TANDY COMPUTER PRODUCTS

Radio Shack
Dealer/Franchise
UPDATE

RSCC/PLUSCC UPDATE 1986-09
** Internal Distribution Only **
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PRODUCT NEWS

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

COLOR COMPUTER C-COMPILER (26-3038) - CATALOG REQUIREMENTS INCORRECT

The hardware requirements for the Color Computer C-Compiler, as described on page 60 of RSC-16, are incorrect. This package requires 2 disk drives to run.

MODEL 4 SUPERSCRIPSIT (26-1595) - NO UPGRADE TO SCRIPSIT PRO (26-1601) PLANNED

There are no plans to offer an upgrade from Model 4 SuperSCRIPSIT to SCRIPSIT Pro. A new version (01.02.00) of SuperSCRIPSIT is in the works but is at least six to eight months down the road.

THE COMPLETE GUIDE TO THE TANDY 1000 (25-1505) - ONE TIME OFFER

The Complete Guide to the Tandy 1000 is now available from Regional Warehouses.

During a normal quality check, we discovered that the print quality is less than our standard level, as well as few inaccuracies (i.e., the price on the back cover is incorrect). But we recognize that you have customers that are anxious to buy this book. For this reason, we have accepted a sufficient number of books to allow you to order 1 per store and satisfy existing customer requests. You should sell this book to the customer for $9.95 This is a 33% discount off the regular price of the book. You can assure the customer that the content of the book is excellent. It should be very helpful for existing owners or potential Tandy 1000 customers. This discount is simply because the print quality is not what we consider "normal".

When we receive new copies in the warehouse, you will be notified by memo, and via the UPDATE and the regular retail price of $14.95 will be restored.

EXPRESS ORDER PRODUCTS

MS-DOS OPEN ACCESS - PRICE REDUCTION

There are new low prices on Open Access packages for the Tandy 1000, 1200 HD, 2000, and 3000. Remember to update your software catalog, RSC-16 page 53.

90-0114	2000	was 595.00	- Now 395.00
90-0247	1200/3000	was 695.00	- Now 395.00
90-0437	1000	was 695.00	- Now 395.00

REALWORLD ACCOUNTING PACKAGES (90-0199 - 90-0205) - AVAILABILITY WITH MS-DOS

RealWorld's Accounting packages are now available for all Tandy MS-DOS machines: the 1000, 1200, 2000, and 3000.

RealWorld's line of accounting products can be ordered through the Express Order program. If you have any questions or need more information about this software, call David Kocharhook (RealWorld's Tandy Account Manager) at (800) 222-4494.

RM COBOL (90-0470) - CATALOG DESCRIPTION ERROR

In RSC-16 (page 61) stock number 90-0470 for RM COBOL is described as: the Tandy 3000 Development System. This product is not an MS-DOS COBOL Development System program. It should read:

Tandy 3000 XENIX COBOL Development System

Please be sure to correct this in your catalog.

NOTE: The Tandy 3000 Xenix Operating System is currently not available.

AUTOCAD PROGRAMS (90-0362, 90-0363, 90-0364, 90-0416) - ERROR IN CATALOG

Page 45 in the RSC-16 catalog indicates that the AutoCAD programs: AutoCAD, Advanced Drafting Extension-2, Advanced Drafting Extension-3, AE/CADD are supported on all of Tandy's MS-DOS computers. This is incorrect. AutoCAD is currently not supported on the Tandy 3000. The vendor is in the process of testing these programs on the Tandy 3000. We will notify you when there is a change in the support situation.

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.

UPDATE 1986-04: TANDY 3000 - WITH THE DELUXE GRAPHICS ADAPTER AND CM-1

The article "Tandy 3000 - With the Deluxe Graphics Adapter and CM-1" stated that "If you want to use a Monochrome Monitor, set the jumpers to E2-E3". This is incorrect. The Deluxe Graphics Adapter (25-3047) was made for color and should be treated accordingly.

(D. DISCHERT, 01-0220)

KING'S QUEST & KING'S QUEST II (25-1117 & 25-1128) - COLOR ON THE TANDY 1000

To get color on King's Quest or King's Quest II on the Tandy 1000, using a TV (monitor), hold down <F12> during boot up.

(R. KELPEN, 01-7879)

TANDY 1000 MICRO ILLUSTRATOR (25-1120, 01.00.00) - CURSOR INSTABILITY

Numerous Tandy 1000 users have commented on the instability of the cursor both at rest and during movement in Micro Illustrator. Upon further investigation, it was found that this was due to hardware limitations. The D --> A Converter puts out 290 values but the cursor requires 320 values; therefore, the cursor appears unstable.

(M. BARNER, 01-7879)

TANDY 1000/2000 SCRIPSIT (25-1155) - CORRECT NAME FOR USER KEY EDITING COMMAND

In the SCRIPSIT 1000/2000 manual under the User Keys section, there is a reference to the KEY STOP (ALT-F7) command. This command temporarily stops the execution of a user key. The KEY STOP command is also referenced in the "Customizing SCRIPSIT" section, but is referred to as "KEYPAUSE". When editing a User Key, the command is displayed as KEYPAUSE. KEYPAUSE is the correct name for the command.

(J. PARRIS, 01-7879)

TANDY 1000/1200 - PROBLEMS PRINTING FROM WORKSHEETS

If you are having problems printing more than 80 characters per line from a worksheet (e.g., Multiplan, Lotus, PFS:Plan), even if you specified 132 characters, check your config.sys file. If the line:

driver = LPDRVR.SYS

is in the config.sys file, remove the line to print more than 80 characters per line.

(R. MOORE, 01-7879)

FLIGHT SIMULATOR (26-5379, 01.00.00) - ON THE TANDY 1200 HD (25-3000)

When running Flight Simulator on a Tandy 1200 HD, the ground will be gray, instead of green, because the color green was not written into the color definitions in Flight Simulator for the Tandy 1200 HD.

(M. BARNER, 01-7879)

TANDY 3000 (25-4001) - RUNNING MICROPRO'S CORRECTSTAR

When attempting to run MicroPro's CorrectStar on a Tandy 3000, you may get the error message:

"INTERNAL DICTIONARY NOT FOUND"

Apply the following patch to correct this error:

1. Enter DEBUG with the following prompt:

   DEBUG CORRSTAR.OVR

2. Once within DEBUG, load the file into memory by typing:

   1 <ENTER>

3. Type E1342 <ENTER>. This should display the value 75.

4. Enter the value 7C, and press <ENTER>.

5. Type W <ENTER> and DEBUG will write the patched file back to the hard drive.

6. Type Q <ENTER> to exit DEBUG.

EDITOR'S NOTE: This patch was provided by MicroPro's Technical Support Department. They did not specify if this patch was for CorrectStar as a separate package or the CorrectStar portion of Wordstar Professional (25-3170). See UPDATE 1986-04 for a procedure to install the Wordstar Professional dictionary for use with the Tandy 3000.

(BOSTON REGIONAL OFFICE)