

COMPUTER SYSTEMS NEWSLETTER

For HP Field Personnel

REINHARDT, HELMUT
FRANKFURT
HPSA

HEWLETT  PACKARD

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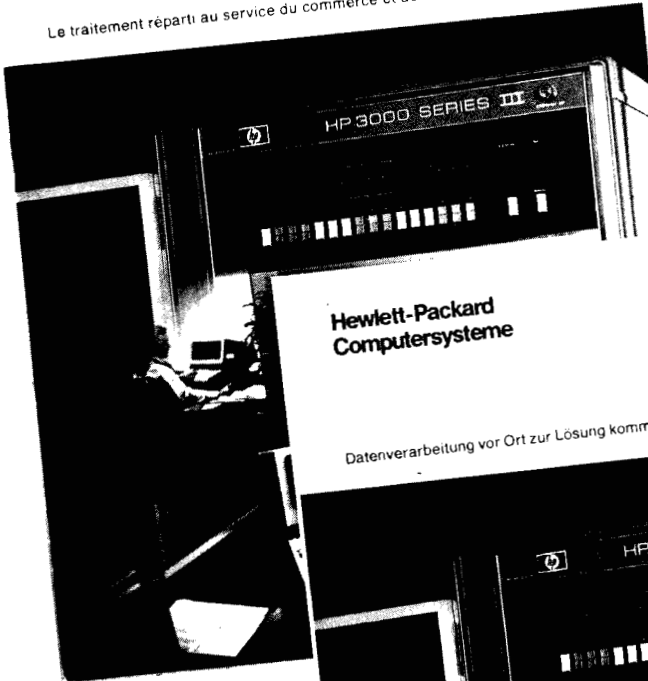
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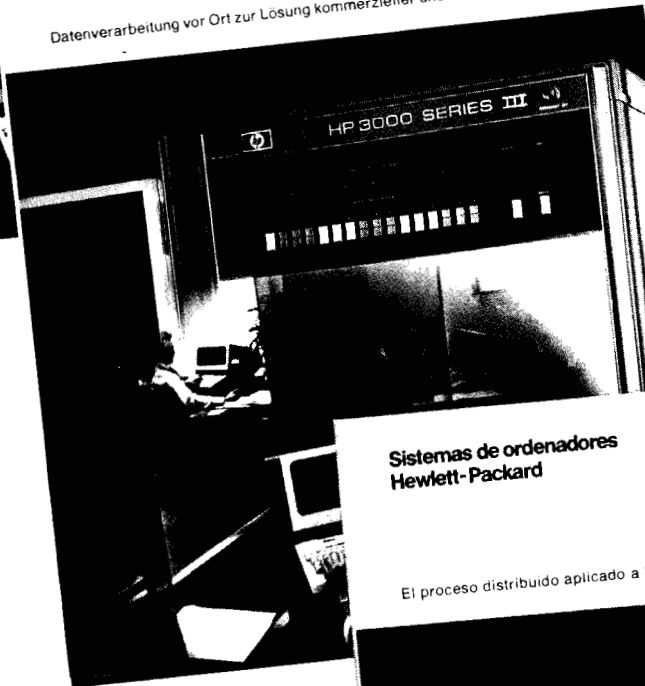
Le traitement réparti au service du commerce et de l'industrie




**Hewlett-Packard
Computersysteme**

HEWLETT  PACKARD

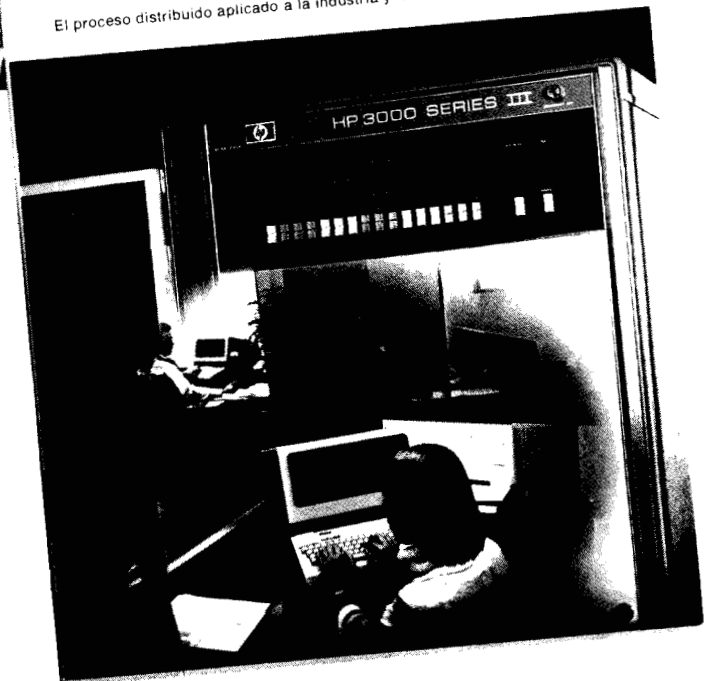
Datenverarbeitung vor Ort zur Lösung kommerzieller und industrieller Aufgaben



**Sistemas de ordenadores
Hewlett-Packard**

HEWLETT  PACKARD

El proceso distribuido aplicado a la industria y los negocios



BOISE DIVISION NEWS

Product News

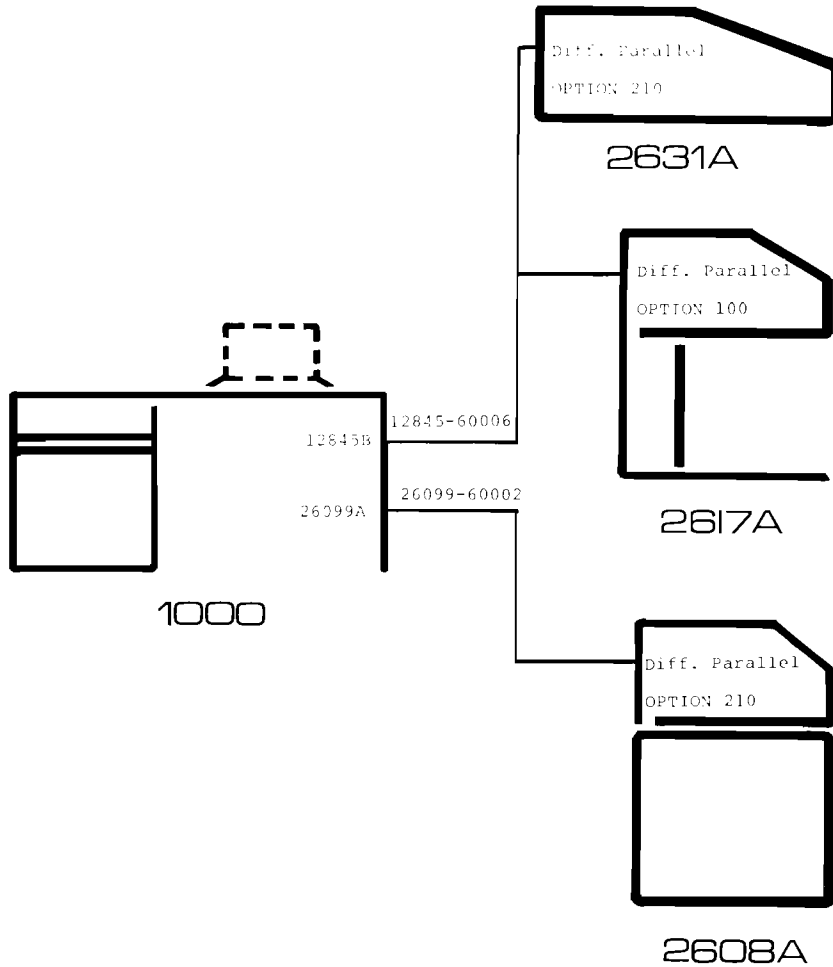
HP 1000 and Printer Configuration

By: Jim Brusseau/Boise

This is the second in a three-part series of HP printers and system configurations. This issue features the technical systems. Watch for small business systems and printer configurations in the next issue of the CS Newsletter.



TECHNICAL SYSTEMS



HP 1000

DOT MATRIX SYSTEM PRINTER

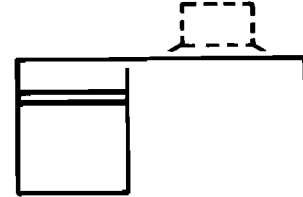
Interface: 12845B	Cable: 12845-60006	Interface: Diff. Parallel
From: Boise	From: Boise	From: Boise
(w/option 210)	(w/option 210)	(w/option 210)

**** ORDER ****

2631A	\$3,350
#210	\$ 50
26098A	\$ 275
#001	\$ 15
#002	\$ 50
26090A	\$ 100

**** RECEIVE ****

180Cps Dot Matrix Printer	
Diff. Parallel Interface	
25 Ft. Cable	
12845B Interface for HP 1000	
Pedestal	
Casters	
Paper Shelf	
Sound Cover	



1000



2631A

**** FOR ****

Family Literature List
 Special Character Sets
 Longer Cables
 Special Drums
 Print Samples

HP 1000

DOT MATRIX SYSTEM PRINTER

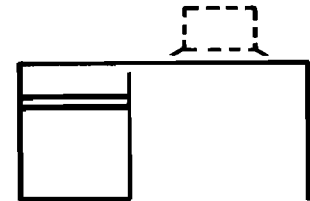
Interface: 26099A	Cable: 260996002	Interface: Diff. Parallel
From: Boise	From: Boise	From: Boise

**** ORDER ****

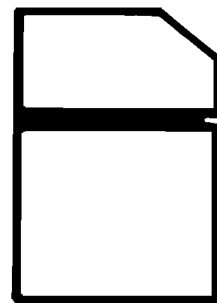
2608A	\$9,900
#210	\$ 650
#110	\$ 150
#106	\$ 350

**** RECEIVE ****

400 LPM Dot Matrix Printer	
2608 Differential Interface & Adapter	
25 Ft. Cable to HP 1000	
26099A Interface for HP 1000	
Installation	
Sound Cover	
Ribbon 6 Pack	



1000



2608A

**** FOR ****

Family Literature List
 Special Character Sets
 Longer Cables
 Special Drums
 Print Samples

HP 1000

DRUM SYSTEM PRINTER

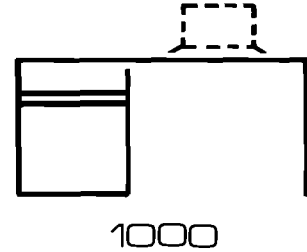
Interface: 12845B Cable: 12845-60006 Interface: Diff. Parallel
 From: Boise From: Boise From: Boise

**** ORDER ****

2617A \$15,700
 #100 \$ 650

**** RECEIVE ****

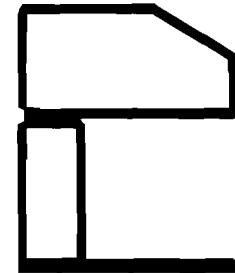
600 LPM Drum Printer
 2617 Differential Interface
 25 Ft. Cable to HP 1000
 12845B Interface for HP 1000
 Installation



1000

**** FOR ****

Family Literature List
 Special Character Sets
 Longer Cables
 Special Drums
 Print Samples



2617A

Division News

Coordinated Shipments Overview

By: Sallie Bertram/Boise

The number of coordinated shipments crossing product groups (02/06) has been increasing markedly in recent months and prompts this article.

Computer Systems Group divisions have been coordinating shipments within the Group for over three years, and they have evolved into being the major means of delivering systems for CSG.

We are in the process of meeting monthly in a most serious effort to fine tune our procedures and reach uniform processes of coordination between divisions. Our aim is to make coordinated shipments a 100% successful program for field, factory and customer.

The following is a simplified overview of coordinated shipments. Finer procedural detail can be found in the HEART Manual under Section V, Policies and Procedures, pp. 10 and 11. In addition, Sherry Harvey/CSG, is our Group "CS" expert and has offered to lend her assistance should you have specific questions.

Definition

"A coordinated shipment involves multiple supplying divisions timing the shipment of their products such that they arrive at the customer's site at approximately the same time to facilitate integration and installation of the products."

- A no-partial code "6" is coded at order entry to signify coordinated shipments; only a single order/section will be coordinated.
- Reports are generated off the no-partial code as communication links between divisions.
- Special Instructions: 1) list the divisions involved on the order/section; 2) the delivery window is cited (e.g., Dlvly Wndw: 01JUN-15JUN9); this is a two-week period in which all items should arrive at the customer's site, the last day being the *require* date.
- The customer Require Date appears in the header and is the last day equipment may arrive at the customer's site.

Coordinated shipments are in a complex arena, and crucial to their success is close communication between field and factory.

You can be sure that the factory team in Boise is committed to the success of the Coordinated Shipment Program and will do all they can to ensure our products are delivered to your customer's satisfaction.

HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

COMPUTER SUPPORT NEWS

Division News

Support in Countries with Limited or no HP Presence

By: Olen Morain/CSD

As was presented during the June/July NPT Tour, we are currently revising the Customer Service Travel Guide to include ICON countries. It is planned to have the Travel Guide up-dated with this information in the September/October period.

Even after we have completed detailing our world-wide support capability, there will be many areas still in the "Excluded Travel Area" zones. In particular, though we have support capability in 37 countries throughout the world, there remain well over 100 countries in which we do not have local support.

We are committed towards making our Major Account Program successful and this requires, in some cases, to develop support plans for systems in countries and areas which are in these "Excluded Travel Areas." To assist you in preparing a Support Plan, contact the CSD Sales Development Group before making any commitments to your account. This Support Plan will involve establishing an agreement with the customer's responsibilities in order to achieve a defined level of support (response time and period of coverage) at a specified cost. An outline of typical Support Plan will be presented in a future article.

A fundamental part of our CSG Marketing strategy is to segment the market for Computer Systems to portions small enough that we can do a few things very well, yet large enough not to limit our opportunity. It is essential that we apply this same strategy in expanding our presence to other countries.

Therefore, we will, in most cases, limit the establishment of such Support Plans for these countries in which HP is not present. However, if you have a sales opportunity which you feel warrants consideration for similar treatment, please contact our CSD Sales Development Group.

Spare Parts Recommendations

By: Olen Morain/CSD

We at CSD are frequently asked to provide a recommended list of spare parts to a certain effectiveness level (80% spares, etc. . .). Over the last 1 or 2 years *Bill Harper's* CE Logistics Support organization has been keeping track of parts used by CSD for repairs. Statistics available include usage rate by part-number and by product number (to the box level). This data is extremely valuable to us in assuring optimum stocking of spare parts in our field offices.

In some instances, this statistical data has been used in making recommendations to customers. The danger of this is —

- The statistics are based on a large population of installed units in a wide variety of applications.
- The CE's using the parts have considerable experience in maintenance which may not be the case of a specific customer.
- While the statistics are indicative of the failure rate of a particular part, they are not conclusive in that we do not know the installed base at any point in time. Thus, blanket use of these statistics can result in your customer purchasing exactly the right parts or exactly the wrong ones.

Bill Harper and *Mike Torgersen* are working to refine our data to a point where we can confidently produce a recommended spare parts list to a certain effectiveness level and define the parameters for the recommendation.

Until this is available, we recommend that you furnish your customer with a complete list of the spare parts available, and a copy of the statistical information from CSD which may be used by your customer in making decisions as to which parts to stock.

Contact CSD Sales Development for parts lists. These lists must be manually prepared and checked. This can take several days if one has not been prepared recently, so give us as much lead-time as possible.

If your customer wishes to be 100% sure, sell him a spare unit and increase your commission.

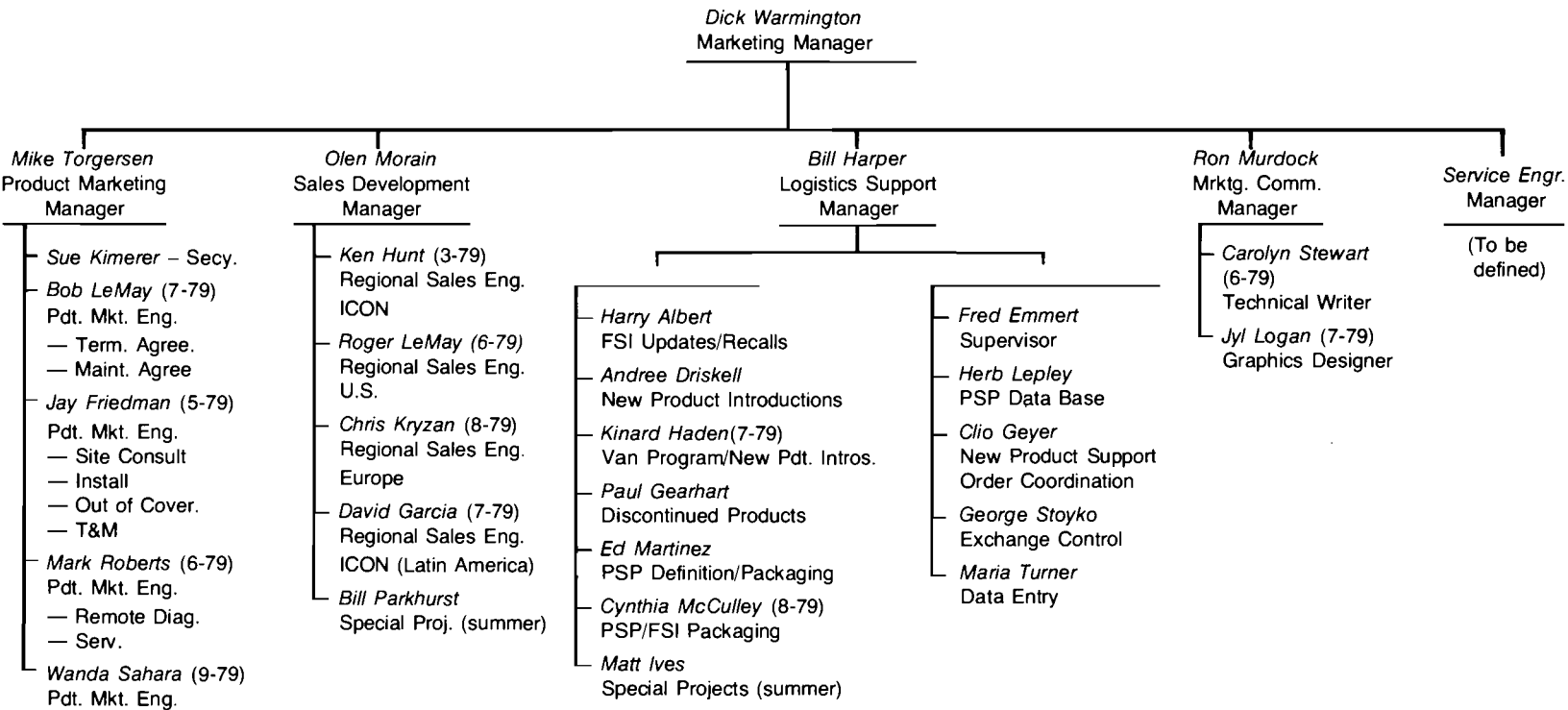
Presenting the CSD Marketing Team

By: Dick Warmington/CSD

Marketing for Support Service?? What does that involve?
 Since joining CSD, I have been asked that question enough
 times to get a clear picture of the need to communicate our

role and what you can expect from our CSD marketing
 organization in the future. I would, therefore, like to take this
 opportunity to describe our organization and major
 functions. In future articles, each department manager in our
 marketing group will describe in more detail his organization
 and specific programs.

COMPUTER SUPPORT DIVISION (CSD) MARKETING DEPARTMENT



In order to understand how our Marketing Department is organized and what our major objectives and activities are, it is necessary for you to think of our Support Services as a product line consisting of products such as the Maintenance Agreement Service, Installation, and Site Consultation.

As any product, our Support Service Product require:

1. Definition and clear specifications
2. Pricing (BMMS's; Fixed Price Services; etc.)
3. Competitive Analysis
4. Market Research
5. Data Sheets, and
6. Product Merchandizing Programs

These are the functions which are performed by *Mike Torgersen's* Product Management Team.

Once our products are ready for introduction we need to put together field training information for you to understand the features and benefits of our products, their specifications, competitive position. This is one of the functions of *Olen Morain's* Sales Development team working together with Product Management. Sales Development provides on-line support for you to negotiate special support arrangements; handles major account customer visits and customer presentations; and develops sales presentation information for you to use to sell the appropriate support products to your customers. This is your SUPPORT ORGANIZATION for any assistance you require regarding the quoting and sale of our Support Service products.

A key function in any marketing department is a Marketing Communication organization. The only way potential customers can learn about our support capabilities is if we have an active promotional program of sales brochures and other merchandizing materials, advertising, press releases, and other similar promotional activities. This responsibility for CSD rests with *Ron Murdock* and his newly established CSD Marketing Communications department.

The remaining two departments in our marketing organization are similar to the technical marketing function in our manufacturing divisions. These we have defined as Service Engineering and CE Logistics Support.

Bill Harper's CE Logistics support team is responsible for assuring that our CE organization world-wide has the proper inventory of parts in order to deliver the hardware support services sold to our customers. This involves working with the various manufacturing divisions in defining the support parts requirements of New Product Support Plans; coordinating the ordering and shipment of parts, particularly with respect to new product and discontinued products; and the development and management of information systems to assist in the effective management of our parts inventories.

Finally, our yet-to-be-established Service Engineering Organization will perform two major functions in our overall marketing program. First, this group will be responsible for the definition and implementation of programs which will improve the efficiency of our CE organization (such as the establishment of a central data base for Service Notes for more efficient access of this information). Secondly, this group will maintain a close working relationship with our Manufacturing Divisions Service Engineering departments, providing guidance and coordination for their programs as they relate to the field CE and SE organizations, and developing new service support products.

Our fundamental strategy in CSD is to develop a position of leadership with Support Services to enhance the marketability and maximize the use of CSG products. I look for our CSD Marketing Department to play a major role in successfully accomplishing this through the development of aggressive programs in the areas which I have briefly described. You can be certain you will be hearing much more about our activities in the future!

Sell Support Services and let us know whenever we can assist you.

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Order Processing

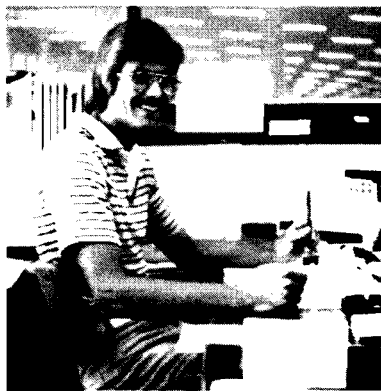
Who's Who in Order Processing

By: Regina Shepard/DMD

It's time to let everyone know who's who in Order Processing at DMD. Let's first give a hearty welcome to our newest members of Order Processing: *Elaine Aldrich, Bob Allen, and Pam Edmonds.*



Elaine Aldrich

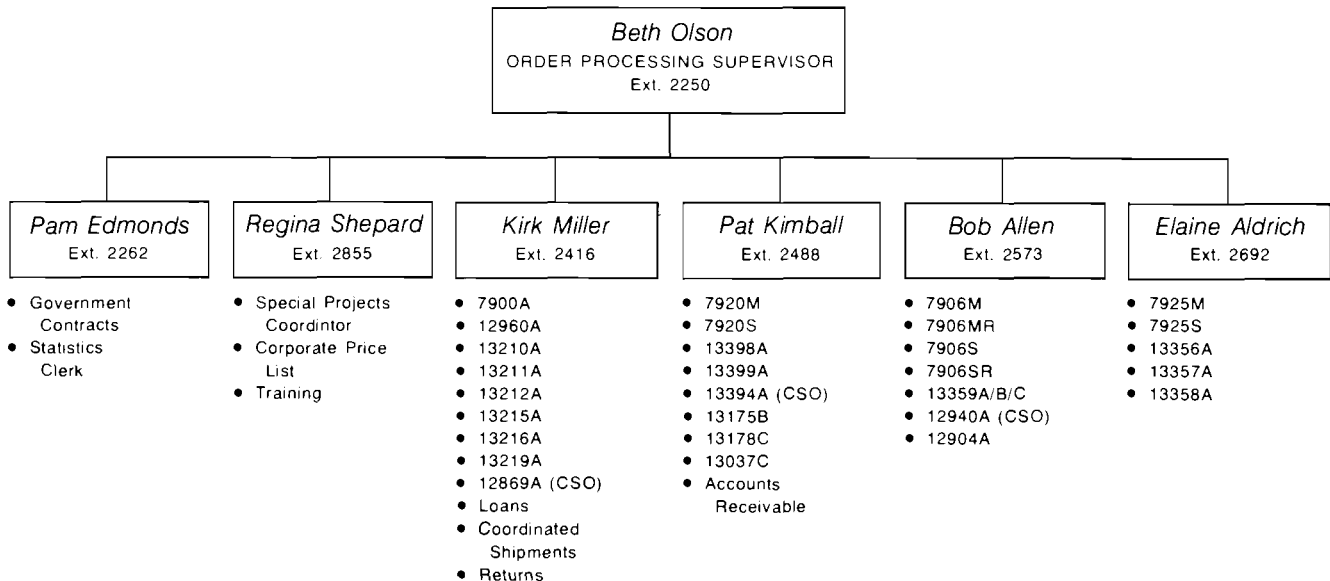


Bob Allen



Pam Edmonds

ORDER ADMINISTRATION COMMUNICATIONS GUIDE



For your reference we keep a list of our people and their responsibilities as a footnote in the weekly availability schedule.

Advanced Purchase Order (APO) Policy Review

By: Beth Olson/DMD

Recently at a CSG meeting of factory O/P managers, the subject of APO's was addressed. Although we realize there is a CSG policy on this subject, we agreed that factories were not adhering to this consistently. The administration of APO's is becoming overwhelming for many of us. Here at DMD, one product has been averaging 50-75 APO requests per week. We are asking for your help in administering APO requests by reviewing the CSG APO policy.

Purpose

APO's allow the field to hold equipment for a customer for a period of up to four weeks. An APO may be placed if there will be a delay in the issuance of a formal purchase order and if delivery is critical to the customer.

Procedures

A. Entering an APO

1. APO's are received from a field office by letter or twx. A copy of each request should be sent to the applicable Field District Manager.
- *2. The APO should have the customer's name, purchase order number, sales order number, required date, rating (if applicable), correct model number, and options, quantity, and any other appropriate information.
3. APO's will be accepted for any trade order for standard products (no specials or unreleased products). Exceptions must be approved by the supply division Order Processing Supervisor.
4. The Order Coordinator will schedule the delivery date to reflect the system availability, or longest individual product availability if no partial shipment is requested.
5. APO's will not be scheduled inside of availability, except for DO and DX rated orders. Exceptions must be approved by the supply division Order Processing Supervisor.
6. An APO will be scheduled in the same manner as a firm order with a twx acknowledgement sent to field Order Processing and the Sales Representative stating the tentative ship date and automatic cancellation date of four weeks from receipt of APO.

B. Monitoring APO's

1. APO's will be honored for a period of four weeks and then canceled automatically. An additional four weeks may be granted if requested. All requests for extensions

*For major system purchases, a formal letter of intent from a qualified customer representative will suffice.

must be approved by the responsible Field District Manager if the order size is between \$10,000 and \$100,000, and requested by the applicable Regional Sales Manager if the order size is greater than \$100,000.

2. If an APO extension is granted, rescheduling may be necessary in order to avoid having an issue date fall within an APO period. In such event the coordinator will extend the tentative delivery date and reacknowledge a new tentative ship date.
3. If the firm order following an APO is different in equipment configuration or content, the APO acknowledged ship date may not be achievable. A reasonable effort will be made to meet the ship date short of "bumping" earlier orders.
4. Regardless of availability of a product, APO's will not be honored beyond the date for start of integration for systems, or issue date for components; it may be necessary, therefore, to reschedule an APO that has been extended.

Effective immediately, I have instructed my staff to request the Purchase Order number on all new APO's and that all extension requests be approved by the District Manager if the order size is \$10,000 to \$100,000.

Thank you for your cooperation.

Product News

The New 7906H

By: Tom Steippi/DMD

The Integrated Controller Disc (ICD) drive appeared on the Corporate Price List on July 1 of this year for sale with the HP 250. Designed specifically for single disc drive applications, every 7906H contains a sophisticated microprocessor-based controller. The list price for a single drive, with a 2m HP-IB cable, is \$12,500 with an availability of 16 weeks.

Since the 7906H possesses virtually all the performance capabilities of the 7906M — 102, but at a significantly reduced price, we hope that your customer will be as excited as we are about this new product offering. Data sheets are currently available in each sales office or may be obtained directly by contacting Rich Bowles at DMD.

It is important to note that the 7906H is available for sale *only with the HP 250*. Support of this lower priced alternative is expected to grow quickly as other system divisions complete their compatibility testing. More details about the new H Series family in future issues of the CS Newsletter.

DATA SYSTEMS NEWS

Product News

RTE-IV Hardware Upgrade Kit Status

By: Bill Elmore/DSD

As of August 1, 1979 the M62 credit option for the RTE-IV hardware upgrade kits (92852E and 92852M) should no longer be quoted. This option is being removed from the CPL because there is no longer a need for the customer's used assemblies. According to HP policy, we will honor any quotes for 30 days, and will, therefore, accept orders through August 31.

Both the 92852E and 92852M products will remain on the price list. In addition, these products will become purchase agreement discountable on September 1.

In some cases, it will be less expensive for the customer to update his CPU on a board-by-board basis, using exchange boards where possible. In this case, installation is not included, and would be paid for on a time and materials basis by the customer.

The maximum price for the upgrade using this method is \$3716 for M-Series and \$1719 for E-Series computers, plus installation. (List prices are \$5860 and \$5715, respectively, including installation.) All exchange boards carry the standard 90-day return to HP warranty. Customers should consult with their account CE to determine the assemblies which require replacement.

2240A Low Level Card Specification Corrections

By: Dave Hannebrink/DSD

Please note the specification corrections to the July 15 2240A New Product newsletter article. On the 22915A specs the far right column shows an analog input range of 10mV. This should be 10V. On the 22915B the columns for $\pm 1.25V$ and $\pm 5V$ analog input range show full scale accuracies of $\pm .006\%$. These should read $\pm .06\%$.

Sales Aids

DATA CAP/1000 Taskforce

By: Sharon Jacobs/DSD



Representatives from DSD, GSD, and Grenoble are working in providing a comprehensive Datacapture solution for our customers. In following issues of the *CS Newsletter* you can look forward to news regarding reference accounts, performance, and application notes on the topic of datacapture.

To help us get going on this we need your help. Any of you who have an installed or prospective DATA CAP customer PLEASE give me or *Millo Fenzi* a call at DSD Sales Development. We want to know how we can help you in your current sales situations.

Also, *Bill Becker*, in DSD Applications Development, would like to hear from any of you who have customers who use or need the DS 1000/3000 link. Feel free to call him directly.

We're looking forward to hearing from you soon. Thanks!!!

Getting More Computer Power Out of EMA

By: John Koskinen/DSD

Many sophisticated HP 1000 users are discovering the power of the only 2 million byte data array minicomputer on the market.

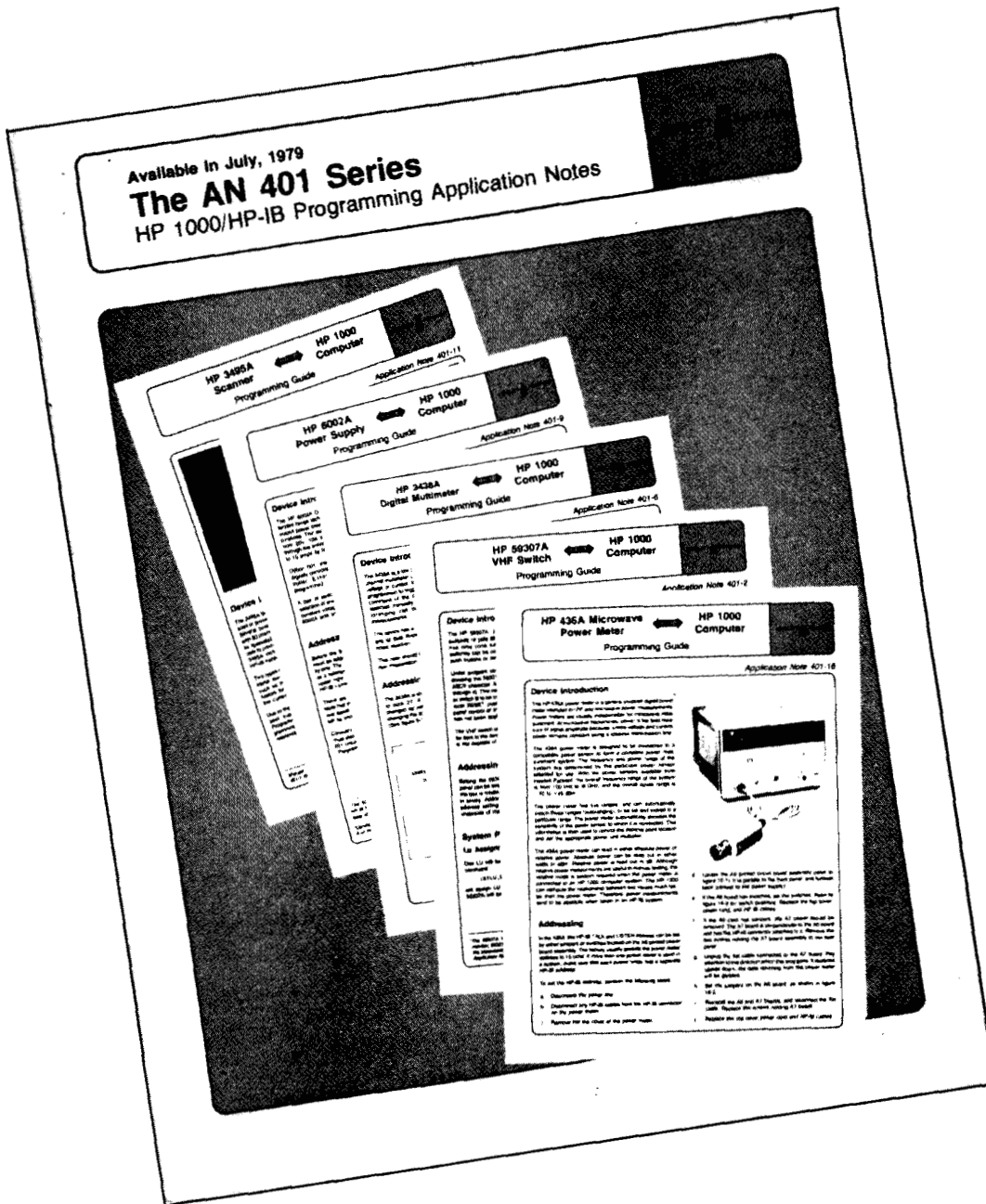
Here is one example of how a user, with the help of our outstanding SE organization solved a problem for handling large sharable data arrays.

The customer is using the HP 1000 in a multi-terminal simulator/training application that requires the use of at least

90K bytes of shared data. Several programs need access to this data at EMA speeds, i.e., not using class mailbox, data segmentation, or disc.

Larry Smith at our Fullerton, California office provided a handy solution for this dedicated operation by writing a special program called SHEMA. All programmers writing code for the shared data application use the SHEMA program to set up the nonswappable application programs.

The SHEMA program is described in the HP 1000 COMMUNICATOR VOL II, Issue No. 6. The code has been placed in the contributed library and is orderable on cassette as 22683-13325.



DATA TERMINALS NEWS

Sales Aids

BASIC Drive Escape Sequences

By: Eric Grandjean/ITD

For you escape sequence enthusiasts (I know there are legions of you around the world!) who always wished it were possible to dynamically modify escape sequence parameters — In case you haven't discovered it yet, your wishes have come true on the 2647A.

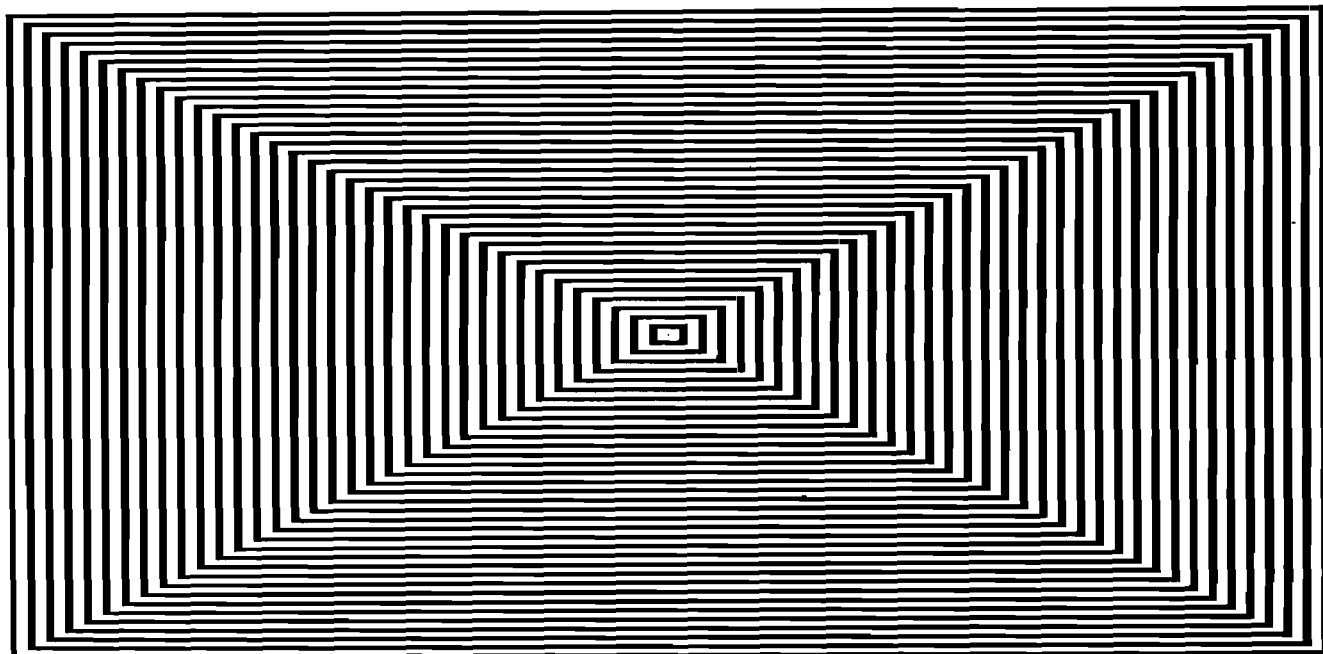
Not only can you control the 2647A with the escape sequences which you have known all along, but now you can also modify them dynamically as well.

The thing to remember is that the BASIC interpreter of the 2647A is completely interactive with the escape sequences, which we may as well call "terminal machine language".

To put you on this dynamite new track, here is a tiny demo program which hopefully will illustrate the point better than a thousand words.

Hint: Variable area fill

```
10 PRINT "E*m,255,255,255,255,255,255,255D"\FOR I=0 TO 140 STEP 2
20 PRINT "E*m3a3b ";280-2*I;140-I;2*I+280;140+I;"E":\NEXT I\END
```



Linear Regression Analysis on 2647A

By: Rich Ferguson/DTD

For the intellectual edification of all, the following program does linear regression analysis on X-Y coordinates you submit to it.

Use this as an example for your customers of how easy it really is to get graphics output. The 2647A wins again!

Also, the terminal will plot the result in beautiful dots. Best of all, you can get plotter output by saying yes when the program asks you.

```

D
1 REM *****
2 REM *THIS PROGRAM FINDS THE COEFFICIENTS OF AN Nth ORDER EQUATION *
3 REM *USING THE METHOD OF LEAST SQUARES. AFTER THE CURVE HAS BEED *
4 REM *FITTED, YOU MAY PREDICT VALUES OF Y FOR GIVEN VALUES OF X *
5 REM *ALSO, PLOTTER OUTPUT IS PROVIDED IF DESIRED *
6 REM *****
7 REM
8 REM
15 PRINT "Nth ORDER REGRESSION"
20 ON KEY #135 GOTO 1060
25 INPUT "HOW MANY DEGREES OF EQUATION? ",D
30 INPUT "INPUT NUMBER OF KNOWN POINTS ",N
40 DIM X(N)
50 DIM Y(N)
60 DIM A(2*D+1),R(D+1,D+2),T(D+2)
70 A(1)=N
80 REM
90 REM.....LOOP TO ENTER COORDINATES OF POINTS.....
100 REM
110 REM
120 FOR I=1 TO N
130 PRINT "VALUES X,Y FOR POINT";I;
140 INPUT X,Y
150 X(I)=X#Y(I)=Y
160 REM
170 REM
180 REM.....POPULATE MATRICES WITH.....
190 REM.....A SYSTEM OF EQUATIONS.....
200 REM
201 FOR J=2 TO 2*D+1
202 A(J)=A(J)+X^(J-1)
203 NEXT J
204 FOR K=1 TO D+1
205 R(K,D+2)=T(K)+Y*X^(K-1)
206 T(K)=T(K)+Y*X^(K-1)
207 NEXT K
208 T(D+2)=T(D+2)+Y^2
229 NEXT I
230 REM
240 REM
250 REM.....SOLVE THE SYSTEM OF EQUATIONS IN THE MATRICES.....
260 REM
270 REM
280 FOR J=1 TO D+1
290 FOR K=1 TO D+1
300 R(J,K)=A(J+K-1)
310 NEXT K
320 NEXT J
330 FOR J=1 TO D+1
340 FOR K=J TO D+1
350 IF R(K,J)<>0 THEN 390
360 NEXT K
370 PRINT "NO UNIQUE SOLUTION!!!"
380 GOTO 1060

```

```

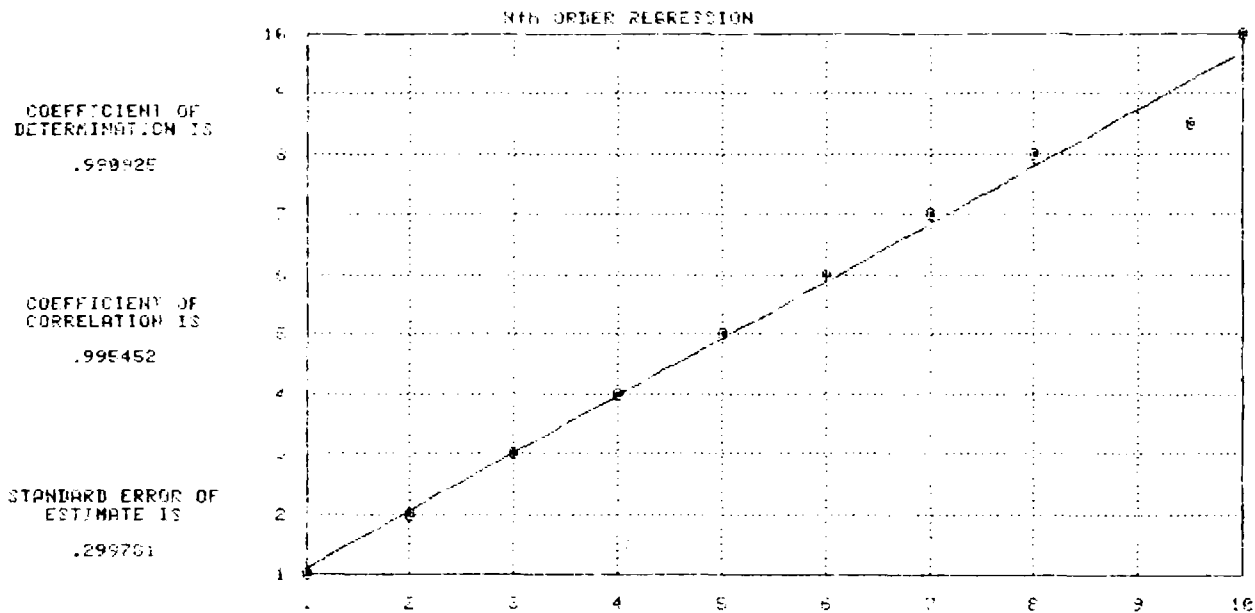
390 FOR I=1 TO D+2
391 S=R(J,I)
392 R(J,I)=R(K,I)
393 R(K,I)=S
394 NEXT I
395 Z=1/R(J,J)
396 FOR I=1 TO D+2
397 R(J,I)=Z*R(J,I)
398 NEXT I
399 FOR K=1 TO D+1
400 IF K=J THEN 405
401 Z=-R(K,J)
402 FOR I=1 TO D+2
403 R(K,I)=R(K,I)+Z*R(J,I)
404 NEXT I
405 NEXT K
406 NEXT J
407 PRINT "          CONSTANT = ",R(1,D+2)
408 REM.....PRINT EQUATION COEFFICIENTS.....
409 FOR J=1 TO D
410 PRINT J;"DEGREE COEFFICIENT = ";R(J+1,D+2)
411 NEXT J
412 REM.....COMPUTE REGRESSION ANALYSIS.....
413 P=0
414 FOR J=2 TO D+1
415 P=P+R(J,D+2)*(T(J)-A(J)*T(1)/N)^(2) NEXT J
416 Q=T(D+2)-T(1)^2/N#Z=Q-P#I=N-D-1#J=P/D#J=P/Q
418 PRINT "COEFFICIENT OF DETERMINATION (R^2) = ";J
419 PRINT "COEFFICIENT OF CORRELATION = ";(J)^.5
420 PRINT "STANDARD ERROR OF ESTIMATE = ";(Z/I)^.5
430 REM
440 REM
450 REM.....ESTIMATE Y-COORDINATES OF POINTS WITH ENTERED X-COORDINATES
460 REM
470 REM
480 INPUT "DO YOU WISH PLOTTER OUTPUT? ",A#
490 A#=UPC$(A#)
500 IF A#="Y" THEN GOTO 630
510 GOTO 660
600 REM
610 REM
620 REM.....DRAW PLOT ON SCREEN OR PLOTTER WITH INPUT PARAMETERS.....
624 REM
626 REM
630 PLOT (5,1)
640 PRINT "OUTPUT WILL BE DIRECTED TO HPIB ADDRESS 5"
650 GOTO 670
660 PLOT (5,1)
670 INPUT "PLEASE SPECIFY MINIMUM X,MAXIMUM X VALUES ",X1,X2
680 INPUT "PLEASE SPECIFY MINIMUM Y,MAXIMUM Y VALUES ",Y1,Y2
690 INPUT "PLEASE SPECIFY X-TIC SPACING,Y-TIC SPACING ",Xt,Yt
700 INPUT "PLEASE SPECIFY VALUES BETWEEN X-LABELS,Y-LABELS ",X1,Y1
710 INPUT "PLEASE SPECIFY X-ORIGIN,Y-ORIGIN ",Xo,Yo
720 FXD (0)
730 LOCATE (50,195,8,92)
740 SCALE (X1,X2,Y1,Y2)
750 Esc#=CHR$(27)# PRINT Esc#;"*dF"
760 LGRID (-Xt,Yt,Xo,Yo,INT(X1/Xt),INT(Y1/Yt))
770 FRAME
775 SETGU #MOVE (100,93)#LORG (4)#CSIZE (5)# PRINT #0;"Nth ORDER REGRESSION"
777 SETUU
780 FOR I=1 TO N
790 MOVE (X(I),Y(I))
800 LORG (5)

```



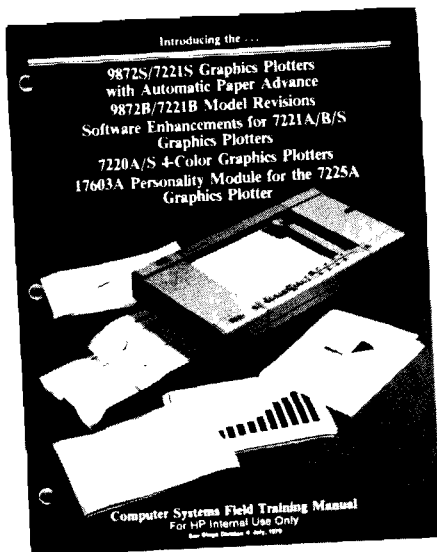
```

810 PRINT #0;"0"
820 NEXT I
824 P=R(1,D+2)
830 P=P+R(J+1,D+2)*X^J#MOVE (X1,P)
840 FOR X=X1 TO X2 STEP (X2-X1)/100
844 P=R(1,D+2)
845 FOR J=1 TO D
850 P=P+R(J+1,D+2)*X^J
855 NEXT J
860 PLOT (X,P)
870 NEXT X
871 P=0
872 FOR J=2 TO D+1
873 P=P+R(J,D+2)*(T(J)-R(J)*T(1)/N)# NEXT J
874 Q=T(D+2)-T(1)^2/N#Z=Q-P#I=N-D-1#J=P/D#J=P/Q
880 SETGU
890 MOVE (20,80)
900 LOG (5)
910 CSIZE (1)
920 PRINT #0;"COEFFICIENT OF"
930 PRINT #0;"DETERMINATION IS"
940 PRINT #0;" "
950 PRINT #0;J
960 MOVE (20,50)
970 PRINT #0;"COEFFICIENT OF"
980 PRINT #0;"CORRELATION IS"
990 PRINT #0;" "
1000 PRINT #0;(J)^.5
1010 MOVE (20,20)
1020 PRINT #0;"STANDARD ERROR OF"
1030 PRINT #0;"ESTIMATE IS"
1040 PRINT #0;" "
1050 PRINT #0;(Z/(N-D-1))^.5
1060 END
    
```



News From San Diego

By: Eric Grandjean/DTD



A brand new training manual is now available from SDD. The title is:

Computer Systems Field Training Manual

It is a very comprehensive manual devoted to plotters.

Now . . .

A significant new SDD product addition is the 9872S with automatic paper advance, which now allows your customers to do unattended plotting (for instance during lunchtime!)

Thanks to a new programmable paper handling system, it is no longer necessary to load paper manually for each plot.

We would like to point out, however, that this new plotter feature is not supported by today's multiplot software.

We are investigating the possibility of including paper control in future versions if it makes sense. In any case, you will be able to control automatic execution of multiplot very easily by using available programming tools.

For instance, to plot off-line continuously, you may program softkey f5 with the following commands:

```

&#amp;#p1s3dF&#amp;#f8E&#amp;#cTE *S "AF"q&#amp;#cDI W*2q&#amp;#W&#amp;#J&#amp;#f5E

```

With the left-hand tape containing a bunch of multiplot data files (of the same plot type), you will get your plots done automatically on the 9872S by just pressing f5 instead of the multiplot key!

A similar approach could be used for multi-style multiplot if the 2647A is on-line with a host CPU.

As you can see, there are plenty of resources available on the 2647, and how, thanks to the 9872S, the objection of not having unattended plotting capability is being removed forever.

Sell graphics, sell unattended plotting!

Booting Up a 2647A BASIC Program

By: Christian Graff/HPG

How can you activate the BASIC interpreter, load a program from a mini-cartridge and run it just with one keystroke on the HP 2647A?

Well, very easily by taking advantage of the Execute File concept of the HP 2647A whereby you can control the loading and execution of a BASIC program from a tape file — to do that, create two files on tape:

- File #1 will contain two escape sequences: one to load a softkey with an "Esc, cEX L" (Execute Left) escape sequence and one to execute this softkey.
- File #2 will contain a command to activate the BASIC interpreter (BASIC), a command to load the BASIC program (GET "L"), the program itself, a command to run the program (RUN), a command to deactivate the BASIC interpreter (EXIT) and finally a command to stop the command file (EXIT C).

In the following example, by pressing the "READ" key, you will read file #1, load and execute the softkey #1, which will transfer control to file #2.

File #2 will activate BASIC, load your program and run it, then will disable BASIC and return the terminal to its normal state. Note that the first instruction in the program should suspend execution of the command file and the last instruction should resume execution of the command file.

Example:

File #1

```
Esc&#amp;#fklald8L Esc,c EX LcR
```

```
Esc&#amp;#fIE
```

File #2

```

BASIC
GET "L"
10 COMAND "SU C" ! SUSPEND COMMAND FILE
20 PRINT "PROGRAM NOW RUNNING !"
30 FOR I=1 to 10
40 PRINT I, I*I
50 NEXT I
60 COMMAND "RES C" ! RESUME COMMAND FILE
70 END

```

```
RUN
```

```
EXIT
```

```
EXIT C
```

This is a way to make impressive demo tapes to show to your customers.

KEEP SELLING 2647's!

13250A/B and 13260A/B Asynchronous Communications Interface

By: Kalli Louis/DTD

Recently I have been receiving an increasing number of questions dealing with the 13250/13260 Communications Interface cards. I'd like to help clear up some of these

problems. When you order a 13260B Extended Asynchronous Comm card, you get the following:

02640-60143	I/F board
1818-0513	Data Comm ROM
02644-0002	Keyboard Overlay
7120-5486	Baud rate Label
02645-60002	Test Connector Assembly

When you order a 13250B Asynchronous data comm/serial printer I/F, you get the following:

02640-60143	I/F board
13250-90004	Operating Manual

Note that the two I/F boards are the same board!

To strap the I/F board for a Serial Printer or an Extended Asynchronous Data Communications interface, I *strongly* recommend you get a copy of the HP 13250A/B operating manual, part # 13250-90004. Included in this manual is strapping information, information on HP and non-HP printers tested with the 13250/13260 I/F card, current-loop interfacing, how to replace a DECwriter, etc. This is one tool you will surely want to have at your disposal.

It's Easy to Replace a DECwriter!

By: Bob Lin/DTD

The 13250B Extended Asynchronous Data Communications Interface between the terminal and an external computer system.

Hewlett-Packard offers a current-loop interface with the 13250B board and 13232F cable assembly. It is defined with the following characteristics:

1. Current = Mark (for both transmitting and receiving)
2. 13250B is configured as a sourcing transmitter and a floating passive receiver.

With this feature, you can replace a DECwriter with an HP 2645A in current-loop mode on a PDP 11/20. All you need to do is make a *minor* wiring change in the hood connector of the HP 13232F cable assembly. By moving the CLA (pin 6) line CLP (pin 7) in the connector, you actually convert the direction of current flow. Instead of coming out of PNP transistor collector, the current will flow into the collector of a NPN transistor on the 13250B board. This changes the 2645A from a "sourcing transmitter" to a "sinking transmitter" which makes it compatible with the PDP 11/20. For more information on the many talents on the versatile 13250B board, see the 13250A/B Operating Manual (P/N 13250-90004).

Division News

2649A Customer Training Course

By: Robin Leigh/DTD

The fall dates for the 2649A customer course are:

- September 24 — 28
- December 3 — 7

The course will provide the student with the fundamental knowledge required to develop and implement applications for the HP 2649A Mainframe Terminals. The course addresses the architecture and operation of the terminal firmware and hardware subsystems as well as the use of the 13290B Development Terminal and its associated documentation packages.

Price for the 5 day course is \$500 per student.

Class size is limited to the first 10 students registered. For further information, contact *Robin Leigh* at (408) 257-7000 Ext. 2344.

Product News

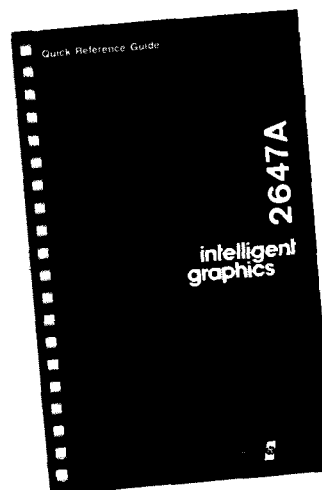
When To Order Device Support Firmware (13261A)

By: Peter Taylor/DTD

There appears to be a bit of confusion on when it is necessary to order the Device Support Firmware Package (13261A). This confusion is easily remedied by remembering the following simple fact. Device support is already included in the firmware of any terminal which contains the *integrated dual cartridge tape unit*. Therefore, it is only necessary to order the 13261A when one needs to drive peripheral devices from a terminal without the cartridge tape unit.

2647A Quick Reference Guide Revisions

By: Peter Taylor & Dwayne Murray/DTD



You may have noticed that the 2647A Quick Reference Guide describes a few features which are not even mentioned elsewhere, specifically, the BASIC EXTEND feature (page 7) and the HP-IB Control Statements (pages 43 — 48). The Quick Reference Guide contains these descriptions erroneously since it was printed before the features were deleted in the final stages of product development. To make your Quick Reference Guide even quicker, here is an index which you can attach to the back two blank pages of your guide.



Insert this index in the back
of your 2647A Quick Reference Guide

GENERAL SYSTEMS NEWS

Product News

Can the HP 250 Use a Card Reader?

By: Dennis Vetter/GSD

We have had several calls in recent weeks with respect to interfacing the HP 7260A Optical Mark Reader to the HP 250. No QA has been performed on this interface although it has undergone some successful preliminary tests both at the factory and in the field. But use caution, one major limitation of which you should be aware has already appeared. This interface will function properly only if the application program driving the 7260A is the only application running on the HP 250.

NOTE: The reason this interface will not work with multiple applications running on the HP 250 is that if the 7260A driving program loses control after line 110, (see sample program) the ASI port will not be enabled for input. Thus when the card is transmitted, all or part of the card information will be lost.

If you are going to experiment with an HP 250/7260 interface you will need the following:

- HP 250 ASI board (45120A or Option 120).
- A version of the HP 250 operating system which has the TIO DROM (Revision 1C or above).
- A 2631A RS-232C Cable (15 foot), Part Number 02631-60065, or equivalent, or if you're rigging your own cable, (pins 2, 3 and 7 must be wired straight across with 25-pin female connectors on both ends).
- A driver program written for the HP 250. A primitive version of such a driver follows:

```

10      DIM Card$(80)
20      REQUEST 13
30      PRINTER IS 13
40      PRINT CHR$(25)&CHR$(17):           !SEND SINGLE PICK COMMAND TO 7260A
50      ON INPUT #13 GOSUB Card in
60      WAIT
70 Card in:DISABLE
80      Card$=AREAD$(13)
90      IF NUM(Card$[1:11])=7 THEN GOTO End job !7260A SENDS BELL WHEN INPUT HOPPER EMPTY
100     DISP Card$
110     PRINT CHR$(25)&CHR$(17):           !REQUEST NEXT CARD
120     ON INPUT #13
130     ENABLE                             !(THERE SHOULD BE NO EXTRANEIOUS
140     RETURN                             !STATEMENTS BETWEEN STMT 110 AND 120)
150 End job:END

```

You should also verify that:

- 1) The TIO DROM is loaded.
- 2) The ASI port being used is configured as TYPE = "TTY" and FORMAT = "7E1" (7 bit characters, even parity, 1 stop bit).
- 3) All jumpers on the HP 250's RS-232-connector board are in the "A" position.
- 4) Cable to the 7260A is in the modem-connection position.

Ordering HP 250 Software*By: Scott Okil/GSD*

When transmitting an order for either the manufacturing (MFG/250) or order management (OM/250) software, don't forget to include the Computer Systems Purchase Agreement number. Without it, we can't fill the order!

Also, the ship-to address should be to the OEM and *NOT* to the end-user. In the case of OM/250 (45190A), the OEM receives 16 flexible discs. From these 16 discs, the OEM

creates releases of OM/250 for his customers, produces internal technical documentation, and provides the basis for making modifications. For MFG/250 (45180A), the OEM receives six flexible discs which he then uses to produce the four diskette end-user set.

So be forewarned . . . the Order Processing department will notify the sales office to cancel and re-enter if the ship-to address is not the the OEM. Let's eliminate these unnecessary delays in processing orders for 250 applications software!

**HP 250 Product Support:
Now Structured To Also Satisfy OEM Needs.***By: Bill Cummings/GSD*

Now you can customize support programs to fit the needs of your OEMs. There's the standard hardware support for each product with the corresponding Basic Monthly Maintenance Charge. These maintenance charges are summarized in the Hardware Support Summary. The hardware program allows OEMs to offer their customers the high-quality support with which HP products have become synonymous.

Yet it's in system-software support that the program demonstrates it's flexibility. OEMs can purchase HP comprehensive support to help them stay abreast of changes and enhancements to system software; get software updates, programming hints and training packages; and request System's Engineering consulting. Then, depending on the requirements of their applications-support programs. This includes the option of low-cost, multiple system coverage — see the Software Support Summary.

In addition, similar coverage is now available for the HP developed Manufacturing and Order Management packages being marketed through OEMs. Again, your OEM can select the level of support required — see the Software Support Summary.

Call if you have further questions. A revised HP 250 Price Configuration Guide (P/N 5953-3419D, U.S. only, and P/N 5953-3420, International) covering these support options and new pricing information is now available for your use.

HP 250 Hardware Support

		Price	BMMC
45251A	HP 250 System Console	\$17,000	\$90
45001A	32Kb Memory Board	1,250	5
45003A	64Kb Memory Board	2,100	10
45010A	1.2Mb Flexible Disc Drive	3,200	15
45120A	RS-232C Asynchronous Serial Interface	2,300	10
9871A	Full Character Printer	3,600	28
2631A	Serial Printer	3,400	31
2608A	Line Printer	10,175	62
7906H	19.6Mb Fixed/Removable Disc Drive	12,500	61
2649D	REMOTE/250 Console	4,250	28

Typical Configuration

45251A	\$ 90
add 32K	5
2nd floppy	15
2631A	31
	\$141

HP 250 Hardware Support

HP 250 Software Price Summary		Add'l Software Supp Services			Documentation Services			Training-Consulting		
Product Number	Description	List Price	CSS	PICS Caller	Multiple Systems	SSS	MUS	SNS	TRNG	CONS
	250 Operating System Includes:	Bundled in System	45130T \$150	45130P \$70	45130V \$10	45130S \$50 45130W \$10	45130Q \$20	45130N \$10	45103A \$500 45104A \$4500	45102A \$500/day
	Communications									
45120A	RS-232 Asynchronous Interface	\$2,300	45120T \$50							
	Applications									
45180A	MFG/250	\$7,500	N/A	N/A	N/A	45180S \$50 45180W \$10	45180Q \$10		45186A \$350	45185A \$500/day 45187A \$1850
45190A	OM/250	\$10,000	N/A	N/A	N/A	45190S \$50 45190W \$10	45190Q \$10		45196A \$500	45195A \$500/day 45197A \$2000

The HP 250 and Order Management

By: Scott OkilGSD

Manufacturers and distributors have a common objective: Maximize profits. Increasing net income — or at least maintaining it during periods of inflation — is the central goal of business. OM/250 is an applications-software product that can help enhance the bottom line in the four areas that count the most, the areas that comprise the lifestream of a business: finished goods inventory control, accounts receivable, sales analysis and order entry. These four modules can operate in an integrated mode. Or, AR and IC can operate independently from the other modules.

So now we not only have MFG/250 to sell to OEMs, we also have OM/250 so that OEMs can sell to both small manufacturers *and* hard goods distributors!

OM/250 runs on either a dual flexible disc or 7906 based configuration.

For \$12,000 your OEM will receive:

- Source code
- Documentation
 - Implementation Guide
 - Operating Guide
 - Technical Documentation
- Unlimited right to copy and sell to end users
- 5 days of training
- 3 days of SE consulting

Software and manual updates, with rights to duplicate, are also available for \$60/month.

Let's start giving our small business friends a helping hand in improving their bottom line. . . SELL OM/250!

Structured Constructs in Business BASIC/300

By: Chris Sauer/GSD

The IF . . . THEN . . . ELSE language construct has been added to the HP 300 BUSINESS BASIC. This construct allows for more structured programming and modular program development. The construct has the potential of eliminating many needless GOTO statements with the end result of a more readable program. Unlimited nesting of IF . . . THEN . . . ELSE statements is allowed. Multiple statements with freeform spacing may form both the THEN and ELSE blocks.

Here we have an example of a BASIC program written using GOTO's and rewritten using the IF THEN ELSE construct.

OLD WAY

```
10 IF A$ <>"abc" THEN GOTO 40
20 PRINT "A$ is equal to abc"
30 GOTO 70
40 PRINT A$
50 IF A$ = "def" THEN GOTO 70
60 A$ = "xyz"
70
```

EXAMPLE

```
10 IF A$ = "abc" THEN

20     PRINT "A$ is equal to abc"

30 ELSE

40     PRINT A$
```

NEW WAY

```
10 IF A$ = "abc" THEN
20     PRINT "A$ is equal to abc"
30 ELSE
40     PRINT A$
50     IF A$ <>"def" THEN
60         A$ = "xyz"
70     ENDIF
80 ENDIF
```

NOTES

If the relational expression is TRUE then the block of statements between IF and ELSE (line 30) are executed and program execution continues at the program line following the ENDIF statement (line 90).

If the relational expression is FALSE (for example in line 10), the block of statements between ELSE and ENDIF are executed and program execution continues at the program line following the ENDIF statement (line 90).

```
50      IF A$ < > "def" THEN
```

Note the multiple levels of nesting. If the relational expression is FALSE, and there is no ELSE statement, program execution continues at the program line following the ENDIF statements (line 80 — the ENDIF statement of the outer IF THEN ELSE construct).

```
60          A$ = "xyz"
```

```
70      ENDIF
```

The ENDIF statement delineates the IF THEN or IF THEN ELSE construct.

```
80 ENDIF
```

```
90
```

Execution continues here

The addition of this feature to the others already available in Business BASIC/300 (namely meaningful variable and label names, string handling, decimal and subprograms) demonstrates our commitment to make an excellent product even better than ever!

Help Keep Your HP 300 User Documentation Current

By: Bill Spaulding/GSD

There are a variety of plans available for keeping your 300 manuals and guides up-to-date. Most of these plans offer other support services as well. The documentation support that each plan provides is described here. Refer to the HP 300 Computer System Price/Configuration Guide or contact your local Sales Representative or the local HP Sales Office for details concerning other features of the support services.

Customer Support Service (CSS)

Customer Support Service provides the highest level of ongoing support available, and is designed to establish and maintain a close support relationship between the customer and HP. The documentation support provided by CSS is:

- One copy of each applicable HP 300 manual update or revision is automatically distributed to the HP 300 System Manager.
- One copy of each of HP 300 Communicator is automatically distributed to the HP 300 System Manager.
- One copy of the HP 300 Software Status Bulletin (SSB) is automatically distributed to the HP 300 System Manager twice each month. A cumulative issue is distributed quarterly to consolidate all current activity.

Software Subscription Service (SSS)

Software Subscription Service provides limited software and documentation support for HP customers who choose to rely upon their own resources. The documentation support provided by SSS is:

- One copy of each applicable HP 300 manual update or revision is automatically distributed to the HP 300 System Manager.

- One copy of each HP 300 Communicator is automatically distributed to the HP 300 System Manager.
- One copy of the HP 300 Software Status Bulletin (SSB) is automatically distributed to the HP 300 System Manager twice each month. A cumulative issue is distributed quarterly to consolidate all current activity.

Documentation Distribution Services

Two documentation distribution services are available from HP for customers who wish individuals other than their System Manager to receive notification of software problems and/or updates to their HP 300 documentation.

Software Notification Service (SNS)

The Software Notification Service keeps the subscriber up-to-date on all of the HP 300 software; that is, the Operating System and all subsystems. The product number to order for this service is 31388A no matter what the configuration of your system is. Each subscriber receives:

- One copy of each issue of the HP 300 Software Status Bulletin that is published during the subscription period.
- One copy of each issue of the HP 300 Communicator that is published during the subscription period.

Manual Update Service (MUS)

Presently, there are four different Manual Update Services available for the HP 300 manuals and guides. The four services are listed below showing the manuals that are updated by each. Notice that a separate product number must be used to order each update service.

The HP 300 Manual Set Update Service (31032Q)

For the following manuals, each subscriber receives one copy of all updates or revisions released during the subscription period:

HP 300 Owner's Manual	31000-90001
HP 300 General Information Manual	31000-90002
HP 300 Error Messages Manual	31000-90003
HP 300 System Reference Manual	31000-90009
HP 300 Typist Reference Manual	31000-90010
HP 300 Console Operations Manual	31000-90025
HP 300 Sort/Merge Reference Manual	31000-90033
FORMS/300 Reference Manual	31445-90002
IMAGE/300 Reference Manual	31424-90001

The HP 300 Application Guide Update Service (31387Q)

For the following application guides, each subscriber receives one copy of all updates or revisions released during the subscription period:

HP 300 Architecture Guide	31000-90004
HP 300 Multiterminal Applications Guide	31000-90005
HP 300 Display System Application Guide	31000-90008
HP 300 System Services Guide	31000-90034
HP 300 Program and Library Operations Guide	31000-90035
HP 300 Computer System Price/Configuration Guide	31000-90036
HP 300 File and Peripheral Access Guide	31000-90037

Business BASIC/300 Manual Update Service (31442Q)

Each subscriber receives one copy of all updates or revisions to the following BASIC/300 documentation:

Business BASIC/300 Reference Manual	31442-90001
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RPGII/300 Manual Update Service (31445Q)

Each subscriber receives one copy of all updates or revisions to the following RPGII/300 documentation:

RPGII/300 Reference Manual	31445-90001
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HP 300 Peripheral Drivers

By: Curt Gowan/GSD

A company in San Diego has issued a press release about a mag tape system which they say is "electrically, physically and logically plug compatible with the HP 9800 series, HP 250, and HP 300 computers."

According to this company, the product has not been tested with anything but a 9800-series calculator. They have based their claim on the impression that these systems all use HP-IB in the same way and the assumption that HP 300 drivers can be written by a customer.

You should be aware of the fact that it is not possible to configure do-it-yourself drivers into the HP 300, nor is this capability intended in the future.

For more information contact *Curt Gowan*, GSD.

HP 300 Software Watch

By: Curt Gowan/GSD

Here's a guide to the relationship between recently-announced HP 300 features and the staged software releases.

Release	Schedule	Feature
01.01	current	Main goal: reliability FORMS/300
02.XX	8/15	Main goal: architecture enhancements Terminal modem support Limited 2608 support 490 Mb disc support
03.XX	TBA	Main goal: performance improvements System Language SL/300 HP 300 Workstation support

HP 300 Memory Price Drop

By: Curt Gowan/GSD

If by some chance you haven't heard... the HP 300 memory price has been reduced by 40% — from \$4000 to \$2500 per 128 KByte board. These changes are incorporated in the August 1 Price/Configuration Guide.

This means that your customers can now add functions to their HP 300 system (like new applications or more terminals) at a drastically reduced incremental cost. The virtual memory capability on the HP 300 is already beginning to pay off.

HP 3000 Price/Configuration Guide Revisited

By: Gwen Miller/GSD

As you replace your old HP 3000 Price/Configuration Guides with the new August edition, it is a good time to remind you of the purposes of the Guide. Not only does it list prices and configuration rules, but also it indicates which products in which configurations are SUPPORTED on each model of the HP 3000.

What does "supported" mean? It means the GSD lab has tested the product (or configuration) on the HP 3000 and believes it to work, and that the lab accepts responsibility for fixing it if bugs are found. It also means that the CE and/or SE organizations have been trained in maintaining the product. Simply having a valid physical or electrical connection does NOT imply support! As an example, the 2631A can physically be attached to the ATC on the Series III; but it is NOT SUPPORTED because of known control and performance problems that the GSD lab cannot prevent and therefore cannot be responsible for.

So, if you have any questions about products or configurations to quote on the HP 3000, check the Price/Configuration Guide. If it's not there, it's not supported!

Comparing the Software Support Services

By: Curt Gowan/GSD

Here is a table that we in the HP 300 group have found to be helpful in understanding the new 250/300/1000/3000 software support services. [Corrected from July 15 issue of the CS Newsletter].

Item	Software Support Services				Documentation Distribution Services	
	Customer Support Service			Software Subscript. Service (S)	Manual Update Service (Q)	Software Notification Service
	CSS (T)	Added PICS (P)	Added System (V)			
Delivery of Software Updates	•			•		
Delivery of Firmware Updates	•		•	•		
Right to use Software and Firmware Updates	•		•	•		
Right to copy Software Updates			•			
Account-Responsible Systems Engineer	•		*			
Phone-In Consulting	•	•	*			
On-Site Software Service	•		*			
Reference Manual Updates	•			•	•	
Software Status Bulletins Communicator	•			•		•

*Service Delivered through central site as part of central site CSS.

HP 3000 Systems Get Distributed Console and User Logging Capabilities

By: Pete Sinclair/GSD

The 1918 release of MPE will offer your customers six major enhancements designed to promote ease of use while providing added flexibility and capabilities. These exciting new enhancements are:

- **Distributed Console** — this enhancement actually has many parts. First, the console can be moved to any physical terminal on the system; it is no longer restricted to one device. The console operator can also grant users the ability to execute specific operator commands from their sessions. In addition, console commands now have descriptive error messages as well as being able to be referenced through the HELP subsystem. Finally, since the console is now a session device (one must be logged on to use operator commands), logon security has been added to the console function as well as allowing UDC's to be used to execute operator commands.
- **MPE User Logging** — this facility allows users and subsystems to log additions and modifications to either sequential or KSAM files. The log files produced can be saved on either disc or magnetic tape.

- **Spooler Enhancements** — the 1918 release will provide a new device class capability. This will allow users to spool to a physically unspooled device for later output — a useful capability for customers doing MRJE printing.
- **Store/Restore Tape Labels** — Store tapes will now be able to be labeled just as user tapes are. With labelling, lockwords can be placed on store tapes, significantly increasing data security.
- **Virtual Memory Increase** — the limit on the amount of virtual memory configurable under MPE has been doubled to 64K sectors, providing more room for user and system data segments.
- **MPE Resegmentation** — an overall resegmentation of MPE has resulted in 9 fewer CST entries. This leaves more CST space for other sharable segments.

Each one of these enhancements is described in detail in Issue 21 of the HP 3000 Communicator. With all of these new capabilities there are sure to be many of your customers who will not be able to do without them.

GOOD SELLING!

HP 3000 Series 33 Supports New Terminals, Optical Mark Reader

By: Pete Sinclair/GSD

As of the 1918 IT, the HP 3000 Series 33 will support term types 4, 6, and 9. This ability allows such terminals as the Datapoint (HP 2600), Terminet (HP 2762), MiniBEE (HP 2615), and the like to be attached to the Series 33 ADCC. This is in addition to the currently supported term types 10, 11, 12, 15, and 16 which cover the 2640, 2620, and 2635 series of HP terminals. Check the Communications Handbook or the MPE III Software Pocket Guide for more details.

In addition to the new term types, the 7260A Optical Mark Reader will be supported on the Series 33 with the 1918 release of MPE. The 7260A will read mark sense cards as well as punched cards (on a limited basis). The unit operates in conjunction with any RS-232C terminal on the system and transmits data in a serial ASCII mode. The MPE FCARD intrinsic provides the control for the 7260A and is callable from all languages (except APL). Check the latest Price/Configuration Guide for ordering details.

Sales Aids

OM/250 Demo's

By: Scott Okil/GSD

Two demo's are now available for Order Management/250. Both have restore capabilities and the system enforced back-ups have been circumvented. Orders can be placed with GSD (Ft. Collins).

P/N	Description	Cost
45190-30420	Flexible disc based demo	\$75.00
45190-30430	7906 based demo	\$95.00

Sell Training and Have a Happy HP 300 Customer

By: Mary Griffin/GSD

A primary concern of potential HP 300 customers is the length of time it will take them to get their applications software packages developed on this new system. The IDS and the Language Monitor have significantly reduced program development time for many HP 300 users. However, there have also been a number of customers who have been frustrated at the length of time it has taken them to do productive software development. I have talked with many of these customers and in every case, the solution for their problems has been to provide formal training for the people who are developing the application programs.

Why is training so important for quick, productive software development?

One of the features of the HP 300 is the number of options for the applications programmer to choose from. For instance, should multitasking, multiprogramming, or no-wait I/O, or a combination of the three be used? Is IMAGE/300

appropriate for the database requirements? Or should a special database management system be designed for a particular environment? How should file organizations and file access methods be selected?

The HP 300 documentation is quite extensive — 17 manuals' worth! — but it takes a lot of time for a customer to read and study all that information and to develop expert programming techniques on their own! A much more efficient way for them to get started is to take a training class in which they very quickly get exposed to all aspects of the system, they learn where to find information in the documentation, they learn helpful programming techniques from an experienced HP 300 programmer, and they have an opportunity to learn from and discuss ideas with other HP 300 customers.

Three HP 300 customer training courses are currently being offered. The HP 300 System Management and Operation course is the best choice for a customer who will be using the system for RPG II applications. Customers who plan to program their applications in Business BASIC/300 should take the HP 300 Systems programming course. The third course is a 3-day SL/300 class for customers who have ordered SL/300 for their systems and who have completed the HP 300 Systems Programming course. The SL/300 course is being taught at GSD starting August 6. The other courses are being offered on a regularly scheduled basis at the Systems Engineering Center in Cupertino, California. HP 300 S.E.'s at other customer training centers have begun to offer classes when there are enough customers in the area to fill a class.

So do your customers a favor and tell them about the training classes and encourage them to sign up!

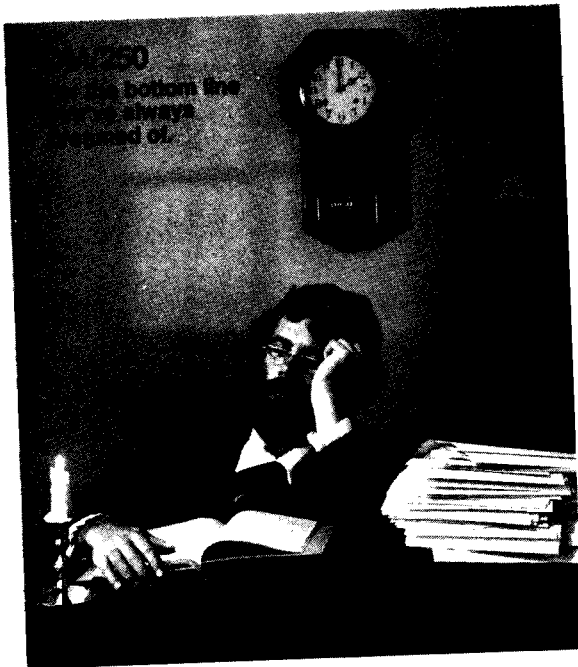
OM/250 Sales Aids

By: Scott Okil/GSD

Thanks to the efforts of Jim Geer (he's the bearded Charlie Dickens fellow) and his MARCOM group, we have some excellent sales aids available to help you and your OEMs sell OM/250.



A 62-page reports brochure can be ordered from CPC in multiples of 10 . . . price: \$45, part number: 45190-90080. Everyone has been waiting for this super sales document so get your orders in fast!



A four page Order Management Brochure Supplement is also available at no charge from Corporate Literature Distribution . . . publication number 5953-3417.

New Applications

7260A on HP 300

By: John Whitesell/GSD

A small, independent telephone company in Oregon has purchased the HP 300 for a variety of accounting and financial applications.

Previously using a service bureau, the company is putting on the HP 300 such packages as accounts receivable, billing, capital asset inventory, general ledger, accounts payable, and payroll. Eventually the customer plans to add capital budgeting and another application unique to telephone utilities.

The long-distance-telephone-call billing application currently requires the reading of 80-column cards supplied by the Bell System. Now how can these cards be read into an HP 300? Well, there is a special version of the HP 7260A optical mark reader that can be interfaced to the HP 300 via the RS-232C channel (ADCC). The 7260A optical mark reader is now up and running on the HP 300 at this customer's site.

Many of the application programs are being converted from the service bureau system to the HP 300. These programs are written in RPG and are converting over in a straight-forward manner. However, one of the main reasons that the customer chose the HP 300 over the IBM System/34 was the HP 300's strong database management capability. The customer is currently planning to program the IMAGE/300 applications in Business BASIC.

Presently the system uses two terminals and two 2631A printers. One CRT is devoted primarily to the billing

operation while the other CRT is used for payroll, general ledger, and accounts payable. In the near future, the customer plans to add more CRT's.

IN THIS SALE THE KEY HP 300 SELLING POINTS WERE DATA BASE, SYSTEM FLEXIBILITY (INCLUDING EASE OF RE-CONFIGURING THE SYSTEM) AND GROWTH POTENTIAL.

Detailed questions can be answered by *Pete Harnack* or *Nick Elder* of the Neely Sales Region. Congratulations to the Oregon and Washington HP 300 Team for a great sale!

OEM Delivers HP 300 Software!

By: Pat Wilcox/GSD

A property management firm on the San Francisco peninsula is the first recipient of an HP 300 accounting package developed by a Bay area OEM. The system, running in production for the past two months, includes general ledger, accounts payable, inventory control and a spooler.

The OEM is interested in cross-licensing the package to other OEMs and software houses. Payroll, job cost accounting and accounts receivable, currently under development, will complete the general accounting software.

The spooler subsystem is used by all of the application products but can be used separately. The spooler is first used programatically in BASIC or SL/300. When the report is complete and residing on disc, the spooler can be used to print files, change priorities, number of copies, cancel or restart, etc. The spooler uses the unique IDS features to enable the user to preview a report before printing.

If you have any questions, contact me in HP 300 Sales Development, (extension 3733).

General News

HP 300 Article Reprints

By: Karen Shaw/GSD



The following HP 300 article reprints are available:

Item	Source
"Serviceability features of the HP 300" by <i>Curt Gowan</i> ; NCC 1979	<i>Karen Shaw</i> General Systems Division (COMSYS 4701)
"C-MOS on sapphire sparks small computer's performance" by <i>Jake Jacobs</i> ; <i>Electronics</i> February 1, 1979	<i>Karen Shaw</i> General Systems Division (COMSYS 4701)
Hewlett-Packard Journal June and July 1979	Order both issues: Literature Department Palo Alto, Building 9B (COMSYS 0000)

HP GRENOBLE NEWS

Product News

Link Cable Problem

By: Peter Stuart/HPG

Somehow we have made a mistake in our sales training and technical literature in suggesting an alternative source for the 92901A data link cable.

Please note that Belden 9182 cable is not compatible with the 3075, 3076 and 3077 MULTIDROP LINK.

Please make sure that none of your customers planning to install a factory data link have chosen to purchase this Belden cable.

They and we will be in for an unpleasant surprise when they try to connect up the cable which is both physically and electrically incompatible with the MULTIDROP LINK. We are now trying to identify an alternative source but in the meantime insist on your customer ordering the 92901A Opt. 001 or 002 cable.

Built in Demo for 3075, 3076, 3077

By: Peter Stuart/HPG

If you ever get surprised by a prospect at show or during a visit to the Sales Office who suddenly asks for a demonstration of our Data Capture Terminals do not be dismayed if no system is available.

By simply setting the left most rear panel rocker switch to a "I" (looking from back of terminal) the terminal can be used in self-test mode. (set switch before "power on" or it will have no effect). Use of the keyboard and printer, display and time display of 3077 can all be shown without any other equipment. Also if you can find a punch card or badge in your pocket or desk drawer, you can even demonstrate the fantastic performance of the multifunction reader.

There can be no excuse now for having the terminals on display but totally inactive!

Important Caution on Generating Turnaround Documents

By: Guenter Kloepper/DTD

Many of our customers, as well as several HP divisions use traveller cards marked up on a line printer (turnaround documents) to identify products, lots, batches, work orders, etc. These installations have to date used drum-type printers fitted with OCR ribbons. Preliminary tests indicate that our dot matrix printers (2631A/G; 2608A) may not provide satisfactory results when used for this purpose. We are working closely with Boise Division to do more extensive testing. In the meantime, if you have prospects interested in generating turnaround documents to be read by 307X Data Capture Terminals, you should recommend the 2613A/2617A Printers with OCR ribbons.

DATALINK Configuration Example

By: Serge Daoust/DTD

In the last two weeks, we received several requests to give an example on how to configure a data capture system using the DATALINK. Your wish is our command. So here goes . . .

Jim French of the Great and Noble company wants to improve production of their consummable goods by capturing the data in real time. To achieve this goal, the customer and you agree that four 3075A's with Alpha Keyboard, Alpha Display and Multifunction Reader, and twelve 3076A's with Multifunction Reader and Printer would be required. Also, to satisfy their time and attendance needs, four 3077A's would be installed at the main entrances. The following information is also available to you:

- A) Your customer would like to receive the Terminal Cradles, the cables and the Connection Boxes in advance, so he can proceed with his installation.
- B) Four spare cradles are to be installed at the same time to provide for future expansion.
- C) All the terminals are to be installed at the same site.
- D) All the terminals are to be installed on the same link.
- E) No CRT's are required for this application.
- F) No spare 3074A's are required.
- G) All 3076A's and 3077A's are to be wired directly into the cradles.
- H) After measuring the floor, it was decided that 300 meters of cable would be required to connect the terminals to the CPU.

Your job, should you decide to accept it, is to order all the appropriate products to satisfy your customer's needs.

DATA CAPTURE TERMINALS CONFIGURATION WORKSHEET

of 3075A with checked options 4
 # of 3075A with checked options _____
 # of 3075A with checked options _____
 # of 3075A with checked options _____
 # of 3075A with checked options _____
 # of 3075A with checked options _____

001 - Replace MFR with Type V Reader	004 - A/N Keyboard	005 - A/N Display	007 - Multifunction Reader	008 - Type V Reader	009 - Printer	020 - Delete Cradle
	X	X	X			

(A) Total number of 3075A 4

of 3076A with checked options _____
 # of 3076A with checked options _____
 # of 3076A with checked options 12
 # of 3076A with checked options _____
 # of 3076A with checked options _____
 # of 3076A with checked options _____

			X		X	X

(B) Total number of 3076A 12

(C) Total number of 3076A & opt.020 12

of 3077A with checked options 4
 # of 3077A with checked options _____

						X

(D) Total number of 3077A 4

(E) Total number of 3077A & opt.020 4

Total number of terminals (A+B+D) 20

(F) Total number of option 020 (C+E) 16

(G) Total number of spare craddles 4

Add (F) to (G) 20 X 92904A

Number of installation sites 1 X option 030 of 3075A, 3076A, 3077A

DATA LINK CONFIGURATION WORKSHEET

A) Number of data links, see note 1.	<u>1</u>		
B) Number of 264X with 13260C Asynchronous Multipoint.	<u>0</u>		
C) Add (A) to (B).		<u>1</u>	
D) Number of spares 3074A.	<u>0</u>		
E) Add (C) to (D).		<u>1</u>	X 3074A
F) Number of 3075A/3076A/3077A.	<u>20</u>		
G) Number of 3076A/3077A wired directly into the craddle, i.e. not using the data link connection boxes.	<u>16</u>		
H) Subtract (G) from (F).		<u>4</u>	
I) Add (C) to (H).		<u>5</u>	X 92905A
J) Compute (I)/5 + 1. Round up to nearest integer. See note 2.		<u>2</u>	X 92901A
K) Total number of meters of data link cable / 100. Round up to nearest integer.	<u>30</u>		
L) Compute (K)/3. Round down to nearest integer.		<u>10</u>	X 92902A/002
M) Compute (K) - 3 * (L).		<u>0</u>	X 92902A/001

Note 1 : Check the appropriate system configuration guide for the maximum number of data links supported on that system.

Note 2 : Five extra connection boxes have been included as a) spares and b) to connect lengths of data link cable together.

Additional connection boxes must be ordered when connection boxes are to be installed with no terminals connected to them. This provides flexibility in relocating the terminals whenever necessary.

Cradles and Cables with No Troubles

By: Serge Daoust/DTD

Do Your customers want to proceed with their cabling installation while they are waiting for their Data Capture Terminals to arrive? Yes. No problem!!! Transmit the Data Capture Terminals on one section of the order and the cables, Cradles and Connection Boxes under a different section, specifying under special instructions: "CABLES AND CRADLES REQUIRED ASAP FOR CABLING INSTALLATION". In the previous example (see "DATALINK Configuration Example article"), the products should be ordered as follows:

Section 001

- 1 x 3074A DATALINK Adapter
- 4 x 3075A Data Capture Terminal
- 4 x 004 Alphanumeric keyboard
- 4 x 005 Alphanumeric display
- 4 x 007 Multifunction Reader

- 12 x 3076A Data Capture Terminal
- 12 x 007 Multifunction Reader
- 12 x 009 Thermal Printer
- 12 x 020 Delete Wall Mount Cradle
- 4 x 3077A Time Reporting Terminal
- 4 x 020 Delete Wall Mount Cradle
- 1 x 030 Installation Kit

Section 002

- 2 x 92901A DATALINK Connection Boxes
- 10 x 92902A DATALINK Cable
- 10 x 002 300 meters
- 20 x 92904A Wall Mount Cradle
- 5 x 92905A DATALINK to Device Cable

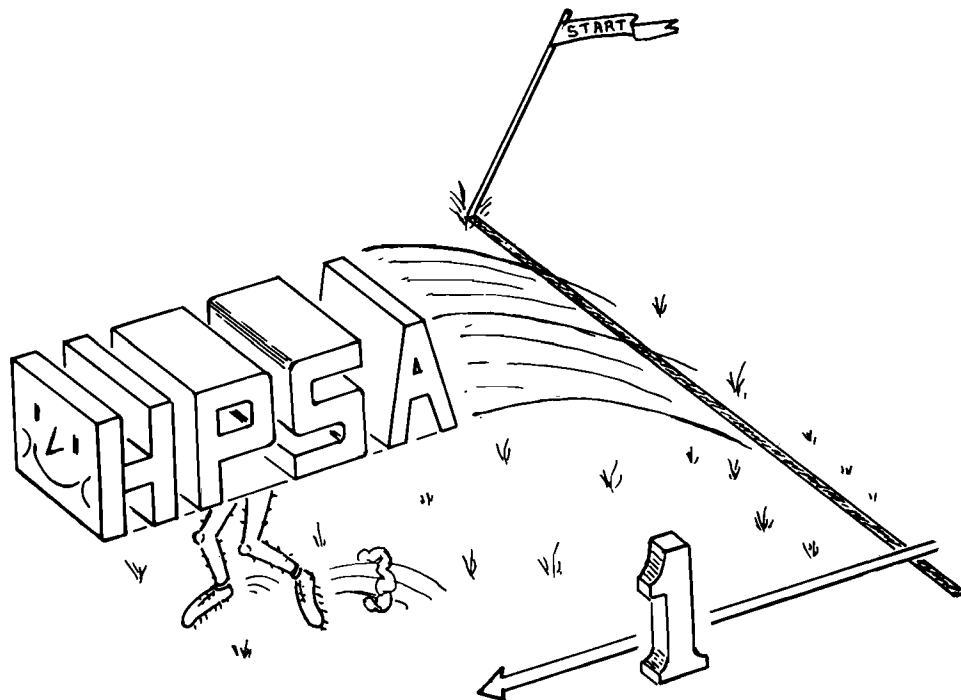
Special Instructions: CRADLES AND CABLES REQUIRED ASAP FOR CABLING INSTALLATION

Grenoble Delivers!!!

Division News

European NPT Tours and Customer Seminars

By: Tony Gunn/HPG



Europe has started leaping in quantum! The general consensus was that the DSD June NPT Tour was the most professional one that has ever been seen.

The products introduced were exciting, filled definite needs, and will make new openings for us.

The customer seminars, both management and technical, were a big success too. The following table show the number of attendees at the different locations. Customer response was extremely positive — so much so that in some locations, notably the UK and Germany, it has been decided to run a further seminar series in the late summer. Many thanks to all those — especially the DSD NPT team — who helped to make the NPT Tour and seminars a big success.

European NPT Seminar Series

Location	Management Seminar		Technical Seminar	
	Number of Attendees	Number of Companies	Number of Attendees	Number of Companies
Helsinki	14	14	20	13
Amsterdam	20	10	63	40
Zurich	69	35	35	20
Winnersh	22	9	45	18
Orsay	35	15	50	30
Milan	26	12	46	26
Frankfurt	60	40	35	15
Vienna	25	12	15	8
Madrid	—	—	5	3

Successful German Seminar Program

By: Uwe Streckert/HPSA

With the help from Grenoble and DSD the sales team in Germany conducted a number of seminars on Data Capture applications, on manufacturing in general and for technical OEMs.

Invitations included German brochures and flyers outlining typical problem areas and our answers: Computers, Terminals, Software and Expertise. They were mailed to qualified leads, to customers and also inserted in magazines, such as "Produktion" addressing production managers and their staff.

Response was very excellent — a few examples. More than 30 people attended the DATACAP Seminar in Hamburg; 20 came to the OEM Seminar in Dusseldorf. Frankfurt put together 2 OEM Seminars and a DATACAP Seminar — the latter drawing a crowd of 37, and in conjunction with the recent July 2/3 NPT Tour a manufacturing seminar with an attendance of 44 manufacturing professionals and 6 people from the press. That's right — we had journalists sit in along with the potential customers and in breaks the RSM in Germany, *Peter Schöltzel*, answered their questions and outlined our position in the market. So we gained very many interesting leads and should also receive good press coverage. Seminars are definitely the way to go.

Many thanks to the DSD team and to *Dave Borton*, *Dieter Schmidtke* and *Tony Gunn* for their help.

CS GROUP NEWS

CSO News

Warranty Return on Computer Supplies?



Contact CSO First

By: Mark Smith/CSO

As you may know, computer supplies have a 90-day warranty period, from the date of shipment (longer internationally).

By contacting Computer Supplies Operation before shipping warranty and other credit returns, you can help expedite the processing of your customer's credit and save money for HP. Measures you should take on returns to minimize your work and ours are:

- 1) Notify CSO before you send the goods. We will provide specific instructions on proper shipping method. (Some bulky, heavy and low dollar value items can cost HP more

for return freight than is reasonable — and we may want you to dispose of the item locally.)

2. Be sure to include the original HEART Order Number on or with the packing documents.
3. Ship the item back in the original box.

Calling our returns coordinator and following the above steps will help Computer Supplies Operation process your credit faster and serve your customers better. If you have any questions, please contact us at (415) 968--9200 ext. 313 or COMSYS 2268.

CSG News

"Greasing the Skids" for Your Coordinated Shipment Orders

By: Sherry Harvey/CSG

As you know, the coordinated shipment program plays a key role in both establishing customer satisfaction and in reaching our company-wide asset management goals. An all-out commitment by the factories has more than doubled the number of successfully coordinated orders in the past few months. Now we need your help in reaching our goal of 100% successfully coordinated orders.

Your cooperation is vital in helping the factories schedule their coordinated shipments. Many scheduling problems result from the sales rep requesting:

- ★★ unrealistic required dates
- ★★ that supplies and parts be coordinated
- ★★ APO's entered with a low probability of becoming an order.

Here's a refresher to remind you of the long-standing policies on these subjects:

Required Dates:

1. On a system order, the required date (date when material will arrive at the customer site) is based on the system availability plus transit time.
2. If not a system, the required date is the longest availability plus transit time.
3. Setting proper customer expectations on shipments is vital to a successful CS order!

Supplies, Parts and Consumables:

1. No supplies, parts or consumables will be included as part of a coordinated shipment.
2. Simply have Order Processing put them on a separate section of the same order, they will always arrive in time (stock items)!

Advance Purchase Orders (APO's)

1. Enter only when you have a firm commitment from the customer.
2. Factories will not accept APO's without either:
 - a. A customer P.O. number, i.e., customer is waiting for a signature, etc., and issues you the P.O. number with signed P.O. to follow.
 - b. If "a" is not possible, get your DM's approval and reference it on the APO. Order Processing will also copy your DM upon entering the APO.
3. APO's expire in 4 weeks. They may be extended only with a request from your DM or RSM (if order >\$100K).

Your cooperation on these simple points should help "grease the skids" for all your coordinated shipment orders.

Louis Guigoz Joins the Group HPSA Major Accounts Team

By: Jack Griffin/HPSA

Louis Guigoz joined the HPSA staff July 1st. He reports to me and will help with the Group's management and coordination of the CSG Major Accounts Program.

Louis brings with him 3 years of HP field sales experience; he played the key role in developing Nestlé into a million dollar CSG Major Account

Louis' prime activities will be:

1. To play a consulting role for the field sales force for the development of account sales strategies and Account Sales Plans.
2. To aid the sales force with specific CSG Major Accounts.
3. To help develop business in Europe with subsidiaries of North American and ICON major accounts.

Louis and I shall continue to work closely with Jerry Klemushin and Roy Toth of CSG Cupertino and Bill Lukenbill of ICON. We shall concentrate on the five objectives spelled out by Jerry in his CS Newsletter article of 15 June 1979.

- To increase our success in the CSG accounts. Work with the major account SRs and DMs to plan for sales growth technical and business areas of their accounts. Help them execute their sales plans.
- To assist the field in establishing new accounts.

- To achieve customer satisfaction in our major accounts by helping the field to plan, coordinate, and execute support of worldwide installations.
- To set up communications links between the team members on the accounts.
- To be the focus for Major Account visits where Group and Corporate management need to be involved.

Please join me in wishing Louis well in his new job.

Customer Software Conversions

By: Joe Rodgers/CSG

After August 1 many of our business system customers will find it to their advantage to convert from their current 48-month plan I software support to the new T, S, V, W, or P support products. If your customer does elect to make this change, here are some of the administrative steps that must be taken:

1. If customer has an active purchase agreement with an exhibit S:
 - a. He must sign HP's purchase agreement software amendment 5953-2108 to release his 48-month obligation and to change his software discount and warranty provisions.
 - b. He must order all new software support service under the new Customer Support Services Agreement. If the customer already has maintenance agreement coverage on his system, then the software support should be supplied under the short term option provision of the new support agreement in order to facilitate making both services co-terminous when his maintenance coverage expires.
2. If an End-User customer has signed HP's "48-Month Right to Use" license:
 - a. He must sign HP's amendment to terms and conditions for 48-month "Right to Use" 5953-2115 to release his 48-month obligation and release HP from the support service obligations specified in the license.
 - b. If the customer wishes to continue to purchase software support at either the same or a different level, he must obtain those services under the same procedure as specified in paragraph 1.b. above.

The two amendments (5953-2108 and 5953-2115) have been distributed to the sales offices. If there are any difficulties obtaining amendments contact your Regional Contracts team.

“Right to Reproduce” Software Terms

By: Joe Rodgers/CSG

The new CSG Software Terms described on Form 5953-2107 (22)D which was put into effect August 1, 1979 permits HP's customers to purchase the "Right to Reproduce" product providing that the customer has previously or concurrently purchased the associated Type 1 product. Our intent for the new policy is to require the customer to have previously or concurrently purchased the Type 1 "A" version from HP which is consistent with the software policy now used with all HP 1000 systems and computers. Unfortunately, the language in paragraph 3.A. of new software terms currently does not specifically state the

customer must have previously or concurrently purchased the associated Type 1 product from HP.

However, it is our intention to require that the customer obtain the associated "A" version from HP.

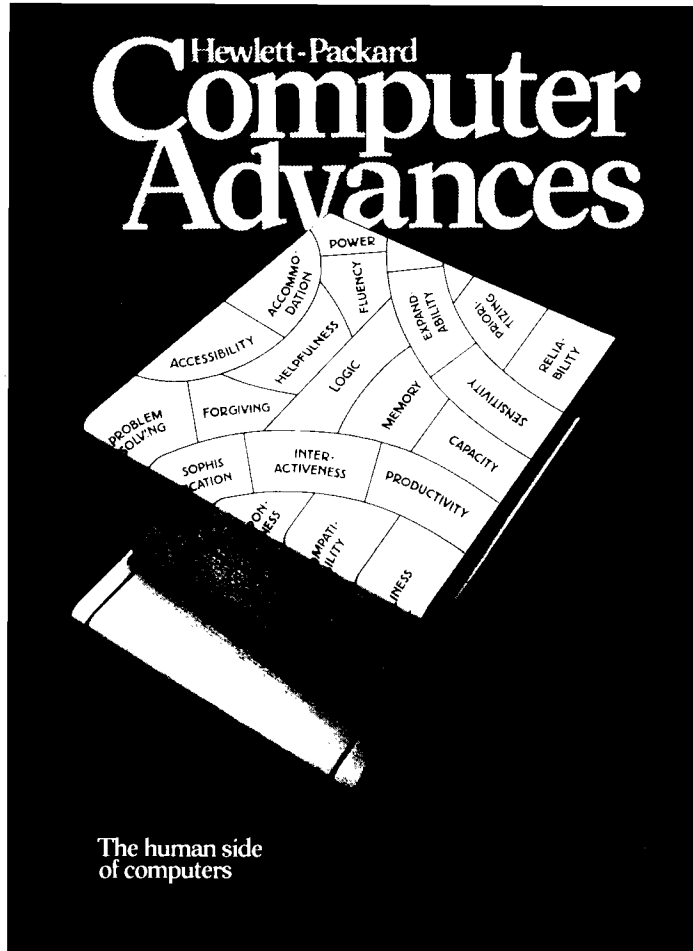
As an example, if an end-user acquires HP software from our HP OEM, that customer is not qualified to purchase the "Right to Reproduce" product from HP without first purchasing the "A" version.

We will clarify the language of paragraph 3.A. of the 5953-2107 software terms on our next printing. In the meantime, we suggest that the words "from HP" be inserted at the end of the first sentence of paragraph 3.A.

A Riddle . . .

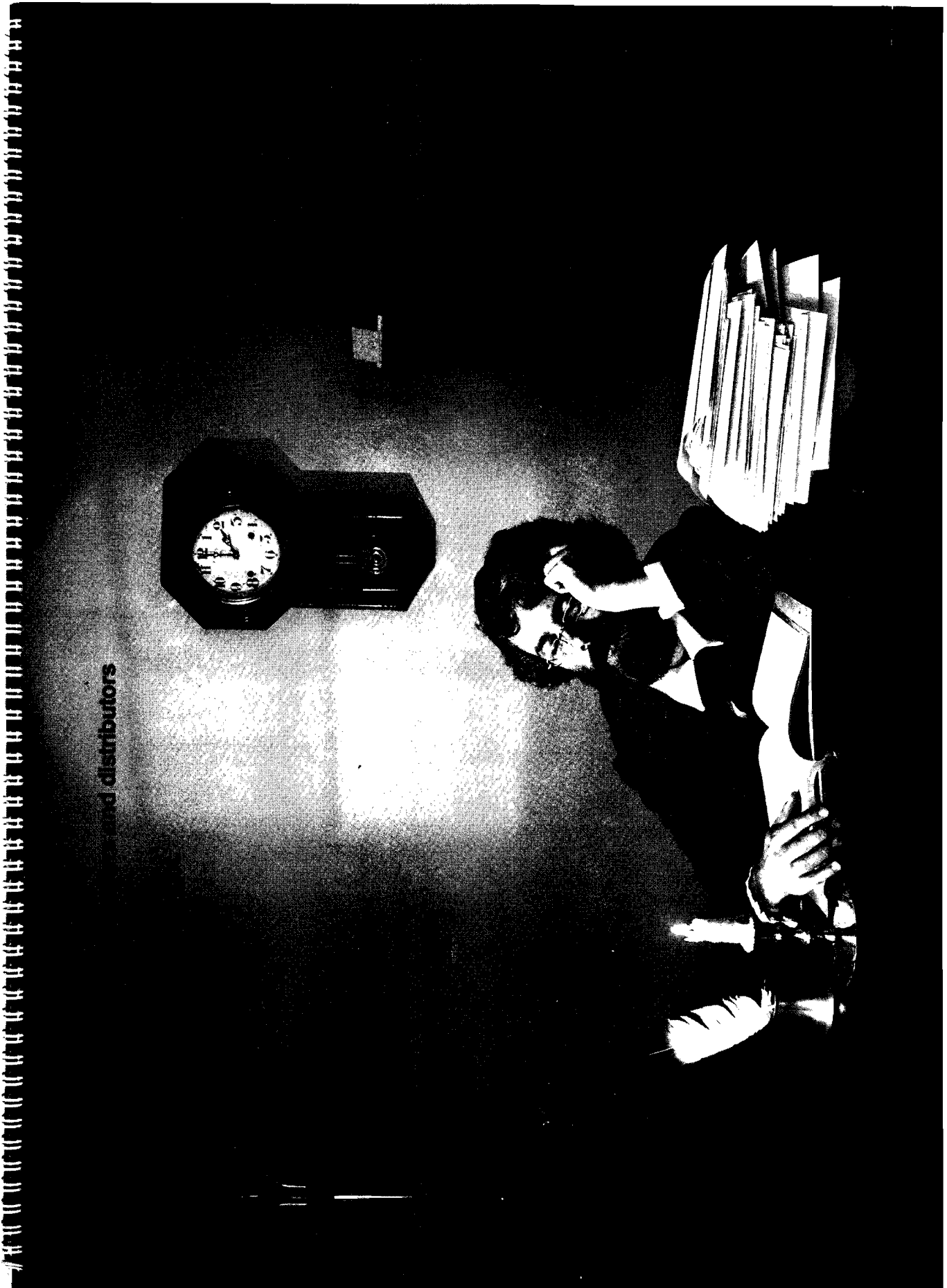
By: Sherri Sumner/CSG

What's friendly, helpful, sensitive, and above all, forgiving? No . . . it's not your mother. It's your AMIGO and mine, the HP 300!



The July issue of *Computer Advances* is hot off the press. This issue, appearing in the *July Datamation* and the July 16th issue of *Computerworld* demonstrates the human aspects of the HP 300 which is featured on the cover, and gives the background on the successful partnership of HP and the Herman Miller Action Office Environment, used in our GSD-AMIGO division. Also included is coverage of the HP 9872 four-color plotter capabilities, System 45B, HP 250, and our award winning packaging design for the HP 300.

Additional copies are available for seminars and direct mail programs from our Corporate Literature Distribution in Palo Alto. To order, specify by number 5953-0852D.



and distributors

Training News

CSG I/A Class #29 Graduates With Diplomas

By: Bob Lindsay/CSG



Ed McCracken gives the after-dinner presentation, . . .



. . . congratulates Stan McKinney/MSR-W, (with help from Rodney Brownlow/SSR) , . . .



. . . and presents Graduation Diplomas to the class, including Gary Belonzi/ESR, . . .



. . . and Francois Angrignon/CSR.

The location was the Private Dining Room at the Smuggler's Inn Restaurant. Disco music invaded the room from the dance floor, but Ed McCracken overcame the music and the smoke to give an excellent after-dinner talk to CSG Industry/Applications #29. Ed's presentation focused on the changes which have taken place in our sales organization over the past four years, wherein our move toward a more consultive selling approach has even outpaced our dramatic advances in computer technology.

Pictured above are a few of the graduates of Class #29 receiving their Graduation Diplomas: this was an excellent class and they truly earned the recognition they received. (One member of the class even found a way to answer true-false quiz questions with an HP pocket calculator!)

WATCH OUT COMPETITION, HERE THEY COME!

INFORMATION CHANGE NOTIFICATION

Please update my CSG Internal Distribution and Directory listing as follows:

Type of Change: Add Modify Delete

NAME: _____

EMPLOYEE NUMBER (5 digits): _____

OFFICE/DIVISION: _____

REGION/OFFICE NUMBER [] [] [] [] [] OR DIVISION [] [] [] [] []

HOME TELEPHONE NUMBER (optional): _____

JOB TITLE: _____

PRODUCT SPECIALTIES (i.e.: 264X, 3000): _____

MANAGER'S NAME: _____

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