COMPUTER SYSTEMS NEWSLETTER

For HP Field Personnel

In This Issue...

HP Computer Museum
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COMPUTER SERVICE NEWS

Division News

Computer Support Division Marketing Plan
By: Dick Warmington/CSD

Over the past few weeks we have distributed our FY '80 CSD Marketing Plan to all Regional, Area and District Managers in the Sales, System Engineering and Customer Engineering organizations in order to present CSD's overall Operation Strategy as well as our specific Marketing plans for the first half of FY '80.

Frequently, you will have questions regarding support such as:

- Who is the sales support engineer at CSD whom I should contact regarding standard or special support products to offer my customer?
- Is CSD working on developing a program which will provide Disc Pack Media refurbishment in the future?
- What type of literature is planned for presenting our support services to our customers?
- What are the resources available to me from CSD Marketing?

Whenever you have these kinds of questions, refer to our Marketing Plan. We have detailed the resources we have available for you to assist you in the successful selling of the right support program to meet your customer's requirements.

Product News

Warranty Start Date for Add-Ons to Systems
By: Olen Morain/CSD

Ensure that your customer receives the added value of installation and longer warranty by getting his order to add the product to his maintenance agreement at the time he orders the product.

No mistake about it. In so doing, his return to HP warranty is converted to on-site warranty and the warranty start date is the date of installation rather than the date of shipment. Thus, longer warranty.

Your friendly and cooperative C.E. manager provides the travel and installation and the supplying division pays the on-site labor and parts for warranty.

Don't short change yourself or your customer. Sell support up front for greatest value and satisfied customers.

BMMC Pricing Information
By: Fran Berney/CSD

Several people in the field have expressed concern over BMMC price discrepancies between the Configuration/Price Guides supplied to FEs by the divisions and the HP Service Price Book microfiche. Just a word of reminder and caution to all . . . the Configuration/Price Guides do not necessarily contain the finalized Group approved/prices and should not be used as the basis for firm quotations to any customer. The figures are provided for FEs use when a customer is requesting budgetary or ballpark information on maintenance agreements.

At the time a formal agreement proposal is requested, the prices reflected must be from the HP Service Price Book, which is the offically published BMMC or the automated Corporate BMI quotation system which is derived from the price book. Keeping this in mind will ensure uniform and consistent pricing for all customers.

New Service Prices
By: Mike Torgersen/CSD

Along with everything else that happens on November 1 at HP, service prices change. The new charges associated with time and material services are listed below:

labor rates:	02 on site	$80 (overtime $102)
	06 on site	$65 (overtime $83)
	02/06 bench	$55 (overtime $70)
zone charges:	zone 1	$60
	zone 2	$100
	zone 3	$150
	zone 4	$300
per diem		$55

2

Some charges remain unchanged including:

Premium Response for T & M	$250
Out of Coverage — standard period	$350
Out of Coverage — extended period	$700

All fixed prices for installation, additional unit installation and site preparation remain unchanged.

For the first time in recent history BMMC's have been systematically reviewed by CSD and the product divisions.

In this review consideration was given to changes in all pricing factors including the labor rate, failure rates, parts usage and repair times. Consequently, there are some decreasing BMMC's along with the increases.

These BMMC changes are included in the November 1 service fiches. A good way to gauge the impact of these changes is to look at the new BMMC's for our systems relative to the competition. A glance at our updated NPT competitive slides should convince you that we have not compromised our competitive advantage in support pricing.

Maintenance Agreement Service
Competitive Analysis —
Equivalent System * BMMCS

HP 1000/40	HP 1000/45	DEC Service 11/34A**	DEC Basic 11/34A**	DG S/130	DG S/250	DG 4/X	IBM 4955E
$267	296	459	367	392	497	317	399

* ≈ 128 Kb Memory ** 56 Mb Disc
  ≈ 20 Mb Disc
  System Console

HP 3000	DEC Service 11/70	DEC Basic 11/70	DG S230	DG S250	IBM 3/15D	IBM S/38	IBM 8100	IBM 4331
$1090	1586	1269	1337	1159	1456	1023	1023	887

* ≈ 512 Kb Memory   System Console

  ≈ 240 Mb Disc   12 Remote CRT Terminals
  1600 bpi Mag Tape   600 lpm Printer

Computer Museum

DATA SYSTEMS NEWS

The Media Speaks

By: Dave Hannebrink/DSD

" . . . 2240's . . . even more attractive to industrial
users . . . HP 1000 well established in the industrial
environment . . . "

Thanks to your success in selling HP 1000's Desktops, and
2240A's, HP is recognized as a real leader in industrial
automation. Just check out the recent coverage we've
received in "Instruments and Control Systems", September,
'79, page 73.

The plain box at the left-hand side of the operator's desk
houses an interesting concept. The box is Hewlett-Pack-
ard's 2240A measurement and control processor. The
concept embodied within the box is that of a front-end
with a mind of its own; it's placed between a host com-
puter (specifically, an HP 1000 mainframe or HP's 9825A,
9835A, or 9845A desktops) and the signals to be meas-
ured and/or otherwise manipulated. The micro-
processor-based 2240A processes (including analog/
digital and digital/analog conversions), conditions, and
controls a mix of both analog and digital signals on its in-
puts and outputs, freeing the host computer for other
work. Though not a brand-new product from HP, the
company has recently taken a fresh look at the 2240A's
capabilities and added some new ones that make it even
more attractive to industrial users. All of which raises a
question: With its HP 1000 well established in the indus-
trial environment and with its 2240A being revitalized,
can a Hewlett-Packard microcomputer for industrial con-
trol be far behind?

Put the 2240 to work for your customer!

RTE-IVB Software Support Sales Take Off

By: Phil Ebersole/DSD

Thanks to your efforts, HP 1000 customers have been
purchasing software support for their RTE-IVB based
systems in record numbers. In September, just three months
after RTE-IVB was introduced, almost *850 months* of
RTE-IVB software support were purchased! In contrast,
sales of RTE-IVA services did not reach this level until 11
months after RTE-IVA's introduction in June of 1978.

RTE-IVB CSS/SSS SALES (MONTHS)

(graph: y-axis 0 to 1300 in increments of 100; x-axis JUN, JUL, AUG, SEPT, OCT)
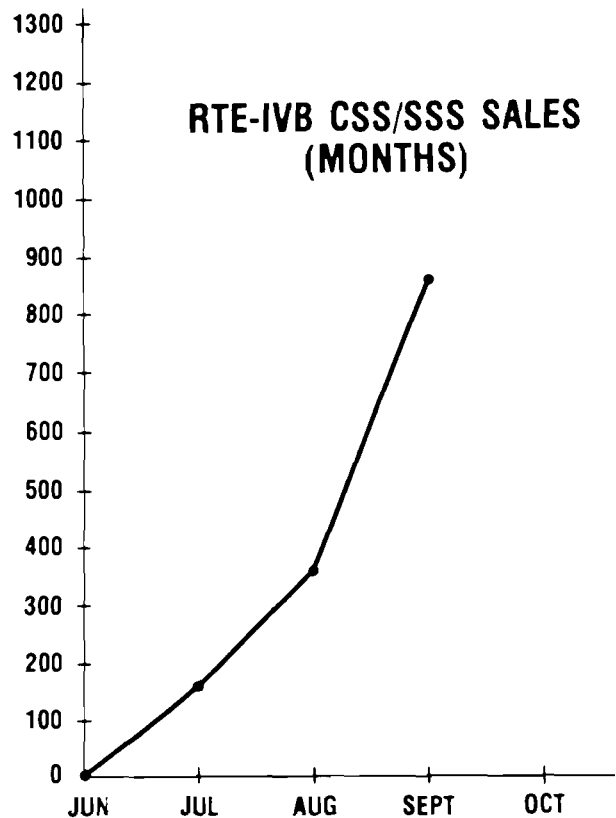
TOTAL MONTHS (YTD) = 1351

CSS Sales Outpace SSS Sales

What is even more interesting is to look at the breakdown in
RTE-IVB support sales between Customer Support Service
(CSS) and Software Subscription Service (SSS). As you
know, CSS is HP's highest level of software support, and our
goal is to sell it to everybody, and most especially to new
users and OEM's.

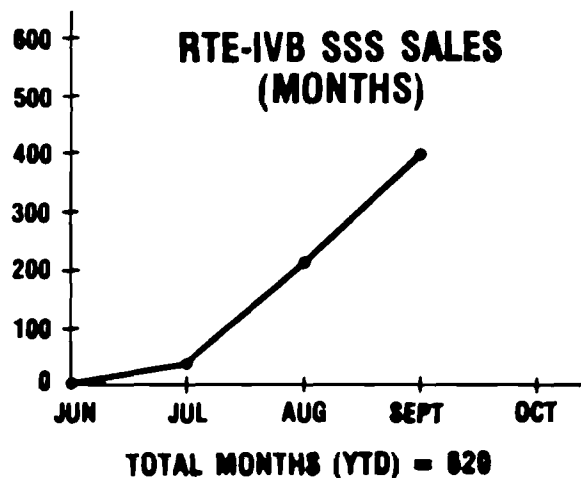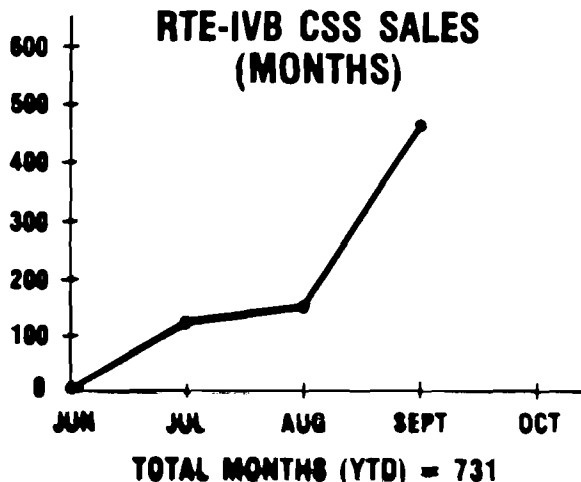Historically, (using data for RTE-II, III, M and IVA) CSS sales have averaged only 40% of total software support sales. And the figures for actual *independent* sales of CSS (as opposed to the 3 months of "free" CSS that used to be bundled with HP 1000 systems) is far lower yet. That's the bad news. And now the good news!

The figures for RTE-IVB show that *CSS sales now account for almost 55% of all RTE-IVB software support purchased.* Clearly you are well on the way to making CSS the dominant support service for HP 1000 customers.

RTE-IVB CSS SALES (MONTHS)

TOTAL MONTHS (YTD) = 731

RTE-IVB SSS SALES (MONTHS)

TOTAL MONTHS (YTD) = 828

So keep up the good work selling those software support services! The payoff will be satisfied customers, good reference accounts, and lots of add-on sales dollars.

2240 Sales Keep on Climbing
By: Howard Bain/DSD

2240A orders from the first three quarters of Fiscal 1979 increased by over 50% compared to the same period in 1978.

The final quarter of the year should break all records with the receipt this month of a $120,000 Measurement and Control order from a Fortune 500 company. The equipment will be used to test the operation, prior to installation of elevator relay systems. In addition to the 2240 products, three Model 45 Computer Systems were purchased to control the relay testing applications.

DATACAP with Time and Attendance Data Collection
By: Darrell Krulce/DSD

There are many applications where a customer would like to use the HP 1000 with HP 3077 time and attendance data collection terminals to collect employee attendance information for payroll purposes. Unfortunately, many of these applications require data throughput out of the scope of capability for DATACAP/1000 software controlling the 3077s (see the CS Newsletter, October 1, for DATACAP/1000 performance information). We are addressing this very important data collection application by writing a "how-to" time and attendance data collection program (separate from DATACAP) that will allow high throughput data entry from HP 3077A's to a serial disc file. The program is being written and documented such that a customer can easily modify it for his own specific application. (Such as adding data validation or outputting to an IMAGE data base instead of a serial file.)

Full documentation of the program will be published in the next issue of the Communicator and the program will be contributed to LOCUS at that time.

SELL DATACAP

DATACAP Demo System Is Now Ready
By: Audrey Dickey/DSD

Have you got the DATACAP demo blues? Have you got the feeling that the task of demoing DATACAP is more than you handle? Have you been missing out on DATACAP potential because you don't have a DATACAP demo? Have we got a deal for you!

We now have available DDS/1936. This package contains a save of a running DATACAP system, plus a peripheral cartridge with the newest DATACAP software, a nifty DATACAP demo plus documentation. You can restore the system and see DATACAP up and running instantly.

Actually, DDS/1936 is designed to be more than just a demo. It also helps for those situations where you can't tell if your hardware is configured correctly. Rather than guessing whether it's hardware or software that is keeping you from running, you can plug in a software system known to be good. Add to that our documentation on proper switch settings, control commands, etc., and you're up and running before you know it.

So don't delay. Get a twx off to *Ballard Bare* in On-Line Support at DSD telling him whether you have an E-Series or F-Series and he'll send you a tape that will have you DATACAP-ing in no time.

Sales Aids

Customer Training for HP 1000
By: Van Diehl/DSD

Do you know how extensive our training program is for the HP 1000? As you can see by the diagram we have a variety of course paths to satisfy the needs of different classes of customers and applications. Make sure that our customer knows it. A well-trained customer is more likely to be a satisfied customer!

1. PROGRAM DEVELOPMENT TRAINING WITH RTE-IVB

```
INTRO. TO        RTE-IVB/            HP 1000
HP 1000          SESSION MONITOR     ASSEMBLER             (A)
COMPUTERS        USER'S COURSE       PROGRAMMING COURSE
```

```
(A)   HP 1000
      E-F SERIES          (B)
      MICROPROGRAMMING
```
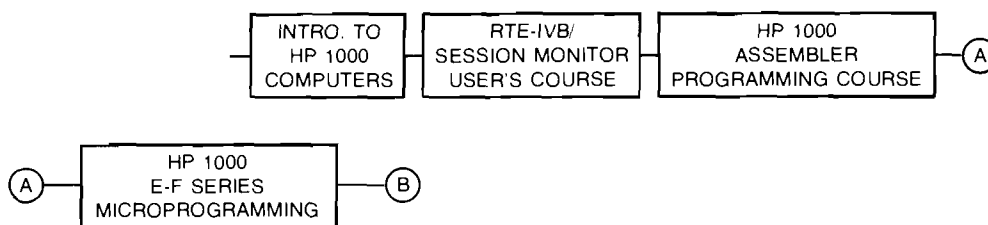
2. DATA BASE MANAGEMENT/FACTORY DATA COLLECTION TRAINING

```
(A)   IMAGE/DBMS
      COURSE
```

```
(A)   DATACAP COURSE      (available April, 80)
```

3. NETWORK DESIGN TRAINING

```
(A)   DS/1000 USER'S     THEORY OF          THEORY OF
      COURSE             OPERATION          OPERATION
                         DS/1000            DS/1000 TO HP 3000
```
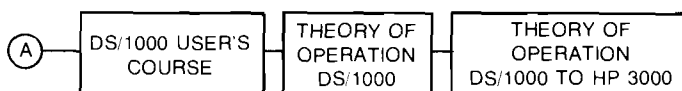
4. INSTRUMENTATION TRAINING

```
(A)   HP-IB
      INTERFACE
      WITH HP 1000
```
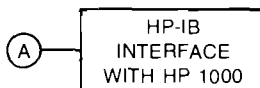
5. AUTOMATIC TEST SYSTEMS TRAINING

```
(A)   HP-ATS
      PROGRAMMING
      COURSE
```

6. SYSTEM MANAGER'S COURSE

```
(A)   RTE-IVB
      SYSTEM MANAGER'S   DRIVER WRITING     ADVANCED
      COURSE             COURSE             RTE WORKSHOP
```
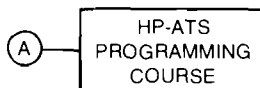
7. MEMORY-BASED OPERATING SYSTEM TRAINING

```
(A)   HP 1000
      MEMORY BASED       HP 1000
      COURSE             ASSEMBLER PROG.
```

8. RTE-L USER'S COURSE

```
      RTE-L      ADVANCED
      COURSE     RTE-L
```
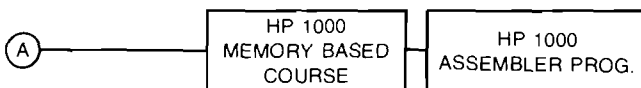
9. RTE-L COURSE FOR RTE-IVB USERS

```
(A)   RTE-L      ADVANCED
      COURSE     RTE-L
```

Please send your comments and ideas about our customer training. And use training as a tool to sell HP 1000's!

Have You Already Seen the New RTE-IVB Manual Set? They Are Super . . .
By: Van Diehl/DSD

I would like to call your attention to the new set of manuals for the RTE-IVB product.

The RTE-IVB manual set has been much enlarged to cater to the different types of users that use our systems. (See attached documentation map.) We would like to highlight specifically two manuals in this set:
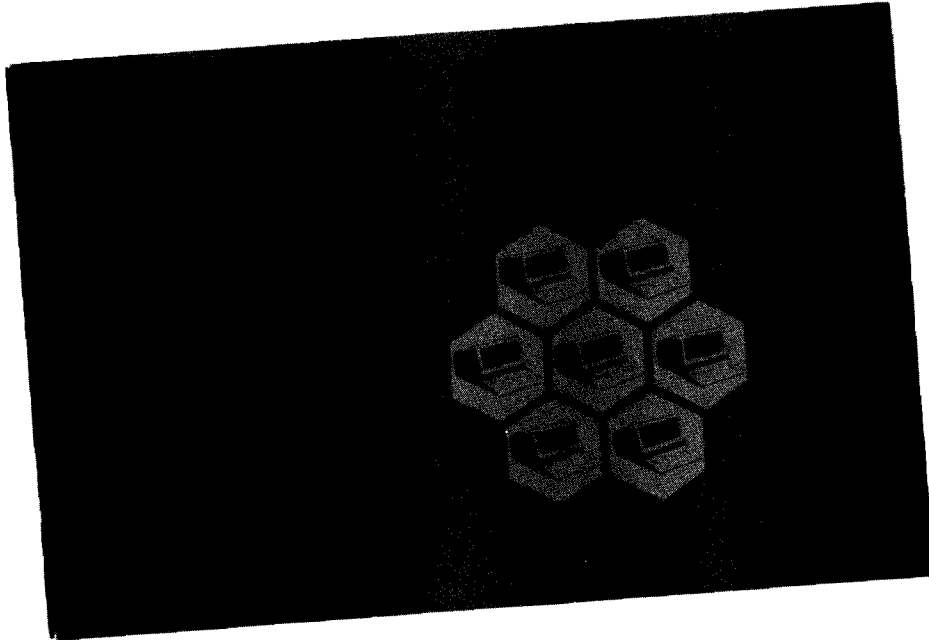
1. Getting Acquainted With RTE-IVB

   This manual is an introduction to the RTE-IVB Operating System with Session Monitor. It illustrates the ease with which you can do the following:

   - Communicate with the system.
   - Create and Modify files.
   - Develop and run programs.
   - Execute system commands (or run programs from a procedure file).

   This small manual (8½ × 5½) is a great tutorial guide for the first time user that wants to do some casual program development.

   It is also an excellent additional sales tool when discussing program development under RTE.

   Try it yourself and send us your comments!

2. System Manager's Manual

   The System Manager's Manual provides the HP 1000 System Manager with the information required to plan, generate, initialize, and maintain his/her software.

   It includes a description of System Manager's responsibilities, how to plan the Session Monitor's account system, what is needed to generate the system, initialization procedures for spooling, loading of utilities, how to alter the account structure and how to adjust system parameters.

   It provides information not found anywhere else in the Reference Manuals and thus will make the System Manager's job much easier.

   It provides also a good competitive advantage because neither DEC nor DG offer this kind of manual.

And soon we will introduce a new RTE-IVB Quick Reference Guide that will be a very important addition to the manual set.

Our RTE-IVB manuals give us a distinct advantage over the competition: RT-11 and RSX-11 from DEC; and AOS from DG.

RTE-IVB DOCUMENTATION MAP

```
┌─────────────────┐
│ Getting Aquainted│
│ With RTE-IVB     │
│ 92068-90001      │
└─────────────────┘
          │
          ▼
┌─────────────────┐      ┌─────────────────┐
│ RTE-IVB         │      │ RTE             │
│ Terminal User's │      │ FORTRAN IV      │
│ Reference Manual│      │ Reference Manual│
│ 92068-90002     │      │ 92060-90023     │
└─────────────────┘      └─────────────────┘
          │
          ▼
┌─────────────┐   ┌─────────────────┐   ┌─────────────────┐   ┌─────────────────┐
│ RTE-IV      │   │ RTE-IVB         │   │ RTE-IV          │   │ RTE-IVB         │
│ Debug       │◄──│ Programmer's    │──►│ Assembler       │   │ Software        │
│ Subroutine  │   │ Reference Manual│   │ Reference Manual│   │ Numbering       │
│ Manual      │   │ 92068-90004     │   │ 92067-90003     │   │ Catalog         │
│ 92067-90005 │   └─────────────────┘   └─────────────────┘   │ 92068-90011     │
└─────────────┘         │                                     └─────────────────┘
                        ▼
                 ┌─────────────────┐   ┌─────────────────┐   ┌─────────────────┐
                 │ RTE-IVB         │   │ BASIC/1000D     │   │ Decimal String  │
                 │ Batch and       │   │ Multi-User      │   │ Arithmetic      │
                 │ Spooling        │──►│ Real-Time BASIC │   │ Routines        │
                 │ Reference Manual│   │ Reference Manual│   │ 02100-90140     │
                 │ 92068-90005     │   │ 92060-90016     │   └─────────────────┘
                 └─────────────────┘   └─────────────────┘
                        │
                        ▼
┌─────────────────┐  ┌─────────────────┐                      ┌─────────────────┐
│ RTE-IVB         │  │ RTE-IVB         │                      │ RTE             │
│ On-Line         │◄─│ System Manager's│                      │ Relocatable     │
│ Generator       │  │ Manual          │─────────────────────►│ Library         │
│ Reference Manual│  │ 92068-90006     │                      │ Reference Manual│
│ 92068-90007     │  └─────────────────┘                      │ 24998-90001     │
└─────────────────┘         │
                            ▼
         ┌─────────────────┐   ┌─────────────────┐   ┌─────────────────┐
         │ RTE Operating   │   │ Driver Manuals  │   │ ROM             │
         │ System Driver   │   │ As Appropriate  │──►│ Loader Manual   │
         │ Writing Manual  │   │ (P/O 92062B)    │   │ 12992-90001     │
         │ 92200-93005     │   └─────────────────┘   └─────────────────┘
         └─────────────────┘
                  ┌─────────────────┐              ┌─────────────────┐
                  │ RTE-IVB         │              │ Appropriate     │
                  │ Utility Programs│              │ Computer        │
                  │ Reference Manual│──────────────│ Operator's      │
                  │ 92068-90010     │              │ Manual          │
                  └─────────────────┘              └─────────────────┘

                                                   ┌─────────────────┐
                                                   │ Appropriate     │
                                                   │ Computer        │
                                                   │ Microprogramming│
                                                   │ Reference Manual│
                                                   └─────────────────┘
```
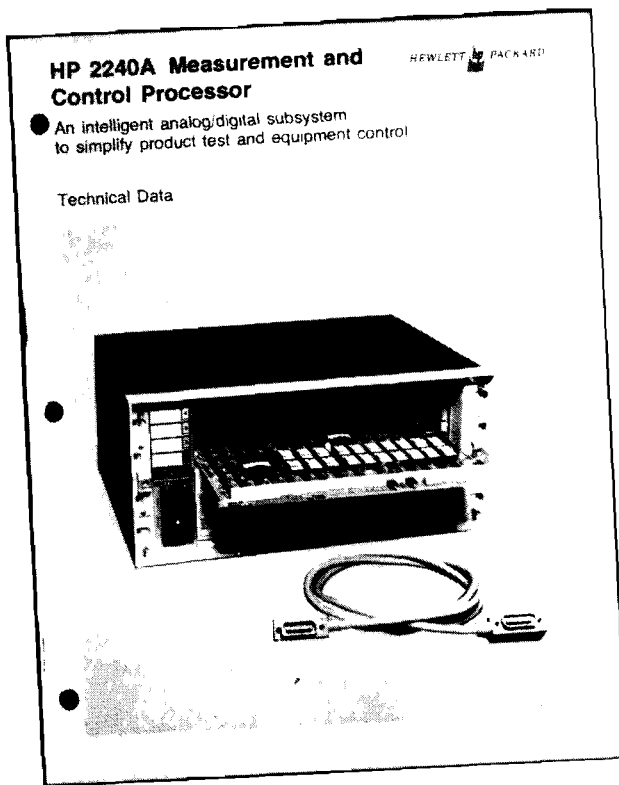
Revised 2240 Literature — Features, Performance and HP-MCL
By: Howard Bain/DSD

HP 2240A Measurement and Control Processor

HEWLETT PACKARD

● An intelligent analog/digital subsystem to simplify product test and equipment control

Technical Data

The 2240A Technical Data Book and Configuration Guide have recently been revised and the new editions should now be available at your field offices. Some of the improvements you will recognize in the new Technical Data Book are:

- Use of the standard DSD Quick Reference Index.

- Discussion of the extended performance option.

- Comprehensive and clearly tabulated section on 2240A performance with a variety of controllers including the HP 1000 Minicomputer and both the 9825 and 9835 Desktop Computers.

- A section on programming the 2240A featuring HP-MCL, HP's Measurement and●Control Language.

The Configuration Guide has been updated to include the new products or options introduced over the past year:

- HP 22915 Low Level Analog Signal Conditioning Card with 12-bit resolution of 0 to 5V and 0 to 1.25V analog signals.

- The 2240A Option 301 which racks a 2240A in a low-bay cabinet and provides 120V AC power distribution with a 3-receptacle power strip.

RTE-IV Hardware Upgrade II
By: Darrell Krulce/DSD

There were several printing errors contained in the October 15 article, "RTE-IV Hardware Upgrade Update" amended as follows:

1. The exchange part for the high performance memory controller (note: 2102E not 2102) is 02102-69002 (not 69003).

2. The 02112-60001 (not 6001) I/O (not I/P) Backplane is for the 2113/2112 computers (not 2109/2108).

3. The 2109/2108 I/O Backplane is 02108-60007 (not 6007).

Four New Customer Courses are Introduced for RTE-IVB/Session Monitor and IMAGE/1000 with Super Student Workbooks
By: Van Diehl/DSD

We have introduced four new RTE-IVB and IMAGE/1000 customer courses; they are:

HP 22993A IMAGE/DMS 1000 — This five-day course has approximately thirty percent lab time (exercises may be programmed in FORTRAN or BASIC). The course provides the user with sufficient information to use the 92069A IMAGE/DMBS components to perform the following: create, build, back-up and modify a database, use QUERY and write programs to access a database; as well as handle maintenance considerations and the RTE interface to IMAGE.

HP 22994A HP 1000 RTE-IVB/Session Monitor User's Course — A 10-day course dealing with interactive and programmatic use of the RTE-IVB operating system, the file management system and the spooling system, including program development using the standard editor, compiler, assembler and loader. The course emphasis is on how to use RTE-IVB.

HP 22995A HP 1000 RTE-IVB System Manager's Course — A five-day course on how to generate and update an RTE-IVB/Session Monitor operating system in an HP 1000 System environment.

HP 22997A RTE-IVB Upgrade Course — A 2-day course describing the new features of RTE-IVB and Session Monitor; including new FMGR commands, new FMP calls and the Session Monitor account structure. The course will present this material from both (1) a user's point of view: how to use the new features, and (2) a system manager's point of view: how to install and maintain an RTE-IVB/Session Monitor system. Prerequisites: a thorough knowledge of using and planning RTE-IVA systems.

These courses are significant new additions to the support of our software products and should help you to sell and support our products.

The students workbooks for these courses are also interesting additional sales tools for the customer that wants to have a more in-depth view of the product without having to read the entire manual set.

These student workbooks can be ordered via the following part numbers:

1. RTE-IVB/Session Monitor User's Course Student Workbook — 22999-90220.
2. RTE-IVB System Manager's Course Student Workbook — 22999-90224.
3. RTE-IVB Upgrade Course Student Workbook — 22999-90228.
4. IMAGE/1000 Course Student Workbook — 22999-90332.

These workbooks are to be used in the classroom environment, but are very good for an in-depth overview of the system.

10

DATA TERMINALS NEWS

Division News

Announcing New DTD Customer Training
By: Pam Leitterman/DTD

Data Terminals proudly announces two new customer courses. These are the 2645A Terminal Applications Course and the 2648A Terminal Applications Course, product numbers 13294B and 13294C, respectively. The November price list will show that each of these courses is two days in length and sells for $250.00 per student.

These courses will provide an opportunity for customers to learn how to fully utilize the distinctive features of their HP terminals. Course content includes an overview of terminal architecture and features, and indepth discussions of keyboard use and escape sequences. These terminal applications courses also include an introduction to data communications with particular emphasis on point-to-point communications.

We are confident that these courses can be important tools for our customers, thus increasing customer satisfaction. We look to our sales and service representatives in the field to help make our goal of trained and satisfied customers a reality.

Sales Aids

Label It the Way You Want It, But . . .
By: Eric Grandjean/DTD

I would label the following situation as a slight conflict of interest (or something like that).

Here it is, as it is . . .

If you have a 2647A with a 9872X plotter subsystem on line with a system configured in half-duplex communications protocol, doing labeling on the plotter, watch out!

Here is why.

The plotter requires an ETX (binary 3) to terminate the label mode (LB) on the plotter. The 2647A, like most other terminals, requires an ETX (Yes, the same code) to "Turn the dialogue around" (from receive to transmit).

Now, you can easily see that every time the system attempts to send an ETX to the plotter to terminate labeling, the terminal will catch it first, and go to transmit mode. The plotter, of course, stays in label mode and everyone is upset!

There are many ways to get around this conflict.

1. Don't use labeling on the 9872 in half-duplex (main channel) configurations! In full-duplex, everything is working fine.
2. Have the 2647A itself send an ETX to the plotter (softkey, BASIC command, etc.) instead of the CPU.

There are surely more ways yet to handle this problem. We just thought to let you know about it before your customer does.

GOOD SELLING!

2647 Games Tape
By: Rich Ferguson/DTD

If most of you are like me, you enjoy playing games. To satisfy these frivolous desires and at the same time show off the unique capabilities of the 2647, DTD has single handedly created a games tape for the 2647. It has such fun things as the games of Artillery, Hangman, Cubic and other visual delights. To get your very own personalized copy of the 2647 games tape, fill out the coupon below and send it along with a blank cartridge to your friendly DTD Sales Development Engineer. It is suitable for personal demos or trade shows. Go get 'em DTD TIGERS!

Please send me my copy of the DTD Games Tape.

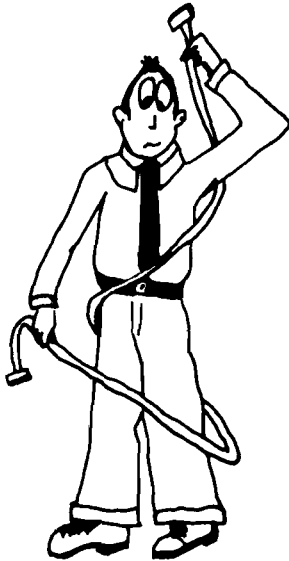Enclosed is my blank cartridge tape.

NAME:	_____
ADDRESS:	_____
PHONE:	_____

PLEASE NOTE: For European regions, please remember to get your tapes from Grenoble!

## New Cabling Manual Available
By: Terry Eastham/DTD

If you want the inside scoop on *all* of the cables produced by DTD, order the manual part number 5952-9975 (42) today. Information about recommended cable applications, pin-to-pin connector (sex!) diagrams, part numbers, and interface standards (RS-232C, RS-449, CCITT V.24, etc.) is included. Both 262X and 264X type cables are covered (plus a few more!).
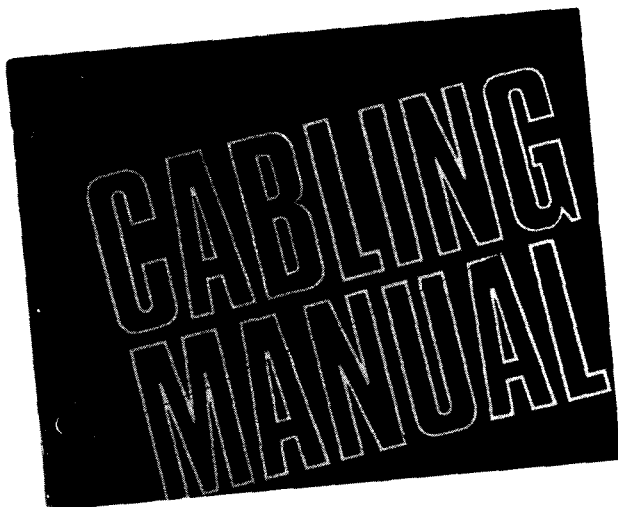
This new manual (5952-9975) obsoletes the old yellow "2640 Series Terminals Cabling Application Brief" (5952-9975, last printed in 1977) which has more than a few million cable-miles on it.

13260 Data Communications Accessory Data Sheet Revision
By: Terry Eastham/DTD
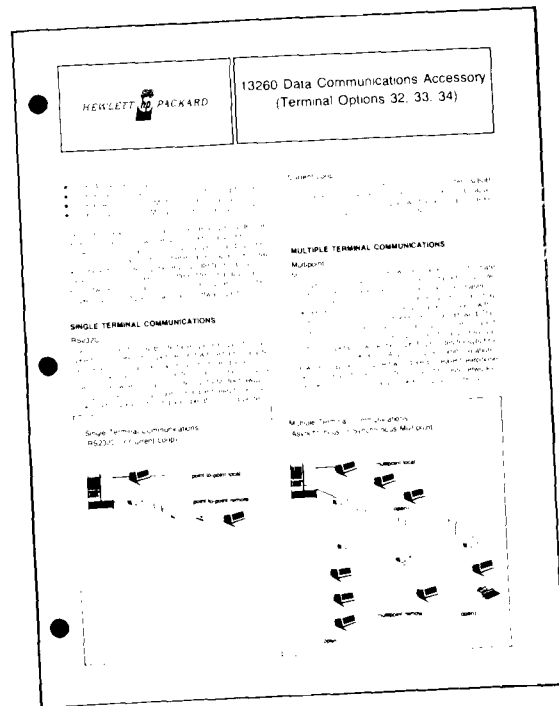
A revised data sheet for the 13260A/B/C/D Data Communications Accessory is back from the printer. This data sheet provides a good summary of the data communications features (especially multipoint!) that are available on our 264X terminals. It also includes information about the new way of ordering data communications via the terminal Options 32, 33, and 34.

Don't hesitate! Order some new part number 5953-2022's for your office today.

Downloading the BASIC Interpreter Revisited
By: Kalli Louis/DTD

This should help clarify my October 1, 1979 *CS Newsletter* article concerning downloading the BASIC Interpreter into the HP 2647A terminal.

The BASIC Interpreter on cartridge tape (02647-13301) is written in binary loader format. This format can be read in through the cartridge tapes directly into the terminal's program memory.

Binary data can also be read in through the data comm. However, this binary data is sent to the terminal's I/O devices versus the terminal's program memory. For this reason, you cannot download the BASIC Interpreter in binary loader format through data comm into the terminal.

12

2648A Manual Update Change
By: Peter Taylor/DTD

As the Data Terminal product line matures, so does its documentation. Raster dump and HP-IB interface features became standard on the 2648A as of August 1, 1979. To reflect this change as well as correct and enhance the original manual, the 2648A Manual Updating Supplement (02648-900013) was published. Included in the supplement are detailed explanations of the popular raster dump feature and HP-IB device control. For instance, it explains that the insert character key is used to represent the HP-IB device for source, destination selection.

If your customer has a 2648A which was shipped before August 1, 1979 and he wants to now add on HP-IB and/or raster dump device, he will need to install the raster dump HP-IB ROM (1818-0746). This ROM is the Option 003 of Device Support Firmware (13261A). Also, remember it is necessary to order the 13261A in order to attach any peripheral device if the terminal does not have tapes. All this is spelled out in the Manual Updating Supplement.

Unfortunately, Table 7-3A – HP-IB Interface Switch Settings has some errors. The switches should be set as follows: Open Switches – SC, A11, PL5-PL0, ATN, ATN2, B0, and B2-B4; Closed Switches – A4, A10, A9, PL6, FC, TA and B1.

Fortunately, a bigger and better 2648A manual will be available November 1 (02648-90002). It will incorporate the Manual Updating Supplement plus a revised data comm section which covers the new data comm ROMS.

You can and should order it from CPC to get everything you wanted to know about the 2648A.

2649A Options
By: Kalli Louis/DTD

Option 101, the lower case ROM, on the 2649A terminal has been incorporated into Option 100, the upper case ROM. Therefore, when you order Option 100, you get both the upper and lower case ROMs.

GENERAL SYSTEMS NEWS

Product News

HP 3000 Software Support Services —
Some Questions and Answers

By: Jutta Kernke/GSD

As you become more familiar with our Software Services, and feel comfortable selling its many flexible features, some questions arise repeatedly and deserve more clarification.

Q. Can a customer who purchased an 'R' product from an OEM buy CSS from HP?

A. Yes! If he owns HP system and the system software is up-to-date, he can purchase CSS or SSS from HP.

Q. An OEM with a Series III and CSS wants to purchase 'V' products for multiple remote Series 33's. How can the customer copy updates to a Series 33 when the central site is a Series III?

A. The customer must purchase installation from the HP sales office on a time and materials basis and the local office should determine whether to do a complete installation or whether to create the required flexible discs and mail them to the site to be installed by the customer.

Q. Why is the monthly cost of the manual update service so high?

A. It really is not when you consider the number of manuals per product with approximately 2 to 2-1/2 revisions and/or updates per year.
For example, take COBOL which has a reference manual at $12.00 and a USING manual at $6.50. This would amount to:

$18.50   for first purchase
18.50   for just one replacement
$37.00   per year

- versus -

$48.00/year   MUS which includes automatic update plus shipment for each revision.

Or, consider $4/month versus the time spent by a programmer analyst to maintain manual compatibility. The convenience to the customer is obvious.

Q. A customer already has an HP 3000 computer system and now purchases an 'A' product as an add-on. Can the customer buy CSS for the 'A' product and get the first three months free?

A. Yes, as long as 12 months of CSS is ordered with the 'A' product, the customer will receive three additional months of customer support service free. The software support, however, should be quoted in units to be co-terminus with hardware support (BMMC).

Q. A customer purchased an HP 3000 with the "new" FOS after August 1, 1979. Can he now purchase the 'R' product for IMAGE to copy the software onto his "old" HP 3000 systems?

A. No, you can only purchase any 'R' product if an 'A' product was purchased previously. Since August 1, IMAGE/3000 is part of the Fundamental Operating Software, but does not qualify as the purchase of the 'A' product.

Q. A customer wants to buy the 'R' products for IMAGE/ VIEW/KSAM/3000. These products are not listed on Exhibit A-1; can they be discounted?

A. Yes, if the buyer is qualified to receive a discount as specified in Exhibit A-1. The Conversion Amendment has to be signed by both buyer and HP and is attached to the Purchase Agreement.

The Support Service data sheet which describes our software support services in great detail is orderable as part No. 5955-0577 and is very useful when talking to a new customer. If you have any questions, send them to your Sales Development group; we will publish them with appropriate answers in the next issue. It is important to make support services part of your sales pitch.

Sell SOFTWARE SUPPORT SERVICES now!

High KOALATY Ink for New Series 30
By: Chosen Cheng/GSD

The HP 3000 family of compatible business systems is seeing quite a lot of press these days — especially with the introduction of the Series 30, the Intelligent Network Processor (INP), and data communications across all HP 3000 systems. Here are a few press clippings that highlight our products' visibility to the business community.

We've got the product that's being talked about when people talk distributed data processing, we've got the sales literature and seminar tools to follow up leads, and we've got the products that are real and deliverable to enable your customers to begin solving their business data processing needs today!!!

Vendor Scales Down HP 3000 Series 33

PALO ALTO, Calif. — In a move that would make Detroit's automobile builders nod in approval, Hewlett-Packard Co. has introduced a scaled down, lower priced version of its HP 3000 Series 33 minicomputer.

Patterned closely after the machine, the Series 30 offers Silicon-on-sapphire that keeps the C... duced to tw... Whereas the asynchror... ler that c... ever, the b... figuration th... stations.

The minimum S... with 256K bytes of... be expanded to 1M b... configuration. Like the... 30 incorporates HP's sel... ture and the Remote Syst... Program (RSVP) that is said to... site services and provide the abu... of on-board... memory (RAM)... offset the workloa... CPU, the spokesman... In its maximum configuration, the Se... has a disk storage capa... 960M bytes. Four ma... tape drives and two printers can also be linke... the minicomputer in its fu... expanded mode.

For users who desire more I... O capabilities, including th... addition of more remote sta... tions, the Series 30 can be up... graded to a Series 33.

In fact, the mid-range Series 33 is exactly the same as the full-scale Series 30, except...

H-P Introduces Lower-Price 3000

Continued From Page...
semiconductor memory, a one-... megabyte flexible disk drive, a... term/maintenance console, a 20-... byte system disk and eight... um peripheral add-ons would... 64K bytes of main memory,... tes of disk storage, up to... four magnetic tape... line printers. Main... dded at $15,000 per...
Series III and... will execute... tic, Fortran, Th...

HP 3000 Gets Front End

PALO ALTO, Calif. — Hewlett-Packard Co. has introduced a front-end communications processor for its HP 3000 Series III, 33 and 30 minicomputers.

Coming with an HP sapphire-on-silicon microprocessor and 32K bytes of random-access memory, the Intelligent Network Processor (INP) offloads the communications management task from the host CPU, according to a spokesman.

The INP reduces overhead, relieves CPU congestion and allows communications over modems and via V.35 and leased lines at speeds as high as 56K bit/sec, he added.

The HP 3000010A INP for the Series III mini family and the HP 300020A for the Series 33 and Series 30 families cost $4,500. HP is located at 1507 Page Mill Road, Palo Alto, Calif. 94304.

...of the H-P ...vision. ...of the Series 30 is estimated by at 12 to 16 weeks. Delivery of the INP is quoted at 6 weeks.

...xecute software ...ortran, RPG or ...ms programming Series 30 has full Page 60)

RJE Allows Communication Between the HP 1000 and the Series 30, 33, II, or III — Over Modems!

By: John Chisholm/GSD

RJE   HP 1000   RJE

RJE

HP 3000   HP 3000   HP 3000
Series III   Series 33   Series 30
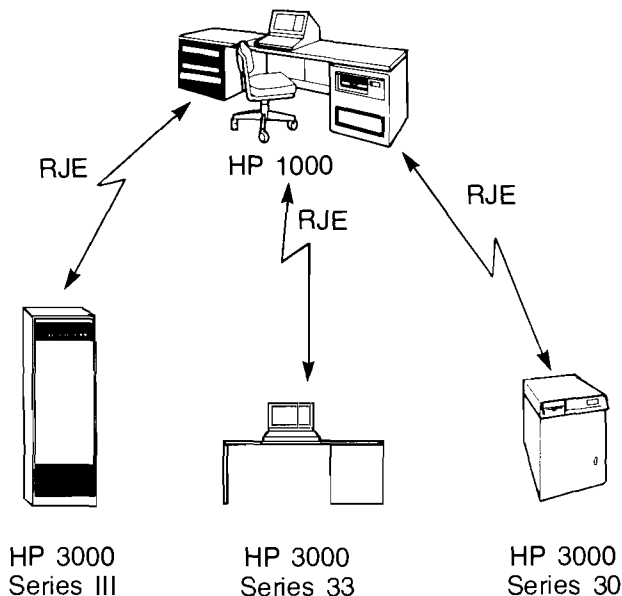
Your customer wants to exchange files between an HP 3000 and HP 1000 over modems. But DS/3000-to-1000 is limited to hard-wired HSI links, and the HSI is only available on the Series II/III! What do you do?

RJE/3000 and RJE/1000 come to the rescue. Although it does not offer the flexibility and ease-of-use of DS. communication via RJE does allow files to be exchanged between the two systems. To pass files from one system to the other, the sending system is set up as if it were submitting a job to a host, and the receiving system is set up as if to receive a job from a host. (You "fool" each system into thinking the other is a host.)

On the HP 1000 end, you use product number 91780A RJE/1000 (which includes RJE/1000 software and the 12618A Synchronous Communications Interface.) On the HP 3000 end, you use RJE/3000 and either the SSLC on the Series II or III, or the INP on the Series 30, 33, II. or III. Since RJE/1000 uses 2780 protocol only (not 3780). RJE/3000 must be used in 2780 mode. Transfer rates of up to 9600 bps are possible. You can either use modems, or for systems that are within a few thousand feet of each other, modem eliminators.

RJE/3000 and RJE/1000 can be used to communicate (exchange files) between the HP 3000 or HP 1000 and many other vendors' minicomputers that support 2780/3780 protocol. Let us know if you have a customer who is successfully using RJE/3000 or RJE/1000 to communicate with a particular non-HP system.

GOOD SELLING!

HP 3000 — Desktop Computer Link: Another Tool to Use in Providing a Total Hewlett-Packard Solution

By: Steve Zalewski/GSD

A Florida company's decision to go with Hewlett-Packard computers was largely influenced by our ability to supply a complete solution to their distributed processing needs. The solution involved HP 9835A desktop computers, an HP 3000, and the HP 9835A — HP 3000 communications capability.

This customer is a supplier of concrete, rock and other materials. At the quarry sites, they need a computer to collect the information from the truck scales, print out the weight ticket, and record the quantity of material sent for later transfer to their central computer. The quarry computers must be able to interface to truck scales, communicate to a central system also being purchased, and be inexpensive since there are several quarries involved.

Seven different proposals were submitted including bids from IBM, Basic Four, and DEC.

The HP 9835A — HP 3000 network was chosen. The HP 9835A collects the weight of the loaded trucks directly from the scales and prints a weight ticket. The trucks are only weighed once; in the HP 9835A memory is kept the empty weight of each truck. At the end of each day, the HP 9835A sends to the HP 3000 at their headquarters, the quantity of rock shipped and the purchases. The HP 3000 does the billing generation. The HP 3000 also sends back to the HP 9835A the empty weight of trucks they will be loading and credit information on customers.

Why HP Was Chosen

There were several key factors involved in their decision to go with Hewlett-Packard:

1. HP was able to provide remote computers that could interface to truck scale equipment and also communicate to a general purpose computer (HP 3000). The HP 9835A could easily transfer and receive data from an HP 3000.

2. The HP 9835A could handle the quarry's computing needs at a very competitive price. The HP 1000 system's higher performance was overkill. The higher price and performance of HP 1000 computers could not be justified.

3. Hewlett-Packard was able to supply a single vendor solution. The salesman on the desktop worked with the HP 3000 salesman to present to the customer a cohesive solution. According to the salesman, this may have been one of the keys to why IBM who also had a one vendor solution (with two divisions: Data Products Division and General Systems Division), did not get the business.

4. The central HP 3000 could handle this company's present billing and accounting applications and provide growth for future expansion.

5. Demo of Desktop Computer to HP 3000 link was given. The demo showed downloading programs to an HP 9845A that were stored on an HP 3000 Series 33, passing data between the two systems, and controlling the HP 9845A printer and tape unit from the HP 3000. The demo gave the customer further evidence of the communications capability between the two systems by showing results, not future plans.

The desktop link is a dial-up or leased line telephone connection. The HP 9835A uses a 98036A Option 001 interface to connect to a modem. At the HP 3000 side the modem connects to a port on the Asynchronous Terminal Controller (ATC) on the Series III or the Asynchronous Data Communications Controller (ADCC) on the Series 30 or Series 33. No communications software is needed on the HP 3000; a terminal emulator program is needed on the HP 9835A/9845A and is available from Desktop Computer Division.

For further details, contact *Regina Fanelli*, ext. 3097 in General Systems Division.

General News

1979 User Group Meeting Held in France
By: Don Crosby/GSD

The Hewlett-Packard General Systems Users' Group is an organization of GSD customers formed to share information between its members and Hewlett-Packard. Members are organized into regional groups throughout the United States, and into country groups in Europe, Canada and some ICON countries. There are currently about 1500 members in the Users' Group.

This year their international meeting was held in Lyon, a beautiful French city about 300 miles south east of Paris. The meeting was a five-day affair from September 3–7; attended by 380 people. Of the 380 present, 110 were from HP. This is indicative of the tremendous support that HP gives these User Group meetings.

Technical presentations were given by the following GSD personnel: *Greg Gloss*-COBOL lab; *Ray Johnson* — MPE product support; *Chris Moeller* — MPE lab; *Elik Porat* — HP 3000 lab; *Ken Spalding* — MPE lab; *Ed Turner* — Data Comm product support; *Walter Utz* — HP 300 support; and *Rich Zalisk* — Business Systems Program. In addition, *Ilene Birkwood*, *Ray Johnson* and *Ralph Kenton* lead a support update workshop and *Ed McCracken* participated in a successful management round-table discussion.

Meetings were held at the Lyon Graduate School of Business, with a banquet held at a French Chateau and winery on Thursday night, September 6. *Mike Barlow* of Computer Systems Boeblingen, did an excellent job in lining up European speakers and helping with the logistics.

All in all it was a successful European meeting with customers excited by the GSD product offerings and concerned about our ability to support them. The timely distribution of manuals is a critical issue in Europe. They are also concerned about the compatibility of our software (compilers, etc.) across product lines (HP 250, HP 300, HP 3000).

In the future there will be two national Users' Group meetings a year, one in Europe and one in North America. The next meeting will be in San Jose in February of 1980. We are expecting about 1200 people and once again will be asking our lab and technical marketing people to help out with technical presentations. A successful relationship with such a large group of GSD customers is very important to the success of our computer program.

The HP 3000 Southern Sales Region Sales Development Team
By: Barry Klaas & John Celii/GSD

Barry Klaas, Kathy Weiler and *Willie Austin*, the Southern Sales Development Team, welcome *John Celii* back from the successful Series 30 NPT Tour.

With the SSR making tracks toward the best HP 3000 quota achievement in North America, sales development is keeping pace by adding another enthusiastic person to the SSR team. *Willie Austin* has joined us in support of the western area of the Southern Sales Region.

Willie brings to us a wealth of HP 3000 experience. Most recently he was manager of QA for all of GSD manufacturing. Prior to that *Willie* contributed in such areas as system testing, perpheral testing, component evaluation, IC testing and memory development.

With the same dedication to excellence in sales support as he demonstrated in product reliability assurance, he will be a real asset in the SSR.

Kathy Weiler is supporting the eastern area of the SSR. *Kathy's* high marks from you for her support have not gone unnoticed. *Kathy* is also a "heavyweight" in the computer business. Her experience ranges from computer operations supervisor to systems programmer to software specialist for DEC.

Barry Klaas rounds out the SSR HP 3000 sales development team as manager. *Barry* was part of the marketing team that introduced the first HP 3000. He has had broad experience in product management and sales development, and prior to that was heavily involved in developing manufacturing information systems.

This sales development team stands ready to help you achieve your best year ever . . . good selling in SSR in FY '80!!!

HP GRENOBLE NEWS

Training News

World Wide 3000 Users Visit Grenoble Factory

By: Richard Franklin/HPG

After a hard week of seminars and discussions at the worldwide HP 3000 users' meeting at Lyon (September 4-7) about seventy users took the opportunity on Friday afternoon to see the HP factory in France. After a welcome speech by *Pierre Ardichvili* we set off on one of the biggest factory tours we have ever had in Grenoble with ten groups simultaneously going through the plant.

In particular it gave our system users the chance to see the HP 3075 Datacapture family on the multidrop link to the HP 3000, and to exchange envious looks at the large number of terminals on the HP 2645 production line ("Do you think they would notice if we took just one home with us?"). A very worthwhile visit and thanks to all those involved.
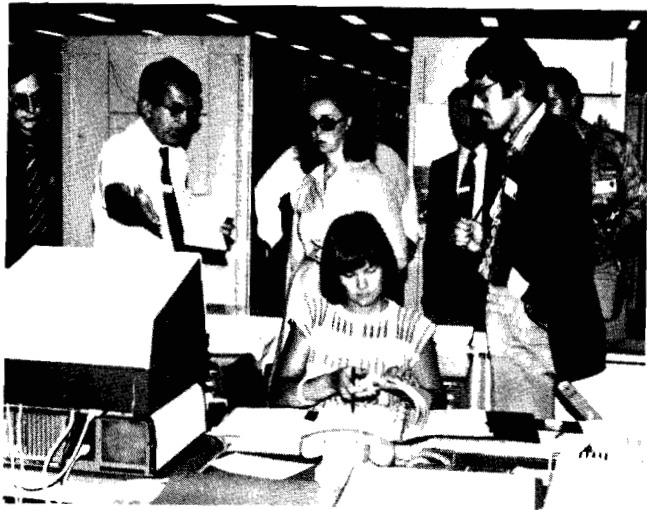

How can you French people afford so much food?

Chatting before the brief welcome speech.

Where's Chamrousse?

Arrival from Lyon in two busses.

Would you mind if I lead you?

Groupe 1 ready for the visit.

MFG/3000 applications within the Materials Department.

Demonstration of an HP 3076A connected to an HP 3000.

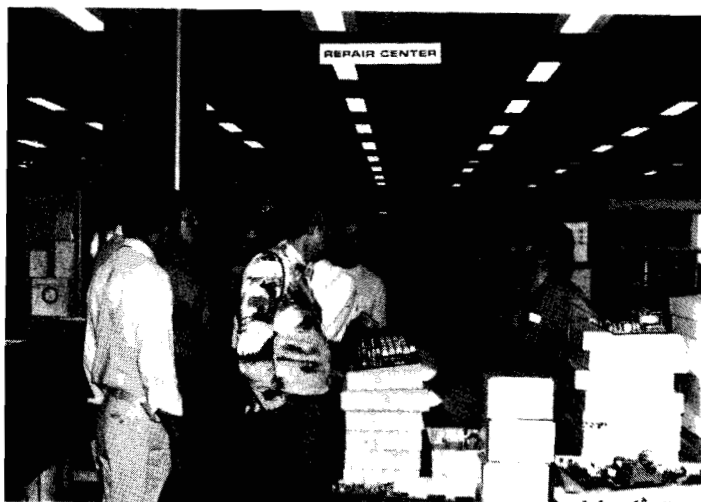As it's Friday 5 p.m. Suzann already left . . .

PC boards area.

Let's assume 99% are bad . . .

Results of components incoming inspection directly transmitted to the EDP system.

REPAIR CENTER

Computer Museum

Explanations on Board Exchange Program given at the European Repair Center.

CS GROUP NEWS

SAN DIEGO DIVISION

Product News

Announcing . . .
New Release of PLOT/21 Software
By: Peggy Wyman/SDD

A new release of PLOT/21 software is now available from San Diego Division. To refresh your memory, PLOT/21 is a set a high-level FORTRAN IV subroutines written to support the HP 7221-family of four-color graphic plotters. New subroutines have been added to support the newest member of that family, the HP 221S with paper advance. These routines will advance the roll paper in half or full English or metric pages, test paper status, and turn the paper cutter off and on.

Besides those additions, PLOT/21 has been enhanced in other ways. Four new software-resident character sets have been added: enhanced stick, Roman triplex, script, and Gothic. These sets are in addition to the five character sets resident in the HP 7221 plotter firmware. Subroutines for masking and shading have been added to improve graph presentation and data differentiation. The source code itself has been revised and improved with better, more extensive comments and documentation. Non-standard FORTRAN constructs have been replaced to improve the transport-ability of the software to various computer systems.

Best of all, programs written in older versions of the software will still run on the new revision.

PLOT/21 software is supported on three computer systems — HP 3000 (Series II, III, and 33), DEC-PDP/11 with RT-11 operating system and GE Mark III timesharing. To order PLOT/21, specify model 72021B and designate one of the following options to suit your system:

MODEL 72021B

Option 001 - For HP 3000 Series II, III, and 33 - 800 bpi mag tape

Option 002 - For HP 3000 Series II, III, and 33 - 1600 bpi mag tape

Option 003 - For GE Mark III timeshare - 1600 bpi mag tape

Option 008 - For DEC-PDP/11 with RT-11 - 800 pbi mag tape

Option 009 - For DEC-PDP/11 with RT-11 - 1600 bpi mag tape

Option 010 - For DEC-PDP/11 with RT-11 - floppy disc in Files-11 format

Domestic price is $100.00 — the best software buy in HP!

Sales Aids

Hardcopy Samples from the New 7310A Graphics Printer
By: Mary Zoeller/SDD
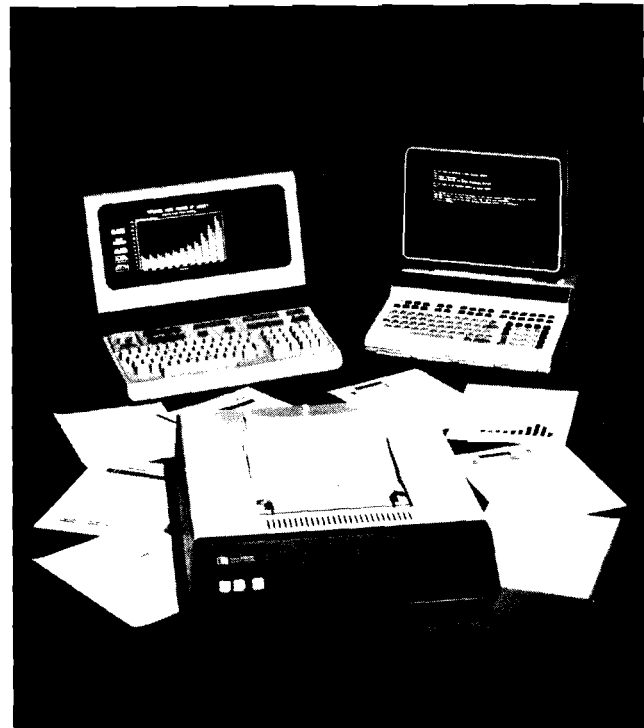
You recently should have received your copy of the 7310A Graphics Printer Training Manual from the San Diego Division. We are excited about presenting the graphics, forms, and text capabilities which the 7310A brings to HP computers, desktop computers, and alphanumerics and graphics terminals.

Inside the manuals we have included samples of the high quality, high contrast output from the 7310A. These should assist you in demonstrating the hardcopy quality available to your customers.

To further assist your promotional and sales activities, San Diego Division would like to provide sample materials to support your efforts. Please request any number of additional samples to distribute to your customers through mailings and sales calls. Just contact

San Diego Sales Support
San Diego Division
(714) 487-4100

The 7310A Graphics Printer Data Sheet Available
By: Tom Tremble/SDD
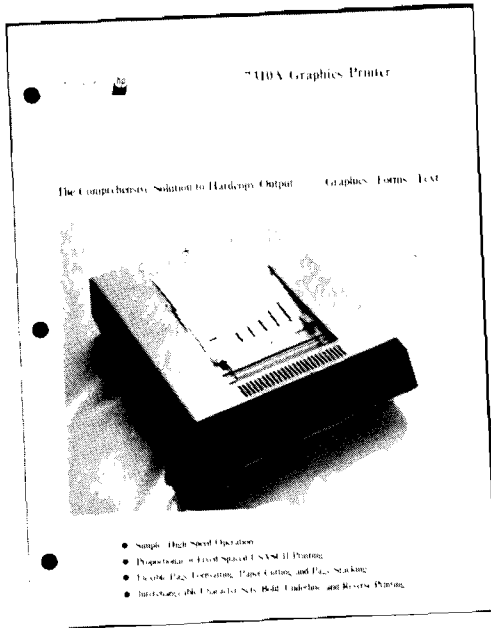
We have designed the 7310A data sheet to assist you in discussing the full capabilities of the Graphics Printer, in addition to outlining the technical specifications. This publication is written with a features and benefits orientation, making the advantages obvious to the prospective customer. Special attention has been given to including detailed samples and an attractive presentation of applications.

Forms, graphics, and text capabilities are emphasized throughout. Hard copy samples of specific applications are utilized to exhibit these capabilities and the enhancement features. In order to assist you in selecting the proper interface for your system, a detailed interface configuration guide is included.

The 7310A data sheet may be ordered as part number 5953-4048 from the literature depot. All product ordering information and prices are included.

San Diego Division wants to help you to

SELL GRAPHICS

Happiness is COMPUTER SUPPLIES' Move to a New, Larger Building
By: Carl Anderson/CSO

HP's computer supplies business continues to grow. And we thank you for reminding your customers that HP has an active computer supplies activity, as part of a broad range of support services.

To keep pace with this growth, Computer Supplies Operation has just moved from Mt. View to a larger (90,000 square feet) Sunnyvale building which is ideally suited for high-volume distribution.

Our Comsys/HEART code remains 2268, so your transmissions addressed that way will automatically print out at our new location. (Remember to use the complete 2268 code, since messages transmitted to 2200 will be routed to Data Systems in Cupertino.) Our new address:

Hewlett-Packard
Computer Supplies Operation
1330 Kifer Road (Bldg. 77A)
Sunnyvale, California 94086
Telephone: (408) 738-8858

Part of CSO's team parading to the new building include (L to R): *Fran Jeffries,* sales development; *Will Carleton,* CSO manager; *Ralph Pritchette,* O.P. supervisor (he obviously doesn't want to miss any customer calls on our Direct Phone Order lines); *Jim Kinney,* marketing, who is setting up the CSO manuals program; *Carl Anderson,* marketing manager; and *Chuck Quanz,* materials manager.

CSG I/A Class 32 — An Outstanding Group

By: Bob Lindsay/CSG

CSG I/A Class 32 will be long remembered! The best solution to the MacDonut-Dewglass case study ever submitted came from the team of *Lee Crain* (as *Morton Whodathunkit*), *Bob Gustin* (as Ms. Fanatical Figures), and *Craig Fullman* (as *Eli Paulson*). In the Philby case study, one of the excellent presentations came from the Production Manager (*Dewey Makit*), the Marketing Manager (*Gofer Broke*), the Materials/Procurement Manager (*Kenney Getit*), the Finance Manager (*Izzie Worthit*), the QA Manager (*Willot Work*) and the Engineering Manager (*Willie Doit*).

Dick Anderson (DSD) was the after-dinner speaker at the final Graduation Dinner. *Dick* summarized some of his conclusions from the recent DSD Manufacturing Management Seminar, in which he noted that our major manufacturing accounts have remarkable similarities in the types of problems they are addressing. Based on feedback from the participants, *Dick* also observed that HP's strengths, (DBMS, quality, reliability, networking, capability, and breadth of solutions) give us a great competitive advantage. "Our strength lies in our ability to sell both sides of the house — both technical and commercial applications."

Following *Dick's* presentation of CSG Graduation Diplomas, *Lee Crain* wrapped-up the evening with special diplomas for special accomplishments by special members of a special class.

WATCH OUT COMPETITION, HERE THEY COME!

Corporate Training & Management Development

NEW VIDEOTAPE
I N F O R M A T I O N

New Videotapes from Corporate Training
By: Chuck Ernst/Corp.

Title:	HP 3000 SE UPDATE TRAINING (COLOR)
Audience:	HP 3000 SE's SUPPORTING COBOL AND SORT-MERGE
Purpose:	To provide SE's with information on COBOL '74/3000 and SORT-MERGE/3000 enhancements.
Content:	These tapes are the COBOL '74/3000 and SORT-MERGE/3000 SE update training modules for commercial HP 3000 SE's. The discussion begins with new features relating to file handling, call capabilities, data manipulation, program control, and source code maintenance. These topics are followed by a description of the run-time environment, firmware instructions, installation and conversion from COBOL '68/3000. The SORT-MERGE enhancements are covered last. They include multiple input files, alternate collating sequence, COBOL MERGE verb, MERGEOUTPUT intrinsic, new key types, and the new exit command. All SE's supporting COBOL and SORT-MERGE should view this tape and read from the list of recommended materials distributed with the videotape.
Time:	105 mins
Part Number:	90935Z/90936Z
Date Released:	September 1979

Title:	DATACAP DEMONSTRATION — JUNE '79 NPT (COLOR)
Audience:	HP Field Engineers and HP Sales Engineers
Purpose:	To demonstrate the use of Datacap with 3075 Data Capture Terminal.

Content:	*Linda Siener,* DSD Product Manager, demonstrates how simple it is to generate transactions using Datacap and the 3075 Data Capture Terminal. *Linda* first explains the use of the Transaction Generator Program to generate the user prompts on the 3075 Terminal. Then she demonstrates the transaction monitor program to store the data entered. Finally, *Linda* shows an example of how the user would enter data into the 3075 Terminal.
Time:	13 mins.
Part Number:	90914Z
Date Released:	September, 1979

Title:	VECTOR INSTRUCTION SET DEMONSTRATION (COLOR)
Audience:	HP Field Engineers and HP Sales Engineers
Purpose:	To demonstrate Real Time 3D Graphics using the Vector Instruction Set.
Content:	*Bill Elmore* demonstrates Real Time 3D Graphics using the Vector Instruction Set. Through the use of the HP 1000, the 1350 Graphics Translator, and the 1311 Display Monitor, *Bill* shows the performance increase with VIS. This performance increase is vividly demonstrated with examples of 3D graphics rotation.
Time:	6 min.
Part Number:	90915Z This program may be sold to customers as 90915D. Price quoted upon request.
Date Released:	September, 1979

Title:	INTRO-VIS-FIBER OPTICS (COLOR) (June '79 NPT for ICON)
Audience:	ICON Field Sales Engineers
Purpose:	To introduce new DSD products.
Content:	Introduction of new DSD products and a detailed presentation of the Vector Instruction Set and Fiber Optics. This tape is the first of three tapes highlighting the June 1979 New Product Tour from DSD.
Time:	38 mins.
Part Number:	90920Z
Date Released:	September 1979

Title:	RTE-IVB SYSTEM ENHANCEMENTS (COLOR)
Audience:	ICON Field Sales Engineers.
Purpose:	To introduce new DSD products.

Content:	Introduction of new DSD products including information on new system enhancements to RTE-IVB. This tape is the second of three tapes highlighting the June 1979 New Product Tour from DSD.
Time:	50 mins.
Part Number:	90921Z
Date Released:	September 1979

Title:	DATACAP/1000, IMAGE/1000, SUMMARY
Audience:	ICON Field Sales Engineers.
Purpose:	To introduce new DSD products.
Content:	Introduction of new DSD products, including information on the new DATACAP/1000 and IMAGE/1000 as well as a summary of the new products from DSD. This tape is the third of three tapes highlighting the June 1979 New Product Tour from DSD. Costs and prices quoted in this videotape were valid in June, 1979, and are subject to change.
Time:	42 mins.
Part Number:	90922Z
Date Released:	September 1979

Title:	INTRO-ON SITE SERVICE (COLOR) (June '79 NPT for ICON-CSD)
Audience:	ICON Field Sales Engineers.
Purpose:	To introduce new CSD products.
Content:	Introduction of the Computer Support Division by *Bob Puette* with emphasis on the organizational structure. *Ken Hunt* describes new on-site service products for the CSD New Product Tour.
Time:	30 mins.
Part Number:	90923Z

Date Released:	September 1979
Title:	SOFTWARE POLICIES — GSD (COLOR)
Audience:	ICON Field Sales Engineers.
Purpose:	To introduce new GSD products.
Content:	*Nancy Valby* introduces the GSD software policies and information on MODEMS as part of the June 1979 New Product Tour from GSD. Discussed are the new standard code designations for orders.
Time:	35 mns.
Part Number:	90924Z
Date Released:	September 1979

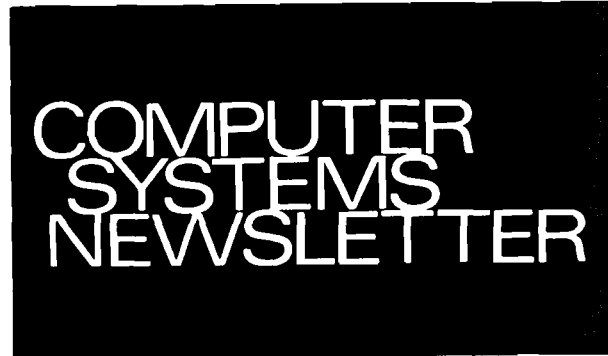|	
Title:	SERVICES, POLICIES, CONTRACTS — CSG (COLOR) (June '79 NPT for ICON-CSG)
Audience:	ICON Field Sales Engineers
Purpose:	To describe new Contract, Warranty and Support Agreement Forms.
Content:	*Carolyn Morris* describes the New Support Services and Policies which are standard throughout computer group. *Walt Reichert* outlines the new package of Contract, Warranty and Support Agreement Forms.
Time:	52 mins.
Part Number:	90925Z
Date Released:	September 1979

How To Order:	Transmit a HEART (COCHISE) order to Video Products, Palo Alto: Supplying Division 0700, Product Line 95, Sales Force 09, Marketing Division 07. With the exception of 90915D, these programs are NOT FOR SALE TO CUSTOMERS.