

COMPUTER SYSTEMS NEWSLETTER

For HP Field Personnel

REINHARDT, HELMUT
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HPSA

HEWLETT  PACKARD

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COMPUTER SUPPORT NEWS

Product News

Secondary SRO Spec's . . . "I Would Like to Make This Perfectly Clear . . ."

By: Olen Morain/CSD

The following article has been prepared in response to inquiries from many of our Sales Representatives. I would like to express my appreciation to all of you in your enthusiastic response to personally understanding our Support Products and selling support up front.

Response Time

The CSD Data Book states, "Secondary SRO response time will normally be within 4 hours but will not exceed that which would be provided from the nearest Primary SRO."

Since the primary reason for defining two types of SRO's was to allow HP to more accurately define the Support Product Specifications to our customers, it is important that we understand this specification. It's true intent is that HP Secondary SRO's will strive to respond to service requests made during the "Standard Coverage Hours (8:00 a.m. to 9:00 p.m.)" within 4 elapsed hours of coverage to customers with Customer Support Service Agreements.

In some instances this may be impossible since these offices have a limited number of CE's and they cannot be in two places at the same time. However, in the majority of cases the response will be within 4 hours.

On the other hand, the Customer Support Service Agreement should indicate the appropriate Primary SRO response time on Exhibit A. Do not specify "typically 4 hours" in that this will set an entirely different expectation for the customer.

Extended Coverage

The top of page 2 of the CSD Data Book states that "Secondary SRO's are backed up by Primary SRO's to assure that support services are readily available 7 days per week and 24 hours per day." On the other hand, page 13 states that extended coverage (coverage after 9:00 p.m. or Sunday or holidays) is available from Primary SRO's only. Apparently a conflict, right? Not true. Extended coverage is available to customers located in Secondary SRO zones.

The only difference is the response time commitment. During extended coverage hours we do not commit to strive for 4 hour response. Our commitment is the response time from the nearest Primary, even though in actual practice the dedication of our CE's and their concern for our customers generally results in solutions of critical problems well before our commitment. The point is we do recognize the need of our employees for a personal life free of obligations to HP and, while their efforts are appreciated, they really are "beyond the call of duty."

Extended Travel

Also there has been some confusion on extended travel charges to customers located in Secondary SRO zones who purchase extended coverage. Again, CSD's Data Book states that extended travel is available from Primary SRO's only. This is definitely true because Primary SRO's are the only SRO's which have zones 4, 5, or 6. Extended travel charges only apply to zones 4, 5, or 6. By definition customers supported by Secondary SRO's must be in Secondary SRO zones 1, 2, or 3 and thus would not be charged for extended travel regardless of the period of coverage.

Once again, in the words of a famous (infamous) past U.S. President, "I would like to make this perfectly clear . . . !! Perhaps we can do so in the next edition of the CSD Data Book.

Out of Coverage Service — A Powerful Sales Tool

By: Olen Morain/CSD

This product, unique to HP (no other computer company offers it) has been used to both:

- a. Assure the customer that we are committed to providing support when he needs it 7 days a week, 24 hours a day — no best effort — actual contractual commitment.
- b. Reduce his anxiety in selecting his coverage, making it easier to obtain the support order up front.

Most companies specify "best effort" for response outside the period of coverage and they mean what they say. If you happen to be a favored account in the local area, you get favored treatment. If not, you get agreement response on the next covered day.

HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

At HP we not only agree to respond when you call, we even specify the response time. That's HP "best effort" and it applies to all customers.

The Standard Coverage Plan is designed to cover the needs of most customers, and when combined with Out of Coverage Service will cover them all. Should the customer later find the cost for Out of Coverage Service is greater than Extended Coverage, he can extend coverage by a simple phone call or a change order.

This is another unique feature of Support Products. Unlike hardware purchases you can "send it back." That is if the customer purchases too much he can cut back, and generally without penalty.

Follow the lead of other successful salesmen — use Out of Coverage Service to close the order for support.

Out of Coverage Service — Charges

By: Mike Torgersen/CSD

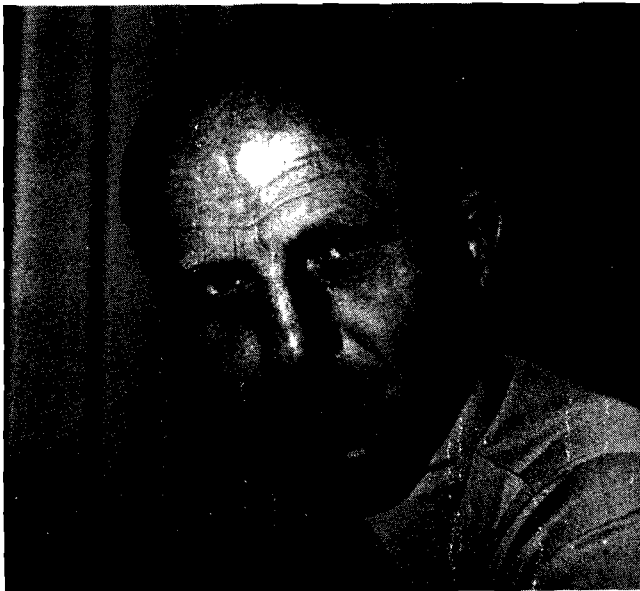
There are two fees for Out of Coverage service: \$350 for the standard period (5PM – 9PM Mon–Fri, 8AM – 9PM Sat), and \$700 for the extended period (9PM – 8AM any day, and all day Sundays and HP holidays).

- a. For Out of Coverage service requested during the normal HP work week (8AM – 5PM Mon–Fri, except HP holidays), choose the fee based on the time work commences.
- b. For Out of Coverage service requested outside the normal work week, choose the fee based on the time of the call.

Sales Aids

CSD MARCOM Enriches Your Selling Power

By: Ron Murdock/CSD



Ron Murdock, Marketing Communications Manager

In recent issues *Olen Morain* and *Mike Torgersen* described the activities of Sales Development and Product Marketing at CSD. Working closely with both of these groups is the Marketing Communications team. Our primary job is to plan and implement sales promotion activities that will increase customers' awareness of our support products and help you sell support. In the coming months, these activities will include advertising, sales literature, and sales aids.

In advertising, a campaign is underway to make support services visible to our customers. Support services ads, inserts about support services in other HP ads, and press releases are all slated for appearances in the near future.

In sales literature, a general support services brochure is now in the works. Additional brochures, product flyers, updated data books, and other literature are also planned to meet Product Marketing merchandising needs.

Sales presentation aids consisting of kits of slides with notes and background information for making support services sales presentations are also planned. The first such package is now being developed. It will form the nucleus of a growing library of slides and sales aids.

These are a few highlights of the Marketing Communications projects planned for the next few months. Our goal is to ensure that you don't have to sell support services "empty-handed." And here are the team members working to meet that goal.



Carolyn Stewart, Marketing Writer

Carolyn Stewart is responsible for writing and editing. She is a recent graduate of Carnegie-Mellon University and joined Hewlett-Packard in June. Her previous experience includes editing a college textbook and assisting in the development of a computerized text-processing system. In addition to her writing and editing responsibilities, *Carolyn* is in the process of implementing a computerized text processing system for the Marketing Communications department using HP hardware.



Jyl Logan, Graphics Designer

Jyl Logan is responsible for graphics design and the production of sales literature and slides. *Jyl* graduated from San Jose State, and joined Hewlett-Packard in July. Her previous experience includes freelance layout work for Hewlett-Packard.



Jane Nash, Production Support

Jane Nash is responsible for the distribution of materials to the field, maintaining department records and library resources, coordinating vendor activities and assisting the Graphics Designer. *Jane* is the newest member of Marketing Communications, but has been with Hewlett-Packard for six years.

It may sound trite to say that communications is essential to Marketing Communications, but it is true that how well we understand your needs affects how well we can do our job. So we would like to hear from you about our sales promotion activities and how they relate to your needs. And certainly contact us if you have a problem identifying or obtaining materials. Most of our literature and sales aids will be handled through the literature distribution system, but if you have any problems or questions, drop us a note or call direct.



DISC MEMORY NEWS

Division News

The New Look to DMD

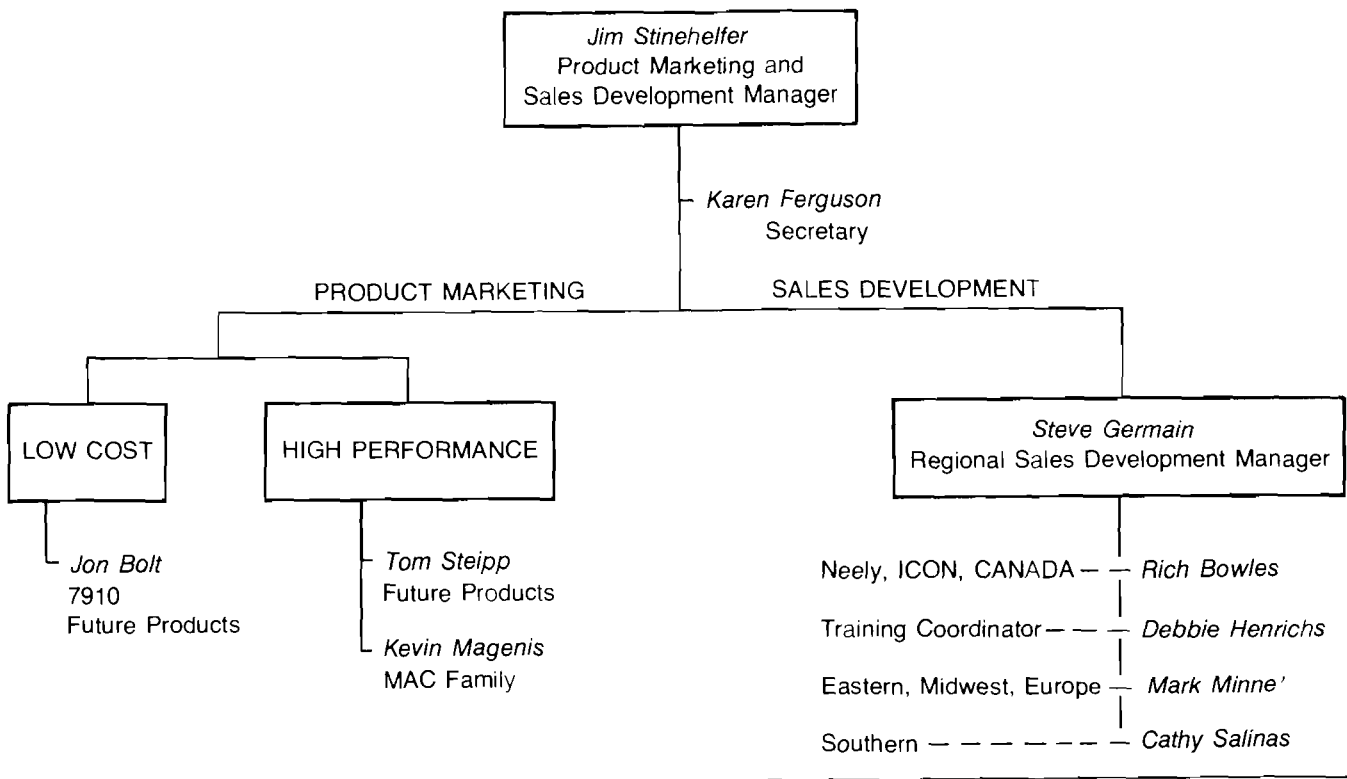
By: *Jim Stinehelfer/DMD*

In order to provide the best possible service to you, we've shifted the responsibilities of some of our personnel in the Sales Development and Product Marketing areas.

Most predominant is the reorganization of Sales Development. We now have specific regions assigned to each person. This will allow us to get to know you better and as a result, to anticipate your needs. *Steve Germain* has moved from Product Marketing to supervise our Sales Developers. More details can be found in his accompanying article. As you will be able to tell, *Steve* is very excited about the new challenges before him.

John Bolt and *Kevin Magen* have taken on new responsibilities in Product Marketing. *Kevin* will be working with *Top Steipp* in our High Performance area, predominantly on our current MAC Family products. Managing our emerging Low-cost area is now *Jon Bolt's* focus.

As the Sales Development and Product Marketing Manager, I, too, am excited about the opportunities these changes bring. We are all looking forward to working with you and making FY '80 another great year for you, Hewlett-Packard Systems and DMD disc drives.



A Pleasant Voice

By: Jim Stinehelfer/DMD

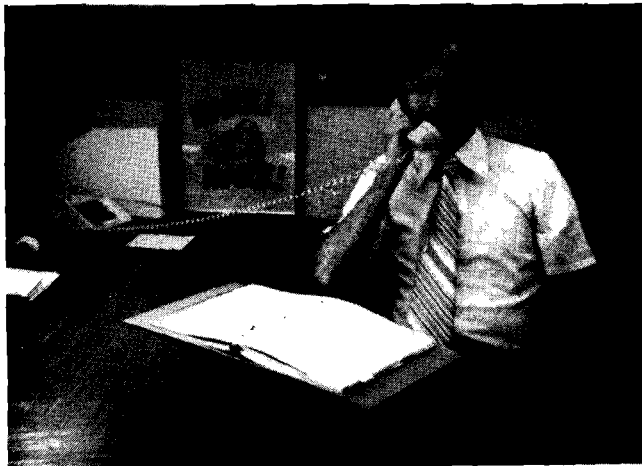


Karen Ferguson, Secretary for Marketing/DMD

Those of you who have called recently may have heard a pleasant new voice at the other end of the line. That new voice belongs to *Karen Ferguson* our new secretary for the Sales Development area. *Karen* has been with HP for four years and has just returned to her native Idaho from the Neely-Fullerton Office. We are all very pleased that she is here and send our deepest sympathy to the Neely-Fullerton Office. Clean air and nearby skiing wins again.

Here We Grow Again

By: Steve Germian/DMD



Mark Minne', Sales Development/DMD

Introducing *Mark Minne'* (rhymes with Hooray)!

Mark has really been with us for two years already as a technical writer. His BSEE from the University of Missouri with a minor in English Communication has been well tested. Most notable among his accomplishments are writing all three 7925 manuals and revising those for the 7920. This experience has given *Mark* a thorough understanding of our product line and a keen ability to extract answers from factory personnel in a hurry. Maybe we can coax him into writing an Ap-Note on the latter subject.

Mark and his wife *Laura* enjoy the riches of Idaho including snow skiing, and camping. Those long hard winters find *Mark* dabbling in photography and woodworking among others. Please join me in welcoming *Mark* to the world of Sales when you get the chance.

Five Against the World!

By: Steve Germian/DMD

Making the transition from Product Marketing into the fast-paced world of Sales Development promises to be an exciting challenge. Today there are only five of us and ALL of you! Although pitifully outnumbered, you can be assured that we are ready, willing and able.

Our new organization along region boundaries, will allow us to really focus in on your wants and needs. We are now in the process of establishing objectives for FY '80 and our aim is to become your best resource in the fight against systems and mass storage competition. We are planning major new programs directed at strengthening our efforts in the areas of product training, key account management, promotional literature, and technical publications.

All things considered, FY '80 is shaping up to be a banner year for DMD's Sales Development organization. I am extremely pleased to be associated with such a talented and distinctive group. It is my hope that you will also find the same level of satisfaction through your dealings with us.

GOOD SELLING

Joke of the Year

By: Ann Onamus/DMD

Q: Why does the disc drive hum?

A: Because it doesn't know the words.

DATA SYSTEMS NEWS

Sales Aids

RTE-IV Hardware Upgrade Update

By: Darrell Krulce/DSD

Since the credit option for the 92852E/M RTE-IV hardware upgrade package has disappeared, there have been many requests for information regarding what components are contained in the packages so that the customers who only need to buy a few parts can get them at a reasonable cost. The following table summarizes those parts that need to be added or exchanged in order to guarantee RTE-IVB operation with M and E series computers with date codes less than 1810 and 1812 respectively.

Note that the upgrade packages include installation, whereas no installation is included with parts. For this reason, the cleanest upgrade method is still to buy the upgrade kit.

	New Part	Exchange Part	Computer			
			2113	2109	2112	2108
CPU Board		5061-1390 \$450	X	X		
CPU Board		5061-8371 \$450			X	X
Base Set ROMs		(4)	X	X		
Base Set ROMs/Board		5061-1320 \$200			X	X
Memory Controller (std. perf.)	2102B \$700	02102-69001 \$275	X ¹	X ¹	X	X
Memory Controller (high perf.)	2102 \$850	02102-69002 \$300	X ¹	X ¹		
Memory Expansion Module	12731A ^{2,3} \$1000	12731-69001 \$330	X	X	X	X
Memory Protect	12892B ^{2,3} \$500	12892-69003 \$200	X	X	X	X
DCPC	12897B \$750	12897-69004 \$275			X	X
Disc I/F Card	13175B ⁵ \$700	13037-69023 \$319			X	X
Disc I/F Cable	13037-60030 \$254				X	X
I/P Backplane <i>02112-60007</i>	02112-6001 \$420			X		X
I/O Backplane <i>02108-60007</i>	02108-6007 \$290			X		X
DMS/FFP	12977B ³ \$950	5061-1398 \$200			X	X
DMI ROMs	13307A ² \$500		X	X		
Install Instructions	92852-90002 \$1		X	X	X	X

1. Memory controller depends on memory type (standard or high performance)
2. These items available as 13305A \$1650
3. These items available as 12976B + 003 \$2700
4. Contact local CEO for exchange of E series base set
5. 13175B includes 13037-60030 cable.

HP 1000 Support Price Summary

By: Gary McCarney/ESR

The following is an updated HP 1000 software and firmware support price summary that we have found to be useful in ESR. Included are the RTE manual set prices and software/firmware prerequisites and pricing.

The intent is to condense on one sheet enough information to permit quick pricing and prerequisite data. Obviously, additional information on product content, options, etc. must be obtained from the Active Software Data Book, Configuration Guide, and Corporate Price List.

HP 1000 SUPPORT SERVICES PRICES

PART NAME	PART NO.	T	V	P	S	W	Q
ASYNCH MULTIPLEXER	91731A	30	10	-	10	*	2
BASIC/1000M	92065A	40	10	-	20	*	5
BASIC/1000D	92101A	40	10	-	20	*	5
DAS UTILITIES	92400A	30	10	-	10	*	2
DATACAP/1000 (NEW)	92060A	80	10	-	60	10	3
DATACAP/1000 (OLD)	92903A	50	10	-	35	*	-
DS/1000	91740A/B	100	55	-	65	45	7
DS/1000/3000	91741A	30	10	-	15	10	3
GRAPHICS/1000	92840A	50	10	-	35	*	5
HP-ATS	93284A	65	10	-	20	*	-
IMAGE/1000 (OLD)	92063A	35	10	-	15	*	-
IMAGE/1000 (NEW)	92069A	40	10	-	20	10	3
MICROPROGRAMMING	92061A	30	10	-	10	*	2
MULTIPOINT/1000	91730A	30	10	-	10	*	4
RJE/1000	91780A	55	10	-	15	*	3
RTE MEAS. & CONTROL	92066A	30	10	-	10	*	4
RTE-M	92064A	215	25	100	65	*	14
RTE-II	92001B	265	25	-	115	*	-
RTE-IVA MAG TAPE	92067A	235	45	-	85	25	-
RTE-IVA MINICART	92067A	265	45	-	115	25	-
RTE-IVB MAG TAPE	92068A	250	50	100	100	30	13
RTE-IVB MINICART	92068A	280	50	100	130	30	13
RTE-M MANUAL	92827A	\$150					
RTE-II MANUAL	92826A	\$200					
RTE-IVA MANUAL	92067M	\$150					
RTE-IVB MANUAL	92068M	\$150					

* NOT REQUIRED SINCE TYPE II PRODUCT

SOFTWARE	
PRODUCT	PREREQ.
A	----
R	A*

* "A" PRODUCTS BUN-
DUNDED IN SYSTEMS
DO NOT QUALIFY!

SUPPORT	
PRODUCT	PREREQ.
T	'A' or sys. incl 'A'
V	T and addl. 'A' or sys. incl. 'A'
P	T
S	'A' or sys. incl 'A'
W	S and addl. 'A' or sys. incl 'A'
Q	----

FIRMWARE SUPPORT SERVICES

	FFP	DMI	SIS	VIS	MULTIPOINT
M-SERIES	----	----	----	----	12790S \$10/MO
E-SERIES	13306S \$10/MO	13307S \$5/MO	----	----	
F-SERIES	12823S \$32/MO			12924S \$20/MO	

New Matrix Listing of Software and Support Prices

By: Ted Proske/DSD

Thanks to a suggestion from Rick Ellinger (Neely, Santa Clara) we're implementing a matrix approach to listing HP 1000 software and support services prices for the HP 1000 configuration guides. This new format should make it considerably easier for you to correlate software products with support services products. A sample matrix listing of HP 1000 Active software and support services with up-to-date prices is provided below and on the next page so you can take advantage of this improved listing method now, without waiting for the next publication of the HP 1000 configuration guides. If there are any more good ideas out there about how to improve the HP 1000 configuration guides or data books, please let me know about them. Give us a good idea and we do respond. Keep those cards, letters, and memos coming.

HP 1000 Active software and software support products summary

Software product numbers, names, and options	Software and software support product categories and product number suffix letters						
	Software Product	License to Copy Product	Customer Support Service (CSS)	Central Customer Support Service for Add'l System	Software Subscription Service (SSS)	Right to Copy SSS Updates	Manual Update Service
	A	R	T	V	S	W	Q ■
91731__ Asynchronous multiplexer software -020: Software/updates on Mini cartridges	\$ 250 0		\$ 30 0	\$ 10	\$ 10 0		\$ 2
92101__ BASIC/1000D (usable on RTE-IVB or RTE-II) -010: Software/updates on paper tapes -020: Software/updates on Mini cartridges	\$1,000 std 0		\$ 40 0 0	\$ 10	\$ 20 0 0		\$ 5
92065__ BASIC/1000M (usable on RTE-M only) -100: Upgrade discount -020: Software/updates on Mini cartridges -040: Software/updates on Flexible discs	\$ 500 -250 0 0		\$ 40 0 0	\$ 10	\$ 20 0 0		\$ 5
92400__ DAS Utility Library -010: Software/updates on Paper tapes -020: Software/updates on Mini cartridges	\$ 250 std 0		\$ 30 0 0	\$ 10	\$ 10 0 0		\$ 2
92080__ DATACAP/1000 (usable on RTEIVB only) -001: Upgrade discount -020: Software/updates on Mini cartridges	\$3,000 -1,500 0	\$1,200 -600	\$ 80 0	\$ 10	\$ 60 0	\$ 10	\$ 3
91740__ * DS/1000 Network software-firmware -001: Upgrade discount -010: Software/updates on paper tapes -020: Software/updates on Mini cartridges	\$2,500* -1,250 0 0	\$1,000* -400	\$100 0 0	\$ 55	\$ 65 0 0	\$ 45	\$ 7
91741__ DS/1000-3000 Software Enhancement -010: Software/updates on paper tapes -020: Software/updates on Mini cartridges	\$ 500 0 0	\$ 200	\$ 30 0 0	\$ 10	\$ 15 0 0	\$ 10	\$ 3
92840__ GRAPHICS/1000 Graphics Plotting Software -020: Software/updates on Mini cartridges	\$ 500 0		\$ 50 0	\$ 10	\$ 35 0		\$ 5
92069__ IMAGE/1000 Data Base Mgt. System -001: Upgrade discount -020: Software/updates on Mini cartridges	\$3,000 -1,500 0	\$1,200 -600	\$ 40 0	\$ 10	\$ 20 0	\$ 10	\$ 3

* Two different DS/1000 Network software-firmware products (91740A and B) and two different License to copy products (91740P and R) are offered; the 91740A and P products for use on HP 1000 M-Series computers and the 91740B and R products for use on HP 1000 E- and F-Series computers.

■ Manual update service is a monthly fee billable annually in advance if only the Q service is ordered.

HP 1000 Active software and software support products summary (continued)

Software product numbers, names, and options	Software and software support product categories and product number suffix letters						
	Software Product	License to Copy Product	Customer Support Service (CSS)	Central Customer Support Service for Add'l System	Software Subscription Service (SSS)	Right to Copy SSS Updates	Manual Update Service
	A	R	T	V	S	W	Q ■
92066__ Meas. & Control Software Package -010: Software/updates on paper tapes -020: Software/updates on Mini cartridges	\$ 250 std 0		\$ 30 0 0	\$ 10	\$ 20 0 0		\$ 4
91730__ Multipoint terminal subsystem software -020: Software/updates on Mini cartridges	\$ 250 0		\$ 30 0	\$ 10	\$ 10 0		\$ 4
91780__ RJE/1000 Remote Job Entry Package -010: Software/updates on paper tapes -020: Software/updates on Mini cartridges -100: Upgrade discount	\$3,000† std 0 -2,000		\$ 55 \$ 0 0	\$ 10	\$ 15 \$ 0 \$ 0		\$ 3
92061__ RTE Microprogramming Package -001: Upgrade discount -010: Software/updates on paper tapes -020: Software/updates on Mini cartridges	\$1,000 -500 std 0		\$ 30 0 0	\$ 10	\$ 10 0 0		\$ 2
92068__ RTE-IVB operating system <> -001: Upgrade discount -020: Updates on Mini cartridges -030: Software on 7900 disc cartridge -031: Software on 7906 disc cartridge -032: Software on 7920 disc pack -033: Software on 7925 disc pack -050: Software/updates on 800 bpi mag tape in image format for 7900 grandfather disc -051: Software/updates on 1600 bpi mag tape in image format for 7900 grandfather disc -052: Software/updates on 800 bpi mag tape in image format for 7906/7920 grandfather disc -053: Software/updates on 1600 bpi mag tape in image format for 7906/7920 grandfather disc -054: Software/updates on 800 bpi mag tape in image format for 7925 grandfather disc -055: Software/updates on 1600 bpi mag tape in image format for 7925 grandfather disc	\$5,000 -2,000 200 200 500 800 0 0 0 0 0 0 0 0	\$2,000 -800	\$250 30 0 0 0 0 0 0	\$ 50	\$100 30 0 0 0 0	\$ 30	\$ 13
92064__ RTE-M operating system ** -001: Upgrade discount -020: Software/updates on Mini cartridges -040: Software/updates on Flexible discs	\$1,750 -1,500 0 250		\$215 0 0	\$ 25	\$ 65 0 0		\$ 14

<> Additional products available in the 92068__family include the 92068M Manuals package at \$150 and 92068P Additional Phone-In Consulting caller at \$100/month, which is available along with 92068T coverage.

** An additional product available in the 92064__family is the 92064P Additional Phone-In Consulting caller at \$100/month, which is available along with 92064T coverage.

■ Manual update service is a monthly fee billable annually in advance if only the Q service is ordered.

† The 91780A product includes a two-card synchronous modem interface.

Division News

Hewlett-Packard Attends ISA/79

By: Jim Gruneisen/DSD

ISA/79 will be held at the O'Hare Exposition Center in Chicago. The dates for the show will be October 22-25. HP will be offering a clinic October 22 from 10:45-12:45 and 1:30-6:00 PM in the SAS room, entitled "Minicomputers for Data Acquisition and Control".

We will also have a booth with a Model 45, 2240A, fiber optics, and demo. This should offer a good opportunity for you to send your measurement and control customers by to see a 2240 in a NEMA 12 enclosure. If you have any customers that require special attention, please let me know (extension 2160).

Product News

Fast Breaking News on HP 1000

By: Joe Schoendorf/DSD

Again thanks to Rick Ellinger (Neely-Santa Clara) we have a copy of a newsletter he sent to customers. We like it, thought you might also.



NEELY SALES REGION · 3003 Scott Boulevard, Santa Clara, California 95050 · Telephone (408) 988-7000

NEWSLETTER

FAST BREAKING NEWS ON THE HP 1000:

- The new HP 1000/45 is faster than "the fastest 32 bit minicomputer you can buy." F-series computer you already own may be upgraded to this performance level for less than \$2,700. Simulation, tracking, optimization, forecasting, polynomial evaluation, and image processing are target applications. If you want details, ask about the Matrix Machine. For matrix or vector work, it is faster than either a 370/158 or a VAX 11/780. System price (including graphics) is under \$60,000.
- User session monitor for multiterminal, multijob tasks is available. It is free for 90 days if you have Comprehensive Support on Software Subscription Service. If not, it is available at a lower price for 90 days. It includes timeslicing, accounting, session spooling, and resource allocation. It runs under RTE-IVB on HP 1000s or 21MX CPUs.
- RTE-IVB -- What's that? It's a newer version of the HP 1000 operating system. It has:
 - + New file manager - 100 times faster!
 - + Faster exec service routines
 - + Revised Fortran - supports call by reference into huge memory resident arrays
 - double precision integer
 - + New IMAGE data base management
 - remote data base access
 - larger (up to 960Mbyte) data bases
 - 16 keys per data set
 - automatic free space manipulation
 - access at data item level

Your action is needed! If you have RTE-IV on a HP 1000 or purchased it separately (92067A) and you have support (92067S or 92067T) then order:

92068A	RTE-IVB	\$5,000.
Option 002	Price credit	<u>-5,000.</u>
		<u>\$ 0.</u>

We'll ship you RTE-IVB manuals, RTE-IVB on mag tape, prom upgrades where necessary.

CONTINUED....

Disc pack is optional. Image upgrade is optional.

If your RTE-IV isn't covered by support or you want to upgrade from RTE-II, RTE-III, or RTE-M, then order:

92068A	\$5,000.
Option 001 Price Break	<u>-2,000.</u>
	<u>\$3,000.</u> DISCOUNTABLE

MORAL: Hewlett-Packard Software Support Services are a bargain.

- System 1000 and CPU and memory prices are down!!!!

Memory is down by 40%
1Mbyte = \$18,000 HP List. Delivery is 14 weeks. DISCOUNTABLE!!

- Optical data interface is available -- it's the first commercial optic product in the world. Think of it like an HP-IB (IEEE-488) bus that is 100 meters long. The cable is more durable and safer than coax. It's also a handy way to isolate a computer (noisy) from a quiet RF receiving system.

Ask us about the 12050A.

GENERAL NEWS

- There is a good HP 300 demo of an interactive data base to handle drawings, classified documents, and general library material.
- Some people have a relational data base running on HP 3000 now.
- A good demo of three dimensional rotational graphics is available on the HP 1000. It uses the HP 1350A graphics translator and HP high resolution display.
- Factory and general data collection systems are now operating and were installed with no (zero) programming. They are used to fill and query a data base. Typical application is early warning QA systems.
- HP Neely will open a new (additional) office. Location is on Hillview Avenue, Palo Alto 94304. Scheduled to move before September, 1979.

CONTINUED....

PERIPHERALS

- New 1000 LPM printer, about \$25,000.
- 400 LPM dot matrix impact printer/graphics, about \$9,500.
- 400 LPM thermal printer/graphics, about \$4,000.
- 365 day hardware clock for HP 1000.
- 50K baud interface to TEK 4010.

If you want detailed material on any of the above items, I will be happy to send it to you or stop by and discuss it with you.

Rick Ellinger
988-7304



DATACAP/1000 Technical Notes — Series #1

By: Steve Richard/DSD

DATACAP/1000 was designed to significantly reduce the programming costs associated with the development of a factory data collection system using the HP 1000 and HP 307X data capture terminals. Perceptions of what DATACAP/1000 can do in terms of data collection applications and programming productivity range from "no programming needed" to "you can't do anything without spending weeks writing user subroutines". In fact, DATACAP's effectiveness falls somewhere in between these two extremes.

- DATACAP is a super tool for data COLLECTION but was not designed to provide data PROCESSING for the collected data. Users will choose to send the collected data to a central system for processing or write specific applications code to handle processing on the HP 1000. Many users will choose to do both! They will use DATACAP to feed some of their data processing applications and also to do some simple but very timely reporting directly from the HP 1000.

- Some applications could be handled by DATACAP without programming, but others will be most effective if user subroutines are also utilized. In either case DATACAP does NOT provide a TURNKEY solution. In both cases DATACAP will provide a reduction in programming time and cost when compared to custom code.
- When selling DATACAP and the HP 3077 into TIME and ATTENDANCE applications, be careful! The generalized nature of DATACAP means that it is not optimized for handling simple, high volume T & A transactions. Recent testing indicated that the best system throughput for a badge transaction is fifty transactions per minute with 80% CPU utilization. This will NOT meet the demand of the classical shift changeover! (Some customer requirements indicate a transaction rate of about 100/min.) It makes much more sense for the customer (with SE help, if necessary) to write a small, dedicated program to handle the relatively simple T & A task. This will place much less burden on the CPU and yield much better throughput. To help you get this kind of application through some of the early development hangups, the source code of a brief but comprehensive T & A example program will be published in the next issue of the CS Newsletter.
- If DATACAP has transactions that access an IMAGE database, DATACAP will lock that database for WRITE use, allowing other programs (QUERY, for instance) only READ access. This insures good DATACAP terminal response but prevents maintenance of the database unless DATACAP is shut down for the duration of the maintenance program's run. While DATACAP is in operation critical additions and operations to a database can only be accomplished via standard DATACAP transactions carried out on an HP 307X terminal. For some applications this is acceptable, for others it is not.

- Every piece of data collected, validated, or displayed involves a keystroke to be made by the data capture terminal user. For instance, to validate an input against a non-key IMAGE item to FIND the proper entry in the IMAGE database, to input the data to be validated, to DISPLAY the non-key item against which the data is to be validated, and finally to utilize a user subroutine to compare the displayed key item with the previously input data. If this seems unnecessarily complex to you, you are right! On the other hand, validations against key items are very easy to do!

All accesses to the database are structured by the Transaction Generator Program. Direct access to the IMAGE database via IMAGE calls is not supported from within a user subroutine.

- Direct access to the terminal is not supported, preventing such things as intelligent error messages, utilizing the wall mount cradle relay, etc. BUT, your local S.E. who has attended one of the recent S.E. Upgrade classes has some DATACAP internals information that may let him do the impossible! We will share "how to do it" information in a future CS Newsletter article.
- Starting and stopping the factory data collection process requires operator intervention, it is not schedulable.
- Our high security 'data logging' facility is not yet complemented by a RECOVERY utility. Recovery is left to the user. Logging also requires a dedicated Mag Tape drive.
- There is no facility for logical branching within a transaction, limiting the flexibility of transactions. This limit is easily overcome by creating multiple transactions to achieve the same result. This is not as elegant but it gets the job done.

*We hope these pointers are helpful in keeping you and your customer's expectations in line with the exceptional features and benefits offered by DATACAP/1000. Remember, DATACAP is the most FLEXIBLE, EASILY IMPLEMENTED SOFTWARE TOOL for factory data collection available to your customers today.

GOOD SELLING!

Successful DATACAP/1000 Demos

By: G. Kloeppe/DTD

On September 21, we had two very successful DATACAP/1000 demos in Cleveland. One was for a major tire manufacturer, the other for a large manufacturer of electric motors and drives (a CPG major account). There were more than a dozen attendants at each session. All were truly impressed when we generated, from watch, a transaction accessing an IMAGE/1000 Database right before their eyes in about 40 minutes (including explanations). We then ran the transaction on a 3076A and used QUERY to look at the information.

For more details on how we got it all together, call *Pete Almeroth* (SE), *Bob Hartz* (SR), or *Al Ipson* (SR) in Cleveland.

DATACAP/1000 Performance

By: Ben Heilbronn/DSD

Did you read the article in the last issue of the CS Newsletter? Did you find the error in CPU overhead per terminal? Sorry about that, we dropped a decimal point. The actual CPU overhead per Datacapture terminal is .1% (1/10) not 1%! This error was a simple typo and in no way changes the graphs presented in the previous article.

DATA TERMINALS NEWS

Product News

Introducing The HP 264X French Character Set

By: Francois Angrignon/CSR

As part of the continuing commitment towards meeting both Commercial and Scientific needs, HP proudly announces the FRENCH CHARACTER SET available, at present, on both the HP 2640 and HP 2645 terminals.

Basically a simple matter of ROM addition, this particular 16 character module incorporates both a high degree of reliability as well as ease of use. Included are both 'mu' (μ) and 'degree' ($^{\circ}$) characters.

As regards to HARD COPY printout (HP DOT MATRIX DESIGN) compatibility, special character sets are also available on both the HP 2631 and the HP 2608.

As this new product is now available from an OEM in Canada, please feel free to make any inquiries to: *Francois Angrignon*, HP Canada, Pointe Claire (Montreal) office.

9872S Application Note

By: Eric Grandjean/DTD

If you or your customers intend to "MULTIPLY" on single sheets of paper using the 9872S, watch out!

Even though it would be perfectly legitimate for a user to plot on single sheets of paper instead of a paper roll, in this situation the 2647A will just stop dead on "paper out" status coming out of the 9872S plotter (error 8). To allow for single sheet plotting using "MULTIPLY", you will have to execute one of our famously mysterious Escape Sequences before you start plotting. Here it is (ha . . . beautiful):

```
ESC & c2p106723a63d60d73d0d573a65D
```

This sequence applies only if you use the present version of BASIC/Multiplot, (Rev C-1914-42).

A new version of REV C date code 1945-42 is now in production. It will execute this sequence automatically for you (Oh-hmmm . . . too bad) when you load BASIC.

The next question of course is — what if I "MULTIPLY" on a roll of paper, will I detect an "out of paper" condition? The answer is no; or if I am not around, will the plotter continue to plot without paper? The answer is yes. (Of course, since the above sequence causes the 2647 to ignore the "paper out" error message). If this becomes a problem, you will still be able to test the status of the 9872S from the 2647A, just as you would if your program were running in a mainframe (HP 3000, HP 1000 or Brand X).

You can simply send the plotter an OUTPUT OPTIONS INSTRUCTION 00 and check for "out of paper" condition, (a three line BASIC affair). Here it is:

```
.
.
PRINT #N;"00" (See p. 94 of 9872B/S Programming
                Manual, p/n 09872-90008)
READ #N;X0,X1,X2,X3,X4,X4,X5,X6,X7
IF X0<>I THEN INPUT"CHECK PAPER ! TYPE 'Y' WHEN
READY",A$
```

```
.
.
.
```

(I hate BASIC, it's too simple)

The new 9872S, being a twin brother of the 9872S, requires the same sort of handling.

So, remember, no "paper out" checking with "MULTIPLY" in off-line configuration. From a CPU program, even if you use MULTIPLY remotely or from a 2647A resident application program, use the above BASIC routine to check the "paper out" condition for any *unattended* operation; you won't be sorry for it.

GRAPHICS IS SIMPLY BEAUTIFUL!

Oh No, Not Again!

By: Eric Grandjean/DTD

DTD has recently received a number of orders from European countries for 2649D's (HP 250 remote console), with Option 017.

This option is real, but you don't have to order it.

DTD has been including this option on all products for years, in order to meet national safety and emission standards such as VDE, FTZ, SEV, etc., etc.

So, please do not order Option 017. HPSA will get it automatically. Great.

Another point . . .

The 2649D when ordered with Option 015 will also contain what is called a "European modem cable". This cable complies with CCITT V24 standards and therefore is applicable to all the world countries except for the USA. It was called "European" because it's where it is mostly used, but really applies to all CCITT countries.

2649D orders are pouring in! DTD will do it's best to ship within a reasonable time, but please do not promise quick deliveries for the time-being. Official APO's are gladly accepted (the new APO policy will be strictly enforced).

THANKS FOR SELLING REMOTE CONSOLES.

Another Way to Run the Self-Tests on the 2647A

By: Jacques Biard/HPG

To test the 2647A, several possibilities exist, using the COMMAND line, ESCAPE sequences or a BASIC program; another method which is not very well known is to use the soft keys; pressing and holding down f1, f2, f3 and pressing simultaneously the TEST key will cause the terminal execute the following:

f1 and TEST: Tapes and Terminal self-tests
f2 and TEST: DATA COMM. self-test
f3 and TEST: HP-IB self-test

If several keys are pressed together, the corresponding self-test will be run cyclicly. So to run an overnight test just lock these keys with something like cardboard or else! Easy isn't it?

Sales Aids

The 2647 Does It Again!

By: Rich Ferguson/DTD

The power of the 2647A shines again. Here is another program which will warm the programmer's heart. Sell the 2647, it will make you rich and famous!

```

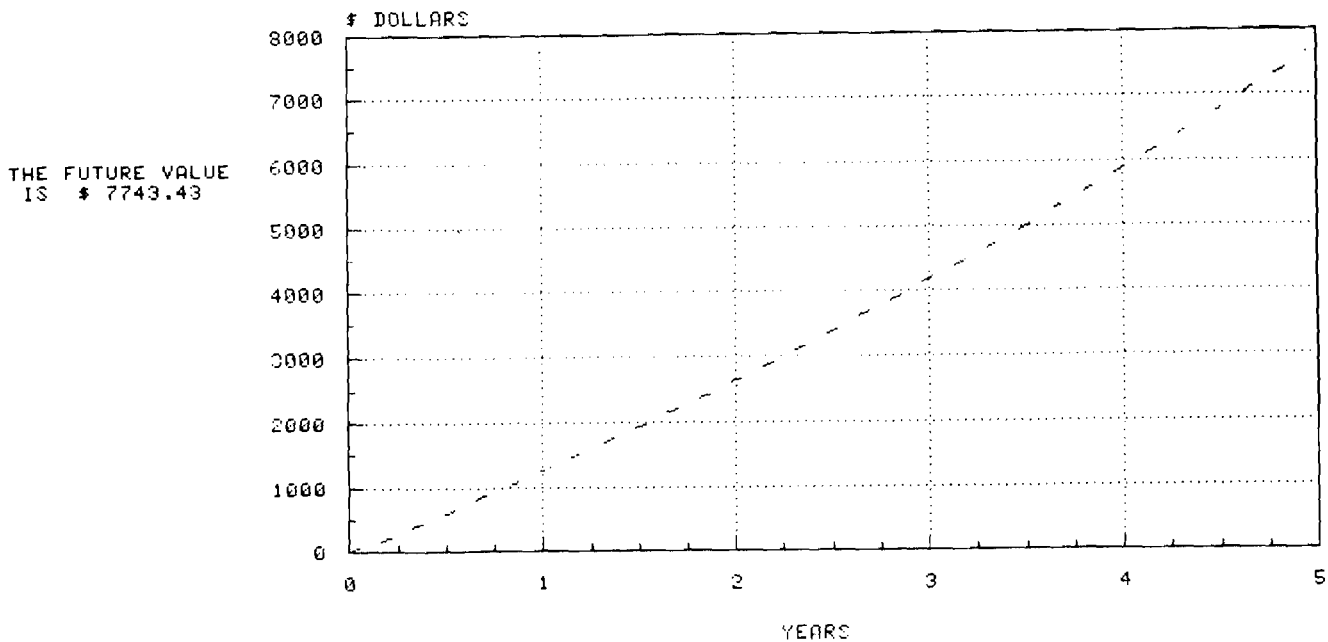
1 REM          *****
2 REM          * THIS PROGRAM CALCULATES A FUTURE VALUE WHEN DEPOSITS ARE *
3 REM          * MADE REGULARLY. ALL DEPOSITS ARE EQUAL. THIS PROGRAM      *
4 REM          * ASSUMES THAT THE INTEREST IS COMPOUNDED.                  *
6 REM          *****
7 REM
8 REM
10 PRINT "FUTURE VALUE OF REGULAR DEPOSITS (ANNUITY)"
20 PRINT ""
30 REM-----STATEMENTS 30 TO 100 REQUEST USER INPUT
40 INPUT "AMOUNT OF REGULAR DEPOSITS $",P
50 PRINT ""
60 INPUT "NOMINAL INTEREST RATE %",I
70 PRINT ""
80 INPUT "NUMBER OF DEPOSITS PER YEAR ",N
90 PRINT ""
100 INPUT "NUMBER OF YEARS ",Y
110 PRINT ""
120 REM-----CALCULATE INTEREST RATE PER YEAR, CONVERT % TO DECIMAL-----
130 I=I/N/100
140 REM-----CALCULATE FUTURE VALUE-----
150 T=P*((1+I)^(N*Y)-1)/I
160 Fv=INT(T*100+.5)/100
170 PRINT ""
180 PRINT "FUTURE VALUE IS $";Fv
190 PRINT ""
200 PRINT ""
210 INPUT "MORE DATA? (Y OR N)",A$
220 IF UPC$(A$)="Y" THEN GOTO 40
230 PRINT ""

```

```

240 INPUT "DO YOU WISH GRAPHIC OUTPUT FOR PREVIOUS DATA? (Y OR N) ",A$
250 IF A$="N" THEN GOTO 610
260 INPUT "DO YOU WISH PEN PLOTTER OUTPUT?(Y OR N) ",A$
270 A$=UPC$(A$)
280 IF A$="Y" THEN GOTO 350
290 GOTO 390
300 REM
310 REM
320 REM.....DRAW PLOT ON SCREEN OR PLOTTER WITH INPUT PARAMETERS.....
330 REM
340 REM
350 PRINT "OUTPUT WILL BE DIRECTED TO HP1B ADDRESS 5"
360 PLOTR (5,1)
370 GOTO 390
380 PLOTR
390 INPUT "PLEASE SPECIFY MINIMUM X,MAXIMUM X VALUES ",X1,X2
400 INPUT "PLEASE SPECIFY MINIMUM Y,MAXIMUM Y VALUES ",Y1,Y2
410 INPUT "PLEASE SPECIFY X-TIC SPACING,Y-TIC SPACING ",Xt,Yt
420 INPUT "PLEASE SPECIFY VALUES BETWEEN X-LABELS,Y-LABELS ",X1,Y1
430 INPUT "PLEASE SPECIFY X-ORIGIN,Y-ORIGIN ",Xo,Yo
440 FXD (0)\GCCLR
450 LOCATE (60,195,18,90)
460 SCALE (X1,X2,Y1,Y2)
470 Esc$=CHR$(27)\ PRINT Esc$;"*dF"
480 LGRID (-Xt,Yt,Xo,Yo,INT(X1/Xt),INT(Y1/Yt))
490 FRAME \PEN (2)
500 CSIZE (2.7)\SETGU \MOVE (60,91)\ PRINT #0;"$ DOLLARS"\MOVE (120,5)
510 PRINT #0;"YEARS"\SETUU
520 MOVE (0,P)
530 LORG (5)
540 FOR X=0 TO Y STEP Y/100
550 T=P*((1+I)^(N*X)-1)/I
560 Pfv=INT(T*100+.5)/100
570 PLOT (X,Pfv)
580 NEXT X
590 SETGU \LORG (4)\MOVE (28,70)\ PRINT #0;"THE FUTURE VALUE"
600 PRINT #0;"IS $";Fv
610 END

```



Raster Dump Without Auto Form Feed!

By: Rich Ferguson/DTD

Yes, gang! The 2647A will give you raster dump to a hardcopy device without an auto-form feed at the end. What else can I say! Except . . . Fantastic!

```

10 REM *****
20 REM * THIS ROUTINE PERFORMS A RASTER HARDCOPY TO HP-IB DEVICE #6. *
30 REM * IT CAN REPLACE A "TRANSFER FILE FROM GRAPHICS TO HP-IB#6" *
40 REM * COMMAND IN THE 2647A. THE ADVANTAGE IS THAT THE AUTOMATIC *
50 REM * FORM FEED AT THE END OF THE TRANSFER IS ELIMINATED. FOR A *
60 REM * FULL SCREEN THIS SUBROUTINE IS ONLY FIVE SECONDS SLOWER *
70 REM * THAN THE TRANSFER COMMAND IN THE COMMAND CHANNEL. NICE! *
80 REM *****
90 REM
100 REM
110 DIM A$(255)
120 ASSIGN "GRAPHICS" TO #1
130 ASSIGN "HP-IB#6" TO #2
140 FOR I=1 TO 360
150 LINPUT #1 BYTE 0;A$
160 PRINT #2 BYTE 0;A$
170 NEXT I
180 END
    
```

Multiple Remote Plots Using Multiplot

By: Alex Morgan/DTD

Being able to run Multiplot from a host computer is really a nice idea. Being able to produce multiple plots from a host computer is a great idea. Now, how do we do it without re-running the particular Multiplot Application program?

First, keep in mind that when running multiplot in a stand-alone environment, the program goes to sleep after plotting. In order to do a second plot the SHIFT/Multiplot menu key must be executed. Now, when this is executed, the following command sequence is sent to the terminal;

Esc,c DI W#2	Display Window number 2
Esc,c Clo W#5	Close Window number 5
Esc*ddE	Turn off Graphic Display
EscW	Turn Format Mode on
EschEscJ	Home Cursor and Clear Display

The terminal is now ready for new menu data. If you are using a host computer to control multiplot execution, the above sequences must be sent to the terminal before any menu or plotting data is sent to the terminal. From this point, executing the procedure described in the user manual will result in successful multiple remote Multiplots.

Good Plotting!

The DTD Connection . . .

By: Jill Glashow/DTD

The revised DTD Computer Connections golden issue has finally hit the road. By now all SR's, SE's, and CE's should have received your copy. This manual provides sample configurations and some communications theory. As well as being a resource for valuable information, this manual can also be a time saver and problem solver.

However, the fact still remains that this is a cooperative effort which requires continuous feedback on both ends. So, let's keep those connections flowing!

2649A Customer Training Course

By: Robin Leigh/DTD

Please note that the December and January dates for the above course have been changed. The new dates are as follows:

January 14, 1980
February 25, 1980

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

Division News

Sales Development Grows and Grows and Grows . . .

By: Norman Choy/DTD



DTD is pleased to announce that *Tom Kupec* has joined the Sales Development Department. *Tom* comes to us from Santa Clara Division where he was an Information Systems Analyst in the Photomask Department. *Tom's* previous assignments have been at the DYMEC and Data Systems Divisions. He has also earned a MSEE and a MBA in his spare time.

Tom will be supporting the Texas, Oklahoma, Louisiana sales territory in SSR. Let's welcome Tom on board!

GENERAL SYSTEMS NEWS

Product News

A Look At Multi-User Processing — The Remote/250

By: Jim Carlson/GSD



The HP 250 is now a multiple user system offering excellent flexibility for business data processing. This capability requires the multiple-user operating system and REMOTE/250 Console (2649D).

REMOTE/250 is more than a simple terminal that provides only a portion of the main system's capability. It is instead a console, or a group of up to five consoles, that can link people to the power of the HP 250 small business computer. Each console can employ its own database, or they all can share one. Either way, the user can communicate with the HP 250 almost as if he were sitting in front of it, even though it may be in the next office.

REMOTE/250 provides for a CRT/Keyboard workstation that is functionally identical to the HP 250 system. The REMOTE/250 console, like the main-system console, is specially designed to provide a highly-interactive, easy-to-use interface for the user. With REMOTE/250 the user has access to all system commands and system software (including: FORMS, SORT, REPORT WRITER and QUERY).

Each console is assigned 32K or 64K bytes of user memory. Total user memory, including the main computer's and that of the five consoles, is 288 Kbytes. (The system is allocated an additional 160 Kbytes of memory.)

Application flexibility is carried over into program flexibility. Because each REMOTE/250 is a complete workstation with access to the entire HP 250 operating system, programs can be developed on any of the consoles, allowing six programmers to code simultaneously.

An application developed for a single console can later be run from either the main or a REMOTE/250 console. If the program uses the system printer or accesses the disc, it must be written to take into account that other users on the system will be using these same peripherals.

Using REMOTE/250 is easy because it maintains the typewriter-like design for the HP 250's keyboard. So the user is right at home with it. And REMOTE/250 boasts the familiar softkey-video labels found on the HP 250.

Moreover, REMOTE/250's display screen allows the same highlighting, inverse video fields and other enhancements found on the main system.

REMOTE/250 Processing

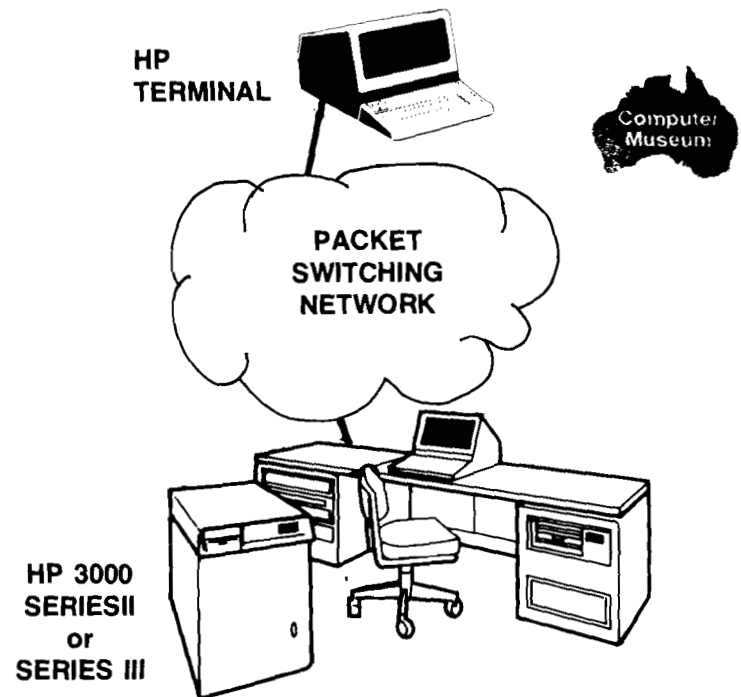
The REMOTE/250 capability allows the concurrent, independent execution of programs. Memory partitioning permits a precise division of labor: One console can work on a particular job while each of its mates works on others. Thus, up to six different operations can be performed concurrently. (A 20-megabyte 7906 hard disc is recommended in such applications.)

Applications involving several programs can be automatically started using the HP 250 auto-start capability. This simplifies system operation for the user, who can start an entire multiple partition application by powering-up the HP 250.

As an option to the REMOTE/250, a local printer (HP9871 or HP2631A) can be attached via the HP-IB interface hardware. It is utilized using an extension to the BASIC printer commands.

HP 3000: Terminal Communications Over a Public Packet Switching Network

By: Steve Zalewski/GSD



HP 3000
SERIES II
OR
SERIES III

CONNECTING AN HP TERMINAL TO AN HP 3000 OVER PACKET NETWORKS

Can an HP terminal connected to Telenet, Datapac, or Tymnet communicate with an HP 3000?

Yes. Your customers can communicate between an HP terminal and an HP 3000 over a packet switching network. This capability is particularly useful for customers needing occasional terminal access to an HP 3000 from remote locations. The locations, which may be sales offices for example, do not have sufficient value to justify their own HP 3000 or even a leased line. Another use is for terminal communications where any number of HP 3000 systems may be accessed from a single terminal and leased lines to each system are economically not justified.

Connection of an HP terminal to an HP 3000 over a packet switching network can only be used with a Series II or Series III. Extra equipment from a third party may be needed. The economic trade-off between dial-up, leased lines, or installing an HP 3000 at the remote location, has to be evaluated by the customer. Following are some examples of customers who found it desirable to incorporate a public packet switching network into their distributed processing solution.

Using Tymnet

A large northeastern consumer products company has 40 terminals across the country which use Tymnet to access their HP 3000s. The terminals are connected to the local Tymnet connection using either dial-up or leased lines. The HP 3000 connects to Tymnet using a Tymnet supplied box (TP 4000) that is at the customer's site. Several terminal ports on the Series III's asynchronous terminal controller (ATC) are connected to the Tymnet box. The Tymnet TP 4000 system handles the routing of the incoming messages to one of the ATC ports. From the HP 3000, the input appears like that from a regular modem connected terminal. Changes to the application program are not needed unless it uses VIEW/3000 or MTS/3000.

Changes to VIEW/3000 that will allow it to work with Tymnet will be part of the next installation tape (1949). Multipoint (MTS/3000) cannot be used with Tymnet.

Using Datapac

A construction company makes use of Datapac and third party equipment in connecting some of their HP terminals to their HP 3000. There are at least three independent suppliers who are working on equipment to allow this connection. In this particular company, Edmund Newhall

Data Systems supplied the box. Their box was also able to emulate the ENQ-ACK protocol of VIEW/3000 allowing VIEW/3000 applications to be used on the terminal connected to Datapac.

The large distances between some Canadian cities can make packet switching very desirable for low volume traffic.

Using Telenet

Any HP terminal can connect to an HP 3000 over Telenet. No extra hardware is needed. The interface is part of Telenet. A southern financial company is using this capability. VIEW/3000 is not available; Telenet does not presently support any block mode operation.

BUT REMEMBER

Only HP terminal to Series II or III connections are possible over a packet switching network. There is no HP 3000 to HP 3000, or any other type of communications available. Multipoint cannot be used.

For details on these applications, the names of SE's familiar with the third party equipment, or further information, contact HP 3000 Sales Development.

How to Disable Printer "Automatic Perforation Skipover"

By: Nellie Connors/GSD

You may occasionally want to disable the automatic perforation skipover feature of the HP 2631A (or a 2631G in 2631A mode) printers; for example, to use nonstandard length forms. Disable the feature in BASIC/300 by sending the code "C" to the printer once, after you have opened it.

The following program segment illustrates the technique.

```

10 INTEGER Printer id, Error
20 !
30 ASSIGN #1 TO ".PRINTER"; Error
40 IF Error <> 0 THEN STOP
50 !
60 ICALL FOFIELD(1), Printer id
70 ICALL PUTN( Printer id, "C ",2)
80 !
90 For I=1 TO 100
100 PRINT #1; I;"** Printing over perforations **"
110 NEXT I
    
```

! Open the printer (CCTL)

! Get File Management ID

! Send CCTL code — "C "

Once the ICALLs are executed, the printer is used normally in BASIC.

Be aware that the auto-skip feature is restored when the printer re-opened. This means, if you want to continue ignoring the perforation for successive programs, you must repeat the disabling code each time you open the printer.

The complete list of carriage control codes is in the HP 300 File and Peripheral Access Guide, page 12-3.

Ordering and Connecting REMOTE/250

By: Jim Carlson/GSD



The asynchronous hardware (45120A or Option 120 on the system), which plugs into the HP 250 backplane, allows selection of RS-232C and 20mA current-loop port configuration. This versatile capability provides for several types of connection:

Modem connections

LEASES OR PRIVATE LINE FULL/DUPLEX, LIMITED DISTANCE MODEMS. Must meet the Bell 43401 specification (i.e., the Gandalf LDS120 or the Prentice ALD at 9600 baud).

SWITCHED, FULL DUPLEX. Bell 103 or comparable and most European 300 baud modems (can operate at speeds of up to 1200 bits per second: use only where REMOTE/250 interaction with the main system is low).

Direct connections

20mA CURRENT-LOOP: distances of up to 1000 meters.
RS-232C: 4.5 or 15 meter distances at up to 9600 baud.

Documentation

The following manuals, promotional literature and a Performance Guide can be ordered:

- REMOTE/250 Programming Manual #45120-90020
- REMOTE/250 Operator's Guide #4512-90010
- REMOTE/250/Installation and Reference Manual #45120-90060
- REMOTE/250 Performance Guide #5953-3409 (available in October).
- REMOTE/250 Brochure Insert #5953-3418 (order from Corporate Literature Distribution).

Ordering Information

The REMOTE/250 (order from DTD as a 2649D) \$4250.

- Option 044: HP-IB interface for local printer \$600
- Option 050: 20mA DC current-loop \$240

Also, when using modems, order a 45111A cable or, if the current-loop option is chosen, the 45112A cable. The standard 2649D cable allows a 4.5-meter direct or modem connection: for 15 meter connection, order the 45113A cable.

BMMC ERRATA for HP 3000 Systems

By: Chosen Cheng/GSD

The basic monthly maintenance charges (BMMC) for HP 3000 systems printed in the October 1, 1979 Price/Configuration Guide are incorrect. At all times customer quotes should conform to the contents of the BMMC microfiche, which specifies the following BMMC's as of October 1, 1979:

	System Processor Unit			
32435B	Series III		\$452	page 37
32412B	Series 33, 60Hz		\$277	page 24
32413B	Series 33, 50Hz		\$277	Page 24
32430B	Series 30, 60Hz		\$242	page 23
32431B	Series 30, 50Hz		\$242	page 23

Those who are curious about relating these BMMC figures to the more familiar BMMC figures for a computer system (including system disc and console) published in previous Price/configuration guides could add \$87 for 7906M-102, \$86 for 7920-102, \$15 for 2621A, or \$36 for 2649E. This would show \$400 for the Series II. The \$398 composite figure for the Series 33 differs from the previously published \$410 due to a repricing of the Series 33 backplane BMMC.

General News

Visitors From Abroad

By: Debby Brown/GSD

The HP 300 program has acquired two visiting system engineers who are here to learn about the HP 300. They are *Wolfram Schoeb* from Germany and *Itaru Abe* from Japan.

Both *Wolfram* and *Itaru* will be at GSD for three months. During that time, they will be taking three HP 300 courses, SE Levels I, II, and III. *Wolfram* will also be doing some on-line support, manning the hotline and answering questions from field SEs. Upon returning to Germany, he will take over 300 training, which is currently being done by *Steve Smale* from GSD. *Itaru*, after finishing the training courses, will spend a month in the 300 lab. We welcome both *Itaru* and *Wolfram*, and hope they have a pleasant stay in California.

The New HP 250 Sales Development Manager

By: Jerry Peterson/GSD



Jerry Klemushin, new HP 250 Program Sales Development Manager gets the feel of the HP 250's ergonomically designed keyboard.

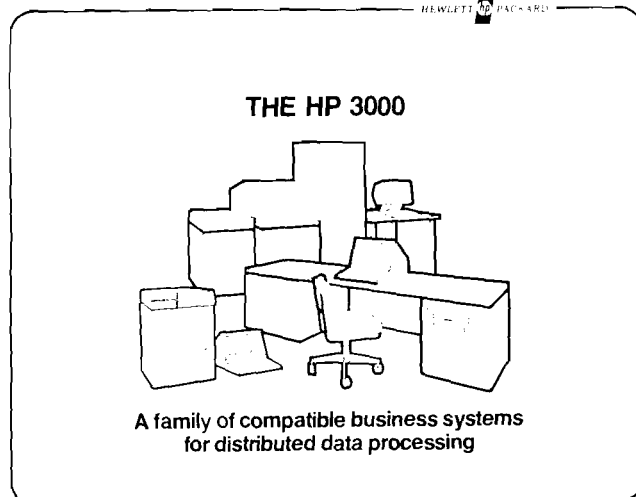
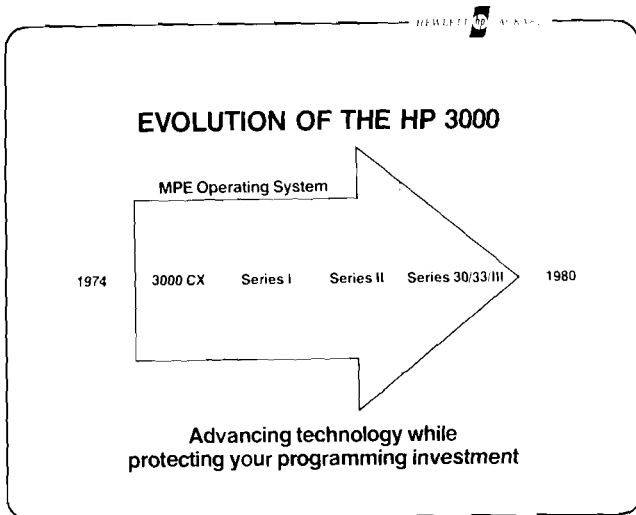
I'm very happy to announce that *Jerry Klemushin* has joined the HP 250 Marketing team as Sales Development Manager. *Jerry* joins us from Computer Systems Group where he was Major Accounts Manager for the last three years. Prior to that, before joining HP, *Jerry* was the Sales Manager of a small electronics firm in the Bay Area. He brings to the job a thorough knowledge of our field sales activities, a thorough knowledge of how to get things done for you back at the factory and a tremendous amount of enthusiasm and energy to help you be successful selling HP 250's.

Jerry will be communicating with you next issue regarding his sales development organization. In the meantime, *Jerry* is on board right now — so call him for any help on selling those HP 250's.

Sales Aids

KOALAFY Your Prospects with the New HP 3000 Overview Presentation

By: Rich Edwards/GSD



What's the easiest way to explain the HP 3000 business systems family to your new prospects in one to two hours? With the totally revised HP 3000 Overview Presentation — in either 35mm or overhead slide format. The presentation has been expanded from 30 slides to 51 to fully present the HP 3000 story. New additions include:

- Series 30
- Intelligent Network Processor
- DS/3000 and RJE/3000 on the Series 30, 33
- New FOS/3000 (include IMAGE, VIEW, etc.)
- Software support
- Hardware support
- HP modems
- Seven successful application stories
- Series III architecture
- Series 30, 33 architecture

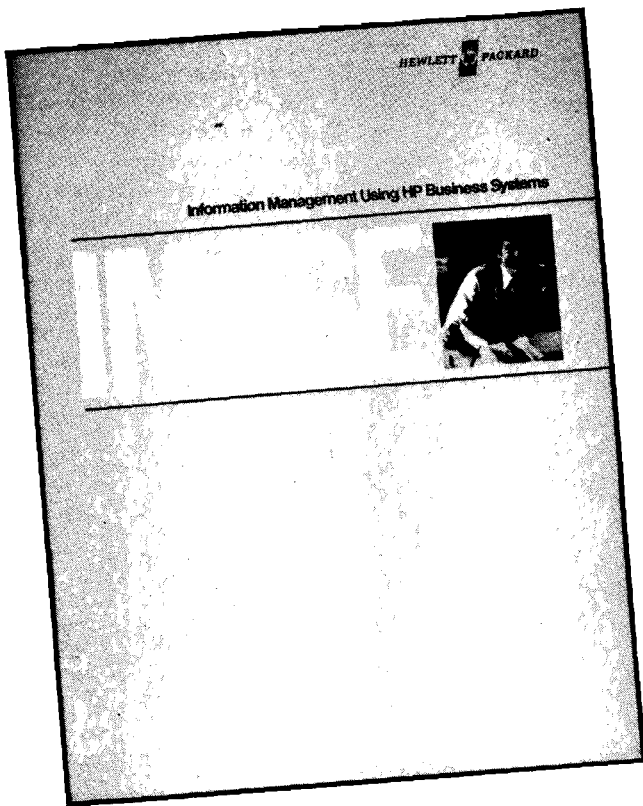
and more!

GSD will be distributing one copy of the presentation plus script to all DMs. Additional copies may be ordered by sending an Internal Order (IOS) for the appropriate part number(s) to Manuals Distribution at General Systems Division; please be sure to specify supplying division 47 to expedite your order:

35mm slide kit (English language)	30000 – 60007 \$50
Overhead slide kit (English language)	30000 – 60008 \$75

GSD Announces A New Data Base Sales Tool

By: Sam Boot/GSD



GSD proudly announces a new sales tool hot off the press. *IMAGE: Information Management Using HP Business Systems* is a management level presentation on the benefits of Data Base Management Software. This new brochure on *IMAGE* enhances HP's reputation as a supplier of application tools to increase customer productivity.

Bulk distribution has just begun and within the next few weeks a supply of these brochures will arrive for use with your sales prospects. For seminars and other special occasions, order more copies from Corporate Literature Distribution (#5953-0581).

To help acquaint you with this new sales tool, advance copies have been sent to each District Manager and Sales person through the mail. We know that this document will be an instant hit with both you and your potential customers. Whether you are selling HP 250's, HP 300's or HP 3000's, use this new tool to help explain the benefits of *IMAGE* — one of HP's most successful application tools.

SELL HP INFORMATION MANAGEMENT!

My Phone Has Been Too Quiet!

By: Maria Snodgrass/GSD

We know that many of you have been able to successfully order HP 300 Manuals and Application Guides because my phone has not been ringing and the manual supply has gone down.

We fear, however, that you may not be passing this information on to your friends and/or newcomers. So for the benefit of these friends and newcomers, here is the information one more time.

HP 300 Manuals



Part Number Title

31000-90001	HP 300 Owners Manual
31000-90002	HP 300 General Information Manual
31000-90003	HP 300 Error Messages Manual
31000-90009	HP 300 System Reference Manual
31000-90010	HP 300 Typist Reference Manual
31000-90025	HP 300 Console Operations Manual
31000-90033	HP 300 Sort/Merge Reference Manual
31424-90001	IMAGE/300 Reference Manual
31442-90001	Business BASIC/300 Reference Manual
31445-90001	RPG II/300 Reference Manual
31445-90002	Forms/300 Manual

HP 300 Application Guides

Part Number Title

31000-90004	HP 300 Architecture Guide
31000-90005	HP 300 Multiterminal Application Guide
31000-90008	HP 300 Display System Application Guide
31000-90034	HP 300 System Service Guide
31000-90035	HP 300 & Library Operations Guide
31000-90035	HP 300 File & Peripheral Access Guide

31386A Complete HP 300 Manual Set

31387A Complete HP 300 Application Guides

For internal orders, transmit an Internal Order form to *Ralph Sierra*, Software Distribution center, Division 50, Entity 06, Kardex 09.

For customer orders, send orders (via a HEART Order) to *Ralph Sierra*, Hewlett Packard, Software Distribution Center, 19310 Pruneridge Avenue, Cupertino, California 95014. If you need a price list, please give me a call and I will be happy to send you one.

If you need more information or if I can be of any further help, please call me as my phone has been too quiet! You may contact me at (408) 725-8111, extension 3713.

HP GRENOBLE NEWS

Sales Aids

The Steel Industry in Belgium Has Taken to Using HP 1000's

By: Nancy Blachman and Alic Rahkmanoff/HPG

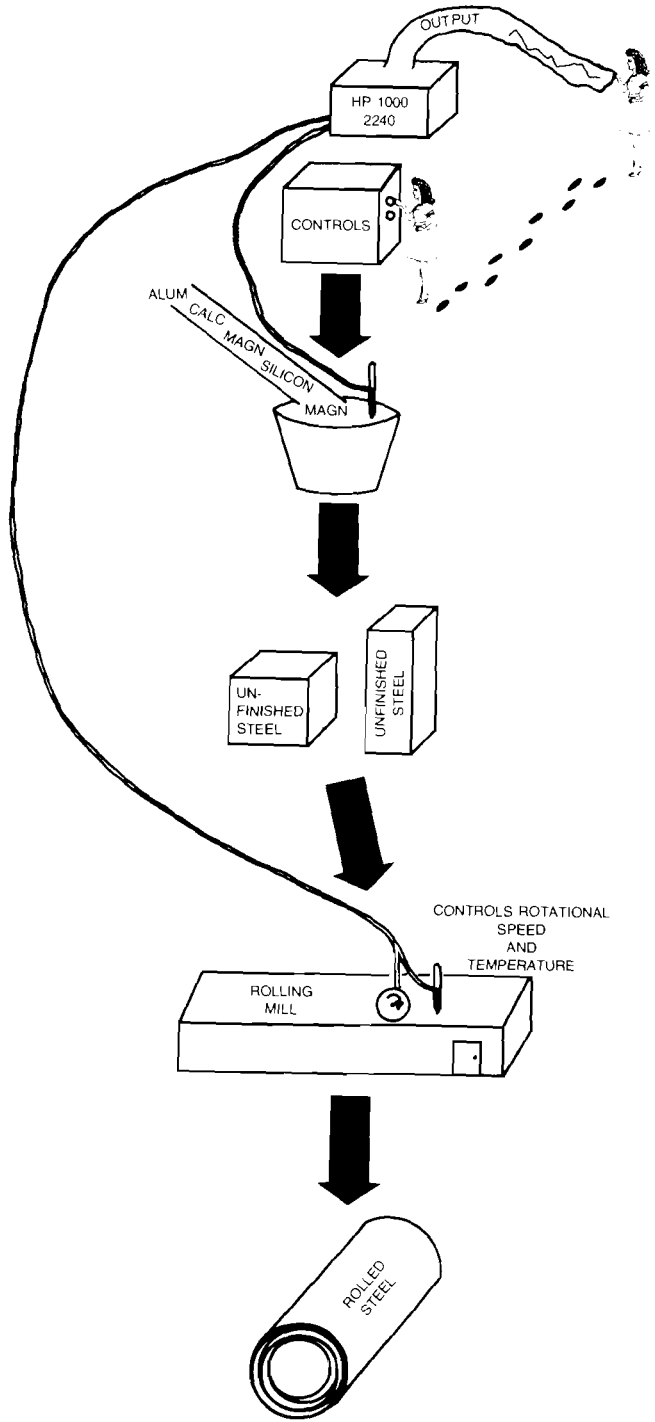
Computers have greatly increased the efficiency and productivity of the steel industry. This was proven by a major steel company in Belgium

In order to produce steel, the unfinished compound is heated. Depending on the temperature of the compound, varying amounts of calcium, silicon, aluminium, magnesium, etc. are added. The factory chose to measure the temperature of the mixture with an HP 2240 and to have a worker decide exactly how much of each element to add. In the factory, the valves through which the constituent elements pass, are opened and closed under local closed loop control.

Next, the steel is formed into blocks and brought to rolling mills. With the aid of an HP 1000, the temperature and rotational speeds inside the rolling mill can be controlled.

Before steel is completely finished and ready to be sold, it needs to be passed through rolling mills a number of times. The efficiency of a steel factory is largely dependent on the amount of steel processed in the rolling mills. The fuller the mills, the more efficient the factory. Before the computer was installed, much time was wasted locating the various unfinished products to be passed through the rolling mills and the mills tended to operate under-capacity. With the aid of the computer, the semi-finished products could be located rapidly and the mills could easily be filled to capacity. Thus, the factory became more productive and the managers felt justified in having purchased their computer.

Why was HP equipment purchased in this particular instance? Well, the factory under consideration was debating whether to buy DEC, SEMS or HP. HP was selected because of its favorable price-performance ratio, its high speed memory and because of its data acquisition options. But that is not all. The customer had a detailed 7-step long range request on how to mechanize their factory little by little. The HP salesman handled this request by presenting a more detailed proposal than their competitors. The client was impressed with the proposal and so bought HP.



The 69er Club

By: Serge Daoust/DTD

Announcing the one and only 69er Club. Every dynamic, enthusiastic and aggressive field person dedicated to the success of Product Line 69 Data Capture Terminals is eligible for membership to the 69er Club.

A stylish "69 Pin," symbol of outstanding performance, will be sent to every Sales Representative who sells in one deal five or more Data Capture Terminals, and to every Systems Engineer who documents a previously unknown Data Capture Terminal connection to a non-HP computer.

Watch for the names of the first members of the Data Capture 69er Club in the December 1st issue of the *Computer Systems Newsletter*.

DATA CAPTURE TERMINAL AND THE 69er CLUB CAPTURING THE TEAM SPIRIT



HP 3074A, 3075A, 3076A, 3077A Regulatory Approvals

By: Jean-Francois Porret/HPG

Here is a brief summary of the approvals situation for 3075/76/77 Data Capture Terminals and the 3074 Data Link Adaptor.

UL listed:

- UL 114 Office Machines
- UL 478 Data Process Equipment

CSA certified:

- CSA C22.2 N° 154 Processing Equipment

VDE approved:

- VDE 0730 part IIP

In addition the products have been designed for compliance to International recommendations:

- IEC 380 Office Machine
- IEC Data Processing Equipment

What's the Cost of Ownership of an HP 307X?

By: Georges Ouin/HPG

The low cost of ownership of our 307X's is an other major point in your success of selling the Data Capture Terminals. Already convinced by the capabilities and price of the 307X's, your customer will be completely turned on when you will announce the amount of money to be spent to maintain these terminals in good operation. The cost of ownership is typically between 4 and 5% of instrument list price, depending upon the configuration. Great ! . . . But how do we calculate it?

This cost of ownership is calculated from the failure rate of a product, and from its repair cost.

A product with a failure rate of y% a year and a repair cost of z\$ will cost each year:

$$\frac{zy}{100} \$$$

1. Consider the 307X products:

The repair price has been fixed at
 \$210 for an HP 3075Q or HP 3076 with any type of configuration
 \$210 for an HP 3077A Std. or HP 3077-001
 \$225 for an HP 3077A (Std. or 001) equipped with Option 005

These prices have been calculated from the average part price and repair time. The alphanumeric display repair cost is bundled in HP 3075A/3076A prices since it replaces the numeric display of same repair cost. This alphanumeric display is added to an HP 3077A so repair cost is higher.

2. Failure Rates:

Figures are given in % per year, assuming 4000 hours of operation per year, which corresponds to 16-hours-a-day-a-week.

3. Product Configuration

**Failure Rate
(% per Year)**

HP 3075A Std, or with Opt. 004 and/or Opt. 005	48
HP 3076A Std, or with Opt. 004 and-or Opt. 005	49
HP 3077A std, or with Opt. 001	45
Opt. 007 (for HP 3075A/3076A)	20
Opt. 008 (For HP 3075/3076A)	18
Opt. 009 (For HP 3075A/3076A)	18
Opt. 005 (for HP 3077A only)	10
HP 3074A	18
HP 92902A	1

You want to know the failure rate of a specifically configured terminal?

Easy . . . add failure rate of the different components.

eg: HP 3077A-005	Failure Rate 55%
HP 3075-004-0050-007-009	Failure Rate 86%
HP 3076A-007-008	Failure Rate 87%

Let's play a game: A typical customer has bought 12 3075A's equipped with Alphanumeric Keyboard, Alphanumeric Display, Multi-Function Reader and Printer, and eight 3077A's with Multifunction Reader and Alphanumeric Display.

Failure Rates are: For HP 3075 86%
 HP 3077A 55%

Cost of Ownership: For each HP 3075A

$$\frac{210 \times 86}{100} = \$181$$

HP 3077A

$$\frac{225 \times 55}{100} = \$124$$

In % of instrument selling price:

For each HP 3075A

$$\frac{181 \times 100}{3500} = 5.17\%$$

For each HP 3077A

$$\frac{124 \times 100}{3170} = 3.91\%$$

O.K.? No Question? Fine!

And Now ... comes the MTBF! How does it relate to the figures above?

The MTBF in hours, is the reciprocal of the Failure Rate. e.g.: An HP 3075A has a Failure Rate of 48% per year (4000 hours),

or 1.2×10^{-4} per hour

Therefore MTBF =

$$\frac{1}{1.2 \times 10^{-4}} = 8333 \text{ hours}$$

Now you know the rules. To get the MTBF of any configuration of terminals, calculate its Failure Rate per hour, then take the reciprocal.

New Applications

Did You Know That HP 1000's Can Be Helpful in Testing Paper?

By: Nancy Blachman and Alic Rakhmanoff:HPG

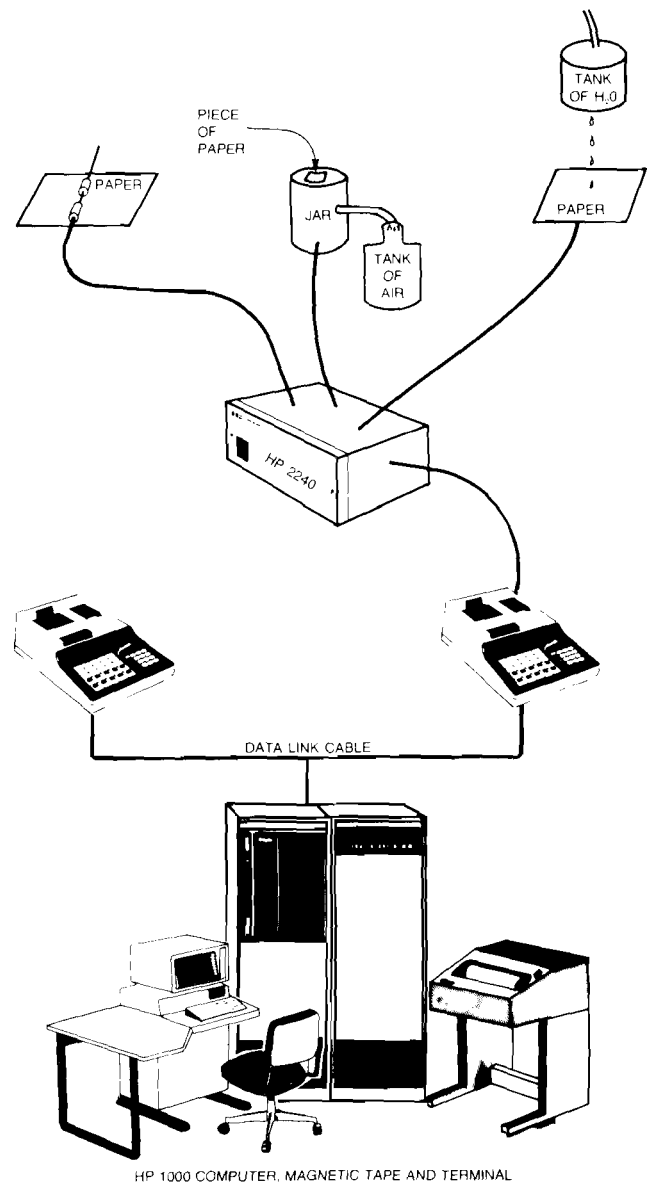
On account of the stringent standards for paper, one of the largest companies which sells photocopying equipment, tests all the paper it buys and it manufactures. Just recently, they purchased an HP 1000 Model 40, with two HP data capture terminals and an HP 2240 to aid them in their testing of paper. The equipment will be completely installed and in use by 1980 in their factory in the U.K.

A sample from each batch of paper is tested to determine if the batch is acceptable. The grain of paper is measured by passing rollers over it. The strength of the paper is determined by measuring the pressure of air the paper can hold in a jar before ripping. Absorbancy is also calculated. Presently, the results of these tests are displayed on a LED and then recorded by hand. Then calculations are performed manually to determine if a batch is acceptable.

When the HP equipment is installed, the results of the tests will go directly into a data base. Calculations concerning the quality of each batch will be performed by the computer to indicate which batches do not meet the required specifications and should be rejected. There are various reasons the company can justify having purchased a computer. They will save man-hours and be able to test more paper than previously. More importantly, they will be able to keep tabs on the quality supplied by each of their eight suppliers and thus tighten up on quality control. They will also be able to reaccess information about a particular batch should they have difficulties with a machine which uses paper.

Why was HP equipment purchased in this instance? Usually, this particular company buys from DEC. Since DEC could not supply them with all the necessary components, they looked into other manufacturers. Fortunately, they came across HP who could provide them with all that they wanted.

The simplicity of the HP data capture terminals particularly appealed to this client for they did not need a full visual display.



HP 1000 COMPUTER, MAGNETIC TAPE AND TERMINAL

CS GROUP NEWS

YHP News

Training News

HP 250 Week in Japan

By: Kimio Kashiwagi/YHP

Both SE courses and CE courses were held at the same time, September 10 through 21, in Tokyo.

Stacy Plemmons and Lloyd Nelson came from Fort Collins to teach MFG/250. First day had 20 students including YHP computer systems group manager, region sales manager and marketing manager. This seminar was really a good trigger to accelerate the sales development.

Chris Nelson of Computer Service Division taught 11 CE's in his class. Therefore we have 13 CE's in Japan now.

These two courses were really successful. Japan is now highly motivated to succeed with HP 250 and MFG/250. YHP is now taking off, ready to sell more and more. All the SE's and CE's feel happy to support such good systems with HP's reliable help.



Stacy's class is divided into two small groups. Stacy discusses with Class B students.



Lloyd gives technical training, even though he drank too much hot sake last night.



Chris is surprised at KATAKANA keyboard. Tamura-san (CE) teaches how to use KATAKANA keyboard to his teacher.



After the class, the visitors enjoyed Japanese food. Now they can eat every meal by chopstick.



CSO News

CSO Need More Space, But . . .



Is this the place???

By: Fran Jeffries/CSO

No — this isn't the new place — but — having overgrown all available space at our present location, Computer supplies Operation is on the move. We will transfer our busy distribution activity to a new 90,000 square foot center in late October.

Check in next issue for more detailed information on our new location.

CSG News

Training News

CSG I/A Class #31 Graduates with Two Passing Out Ceremonies

By: Bob Lindsay/CSG



Tom Ortez, (NSR/San Diego), accepts Graduation Diploma from Ed McCracken (GSD).



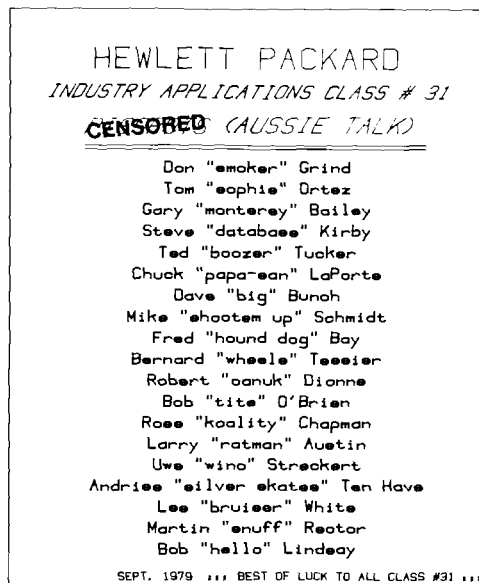
Bob O'Brien, (HPIC-Sydney), passes out special award to Steve Kirby, (NSR, Englewood).

Thursday, September 29, 1979 was the date. The Hacienda Inn was the place. Prime Rib with all the trimmings was the main course, and Ed McCracken (General Manager, GSD) was the after-dinner speaker.

The occasion of course was the Graduation Dinner for CSG I/A Class #31.

Ed spoke to the class about "the shape of things to come" — what the anticipated market for computer systems will be like in the next 5–10 years; where our future competition is likely to come from; who we are most likely to be calling on; what are likely to occur in the way we talk to our future customers.

Following his after-dinner presentation, Ed participated in the first "passing out ceremony" of the evening: he gave out CSG Graduation Diplomas to the 18 graduates of the class.



Bob O'Brien from "down-under" was the master of ceremonies for the second "passing out ceremony": a series of special prizes awarded to certain members of the class in recognition of the outstanding contributions they had made during the previous two weeks. (We can't tell you about all of them here).

CSG I/A Class #31 will be remembered for its great "esprit-de-corps" and its truly International flavor.

WATCH OUT COMPETITION, HERE THEY COME!

Corporate Training & Management Development

NEW VIDEOTAPE INFORMATION

New Videotapes from Corporate Training

By: Chuck Ernst/Corp.

Title: 1918 UPDATE: IMAGE LOGGING AND RECOVERY (PART 1) (COLOR)

Audience: Commercial HP 3000 SE's FOR INTERNAL USE ONLY

Purpose: To train Commercial HP 3000 SE's

Content: The first segment discusses installing and enabling IMAGE logging, daily maintenance procedures, and specifics on the old and new IMAGE Intrinsic. (Part 2 is #90917Z.)

Time: 51 mins.

Part Number: 90916Z

Date Released: September, 1979

Title: 1918 UPDATE: IMAGE LOGGING and RECOVERY (PART 2)

Audience: Commercial HP 3000 SE's

Purpose: To train Commercial HP 3000 SE's

Content: Segment 2 describes data base recovery program, recommended recovery procedures, and performance data. An important discussion on internal design and operating cautions is also included. These tapes are strongly recommended for all Commercial HP 3000 SE's. (Part 1 of this module is #90916Z)

Time: 53 mins.

Part Number: 90917Z

Date Released: September, 1979

Title: 1918 UPDATE: MPE TRANSACTION LOGGING (PART 1) (COLOR)

Audience: Commercial HP 3000 SE's

Purpose: To train Commercial HP 3000 SE's

Content: The MPE module of the 1918 SE Update Training for Commercial SE's discusses the new roles of System Manager and Console Operator as presented in the HP 3000 1918 Installation Tape. These changes allow for greater flexibility of the console, but some commands require careful usage. These tapes are recommended for all Commercial SE's prior to 1918 MPE Consultation. (Part 2 of this module is #90919Z.)

Time: 56 mins.

Part Number: 90918Z

Date Released: September, 1979

Title: 1918 UPDATE: MPE TRANSACTION LOGGING (PART 2) (COLOR)

Audience: Commercial HP 3000 SE's

Purpose: To train Commercial HP 3000 SE's

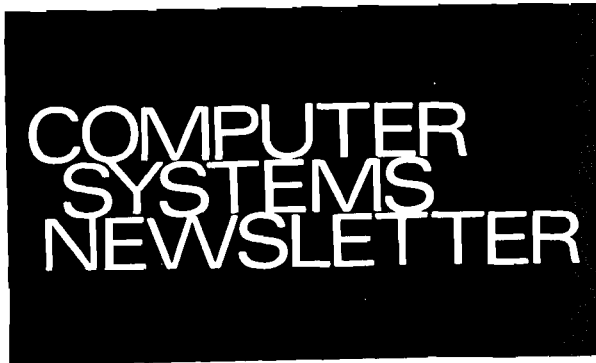
Content: The MPE module of the 1918 SE Update Training for Commercial SE's discusses the new roles of System Manager and Console Operator as presented in the HP 3000 1918 Installation Tape. These changes allow for greater flexibility of the console, but some commands require careful usage. These tapes are recommended for all Commercial SE's prior to 1918 MPE consultation. (Part 1 of this module is #90918Z.)

Time: 42 mins.

Part Number: 90919Z

Date Released: September, 1979

How To Order: Transmit a HEART (COCHISE) I-2 order to Video Products, Palo Alto; Supplying Division 0700, Product Line 95, Sales Force 09, Marketing Division 07. These programs are NOT FOR SALE TO CUSTOMERS.



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