS computers

To install the dictionary follow this procedure:

1. Copy all of the Wordstar files on the first three disks to a directory, for example, "WS".
2. Install Wordstar programs with WINSTALL.
3. Install the dictionary with CINSTALL. Answer the prompts as follows:

PROMPT	RESPONSE
C:\WS\DICTNRY\MAIN.DCT	
Is this correct? (Y/N)	N
Enter new drive, path, filename;	/
MAIN.DCT	WS

Do the same thing for the INTERNAL.DCT and PERSONAL.DCT dictionary files.

(J. PARRIS, 01-7879)

TANDY 2000 SYMPHONY (26-5304) - DRIVER INSTALLATION

Page 2 of the "UPDATE" booklet shows the combinations of drivers that can be used under "Editing A Driver Set". Also on page 2 under "Starting the Install Program", it is stated that if you DO NOT have a graphics board, you must go into the install program and UN-SELECT the graphics drivers. If you do not have a graphics board and you try to use a graphic driver, you will receive the "Driver Init Error" message.

(J PARRIS 01-7879)

TANDY 2000 MICROSOFT WORD (26-5314) - DWP-510 (26-1270) & SF-510 (26-1477)

A problem has been discovered when printing multiple copies of a document using Microsoft Word the DWP-510 and SF-510 Sheet Feeder. The first copy is printed okay, but on subsequent copies the printer will skip the first page of the document and only print the pages that follow.

To make the DWP-510 printer perform correctly while sheet-feeding multiple copies of documents, you must modify the dwp510sf.prd file. To do this, you need to:

1. Convert the .prd file to a text file
2. Edit the text file
3. Convert the text file back to a .prd file

Use the backup copies of the Microsoft Word install diskettes that you have made. Insert the Utilities diskette into Drive A. Make a copy of your current dwp510sf.prd file by typing: **copy dwp510sf.prd dwp510sf.old <ENTER>**.

1. CONVERT THE .PRD FILE TO A TEXT FILE
   At the A> prompt, type:

   convprd /t dwp510sf.prd dwp510sf.txt <ENTER>

   The message "Conversion complete" should appear after you have successfully converted your file.

2. EDIT THE TEXT FILE
   Start up Microsoft Word and load the document dwp510sf.txt. Go to the end of the file. The line to change is 32 lines from the bottom of the document.

   Currently the line looks like this: **byte:4 mod:0 "^L"**
   When you finish editing the line, it should look like this: **byte:4 mod:0**

   Save the file dwp510sf.txt and exit the Microsoft Word program.

3. CONVERT THE TEXT FILE BACK TO A .PRD FILE
   At the A> prompt, type:

   convprd /p dwp510sf.prd dwp510sf.txt <ENTER>

   You will get a prompt asking whether you want to overwrite the file dwp510sf.prd. Respond with: **Y <ENTER>**.

(continued)

TANDY 2000 MICROSOFT WORD - DWP-510 & SF-510 (continued)

If you have made any mistakes during this session and wish to start over, just copy your backup file dwp510sf.old back to dwp510sf.prd and try the instructions again.

Using the new dwp510sf.prd file, you will now be able to print multiple copies of documents with the SF-510 Sheet Feeder without losing the first page of succeeding copies. After the last page of the last copy has been printed, the paper will not eject from the printer--you must do this manually. For this reason, if most of your printing is single-copy work, you may also want to keep a copy of the original .prd file available to use for your normal printing needs. For example, copy dwp510sf.old to dwp510sc.prd, and use it whenever you only want single copies.

(J. PARRIS, 01-7879)

TANDY 3000 MS-DOS (25-4101, 03.10.01) - USING DISKCOPY

When using diskcopy on the Tandy 3000, sometimes it shows this error message:

"TARGET MEDIA IS BAD, OR NOT COMPATIBLE WITH SOURCE FORMAT"

This means that the target disk is not the same format as the source disk.

Use the appropriate command to format a target disk:

C> FORMAT a:/4	Double-sided, 9 sector/track format in high capacity drive
C> FORMAT a:/8	8 sectors/track
C> FORMAT a:/1	Single-sided format

(SALEEM TAREEN, STORE #43-0731)

TANDY 3000 - WITH THE DELUXE GRAPHICS ADAPTER (25-3047) AND CM-1 (26-5112)

The configuration of the Deluxe Graphics Adapter is as follows:

The switches 6, 7, and 8 are set "ON". All others are "OFF".

The jumper on the mother board, next to the floppy controller board, should be set to E3-E4.

If you want to use a Monochrome Monitor, set the jumpers to E2-E3.

(SALEEM TAREEN, ATSO #43-0731)

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