

COMPUTER SYSTEMS NEWSLETTER

For HP Field Sales Personnel

REINHARDT, HELMUT
FRANKFURT
F. R. G.



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BOISE DIVISION NEWS

Division News

Line Printer Availability

By: Bill Murphy/Boise

There has recently been some concern regarding the availability of some of our line printer products, especially those associated with 3000 systems. The situation resulted from a combination of above-target orders and delivery delays from our vendor.

Consistent with our objective of never being the pacing item in a systems shipment, we have worked very closely with our supplier and have been able to effect significant pull-ups in deliveries. This has already been reflected in our availability, and you should see continued improvement over the next several weeks.

If situations develop where even this improved delivery situation is not sufficient, please feel free to give us a call. We are most anxious not to delay systems shipments. Further, we are especially concerned about not delaying any 4th quarter shipments.

Thanks for your cooperation.

Sales Aids

Where Have All the Tape Drives Gone?

By: Mike Harrigan/Boise

The HP 7970 Digital Magnetic Tape Drive line was introduced to the market in 1971. Since that time, nearly twelve thousand units have been delivered. Who buys all these tape drives and in what applications are they used?

About one half of the tape drive purchases go directly to HP customers as either part of a system, or as an add-on to a new or existing system. The applications in a system include system back-up, archival storage, information interchange, and software releases.

The other half of the tape drive sales go to the OEM market where the applications for the magnetic tape drive are

diverse. In the communications industry, they are used to log toll calls in long distance telephone communication, and for trunk line monitoring. Another significant sector of the OEM business is comprised of computer output to microfilm (COM). The tape drives are used in systems which convert digitally stored information into microfilm records. Point of sale transaction logging (POS) also accounts for many of the 7970 sales. The best of the OEM sales fall into a "miscellaneous" category. This group includes everything from race track betting machinery to other computer manufacturers' systems.

In summary, HP 7970 Magnetic Tape Drives are used in all facets of the computer industry, including systems, stand alone information processing, and data logging. Our OEM customers have come to depend upon the reliability of the 7970. This reputation for reliability plus the increased volume due to the OEM customers is a benefit to the system customer in terms of high quality MAG tape drive subsystems at competitive prices.

Special Note: Watch the September 1 issue for the announcement of an exciting new 7970 option aimed at HP 1000 customers.

A Good Customer Reference for HP Drum Printers

By: John Whitesell/Boise

If you have a customer who is thinking about putting a Data Printer Corporation line printer on his HP 3000 System, you might be interested in using one of *Allan Foster's* accounts as a customer reference.

Allan's customer previously had a 750-lpm Data Printer printer (bought thru BST Corp.) connected to his IBM system. He now has an HP 2617A connected to his HP 3000. The customer feels that the 2617A has better print quality than the Data Printer product (a chain printer) and that the 2617A is a more reliable product.

The account is a service bureau providing data to lawyers. The printer is being used in a high-volume print shop—approximately 3 hours of printing per day.

Thanks, *Allan*, for passing on this information to us, and congratulations on the sale!

DATA SYSTEMS NEWS

Product News

ALGOL Support

By: Van Diehl/DSD

DSD is planning to phase ALGOL from the product line. This phase out will start with the introduction of RTE-IV which will support only FORTRAN IV and BASIC/1000D.

You should inform your customers who use ALGOL or are planning to use it of this decision. DSD plans to invest heavily in BASIC and FORTRAN.

Beware of Multi HP-IB Instrument Clusters . . .

By: Van Diehl/DSD

Remember that you can have only *ONE* BASIC program using the Trap capability. The trap capability allows for asynchronous servicing of HP-IB devices:

```

90 DLU = 10
100 SRQSN(DLU,1)
110 REM STATEMENT 100 ASSOCIATES THE DEVICE
    WITH TRAP NUMBER 1
120 DLU = 11
130 SRQSN(DLU,2)
.
.
.
200 TRAP1 GOSUB 100
210 TRAP2 GOSUB 2000
.
.
.
300 GOTO 300
1000 REM DEVICE WITH LU#10 GENERATED A
    SERVICE REQUEST MESSAGE
1900 RETURN
2000 REM DEVICE WITH LU#11 GENERATED A
    SERVICE REQUEST MESSAGE
.
.
.
RETURN

```



When the device generates a service request message, the HP-IB driver automatically performs a serial poll to determine which device generated the service request. When this has been determined, the appropriate Trap number associated with the device is energized. Up to 15 Trap numbers may be used.

BUT, ONLY ONE BASIC CAN USE THIS FACILITY. A future BASIC/1000 enhancement project will add this capability to the product.

Special System Products

By: Van Diehl/DSD

There are a number of Special System Products that have been built more than once and have established specs and price. They are a very important set of tools to sell HP 1000/HP 21MX. They are:

1. 12920A Multiplexer Drive
2. 93537A Current Loop Option for 12920A
3. 93500A Scanivalve Interface Kit and Driver for MSS/SSS Series Scanivalves (Scanivalves is a mechanical multiplexer for pressure input measurement).
4. 93596L Preston High Speed A/D Interface Kit and Driver
5. 93596R TI733 Interface Kit includes cassette operation and can be used as a system console.
6. 93502B Digital Clock Subsystem
7. 93546A Current Loop Interface Panel for 12966A I/O Cards. Allows running 2645A's in current loop mode at 9600 baud up to 1000 feet away from CPU.
8. 93595M Interface Kit for TEK4010 Series Terminals containing option 006 (HP interface). Includes driver, modified TCS graphics library, link routine, modified interface card and manuals. Customer must purchase.
9. 93596B Modified TEK TCS Graphics Library and Manual. Includes driver, library, link routine and on-line verification. Customer must purchase TEK4010A01 software from TEK and send to HP.

If you require more information about any of these subsystems, contact your friendly Sales Development Engineer.

HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

Sales Aids

BASIC/1000 Is Alive . . .

By: Van Diehl/DSD

We have been selling BASIC in great numbers. It has even surpassed the number of IMAGE/1000's sold this year! You are doing a great job . . . I want to help you to sell even more by reminding you that we have a large supply of Real Time Basic glossy brochures (literature #5952-1687) that describe all the super features of our Real Time Basic. Get them quickly while they last . . .

OEM Direct Mail Campaign . . . Now It's Your Turn

By: Carlos Avila/DSD

The response to our OEM DIRECT MAIL CAMPAIGN has been great. So far we have received over 600 business reply cards from the U.S. and Canada, and they are still coming in. The first 500 HP 1000 Technical Reference Libraries have been sent to the prospects, and their names and addresses have been sent to your district Sales Manager.



Now it's your turn for the success of this campaign now depends on YOU to follow up on the leads in your territory. We need your feedback to find out how effective this direct mail campaign has been in generating *NEW HP 1000/21MX PROSPECTS*.

As you contact these leads please let your OEM Sales Development Engineer know the results.

Save Up to 50% on Used Equipment

By: Judy Coleman/DSD

The following used equipment is available at great savings and all units carry a full 90-day warranty.

Qty	Product	Description	Price
4	12551B-888	Output Resistor	\$ 258.00
4	12676B-888	Fixed Shelf 1-3/4" x 15" x 41" for Double Bay HP Cabinet	\$ 130.00
8	12880A-888	50 I/F Terminal	\$ 227.00
10	12884A-888	8K Memory Expansion Kit for 2100A: From 4k to 8K; or 21K to 16K	\$ 500.00
12	12884A-002-888	8K Memory Expansion Kit for 2100A: 8K to 12K	\$ 500.00
4	12889A-888	High-Speed I/F	\$ 487.00
6	12944A-888	Power Fail Recovery for 2109A, 2105A, 2108A	\$ 300.00
2	2100A-008-888	Computer 8K Memory	\$ 6750.00
2	2100A-016-888	Computer 16K Memory	\$ 8000.00
1	2100A-024-888	Computer 24K Memory	\$ 9250.00
2	2100A-032-888	Computer 32K Memory	\$ 10500.00
20	2102B-888	Memory Controller	\$ 450.00
4	2108A-888	21MX Computer	\$ 3180.00
1	91700A-888	System Kit for RTE-II-III Prereq. RTE-II and Batch	\$ 2275.00
2	91703A-888	Dist. Sys. Kit for BCS Satellite Prereq. BCS Software	\$ 2600.00

Please contact *Judy Coleman* (408) 257-7000, Ext. 3367 for availability and transmitting instructions. Units are available on a first-come first-served basis.

DATA TERMINALS NEWS

Division News

2649A Customer Training Debuts in Grenoble

By: Steve Stark/DTD

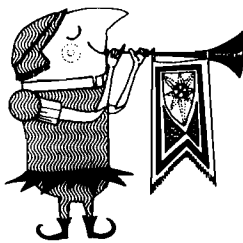


Customers wanting to be trained on the HP-2649A Micro-programmable Terminal/Controller will no longer have to make the long voyage to Cupertino. The HP-13294A Terminal Applications Course will be presented in Grenoble commencing on September 19th.

If you have customers interested in attending this five day course or one of the later courses, please contact *Francis Marc* at Grenoble as soon as possible.

"You Asked for It, You Got It!"

By: Bill Swift/DTD



You've done such a successful job selling terminals that for the past six months the factory has been sprinting to keep pace with the field. At one point, deliveries for the 2645A stretched out to eighteen weeks. But now, we can promise SEVEN WEEK availability on the 2645A and FIVE WEEKS on the 2640B!

Manufacturing has gone all out to pull up schedules and increase capacity, and we're looking forward to even greater sales.

KEEP SELLING THE WINNERS!



AGAIN!

Order Processing

Who Has the Order?

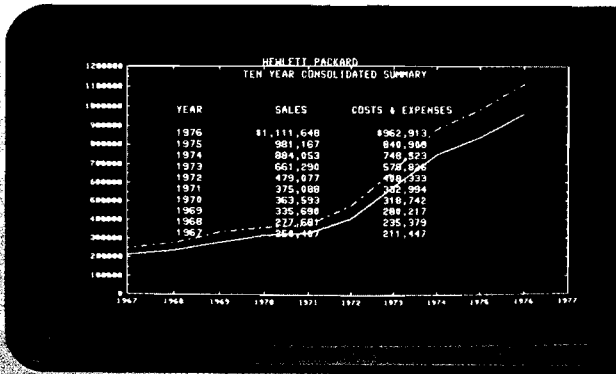
By: Larry Roth/DTD

Over the past two months, we have been adding people and changing responsibilities in Order Processing to provide better service to you and your customers. The following list gives the new responsibilities:

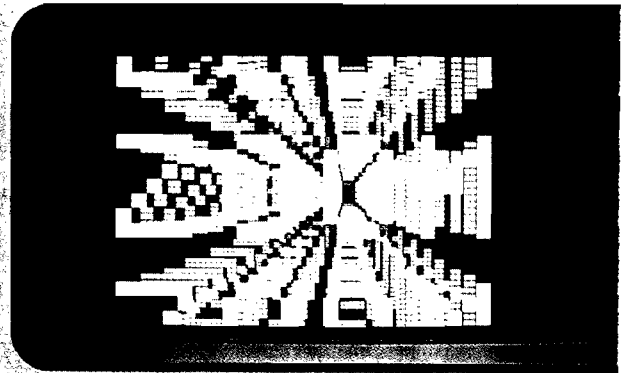
NAME	EXTENSION	RESPONSIBILITY
<i>Verdell Van Bergen</i>	2849	Lead, Stats, Coordinated Shipments
<i>Gary Traynor</i>	2096	Europe; 13--, 70-, 71-, 72-, 80-, 81-, 82-, 83-, 84-, 85-, 86-, 87-, 88-, 91-, 92-, 93-
<i>Marta Kiss</i>	3593	Midwest; 26-, 4126; Southern; 31-, 4131
<i>Kathy Richards</i>	2043	All HP factory orders; ICON: 18-, 35-, 36-, 62-, 75-, 78-, 79-, 89-, 90-, 95-, 96-, 97-
<i>Joan Loveless</i>	2823	Lead; Printers; A/R
<i>Barry Patrick</i>	2206	Neely; 44-, 4124
<i>Kathy Dull</i>	2118	Eastern; 44-, 4144 Canada; 20-
<i>Leatha Henderson</i>	2271	Billings; data entry
<i>Nancy Sanchez</i>	2724	Scheduler; returns, loans, used equipment; Run-book system.

This ad has run in *Computerworld*, and *Electronic News*. Watch for it in *Datamation*.

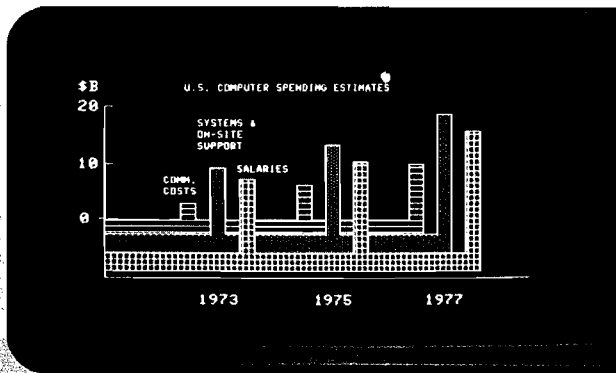
Hewlett-Packard brings a bright new look to low-cost graphics.



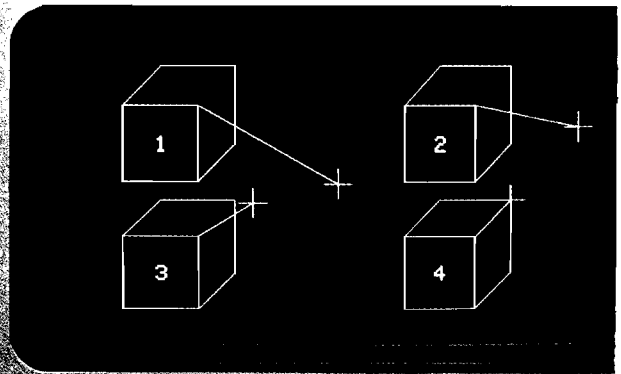
Auto-Plot



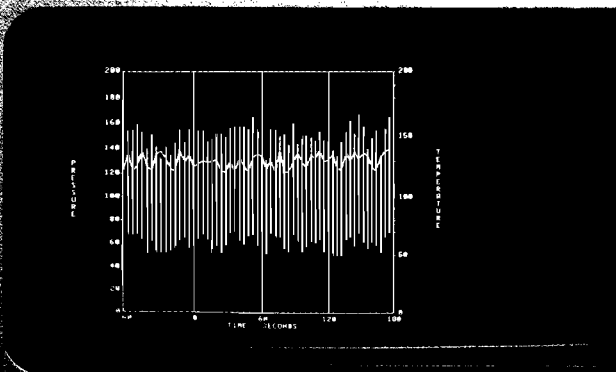
Zoom



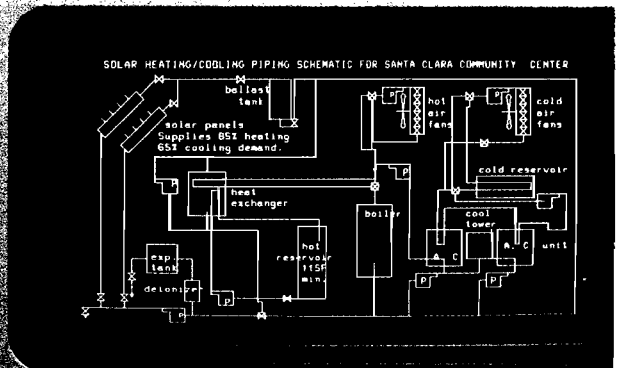
Area shading



Interconnected



High resolution



Complex piping schematic

The new Hewlett-Packard Graphics Terminal uses a microprocessor and raster scan technology to combine high performance with low cost.

The HP 2648A introduces a whole range of bright ideas to graphics. There's so much power built into the terminal itself that you can perform everything from auto-plots to zoom without any CPU help at all.

Auto-Plot. You don't need to know programming or invest in costly software. Once you've entered your facts and figures from the alphanumeric keyboard, press a few keys and your tabular data is plotted instantly.

Raster Scan. No more pulling down the blind to make your plots visible. Our display is clear and easy to read even in bright light. And the raster scan technology permits selective erase, cutting down the time it takes to modify your picture also.

Zoom and Pan. This lets you magnify any area of the display up to 16 times. And you can pan in any direction for closeup investigation of complex designs, without having to reinitialize the data.

Area Shading and Pattern Definition. This makes it easy to distinguish areas with similar shapes, such as bar charts, mechanical parts and architectural drawings.

Rubber-band Line. You can draw trial sketches, such as architectural floor plans, with or without CPU connection. Think of the time and money you'll save by cutting down mistakes.

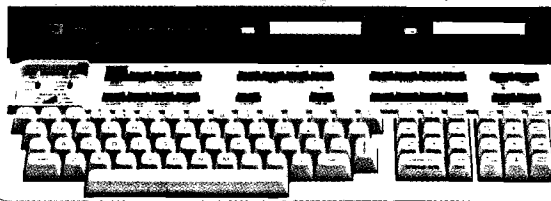
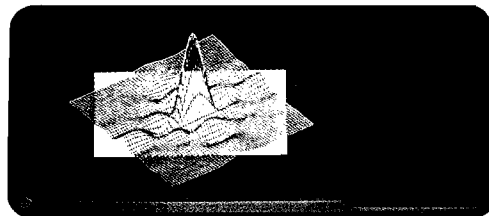
Independent Display Memories. Both alphanumeric and graphic data can be shown independently or at the same time. And you can carry on a dialogue with the CPU without disturbing the picture.

The HP 2648A also has all the advantages of our popular HP 2645A alphanumeric terminal. Specifically: mass-storage on 110K byte cartridges (you can store graphics as well as data); 'soft keys' to speed up repetitive jobs; one-button self-test; plug-in PC boards for easy maintenance; extensive data communication and off-line capabilities.

This bright new look in graphic terminals is designed for such applications as electrical, mechanical and architectural design. For process and control. For scientific plots. And for business planning.

We'd like to give you a graphic demonstration of everything the HP 2648A can do. Send us the coupon and we'll set it up.

Or contact the nearest Hewlett-Packard sales office listed in the White Pages. We're sure you'll get the picture.



Yes, I'd like to take a closer look at your low-cost HP 2648A Graphics Terminal.

Contact me to arrange a demonstration.

Send me complete information.

Name _____

Company _____ Phone _____

Address _____

City State Zip _____

Mail to: Ed Hayes, Marketing Manager, Hewlett-Packard Data Terminals Division, 19400 Homestead Road, Dept. 000, Cupertino, CA 95014.

Service News

"The Good News Is ..."

By: Martin Troy/DTD



GOOD NEWS—Terminal maintenance prices are going

D
O
W
N

	New	Old
2640A, B, C, N, S	\$18	\$20
2644A	24	30
2645A, R, S	20	22
2641A	20	22
13349A (9871)	17	30
13246A, B (9866)	16	20
For Opt 007 Tape Capability add—	6	8

BETTER NEWS

New products with a fresh BMMC

2648A	\$22
2649A — Level 1	27

Has a minimum configuration consisting of a mainframe, microprocessor, display, display control subsection and power supply.

2649A — Level 2	\$24
-----------------	------

Same as Level 1 but includes a keyboard and keyboard interface.

2649A — Level 3	\$20
-----------------	------

Same as Level 2 but includes the 2645 firmware—
the 2649A-400 — 24K ROM Module

2649A-500 — 2645A Main Firmware
2649A-600 — 2645A Keyboard Firmware

We still offer a 20% discount on the service rates anytime 5 or more CRT terminals are in the same location. This discount does not apply to the 2 printer subsystem.

Extended travel charges will be computed as follows:

Mileage Radius	BMMC Multiplier
0 — 100 miles	1.0
101 — 200 miles	1.5
201 — 300 miles	2.5
301 and Up	Negotiated with local CE Manager

GENERAL SYSTEMS NEWS

Product News

Monthly Software Fee Discount

By: Rich Edwards/GSD

New Software Purchase Agreement has minor change from Sales Manual

If you've had a chance to read the fine print of the new Computer Systems Software Purchase Agreement for HP 3000's, you'll have noticed a change from NPT and the Sales Manual in the monthly software fee discount policy. The MSF discount will be based on the total number of 3000 systems *SUPPORTED* by HP rather than the total number of 3000 systems installed. This is in the fine print of Note 2 next to the discount schedules on the third page of the agreement.

Series I Now on GSA Contract

By: Ross Hunt/GSD

Effective July 14, 1977, the HP 3000 Series I has been accepted on the GSA schedule of approved systems. Since the Series I is not 100% of new manufacture, we provided GSA with a detailed list of new and previously employed components. Through the efforts of *Don Gross*, HP Rockville, *Chuck Silberstein* and *Joe Rodgers* Computer Systems Group, GSA has accepted the Series I as meeting the terms of HP's existing GSA contract. All standard policies and procedures for purchasing an HP 3000 under the GSA contract apply to the Series I.

HP 3000 Installed Customers May Be Eligible for a "Charter Customer Discount"

By: Rich Edwards/GSD

Now that you have all read your sales manual describing the new HP 3000 software pricing program, we thought it would be useful to review how to convert installed customers to the new plan.

Our policy begins with two major objectives:

1. Treat all installed HP 3000 customers equally and fairly.

2. Minimize the administrative overhead to the customer and HP.

The remainder of this article explains the details of this conversion program. If you have any unresolved questions or problems, let the following be your guide: "Will the proposed solution help to improve the customer's satisfaction with his HP 3000 system?"

Installed Base Conversion

1. Customers whose HP 3000 systems were shipped prior to July 1, 1977. Consider them as having purchased HP 3000 software under a plan similar to the prepaid purchase plan—at NO INCREASE in their current BMMC charges. (For customers whose systems shipped July 1, or later, see the previous CS Newsletter for details.)

THIS MEANS THAT A CUSTOMER WHOSE HP 3000 SYSTEM WAS INSTALLED ON MAY 1, 1976, OR LATER, WILL RECEIVE FULL SOFTWARE SUPPORT SERVICES, AT NO INCREASE IN BMMC CHARGES, UNTIL THE END OF THEIR CURRENT SERVICE CONTRACT. At the expiration of the current contract, these customers may then order either the full software support (HP 22823A and options) or the Software Subscription Service. SEE THE DETAILS, BELOW, ON THE "CHARTER CUSTOMER DISCOUNT" FOR THE FIRST YEAR'S PURCHASE OF FULL SOFTWARE SUPPORT SERVICES.

Should any of these customers purchase additional software during the life of their current service contract, they must sign a Computer Systems Software Purchase Agreement. The additional software will be supported under the terms of the Agreement (full support). A customer purchasing add-on software may buy under either the four-year purchase plan or the prepaid purchase plan.

The above applies only to customers who have purchased software directly from HP. Customers who have a service contract with HP and have obtained the software via an OEM are not entitled to any additional services.

2. Customers whose systems were installed PRIOR to May 1, 1976. Choose the service that best suits their needs

when the current service contract expires. These customers will continue to receive a level of software support generally equivalent to the Software Subscription Service for the payment of their BMMC charges. If one of these "older" customers wishes to convert immediately to the full software support services, he should cancel his software BMMC contract and order the new services (HP 22823A and options). In some cases, these customers (installed prior to May 1, 1976) may be receiving additional support, as arranged locally. It's important that the customer NOT see a radical decrease in service as a result of this new software program. Your customers should be SOLD on the additional benefits of moving to the full software support services.

HP WANTS TO INTRODUCE THE NEW SOFTWARE SUPPORT SERVICES TO ****ALL**** CURRENT HP 3000 CUSTOMERS. AS AN INTRODUCTORY OFFER, ALL CUSTOMERS WHOSE HP 3000 SOFTWARE IS ORDERED UNDER THE OLD PRICES PRIOR TO AUGUST 1, 1977, WILL RECEIVE A \$100 PER MONTH (U.S. PRICE) "CHARTER CUSTOMER DISCOUNT" OFF THE PURCHASE OF ONE YEAR'S FULL SOFTWARE SUPPORT SERVICES (HP 22823A and OPTIONS), PROVIDED THE SERVICE ORDERED COMMENCES PRIOR TO NOVEMBER 1, 1978. There are no catches, gimmicks, or other qualifications. This "charter customer discount" is being offered to all current customers, regardless of whether they purchased the system from HP or an OEM. (Note that there are restrictions in the provision of services defined in the paragraphs above.) Existing volume customers may take advantage of this "charter customer discount" on all systems ordered under the old prices before August 1, 1977, for which they buy the new full software support services, above and beyond the software purchase discounts they are entitled to; however, the "charter customer discount" is limited to a maximum of \$100/month, as HP will not reduce the price of the monthly software fees below \$0.

Note: Customers whose service contract renewal dates fall between August 1, 1977, and approximately October 1, 1977, should be handled on an individual basis as their contract renewal date and the "announcement" overlap. Generally, customers whose contract renewal period is between the 1st and 15th of August will have a new service contract completed prior to August 1. As the contract date approaches the middle to end of August, there is a higher probability that the customer will not have signed his new agreement; the announcement of this program may create questions in his mind. These customers will require special follow-up in the form of a letter, phone call or personal visit in order to explain the new services and present their options. This follow-up should take place during the first part of August.

Presenting the New Services to Current Customers

Based on the experience of presenting this policy to several current customers, the following approaches have been found to work well.

1. CUSTOMER INSTALLED LESS THAN 15 MONTHS:
Explain that on August 1, HP is defining the support

services available for software on the HP 3000 and establishing prices to match. Tell him that HP will provide his installation with this full level of support services at no increase in his BMMC's until his current contract expires. Finally outline what his choices are for continued support at the end of the contract period [full services (HP 22823A) or Software Subscription Service]. Be sure to mention the "charter customer discount" of \$100 per month off the price of the first year's contract for full software services.

2. CUSTOMER INSTALLED GREATER THAN 15 MONTHS:

Explain that HP has really worked hard to define the various levels of software support services. These levels have been defined and priced fairly (full service and Software Subscription Service) to provide you with the software support that will make you successful. Then present the program you feel the customer really needs (and optionally the alternate program, briefly). Be sure to mention the "charter customer discount" of \$100 per month off the price of the first year's contract for full software support services. Note that many of these experienced HP 3000 users, too, will find the full software support services of benefit to themselves in improving their success with the system.

Series I Scores Big with Software OEM's

By: Ross Hunt/GSD

HP 3000 computing power and versatility at a very attractive price has put the Series I up front in the game plan for many new and established HP OEM's. With the Series I program off and running, one trend has become very apparent, over 75% of our initial orders have utilized software OEM's! The inputs we have received regarding the success of the Series I in this market are that the system represents the right combination of strong 3000 features such as:

- MPE with its user oriented capabilities
- Comprehensive choice of languages
- Indexed Sequential files (needed to convert many Burroughs and S/3 accounts)

With Series I's very affordable price, OEM's now have a commercially oriented system they can package with their software and provide an economical solution to their customer where in the past we were financially out of the ball park.

Like key accounts, successful OEM's mean repeat business for HP and additionally they can also mean a faster selling cycle. Even though the Series I has been introduced for only a short period of time, we have already received the second order from several OEM customers. In another situation, an OEM considered a Series II but won the order with another vendor's machine. When they heard about the Series I, they went back to their customer who immediately changed the order to an HP 3000. The elapsed time from introduction to firm Series I order was two days.

Applications for the Series I vary a great deal—first time computer users, customers converting and upgrading from

their small existing system, and larger companies supplementing their DP operations utilizing a Series I for a dedicated application. However, most of the orders to date have been to small companies not typically called upon by HP and where the OEM and his support was instrumental to getting the business. This can mean incremental business to you!

Do you have software OEM's signed up and working with you on your geography? If the answer is no, the Series I might be the impetus they need to join the HP team and for you to get extra salespeople working for you in your territory. With the Series I the price barrier is broken and software OEM has a better performing yet cost effective alternative to systems offered by *DG* and *DEC*.

Errata in Software Pricing New Product Tour Slides

By: Fred Gibbons/GSD

A major area of concern during the Software Pricing New Product Tour was the analysis of the prepaid versus installment plan. The approach used in comparing these plans was to price a mix of software for each. This data is presented again in the following chart. Note that the prepaid purchase price is \$23,550—not \$18,550 as originally shown during NPT. The error resulted from an addition mistake. The accompanying graph shows the correct price spread over

51 months of the cost of software ownership under both prepaid and installment plans.

From the cash flow graph a customer who purchases software under the prepaid plan (includes 15 months of full support) followed by software subscription contracts (mail-in support) for each of three years, the net cost is \$27,690. In contrast a customer who purchases software under the installment plan (includes 51 months of full support) the net cost is \$33,000. Said another way, a customer pays a premium of \$5,310 for an additional three years of full support.

As you can see, this makes the installment plan a very attractive program for your customers who want four years of full software support.

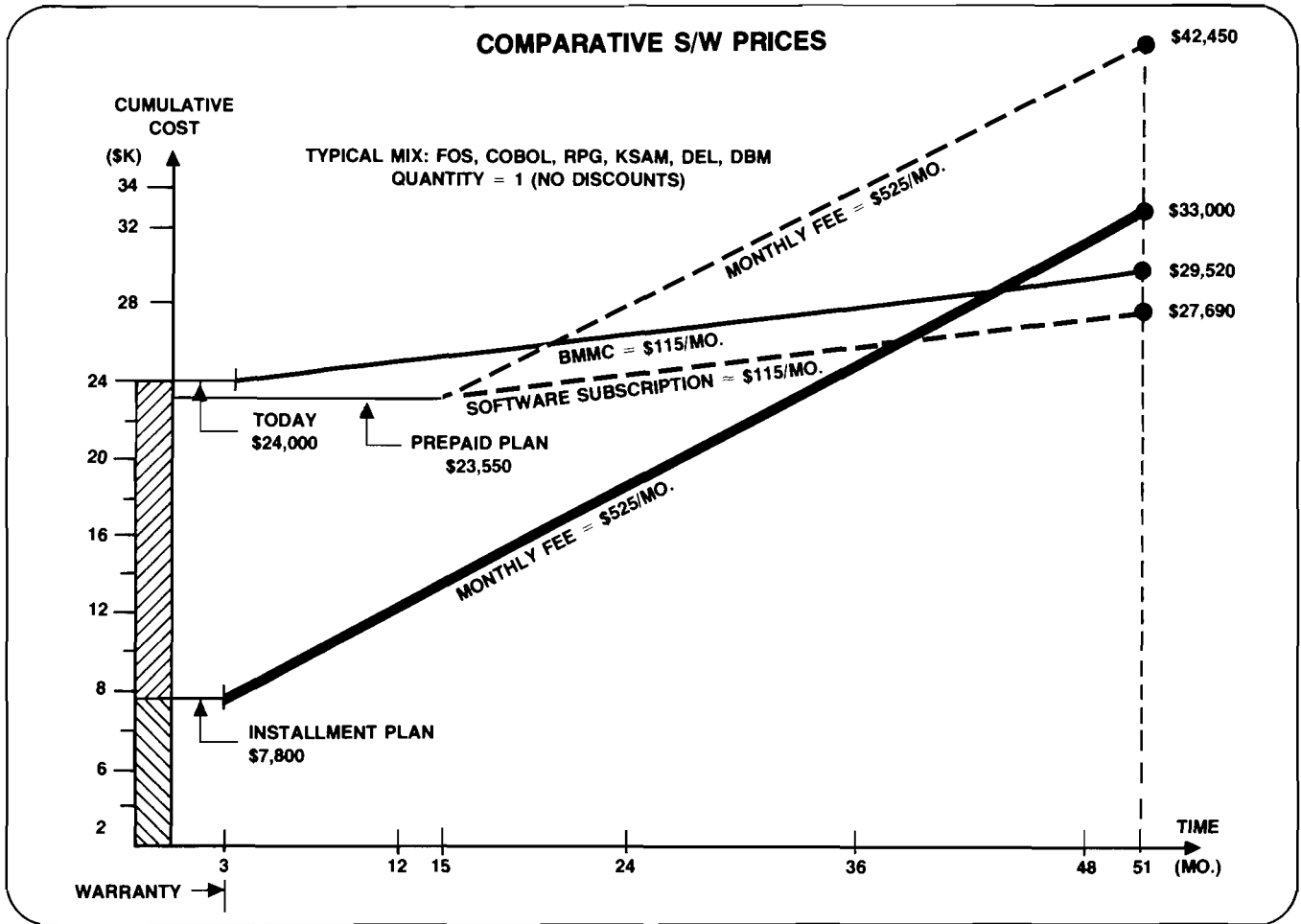


COST COMPARISONS: TYPICAL COMMERCIAL CUSTOMER

SOFTWARE

Item	Old Plan		New Plan		Prepaid Purchase Plan
	Purchase	BMMC	Initial Payment	Monthly Fee	
MPE	IN SYS	IN SYS	IN SYS	IN SYS	IN SYS
FOS	IN SYS	IN SYS	IN SYS	\$125	\$ 3,750
COBOL	\$ 4,500	\$ 20	\$1,500	100	4,500
RPG	4,500	20	1,500	100	4,500
DEL	1,500	25	300	50	1,800
KSAM	2,500	10	1,500	25	2,250
DBM/3000	11,000	40	3,000	125	6,750
TOTAL	\$24,000	\$115	\$7,800	\$525	\$18,550

\$23,550



Sales Aids

3000 Series II GIM—Now Free to Sales Force

By: Ilene Birkwood/GSD

The 3000 Series II General Information Manual, which has been updated to include DS/3000, KSAM and APL, is now available *free of charge* from the Literature Distribution Center. If you require copies for personal distribution to customers, just send in a Sales Literature Order Form to Literature Distribution Center at Bldg. 9B in Palo Alto.

Customers may still purchase the GIM at a new reduced cost of \$3.00.

What's "A Powerful Management Tool for Today's Business Data Processing?"

By: Rich Edwards/GSD

- (a) HP 3000 Computer System
- (b) The headline of a new introductory brochure from GSD

- (c) Both
- (d) Don't know

Those of you not yet familiar with the new HP 3000 introductory "flyer" [#5953-0520(47)] probably missed the correct answer: (c). This new brochure, expanded to 8 pages to tell the 1977 HP 3000 story, begins with a list of significant industry firsts won by HP with the 3000:

- Nov. 1972 – A commercially-oriented multiprogramming operating system on a small computer.
- Oct. 1973 – High-level COBOL implementation on a small system.
- May 1974 – IMAGE/3000 data base management system with QUERY facility.
- May 1974 – IMAGE/3000 software for transparent access to multiple HP 3000 Series II Systems in a distributed network.

The text appeals to personnel from both small companies and large companies in a section on "how the HP 3000 can help your company."

Both Series I and Series II models are described. The heart of both systems is featured in a section on "proven commercial operating system—the secret to managing system re-

sources." The full data management software products (MPE file system, KSAM/3000, IMAGE/3000 and QUERY/3000) are introduced.

Distribution system networks (featuring DS/3000) are presented as a way of expanding processing power economically. Future system growth is discussed in terms of both hardware and software. A brief introduction to HP support services is also presented.

The brochure is in full distribution. If you need large quantities for mailing, please contact *Jerry Epps* at GSD.



Auerbach Questions Answered for the HP 3000

By: *Rich Edwards/GSD*

Editor's note: The following material is also being prepared as a piece of HP 3000 sales literature in the form of a fact sheet. The next issue of CS NEWSLETTER will contain the second half of this article and the HP brochure number.

A Range of Services to Assure Your Success

Hewlett-Packard places the same emphasis on long-term, responsive customer support as it does on the superior design and manufacture of computer products.

Because of this philosophy, when you purchase an HP 3000 Computer System, you can rely on complete support to maintain your system at the peak of efficiency. Your system is backed by multiple resources, including field service representatives, manufacturing facilities at the General Systems Division, and Hewlett-Packard's Computer Service Division—a worldwide organization.

The following questions were developed by Auerbach Publishers, Inc. (Pennsauken, NJ) as part of a study of the support policies of minicomputer vendors. Hewlett-Packard is pleased to present the answers to these questions as they pertain to the HP 3000.

THIS QUESTION/ANSWER MATERIAL WOULD MAKE EXCELLENT BOILERPLATE FOR REP'S. IT SHOULD BE OBVIOUS THAT HP HAS THE ANSWERS AND MANY OF YOUR COMPETITORS WILL NOT!

Hardware Sales

1. Do you rent, lease, or sell your equipment?
HP 3000 Systems are available for purchase or lease.
2. If you provide a lease, is it: a) Monthly, with a 90-day cancellation, b) 1-year lease, c) 2- to 4-year lease, d) Full payout lease, e) Lease/other terms.
b, c, d, and e.
3. Do you offer quantity discounts to end users on your equipment?
Yes. Hardware discounts range from 5 to 20%; software discounts range from 20 to 70%.
4. Do you offer quantity discounts to Third-Party participants (TTP)?
Yes. HP 3000 System OEM discounts range from 10 to 25% on hardware and 20 to 70% on software.
5. Do you use the same discount schedule for end users and TTP's?
Hardware, no. Software, yes.
6. What is the range of your discounts for the following quantities?
5 or less . . . 100 plus

# Systems	Hardware				Software	
	HP 3000 Series I		HP 3000 Series II		HP3000 Series I & II	
	VEU	OEM	VEW	OEM	VEU	OEM
1	0%	10%	0%	10%	0%	
2	0	10	5	10	20	
3	0	10	8	13	20	
4	5	10	10	15	30	
5	8	13	12	17	30	
6	8	13	12	17	40	
7	8	13	14	19	40	
8	10	15	14	19	40	
9	10	15	15	20	40	
10	12	17	15	20	40	
11	12	17	15	20	50	
12	12	17	15	20	50	
13	14	19	17	22	50	
14	14	19	17	22	50	
15	14	19	18	23	50	
16	14	19	18	23	60	
17	14	19	18	23	60	
18	15	20	18	23	60	
19	15	20	18	23	60	
20	15	20	19	24	60	
21	15	20	19	24	65	
22	15	20	19	24	65	
23	15	20	19	24	65	
24	15	20	19	24	65	
25	17	22	20	25	65	
26	17	22	20	25	70	
Max	20	25	20	25	70	

7. Is the discount based on revenue, CPU units, or another variable?

Specify:

HP 3000 Systems' hardware discount is based upon CPU units contracted for in current contract: 2 functional units per Series I, 4 functional units per Series II system. The software discount for all HP 3000 systems is based upon the total number of HP 3000 Systems purchased plus contracted for in current year's contract.

8. Do you charge separately for: a) Hardware, b) Installation, c) Maintenance, d) Documentation, e) Program support, f) Education.

The purchase price of HP 3000 Systems includes pre-sale consulting to plan the selection and training of the operating staff, help in site preparation, and installation of the system by an HP Customer Engineer. Complete operating system and software documentation is provided in addition to the system user's documentation. Software consulting for additional fees is available from the HP Systems Engineer. A variety of training courses in the use of the HP 3000 System are available on a tuition basis at an HP Technical Center or on-site. After the 90 day warranty (hardware and software) maintenance is available through a Customer Maintenance Agreement for hardware and the operating system. The purchase of software includes full software support services; these services may be continued after the initial 48-month period by renewal (additional fee).

9. Do you or does the buyer pay for the shipping costs?
The buyer.

- 9a. What are your specified delivery times?

Varies with HP 3000 availability schedule. During August 1977, shipment was approximately 12 weeks after receipt of order.

10. Do you accept trade-in of old equipment on new?
Hewlett-Packard offers a product for pre-Series II system owners to upgrade to an HP 3000 Series II. A trade-in allowance for returned parts is available which is applied against the purchase of an HP 30409B—Upgrade to HP 3000 Series II for HP 3000, HP 3000 CX, and HP 3000 Series I systems.

- 10a. If Yes, what is your allowance structure? Specify:

See # 10.

- 10b. Will you sell used and/or reconditioned hardware?

No, except that parts returned in an HP 30409B upgrade are integrated with new hardware in the production of HP 3000 Series I systems.

- 10c. If yes, how is it discounted? Specify:

See # 6.

11. Will you sell OEM-designated equipment to an end user?

Yes.

- 11a. Is the OEM equipment normally sold under your name or that of the OEM? Specify:

Under Hewlett-Packard's name.

- 11b. Do you sell OEM equipment at the price you paid, or at a higher price? If higher specify the range of markup:

The sale price of OEM equipment is higher reflecting the modifications, stringent quality testing and a 90-day warranty added by Hewlett-Packard.

- 11c. Are there any special charges associated with attached OEM equipment? Specify:

No.

Hardware Installation

12. Is installation included in the hardware price?
Yes.

13. What services are included as part of the installation? a) Physical planning, b) Facility preparation, c) Machine replacement, d) Machine checkout, e) Software system generation.

a, d, and e

- 13a. Who performs the physical planning?

The HP Customer Engineer visits the customer site and helps the customer plan the environment for the system.

- 13b. What services are included as part of physical planning?

Included are an on-site visit and consultation by HP Customer Engineer, SITE PREPARATION MANUAL, HP COMPUTER SYSTEM SITE PLANNING WORKBOOK. These materials provide an appropriate and effective guide to the buyer in coordinating the additional facilities' consultants and contractors who may be required.

14. Do your installation charges include travel or is travel an additional charge?

Travel is included up to 100 miles from the HP Service Office.

15. In machine checkout, do you use your operating system and a sample program or do you use diagnostics only?

Diagnostics on subsystems and then a complete checkout with the MPE operating system.

16. Do you install and check out OEM equipment connected to your system

Yes, if sold by Hewlett-Packard.

- 16a. If yes, how do you bill for the installation?

No additional charge; it is included in the purchase price.

Hardware Warranty

17. Do you warrant your hardware?

Yes.

- 17a. If yes, parts only, or parts and labor?

Parts and labor.

- 17b. If yes, for what length of time?
90 days
18. When does the warranty begin? a) Date of shipment, b) Date of receipt, c) Date of installation, d) Other—specify:
c) Date of installation
19. Does Customer installation affect the warranty?
Not applicable
20. Do you provide warranty service outside of normal working hours?
Yes.
- 20a. If yes, is it billable or nonbillable?
Billable.
- 20b. Is there an extra charge for weekend repairs?
Yes.
- 20c. Do you bill extra for travel?
No.
21. Do you charge for situations in which no defect is found?
No.
22. Do you warrant parts?
Yes.

If yes, for how long?
90 days
23. Do you repair parts?
Yes.
- 23a. If yes, what is the response time? Specify:
Not applicable because defective parts are exchanged.
24. Do you loan parts?
No; parts are exchanged.
25. Do you accept trade-in parts?
No, but defective parts are exchanged on-site.
26. How is attached OEM equipment warranted? Specify:
All equipment sold by Hewlett-Packard for HP 3000 Systems is included in the 90-day warranty. Hewlett-Packard does not warrant or support foreign devices attached to HP 3000 systems.

Hardware Maintenance

27. Do you offer maintenance at the customer's location on:
a) A contractual basis, b) An hourly basis
Both.
- 27a. If yes, do you charge extra for: a) Weekends, b) Nights, c) Travel time, d) Cases in which no trouble is found, e) Operator errors, f) Phone line trouble, g) User errors, h) OEM errors, i) Other. Specify:
Contractual basis: a), b), and i) – on-site visit for problem determined to be attributable to user/operator misuse of system. Hourly: extra charge for all.

28. Is a minimum configuration a prerequisite for maintenance?
Yes.
- 28a. If yes, explain:
Each HP 3000 System must include an HP disc, magnetic tape, standard MPE operating system, standard memory configuration and all foreign devices removed for HP service.
29. Do you charge to correct a design defect?
No.
30. Does your maintenance agreement provide problem determination responsibility?
Yes.
31. Under your maintenance agreement, do you offer a rebate for extended periods of downtime?
No.
32. Do you offer expedited service for a premium?
No; however, extended maintenance coverage is available.
33. Will you offer a maintenance agreement on an OEM device?
Yes, if sold by HP.
- 33a. If yes, explain:
All equipment sold by Hewlett-Packard is serviced by Hewlett-Packard Customer Engineers.
34. Will you offer assistance to troubleshoot an OEM device?
No, if it is a foreign device (not sold by HP).
35. Do you offer maintenance education?
Yes.
- 35a. If yes, is it: a) Billable and/or nonbillable b) Available at the customer's location c) Available at multiple locations. At how many?
a) Billable, b) No, c) Not at customer's location, but at GSD factory in Santa Clara, California.

Software Products

36. Is your firm's software copyrighted?
Yes.
37. Do you sell or license your software?
Sell.
38. Is there a license fee?
No; however, there is a required monthly software fee that must be paid for forty-eight (48) months.
39. What type of licenses are available to your customers—both end users and TTP's?
HP 3000 software (object code) is purchased. It may be copied for archival purposes and backup only.

40. If an operating system is sysgened on a different system than it is executed on, to which system must it be licensed? a) Sysgen system, b) Execute system, c) Both
Each HP 3000 System includes the MPE operating system; thus the question is not applicable.
41. If a compiler is licensed and an application program is prepared on one system but executed on another, to which system must the compiler be licensed? a) Prepare, b) Execute, c) Both
HP 3000 software is purchased, not licensed. In the above scenario only one copy of the compiler needs to be purchased—for the "Prepare" HP 3000 System.
42. Is there a fee to execute licensed software on a backup CPU/system?
Purchased HP 3000 software may be copied for archival or backup purposes only. In the above scenario, a buyer may run software on computer "A" and transfer it to computer "B" if and when computer "B" is run to replace computer "A" in a backup capacity. Note that the buyer may not buy one copy of, for example, a compiler to run on both systems. Hewlett-Packard offers software discounts to buyers of multiple systems.
43. Do you offer software discounts if a customer upgrades from one licensed product to another.
Not applicable; HP 3000 software is purchased. Hewlett-Packard continually provides owners of HP 3000 Systems with both design error corrections and product enhancements as part of the HP 3000 software support services.
44. Is software under development ever made available to users?
No, except for a limited number of test sites immediately prior to introduction.

Software Distribution

45. On what media does your firm distribute software ? a) Paper tape, b) Cards, c) Cassettes, d) Mini reels, e) Tape cartridges, f) Mag tape (7/9 track), g) Diskettes, h) Disk cartridges (single), i) Disk packs (multi-platter), j) Teleprocessing (communications link), k) Other.
Specify:
f) 9 track magnetic tape
46. How is your operating system software delivered? a) Executable, b) Object, c) Source
a) Executable
47. How many copies of related software publications are provided free with the software?
One complete set is delivered with the system and updates are sent to the System Manager as part of the software support services.

Initial Software Installation

48. Is on-site software installation service available?
Yes.

- 48a. If yes, under what arrangement? a) Free or part of license agreement, b) Cost
All HP 3000 software is installed as part of the purchase.
49. Who in your firm performs the software installation? a) Salesman, b) Hardware customer engineer c) Software engineer, d) Other. Specify:
b) Hardware customer engineer
50. What services are performed during software installation? a) Unpacking, b) Sysgen, c) Backup, d) Education e) Sample program execution, f) Applications design assistance, g) Application installation, h) Product problem fixing, i) Other. Specify:
a), b), c), d), e), g), h), i) – operator and equipment usage training
51. How many days per month is installation service provided?
During all normal working days.
52. Does the software arrive with all known fixes?
Yes.
- 52a. If yes, is it a) Preapplied, b) Ready to apply c) Separately obtained
a)
53. Is the software warranted?

	W/O installation service	W/ installation
a. Yes/no		yes
b. For how long?	NOT	90-days
c. Starting	APPLICABLE	at installation
d. What service?		full s/w support services

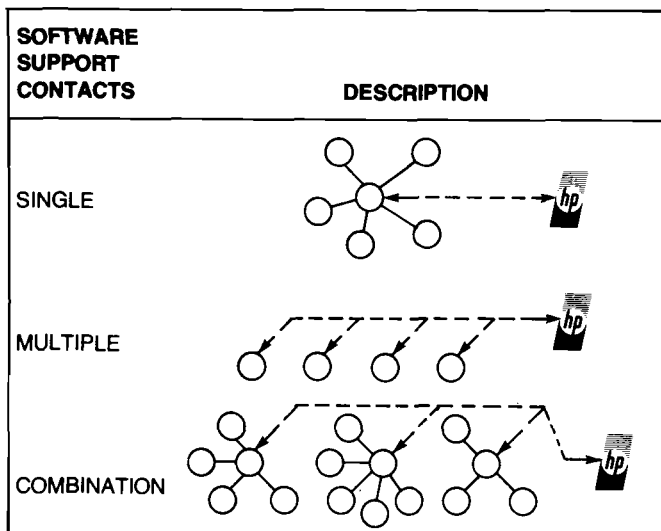
54. What predelivery services are available? What are the associated charges? a) Applications design, b) Data center, c) Applications programming, d) Supervisor modification, e) Other. Specify:
a) Systems Engineering Consulting – fee; b) Data center – limited time at no charge; e) Consulting on numerous topics by HP System Engineers (See HP CUSTOMERS SUPPORT FOR HP 3000 SYSTEMS, brochure number 5953-0514, for details)– fee

Software Maintenance

55. Is software maintenance available?
Yes.
- 55a. If yes, is it included in the software price?
It is included in the purchase price, but paid monthly.
56. Is a hardware maintenance contract a prerequisite for software maintenance?
No.

57. How many types/levels of software maintenance are available? Describe each.
 The purchase of all HP 3000 software includes full software support services for four years (unless purchased under the prepaid purchase option – includes one year's full support services). At the expiration of the initial support period two levels of support are offered: full support services or the lesser Software Subscription Service. The Software Subscription Service includes: software status bulletins, software updates (installed), and reference manual updates. The full software support services includes those plus phone-in consulting for any problems relating to misinterpretation of HP documentation, user application programs, or HP software design errors and on-site software assistance is also included for resolution of problems associated with HP software if the problem cannot be resolved over the telephone.
58. When a user sends in a trouble report, by what means is a fix returned? a) Letter, b) Newsletter, c) Phone, d) On-site aid, e) Other. Specify:
 Hewlett-Packard uses the most expedient method for resolving customer software problems; the methods employed range from a) through d). Typically, the fix is incorporated in the latest version of the software and is installed on all systems by HP Customer Engineers.
59. From a user's viewpoint, what is the average trouble report turnaround time?
 For MPE (operating system): 6–9 weeks from report to worldwide installation of the fix. Software subsystems: Typical telephone assistance response time is four hours; if on-site assistance is required, the typical response time is 8 working hours. The entire fix turnaround time is 6–9 weeks from report to worldwide installation of the fix.
60. How many months' lapse is there for: a) Maintenance release, b) New functional version?
 a.) 12 weeks (3 months), b.) variable
61. Does the user pay for software functional upgrades?
 No.
62. While supported by a maintenance agreement for a typical operating system, what does a user automatically receive from the firm? Specify:
 The user will receive the full support services outlined in question 56.
63. What must a user do to receive a new version or release of a product to which he is licensed?
 Hewlett-Packard sells software for the HP 3000; all HP 3000 customers covered under software support services automatically receive all design error corrections and enhancements.
64. For how many months may a user be covered by a maintenance contract after a new release/version is available if he does not upgrade?
 Hewlett-Packard supports all software products for five years after a product is removed from active sales.

65. What types of on-site assistance/maintenance are available? Specify:
 A Hewlett-Packard Systems Engineer will assist the System Manager in verifying, isolating, and resolving any problems associated with the HP software purchased for the site.
66. Who would perform this on-site software service?
 a) Salesman, b) Hardware customer engineer, c) Software engineer, d) Other. Specify:
 c) HP Systems Engineer. HP Customer Engineer will be involved if the system is halting or running intermittently.
67. What is the fastest way for a user who has a software bug to find out if a fix is available? Specify:
 All customers receive semi-monthly copies of the Software Status Bulletin. If the design error is not documented, the customer can call the local Systems Engineer Organization for phone-in consulting assistance as part of his full software support services.
68. If an on-site software maintenance contract is offered, what are the contractual response times (hours/days)?
 The typical on-site response time is within 8 working hours for the investigation, verification, and reporting of HP software design errors after phone-in consulting did not resolve the problem.
69. If a user multiple licenses for the same software product, which of the following are available? a.) Maintenance price discount for each department b.) A central maintenance plan whereby the user maintains a single vendor liaison.
 a.), b.), and a combination of the two (Note: HP 3000 software is purchased, not licensed):



Legend: ○ = Customer HP 3000 System = HP SE Support

Software Education

70. Does your firm offer software education?
 Yes.
- 70a. If yes, how is it paid (fee, credit with license etc.)?
 Hewlett-Packard offers a variety of training courses

which are available on a tuition basis and may be ordered from an HP Sales Representative. In addition to courses offered at the HP Training Centers, trained Hewlett-Packard instructors can provide classes at a customer's site.

70b. If yes, at how many locations, how frequently, and at what level of detail?

HP 3000 training courses are taught at Training Centers in Santa Clara, California; Rockville, Maryland; and several locations overseas as well as at a customer's site. For course availability, consult your local HP Sales Representatives. Courses are designed for personnel ranging from neophytes to the HP 3000 to sophisticated OEM system programmers.

User Groups

71. Do your customers have a user group?

Yes, the HP 3000 Users Group.

72. Is there a membership fee?

Yes - either for an HP 3000 site or an individual.

73. Does your user group hold regular meetings?

Yes; they are documented in the JOURNAL OF THE HP 3000 USERS GROUP.

73a. If yes, how many per year? a) National, b) Regional, c) Local

a) one international meeting (several days) per year; b) and c) - several, depending upon the location.

Customer Training

By: Lou DeWitt/GSD

As a result of some inquiries into the availability of 3000 customer maintenance training we have been able to put together a course which is scheduled to begin on September 26th and run for four weeks. This course will give the customer all the information necessary to repair the 3000 Series II System, including running the peripheral diagnostics.

It will not, absolutely *not*, cover any of the peripherals themselves. We will not teach any peripheral maintenance, only the 3000 CPU and the operating system as a diagnostic tool.

This class is the one that all of our entry level CE's attend when they become certified to work on the 3000.

The cost of the course will be \$2500 per week, and will include a set of 3000 maintenance manuals. The course will be given at GSD to a maximum class size of six on a first-come first-served basis. Registration for the class will close on September 14th, at which time the class will be cancelled if the *minimum* registration requirement of four students has not been met.

A course summary is available from *Carole Johnson*, GSD CE Training Registrar.



The HP 2026 system comes in the attractive desk cabinet ideally suited for the business environment.

GSD's Current Literature List

By: Jerry Epps/GSD

Change is the name of the game, and in the last two months quite a few changes have been made in our sales literature. The list below shows all the currently available GSD material. When you order literature, be sure to refer to this list for the correct publication numbers.

Stock No.	Code		Date Published
<i>2000 Computer Systems</i>			
5952-5595	BR	The HP 2000 Computer System (Management oriented)	9/76
-5574	PL	Price/Configuration Guide	9/76
-5592	DS	Subsystem Data Book	9/76
<i>HP 2026 Systems</i>			
5953-0504	BR	HP 2026 System	3/77
-0508	PL	HP 2026 Price/Configuration Guide	3/77
<i>3000 Series I Computer Systems</i>			
5953-0505	BR	Series I Brochure	3/77
-0522	PL	Series I Price/Configuration Guide	7/77
<i>3000 Series II Computer Systems</i>			
5953-0501	BR	HP 3000 Series II (Sm. Co. Mgt. Brochure)	2/77
-0502	BR	HP Computer Systems (Lg. Company Mgt. Brochure)	2/77
-0503	BR	Technical Summary—Series II	2/77
-0507	BR	Total Solution APL	2/77
-0509	DS	DS/3000 Software	3/77
-0510	DS	Hardwired Serial Interface	3/77
-0511	DS	Synchronous Single Line Controller	3/77
-0512	DS	2780/3780 Emulation Software	3/77
-0514	BR	HP 3000 Support Services	6/77
-0519	DS	Configuration Guide for Synchronous Modems	4/77
-0520	FL	HP 3000 Flyer	6/77
-0521	PL	HP 3000 Series II Configuration Price Guide	7/77
<i>Education</i>			
5952-4522	AB	HP Educational Users Group	10/75
-4647	AB	HP Math	10/74
-5461	AB	GED—General Education Development Curriculum	9/72
5953-0513	FL	From Grade School to Grad School	3/77
-0523	BR	Computer Solutions for Higher Education	7/77
-0524	BR	Computer Solutions for Elementary/Secondary Schools	7/77
-0525	BR	Computer Assisted Instruction (CAI)	7/77
-0526	BR	Student Information System (SIS/3000)	7/77
-0528	BR	College Information System (CIS/2000)	7/77
<i>Application Notes</i>			
5952-4407	AN145-5	Educational Problem Solving	12/71
-4411	AN145-9	Computer Science Laboratory (Calif. State Univ.)	10/75
-4413	AN145-11	Educational Consortium	7/72
-4415	AN145-13	Computer-Assisted Instruction	11/72
-4423	AN145-21	Small College	4/74
-4424	AN145-24	Community College	3/74
-4506	AN145-23	Educational Consortium	4/74
-4507	AN145-22	Timesharing Computer Network	4/74

Codes AB = Application brief
AN = Application note

BR = Brochure
DS = Data Sheet

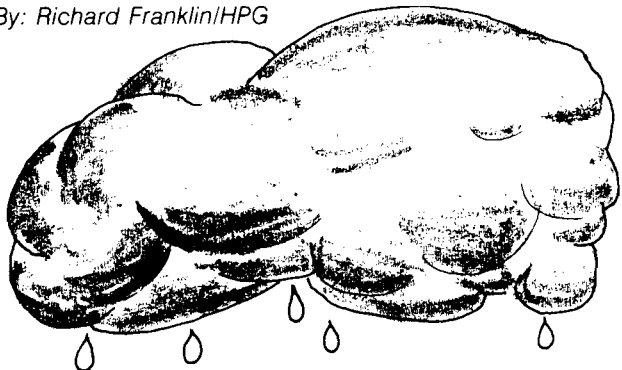
FL = Flyer
PL = Price List

HP GRENOBLE NEWS

Division News

We've Had Rotten Weather in France!

By: Richard Franklin/HPG



So, a well known meteorological institute here has brought 3070's to help us out! They were trying to automate remote HP-IB instruments via teletypes without much success. Luckily, their local field engineer, *Françoise Mons*, gave them some advice. With their existing RTE II system, she thought them ideal candidates for the HP-IB 3070 on the 2 kilometer link cable. So did they, and it's getting sunny already!



Product News

Do You Need Special Characters?

By: Maurice Richez/HPG

Maybe you already know some of your customers who would like special characters which are not in the standard set for the HP 3071A. If this is the case, just answer

"Yes Sir, we will consider anything."

Did you know that it is possible to generate two different characters from the same key? This is done by using the golden key (as a shift key). Installing special PROM's allows generation of any character.

Why not use the special function keys to log on a system (HELLO . . .), to call one particular program (GET . . .), execute it (RUN . . .) and then leave the system (BYE . . .). It is as easy as that to tailor the keyboard in YOUR application.

For more details and also for any other answers on the HP 3071A, do not hesitate to contact me.

Connect Your HP 3071A To . . .

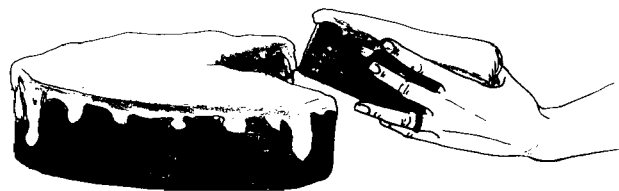
By: Maurice Richez/HPG

A 21XX Computer

If you have a problem in connecting your HP 3071A to a 21XX Computer, here is the solution:

Just use a . . .
12531D high speed terminal interface

and a 12531-60026 interconnecting cable. The transmission speed may be 150 or 300 baud, with odd/even/no parity. Programming the HP 3071A is a piece of cake. The 12531D manual (12531-90038) gives all details.



An HP 3000 System

If a multiplexer is already fitted in the system, all you need is a 07261-60390 cable. And on the HP 3071A goes.

Sales Aids

Questions and Answers

By: Richard Franklin/HPG

In order to help you when you are face-to-face with an RTE prospect interested in distributed 3070's with HP-IB, here are the answers to some typical questions I have received so far.

1. How many HP-IB instruments can be plugged into the 3070?

Thirteen, normally an HP-IB cluster consists of a maximum of fifteen addresses, one of which is typically the controller. In this case the 'controller' is the communications module to the link. The display and keyboard of the 3070 are another address, listener and talker respectively.

2. Is thirteen the maximum number of instruments that can be plugged into the link?

No, each of the possible 56×3070 's on the link can have up to thirteen instruments. An instrument is addressed by the LU of the 3070 followed by the instrument's address:

"Device address 11 on terminal 38"

"Device address 11 on terminal 37".

3. Do you need to buy the HP-IB interface for the 1000 as well?

No, all the HP-IB protocol is handled by the HP 3070 link interface.

4. What sort of speed can I expect?

Slow! A typical system with 5×3070 's and two instruments per 3070 will result in about 1 or 2 readings per second, at each terminal concurrently. The system is designed to automate measurements previously con-

trolled by hand (for more information on speed performance, see the article by *Georges Ouin* in the June 1st issue of this newsletter).

5. Can the 3070 keyboard be used at the same time as the 3070 is controlling instruments?

Not when actually talking to instruments (the keyboard is disabled) but the keyboard can be used to enter information about the test, initiate it and abort it if necessary."

6. As the link is slow, what if my prospect has one or two stations that require high speed measurement?

If the prospect needs one station at high speed, then one solution is to put the computer there and drive the instruments directly from the HP-IB interface. If the station is remote from the computer, then the 9825 calculator is excellent as a local controller on the 3070's HP-IB cluster.

A program can be written, so the technician who has set up the test merely presses a key on the 3070 and the computer passes control of that cluster to the 9825. The calculator takes the high speed readings and passes control back to the computer when it has finished. The computer can then request the results at leisure.

We will tell you more of this in later issues of the Newsletter. In the meantime, I shall be pleased to answer any questions you may have.



COMPUTER SERVICE NEWS

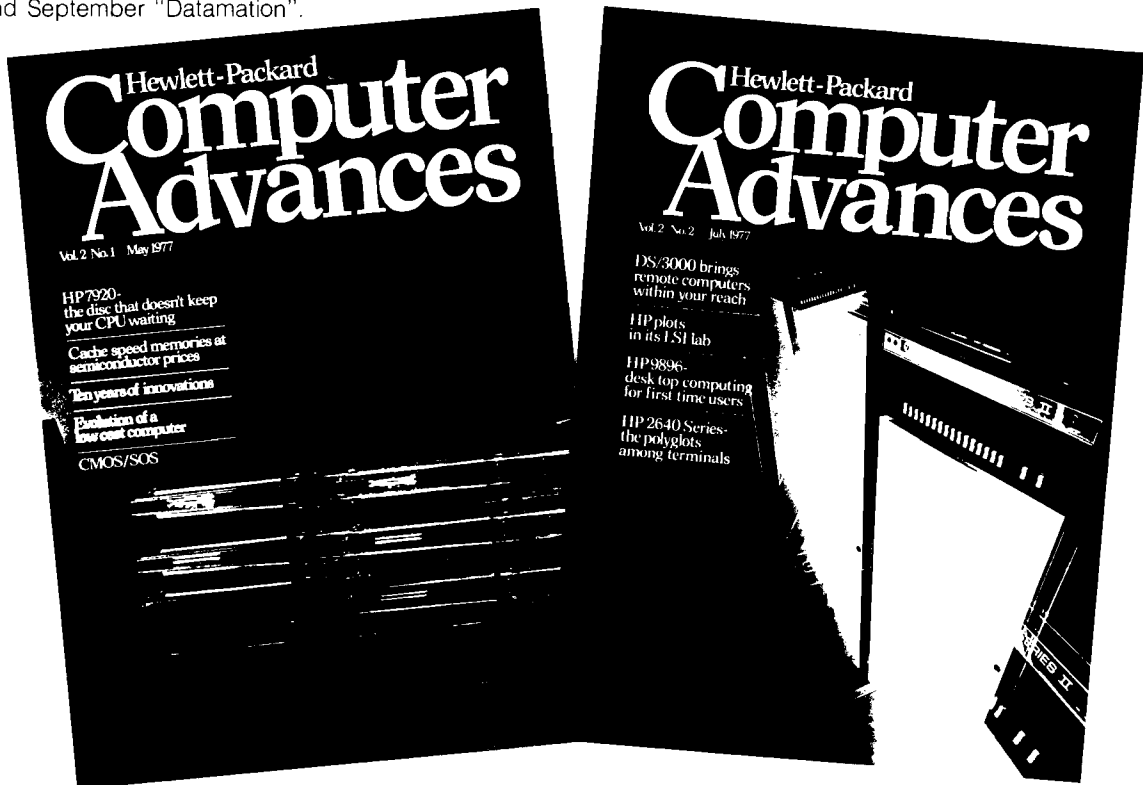
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By: Carol Scheifele/CSG

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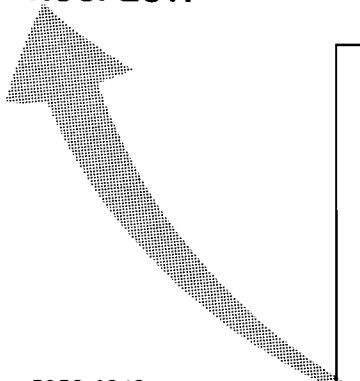
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