

# COMPUTER SYSTEMS NEWSLETTER

*For HP Field Personnel*

REINHARDT, HELMUT  
FRANKFURT  
FRG



Vol. 5, No. 4  
DEC. 15, 1979

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# BOISE DIVISION NEWS

## Product News

### Price Increases

By: Gary Atkins/Boise

Effective January 1, 1980, Boise Division will be raising prices on the 263X family and selected subsystem options for line printers and magnetic tape products. These price increases were caused by overall inflationary pressures; however, material costs for these electro-mechanical devices has been the major contributing factor.

Product	Description	Old	New
7970B			
320	Subsystem for HP 3000 III	\$1830	\$2500
324	Subsystem for HP 3000 III	1830	2500
7970E			
320	Subsystem for HP 3000 III	1740	2410
321	Slave subsystem for HP 3000 III	(105)	565
324	Subsystem for HP 3000 III	1740	2410
421	Slave subsystem for HP 3000 30/33	(105)	565
426	Subsystem for HP 3000 30/33	3115	3700
2608A			
110	Sound cover/static eliminator	150	200
210	Subsystem for 2100 A/S	650	1000
300	Subsystem for HP 3000 III	650	950
100	Subsystem for 2100 A/S	650	1000
300	Subsystem for HP 3000 III	650	950
2617A			
100	Subsystem for 2100 A/S	650	1000
300	Subsystem for HP 3000 III	650	950
2619A			
300	HP 3000 subsystem	650	950
263X Family			
2631A	180 cps printer	3350	3600
2635A	180 cps printing terminal	3650	3950
2639A	180 cps printing terminal	4025	4350
2631G	180 cps graphics terminal	4250	4550
Accessories			
13190A	Multi-unit cable (12.5 ft.)	375	500
13194A	Multi-unit cable (20 ft.)	450	600
26006A	Add-on I/F cable for HP 2608A	225	400

In addition, the 2631A/2635A and 2608A ribbons supplied by CSO are changing from part number ordering to product number ordering and the 263X ribbons have increased in price. The following table summarizes these changes.

Product Number	Description	3-Pack Price	3-Packs
92153A	263X Ribbons (3-pack)	\$60.00	1-2
		\$51.00	3-7
		\$45.00	8+
92158A	2608A Ribbons (3-pack)	\$75.00	1-2
		\$67.50	3-7
		\$60.00	8+



**Add BLOCK to Your HP 2608A**

*By: Gary Sherwood/Boise*

We have received many requests for adding BLOCK lettering to existing HP 2608A line printers since the October 1 announcement. This ROM may now be ordered as 26001A option S06 at a U.S. list price of \$200.00. The ROM needs to be installed by a qualified HP CE since jumpers need to be changed on the board when the new ROM is installed. Installation instructions are included in the character upgrade kit.

Sold with Printer:

Order: 2608A .....Standard Price  
Option S06 .....\$200.00

Sold as a Kit:

Order: 26001A .....\$100.00  
Option S06 .....\$100.00

**202 Modem Control is Now Free!**

*By: Steve Davis/Boise*

Boise Division has some good news for you and your customers!

Effective immediately, modem control for 202-type (half-duplex) modems will be included at *no extra cost* with all standard 2635A's and 2631A's with option 040. Along with modem control, the standard 2635A and the 2631-040 now also have the ability to strip null or delete timing characters from the incoming data stream, and they have the ability to access an alternative character set using either eight-bit code or control codes (shift in/shift out).

Before today, these features were available only with option 041 to the 2631A and the 2635A at an incremental cost of \$25, thus, this announcement represents a \$25 savings to your customers who require the features explained above.

Because of this change, option 041 is no longer viable, and is not available, effective immediately. Any 2631A-041, 2635A-041 or 26095A-041 (interface kit) which is currently on order is eligible for a \$25 price reduction. Please have your order processing personnel transmit a change order to change any 2631A-041 currently on order to an option 040 and to change any 2635A-041 currently on order to a 2635A Std. Any orders for 26095A-041 should be changed to 26095A-040.

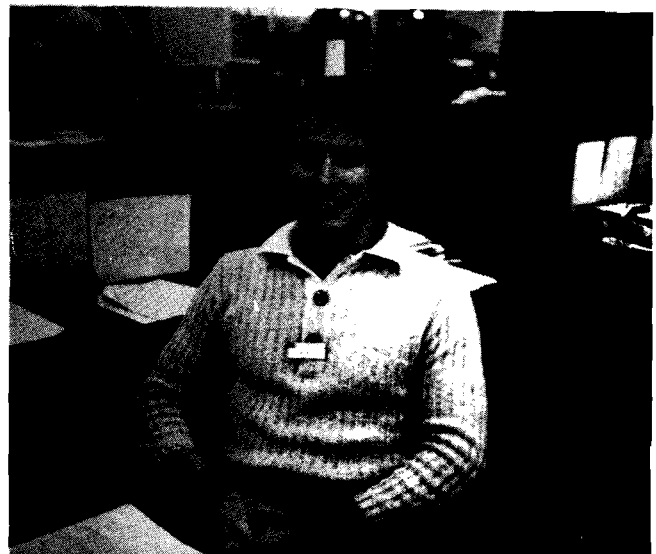
If you have any questions about this procedure, your Boise Division Sales Development Engineer will be glad to help you.

**Division News**

**Sales Development Adds New People**

*By: Robert McCaleb/Boise*

The December 1st issue of the *CS Newsletter* brought you word of Boise Division's recent Sales Development reorganization. Some of the names on the organization chart may be unfamiliar, since we've added several stalwarts to our group.



*Tom Mills* hails from Wyoming, having recently completed his MBA at the University of Wyoming. When he's not wrestling with carburetors and other accoutrements of English car ownership, *Tom* practices his Clint Eastwood impressions and works as part of Boise's Eastern Sales Region support team.

**HP Computer Museum**  
**[www.hpmuseum.net](http://www.hpmuseum.net)**

**For research and education purposes only.**



You may have seen *Jim Skog* recently in Kansas City, St. Louis, or Rolling Meadows. *Jim* and I visited a few offices to meet field personnel and customers.

*Jim* joined HP in September, 1979 after earning his M.S., Finance degree from the University of Wyoming. *Jim* grew up in Iowa City, Iowa and earned his B.B.A., Financial Economics and Marketing there from the University of Iowa.

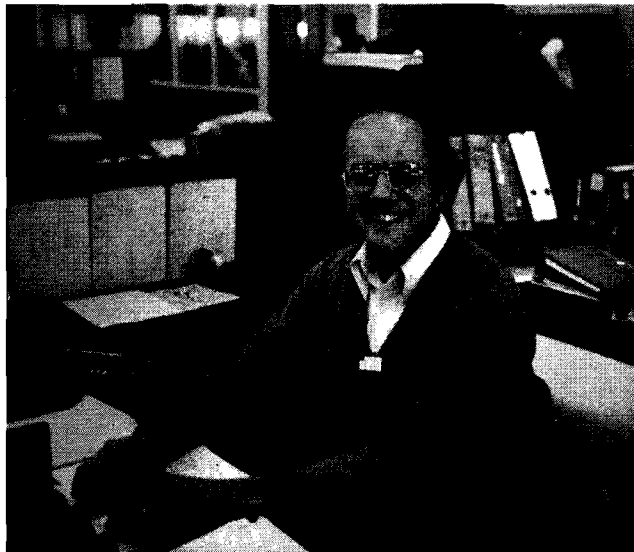
Having just completed his Sales Development training, *Jim* is ready for full-time support of MSR.



Most of you have had a chance to talk with *Susan Curtis* by now. She has just completed her introductory training in Sales Development and is now full-time on-line support of the Southern Sales Region.

*Susan* has worked for HP for 2½ years in Manufacturing assignments as Buyer and Purchasing Supervisor.

Her educational background includes a Bachelor's degree in Business Administration and an MBA from Boise State University.



*Ed Pavlinik* joined Boise Sales Development in October from Lockheed Corporation. Ed is an MBA graduate of the University of Pennsylvania Wharton School and holds B.S. and M.S. in Electrical Engineering from Clarkson and Northeastern, respectively. *Ed* is part of the International (HPSA, ICON, Canada, Japan) sales support team.

# COMPUTER SUPPORT NEWS

## Sales Aids

### Customer Support — A Vital Part of Lasting Value

By: Olen Morain/CSD

More frequently than not, I find that upper management of new customers becoming acquainted with HP are more concerned about HP's commitment to support than the details of the support available. This is probably true because they realized that if we are truly committed, they will receive the support they require.

A tactic I frequently use, which seems to work, is to draw heavily on HP's history including our Corporate Objectives. While the Corporate Objectives are revised from time to time to reflect HP's growth and diversification to other fields of interest, some fundamental principles have never changed. One of these is our objective with respect to customers, a portion of which is as follows:

"OBJECTIVE: To provide products and services of the greatest possible value to our customers, thereby gaining and holding their respect and loyalty.

The success and prosperity of our company will be assured only if we offer our customers superior products that fill real needs and provide lasting value, and that are supported by a wide variety of useful services, both before and after sale."

To demonstrate that these objectives are indeed HP's working principles and not just words, one can point to some historic facts.

For example, in HP's early days *Dave* and *Bill* insisted that our Reps have the ability to do warranty repairs in the local office at a time when other electronic instrument companies required the products be returned to the factory. *Norm Neely* was a true pioneer in this area.

Secondly, HP recognized that support went well beyond correction of malfunctions and insisted that their Sales Representatives be technically competent in the application and use of the products to assure that they were properly applied and successful in fulfilling the needs of their customer.

It was through this tactic combined with the Technical Contribution and reliability of HP products that HP developed the loyal, repeat customer. In many instances the Sales Representative was called frequently after the sale to assist in application of the product to a new need of the customer. Through the willing and competent performance of this support, the Sales Representative learned of new needs for options to the product or additional products resulting in increased sales volume.

As time went on and the installed base of instruments increased for customers, HP recognized the need to provide support beyond those available from repair technicians and Sales Representatives. HP leveraged its knowledge through development of maintenance training programs, readily available parts, improved documentation, application notes and technical articles (the HP Journal). Thus it's easy to see that HP's deeds matches its words in historically assuring a wide range of support services increasing the customer's ability to get maximum utilization of its products and providing lasting value.

As we evolved in the computer business, the range of services required and complexity increased, leading to the formation of the Computer Service Division to concentrate management of resources for more effective delivery of these services. In its early days the contribution was primarily internal, improving parts availability and quality as well as establishing a more effective formal maintenance training program for our CE's.

During the past year, emphasis has been placed on formal definition of the currently available services, development of a services product strategy to fill in the holes, and field organization designed to reliably perform the services as well as integration of the SEO to assure uniform strategy and compatibility.

Thus, it is easy to recognize that while the need has changed, and the complexity increased, the basic fundamental commitment of HP is the same. Our commitment to technological contribution, creativity and innovation goes beyond the hardware and software but includes support. First local warranty repair, now phone-in consulting service. Both are significant innovative contributions, establishing leadership, and that's just the beginning.

Sell support, it will increase your pocket book through increased sales.

# Computer Support Advertising Begins

By: Ron Murdock/CSD

On November 26 the CSD advertising campaign began in print with this ad covering page 7 of the *Wall Street Journal*. It will continue to appear once each month through next August.

According to *WSJ* data, this puts the ad in the hands of over 4,000,000 individual readers every month. More significantly, of the 1.7 million paid *WSJ* subscribers, over 400,000 are directly involved in the purchasing decision for EDP/computer equipment, services and software.

But putting the message directly in the hands of prospective customers is only the first step. As this is being written, the Support Services brochure is going to press and copies should be in your office before the end of December. Sets of 35mm slides for customer presentations, additional brochures, flyers, and updated Data Books are all in work.

Watch for further announcements in the *CS Newsletter*!

THE

WALL STREET JOURNAL

30 CENTS  
 (SF)

*in Rights Reserved*

## Six tough questions to ask about support before you buy your next computer.

- 1

Will I be stuck with limited service hours when my company works at least two shifts a day? (Or will I have to pay for full-time service even if I don't need it?)
- 2

Will I get as much support for my software as I will for hardware?
- 3

Will I see service support people only when things go wrong?
- 4

Will my contract spell out exactly what services I'll get and what they will cost?
- 5

Will my service engineer be on his way as soon as I hang up the phone?
- 6

Will he stay on the job till the problem is fixed?

## And the answers you'll get if you ask HP

With HP we check how much of how little support you need. Instead of a one program fit all approach we offer a real choice. Our Standard System Agreement provides services that work from 8 a.m. to 6 p.m. But we can tailor a plan to include a range of maintenance programs from five days a week to 24 hours a day. And the check coverage. In short we work the way you work.


As you see, we offer you a choice of plans. And the Standard Customer Support Service provides complete software support including such things as planning, consulting, on-site systems engineering and software and hardware manual updates. If you have in-house software resources you may prefer our Software Support Service or documentation/distribution services. Or one of several custom training and applications design consulting services.


At HP we place a heavy emphasis on preventing problems rather than fixing them. That means taking a great deal of care in site preparation, initial training, and preventive maintenance programs. As well as providing top quality supplies for your system. You also receive regular visits from the Systems Engineer and Customer Engineer assigned to your account. They'll take care of updating software or hardware, and help you plan ahead as your business grows.

The best surprise are the surprises. Especially when it comes to the cost of getting your business. That's why our support agreements spell out everything from contract to what it costs before you spend a cent. So matter which System Agreement you choose, you get the same coverage through the warranty period at no additional cost. And we'll also handle installation at no extra charge. If all new equipment, providing you include it in your System Agreement.

In most areas your HP's custom engineer will usually arrive within two hours of your call or you have our System Agreement coverage. And since our local offices are fully stocked with parts, he should have everything necessary to get your computer up and running again.

Our Customer Engineers don't watch the clock. They'll keep right on working, even beyond your service hours, if that's what it takes to get the job done. This service is available with the standard agreement at no additional cost.




**HEWLETT PACKARD**

Volume 5, Number 4, December 15, 1979

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FOR INTERNAL USE ONLY

**Believe It or Not . . .***By: Olen Morain/CSD*

I've discovered that there are a number of Sales Representatives who do not realize that we have a Data Book specifying our support services.

For those of you who missed the NPT tour or haven't read the *CS Newsletter*, the Part No. is 5953-3301 and it should be on your literature shelf. If not, place an order with the HP Literature Distribution Center, building 9B, Palo Alto, attention *Dave Asplund*.

## Product News

**ICON is Now on the Map***By: Olen Morain/CSD*

The update to the Customer Service Travel Guide is now complete and being distributed. Office maps for our ICON affiliates are included, as well as required corrections to the U.S. and European maps.

Please forward all requests for corrections or additions to CSD Sales Development, attention *Ken Hunt*.

The Customer Service Travel Guide is now available from Computer Support Division's Software Distribution Center. As of September 3, 1979, the cost of the manual, plus the first year's subscription service including all updates, will be \$25.00. This will cover updates through August 1980.

Anyone who orders a manual from CSD will automatically be put onto a subscription database. This data base will be used to keep the manual updated. As changes are necessary, SDC will be responsible for having the updates printed and distributed to the data base. Those people who have already received manuals will be put on the subscription data base.

The manual can be ordered from Division 5006 via a HEART I2 order. The supplying and marketing division is 50. The price is \$25.00. The Part No. is 5955-3221. The HEART system will have to be overridden until the October CPC Parts Price List is published.

Each year, on August 1, all users will be able to order another one year subscription service and be billed intracorporately.

**Support of Westinghouse Mag Tape Cassettes***By: Olen Morain/CSD*

I would like to clear up some confusion regarding support of the Westinghouse meter reading systems which is causing considerable account management problems with one of HP's largest customers.

Several years ago Westinghouse chose HP 1000 systems as the host processor for a power meter reading system which uses a Westinghouse supplied cassette mag tape reader. At the time of this selection, HP agreed to provide preventative maintenance and attempt remedial repairs on Westinghouse mag tape cassettes being used in HP systems under maintenance agreement with HP.

This commitment applies to systems installed in the domestic U.S. only. Westinghouse has agreed that HP is not obligated to provide the support in foreign countries.

This commitment was made at a time when HP agreed to such commitments as a routine operating tactic. While HP has since decided that these commitments may not be the best use of HP resources, the fact remains that the current Westinghouse design and support plan is dependent upon HP continuing to provide this support. This "special" has CSD approval.

Westinghouse plans enhancements through redesign of the system which will eliminate the requirement for HP to support the cassette. In the meantime, your dedicated efforts to assure an excellent relationship between HP and Westinghouse customers not only will result in increased HP sales for the current Westinghouse design, but that HP is selected as the vendor for future enhancements by Westinghouse.



# DESKTOP COMPUTER DIVISION NEWS

## Division News

### DCD Is Number One

By: Alistair MacDonald/DCD

A banner outside the Fort Collins Facility proclaims "Welcome to Hewlett-Packard's Number One Division". We base the claim to be HP's No. 1 Division on the profit DCD contributes to the Corporation.

A study of the Desktop Computer market by International Development Corporation, a highly-respected Massachusetts-based research company, confirms that Hewlett-Packard is No. 1 in the desktop computer market. Their study places DCD as the leading supplier of desktop computers based on '79 dollar shipments. They estimate that we have 32% of the entire desktop market, 19% ahead of IBM's 13% share. Tektronix has 6% of the market.

These figures exclude the 9815 (because of no high level programming language), which, if included, would have increased the dollar sales and greatly increased the unit count.

The report predicts a healthy 35% annual growth rate in the Scientific market and no new competitors entering the field.

IDC cites the key ingredient for success in this market as a complete understanding of the end users requirements.

Our products and the strength of the field organization will combine to keep us number one in the desktop field.

### Incomplete Shipment

By: Alistair MacDonald/DCD

Included with most product shipments from DCD is a yellow card which the production people use to solicit comments about the completeness of the shipment and the quality of the product.

The most frequent complaint made is that the shipment is not complete. While occasionally there is a mistake and part of the promised shipment is missing, the majority of the

customers are expecting all the equipment which was ordered — regardless of supplying division — to be delivered at one time, even when a coordinated shipment or a no-partial shipment had not been requested.

The customers obviously have expectations different from our intentions, causing a negative reaction toward HP. While the problem may lie in the customer's own organization, i.e. his purchasing department not keeping him informed, his negative feelings reflect on HP.

To ease the problem, you may want to take a minute when a customer is ready to place an order to explain different delivery times of items on his order.

A little time on your part may reduce your customer's frustration — and a happy customer is worth a lot.

## Sales Aids

### KEYBOARD Helps Sales

By: Bill Sharp/DCD

Feedback from the field indicates that *Keyboard* magazine can act as a sales aid, as well as serving its primary purpose of keeping our desktop computer customers informed. Here is an excerpt from a letter sent to us by *Vinai Varanyananda*, DP Product Manager, Unimesa, Bangkok, Thailand: "We are presently receiving about 4 or 5 copies of each issue of *Keyboard* primarily for our marketing purpose. It was found that by giving certain issues which have articles related to a potential client's needs, our marketing efforts have improved dramatically. By our estimates, we figured that we can reduce our sales calls at least by about 25% with this approach. The relevancy of the articles normally leads to a discussion about system configuration and price on the next sales call. Furthermore, we book an order on the average for every third customer we approach instead of 4-5 as has been in the past. But we are presently out of our supply of *Keyboard* which 10 days after it arrives and have to rely on Xerox copying which does not give as impressive an impact as the multicolored *Keyboard*."

We would appreciate receiving more issues of *Keyboard* and related publications to help with our marketing HP calculators and computer conducts."

## Seminar Selling Success

By: Phil Farley/DCD

Larry Furr, SR in the Rockville Office, recently informed us of his successful "Management Graphics Seminar" held October 22nd and 23rd at the Marriott in Arlington, Virginia Advertising in the "Pentagram News", (a tabloid to government employees in the Washington, D.C. area, circulation 30,000) attracted 70 participants. A direct mailing to 1200 additional people, using an HP DCD list, enticed 10 more. Larry said, "I reached people who know nothing about HP and have real requirements for our desktop computers."

The seminar, using slides from the Canadian Graphics Show, covered the topics:

- Graphics — The Man/Computer Interface
- What is a Graphics System?
- Why use Graphics?
- How Graphics can help you.
- Trade-offs when Purchasing

"As a result of the seminar", Larry said, "we should get at least five 9845T system orders."

For further information or a copy of Larry's advertisement, call Phil Farley, at DCD.

## "Interfacing Concepts" Available

By: Jim Fentress/DCD

Two manuals currently available remove some of the mystery from desktop computer I/O programming. "Interfacing Concepts and the 9825A" (PN 09825-90060) is written for the HPL language HP 9825A. "BASIC language HP 9835A/B and HP 9845A/B desktop computers. Each manual, priced at \$10.00, is available from Corporate Parts Center, Division 15.

Topics covered in these two manuals range from elementary digital logic to interface programming to advanced transfer techniques. Both manuals are written to help the beginner at I/O programming, although the I/O specialist can benefit from reading them as well.

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# DISC MEMORY NEWS

## Sales Aids

### 7906/20/25 Vibration Specifications

By: Cathy Salinas/DMD

We have received many inquiries concerning shock and vibration specifications for our disc products. Consequently, we have summarized our present situation on shock and vibration testing below. We hope this information will be useful to you.

HP has no operational shock or vibration specifications for the 7906, 7920 or 7925. However, we do test the product to ensure structural integrity under normal shipping and handling conditions. These tests *do not* determine the amount of shock and vibration a product can withstand while maintaining its nominal operating specifications. The following paragraphs describe DMD's former testing procedures for these products. DMD is currently working toward in-house simulation of random vibration levels actually experienced during operation in the field. However, the results of this investigation will most likely apply to our future products.

#### Vibration Testing

The product is not required to fulfill any operational specifications during this vibration test. However, following the test, the product must recover and satisfy all nominal specifications in order to "pass".

#### Sweep and Resonance Search

The product is mounted on a sine wave vibration exciter and is subjected to a vibration sweep from 5 Hz to 55 Hz to 5 Hz with a maximum excitation displacement of .015". During that sweep, product resonances (frequency and amplitude) are recorded. Each of the three axes — front to back, side to side, and up and down — are tested.

#### Resonance Dwell

Following the resonance sweep, the vibration exciter is set to dwell for ten minutes at each of the four worst resonances for each axis. The excitation displacements (a function of the resonant frequency) are as follows:

Frequency Range (Hz)	Displacement Peak to Peak (inches)	Duration (minutes)
5 — 10	.125	10
11 — 25	.060	10
26 — 55	.015	10

As previously mentioned, the product must operate within nominal specifications after completing the test.

#### Product Vibration Specifics

- 13037 — Pass
- 7906 — Pass
- 7920 — Passed a modified test where the excitation displacement was limited to .0075"
- 7925 — Pass

#### Shock Testing

Shock testing is conducted while the product is in a nonoperational state. The product is subjected to three successive shocks applied to each of the six mutually perpendicular axes for a total of 18 shocks. All shocks are 1/2 sine wave shape, with a shock peak level of 30g and a duration of 11 milliseconds. In order to pass, the product must demonstrate operation within nominal specifications after the test.

#### Product Shock Specifics

- 13037 — Passed
- 7906 — Not Tested
- 7920 — Not Tested
- 7925 — Passed (While testing this product, the shock waveform used was sawtooth, with a shock level of 20g and a duration of 11 ms, which is more severe than the 1/2 sine, 30g waveform.)

#### Bench Drop

Disc Memory Division does not currently conduct bench drop tests.

#### Additional Testing

We can accommodate requests for testing our products in situations other than those indicated above. If you are interested in initiating other tests, please contact the Sales Development Representative for your region.

#### Customer References

We also have letters and written accounts which may be useful in qualifying our disc drives for your particular application.

# DATA SYSTEMS NEWS

## Product News

### DEC, DG Announce New Mid-Range Processors

By: Mark Beswetherick/DSD

DEC recently announced a new mid-range computer, the PDP 11/44. DEC summarizes the 11/44 as providing twice the performance of the 11/34 at 20% additional cost. A basic 11/34 has approximately M-Series performance, therefore the basic 11/44 is roughly positioned against an E-Series performance wise. The following table shows that the E-Series and F-Series fare well against the 11/44 in terms of price-performance.

#### Basic 11/44 configuration:

PDP 11/44 CPU with power supply and including:	\$23,900
256Kb ECC MOS memory, 2 serial ports, ASCII interface, and 8Kb of cache memory	
TOTAL	\$23,900

#### Equivalent E-Series Configuration:

2113E-Series CPU	\$11,000	
Opt. 014 (delete memory)	(4,500)	6,500
12789B 256Kb Hi-perf. fault control memory package		9,000
2 12966A buffered async. comm. I/F		1,200
1 59310B HP-IB card		675
TOTAL		\$17,375

The 11/44 has optional hardware floating point priced at \$2,900 resulting in the following comparison with the F-Series:

#### 11/44 with Hardware Floating Point:

PDP-11/44 CPU	\$23,900
Hardware floating point option	2,900
TOTAL	\$26,800

#### Equivalent F-Series Configuration:

2117F F-Series CPU	\$16,000	
Opt. 014	(5,500)	10,500
12789B		9,000
2 12966A		1,200
1 59310B		675
TOTAL		\$21,375



As you can see, an equivalent E-Series is more than \$6,000 less expensive than the 11/44, and an equivalent F-Series beats an 11/44 with hardware floating point by more than \$5,000!

Other points worthy of mention: The 11/44 is currently only expandable to one Mbyte, giving us more capability in large memory applications. Although the 11/44 is equipped with an 8Kb cache, DEC cites an effective access time of approximately 500 ns, assuming an 85% hit rate. Our high performance fault control memory provides equivalent or better performance without having to resort to the more expensive cache approach. Also, HP provides all of the tools necessary to make user microprogramming a viable option for super high performance applications; DEC does not support this alternative on the 11/44. And finally, the 11/44 has no equivalent to the Scientific Instruction Set or the Vector Instruction Set for high performance scientific and engineering computation. All in all, we are still in a superior competitive position against DEC's mid-range CPUs.

Data General is doing their best to make life interesting with their recent introduction of the Eclipse S/140. The S/140 fits into the DG product line above the S/130 and below the S/230 and S/250 in terms of price and performance, and is therefore positioned against the E-Series and F-Series. The following table provides an apples-to-apples comparison between the S-140 and the E-Series and F-Series:

#### Eclipse S/140:

128Kb ECC MOS memory standard	\$16,500
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#### Equivalent E-Series Configuration:

2113E E-Series CPU	\$11,000	
Opt. 014	(4,500)	6,500
12789A 128Kb Hi-perf. fault control memory package		
TOTAL		\$13,000

**S/140 with hardware floating point:**

Basic S/140	\$16,500
Optional hardware floating point	4,500
TOTAL	\$21,000

**Equivalent F-Series Configuration:**

2117F F-Series CPU	\$16,000	
Opt. 014	(5,500)	10,500
12789A		6,500
TOTAL		\$17,000

As in the case with the 11/44, we have a distinct price advantage over the S/140; \$3,500 in the case of the E-Series and \$4,000 for the F-Series. The S/140 has four-way interleaved memory that yields an effective cycle time of 400 ns, a bit faster than our high-performance packages. However, we have the advantages of user-microprogrammability, SIS and VIS on the F-Series, very extensive software, and a strong service organization, which should put the HP 1000 product line out ahead of DG.

We are seeking more information about the 11/44 and S/140, so as you encounter these machines in competitive situations, please let us know what you find so that we can spread the word.

**A New Tool for the Understanding of RTE Internals — RTE Listings**

By: *Van Diehl/DSD*

The long awaited RTE-IVB listings are now available! . . .

These source listings are available now for users interested in the understanding of the internals of the RTE-IVB operating system. These listings can be ordered in 800 bpi and 1600 bpi mag tapes, instead of printed line printer copies, because of the enormous amount of paper required. This way the user can easily print just the desired section of code, using a convenient directory provided in the beginning of the tape.

The RTE-IVB assembler listings are provided for the benefit of the system programmer that wants to acquire a knowledge of RTE internals operation. They should be invaluable additional material for users that have attended the RTE Internals Course — ADVANCED RTE WORKSHOP.

These listings are not to be confused with the RTE-IVB source product — 92068X — which contains the entire sources of the product and is intended for users who desire to modify the operating system.

The RTE-IVB listings have been obtained by assembling parts of the operating system that are more frequently used. The parts included are:

1. The *Memory Resident System* — containing the scheduler, dispatcher, session monitor, Real Time I/O control module, etc., etc.
2. *Utilities* — containing operating system utilities such as KEYS, KYDMP, WHZAT, READT, WRITT, SAVE, RSTOR, COPY, etc.
3. *I/O Drivers* — contains the code for 16 I/O drivers for terminals, line printers, mag tape, discs, card reader, etc.
4. *Decimal String Arithmetic Routines*
5. *HP-IB Library*
6. *TV Interface Card Library* — a graphic library to draw characters, vectors and points in a TV monitor.
7. *System Library*
8. *Disc Backup Library*
9. *DOS/RTE Relocatable Library* — containing arithmetic, transcendental functions, etc.

**Ordering Information**

The source listings should be ordered by the following part numbers:

- Source listings in 800 bpi mag tape — 22999-90236. List price: \$1500.00
- Source listings in 1600 bpi mag tape — 22999-90237. List price: \$1500.00

The availability of these listings are 4 weeks from receipt of order.

These listings are for RTE-IVB data code 1940 (10/1/79) and will be updated at approximately six month intervals. No update service will be provided.

For internal orders please note that it is imperative that they be placed using a type I2 HEART order, on division 2200, ID code 42. Customer orders should be placed as usual on the local sales office and transmitted via HEART on supplying division 2200.

**Old Systems Removed from Price List**

By: *Steve Pomeroy/DSD*

The 2176A/B and 2177A/B systems were removed from the Corporate Price List on December 1, 1979. The removal of the RTE-IVA disc-based systems had been scheduled and was announced last summer during the NPT Tour. DSD will continue to take orders on the 2176A/B and 2177A/B systems through December in accordance with the policy of allowing a 30-day grace period on price list changes. ATS applications, which are dependent on the 2176A/B and 2177A/B systems, will still be allowed to order them. For the price and availability of these systems for ATS and other problem cases, consult the factory.

Effective January 1, 1980, the 2170A, 2171A, and 2172A systems will be removed from the Corporate Price List. Orders for these systems will be accepted through February, 1980. If this presents major problems, consult the factory.

## Price Increases for HP 1000 Software Support Products

By: Phil Ebersole/DSD

Effective January 1, 1980, the price of some HP 1000 software support products will increase.

These increases represent increased material costs associated with the need to ship more manual updates, cassettes, mag tapes, etc., than was expected when the products were originally priced.

Of course, since the amount of material shipped varies with each quarter, these increases are based on the average amount of material shipped over the past several quarters.

In general, you will note that most of the increases are associated with cassette updates. Cassette updates are by far the most expensive update media! For example, for the RTE-IVB Software Subscription Service, choosing updates on cassettes adds \$35/month or \$420.00 per year to the price of the service. Thus, you should encourage your customers to purchase mag tape updates whenever possible.

The January 1 price increases are detailed below. Note:

- a. CSS = Customer Support Service
- b. SSS = Software Subscription Service
- c. These are monthly prices.

Product Number	Description	Old Price	New Price
24396S option 050/051	Diagnostics SSS on mag tape	\$ 8.00	\$ 10.00
91730S	Multipoint/1000 SSS	10.00	15.00
91730T	Multipoint/1000 CSS	30.00	35.00
92001S	RTE-II SSS	115.00	120.00
92001T	RTE-II CSS	265.00	270.00
92063S	IMAGE/1000 (Mature Version) SSS	15.00	20.00
92063T	IMAGE/1000 (Mature Version) CSS	35.00	40.00
92064S	RTE-M SSS	65.00	110.00
92064T	RTE-M CSS	215.00	260.00
92064S/T option 020	RTE-M CSS/SSS on cassettes	0.00	15.00
92067S/T option 020	RTE-IVA CSS/SSS on cassettes	30.00	35.00
92067Z	RTE-IVA Source Subscription Service	100.00	125.00
92068S/T option 020	RTE-IVB CSS/SSS on cassettes	30.00	35.00
92069S	IMAGE/1000 SSS	20.00	25.00
92069T	IMAGE/1000 CSS	40.00	45.00
93284S	HP-ATS SSS	20.00	30.00
93284T	HP-ATS CSS	65.00	75.00

## 2240 Price Changes

By: Howard Bain/DSD

Effective January 1, 1980 the prices of the 2240 Measurement and Control Processor and functions cards will be increased an average of 10%. This, the first price increase since introduction of the product nearly 2½ years ago, was necessitated by escalating labor and material costs.

Please ensure that your quotes after January 1, 1980 reflect the new prices.

## 93723A Racking Options

By: Bob Blake & Hal Eubanks/DSD

The gratifying proliferation of manufacturing (supplying) sites has created some challenges in meeting the expectations of certain customers who regularly or frequently order component systems and pay to have DSD rack, cable, and provide miscellaneous services. The services have a reasonable similarity to those offered on ATS systems, but seldom include systems integration and test (93284A). The turn on of Roseville with 11/1 direct order transmission of component orders for certain I/O cards and

CPU accessories necessitates a review of how we handle these orders to achieve customer satisfaction.

Factory records indicate regular customers include Western Electric and Eastman Kodak; frequent customers include Westinghouse, ITT, Singer/Kearfott, and Goodyear Aerospace. Each customer has its own set of considerations for investing in these specials. Some, but not all of these are:

- Product mix required to solve customer problem is unique, and is not covered by standard HP 1000 Systems configurations (CAROT) systems (dual CPU).
- I/O configuration differs from standard HP 1000 System in that specific card slot assignment is unique and may include specials (such as MPX I/O).
- Order is typically shipped directly to End User site or to a customer warehouse with paid installation by HP CE

following customer site preparation. There is no intermediary staging area for our customer to perform these functions and so it is cost effective to order from DSD.

When your customer orders the 93723A with DSD quoted option, your customer will be best served if you have your Order Processing person override HEART and transmit *all products quoted in the special* directly to DSD. NOTE!!! This will seldom include Boise or DMD products, but will include I/O cards and CPU accessories (don't forget TBG). If this is overlooked, the system will predictably crank out and ship to the customer the very products that DSD needs to perform this racking service. Or, if we're lucky and reverse the process in time, delivery may not please your customer. In either case, considerable misdirected time, effort and temperament will be expended in serving your customer in the HP way.

## Division News

### Data Systems in Octoberfest of Trade Shows!

By: George Low/DSD

Data Systems Division personnel hit the road for three consecutive weeks in October and, with GREAT support from our MSR field offices, successfully exhibited at the APICS '79 Show (American Production and Inventory Control Society) in St. Louis (October 16-19), the ISA '79 Show (Instrument Society of America) in Chicago (October 22-25), and the CAD/CAM VII Show sponsored by SME (Society of Manufacturing Engineers) in Detroit (October 30-November 1). These three trade shows enabled us to show our products to a total of over 12,000 persons in the manufacturing marketplace. Sampling of the attendees shows the attendance breakdown by regions as shown below.

Show	Est. Total Attendance	MSR	ESR	SSR	Neely	Canada
APICS '79	5,000	45%	26%	9%	17%	3%
ISA '79	4,000	41%	27%	16%	14%	2%
CAD/CAM VII	3,000	53%	27%	11%	8%	1%

Sales literature for all registered inquiries have been sent, and all those inquiries that requested direct contact have been sent to District Managers in their respective sales regions.

At APICS we featured the HP 1000 Model 45 System and the HP 307X Data Capture Terminals, running a DATACAP/1000 demo that simulated factory data collection at a typical manufacturing plant. We also exhibited the HP 2204A w/motor generator test demo connected to the HP 1000 through HP 12050A Fiber Optic HP-IB Link boxes. GSD exhibited their HP 3000 series 30 System, MFG/3000, and HP 250 System w/MFG 250.

At ISA '79 we racked the HP 2240A, HP 2241A, HP 12050A and signal conditioning into a NEMA 12 cabinet and ran the water pump demo, again connecting the setup to the HP 1000 Model 45 System through the fiber optic HP-IB link. LID joined us at the show with their HP 3052A Data Acquisition System.

The DATACAP/1000 factory data collection setup was repeated at the CAD/CAM VII Show, and we added another HP 1000 Model 45 System to exhibit the GRAPHICS/1000 capabilities, with the HP 9874A Digitizer, HP 9872A Four-Color Plotter, and HP 1350A Graphics Translator w/monitor as graphics peripherals. Again, both HP 1000 Systems were connected to their peripherals via fiber optic HP-IB links. We also demonstrated DS/1000 capabilities via a modem link from our show at Cobo Hall to another HP 1000 System at the HP booth at the ACM Show (Association for Computing Machinery) that was set up by our HP Farmington Hills office at the Detroit Renaissance Center.

Trade shows are one of the tools we use to promote our products. Look in the FY 1980 Data Systems Tactical Marketing Plan to see our trade show plans for the current fiscal year and we'll see you at these events to sell HP 1000's and our new upcoming DSD products!

APICS '79



"So now you know how good DATACAP/1000 is . . ."

APICS '79



"No sir, the 3075 is not one of our new calculators . . ."

APICS '79



"Letsee, I think you press this button here . . ."

ISA '79



"HP 1000, HP 2240A & Fiber Optic HP-IB Link at ISA '79"

CAD/CAM VII



"I dare you to try DATACAP/1000 . . . I dare you! . . ."

CAD/CAM VII



"Got to finish this demo before the show opens . . ."



## Questions and Answers about the New HP 1000 International Users Group

By: Phil Ebersole/DSD

- Q. Can HP employees join the Users Group?
- A. Yes! The users group welcomes your participation, and it's the best way to keep up-to-date on Users Group activities.
- Q. Is there a discounted membership fee for HP employees?
- A. No. The HP 1000 International Users Group is financially and legally independent of HP. They receive no monetary support from us. Therefore we need to pay our fair share of their expenses to publish the newsletter, maintain the new contributed library, etc.
- Q. If I call the factory, can I obtain a library catalog free?
- A. No. DSD does not stock library catalogs. Copies of the library catalog can be obtained from the users group for \$25 each. Order forms are at the back of the users group brochure.
- Q. Is there a way to obtain the library itself without joining the users group?
- A. Yes, library subscriptions without user group membership are available from the user group for \$250/year.
- Q. What about users group brochures for prospective customers?
- A. See your sales librarian!  
A full bulk supply of users group brochures has been shipped to all sales offices. More will be distributed as they become available.

## Sales Aids

### A New HP-IB Campaign

By: Holly Cole/DSD

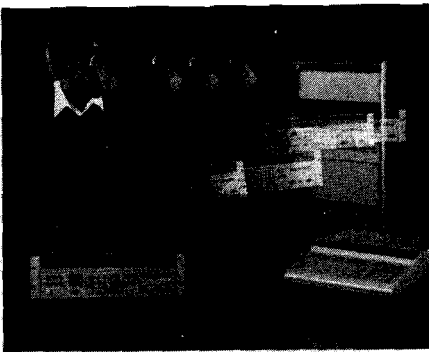
As many of you may already know, for some time now, the Computer Systems Group, Calculator Products Group and Instrument Group have been collaborating on a joint Marketing program to more aggressively promote our HP-IB capability.

The thrust of the campaign is that HP-IB is *more* than our implementation of various interface standards. When you buy a HP-IB device, you are not only getting physical

compatibility, but 10 year's worth of experience using HP instruments with HP controllers. User oriented software is provided via application notes as well as self-check and verification procedures and most important of all, one company to turn to when you have a problem.

**Assemble your own measurement system in weeks. Instead of months...**

You can take months to design and assemble your own bus-compatible measurement system, and get just the system you need. Or now, you can use HP system-designed instruments and computers, and get to your application in just a few weeks. The reason is simple: All HP system-designed computers incorporate HP-IB (Hewlett-Packard Interface Bus). And HP-IB isn't just HP's implementation of IEEE 488-1978. It's much, much more. For example, HP has been designing and building HP-IB compatible products for more than a decade. We've put those 10-plus years of experience into bus architecture, and how it can best be designed into instruments and computers. Quickly and easily. Which means that when you choose HP-IB compatible system components, check-out and you'll get your measurement system up and running weeks faster than if



you were to construct it the conventional way. Because HP offers 119 different HP-IB instruments and computers, you choose just the bus-compatible hardware that best fits your system needs. HP also has developed over 104 application notes on HP-IB compatible products. One of these may be just what you need to get to your application. Quickly and effortlessly. For that matter, every HP-IB compatible product comes with complete and comprehensive documentation. Many of our own papers feature high-level C language that eliminates the need for an I/O driver. Choosing to assemble your own bus-compatible system with HP-IB products also means that if you ever need service on your system, just call HP. One of our hundreds of field service people will respond to your need. Find out how much easier and faster

system design can be. Write today for our free, 16-page booklet, "Do your own system design in weeks, instead of months." It tells you everything you need to know about HP-IB compatible instruments and computers, about HP software and documentation support, and how to get more detailed information on specific kinds of applications. Or simply call your local HP field engineer.

The Marketing program consists of a series of three advertisements. The first being an HP-IB introductory message and the others more application oriented.

The advertisements solicit the reader to request a full color, 16-page brochure that describes *all* of our HP-IB instruments and controllers. The brochure will be available by the end of November. Inserted in a pocket of the brochure will be a literature selection guide listing and describing all HP Application Notes, Brochures, Data Sheets, etc., that are HP-IB oriented.

The first ad began running in October, so if you get requests for the brochure, it should be available by the time you read this. Its purpose is to help you tell the story of why HP need take the back seat to no one when the subject turns to instrumentation!



**HP-IB: Not only a standard, but a decade of experience**

## Getting Sales Literature on Target!

By: George Low/DSD

Every year we spend hundreds of K\$\$\$ developing, printing and distributing sales literature as a direct tool to help you meet/exceed your sales targets. We need your inputs to ensure that our dollars are spent wisely and to make sure you have adequate sales literature support. Please take a few minutes to answer the following questions — this survey will help us hit the exact center of the bullseye with our sales literature. If your responses to certain questions also pertain to other than DSD products (i.e., — GSD, DTD, etc.), please annotate those responses and we will pass the info on to that division.

Please send your responses to our survey to the DSD Marketing Communications Dept., Building 40, 11000 Wolfe Road, Cupertino, CA 95014. Thanks for your help.

### SALES LITERATURE SURVEY

1. Does your office have a central sales literature rack/bin?

- Yes       No       Don't know

2. Does your office have a designated person who is responsible for maintaining the sales literature rack/bin?

- Yes       No       Don't know

3. How is sales literature distributed in your office?

- Office resp. person       Dept. secretary       Internal mail       Don't know

4. Who do you contact when you want additional information/copies of sales literature?

- Office resp. person       Corp. MARCOM       Computer System Group  
 Division \_\_\_\_\_       HP Lit. Depot       Other \_\_\_\_\_

5. Do you know whether the status of sales literature is

- Current       Obsolete       Revised       Don't know

6. Do you use the following sales literature as a direct tool in your marketing function?

	Always	Occasionally	Seldom	Never
a. Technical Data Books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Configuration Guides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Product Brochures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Application Brochures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Application Notes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Performance Briefs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How do you rate the quantity of sales literature received in your office for *normal* marketing purposes (exclude special orders for seminars, trade shows, etc.)?

	Adequate	Not enough	Too much
a. Technical Data Books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Configuration Guides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Product Brochures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Application Brochures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Application Notes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Performance Briefs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Do you feel that the field office should pay for special orders of sales literature (e.g., over 100 copies) for special functions such as field seminars, trade shows, etc.? (Payment would run \$1.00-\$2.00 per copy typically for reprinting expenses).  
 No       Yes, for quantities over \_\_\_\_\_ copies.

9. In your marketing function, how do you use sales literature?

	Proposals	Direct Mail	Customer Call	Other
a. Technical Data Books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
b. Configuration Guides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
c. Product Brochures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
d. Application Brochures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
e. Application Notes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
f. Performance Briefs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
g. Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

10. How do you feel the sales literature on computer products serves your marketing function?

	Excellent	Adequate	Inadequate	Products
a. Technical Data Books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
b. Configuration Guides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
c. Product Brochures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
d. Application Brochures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
e. Application Notes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
f. Performance Briefs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
g. Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

11. Do you feel sales literature pieces should be added/deleted to/from the above lists for your marketing functions?  
 Add \_\_\_\_\_  
 Delete \_\_\_\_\_

12. Any suggestions/comments regarding sales literature?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

13. Name (optional) \_\_\_\_\_  
 Job Function \_\_\_\_\_  
 Department \_\_\_\_\_  
 HP Office Location \_\_\_\_\_

(Please tear off completed survey and return to DSD MARCOM, Bldg. 40, Cupertino, CA)

## How to Obtain Obsolete HP 1000 Firmware for OEMs

By: Jeff Hornung/DSD

HP 1000 computer firmware is continually receiving enhancements and bug fixes. In rare instances, due to particular OEM application software or user microprogramming, an OEM may not be able to easily upgrade an existing system to the new firmware. To provide support for the obsolete firmware, the OEM must be able to obtain the obsolete ROMs. The firmware ROMs can be obtained as a special from DSD. Contact DSD Sales Development for a price and availability quote.

## Announcing PLUS/1000: The New Contributed Library for HP 1000 Systems

By: Elisabeth Caloyannis/DSD

PLUS/1000 is the new Program Library of User Software for HP 1000 computer systems. PLUS/1000 has been under development within HP's Data System Division over the past six months. The new library has resulted from a complete reorganization of the old LOCUS library. The reorganization includes:

- new program classification and extended indexing scheme
- new catalog
- automated submission and update procedures
- machine readable documentation

Many new programs have been added since the last LOCUS catalog was printed.

Starting January 1, 1980, PLUS/1000 will be the responsibility of the new HP 1000 International Users Group, which was created by the HP 1000 user community:

"... to provide a forum for sharing information among users to enhance their HP 1000 systems, ... and to help their development effort for software ..."  
(Joe Getkin, Startup Committee Chairman, writing in the first issue of INTERFACE/1000, the newsletter of the users group.)

This responsibility involves all phases of library operation, from initial program collection to distribution of the library. Thus, all questions regarding library availability, contributed program existence and/or operation should be directed to the Users Group.

### Why is Everyone Excited About PLUS/1000?

*It Is Easy To Use:*

Fast and easy identification of any program in the library is now available. The PLUS/1000 software is classified in *packages*, oriented towards the main application areas of the HP 1000 systems: manufacturing and business management, research and development, measurement and control, data communication. A systems programming

and a demonstrations and games package are also available. A non-HP 1000 compatible software package supplements the library. For quick identification of any program in the library a *catalog* is provided. The PLUS/1000 catalog gives, by package, the abstract of each program, the considerations related to hardware and software dependency, the grade and data code of the program, and the author's name. The catalog also contains various *indexes* created around *keywords* over the entire library and around *categories* inside each package. The *software* for each package and the *corresponding documentation* are stored on *magnetic tapes*.

*It Is Easy to Order:*

The HP 1000 International Users Group will distribute PLUS/1000 by subscription. The *library subscription* consists of:

1. Complete contributed library on magnetic tape (800 or 1600 bpi).
2. Periodic library updates.

*It Is Inexpensive:*

1. For general membership in the Users Group the library subscription is included as a benefit. Annual dues for general membership is \$250.
2. For non-Users Group members, the annual fee for the library subscription is \$250.
3. Price of an additional contributed library catalog is \$25 each.

### It is Easy to Submit Programs to PLUS/1000:

The contributor *now has available* for use the program SUBMT. This program interacts conversationally with the contributor to provide, in a standardized format, all information needed to document a software contribution. The validated answers to SUBMT questions are recorded on a file and this file is stored by the user on the tape containing his contributed software.

### It is Easy to Maintain PLUS/1000:

The new library is structured around the PLUS/1000 database. By using the database and the programs written to access it, the acceptance of contributed software and the catalog are automated. (See the bulletin in the Communicator/1000, Volume 3, Issue 6, "PLUS/1000 Organization Automates the Operation of the Library".)

### New Significant Programs

JGL

Jim's Graphics Library is a set of FORTRAN routines that interface graphics applications programs to the HP 2648 graphics terminal. It was designed for the purpose of creating demos of the HP 1000, and has been used very successfully in that endeavor. Nothing seems to make an impression better than watching a computer smoothly and quickly step through a complex series of graphics gymnastics.

**PENNY**

A brand-new library addition is the program PENNY. This is an exciting program that should gain a lot of popularity very quickly. Basically, PENNY allows the user to create graphics drawings from conversing interactively at the terminal. When he has the drawing as he wants it, the user can store it away in a database maintained by PENNY. Drawings in the database can be retrieved, modified, combined with other drawings, and then stored away again. Final results can be output to a plotter to create a high quality hardcopy. PENNY can be used for digital schematics design, floor layouts, piping diagrams, and a host of other graphics applications. (See the feature article "PENNY: Computer Aided Drawing on the HP 1000" in the Communicator/1000, Volume 3, Issue 6.)

**TMATT**

Time and Attendance Datacapture program. This program has been written for the HP 1000 to facilitate high speed data input from 3077A time reporting data collection terminals. For the complete description of the program see the feature article in the Communicator/1000, Volume III, Issue 6, titled "Time and Attendance Datacapture With the HP 1000".

**Obtain Your Copy Now!**

PLUS/1000 has already been turned over to the newly established HP 1000 International Users Group for distribution and maintenance. If you have not joined the Users Group as of yet, you can join it now. Send in your application form today and obtain the new library without delay.

The HP 1000 International Users Group address is:

HP 1000 International Users Group  
P.O. Box 1000  
Norwood, Mass. 02062

**LOCUS Disappears March 31, 1980**

*By: Elisabeth Caloyannis/DSD*

With the advent of the new PLUS/1000 contributed library the need to continue to supply LOCUS no longer exists. The most popular LOCUS programs have been placed in PLUS/1000 and LOCUS will be discontinued.

Therefore, until March 31, Hewlett-Packard Data Systems continues to accept orders for:

- the programs contained in LOCUS as they were announced in the Communicator/1000
- the LOCUS History Master Tapes — contributed programs collected until November 1977.

After March 31, 1980 Data Systems will discontinue the distribution of any contributed library related product. LOCUS will disappear and PLUS/1000 will be handled by the new HP 1000 International Users Group. See the accompanying article entitled "Announcing PLUS/1000: The New Contributed Library for HP 1000 Systems" for more information about PLUS/1000.

# DATA TERMINALS NEWS

## Division News

### DTD Training Schedule for 1980

By: Robin Leigh/DTD

The following is an update of the terminal training program for 1980.

#### SE LEVEL I

This is for all HP employees who have recently completed the Overview class and expect to act as a SE in either the Technical, Commercial or Horizontal area.

Dates: January 14  
January 28  
February 11  
March 3  
March 24  
April 21  
May 19  
June 23  
July 21  
August 4  
August 18  
September 15  
September 29  
October 20

Length: 5 days  
Classes Held: DTD/Cupertino  
Class Size: Limited to 16 students

#### SE LEVEL II

This is for all terminal field personnel who have completed SE Level 1, or have equivalent experience and knowledge of the terminal product line, and will be acting as area terminal SE's.

Dates: February 4 — 15  
March 10 — 21  
April 28 — May 9  
July 28 — August 8  
September 22 — October 3  
October 27 — November 7

Length: 10 days  
Classes Held: DTD/Cupertino  
Class Size: Limited to 12 students

### ATT — Advanced Terminal Training (SR's)

This course is for computer product field personnel who have completed the Overview class and are expected to function as a Terminal Specialist Sales Representative or an experienced Sales Representative who has a large terminal sales potential in their territory.

Dates: January 21  
March 17  
May 12  
July 14  
September 8

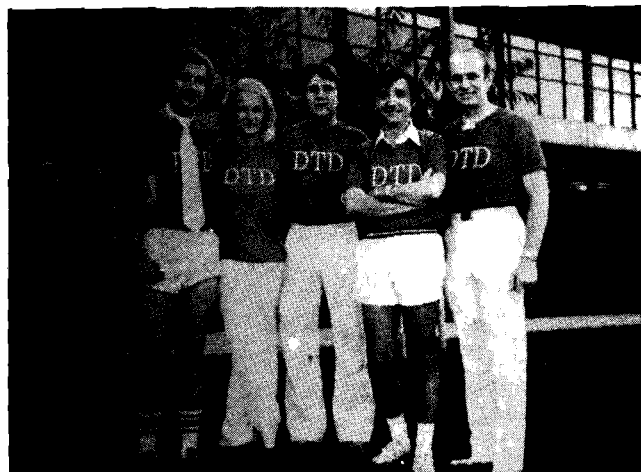


Length: 5 days  
Class Held: DTD/Cupertino  
Class Size: Limited to 16 students

For registration in any of the above classes, please telex Roxanne Hetzel/CSG Training Registrar — Comsys No. 5000, with a copy to Robin Leigh/DTD Training Coordinator — Comsys No. 4200. Please include student's full name, office, job position, date of hire and name of Staff Manager or District Manager.

### More "Class" from Data Terminals!

By: Jerry Erickson/DTD



What's this — The arrival of dress codes at Data Terminals? Or maybe just some justification for them! At any rate, this highly talented and dedicated group managed to get together long enough to have a group photo on the front lawn of the Cupertino plant. As part of the Sales

Development team they are (L to R) *Pete Taylor* (Canadian Area), *Beni Genochio* (Secretary), *Peter Moulds* (Central Neely), *Rich Ferguson*, Sales Development Mgr. Neely) and *Jerry Erickson* (Northern Neely). The occasion was Halloween Day as DTD Cheerleaders. The colorful red and white outfits will be worn on request for customer visits — we might even toss in an impromptu cheer!

**GO DTD!**

**Impressive DTD Eastern Support Team**

By: *Andy Zaremba*/DTD



Eastern United States readers will obviously recognize their DTD "backup" factory sales support in the above picture. For those not in the ESR they are *Dave Goodreau's* "good row" team of (from left to right) *Dave Williams* (King of Prussia, Rochester), *Jill Glashow* (Lexington, Wallingford), *Dave Goodreau*, *Mary Chin* (Paramus, Manhattan, Woodbury), *Andy Zaremba* (Baltimore, Rockville). Who says DTD doesn't have a leg to stand on!

**DTD Delivers!**

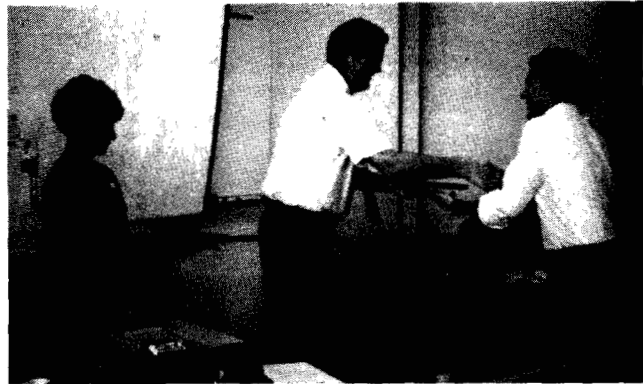
By: *Andy Zaremba*/DTD



Faster than a raster dump; more powerful than an AGL command; their ability to help knows no bounds. These are the apt descriptions of the Southern and Midwestern Sales Development teams pictured here. From left to right: *Norm Choy*, *Kalli Louis*, *Ed Washington*, *Brenda Greeley*, and *Tom Kupec*. *Carl Flock*, not pictured, is in flight about 50 feet in the air.

**Electronics Executive Speaks Up!**

By: *Norman Choy*/DTD



Left to right: *Robin Leigh*, *Jim Arthur*, *Steve Olson*

In November, DTD conducted the Advanced Terminal Training Course for ten field salespersons and three division Marketing Engineer's. The attendees were hardworking and enthusiastic (they didn't even mind the exams and evening lab sessions).

*Jim Arthur*, Computer Marketing Group Manager, held a question and answer session on a wide range of topics and then presented diplomas to the tired but happy attendees: *Harriett Bennett*, *Alex Caravajal*, *Patti Neri*, *Baltazar Villalba* — NSR; *Rex Kesser*, *Jerry Sears* — ESR; *Steven Brueckner*, *Steve Kane*, *Steve Olson*, *Jim Schroth* — MSR, and *Jerry Erickson*, *Ken Koo* and *Bob Rollin* — DTD.

Congratulations for a great class!

**Product News**

**2640A Upgrades for VIEW/3000**

By: *Eric Grandjean*/DTD

This subject has come up several times recently in connection with VIEW/3000 applications.

The 2640A does not fit in applications requiring VIEW/3000 (the 2640A does not have most of the strapping capability we are all familiar with).

Anybody who wants to use our aging 2640A with VIEW/3000 must first upgrade it to the 2640B level.

DTD offers an upgrade kit for \$270 U.S. dollars. The special order number is 93983A Option 001.

Please refer to the DTD Price Guide of September 1, page 4.

For further information and reference to HP 3000 "VIEW" hardware requirements, please refer to the following GSD's General Information Manual 30000-90008.

The 93983A upgrade kit does not include installation. Customer paid installation is estimated between one and two hours including testing. The kit includes a new keyboard,

keyboard interface PCA and firmware with a 2640B logo for good measure.

We recommend that you do not upgrade 2640A's unless you absolutely have to, (which again is the case with VIEW/3000).

## 2621A/O Cursor Sensing

By: Peter Taylor/DTD

As many of you have noticed, the cursor sensing feature of the 2645A was not included in the original version of the 2621A/P. The response from the field made it apparent that this feature has been extremely useful and that it should be incorporated into the 2621A/P. Thanks to your requests, our customers are now receiving this added capability. Production versions with serial prefixes above 1929 have two revised instruction ROMs (1818-0951, 1818-1040) which include the cursor sensing feature.

Both absolute and relative cursor sensing are provided. When the computer sends an Esc a or Esc' the terminal responds by returning the cursor's absolute position in display memory or the screen relative position respectively. This is identical to the 2645A.

Another change you may want to note in your 2621A/P Users Manual (pg. 5-10). The XON/XOFF handshaking has been changed so that an XOFF is sent when the buffer is filled to within 40 bytes of its capacity rather than 16. This gives the computer a little more time to respond to the XOFF. This extra time is needed by some DEC computers.

Please keep informing us of your customer's needs so that we may continue to provide the most desirable features.

## No HP-IB Cable Extenders

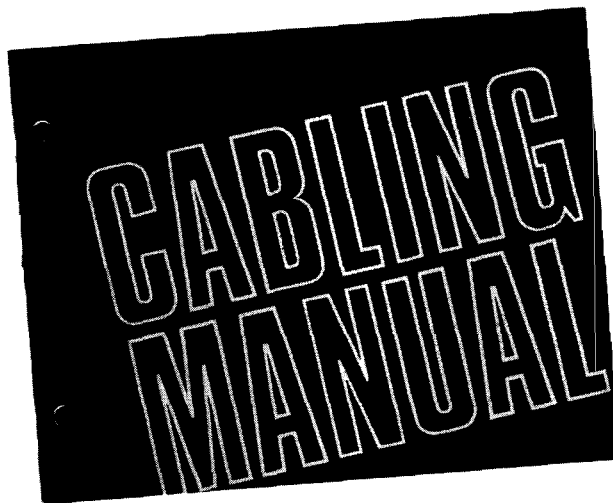
By: Andy Zaremba/DTD

The 2647A and 2648A Reference Manuals provide a good explanation of HP-IB interfacing between terminals and peripherals. In particular, the manuals point out that in any configuration the HP-IB cabling has a maximum 20 meter limit and total of 15 devices (actual plus simulated). In many

applications users are finding the need for greater distances than this and are looking for HP-IB extenders. Currently three extenders do exist; the 59403A HP-IB/common carrier interface, the 37201A HP-IB extender, and the new 12050A Fiber Optic HP-IB link. Beware! None of these products should be used in terminal-peripheral configurations. The parallel poll and pass control functions not being supported makes them unusable.

## New DTD Cabling Manual

By: Terry Eastham/DTD



Response to the new "DTD Cabling Manual" has been overwhelming! The part number is 5952-9975. To order this manual, you should use a Standard Literature Order (SLO) form, COMGRAM, or memo and send it to:

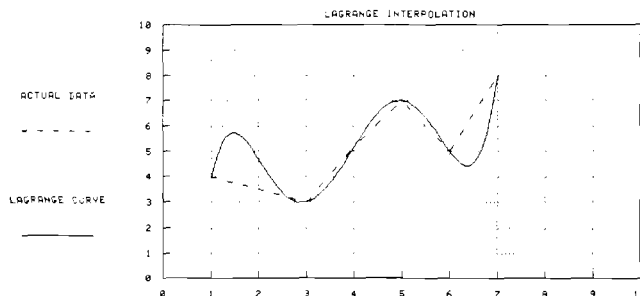
Hewlett-Packard Company  
Corporate Literature Dept., Bldg. 9B  
Attn: Dave Asplund  
1820 Embarcadero Road  
Palo Alto, CA 94303  
(COMSYS Code: 0000)

Do *not* order via HEART, IOS or MRT if you want it this year. Sell DTD terminals (and cables too!)

## Lagrange Interpolation on the 2647A

By: Program Person/DTD

For your continual edification regarding the power and delight of the 2647, here is a Lagrange Interpolation Program. Have fun and go sell terminals, DTD Tigers!





```

*****
* THIS PROGRAM COMPUTES ANY Y-COORDINATE ON A CURVE *
* GIVEN YOU INPUT THE X AND Y COORDINATES OF THE *
* KNOWN POINTS ON THE CURVE. THE LAGRANGE METHOD OF *
* INTERPOLATION IS USED. DATA MUST BE INPUT TO THIS *
* PROGRAM IN ORDER OF INCREASING VALUES OF X. *
*****
    
```

CURVILINEAR INTREPOLATION

NUMBER OF KNOWN POINTS 6

COORDINATES OF POINT 1

X 1=? 1  
Y 1=? 4

COORDINATES OF POINT 2

X 2=? 3  
Y 2=? 3

COORDINATES OF POINT 3

X 3=? 4  
Y 3=? 5.2

COORDINATES OF POINT 4

X 4=? 5  
Y 4=? 7

COORDINATES OF POINT 5

X 5=? 6  
Y 5=? 5

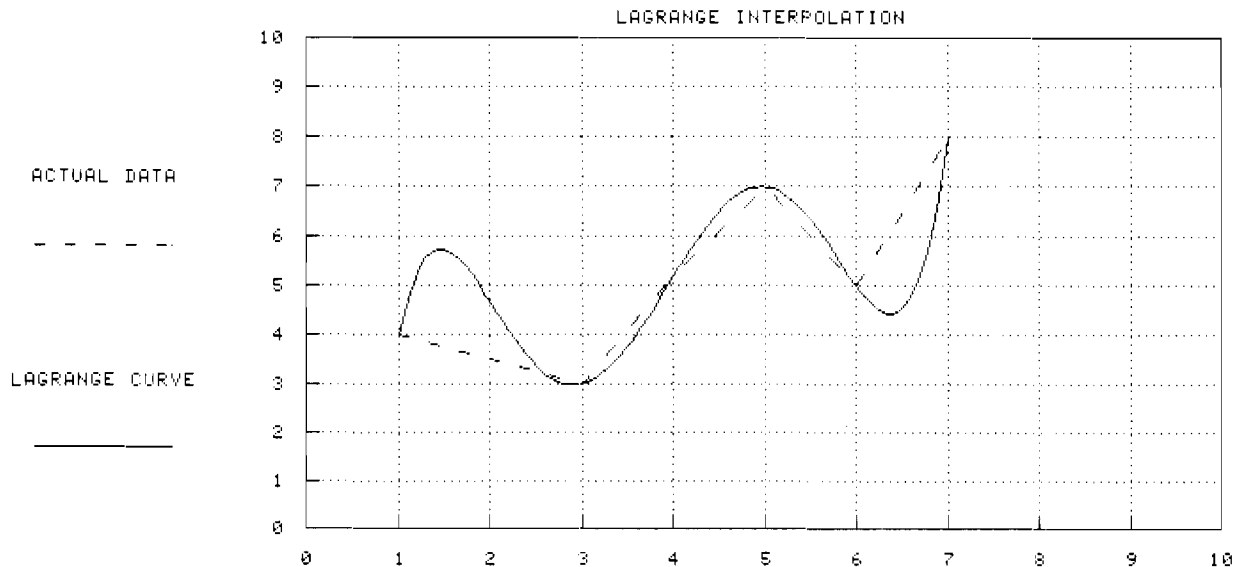
COORDINATES OF POINT 6

X 6=? 7  
Y 6=? 8

INTERPOLATE FOR COORDINATE: X= 4  
CALCULATED Y= 5.2

```

DO YOU WISH MORE VALUES ON THIS CURVE? (Y or N) N
MORE X ON ANOHER CURVE ?(Y or N)N
DO YOU WISH GRAPHIC OUTPUT FOR PREVIOUS DATA? (Y OR N) Y
DO YOU WISH PEN PLOTTER OUTPUT?(Y OR N) N
PLEASE SPECIFY MINIMUM X 0
                MAXIMUM X 10
                MINIMUM Y 0
                MAXIMUM Y 10
                X-TIC SPACING 1
                Y-TIC SPACING 1
VALUES BETWEEN X-LABELS 1
VALUES BETWEEN Y-LABELS 1
                X-ORIGIN 0
                Y-ORIGIN 0
    
```



```

10 PRINT "          *****"
20 PRINT "          * THIS PROGRAM COMPUTES ANY Y-COORDINATE ON A CURVE *"
30 PRINT "          * GIVEN YOU INPUT THE X AND Y COORDINATES OF THE *"
40 PRINT "          * KNOWN POINTS ON THE CURVE. THE LAGRANGE METHOD OF *"
50 PRINT "          * INTERPOLATION IS USED. DATA MUST BE INPUT TO THIS *"
55 PRINT "          * PROGRAM IN ORDER OF INCREASING VALUES OF X. *"
60 PRINT "          *****"
65 PRINT
70 PRINT "CURVILINEAR INTREPOLATION"
80 PRINT
90 REM - LIMIT X() ABD Y() TO MAXIMUM NUMBER OF POINTS KNOWN ON ANY
100 REM - CURVE TO BE ENTERED
110 INPUT "NUMBER OF KNOWN POINTS      ",P
120 PRINT
130 DIM X(P),Y(P)
140 FOR I=1 TO P
150 PRINT
160 REM - ENTER COORDINATES OF KNOWN POINTS ON CURVE
170 PRINT " COORDINATES OF POINT";I
180 PRINT "          X";I;" ";
190 INPUT X(I)
200 PRINT "          Y";I;" ";
210 INPUT Y(I)
220 NEXT I
230 PRINT
240 REM - ENTER X-COORDINATE OF POINT TO BE INTERPOLATED
250 INPUT " INTERPOLATE FOR COORDINATE: X= ",A
270 B=0
280 REM - COMPUTE CORRESPONDING Y-COORDINATES BY LAGRANGE METHOD OF
290 REM - INTERPOLATION
300 FOR J=1 TO P
310 T=1
320 FOR I=1 TO P
330 IF I=J THEN 350
340 T=T*(A-X(I))/(X(J)-X(I))
350 NEXT I
360 B=B+T*Y(J)
370 NEXT J
380 REM - PRINT RESULTS
390 PRINT "          CALCULATED Y=";B
400 PRINT
410 REM - INTERPOLATE MORE POINTS ON SAME CURVE?
420 INPUT "DO YOU WISH MORE VALUES ON THIS CURVE? (Y or N)      ",C$
440 IF UPC$(TRIM$(C$))="Y" THEN 230

```

```
450 REM - RESTART OR END PROGRAM?
460 INPUT "MORE X ON ANOTHER CURVE ?(Y or N)",D$
480 IF UPC$(TRIM$(D$))="Y" THEN 80
1000 INPUT "DO YOU WISH GRAPHIC OUTPUT FOR PREVIOUS DATA? (Y OR N) ",A$
1010 IF A$="N" THEN GOTO 1420
1020 INPUT "DO YOU WISH PEN PLOTTER OUTPUT?(Y OR N) ",A$
1030 IF UPC$(TRIM$(A$))="Y" THEN GOTO 1100
1040 GOTO 1130
1050 REM
1060 REM
1070 REM.....DRAW PLOT ON SCREEN OR PLOTTER WITH INPUT PARAMETERS.....
1080 REM
1090 REM
1100 PRINT "OUTPUT WILL BE DIRECTED TO HP-IB ADDRESS 5"
1110 PLOTR (5,1)
1120 GOTO 1140
1130 PLOTR \FXD (0)\GCLR
1140 INPUT "PLEASE SPECIFY MINIMUM X ",X1
1150 INPUT "                MAXIMUM X ",X2
1160 INPUT "                MINIMUM Y ",Y1
1170 INPUT "                MAXIMUM Y ",Y2
1180 INPUT "                X-TIC SPACING ",Xt
1190 INPUT "                Y-TIC SPACING ",Yt
1200 INPUT " VALUES BETWEEN X-LABELS ",X1
1210 INPUT " VALUES BETWEEN Y-LABELS ",Y1
1220 INPUT "                X-ORIGIN ",Xo
1230 INPUT "                Y-ORIGIN ",Yo
1240 CSIZE (2.7)\SETAR (2)
1250 LOCATE (60,195,18,90)
1260 SCALE (X1,X2,Y1,Y2)
1270 Esc$=CHR$(27)\ PRINT Esc$;"*dF"
1280 LGRID (-Xt,Yt,Xo,Yo,INT(X1/Xt),INT(Y1/Yt))
1290 FRAME
1350 REM.....PLOT FUNCTION.....
1355 LINE (2)
1360 FOR I=1 TO P
1370 PLOT (X(I),Y(I))
1380 NEXT I
1381 LINE (0)
1382 GOSUB 2270
1450 GOTO 2500
2270 F=0
2271 FOR M=X(1) TO X(P) STEP (X(P)-X(1))/100
2280 REM - COMPUTE CORRESPONDING Y-COORDINATES BY LAGRANGE METHOD OF
2290 REM - INTERPOLATION AND PLOT RESULTING CURVE
2295 B=0
2300 FOR J=1 TO P
2310 T=1
2320 FOR I=1 TO P
2330 IF I=J THEN 2350
2340 T=T*(M-X(I))/(X(J)-X(I))
2350 NEXT I
2360 B=B+T*Y(J)
2370 NEXT J
2371 IF F=1 THEN GOTO 2380
2374 MOVE (M,B)\F=1
2380 PLOT (M,B)
2390 NEXT M
2400 RETURN
2500 LOCATE (0,199,0,99)\LORG (5)\SETGU \MOVE (30,70)\ PRINT #0;"ACTUAL DATA"
2510 LINE (2)\MOVE (20,60)\PLOT (20,60)\PLOT (40,60)
2520 LINE (0)\MOVE (30,40)\ PRINT #0;"LAGRANGE CURVE"
2530 MOVE (20,30)\PLOT (20,30)\PLOT (40,30)
2540 MOVE (127,93)\ PRINT #0;"LAGRANGE INTERPOLATION"
2600 END
```

# GENERAL SYSTEMS NEWS

## Product News

### DS/3000 Virtual Terminals Using VIEW/3000 Have A Maximum Screen Size When Interconnected with the INP

By: Steve Zalewski/GSD

If your customer has a DS/3000 application that uses large VIEW/3000 screens, there may be difficulties if the Intelligent Network Processor (INP) is used as the interface on either the local or remote system. The INP, as part of its off-loading of the CPU, does the data buffering directly on the board. The INP board has buffering room for a total of 2048 characters. This 2048-character space is the maximum amount of characters that can be transferred across the DS link to the VIEW/3000 terminal. Included in these 2048 characters are non-displayed control characters that are sent to the VIEW/3000 terminal for format control and edit checks.

The "B" MIT (second MIT) of 1980 that is scheduled for 3Q — 4Q'80, will allow continuation buffers on virtual terminal accesses. This will remove the VIEW/3000 limitation.

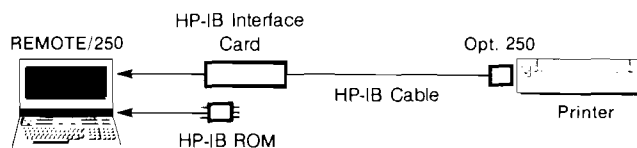
In the interim, we are pursuing a work-around.

Please contact *Dean Rice*, HP 3000 Datacom Support, concerning any problems and solutions.

### Remote/250 Ordering Configuration Update

By: Caren Kelman/GSD

Perhaps you've wondered about the addition of a 2631A Printer to an installed REMOTE/250. What exactly must be ordered? Referring to the picture below, you should order the HP-IB interface (order #13296A), which supplies the interface card and the HP-IB 13232V cable. You also must order the HP-IB ROM (order #1818-7068), a chip that is plugged into the 2649D board. When ordering the printer, be sure to order 2631A/250, which includes a receptacle for the HP-IB cable.



Also, if you're configuring a current loop for the REMOTE/250 (to get the additional distance of up to 1000 meters), you should order the async interface (order #2649D Option 050). In addition, be sure to order the current-loop cable (order #45112A) for connecting the REMOTE/250 to the HP 250.

By the way, I support Neely South and Midwest-West. If there are any suggestions that could be helpful to all of us, please give me a call.

### New Prices for Minimum HP 3000 Systems

By: Chosen Cheng/GSD

As of December 1, 1979 the list prices of minimum HP 3000 systems are increased due to price increases in discs and terminals. As of January 1, 1980 due to a change in the price of the magnetic tape, the price of a minimum Series III will again change. The old and new prices as of January 1, 1980 are summarized below.

	New List	Old List	BMMC @11/1/79
Series 30	\$ 50,875	\$ 49,750	\$360
Series 33	\$ 59,625	\$ 58,500	\$395
Series III	\$106,715	\$105,000	\$591

These advertised prices of minimum systems (System Processor Unit, system console and cable, system disc, and magnetic tape, as appropriate) whose components are, of course, ordered separately. Note that the prices for the system Processor Unit (SPU) have not changed. All list prices and BMMC prices will be updated in the next issue of the HP 3000 Price/Configuration Guide, but in the meantime, for your reference the details are summarized below!

**Detail Price (BMMC) Changes**

	<b>New List Jan 1, 1980</b>	<b>New BMMC Nov 1, 1979</b>	<b>Old List Oct 79 PC Guide</b>	<b>Old BMMC Oct 79 PC Guide</b>
7906M	\$15,000	\$93	\$14,000	\$82
7906S	\$11,000	\$63	\$10,000	\$55
7906M	\$18,000	\$91	\$17,000	\$81
7920S	\$14,000	\$62	\$13,000	\$54
Option 102 For HP-IB	\$ 1,000	\$ 5	\$ 875	\$ 5
7925M	\$21,000	\$83	\$21,000	\$89
7925S	\$17,000	\$54	\$17,000	\$62
2621A	\$1,495	\$16	\$ 1,450	\$15
7960E-324	\$2,410	\$ 2	\$ 1,740	\$ 2

**Detail System Breakdown of List (BMMC) Prices**

	<b>Std System</b>	<b>SPU</b>	<b>Sys Disc</b>	<b>HP-IB I/F</b>	<b>Sys Console and cable</b>	<b>Mag Tape</b>
S/30	50,875(360)	28,525(226)	15,000(93)	1,000(5)	6,350(36)	N/A
S/33	59,625(395)	37,275(261)	15,000(93)	1,000(5)	6,350(36)	N/A
S/III	106,715(591)	75,875(412)	18,000(91)	N/A	1,545(16)	11,295(72)



**MFG/250 Video Tapes**

By: Scott OkilGSD

With the growing acceptance of the manufacturing software product that runs on the HP 250, I find more and more sales reps asking questions like, "How can I learn more about manufacturing?" and "What kinds of tools do we have to help OEMs attain first-day productivity?" If you have a video tape player handy, we have two video tapes that help answer the preceding questions.

*Manufacturing Control in the Small Plant* is a video tape that provides general information on manufacturing concepts. Small manufacturing businesses have the worst of both worlds; they have practically all the problems of the large corporations with only a small fraction of the resources to solve them. Hence, they can ill afford to make the wrong moves. Poor management of capital is the greatest cause of small business failures. Sound management of inventories and capacity are necessities. Now, small business managers have the same controls available as the "big boys" or "big persons". Simple systems on small computers are within their resources. Find out how good management, not complex, expensive controls, provides the key.

In *MFG/250 Technical Overview*, Lloyd Nelson, R & D Project Manager, who is responsible for the system architecture of MFG/250, explains the technical aspects and internal operations of the package and how to use the technical documentation. System flow, data base, program design, and support programs are covered. This video tape complements what is already available to OEMs through the MFG/250 technical manual.

Both video tapes can be ordered from Division 0700 on a HEART I2 order:

<b>Part No.</b>	<b>Description</b>	<b>Price</b>	<b>Division</b>
90737Z	Manufacturing Control in the Small Plant	\$35	0700
90887Z	MFG/250 Technical Overview	\$35	0700

## How to Play the Subscription Game! For HP 300 SEs Only

By: Marcia Schorer/GSD

So, you're an HP 300 SE, and you have to figure out how to get the support materials you need? At long last, here they are — the hitherto secret rules to *the subscription game*, revealed so that you too can win!

### Square 1:

Get the Startup Kit, part number 5955-3253. Better than a deed to Boardwalk, this kit includes everything! Service literature, sales literature, manuals, SE Notes! Don't skip this kit; you could get zapped in Square 5 by an update to nothing!

### Square 2:

Feeling secure? Think you have everything? Resting on your startup kit? WELL, WAKE UP! YOU COULD LOSE THIS GAME without an Update Kit, part number 5955-3232. The SE Support Update Kit updates the service literature, manuals, sales literature, and SE Notes in the Startup Kit. (Cute, huh?) It prevents you from becoming hopelessly out of date, from bogging down at Square 1. It is your "Get Out of Jail Free" card.

### Square 3:

If you land on a seductive little mailing list card promising to put you on the CSG Internal Literature Distribution and Directory Listing, go ahead and take the fling. You'll get the *CS Newsletter*, the Support Update brochure at regular intervals, and other miscellaneous materials. *But don't suppose it'll get you the Startup or Update Kits*; it won't. Many a player has been lost at this square!

### Square 4:

Here's where we separate WINNERS from SEs who also played! Buy Park Place; buy Pennsylvania Avenue; buy other subscriptions! You'll be glad you did.

5955-3220 HP 300 SE Programs Library. All the programs SEs love to run. Includes demos.

5955-3235 User Software Subscription. System software plus the customer diagnostic/utility package. If you support an installed HP 300, don't get caught without software.

5955-3219 Support Programs Subscription. Diagnostics that CEs use.

5955-3215 Advanced Support Kit. Coming soon!

5955-3216 Advanced Support Update Kit. Coming soon!

To get in the subscription game, order part numbers from *Ralph Sierra*, TWX 5006, at the Software Distribution Center in Sunnyvale, CA. Tell him what you want, your name, address, location code, and billing number. Pass GO. Collect satisfied customers.

## HP 300 Online Support Update

By: Sallie Young/DSD

Here is an update on the HP 300 Online Support Service. The HP 300 Support Team has two "HOT LINE" numbers: (408) 257-0780, and (408) 257-0781. There are two lines provided so that when one is busy, the second line is activated. This allows more calls to be answered. There is an answering service which answers the "HOT LINE" after 15 rings. So, if no one answers here at GSD, if you wait, the answering service will take a message. In the case of an urgent problem, the answering service can locate an HP 300 Support Person through the electronic signalling devices. There is always a Primary Support Person and a Secondary Support Person. Further backup is provided after normal working hours, and weekends. If someone cannot be reached through the signalling devices, the home telephone numbers of the HP 300 Support Team are available to the answering service. Someone on the Support List will be contacted should a problem become critical.

HP 300 Support hours are weekdays, during normal working hours (California Time). The alternate forms of support, as mentioned above are available at all other times.

## MUS Reminder

By: Babs Brownyard/GSD

One last reminder that December 31 is the last day GSD will distribute manual updates to customers upon request. As of January 1, 1980 manual updates will be distributed exclusively through CSS, SSS or MUS.

Please make sure your customers are aware of this change, and the alternatives available to them for keeping their documentation up to date. If they wish automatic update service for extra copies of manuals, they should subscribe to MUS. If they prefer to manage their own updating, they may purchase new editions or newly updated copies of manuals from Computer Supplies Operation. The HP 3000 *Communicator* will continue to notify users of all documentation changes.

## Training News

### Get on the HP 300 RPG Bandwagon

By: Gary Eldredge/GSD

Come one, come all! Your last chance to jump on the RPG bandwagon is fast approaching! With both the HP 300 and the HP 3000 offering RPG, and with the HP 300's marketing emphasis on IBM System 32 conversions, many of you are undoubtedly anxious to become experts in this fascinating language.

Well, in anticipation of the great popularity of RPG, HP 300 User Services is bringing a course in RPG to the field for both HP 300 and HP 3000 SE's. Emphasis on one-week course is slightly biased towards RPG/300, including

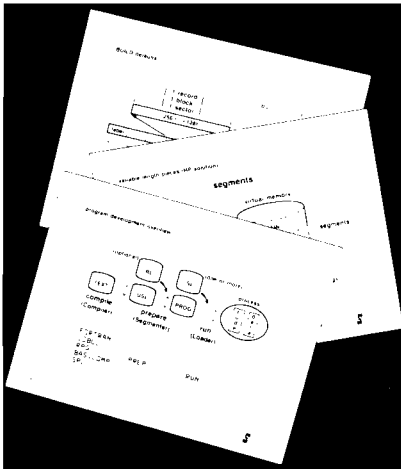
intrinsic calls and System 32 conversions to the HP 300, but the language portion of the course will be useful to HP 3000 SE's.

RPG training courses have already been held in Cupertino and King of Prussia in October and November respectively. Twenty-one individuals were trained in these two classes. A third class, being held in Rolling Meadows starting December 10, has an expected enrollment of eleven. We feel this is an excellent indication of the commitment of both field SE's and the factory towards making the HP 300 a successful "RPG Engine".

The last RPG class is scheduled for the week of January 7 through 11 in Atlanta, Georgia. If you are interested in enrolling, contact *Joan Thompson* at (404) 955-1500 extension 156.

### Announcing: New Customer Intro Course for HP 3000

By: *Wendy King/GSD*



#### What's Different?

- new name:  
A Programmer's Introduction
- new sections:  
Program Development  
Error Detection  
Data Management Overview  
Data Communications Overview
- altered sections:  
File System completely re-done, other sections improved and updated.

#### What's Better?

- geared specifically to meet the needs of the application programmer
- presented from a user's standpoint; task and function oriented
- lecture reinforced through interesting labs
- integrated use of reference manuals
- concepts and examples of technical material clearly presented via new overheads

#### What's Best?

- it's available now from GSD!

### The First GSD-56 Class Graduates — What is GSD-56 and Where Did It Come From?

By: *Len Croley/GSD*

The old GSD-54 (MPE Internals & Dumps Analysis) course was expanded one week and then broken into two courses — GSD-56 (Soft MPE — File System, CI & Memory Manager) and GSD-55 (Hard MPE — Series III and Series 33 I/O). One of the objectives of doing this was to write both courses so that neither course is a prerequisite of the other and either course could be taken without the other.

GSD-56 has the overall objective of teaching the student to read HP 3000 dumps to find what is causing the MPE problem so a work-around can be developed. GSD-55 has the overall objective of teaching the student to read HP 3000 dumps to find the I/O problem that MPE is seeing that is not being detected by the diagnostics.

This first GSD-56 graduating class also took part in a special project of helping the MPE on-line support prepare dumps and problem reports to go to the Lab. This involves finding out if enough information is in the dump, what part of MPE is having the problem so it can be sent to the correct Lab group and completing the internal paper work. We are going to make this practical experience section a permanent part of GSD-56.

We would like you to join us in extending our congratulations and best wishes for their success to the following people:

<i>Heinz-Dieter Schmitt</i>	Dusseldorf/Germany
<i>Mike Dupras</i>	Pointe Claire/Montreal Canada
<i>Shahid Munir</i>	Toronto/Canada
<i>Julian Hall</i>	Winnersh/U.K.
<i>Alain LeBouche</i>	Orsay/France
<i>Bruno Mosberger</i>	Zurich/Switzerland
<i>Dee Lawrence</i>	Richmond/Virginia
<i>Mike Clark</i>	Fullerton/California
<i>Earl Merritt</i>	Lawndale/California
<i>Stephanie Littell</i>	GSD MPE New Prod. Engineer
<i>Chuck Davey</i>	CSG Training

## General News

### 1200 Expected for GSD Users' Group Meeting in February

By: *Don Crosby/GSD*

Registration and information packets are now in the mail to all Users' Group members, all customers who are on the Communicator mailing list, and HP Region, Area and District managers for the CE, FE & SE organizations. Unfortunately, not enough copies were printed to send one to each field representative.

The conference will be held from February 25-29 at the San Jose Convention Center. More than 100 technical sessions will be presented by customers and HP factory and field personnel. Topic areas include: Database Management, Language Use, Data Communications, Distributed

Processing, Applications Design, Resource Optimizaiton, MPE, Applications Software, and more. Twenty-one topic areas in all. There will also be HP support and and management round-table discussions. The conference is being organized by the Bay Area Regional Users' Group.

Registration fees are as follows:

- Pre-Registration — \$200 (postmarked no later than 12-31)
- Registration at the Door — \$240
- Student Registration — \$120
- Daily Registration — \$60

Weekly conference registrations include continental breakfast, coffee break refreshments, luncheon, wine tasting and cheese social Monday evening, dinner banquet Thursday evening, meeting proceedings. The wine tasting, banquet and proceedings are not included in the student or daily registrations.

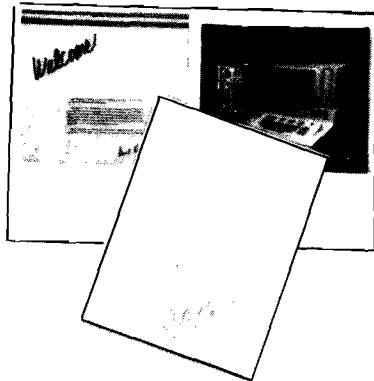
The cost of housing is not included in the cost of the meeting registration fee. A certain number of rooms have been made available by local hotels at a special convention rate. Information of this is included in the registration packet.

We are expecting 1200 attendees with a distinct probability of an even greater attendance. This conference will be double the size of our previous conference in Denver, reflecting rapid growth in our installed base of customers. HP 250 and HP 300 customers are also welcome as specific HP 250 and HP 300 sessions are also planned. Make sure your customers are not left out of this important conference.

For additional information contact *Don Crosby* (X3048) or *Eli Zabor* (X3049) at GSD.

## First HP 300 Users' Conference Big Success!

By: *Chris Sauer/GSD*



The first HP 3000 Users' Conference was held in November. Attending this conference were 37 customers representing 23 firms. Of the 23 firms represented, 19 were OEMs and 4 were end-users. Two potential customers were also attendance. Our goals at this conference were to:

1. Re-affirm to our customers HP's long term commitment to the HP 300 product line.
2. Provide a forum for customer feedback to our lab, marketing, and QA teams.

3. Encourage the exchange of information and software among our customers.
4. Provide technical information to assist our customers in their success with the HP 300.

Our customers thought the conference was a big success! The important ingredient to this success was the interaction between our customers and the HP 300 team. Early in the conference a management forum was held in which *Ed McCracken*, Division Manager, gave a historical overview of Hewlett-Packard in the computer business; *Bill Krause*, HP 300 Program Manager, talked about product status to date and expected sales for FY '80; and *Bill Gimple* HP 300 Lab Manager, talked about short term R&D direction. Following these presentations *Jim Cockrum*, HP 300 Program R&D Manager, *Bill Gimple* and *Bill Krause* opened the floor to fielding customer questions and concerns. The response from our customers to this morning session was that they felt that the HP 300 management team was *interested* in their success, had *heard* their needs, and would *act* upon their inputs.

Two-way communication was a cornerstone of this conference. The HP 300 lab and marketing teams attended sessions in which our customers provided direct feedback on their development experiences with the HP 300. These sessions included formal presentations by four of our established customers and a Product Fair at which six of our customers demonstrated their software packages and distributed literature. These sessions were a great learning experience for all of us!

The tone of this conference was a very positive one. The loud and clear message from our customers was, "We believe in the HP 300 and we believe that with Hewlett-Packard's assistance we will be successful!"

## Executive Seminar Gets Rave Reviews

By: *Regina Fanelli/GSD*

Another successful Executive Seminar on Distributed Data Processing was held November 26-27 at our Computer Systems Headquarters in Cupertino. Top executives representing eight major accounts nationwide braved the Thanksgiving holiday traffic to attend, and their impressions of the seminar were extremely favorable.

Guest speakers included *Mr. Jim Conroy*, Corporate Director of MIS, Reliance Electric Company; *Mr. Bill Thomas*, Corporate Vice President of MIS, Bourns Inc.; and *Mr. Ken Doctor*, Partner in Charge, Price Waterhouse and Company. Both Reliance Electric and Bourns Inc. have recently implemented DDP throughout their various plants and divisions. *Jim* and *Bill* were able to provide the wisdom of experience to those attendees who currently face the overwhelming task of start-up and maintenance of a distributed processing network. In addition to the guest speakers, conceptual and future direction presentations were made by various HP Marketing and R&D personnel.

We'll be holding the next Executive Seminar sometime during the month of February. Information will be disseminated through your DM. Be looking for it!



## Need an HP 3000 Reference?

By: Jim Geers/GSD

Ever been in a situation where a simple reference was all you needed to close that sale? In most cases, your customer was probably looking for a similar HP 3000 user that matched his own market area, application, configuration, etc. Here is your opportunity to help us help you get that detailed reference quickly from your Sales Development contact.

If you have a customer that currently owns an HP 3000, you will receive a GSD Customer Reference Update form (see sample below): To facilitate a fast response from the field, this article was prepared to help you, should you have any confusion while completing the form.

Most of the entries on the form are self-explanatory; just enter customer information in the area in-between the brackets beneath its description. There are, however, certain fields which need more detailed explanation.

First, some fields have data, such as customer name, order number, etc., entered in them already. This is all the information that GSD currently has on this particular customer at this time. If any of this data has changed, simply enter the new data in the second set of brackets below the first. Otherwise you only need to use the first set of brackets.

Next, there are some fields which are there for GSD use. Therefore, you ignore such headings of DISTRICT, MOD2, and STATISTICS on your form. Also ignore any field which does not apply to your customer.

Some of our heading abbreviations and the type of answers required, also need further explanation. These are defined as follows:

- REF — insert an "x" if this customer is a good reference
- DEV — "x" if they are using the system for developmental purposes.
- PTP-TERMS — enter the number of point-to-point terminals.
- KEY — "x" if they are a key account
- CONTR — contract type; enter VEU (volume end user) or OEM
- SOFTWARE — "x" if the software listed after this heading is configured with the system
- PROG CNTRL — programmable controller? (applies to Series II)
- MARKET AREA — please describe their market area in the section labeled "Customer's Business Description"
- SIC — Standard Industry Code
- 1ST COMP — company name of our competitor during the sale
- MACHINE BID — model type offered by our competitor
- APPL — please describe their applications in the section labeled "More Application or General Comments"

If there is any additional confusion with this update form, please contact your Sales Development representative for clarification. Your quick response will be greatly appreciated for not only will it help Sales Development with additional knowledge of our existing accounts but it will also benefit the field with timely and accurate references for future customers. The more information you provide about a customer, the more information we can provide to you when your customer wants a reference.

```

.....
GSD CUSTOMER REFERENCE DATABASE
SYSTEM MASTERFILE UPDATE FORM
.....

SYS-NUM      CUST-NUM      SALES-NUM      CSD-NUM      CUSTOMER NAME      CITY      STATE      ZIP      COUNTRY
{ } { } { } { } { } { } { } { } { } { } { } { } { } { }

CO-SIZE      SOLD TO:      ORIGINAL REP      CURRENT REP      DISTRICT      OFFICE SHIPPED
{ } { } { } { } { } { } { } { } { } { } { } { } { } { }

UPDATE      VALUE      STATISTICS      PTP-TERMS      MTS-TERMS      MEM-SIZE      DISC-CAP      MODL MOD2 CO-REPL MOD-REPL      HOST MACH      REF DEV KEY CONTR
{ } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { }

NUMBER OF DS NODES:      SOFTWARE:
3000 1000 2026      COBOL CBL74 IML      RPG BASIC FORN APL IMAGE      KSAM RJE MRJE CIS SIS MFG VIEW MTS DS DEL
{ } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { }

PROG MARKET OEM'S      FIRST      SECOND      3RD PTY
CNTRL AREA MKT-AREA      SIC CODE SIC CODE      SOFT      THIRD PARTY NAME      1ST COMP MACHINE BID      2ND COMP MACHINE BID
{ } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { }

3RD COMP MACHINE BID      APPL,1 DESCRIPTION      APPL,2 DESCRIPTION
{ } { } { } { } { } { } { } { } { } { } { } { } { } { } { }

APPL,3 DESCRIPTION      APPL,4 DESCRIPTION      APPL,5 DESCRIPTION
{ } { } { } { } { } { } { } { } { } { } { } { } { } { } { }

CUSTOMER'S BUSINESS DESCRIPTION:      MORE APPLICATION OR GENERAL COMMENTS:
{ } { } { } { } { } { } { } { } { } { } { } { } { } { } { }

NUMBER HP PERIPHERAL DEVICES:
7920 7925 7906 7910 7970E 7970B 2608 2613A 2617A 2618A 2619A 2621 2640 2645 2641 2647 2648 2635 2631
{ } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { }

30106 30119 30104 30105 7260 3075 3076 3077 ?? ?? ??
{ } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { } { }

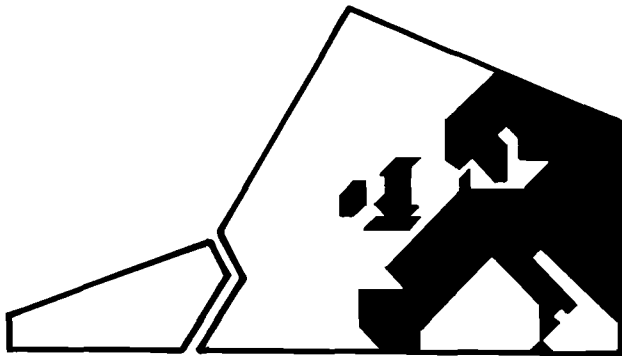
FOREIGN PERIPHERAL DEVICES:
DISCS      PRINTERS      TAPES      TERMINALS      OTHER?
{ } { } { } { } { } { } { } { } { } { } { } { } { } { }
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# HP GRENOBLE NEWS

## Division News

### New Faces for More Terminal Support

By: Francis Marc/HPG



Three new Sales Development Engineers recently joined our Grenoble Terminal Support Group:

*Marc Nodier*, on board since June, brings with him a vast experience of Data Capture products that he acquired during his 2-year stay in the Grenoble Product Marketing Group. He was previously part of the BCO Marketing team. *Marc* speaks German (as well as French and fluent English) and is therefore responsible for supporting Germany from now on.

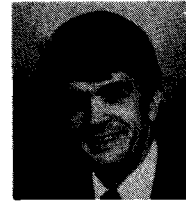
*Denis Maugey* arrived October 1st from a 2-year stay in South East Asia where he was working for Schlumberger, a leading company in oil wells evaluation and logging. *Denis* will support Holland and France I and II (Northern and Southern areas).

*Michel Jourdan*, the last one to join us, arrived October 15. *Michel* was working with KODAK, training their Customer Engineers in the field on computerized microfiche systems (HP 21MX based!). He will support Belgium, Switzerland, Spain, Austria and Greece.

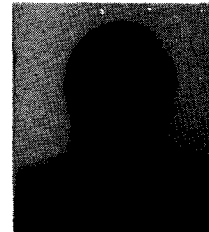
Welcome to all of them!



*Marc Nodier*



*Michel Jourdan*



*Denis Maugey* (still tanned from his long stay in Malaysia).



Our SALES DEVELOPMENT organization has undergone significant changes with their arrival. The new responsibilities per country are the following:

- Sales Development "A" headed by *Richard Franklin*:  
*Denis Maugey* : Netherlands, France I and III  
*Valentino Liva* : Italy, France II  
*Richard Franklin* : U.K.
- Sales Development "B" headed by *Christian Graff*:  
*Marc Nodier* : Germany  
*Michel Jourdan* : Belgium, Switzerland, Spain,  
: Austria & Eastern Countries, Greece  
*Christian Graff* : Sweden, Norway, Finland, Denmark

We are also glad to offer the highest technical expertise within our TERMINAL PRODUCT SUPPORT Group managed by *Maurice Poizat*.

*Jacques Biard*, *Benoit Gibert* and *Jean-Louis Chapuis* are the best support your Customer and Systems Engineers could dream of. This dynamic team is also responsible for the OEM support and training program coordination.

With the increased support available we are now altogether geared up for the new challenge of \$65M terminal sales in Europe.

Remember that our Grenoble team is your contact for every question related to:

PL 67 : HP 262X and HP 264X from DTD or HPG  
 PL 69 : HP 307X from HPG  
 PL 90 : HP 263X from BSE then VAN

## Product News

### Product Line 69 Price Increases

By: Bernard Guidon/HPG

Prices of the Product Line 69 (Data Collection Devices) have been adjusted to reflect increases in the cost of labor and material. The new prices will take effect January first, 1980 and incorporated in the Corporate Price List at that date.

The 30-day grace period applies on all products and all options.

Paper Tape Equipment		
Product	FOB Grenoble	U.S. Prices
HP 2748B	\$4,000	\$4,404
HP 12925A	\$4,450	\$4,899

Data Capture Terminals		
Products	FOB Grenoble	U.S. Prices
HP 3075A desktop	\$ 2,260	\$ 2,488
HP 2076A wall mounted	\$ 2,675	\$ 2,945
HP 3077A time terminal	\$ 2,675	\$ 2,945
001	\$ 400	\$ 440
Alpha Keyboard 004	\$ 180	\$ 198
Alpha display 005	\$ 495	\$ 545
Multi Function reader		
007	\$ 850	\$ 936
Type V		
008	\$ 495	\$ 545
Printer		
009	\$ 495	\$ 545
No cradle		
020	\$(-400)	\$(-440)
Inst. kit		
030	\$ 295	\$ 325

HP 3070B Equipment		
Product	FOB Grenoble	U.S. Prices
Standard HP 3070B	\$4,200	\$4,624
Subsystem 92900B	\$5,325	\$5,863

Optical Mark Reader: 7260A		
Option	FOB Grenoble	U.S. Prices
HP 7260A Std.	\$6,300	\$6,936
Select Hopper		
002	\$ 400	\$ 440
Encoder 003	\$ 500	\$ 551
Wider hopper		
007	\$ 200	\$ 220

Factory Data Link Equipment		
Product	FOB Grenoble	U.S. Prices
3074A Data link Adapter	\$ 500	\$ 551
92901A connection boxes	\$ 60	\$ 66
92902A link cable		
001	\$ 300	\$ 330
002	\$ 850	\$ 936
92905A cable	\$ 110	\$ 121
92906A daisy chain cable		
001	\$ 350	\$ 385
002	\$1,000	\$1,101
92904A cradle	\$ 435	\$ 479
92905P Link/Multipoint cable	\$ 200	\$ 220

### How Do These Blocks Get Transferred?

By: Marc Nodier/HPG

In point-to-point mode, when the "block mode" key is down, the D, G and H switches on the keyboard interface of your 264X terminal specify the way the blocks of data typed on the screen will be transferred.

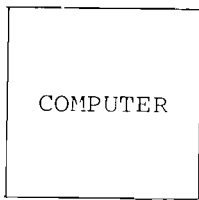
Here is a complement to the Data Comm. section of the 264X Reference Manual which summarizes the subject.

In point-to-point/block mode, the terminal user fills the screen with information and then presses the "Enter" key to send this information. Depending on the position of D, G and H, here is how the data are transferred, for each of the 8 combinations. (I through VIII).

It may be old hat for some of you, but it never hurts to repeat things.

SWITCHES POSITION

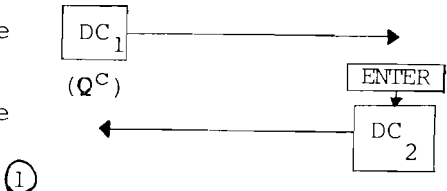
CLOSED	OPEN
D - - - - -	
G - - - - -	
H - - - - -	



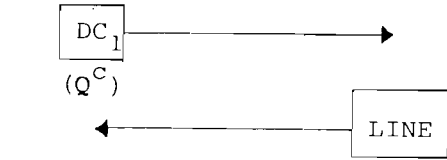
TERMINAL

Auto line Feed } keys  
Remote } down  
Block mode }

line mode  
Handshake

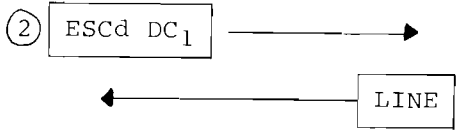


sent when "ENTER" key is pressed



transferred from the cursor position on the line

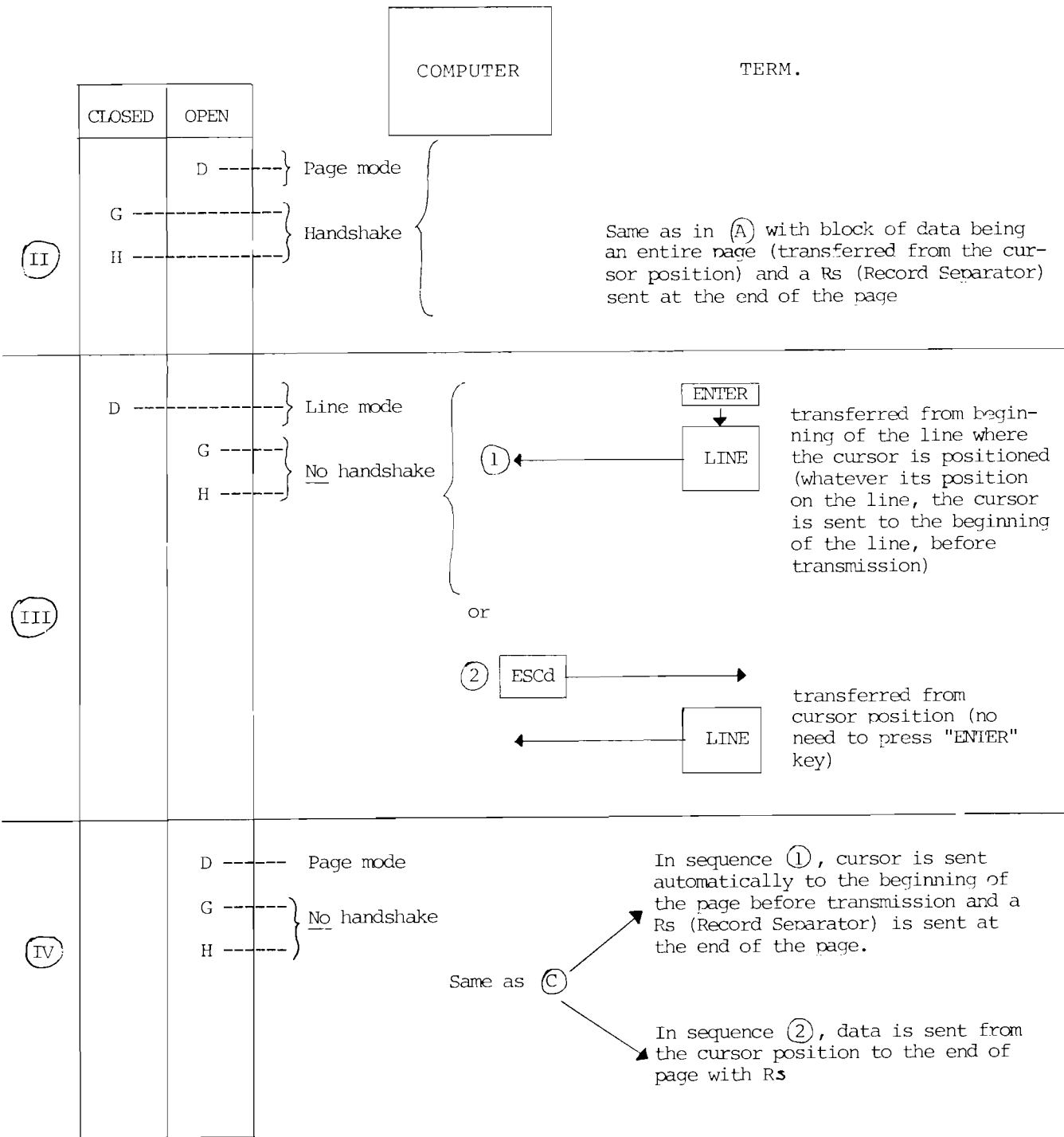
or

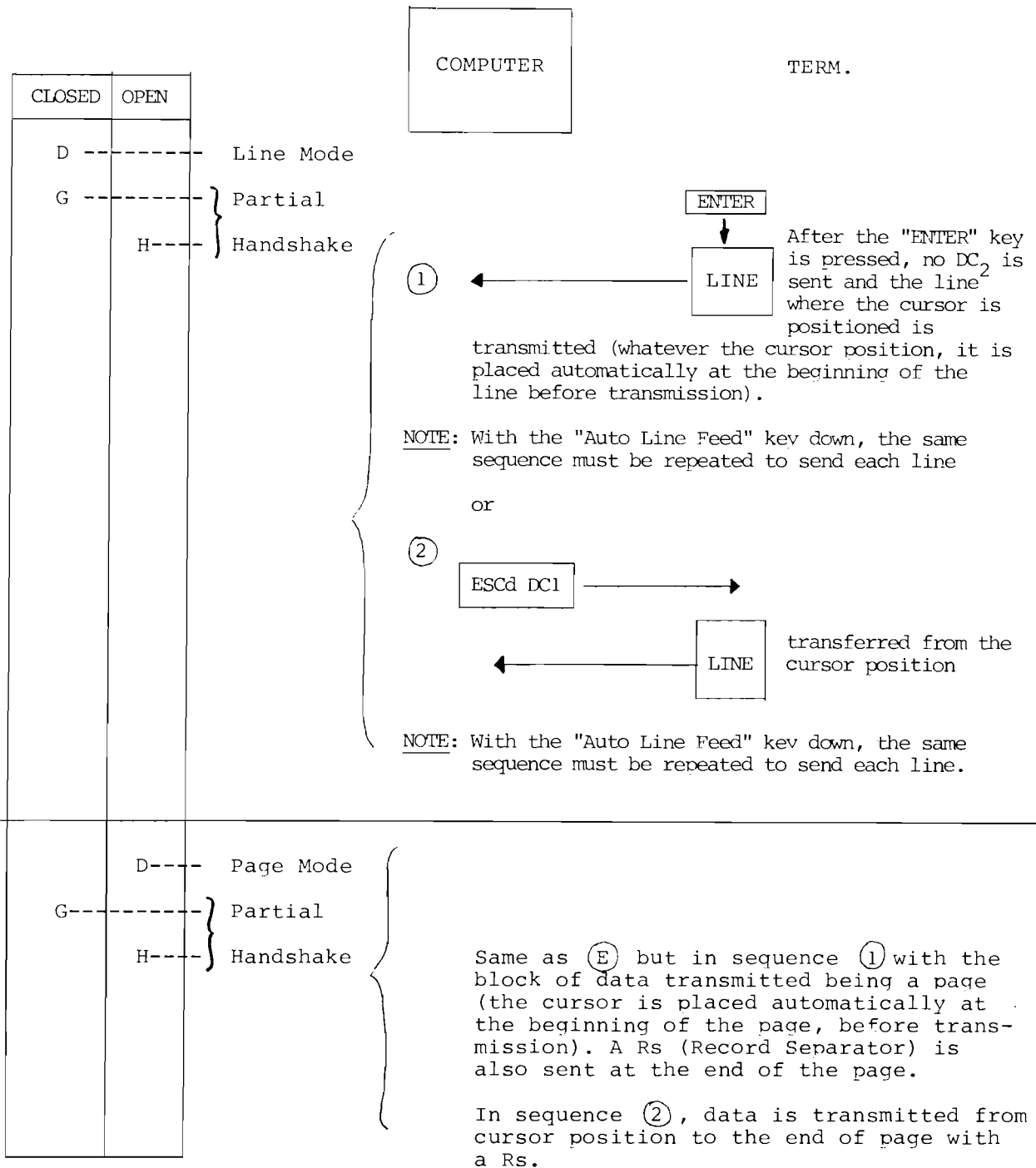


transferred from the cursor position (without the "ENTER" key being pressed)

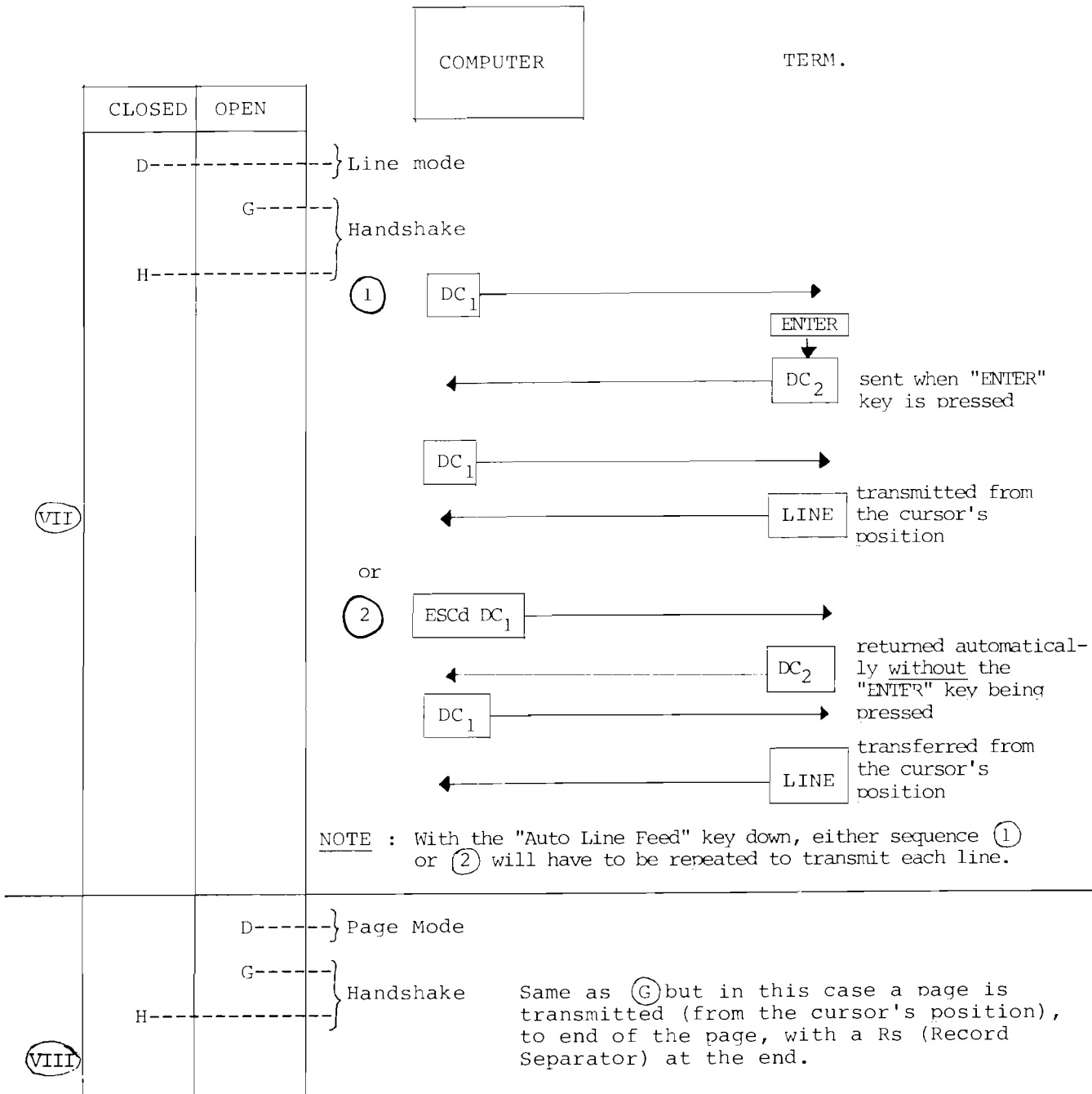
NOTE :

With the "Auto Line Feed" key down, either sequence ① or ② will have to be repeated to transmit each line





III, IV and V, VI are similar except that in sequence ②, V, VI require that a DC1 is sent after ESCd.



I, II and VII, VIII only differ in sequence ②.

# Sales Aids

## Off-Line Data Collection

By: Richard Franklin/HPG

### Problem:

Does your customer want to record badges and cards off-line? Perhaps for system backup, or from a remote location where he can't justify a telephone line permanently open?

### Solution:

Connect a HP 307X and an HP 2645 back to back. Record the badge/card information off-line to tape on the HP 2645. Later transmit this data to the computer, over a datacomm line, or send the tape to an HP system at another location.

### What do you need?

HP 2645 opt. 007, HP 307X 007 (cards/type III badges) or 008 (type V badges), 2 x 13232A cables, and 1 x 13232U.

### How?

Set the HP 307X

1. Point-to-point
2. Baud rate

Put a tape in the right-hand drive

Press "GREEN, "EDIT"

Press "DISPLAY FUNCTION"

Begin entering cards.

The data will appear on the screen and when the Display Memory is full will be recorded onto the right tape automatically.

When you have finished, press "RECORD" to record the data left on the screen, and . . . Behold! You have captured your data off-line!

## Fire Sale

By: Georges Quin/HPG

Four HP 6941B's to be sold at the incredibly low price of \$500 each.

Each HP 6941B includes its A1 to A3 boards.

Delivery: stock

Contact *Marie Christine Leclerc* for details.

## Data Capture Seminar in Pittsburgh

By: Guenter Kloepper/DTD

*You're Invited*

**FACTORY DATA COLLECTION SHOW**

Visit With

**HEWLETT  PACKARD**


At The Greentree Marriott Inn  
For A Factory Data Collection Presentation  
From Our Computer Systems Group

Speaker: Guenter Kloepper  
Application Manager  
Data Capture Products

If you are interested in increased profits and more effective manufacturing information control systems, please mark your calendar now.

WEDNESDAY, NOVEMBER 28, 1979—10:00 AM  
Greentree Marriott Inn  
101 Marriott Drive  
R.S.V.P. (412) 782-0400 (Sherry Shaffer)

On November 28, the Pittsburgh Office put on a dedicated Data Capture seminar for potential customers. The direct mail campaign and local newspaper advertising (see samples) brought in over 70 highly interested and qualified prospects. The seminar, which included a company and computer systems introduction by SR *John Hamman*, gave the audience an overview of our terminal product offering, several application examples, a discussion of DATACAP/1000, and a live demo on the office's HP 3000. For more details call *Tom Bills*, (DM — Horizontal) or *Dick Ladner*, (DM — Major Accounts).

HEWLETT  PACKARD

Cordially invites you to attend the following presentation:

HEWLETT - PACKARD  
DATA CAPTURE SYSTEMS

Hewlett-Packard Data Capture Systems give you an easy and affordable way to obtain "what's happening now" information.

Typical Applications Include:

- Labor Reporting
- Material Tracking
- Production Status and Control
- Controlled Access

The Hewlett-Packard Data Capture Presentation will feature discussions on:

- HP in the Computer Business
- Benefits of Data Collection Systems
- Datacap/1000 Software
- Installing Factory Data Collection Systems

Refreshments begin at 9:30 with Presentation and Demonstrations from 10:00 a.m. - 12:00 p.m.  
Attendance by Reservation Only - Please Call

**SHERRY SHAFFER At our Pittsburgh Office — (412) 782-0400**

WEDNESDAY, NOVEMBER 28, 1979  
Marriott Inn  
Pittsburgh (Greentree), PA  
10:00 a.m. - 12:00 p.m.

If you would like to put on a similar show out of your office to generate some new leads, give me a call at DTD — we're eager to help you get into those manufacturing accounts by providing technical and applications expertise.



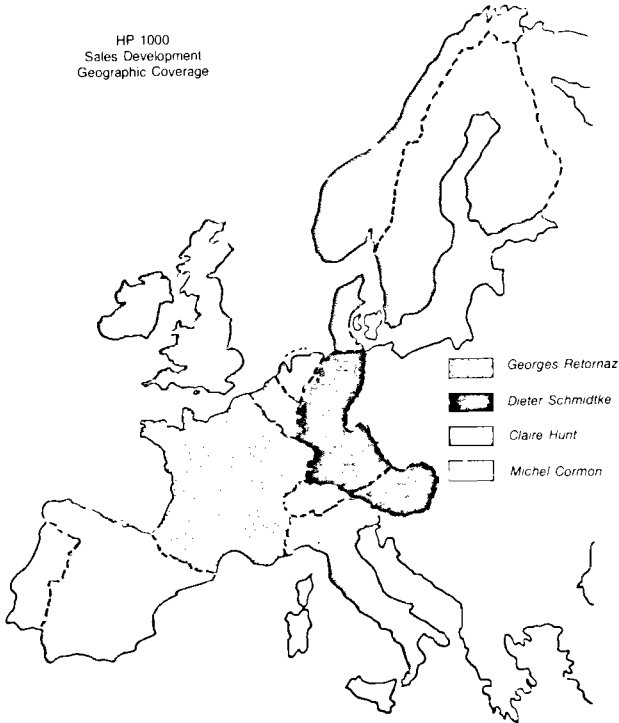
# Data Systems – Europe

## A Full Complement For HP 1000 Sales Development In Grenoble

By: Tony Gunn/HPG

After completing our FY'79 recruiting, HP 1000 Sales Development at Grenoble now has a full complement. We are pleased to have *Michel Cormon* who came on board on 1st September, 1979 and *Claire Hunt* who joined us on 1st October, 1979. Secretarial services will be ably provided by *Elisabeth Lichtscheidl*. All members of the Sales Development crew will have both on-line and off-line responsibilities. The on-line support, as before, will be handled on a geographic coverage basis. Our new map of Europe (strictly non-political) shows the geographic assignments.

HP 1000  
Sales Development  
Geographic Coverage



The off-line activities will center on active sales programs aimed at developing consultative selling in specific market areas. The programs will include seminars, workshops and the provision of sales tools for the field sales force.

The programs defined for FY'80 are:

OEM program	<i>Georges Retornaz</i>
L-Series Sales program	<i>Dieter Schmidtke</i>
Major Account program	<i>Michel Cormon</i>
CAM program	<i>Claire Hunt</i>

Each program will play a vital part in our sales activity for FY'80. Don't forget to make your initial contact with Sales Development through the person responsible for your geographic area.

### SELL THOSE HP 1000's!

## First HP 1000 SE Level 1.5 Class at Grenoble

By: Joël Dubois/HPG

The first HP 1000 SE level 1.5 class was taught on September 17, here in Grenoble. Three instructors (*George Jardine, Marc-Henry Bricquet and Joël Dubois*) were not too many to give the appropriate knowledge to new HP 1000 SE's, before they face customers. The SE Level 1.5 course is an intermediate course between the customer RTE training and the SE Level 2 course. Its main objective is to give a better knowledge of the internal structure of the RTE system and its environment. The seminar ended with an excellent graduation lunch, therefore the students went back to their office with a full stomach and the memory overflow bit set. Please join the Grenoble DSD Support team in wishing them full success using their new knowledge.

# CS GROUP NEWS

## Corporate Parts Center News

### MOPS by U.S. Mail?

By: Kevin Wallace/CPC



Left-to-right: Phil Actor, Al Thompson

Domestic orders for replacement parts and supplies can be placed through Corporate Parts Center's direct **Mail Order Program System** for U.S. customers.

#### There is no Minimum Order Size

Order forms are available from MOPS/CPC or your local sales office. If we can be of any assistance in providing you with forms or information on mail orders, do not hesitate to contact us at: (415) 968-9200 extensions 341 or 342. The order will be shipped **PREPAID** the same day it is received at our distribution center, where over 70,000 parts are in stock.

To place a mail order, have your customer send a check or money order — **NO CASH** — to:

Hewlett-Packard  
Mail Order Department  
P. O. Drawer No. 20  
Mountain View, CA 94043

Payment, must include local sales tax, if applicable, and \$1.50 handling charge.

Included in the order should be the following:

- Product Number
- Description
- Model number of equipment in which part is to be used.
- Unit Price
- Name, full address, and any special instructions.
- If tax exempt, the exemption number.

# Computer Supplies Operation News

**Supplies — Fast and Toll Free . . .**



## From Sea to Shining Sea

By: Fran Jeffries/CSO

Direct phone computer supplies ordering, which has been successfully tested in Neely Sales Region over the last six months, is now available to Hewlett-Packard's customers in Eastern and Midwest Sales Regions (with service for Southern planned for January). This customer-pleasing service allows them to order supplies by phone directly from Computer Supplies Operation's distribution center in Sunnyvale, California.

The direct phone order service provides many benefits to customers and to Hewlett-Packard. Customers, when calling CSO directly, reach our order processing coordinators, who provide *immediate confirmation of availability and delivered price*. Because CSO maintains a stock position on computer supply items, we can usually ship *within 24 hours after the call is received*.

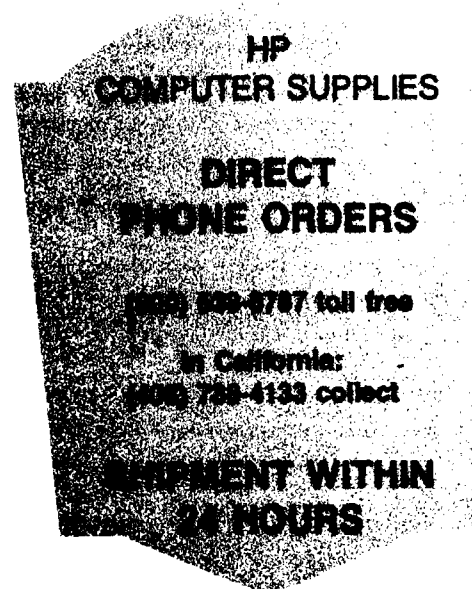
The pilot program at Neely yielded many positive results:

**CUSTOMERS LIKE THE PROGRAM** — Customers may still order supplies through their field sales office as in the past, but many choose to order their supplies from the distribution center directly. In Neely sales region over 1/3 of the supplies orders come directly to the distribution center via the toll free number. Customers try the system, like the ease of ordering and speed of shipment, and use it over and over again to order supplies.

**HP FIELD AND ORDER PROCESSING PERSONNEL LIKE THE PROGRAM** — The direct phone ordering program relieves field OP coordinators from dealing with some of the lower dollar volume supply orders, thus allowing them time to concentrate on high ticket orders.

**FIELD SALES PEOPLE LIKE THE PROGRAM** — The direct phone ordering program, coupled with the Computer Supplies catalog, provides the customer with supplies information and easy ordering information, thus reducing the need to contact field sales reps about supplies needs. Field sales personnel also like the program because it helps keep their customers supplied and happy.

A mailing campaign is underway to inform ESR and MSR hardware and software contract customers of the program. Each customer will receive a Computer Supplies Catalog with a toll free ordering sticker (see below) affixed. (Toll free ordering is for customer use only, sorry, but we can't accept internal HP orders on these lines.)



Please be sure to spread the word to your customers and describe the benefits of the program to them. For more information, please contact Fran Jeffries at (408) 738-8858 X218.

## Cables . . . Cables . . . Easy Ordering, Fast Delivery

By: Will Carleton/CSO

Sounds like the "Total Solution" to your customers' cable headaches? You Bet! And HP Computer Supplies Operation now has it. We have consolidated HP's After-Market source of RS-232C and HP-IB cables, and beginning December 1 we deliver:

- Toll Free, Direct Phone Ordering for U. S. Customers  
(800) 528-8787  
(California: (408) 738-4133
- Shipment within 24 hours; guaranteed
- Easy to use reference guide in our new Computer Supplies Catalog (January) to help your customers quickly determine what they need.

Here is our current list:

	CSO Ordering Number	Description	HP Equivalent
HP-IB Cables	31389A 31398B 31389C	1 meter 2 meter 4 meter	10631A 10631B 10631C
RS-232C Cables (Partial list - more to follow)	262X Terminals: 13222-60003 13222-60002 13222-60001 13222-60007	RS-232C Data Cable — 2 meters European Modem Cable — 5 meters U.S. Modem Cable — 5 meters 262X to HP 300 — 5 meters	13222C 13222M 13222N 13222W
	264X Terminals: 02640-60058 5061-2409  02640-60131  Multipoint: 02640-60132  02640-60133  02640-60134 02640-60151 5061-2410	HP 1000 CPU to Terminal — 15 meters European Modem Cable — 4.5 meters  U.S. Modem Cable — 4.5 meters  Multipoint Cable for first terminal — 4.5 meters Multipoint Cable for 2nd to 32nd terminal — 4.5 meters Multipoint extension Cable — 30 meters Multipoint power protect — 9 meters 264X to HP 300 — 6 meters	13232B 13232M or 13232A 13232N  13232P 13232Q 13232R 13232T 13232W
	Modem Cables: 30062-60020 30062-60021	7.6 meters 15 meters connects HP 3000 to 103/202S modems	30062B
	Modem Eliminators: 5061-2403  31390A	Modem eliminator, cable not shielded — 1.5 meters Modem eliminator, cable shielded — 5 meters	13232U  None
	Extender Cables: 31391 A, B, C & 30062-60012  30062-60018	Standard M/F RS-232C connectors with 25 pins wired end-to-end: A — 5 meters B — 10 meters C — 15 meters 30062-60012 — 30 meters Hardwire extension cable, 3 wires — 30 meters	30062C   30062D

## CSO Forges Ahead on Manuals Program



### DSD Manuals Move to Computer Supplies Operation

By: Fran Jeffries/CSO

Computer Supplies Operation moved further into the manuals distribution business in December with the addition of Data Systems Division's manuals. CSO will be responsible for stocking the manuals, processing, and shipping individual customer and internal manual orders (Corporate Parts Center handled this in the past).

DSD's 1200 manuals join those of Data Terminals and Disc Memory Divisions, which became CSO's responsibility in November. General Systems, Desktop Computer, Boise and Grenoble Divisions' manuals will all be on board by February.

# COMPUTER SYSTEMS NEWSLETTER

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