



Dealer/Franchise

# UPDATE

RSCC/PLUSCC UPDATE 1985-23  
\*\* Internal Distribution Only \*\*  
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**TANDY...**  
**Clearly Superior™**

## *PRODUCT NEWS*

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

### TANDY 200 - MISSING DOCUMENTATION

On page 66 of the Tandy 200 Owner's Manual the last paragraph states that Multiplan cannot save SYLK (symbolic) files to cassette. Disregard this statement. Save the files the same way as normal (norm) files except specify (SYLK)

### TANDY 1000 MS-DOS 2.11.21 - SHIPPING WITH NEW HARDWARE

MS-DOS 2.11.21 for the Tandy 1000 will be shipping with new hardware within a few weeks. There will be no upgrade for existing customers to 2.11.21.

All Tandy 1000 HD's (25-1001) will be shipped with MS-DOS 2.11.21.

Within 45 days or so of 2.11.21's release there will be a version 2.11.22 which will include the new DOS and a new BASIC. There will be an upgrade for all 1000 owners to 2.11.22.

### TANDY 1000/2000 PFS SERIES - REGISTRATION CARDS

Any of the PFS series of packages that are version 01.01.00 probably have two Software Registration Cards and two Read Me First (Software Application Log' sheet's in them. Stores should remove the ones marked with the lower version number (i.e., version 01.00.00) from the package before delivering it to the customers. Customers need only send in the higher version number marked card.

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 CSR GRAPEVINE 

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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.

**CORRECTION RSCC/PLUSCC UPDATE 1985-15 - TANDY 1000 MS-DOS - HARD DISK BOOT PATCH**

Lines 2 and 4 in the hard disk boot patch should be changed from:

E 10 B 20 ;make IO.SYS READ/WRITE  
N B: IO.SYS ;load in the file to be

To read:

E 10B 20 ;make IO.SYS READ/WRITE  
N B:IO.SYS ;load in the file to be

(C FLEECE 01-7879)

**MODEL 100 - REMOVING FILES WITH NAMES CONTAINING QUOTES**

Customers often accidentally put quotes in file names on the Model 100. These files cannot be KILLED from BASIC in the usual manner. For example, if a customer's file name is TEST"3.D0, then follow these procedures to remove the file:

1. From BASIC type F\$="TEST"+CHR\$(34)+"3.D0"
2. Type KILL F\$. This will kill the file.

CHR\$(34) is the ASCII character code for the quotation mark.

(RANDALL RHEA ATSO #43-0745)



#### BAR CODE WRITER (26-3845) - PRODUCING LEGIBLE CODE

The following printers produce legible code for use with the Bar Code Reader package (26-3846). Make sure that the output from the printer is very dark. You would be much better off to use a DMP-400 or higher printer number.

DMP-400	DMP-2100
DMP-200	DMP-2100P
DMP-500	LP VIII
DMP-420	DMP-100
DMP-430	DMP-110
DMP-105	DMP-120

NOTE: On some printers, it's recommended that you place them in 1/8 or 8 LPI Mode for better quality.

(C RINEY 01-7879)

#### MODEL 4 TARGET PLANNERCALC (26-1512) - UPGRADING TO TRSDOS 6.2.0

To upgrade Target PlannerCalc to TRSDOS 6.2.0, follow the directions in the "Note to PlannerCalc Users" (documentation sheet that comes with the program). In addition, three more system files must be purged to make a bootable disk. The files to purge are HELP/CMD, SYS8/CMD, and SYS13/SYS.

NOTE: The user will be unable to use the Help utility from TRSDOS. The SYS8/SYS file contains library c and probably won't be needed by the user. SYS13/SYS is an empty file reserved for future use.

(R MOORE 01-7879)

#### PROFILE III PLUS (26-1592)/PROFILE 4 (26-1635) - CONVERSION

To make Profile 4 compatible with Profile III Plus data files use the following procedure:

1. Boot a TRSDOS 6.2 diskette in drive 0 of a Model 4. Put the Profile III Plus data disk in drive 1. If your Profile III Plus files are larger than a few hundred records, the TRSDOS 6.2 diskette will have to be a minimum system disk.
2. Type conv :1 :0
3. Answer "y" to the following files:

filename/dat, filename/key, filename/map, filename/da2,  
filename/da3, filename/pr1, filename/lb1.

4. The disk now in drive 0 can be used as a data disk for Profile 4 Runtime. You will need to re-design screens. Reports and label formats should be okay.

(RANDALL RHEA AT&T #43-0745)



#### MODEL 4 DISK SCRIPSIT (26-1596) - LOADING PARAGRAPHS

When you load and chain paragraphs, you lose the indent tab at the beginning of the new paragraph unless you delete the trailing blanks at the end of the old (existing) paragraph by pressing <CLEAR><D> and then <CLEAR><I> (see page 23 of the program manual). This is a program design flaw having to do with the manner in which the load is done and appending spaces. This will not be corrected.

#### PROFILE 4 PLUS (26-1635) - REVERSE MODE

Page 34 of the Profile 4 Plus Manual talks about the reverse mode for highlighting boxes or information on the screen. The actual keystrokes (<SHIFT> <@>) to accomplish this are buried in the 'Instant Profile' manual on page 51. It was also found that holding the <CLEAR> key while typing the characters or spaces works as well as the <SHIFT><@> keys.

(R OLSON. 01-7879)

#### SCRIPSIT 3.0 (26-4835) - WITH THE DWP-220

When using a DWP-220 on Scripsit 3.0 with the DWP410 driver, in 10 pitch, boldface does not work properly (too dark). In 12 pitch neither boldface or underlining work. A problem report (#4835-033) has been submitted.

(R MOORE. 01-7879)

#### XENIX - WITH HAYES SMART MODEM 300/1200

##### Setting the Hayes Modem up to Auto Answer:

1. Type disable tty01 <ENTER>  
This will disable the port the modem is tied to.
2. Type cu -wait -s baudrate <ENTER>
3. Should receive the message "Connected"
4. Type AT\$0=x where x is a value between 0 and 255 (x = # of rings)
  1. The "AT" is the attention signal to wake up the modem.
  2. The "\$0" is the register where you will store the number of times the phone will ring before the modem answers.
5. The AA indicator light should now be ON..
6. Type ~ <ENTER>  
This command will take you back to your Xenix prompt and you will receive a "Disconnected" message.

The modem is now set up to automatically answer any incoming call on the "X" number of rings.

(continued on the next page)

XENIX - WITH HAYES SMART MODEM 300/1200 (continued)

Using "cu" to dial out with a Hayes Smart Modem:

1. Type **disable tty01 <ENTER>** to disable the port for dialing
2. Type **cu -wait -s baud <ENTER>**  
The baud rate will depend on the system you are calling up, and the type of Hayes modem you are calling out with.
3. Will receive "Connected" message.
4. Type **ATDphone# <ENTER>**  
This is the attention signal to dial the phone number. After the "ATD", you may enter "T" for tone dialing or "P" for pulse dialing. A "," may also be used to pause between numbers when dialing.
5. The modem will then dial the number and return with a "CONNECT" message once carrier has been detected and you are on line.

EL MINES 01-7879

PROFILE 16 (26-6412) - COMPRESSING KEY FILES

A common mistake that customers make in using Profile 16 is over-expanding files. A customer of ours expanded his file to 10,000 records, but actually had only 4800 data records. The computer, therefore, took much longer to search and backup than necessary.

To correct this problem, try the following commands. **MAKE SURE YOU HAVE A BACKUP OF YOUR FILE ON FLOPPY BEFORE ATTEMPTING ANYTHING. Your Xenix system must have the development system installed. You will also need plenty of space on your hard disk.**

1. **cd /appl/profile/filename** (Change your working directory to your customer's Profile 16 file.)
2. **split -5 key** (NOTE: This could take several minutes. This command compressed a 10,000 record key file to approximately 5,000 records. Use a lower number for a smaller key file. You may have to experiment with the number, e.g. use 3 instead of 5.)
3. **cat xaa>key** (Replaces key file with split file. This command could take several minutes.)
4. **rm x\*** (Removes extra files created by the split command.)

I would strongly advise that this be done for a customer by an ATSO. (For the usual charge.) Over-expanding a file is a user error; there's no reason why we can't charge to correct it.

**EDITOR'S NOTE:** This procedure has not been tested by Computer Customer Service.



### PROFILE-16 (26-6412) - EXPANDING RECORDS

If after expanding records in Profile 16 you come across a message like 'Rebuilding Free Chain...', then 'Error Too Many Files Open', when you are adding new records, try this: archive the database into a new file. This will reduce the number of extents that file uses on the hard drive and the error should disappear.

(B OLSON 01-7879)

### SCRIPTSIT 16 (26-6431) - AND ASCII FILES

If an ASCII file is loaded into Scripsit 16, IT WILL BE SAVED AS AN ASCII FILE unless it is converted with the <ESC>-<V> command. If you save it without converting it first, all format lines and other special symbols will be lost. However, this does mean that Scripsit 16 can be used as a text editor instead of ed.

(RANDALL RHEA AT&T #43-0745)

### TANDY 1000 - WITH VM-2 MONITOR AND IBM VISICALC VERSION 1.2

The IBM Visicalc version 1.2 will work fine on the Tandy 1000. However, the screen on the Monochrome monitor will be somewhat dim. To brighten the screen, do the following:

TYPE: /G  
PROMPT. GOTO  
TYPE: A22  
PRESS: <ENTER>

The screen will then brighten.

Why this works, I do not know, but it does! This is not necessary with the RGB Monitor.

Editor's Note: This information was not verified by Customer Service.

(BILL ATKINSON, STORE #22-C434)

### TANDY 1000 MICROSOFT WORD (25-1153) - AND THE DMP-2100P

When using the DMP-2100P, make sure all Dip Switches are off except 5 and 6.

T FARMER/R MOORE 01-7879

**Page 8  
Missing  
From Source  
Materials**



MICROSOFT WORD (25-1153 & 26-5314) - CHANGING PRINTER DEFAULTS (continued)

4. You will prompted to enter the name of the TEXT file Enter any appropriate file name for editing (example: 'DWP510.TXT').
5. You are next asked if you are converting from a text file to a PRD file, or if you are converting from a .PRD file to a text file. Since you are converting from an existing .PRD file to a text file, respond by entering 'T'. This will create the text file with the name you assigned in step 4.

What we have done to this point is to take a '.PRD' file, which is in a binary format, and convert this file into a normal word-processing, text file. This text file is now in a format that will load into any word processor (since we are dealing with Microsoft Word in this example, I will use that).

- 6 Load this text file into Microsoft Word and we will proceed with the editing of this file (example: WORD DWP510 TXT).
- 7 The first set of information you will notice is strictly header and font directory information. We will not be using this information to change the 'defaults'. What you will be looking for is information enclosed in brackets{}

Example follows:

```
{F0
NIL
cPSDs:1

FontSize:20
Wtps:10 10 10 10
mod:0 "^[^N"
mod:0 "^[^@"
Letter-Gothic
}F
```

8. There are really only three (3) lines which will be of concern to us. lines 1, 5, and 9. Respectively, these lines indicate the font number, font size, and font name. (Note that the blank line is line 4.)
9. Use the arrow keys to scroll through the text and find the appropriate 'font name' you wish to use as the 'default'.
- 10 Define the entire font description, as shown in step 7 above.
11. Type <ESC> <D> or use the <DELETE> key. This will place the entire defined text into the scrap buffer.
12. Place the cursor on the '{' of the '{F0' font description and type <ESC> <I> <ENTER> This will replicate the text from the scrap buffer to the screen.

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MICROSOFT WORD (25-1153 & 26-5314) - CHANGING PRINTER DEFAULTS (continued)

13. Repeat the above procedure for the '{F0}' font description, moving it to the original location of the first font description.
14. Change the font number of these two descriptions to their new respective numbers (example. {F0} to {F9} and then {F9} to {F0})

At this point, all modifications necessary have been made to the text file. The only step remaining is to convert this text file back into the binary format of a .PRD file.

15. Save the modified text file by typing <ESC> <Q>. When prompted whether to save or not, respond <Y>.
16. From the MS-DOS prompt, type 'CONVPRD'.
17. When prompted for the '.PRD' file name, enter the same PRD file name as in the original conversion procedure (example: 'DWP510.PRD').
18. When prompted for the text file name, enter the same file name as the text file saved in step 15.
19. Respond to the next prompt by typing a <P>, to convert the text file you modified to a .PRD file.

When the above steps have been completed, you will have successfully modified the .PRD file to default to the particular font name and size which you use on a regular basis.

For further information regarding the modification or creation of .PRD files, refer to the appendix of your Microsoft Word manual. Here you will find a complete description of the other information found within each .PRD file.

Note: This modification is not supported by Customer Service.

D WIMER 01-7879

# R A D I O   S H A C K   P R O D U C T   A N N O U N C E M E N T

Computer Merchandising  
1500 One Tandy Center  
Fort Worth, Texas 76102

June 10, 1985

=====

Product Name: QUERY

=====

Cat. No. : 26-2026

=====

For Use On: Model 4

Description: Allows Model 4 owners to retrieve desired information from any COBOL data file.

Intended Users: Model 4 users with a COBOL background.

Key Features: You can enter a query by specifying the file and the fields from which you want to retrieve data and the selection criteria (if any). Query scans the data file, selects the qualifying records, and formats the report. Can be displayed on screen or printed. Query can calculate values in columns by entering desired formulas. You can query a single data file or two data files that have been "joined". After creating a join file, Query can then extract information from both files at the same time. You can design reports by entering a report title, and column headings and width.

System Capacities: DIRECTORIES-Total number of directories: 30, Number of files per directory: 32, Number of joins per directory 32, Number of queries per directory: 30. NAMES-(length in characters)-File: 12, Field: 20, Join: 12, Catalogued query: 32. FIELDS-Number of fields per query (single or join file): 66, Total record length: 1024 characters (512/file for a join), Length in bytes: 999 characters, Number of decimal positions: 18 Column heading: 32 characters, Display length (for data item): 132 characters. QUERIES-List clause: 230 characters, Where clause: 230 characters, Order clause: 45 characters including 2 order fields, Control clause: 20 characters including 1 control field, Summary clause: 150 characters, Title clause: 150 characters including 16 separate lines.

Interactive With Other Software Packages: General Ledger 26-1540, Accounts Receivable 26-1541, Accounts Payable 26-1542, Payroll 26-1543, Inventory Control 26-1545, Multiplan 26-1530, Disk Scripsit 26-1596, and SuperScripsit 26-1595.

Minimum System Requirements: Model 4, 64K, 2 disk drives. Optional: printer (capable of printing 80 columns) and cable, external disk drive or 5 megabyte hard disk.

Comments: Includes 3 5 1/4" diskettes, program disk, directory disk, and sample data disk.

Related 700- Upgrades: None

----- Ordering Information -----  
Available through : 01, 01Y, 11, 18, 22

Order from : TEW  
Expected Availability: In Stock

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Suggested Retail.... \$ 149.95  
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