

# COMPUTER SYSTEMS NEWSLETTER

*For HP Field Personnel*

*Helmut Reinhardt*  
 WEICHLEIN, MARGA  
 FRANKFURT  
 HPSA



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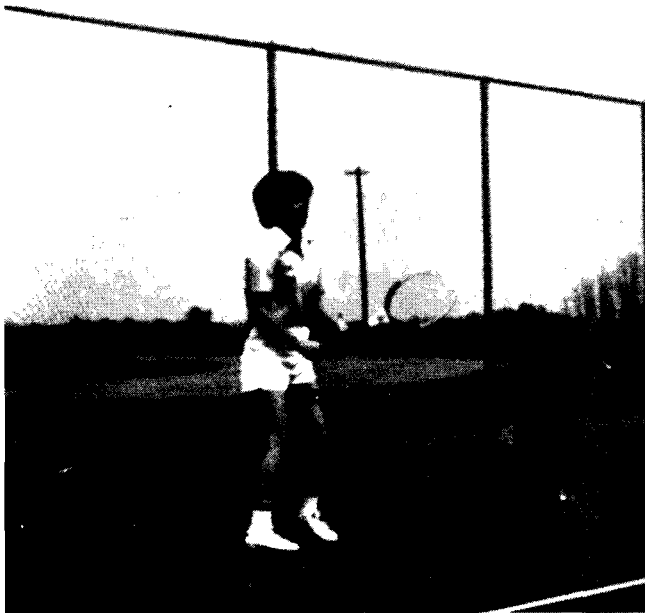
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# BOISE DIVISION NEWS

## Division News

### Eastern Sales Region . . . Mary McNally Speaks Your Language!

By: Thad Webster/Boise



You will be able to distinguish *Mary McNally's* origin immediately after 30 seconds on the telephone in conversation with her. You can tell, ESR, that she is one of your natives! If her slight regional accent doesn't convince you, look at her credentials.

*Mary* was born and raised in Lawrence, Massachusetts and still has family there. She earned her Electrical Engineering degree from M.I.T. She worked for DEC (in "The Mill") throughout her college career. She has been in Sales Development at HP for a little more than one year and makes the best of Boise's mild climate. She is shown here in a tough tennis battle, but this past winter convinces her that snow sports can be fun too.

*Mary* handles the ESR by herself now, but look for new Sales Development Engineers to be trained soon for backup. Give *Mary* a call for Boise tape and printer sales support.

### Bert Boise Becomes Full-Time Boise Division Employee

By: Sue Brault/Boise

Because of travel schedules the Boise Division Sales Development Group often found themselves short-handed for instructors when CSG Overview time came. To solve this ever-occurring problem they hired a local actor by the name of *Bert* to help them out with the training program.

*Bert Boise* has added a new flavor to the Boise Division training — but until a few weeks ago was only working on a part-time basis. *Bert* was finally offered a job as a turn-on tech in the production area. In addition to his two jobs at HP (training and turning-on) *Bert* has graciously consented to contribute articles to the *CS Newsletter*. Please excuse *Bert's* grammar: he spells like he speaks.

From time to time you will be seeing *Bert's* articles in the *CS Newsletter*. If you have any comments please address them to HP Boise Division c/o *Bert Boise*, P.O. Box 15, Boise, Idaho 83707.

### Boise Overview Training Is Fun, Too!

By: *Bert Boise*/Boise



Some of you pansies out there has been through the "new" overview training this year at the Boise Division and you know how rough it is. You can't just lollygag through this here nymphonite course any more, just 'cause your in Boise.



An' because it is tough work, the folks here at Boise Division have put a little fun in the day. This here picture shows a recent class takin' off on the new famous DINNERTUBE. Official DINNERTUBE T-shirts are awarded to class participants so that everyone in Boise knows who those jerks that are floatin' down the river are.



Well, for you ol' timers who have already been to nymphonite class it's too bad I don't gets to meet ya 'cause I knows there are a whole bunch of you out there that needs straighten' out. You can larn somethin' from these new sales folk, tho' or you jest might sea me in the yellar pickup in your rear view mirror!

### Boise Product Support

By: Tom Moore/Boise

There have been a few changes in the Boise Division Product Support Group during the past few months. Dave Gerhart, who supported the 263X Family, has moved over to Product Marketing where he works with Boise Division products on PT 06 systems.

We have had two new engineers join our group, *Elen Scott* and *Preston Frey*. *Elen* comes to us from University of Arizona where she just completed her BSEE degree. She will be primarily involved with support of Boise Products on Desktop Computer Systems. *Preston* also comes to us from the University of Arizona with a BSEE degree. His main responsibility will be the 7970B/C/E. He will also provide back-up support for the 2613/17/18. I hope you will join me in welcoming *Elen* and *Preston*.



*Tom Moore*  
Product Support Manager



*Wayne Eskridge*  
Primary — 263X Family  
Secondary — 2608



*Preston Frey*  
Primary — 7970B/C/E  
Secondary — 2613/17/18



*Bob Getzfred*  
Primary — 2613/17/18/19  
Secondary — 7970B/C/E



*Steve Robideau*  
Primary — 2607/08  
Secondary — 2613/17/18/19



*Elen Scott*  
Primary — Calculator Peripherals  
Secondary — 263X Family

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

**For research and education purposes only.**

## European 2631A Users Beware!

By: Steve Davis/Boise

Many international customers require the capability to print in their local language. The 2631A provides this capability when ordered with one of the following character sets:

- 001 Swedish/Finnish
- 002 Norwegian/Danish
- 003 French
- 004 German
- 005 U.K.
- 006 Spanish
- 009 Roman Extension Set

Options 001-006 substitute local language characters in place of certain standard USASCII characters using a 7-bit code to represent characters. Shift-in (SI) and shift-out (SO) characters are used to "shift" between the printer's primary and secondary character set.

Conversely, option 009 gives all the commonly used European characters a unique code. When this "Roman Extension" set is used in conjunction with the standard ASCII character set, the end result is a 256 character set represented by 8-bit code. The use of shift-in and shift-out characters is not required, since decimal codes 0 through

127 automatically access USASCII while codes 128 through 255 access the European characters.

It is important to understand the differences between the two techniques and to know which technique is supported on a given system. The HP 250 and HP 300 support the 8-bit code technique; consequently, 2631A option 009 must be ordered to provide local language printing on these two systems.

All other HP computer systems and the 264X terminals support the 7-bit code, shift-in/shift-out method. A local language 2631A to be interfaced to any of these systems should be ordered with the appropriate character set option 001-006.

The following table summarizes the character sets required to provide local language capability on the 2631A when it is interfaced to various HP systems.

System	2631A	
HP 250	009	
HP 300	009	
HP 1000	000-006	
HP 3000/33	001-006	Order one option only
HP 264X	001-006	in the range 001-006

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# COMPUTER SUPPORT NEWS

## Sales Aids

### Improve Your Sales Effectiveness and Order Rates

By: Olen Morain/CSD



Call CSD Sales Development when you need:

- Clarification of our Support Services Program Hardware and Software.
- Information on support outside your country or territory.
- Coordination of a large commitment to a customer involving several offices.
- Arrangements for a discussion of support during a factory visit.
- Support in countries where HP has no presence.
- Support by an HP Representative.
- Specials such as faster response, special T&C's on contracts, etc. . . .

Answers to questions such as the above have been viewed as the responsibility of your local CE or SE Managers. Because a considerable amount of their time was used, (reducing the time available to properly manage the local support our customers desperately need), CSD Sales Development will now answer these questions.

In addition, such requests provide valuable information to CSD for the development of new products. Further, a "Specials" file has been developed to assure consistency in response to these requests.

For these reasons, and many more, a traditional Sales Development group supporting both Hardware and Software has been organized at CSD. An organization chart with assignments was included in *Dick Warmington's* article "Presenting CSD Marketing" in the August 15th issue of the *CS Newsletter*.

To introduce you to our group, a brief bibliography and photo of each individual follows:



**Ken Hunt** — REGIONAL SALES ENGINEER ICON (except Latin America)

*Ken Hunt* joined CSD in March 1979. Many of you have become acquainted with *Ken* through the NPT Tour, and his assistance in getting our first products introduced. *Ken* received his MBA degree from Chico State in June 1979, following his completion of a BS in Mathematics. His work experience includes 1 year as Marketing Manager for Sierra Computers, and 1 year as a Sales Representative for Burroughs. *Ken* is married and has just purchased a new home.



**Roger Lemay** — REGIONAL SALES ENGINEER — NORTH AMERICA

Roger joined CSD in June 1979 following receipt of his BS in Marketing from San Jose State. Roger's past experience includes 4 years in computer systems maintenance during his days in the Air Force, manager of men's wear at a local department store, manager of the accounting division of a small firm, as well as managing the apartments in which he lives. Roger is single (not for long) and his hobbies include flying, skiing and sailing.



**Bill Parkhurst (SUMMER HIRE) ICON SPECIAL PROJECTS**

Bill joined CSD in June 1979 as a summer hire from Stanford where he plans to complete his BSEE and Masters in Engineering Management in June 1980. Bill's entrepreneurial activities include starting his own plating business in 1977. Bill was a summer hire at our San Diego Division in 1976 where he developed test programs for thermal writing heads. Bill also served as a consultant to a metal finishers group in 1978, who set up a precious metal plating facility. Bill is single, and is interested in surfing, weight lifting and skiing.



**David Garcia — REGIONAL SALES ENGINEER —  
ICON/LATIN AMERICA**

David joined CSD in July 1979 after receiving his BSEE from USC. Prior to joining HP, David worked at Hughes Aircraft for 3 years. The last 2 years he was a part of the Hughes undergraduate fellowship program. David designed and implemented software for computerized analysis of failures in integrated and hybrid circuits. While at USC, David was president of Eta Kappa Nu, the electrical engineering honor society and a member of Tau Beta Pi, the national engineering honor society. David became aware of HP when he discovered that Bill Hewlett had given a talk to the Eta Kappa Nu Class of 1956 following the presentation of an award to USC for their commitment and contribution to the engineering profession. David is single and his hobbies include racquet sports and the martial arts.



**Chris Kryzan — REGIONAL SALES ENGINEER —  
EUROPE**

Chris joined CSD in August 1979 following completion of his BSEE from Northwestern University in June. Chris's experience includes being an FORTRAN Programming instructor and a programmer for Northwestern Tech Institute. Chris received Northwestern's 1979 Tech Alumni Award for service to Universities. Chris had a unique experience in his first day with HP when we had the strongest earthquake felt in the Bay Area in 68 years. He looks forward to more!!!! Chris is single and his hobbies include swimming and the theatre.

As you can see, our staff is new and is deeply involved in formal training such as CSG Overview and the Technical and Commercial Products Training Courses. In addition to this formal training they need experience. This is where you come in. The more you use them, the more help they will be. At any time you need an answer, call, write or send a COMGRAM. I think you will be pleased at the results. In addition you will be saving yourself and your support managers valuable time.

Please join me in welcoming these individuals to Hewlett-Packard and wishing them long and successful careers.

### **What You Don't Know Can Hurt You — Especially If It's Power**

By: Olen Morain/CSD

When was the last time you talked to a customer who wanted to install terminals in Puerto Rico or on board a ship?

In the U.S. and Western Europe good frequency-stable power sources are a way of life. This is not so in many other countries of the world. Frequency variations in the power source can create some very unusual symptoms as shown in the following memo to Bob Puette. Thanks to the persistent efforts of the CE's, the patience of Support Engineering and some creative engineering, a solution was found. However, the customer was apprehensive and countless HP hours elapsed in the meantime. The moral is that you the salesman should tell your customer to check the power source. Frequently it is the culprit.

We were extremely fortunate in this case to find an engineering solution. In many instances the only solution is a stable, noise-free power source. These units are extremely expensive, and the time for the customer to anticipate the need is before the order, not after. It is not feasible to install a \$100K power source to run only terminals.

FROM: Dave Goodreau

DATE: July 30, 1979

TO: Bob Puette/49A

SUBJECT: Special E-36 CRT Mu-Metal Shield

The E-36 option is an anti-magnetic shield for the CRT and prevents stray magnetic fields from distorting the image on the CRT.

In general, if the line frequency varies greater than 0.2% ( $\pm 0.1$  Hz), the CRT shield will be necessary. For example, power from portable generators (aircraft or ships) have line frequencies which vary as much as 5%. The user will see a beat frequency distortion on the CRT screen which will lead to upset stomachs after prolonged use.

Therefore, DTD recommends CRT shields for the 2640 series terminals whenever the line frequency drifts more than  $\pm 0.1\%$  from 50/60 Hertz. Also, it is recommended that E-36 be ordered with the terminal. It is very expensive to install option E-36 in the field. At this time there is no equivalent option for the 2620 series.

Finally, attached is the E-36 specifications. If you have any technical questions regarding E-36, please feel free to contact either Lou Witkin (ext. 3564) or myself (ext. 3563).

Regards,

*Dave Goodreau*  
Dave Goodreau

**HP 2648A  
CRT SHIELD  
OPTION E36**

**I. DESCRIPTION**

The 2648A Option E36 adds an antimagnetic CRT shield assembly (Part No. 02640-62005) to the Data Terminal.

This option minimizes the effect of magnetic fields on the CRT display.

**II. SPECIFICATIONS CHANGE**

Line frequencies from 47 Hz to 66 Hz.

**III. PARTS LIST**

The following parts are used in the 2648A Option E36.

Item	Description	Part Number	Qty.
1	Shield, CRT Tube	1220-0210	1
2	Screw, 6-32 x .312	2630-0193	4
3	Nut, 6-32	0590-0189	4
4	Channel, Plastic	0400-0194	As Required
5	Washer, Lock	2190-0918	4



## Product News

### Yes, Virginia, We Will Repair Components On-Site During Warranty

By: Olen Morain/CSD

The new Computer Products Warranty and Installation Terms specifies "return to HP only" for HP Computers, Accessories, Interfaces, Peripherals and Terminals. However please read note #3, which indicates that HP *may* repair on-site at "buyer's option and expense," beginning August 1. In the past the decision to repair on-site was HP's option; therefore, at HP's expense.

Under the new policy, the customer must request on-site repair and *pay travel charges*. Labor and materials are covered by warranty. Response time will be within 3 working days. Faster response can be obtained by paying the Premium Response Fee for time and materials service.

Some products (3070X) are not repairable on-site; thus the word "may" in the policy.

This program is consistent with the unbundling of our services. In most instances, customers requiring on-site maintenance do not have technical expertise and require our full range of maintenance service. The best buy in this case is the "Customer Support Services Agreement." Check your CSD training manual for details.

If the customer's equipment is eligible for Customer Support Service Agreement at the time he purchases them and are installed in the service travel area in the country where purchased, he or she will get on-site service during warranty at no additional charge for travel. In all other cases we will charge for travel.

### Self-Maintenance by End Users/OEM's

By: Dick Warmington/CSD

You have most likely been confronted by one or more of your prospective customers inquiring about the possibility of doing their own hardware maintenance. Our programs in this area have not been well understood so I thought it appropriate to summarize our position on this topic.

For a customer to successfully service his own hardware, he must receive from HP a number of support services as follows:

1. A recommended list of spare parts with procedures for ordering these in both a routine and "hot line" fashion;
2. Prices for Parts Support Packages (PSP's) and as recommended spare parts;
3. Information regarding MTBF (mean-time-between-failures) and MTTR (mean-time-to-repair) in order to plan staffing levels and coverage;
4. Training programs for their technicians which cover the products involved, oriented towards the customer technician;

5. A Manual Subscription Service which would supply, on an on-going basis, information such as service notes, hardware up-dates and other engineering charges; and
6. A Phone-In Consulting Service related to technical assistance from the local CE or TSE for difficult problems requiring back-up assistance.

Currently, DSD has partially organized these support functions for the HP 1000. There were many customers for this system who required maintaining their own systems and who had the technical capability to be successful. Therefore, DSD organized customer-oriented System Maintenance courses as well as provided recommended spare parts listings to support these customers. We still need to establish a Manual Subscription Service and a form of Phone-In Consulting Service to fully support these customers.

With respect to our commercial products — the HP 250, HP 300 and HP 3000 — none of these support services have been established by GSD at this time. Therefore, we have no way to support a customer who would like to maintain his own commercial system.

Since the great majority of our commercial customers at this time have neither wanted to perform maintenance of their systems nor have had the capability (in fact, they have looked closely at HP's capability to maintain their system as a critical buying factor), it has not been worthwhile for GSD to invest in supporting this activity. If you have a customer (user or OEM) who must maintain his own system(s) as a condition of purchase or considers this a strong factor in his purchase decision, contact the appropriate System Marketing Manager to discuss the situation. If there is enough demand for such a program, the decision may be made to invest in developing such a program.

Until the appropriate division or product line Marketing Manager decides to develop a customer self-maintenance program which offers the support outlined above, it will not be possible for you to offer such a program to your customers.

### Off-Site Agreement for 307X Products

By: Mike Torgersen/CSD

A new exhibit to the Customer Support Services Agreement now allows "return to HP only" products. (307X) to be included on system maintenance agreements. Exhibit E specifies that specific items covered by the agreement will be repaired off-site at designated HP offices. A monthly charge that covers labor, material and one-way shipping costs has been established for each of these products.

The customer now has the option of buying support for these products on a monthly charge basis or paying a standard repair charge per call. Both of these charges are included on the September service price fiche for "return to HP only" products.

## Service Pricing Information

By: Mike Torgersen/CSD

A new service price fiche has been distributed to the field in support of the standard service products. In addition to providing Basic Monthly Maintenance Charge (BMMC) information for each CSG product currently being supported, the following types of service prices are now provided:

1. The charge for the 90-day, short-term option of the maintenance agreement for products on the current Corporate Price List.
2. Two types of charges for "return to HP only" products (i.e. the 307X Grenoble terminal product line)
  - a. A standard repair charge for customers who prefer to pay on a per-call basis.
  - b. A monthly off-site agreement charge.
 Both charges include one-way shipping costs from designated HP field offices.
3. Two types of fixed installation charges for customers who purchase system components or plan to move equipment. The single unit charge includes travel and applies to the first installation. The added unit charge applies to additional units installed by the same CE at the same site on the same day.
4. A fixed site prep charge for customers who plan to move systems.

This new service price fiche is now in the hands of your local service administration department. If your office has not yet received a price fiche, contact *Debbie Tuttle* at CSD.

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## Frequency Variations in Puerto Rico Power Cause 3000 Systems Problems

By: Colin Hardeman/SSR

As a result of recent measurements made at a number of sites in Puerto Rico, it has become apparent that the primary power source available from the local power companies does not meet the frequency and voltage requirements specified for installation and operation of HP 3000 systems.

The HP 3000 system works very reliably throughout its specified range of environment and input power; however, we cannot assure a reliable or even functional system when it is operated beyond our specifications.

While the frequency of electrical power in Puerto Rico generally meets our specification, when measured over a period of a few days it wanders in and out of our specified range, sometimes by 300%! This is unacceptable.

There are two potential solutions to this situation:

1. The Puerto Rican Power Company can control its power to fit within our specifications which are considerably looser than industry standards
2. The customer can condition the power through an Uninterruptible Power Source (UPS) or a Motor Generator Set (MGS) engineered for your specific situation.

The latter appears to be the most expeditious solution.

HP is undertaking an evaluation of whether or not the operational frequency range of its products could be extended so that they could tolerate the Puerto Rican power. The amount of R&D effort and feasibility of the change is unknown at this time and will require a few months to determine.

In the meantime, all is not lost. Measurements performed reveal that the power line frequency varies from 57.4 to 61 Hz and voltage varies between 111 and 124 volts. Thus Power Line Monitors have been installed in three sites. By use of these monitors the customer is able to determine that an out-of-specifications power condition has occurred and can attempt to restart the system, saving unnecessary down time.

To date, no hardware failures have occurred which can be related to out-of-specifications power.

Our current position is that we will install systems under the following conditions:

1. The site meets Hewlett-Packard's system specifications or, if not,
2. The system has power monitoring equipment installed. This equipment can be purchased by the customer or Hewlett-Packard with the costs passing to the customer. This diagnostic equipment will save hours of trouble-shooting phantom intermittent problems caused by out-of-specification power variations.
3. We will offer service agreements to customers who have the monitoring equipment installed, however; as these sites are out-of-specification, we will separately invoice the customer for all service requests caused by power variances.

Please remember that the monitoring equipment *will not* solve the power and frequency variances in the Puerto Rican power system. The monitoring equipment is a diagnostic device to help relate the system failures and power variances. The service agreement will not cover failures which occur concurrently with power and/or frequency fluctuations out-of-specifications.

A stable power source is required to obtain the performance level expected of a 3000. Customers should seriously consider installation of an uninterruptible Power Source or Motor Generator set to avoid fairly frequent outages.

We want to provide the very best service to customers in Puerto Rico and need your assistance in identifying this situation to your customers to assure that their system performance in Puerto Rico is consistent with their application.

If you have any questions regarding installations in Puerto Rico, *Stan Segal* (ACEM, Houston) or *1 (RCM, Atlanta)* will be happy to assist you. Please call.

# DATA SYSTEMS NEWS

## Product News

### RTE-IVB/Session Monitor Gets Off To A Fast Start

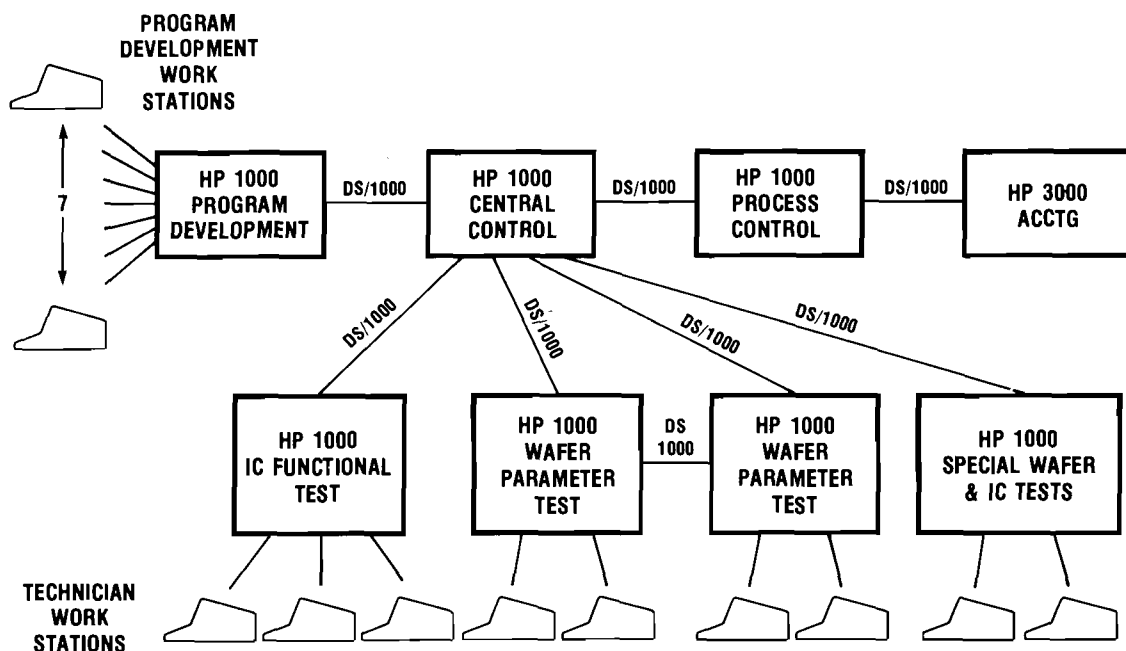
By: John Koskinen/IDSD

With the successful release of the product and first shipments starting the 17th of August, it gives me a great deal of pleasure to report on the progress made with one of our alpha test sites.

Bob Curtis of Corvallis Division has been using RTE-IVB/Session Monitor now for over two months and indicates the software provides excellent protection of data, programs, and devices for his application. His application uses the HP 1000 in a hierarchical network of computers for quality control and testing of fabricated wafers and IC's. He collects both engineering and accounting data at multiple work stations. A diagram of the system is given below. His program development system uses a 7925 and has 292 Kbytes of main memory. Programs are developed there, then transferred on the DS links to the various work station nodes. The feature that Bob likes best is the capability level checking. By providing work station operators with the correct level of system access for application programs and data files, valuable engineering and accounting data is protected from accidental loss and inadvertant tampering.

The bottom line is that RTE-IVB/Session Monitor helps provide Corvallis Division with a more productive and efficient product test and quality control operation — key points for many customers that you may be dealing with.

### CORVALLIS DIVISION WAFER & IC TEST SYSTEM



## HP 12050A Fiber Optic HP-IB Link Ordering Update

By: Dave Hannebrink/DSD

Early field indications show that Fiber Optic HP-IB Link interest is running high. Here's the latest news concerning availability of this exciting product:

1. 12050A availability should be quoted as 16 weeks. We intend to improve availability during the next couple of months.
2. If you have a need for 12050A units for demo purposes, contact Sales Development. We have units available now for field demos and shows.
3. For fiber optic cable order processing questions, contact *Shirley Baltzer* at OED.
4. For fiber optic cable technical questions, contact either DSD Sales Development or *Joe Bagley* at OED.

Remember, 1979 is the YEAR OF THE LINK!

## 32Kb Memory Modules Removed from Corporate Price List

By: Bill Elmore/DSD

The 13187B and 12741A 32Kb memory boards for HP 1000 computers are being removed from the Corporate Price List and will no longer be sold after January 1, 1980.

An insufficient supply of 4K RAM memories have forced the obsolescence of these boards to occur sooner than was originally planned. For most customers, the change should not be a problem, since two 32Kb memory boards can now be replaced by a single 64Kb board that is more reliable and less expensive than its 32Kb counterpart.

The 12998A 16Kb memory module is also being removed from the CPL and will not be sold after January 1, 1980. All of the products will, of course, be fully supported for a minimum of 5 years according to HP policy.

The table below summarizes the status of add-on memory modules for the HP 1000:

Product	Price	Status
12747A	\$2800	Active
12747H	3500	Active
12746A	2000	Active
12746H	2500	Active
13187B	1400	Off CPL 8/1/79 no orders after 1/1/80
12741A	1800	Off CPL 10/1/79 no orders after 1/1/80
12998A	750	Off CPL 10/1/79 no orders after 1/1/80

## Old Memory Expansion Packages Removed from Corporate Price List

By: Bill Elmore/DSD

Several mature memory packages will be removed from the CPL beginning September 1, 1979. These packages have been replaced by newer, more economical memory packages, and are no longer required by our customers. The following products are affected:

12763A/B/C	Standard Performance Memory Package for M-Series
12766A/B/C	Standard Performance Memory Package for E-Series
12767A/B/C	High Performance Memory Package for E-Series

## Upgrade Discount Prerequisites for IMAGE/1000 DATACAP/1000, and RTE-IVB

By: Mike Scott/DSD

There has been some confusion with the objectives and prerequisites for the various upgrade options for IMAGE/1000, DATACAP/1000, and RTE-IVB. The problem seems to originate from how the prerequisites are described in the configuration guides and Corporate Price List. Hopefully, this article will clarify any misunderstandings.

### IMAGE/1000

- 92069A plus Option 020 (\$3,000): Includes software on minicartridges and manuals.
- 92069A plus Option 001 and Option 020 (\$1,500): Provides a discount to customers upgrading from 92063A IMAGE/1000 or from a previous revision of 92069A to the latest revision for customers without 92069S/T. Prerequisite: previous purchase of 92063A or 92069A. Does not give customers who are upgrading from 92063A the right to purchase 92069R. Includes software on minicartridges and manuals.
- 92069R (\$1,200): Right-to-copy IMAGE/1000 for use on an additional computer system. Prerequisite: previous purchase of 92069A without an upgrade discount option. Includes only a license to make one copy of software purchased with 92069A plus manuals.
- 92069R plus Option 001 (\$600): Right-to-copy an update to IMAGE/1000 in order to update an existing 92069R product. Prerequisite: previous purchase of 92069R. There are two cases where a customer might order this product. Both cases involve a customer that has purchased one 92069A and some quantity of 92069R products. Case 1 is where the customer has purchased software support services (92069S/T) for 92069A, but not any of the 92069R products. The purchase of 92069R plus Option 001 would allow the customer to make one copy of the "up-to-date" 92069A software received as a result of being on software services in order to update a system that has the older revision 92069R. Case 2 is where the customer does not have any software support services (92069S/T) but wants to

update the IMAGE/1000 software. The solution here is to purchase one 92069A plus Option 001 and Option 020 with as many 92069R plus Option 001 products as there are 92069R products that need to be updated. 92069R plus Option 001 includes a license to make one copy of updated software purchased as 92069A plus Option 001 and Option 020, or obtained as a 92069S/T update. Also includes manuals.

As described in the IMAGE/1000 Field Training Manual, a customer can upgrade a number of systems with the 92063A IMAGE/1000 by either (1) purchasing 92069A *without* Option 001 plus 92069R for each additional copy, or (2) purchasing 92069A *with* Option 001 for each system that has 92063A IMAGE/1000. Refer to your training manual for more details.

### DATACAP/1000

The description and prices for the various DATACAP product combinations are the same as with IMAGE/1000 except the product names and numbers are different (92080A/R DATACAP/1000 instead of 92069A/R IMAGE/1000). One difference in our upgrade policy here is that it is our objective to update all current DATACAP/1000 customers with 92903 running under RTE-IV (92067A) and IMAGE/1000 (92063A) to new DATACAP/1000 (92080A), RTE-IVB (92068A), and new IMAGE/1000 (92069A). In order to achieve this objective a special update package has been created to simplify this process. Sales Representatives with current DATACAP/1000 customers will be contacted directly with specific ordering information.

### RTE-IVB

Upgrades for RTE-IVB have been very well described in earlier articles. Refer to the following articles from the CS Newsletter if you have any questions on the RTE-IVB upgrade: July 1 (page 16), July 15 (page 10), and August 1 (page 18).

### Summary

The Active Software Data Book (5953-4206) does a good job of describing all the standard upgrade products for IMAGE/1000, DATACAP/1000, and RTE-IVB. Note that the "R" product (right-to-copy software) as of July 1, 1979 no longer includes the right-to-copy software support services updates. Refer to your Software Support Field Training Manual and the July 1 issue of the CS Newsletter (page 20). We will update the October Corporate Price List to more clearly describe the prerequisites. If you have any further questions, give your friendly Sales Development contact a call.

### RTE-IVB Manuals Package

By: John Koskinen/DSD

The full set of manuals that are shipped with the RTE-IVB/Session Monitor Operating System (92068A/R) are available for \$150. They may be ordered as 92068M. An update service is also available as 92068Q for \$13 per month. The update product includes changes to all manuals covered in the base product 92068M.

### 92063A IMAGE/1000 Supported on RTE-IVB

By: Mike Scott/DSD

Contrary to what appears in the HP 1000 Product Compatibility Guide (5953-4207), 92063A IMAGE/1000 **IS** supported on RTE-IVB systems. This is very important for customers who wish to upgrade to RTE-IVB but not the new 92069A IMAGE/1000. It is also important for customers who wish to upgrade to both RTE-IVB and the new 92069A IMAGE/1000, but wish to do so in an orderly fashion. Refer to the IMAGE/1000 Field Training Manual for more details.

## New Applications

### DATACAP Performance in the DSD Fab Shop

By: Dave Walizewski/DSD

At the end of last year, the DSD Fab Shop in Sunnyvale installed a Factory Data Collection system. The overall system is comprised of Hewlett-Packard products, HP 1000, DATACAP, IMAGE/1000 and HP 3070B. The high reliability and quality of these products, coupled with the excellent support of DSD Information Systems group, has made our FDC system very successful.

The installation was accomplished in three weeks from receipt of equipment. The immediate reduction in labor voucher errors transaction was dramatic and lasting. The Fab Shops used to create 600 to 700 labor voucher errors a month, now we average 20 to 30 a month. This means a tremendous time saving for finance and shop supervisors in error corrections. Other benefits are accurate data to evaluate at standard setting time and reliable job tracking of work orders within the shop. This reliable job tracking of shop orders was one of the factors that allow the Fab Shop to reduce its lead times by 70% (10 weeks to 3 weeks) and start continuous flow of work order last November.

We are all very pleased with the fine HP products that have allowed us to achieve our Fab Shop objectives. The future of FDC system is very bright. We see it being the corner stone for installing the Manufacturing Decision Support System. Accurate manufacturing data is the key element in controlling our manufacturing resources. Thank goodness for the HP 1000, HP 3070 and DATACAP.

### CAD & Penny Update

By: Jim Long/DSD

With the introduction of the Vector Instruction Set, the HP 1000 has become the most powerful 16-bit minicomputer for many CAD applications (i.e., matrix intensive applications). In order to bring more visibility to the HP 1000 for computation, we are going to provide some CAD programs to you and our customers. The first of these is the Penny program.

The Penny Program was written at DSD in order to help with digital schematic design. It is basically a line drawing program and thus, has been used for other applications as well, i.e., floor layouts, piping diagrams, etc. Penny uses GRAPHICS/1000, IMAGE/1000 and RTE-IV's EMA capability to accomplish it's tasks. We first displayed Penny to you during last falls Regional Sales Seminars here at Cupertino. Since then, I have distributed the relocatables of the program to interested field offices so Penny could be used for customer demos.

We are planning on putting the source program in the DSD contributed library (LOCUS) sometime in October. Some conversion work needs to be done in the meantime and that will be accomplished by the newest member to the Applications Development Group, *Phil Walden*. *Phil* is joining me in the CAD group after working at the Jet Propulsion Laboratory in Pasadena and finishing his MBA. We are also planning on making other CAD programs available to our customers. These include an overhead slide graphics design package, various digital and analog circuit analysis programs as well as some "public domain" programs. Please contact me at DSD if you have any questions or interest in having particular CAD programs put on the HP 1000.

## Division News

### Be Successful Selling A Complete Solution

By: *Ivan Henkle/DSD*

With so many of you being new to the Company during the last two years, I believe it's appropriate to acquaint all of you with the Systems and Project Engineering groups located within DSD Manufacturing.

The purpose of these groups is to provide specialized hardware and software products to help "fill the holes" between our standard product line and the needs of our customers. This allows you to maximize your sales of DSD's systems and instruments throughout the World. This is accomplished by responding to Requests for Quote (RFQ's) generated by our customers through our Field Sales Engineers and Sales Development. These RFQ's may require special modifications which custom tailor a DSD instrument or system to solve a particular customers problem. For example, in the case of I/O cards and instruments the requests range from simple color changes, longer cables, etc. to more complex designs such as new, special purpose, I/O cards. In the Systems area, the requests range from changes in standard system racking and cabling through custom designed hardware and software interface kits, including device subroutines, complete system functional tests, new RTE drivers, etc. These kits are used to interface unsupported HP Instrumentation and/or customer supplied OEM equipment so that DSD's computer system will solve the customers problem.

The Systems and Project Engineering groups respond to these RFQ's with a special product or option number, a complete description of the special, and its price. When the customers order containing the special is received at DSD, the Engineering groups design, document, and manage the fabrication and testing of the special option or product. After shipment to the customer, each Engineering group assumes the responsibility for support of the special portion of the product/system (standard portions supported through normal channels).

At the present time 30 to 35 million of DSD's gross order dollars contain special content. This is split about equally between the ATS systems Engineering group and the Project Engineering group. The special content averages between 15 and 20% of the gross sales dollars.

In closing I would like to extend a hearty thanks to all of you for your contribution to DSD's ability to supply quality systems and instrumentation containing special content to our customers. With your continuing support we look forward to a profitable and rewarding year.

### HP 1000's on GSA Contracts

By: *Dick Landes/DSD*

The Class 66 GSA Contract expired on July 31, 1979. This was the contract that included our HP 1000 systems and one year of warranty. It will not be renewed. Effective August 1, 1979, all of the HP 1000 systems which were on the Class 66 Schedule have been transferred to the Class 70 GSA contract. This is Contract GS-00C-01529. This contract carries with it a 12% base discount which can be increased to 15% if the Standard of Performance and Liquidated Damages clauses are deleted. Almost all of the peripherals are already on that same contract. It will remain in effect until September 30, 1979. That is the end of the current Federal fiscal year as well. At this time, there is no assurance that HP will have a follow-on contract since the problem with the Service Contract Act has not been resolved as yet. This means that you should encourage all of our Government customers who use GSA to take advantage of the Class 70 Schedule during August and September.

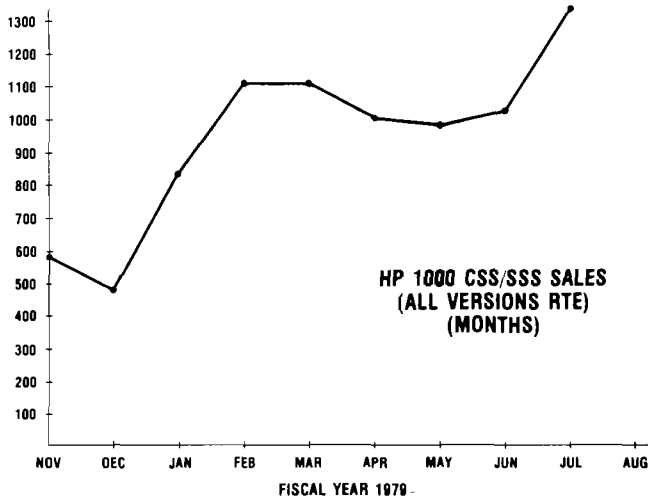
### GOOD SELLING!

### July Was the Best Month Ever For DSD Software Support Sales!

By: *Phil Ebersole/DSD*

Thanks to your selling efforts, July was the best month ever for sales of software support services for the HP 1000. Over 1400 months of RTE support were sold in July alone! (If you think this means we'll be supporting RTE for  $1400/12=116$  years, forget it!). What it does mean is that well over 100 RTE customers either purchased (for the first time) or renewed their RTE support services for the next year.

The record sales in July are part of a continuing growth in support services sales over the past nine months. As the graph below indicates, monthly sales of software support have doubled in the first nine months of fiscal year 1979.

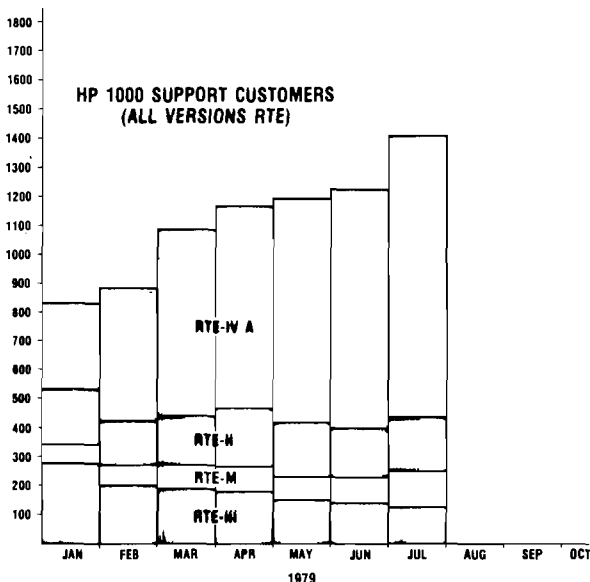


While it is interesting to note the increase in number of months of support sold, these figures are somewhat hard to interpret, since not all support orders are for 12 months of support. A better statistic to look at is the number of customers currently signed up for support on the Software Distribution Center's data base. This data is summarized with chart below:

As you can see, the increased number of months of support sold translate into an increase in the number of customers on support from 800 in January 79 to over 1400 in July. This represents an increase of approximately 100 support customers per month!

Keep those orders for support services rolling in!

(P.S. As your customers convert from RTE-IVA to RTE-IVB/Session Monitor, don't forget to cancel their old support services and order the new ones to ensure they receive the correct update for their operating system).



## Sales Aids

### New Packaging for 2240 Verification Kit

By: Howard Bain/DSD

Effective September 1, 1979, the 2240 Verification Kit will consist of a function card extender board in addition to the test fixture. No longer will your customers have to buy a complete extender kit — 22910A — which includes boards for both the function cards and the power supply.

The new order numbers are as follows:

Order Number	Description	List Price
22909B	Test Fixture and Function Card Extender	\$800
22910B	Power Supply Extender	300

Please ensure that your customers purchase at least one 22909B per facility since it is necessary for installation. The 22910B should be purchased if the customer does not have a maintenance contract.

#### Order Information

Orders for the "A" product numbers will be accepted until September 30, 1979. The "B" will be on the Corporate Price List from October 1, 1979 and can be ordered via a HEART override from September 1, 1979. Availability for the "B" product numbers is five weeks.

### More Goofs in New HP 1000 Configuration Guides and Data Books

By: Ted Proske/DSD

Sharp-eyed people in the field and the factory have caught these additional goofs in the HP 1000 Configuration Guides and Data books. They will be corrected at the next reprint. Meanwhile, keep those cards and letters and phone calls coming to keep us honest and as accurate as we can be.

- HP 1000 Systems Configuration Guide (5953-4201):  
Page A — 93285A Engineering Units quantity should be stated as 10 Engineering Units for 2176C/D and 2177C/D, 12 units for 2174A/B and 2175A/B.  
Page 4 — Option 034 price should be \$8,490, not \$8,940.  
Pages 5 and 9 — Prices for 92068S/020 should be \$30/month higher to pay for media option 020, or \$130/month for 92068S/020, \$280/month for 92068T/020.
- HP 1000 Computers Data book (5953-4202):  
Page 10-1 — Scientific instruction set should not have an X check mark in the series E column
- HP 1000 Computers Configuration Guide (5953-4203):  
Page 29 — Prerequisite for items 5 and 6 should be 12897B, not 12879B.

**Obsolete and Used Equipment at Great Savings**

By: Judy Coleman/DSD

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

Qty.	Product Number	Description	Price
1	12531D-004-888	I/F-Buff Tele	\$ 263
1	12555B-888	Digital to Analytical Converter	390
7	12556B-888	Printer I/F	422
2	12566B-001-888	Micro Ckt I/F	227
5	12587B-888	Dataphone I/F	357
1	12589A-888	Data Set ACU	292
2	12597A-005-888	8 Bit Duplex Reg I/F 2895B	292
2	12604B-888	Data Source Intr	390
1	12897A-888	DCPC	450
1	12920B-001-888	Async Multiplexer	1820
1	12930A-002-888	Universal I/F	552
1	12936A-888	Priv. Intr Fence	162
10	12944A-888	Pwr Fail A-Series	390
1	12967A-888	Sync Comm I/F	422
1	12968A-001-888	Async Data CM I/F	487
1	12968A-888	Async Data Cm I/F	487
2	12976A-003	DYN Mapping Sys	1755
15	12977A	Fast FORTRAN	570
6	12979A-888	I/O Extender	1000
3	12990A	Memory Extender	2100
2	12990A-015	Memory Extender	2100
3	12990A-888	Memory Extender	2000
20	12991A	Power Fail 2112A, 2113A	360
6	12991A-888	Power Fail 2112A, 2113A	300
6	12994A-888	4K Mem Module	300
29	13187A	16K Mem Module	840
5	13187A-888	16K Mem Module	740
4	2100A-008-888	8K Computer	5000
4	2100A-16-888	16K Computer	8000
15	2102A	Memory Controller	360
4	2102E-888	HS Mem Control	552
1	2108K-888	Micro-P Proc	958
2	2109A-888	21MXE Computer	2000
10	2113A-888	21MXE Computer	2500

Availability approximately 4 weeks after receipt of order.

Please confirm with *Judy Coleman* (408) 257-7000 for transmitting instruction. Please do not transmit orders until you have confirmed your order. Units are available on a first-come first-served basis.

**HP 1000 Computers Selection and Configuration Guide Has 92069R IMAGE/1000 Pricing Error**

By: Mike Scott/DSD

The HP 1000 Computers Selection and Configuration Guide (5953-4203) has an error on Page 39 for the pricing of 92069R. The 92069R is a license to make one copy of 92069A IMAGE/1000 software once for use on an additional system. The price for 92069R should be \$1,200 (not \$1,500) and the price of Option 001 (upgrade discount) should be \$600 (not \$750). The HP 1000 Computer Systems Configuration and Site Preparation Guide (5953-4201) and Corporate Price List are correct.



# DATA TERMINALS NEWS

## Product News

### HP 2649I Intelligent Terminal

By: Ken Blackford/DTD

A short while back, DTD's OEM program announced the HP 2649I Intelligent Terminal as a 2647A without graphics. Although the description is true, it does not tell all.

#### Highlights

The 2649I provides top-of-the line alphanumeric terminal features plus support for the 13296A Shared Peripheral Interface Bus and local programmability in BASIC.

In a nutshell, the HP 2649I Intelligent Terminal provides:

- BASIC
- 20 Kbytes Workspace, Typical (32 Kbytes maximum)
- Display Enhancements (including optional character sets)
- Numeric Key Pad
- 2 Empty I/O Slots
- Shared Peripheral Support

#### Configuration

The 2649I in the standard configuration adds the 13231A display enhancements board including math, line drawing, and large character sets and replaces the graphics control keys with a numeric pad for data entry. For those of you who were counting, this leaves two I/O slots free.

#### BASIC

The BASIC language is the same as that used on the HP 2647A except that the AGL extensions have been removed. (AGL makes calls to the graphics code so it cannot be used in the 2649I, i.e. no support for an external plotter can be provided). This means that the BASIC workspace provided on the 2649I is 20 Kbytes with display memory of 8 Kbytes and the standard extension which provides error messages, Print Using, and subroutines. Removing the standard extension will increase the workspace by 6 Kbytes.

#### Price/Availability

All this capability is priced at \$7,100. Current availability is 16 weeks.

#### Qualifying

Should the 2649I be sold to non-OEM's who want an Intelligent Terminal — ABSOLUTELY. Just be sure the customer understands that the manuals shipped with the product are the 2647A manuals and include sections on graphics.

### 93982A 8K Bottom Plane RAM Board Discontinued

By: Lou Witkin/DTD

The standard special known as the 93982A has been discontinued as of August 1. However, any orders placed before that date will be filled. Future orders requiring 8 Kbytes of RAM memory or more should be placed with the appropriate 13297A options. Unfortunately there is a severe shortage of parts contained in the 93982A. For any reasonable delivery, the 13297A is the only game in town.

### New 2621A/P Keyboard Similar to the 2645A Keyboard

By: Lou Witkin/DTD

A standard special has been designed for the 2621A and 2621P to provide a keyboard similar to the character portion of the 2645A terminal. This special terminal has been identified as Option K45, adding \$90 to the cost of the standard terminal. The K45 still retains the imbedded numeric pad and the cursor control keys available on the standard 2621.

In addition, the K45 provides the "A" strap function of the 2645A, allowing the terminal to transmit an escape sequence to a system when a cursor or display control key is pressed. (The "A" strap capability may be obtained without the 2645A keyboard layout by ordering special Option K03). Furthermore, the K45 provides a configuration lockout feature, allowing the terminal to prevent accidental modification of its configuration. The other innovative features of the standard 2621 are retained.

Contact DTD Sales Development for availability information on these new specials.

## Sales Aids

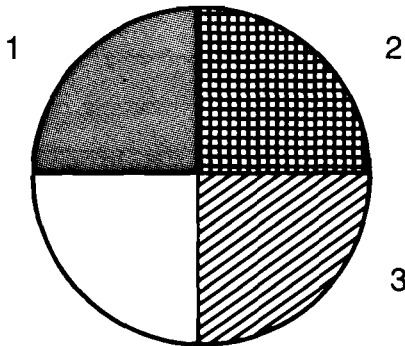
### Three Flavors (Shades) of Pie

By: Norman Choy/DTD

Under Revision C of BASIC, there are now three (count them, three) types of shading available in the Pie chart program. When "1" is specified, solid shading occurs. Number "2" provides double line hatching, while number "3" provides single line hatching. A blank or any other digit will provide a plain segment (no shading).

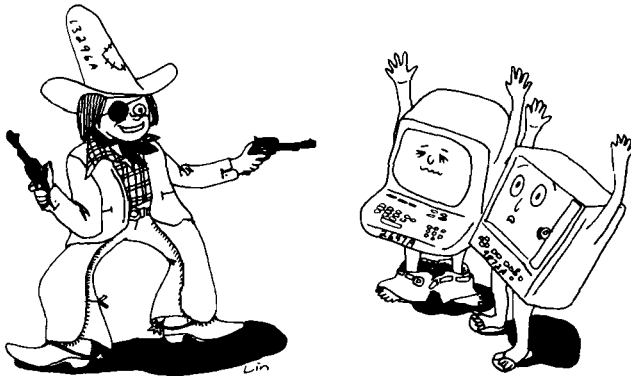
If you don't have a copy of Revision C, send us a blank tape and we will send you the latest BASIC tape!

DTD IS HERE TO HELP!



### 2647A System Holdup by 13296A? (Nope!)

By: Peter Moulds/DTD



Some sales people hit a brick wall when trying to configure a 2647A system which includes the shared Peripheral Interface (13296A) — the availability of the 13296A is longer than that of the 2647A. Worry no longer; if a 2647A is ordered and a 13296A is included in the same order, it will arrive with the 2647A. This special service exists because we realize the importance of this interface in supporting other peripherals on the 2647A. The 2647A is used in stand-alone configurations, where it controls 9872A's, 7245A's, etc. These devices communicate with the 2647A using the 13296A making it an essential part of the system. So, sell graphics; we are here to help!

### 2621 Keyboard Disable Capability

By: Bruce Miller/DTD

In certain applications, your 2621 customers may find it advantageous to temporarily disable the keyboard for protection against improper entries. For example, in a security environment, the customer might want to prevent a user from activating the printer on a 2621P while sensitive data crosses the screen.

This sort of task is easily handled on the 2645 by transmitting Esc c (keyboard disable) to the terminal. However, as you might know, this escape sequence is not supported on the 2621.

An alternate method for temporarily disabling the 2621 keyboard works as follows:

1. The CPU issues Esc ^ (status request) to the terminal.
2. When the terminal is appropriately strapped (gH in the 2621 soft configuration), a DC1 must follow the status request before status bytes are sent. While the status is pending (before the DC1), the terminal keyboard is locked. Data can still be received and displayed by the terminal, but the keyboard is inactive.
3. When the CPU issues the DC1, the status bytes are transferred by the terminal and normal operation is resumed.

Several precautions must be observed if the status request is to be used for this purpose:

- The terminal must be strapped to respond to status requests only after receiving the DC1. In the 2621 configuration, settings of gH will give the desired results.
- DC1 should be transmitted to the terminal only when intended. If DC1 is used as a regular part of the data communications protocol, the keyboard could be disabled and inadvertently enabled by systems' handshaking. For example, to avoid DC1/DC2 protocols on the HP 3000, the user may have to log on under a different terminal type.
- The system must expect to receive status information from the terminal after the DC1 is sent and the status request is completed.

We urge you to fully understand your customer's needs and the operation of his system before implementing the above. However, when 2621 keyboard control is required, this is one alternative which might prove useful.

### Product Numbers for Data Cartridges

By: Mary Chin/DTD

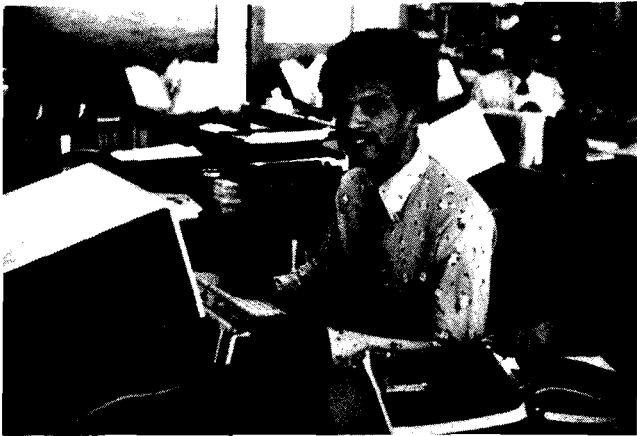
Effective September 1st, orders for mini-cartridges from Corporate Parts Center should reference Part No. 98200A. This part no. replaces part no. 9162-0061. Ordering one 98200A will provide 5 new improved 100% dynamically tested mini-cartridges.

**GOOD SELLING!**

# Division News

## Introducing Ed Washington

By: Rich Ferguson/DTD



I am pleased to announce that *Ed Washington* has decided to join Sales Development at DTD. All of you persons in the Midwest-West Region pay attention because he is going to be supporting you. This is further proof that there is no lack of talent to DTD. He comes to us from Santa Clara Division where he has acquired substantial HP experience.

*Ed* also comes to us with a technical undergraduate degree and with an MBA. If you have a chance, call *Ed* and welcome him aboard. I am sure he is anxious to hear from all of you in the Midwest-West Region.

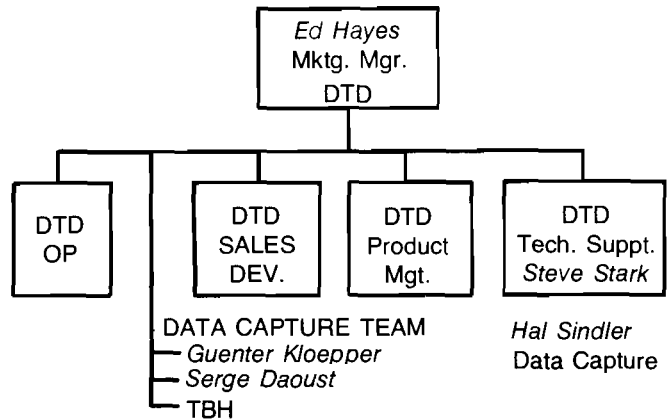
## Data Capture — Domestic Marketing

By: EMD Hayes/DTD and Pierre Ardichvili/HPG

To better capitalize on Data Capture business opportunities in North America, and support our sales force there, we have increased both the level of factory marketing support and the general visibility of the product line as follows:

Effective immediately, the data capture team will report directly to *Ed Hayes*, DTD Marketing Manager. *Guenter Kloepper*, the world-wide Sales Manager for the Grenoble product line will extend his stay at Data Terminals Division to lead this new group. Working with *Guenter* is *Serge Daoust* who will continue his enthusiastic role in promoting Data Capture in North America. *Serge* and *Guenter* will be joined by a third person soon.

We are confident that as we enter FY '80, we will have a team capable of providing the promotional tools, training, and sales support necessary to helping you be successful in selling Data Capture.



# GENERAL SYSTEMS NEWS

## Product News

### Product Enhancements in New HP 300 Software Release

By: Ann McCown/GSD

There are a number of enhancements that have been made to the HP 300 as part of the A.02.03 software release. It is impossible to enumerate them all in a short article such as this, but the following discussion will highlight some of the most noteworthy.

First of all, the 2608A printer is now supported. You may configure a system to use two 2608A's, two 2631A's, or one of each. However, neither the 2608 programmable vertical forms control nor the graphics capabilities are supported. The 2608 does have default VFC equivalent to the 2631A.

Secondly, enhancements have been made to FORMS/300. The fields are now classified as input, output, and update fields; a VIEW FORM softkey is now available to display a form from a form file (including echoing it to a printer); and the STORE FORM function allows you to specify a form name or displays the current form name.

For Business BASIC/300, the IF . . . THEN . . . ELSE construct is now available, and you may use multiple statements for both the THEN and ELSE blocks.

Terminals connected via remote modems are supported in this release of the system. When terminals are OPENed in NOWAIT I/O mode, the OPEN itself is now done NOWAIT, which means that control returns to the calling program immediately if the terminal is not available.

Last but not least, by popular demand, the baud rate and speed select settings for terminals is now displayed by System Build.

More details on the enhancements to A.02.03 may be found in the *HP 300 Communicator* that accompanies the software release.

### Startup Kit for HP 300 Business OEM's

By: Bob Bowden/GSD

A Startup Kit for HP 300 Business OEM's is now available. It provides literature, photos, and other information designed to help the new OEM sell HP 300's, create its own sales literature and understand the system better. Its contents include multiple copies of HP 300 literature and brochures, 8 x 10 black and white and color product photos, the same field training literature we provide to you (including our new Field Training Binder), and a copy of the key HP 300 Guides that show examples of how to use the unique application advantages of the HP 300 Computer System.

For HP 300 Business OEM's who have signed OEM agreements for the HP 300, the Startup Kit is *free!* It can be ordered as product number 31380S (one per OEM; reference the contract number in the order).

### HP-IB Extenders on the HP 300 and HP 3000/33

By: Curt Gowan & Chosen Cheng/GSD

The South Queensferry Division has announced an HP-IB Extender subsystem. Unfortunately, the product does not support the HP-IB's parallel poll feature and is thus not usable on the HP 300 and the HP 3000/33.

The HP-IB (IEEE-488) standard is very general — there are many protocol implementation choices. You will hear of devices which are simply stated to "meet" the standard. A given device which meets one or more of the subsets covered in the standard may or may not work with other devices which meet different subsets of the standard.

A similar situation applies with the RS-232 standard, with its accompanying grey-hair-generating puzzles.

In short, the only devices supported are those covered in the current Price/Configuration Guide and those which are announced by the *system* division.

Old Cupertino proverb: "If the shoe fits, wear it — if the connector fits, your journey is just beginning"



### HP 300 Software Release A.02.03

By: Steve Wilk/GSD

Effective during August, a significant software release of our operating system combined with hardware modification has provided major enhancements, improved reliability, and a foundation for future performance improvements to our operating system and language subsystem. Major enhancements include the support of the 400 lpm 2608 printer and an upgraded version of FORMS/300. All units shipped from GSD after August 9 on have included the new software and hardware.

One note of caution! The A.02.03 software release has been designed to coincide with the hardware update to the HP 300. Your Customer's HP 300 hardware must be updated (to 2 word PLABEL) before the A.02.03 software will run. Because of the close relationship between the new hardware and the new software, and due to the precise sequence required for their installation, both the hardware and the software updates will be installed by your local HP CE. Have your customers call your HP CE when the software arrives to coordinate the software update and hardware modification.

### HP 3000 Software Policy — More Q's and A's

By: Gwen Miller/GSD

As you settle into the new software and support policies, you have given us some very positive feedback about its simplicity and flexibility. There have been a few questions, however, which need clarification.

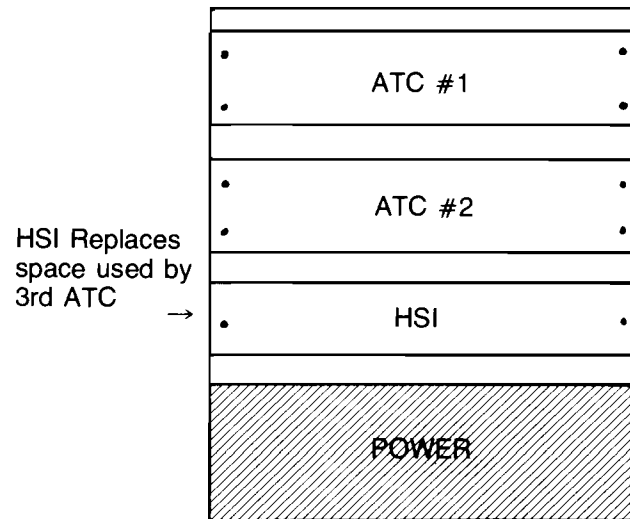
- Q:** How does a customer update a remote Series 33 without mag tapes when the central site is a Series III?
- A:** The customer must purchase installation from the HP sales office on a time and materials basis. It is up to the office to determine whether to do a complete installation or whether to create the required flexible discs and mail them to the site to be installed by the customer.
- Q:** Can an OEM or software house purchase CSS if they don't own a system? How do they update their customers' systems?
- A:** An OEM without a system cannot purchase CSS. Support for other systems is not feasible if the OEM has no way to copy software updates or reproduce errors encountered on the systems being supported.
- Q:** How do I order one year's worth of manual updates for two people, as opposed to two years of updates for one person?
- A:** Order manual updates for each person on a separate section of the order, with the appropriate addressee. This means there will be two sections, each having a quantity of twelve, for the first case, and one section with a quantity of 24 for the second case.
- Q:** If my customer sells the HP 3000 hardware, is the right to use the software transferable to the new owner?

- A:** Yes; this is the classic OEM situation! The new owner does not have to repurchase the software from HP, but will buy support from HP just like other customers.
- Q:** I know that a customer who upgrades from a Series I or CX to a Series III gets the new FOS; how about one who upgrades from a Series II?
- A:** Yes! *Everyone* who upgrades to a Series III gets the new FOS! This (plus the new rock-bottom Series III memory price) gives your existing customers more incentive to upgrade than ever before!

We hope this clears up some issues that might not have been covered during the NPT Tours. As always, the GSD Sales Development team is ready and willing to answer any other questions that arise. We want to help you be successful by selling software and support that is THE BEST AND GETTING BETTER!

### Something to Remember when Configuring a Series III with an HSI

By: Nancy Valby/GSD



In the back of a Series III CPU bay, there is only room for two ATC junction panels when an HSI junction panel is included. A system with an HSI requires a second cabinet for the third or fourth ATC. Therefore, when quoting a Series III with an HSI and three ATC's, quote option 200 to the 32435A. When adding a third ATC to an existing system with an HSI, order the 30235A add on cabinet.

This limitation was overlooked when the current P/C Guide was printed. However, it will be added in the next issue.

### HP 3000 Upgrade Prices Unchanged

By: Dave Butt/GSD

The recent price drop in add-on memory has produced some confusion in the area of upgrade pricing. The price of upgrades for the Series III, like the price for new systems, did not change, even though they all contain memory. This is

because new systems and upgrades are treated as integral units. Thus, the prices of upgrade packages, like basic system prices, will not necessarily fluctuate every time one of the components of the package changes price.

HP is dedicated to protecting the software of our customers by providing them with upgrades to improve the performance of their systems. By upgrading from a pre-Series III to a Series III, for example, they can obtain the latest FOS. And with the new memory prices, our customers can have larger, more powerful systems, through the use of upgrades.

## Sales Aids

### HP 3000 Gets Classified

By: Barry Klaas & Kathy Weiler/GSD

While customers are getting satisfied, the HP 3000 has been classified. The programming staff of one of our larger newspaper accounts recently placed a classified advertisement in its own paper to proudly announce the successful installation of its classified advertising application on a Series III with 24 HP terminals.

...to which reference is made.

made.

Terms of Sale: Cash  
A bidder's deposit of \$500.00 may be required.

G. ANDREW NEA, JR.  
Substitute Trustee  
1011 East Main Street

CA on wind, rages, etc. Cal. 2405

CEMENT footing. L 222-2873 - 2

CLASSIFIED

Classified

**Special Notices 9**

We are proud to announce the birth of H.P. Class I on July 16, 1979 at 7:04 A.M. after a long and arduous labor. It weighed in at 750k bytes, and was in shaky but stable condition. The mother is unknown. For adoption information, call 649-6630.

**Travel-Transportation 11**

TRAVEL almost free by driving our cars. Gas allowance. Cal, NY, Fla. etc. Auto Driveaway Co. 353-9390

**Personals 12**

ACT TODAY. We buy houses or building lots. No commission. 353 1939, 272-4526

Homes - we'll buy your ...

This ad was entered on the terminal screen, formatted, priced, and billed as were all the other classified ads in the newspaper through the facilities of the HP 3000. The Series III sorts and formats all the ads, so that as an end result a mag tape is created which feeds a photo composition machine to create the physical advertisements.

The classified clerks who use the terminals to enter the ads on-line have been so happy with the performance of the system, they even bought the HP 3000 a 'birthday' cake to celebrate two weeks of downtime-free operation. Before this, they had been used to frequent downtime on a large blue mainframe.

The HP 3000 has proven its by-line of reliability and on-line responsiveness once again.

## Get It While Its Hot!

By: Marcia Schorer/GSD

One more HP 300 manual — the HP System Services Guide — has graduated to "Printed" status.

The HP 300 System Services Guide references important information for using the HP 300 system procedures. HP 300 programmers use the procedures to do a variety of operations, such as synchronization and multitasking, quickly and efficiently.

The guide includes a chapter for BASIC programmers entitled "How to Call System Procedures."

If you have a set of HP 300 guides, you have an "old format" (8-1/2 x 11) System Services Guide; you should soon receive a new printed version. If you have never owned the guide, and would like to, order part number 31000-90034 from SDC (Division 50, Entity 06, Kardex 09), Attention *Ralph Sierra*, Hewlett-Packard, 19310 Pruneridge, Cupertino, CA 95014 (Bldg. 49A).

## New Applications

### Business BASIC/300-A Big Hit with a Diehard COBOL Programmer

By: Vijay Kapoor/GSD

"I like the HP 300, but I wish you had COBOL on it." You sometimes hear this comment from 300 Prospects. No doubt about it, it *would* be nice to have COBOL on the 300. However, if the story of one of 300 Customers is an indication, Business BASIC/300, available today, should not take a back seat to *any* language, let alone COBOL.

This customer is a 300 OEM in Italy. They have completed an on-line application for a chain of Hi Fi stores and major appliance retail stores. Their chief systems analyst/programmer was here recently and I had a chance to interview him regarding his experiences with his HP 300. The dominant impression I got from him was that in terms of sheer programmer productivity, he has never come across a computer system like the 300.

He reserved his choicest praise for Business BASIC/300. "I would not have considered programming in any language other than COBOL" he told me. After he got to know the Business BASIC? "I think business BASIC/300 is in a different league. It is closer to what a creative programmer would like to see. It's totally interactive. I found manipulating data thru it much easier than in COBOL. But I think the most pleasant surprise to me was the fact that I hardly ever used any paper. I would literally draw up flowcharts on the back of an envelope, code and debug right at the IDS and move on to the next segment. With COBOL it is a much slower, more cumbersome process. Now that I *know* business BASIC, I'm going to find it hard to ever go back to COBOL." Strong words indeed.

Yes, one may ask, but isn't COBOL self-documenting? I put the same question to our guest. Business BASIC is equally attractive, he pointed out. With long, alpha labels and variable names and an easy way to put remarks in (! instead of REM statements), Business BASIC/300 is just as good. Plus, with indented text used with the recently introduced If-Then-Else capability, you have a powerful tool for structured programming. Plus lots of other neat features (you'll see them summarized on page 87 of the 300 GIM).

So there you have it. Next time someone asks for COBOL on the 300, find out why. If it's because they have lots and lots of lines of COBOL code that they'd like to convert then there's nothing we can do about it today. However, just make sure that your 300 prospect's objection is not just because he or she might (mistakenly) consider HP 300 Business BASIC as being 'inferior' to COBOL. Far from it. Feedback is coming in that tells us it is great to work with and greatly enhances the productivity of programmers.!

### Why A Large, Geographically Dispersed Company Chose DS/3000

By: Steve Zalewski/GSD

A large multinational engineering and construction company involved in construction of "turnkey" facilities and engineering consulting uses HP 3000 systems for project estimating, cost control, scheduling and payroll. Users at terminals in a local office or at the project site input information concerning a new proposal or present project status and receive back both detailed reports and management summaries. Matching their computing with their geographic organization, this company has HP 3000 systems in the U.S. located on the east coast, the west coast, and in the midwest. These systems, supporting over 130 HP terminals, are fully interconnected and run with the same applications software; terminals on one system using DS/3000 can easily access any of the other systems. Consistent with their multinational organization, they plan to expand their distributed network internationally in the near future.

Some of the reasons this company went with Hewlett-Packard and DS/3000 are:

1. User transparency,
2. Ease of implementation,
3. Remote data base access,
4. Geographic and workload flexibility,
5. International vendor support, and
6. Network access thru DS/3000 to MRJE/3000 for large mainframe applications interface.

For more information on this application, please call Regina Fanelli at GSD, x3097.

## General News

### Additional HP 300 S.E. III Training Now Scheduled

By: Mary Griffin/GSD

By popular demand, an additional HP 300 S.E. Phase III training class has been scheduled for this Fall. The class will be held October 8 through October 19 in building 47L. Registration is being handled by the CSG Sales Training Registrar, Roxanne Hetzel, COMSYS code 5000.

Other HP 300 S.E. classes scheduled are:

Phase I — September 10 (Cupertino); September 24 (Boeblingen)

Phase II — October 22 (Boeblingen); October 29 (Cupertino)

Phase III — November 26 (Cupertino)

As of August 1, seven HP 300 S.E.'s have completed Phase III training, thirty-four have completed Phase II, and thirty-five have completed Phase I.

### HP 300 Sales Development New Hire

By: Steve Wilk/GSD



Please join me in welcoming *Bea Smith* to our HP 300 Sales Development group. Coming to us from Corporate Training, Palo Alto, *Bea* was responsible for Sales Region Training and Development. This included programs such as Sales Basics, Corporate Neophyte, Sales Management Development Program, etc.

*Bea* will be responsible for coordinating our sales efforts with HPSA and ICON (except Canada), and will also manage our HP 300 Product Training classes. Welcome *Bea*!

## Add-on Product Manager Focuses on HP 3000 Upgrades

By: Rich Edwards/GSD



Please join us in the HP 3000 Product Marketing group at General Systems Division in Cupertino in a warm welcome to *Dave Butt*. *Dave* joins Hewlett-Packard from the Harvard Business School where he just received a Masters in Business Administration. Prior to business school, *Dave* spent three years as a systems analyst at the Lexington, Massachusetts, econometrics forecasting firm, Data Resources, Inc. (DRI).

When you have ideas or questions about HP 3000 upgrade products, give *Dave* a call. He is hard at work on understanding our current upgrades business and developing strategies and products with the lab to help you sell to your installed base.

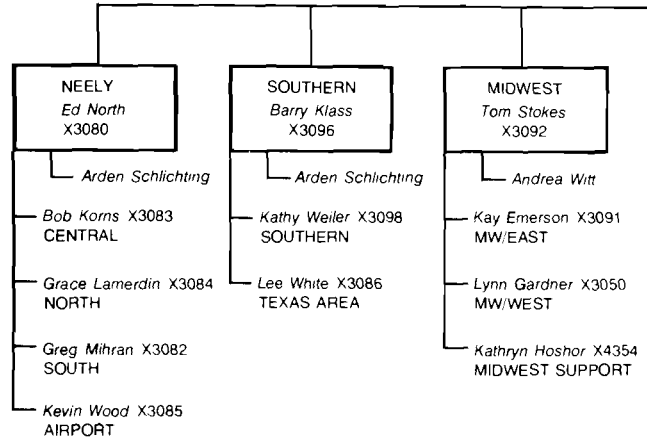
**AN INSTALLED SYSTEM IS NOT THE END —  
SELL ADD-ONS AND UPGRADES!**

## HP 3000 Sales Development Organization

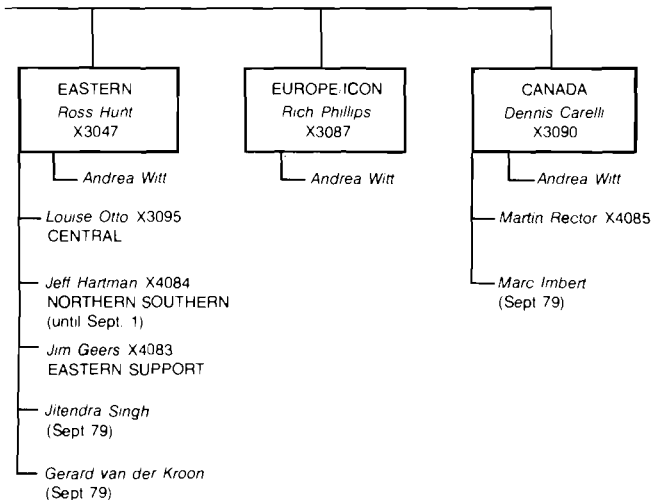
By: John Celii/GSD

Your outstanding HP 3000 order performance of FY '79 has provided us the opportunity to grow and provide career opportunities for our Sales Development Group. In order to better support your future efforts, we have assigned individual managerial responsibilities for all of the North American regions. These changes will eliminate the dual region responsibility and provide you maximum sales support through a dedicated team.

*Nancy Valby* and *Ralph White* have each accepted new positions. *Nancy* will be working for *Rich Edwards* in Product Marketing with responsibility for introducing a new product over the next few months. *Ralph White* will be the SE Support Manager for the HP 250 program, reporting to *Jerry Peterson*. *Nancy* and *Ralph* have both done an outstanding job in building a very strong support team over the last year.



*Tom Stokes* has been responsible for Midwest-East support reporting to *Ralph* and will now head up all of Midwest. *Dennis Carelli* and *Barry Klass* will also assume regional support responsibilities. *Dennis* has been supporting Canada, reporting to *Ralph White*; he now will assume total responsibility for Canadian sales support and report directly to me. *Barry*, who currently manages our order reporting, order statistics, customer reference database, and forecasting, will assume responsibility for Southern Sales Region and report to me.

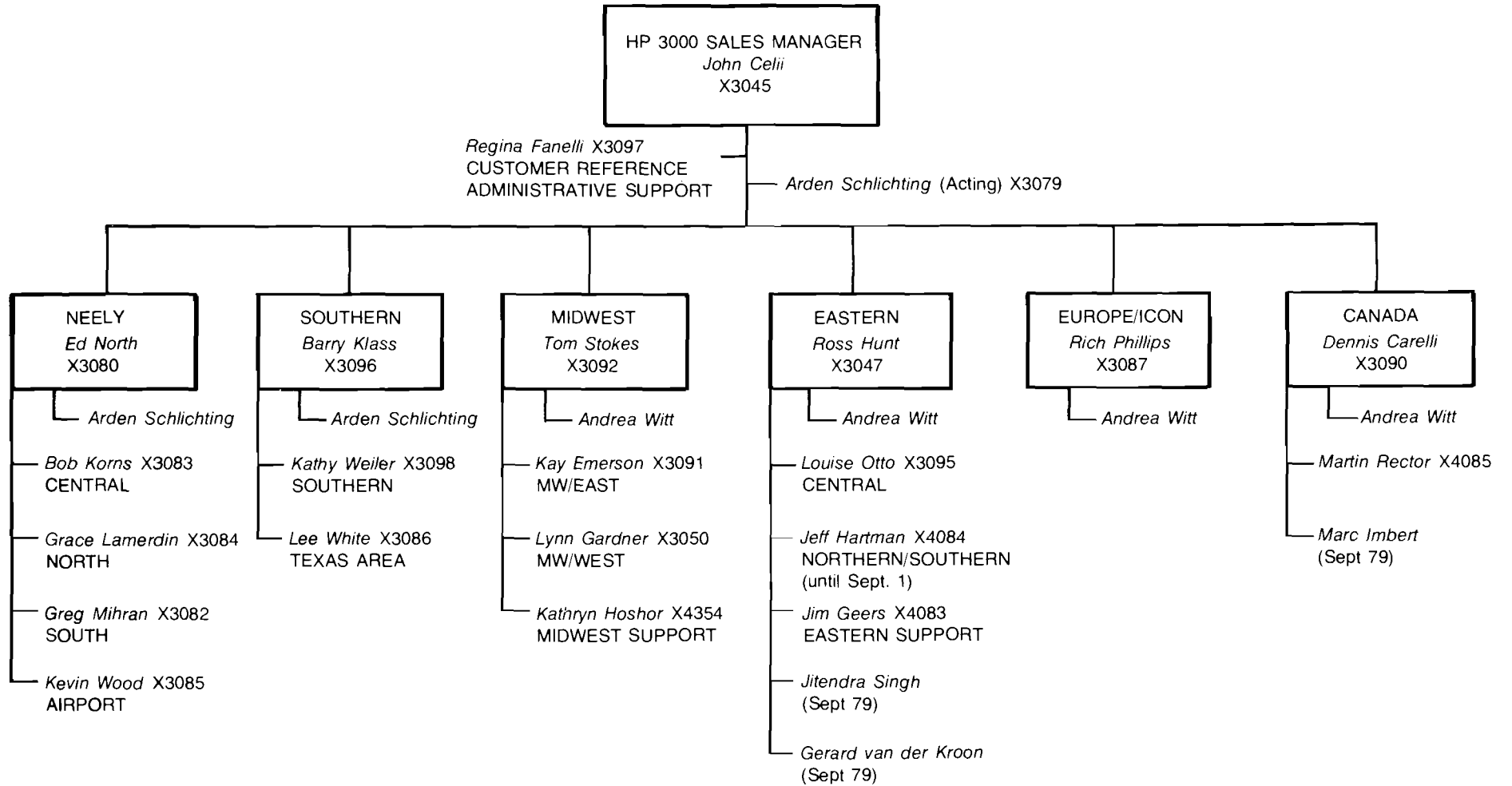


I am happy to announce that *Ross Hunt* has accepted the job of Eastern Region Manager effective September 1, 1979. *Ross* brings a wealth of experience back to the 3000 program, as he was the Marketing Communications Manager and Series I Product Manager prior to doing an excellent job in his current position of GSD Sales Training Manager.

I would like to take this opportunity to introduce two new members of our Sales Development team. *Kathryn Hoshor* just recently received her MBA from UCLA and will be reporting to *Tom Stokes* and assisting *Kay* and *Lynn* with Midwest support. *Jim Geers* comes to us from the University of California at Berkeley with a B.S. in Computer Science. *Jim* will be reporting to *Ross Hunt* and will be part of the Eastern Region team.

I am very confident that our reorganization and additional personnel will continue to provide excellent support of your sales effort.





# HP GRENOBLE NEWS

## Division News

### Terminals Support Organization Changes

By: Francis Marc/HPG

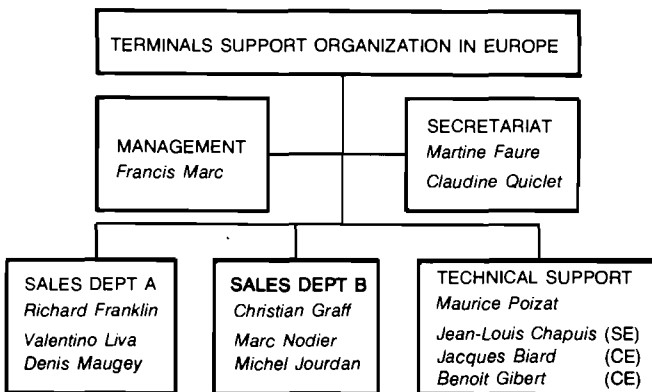
Terminals business growth in Europe has brought about the need for some structural changes in our Grenoble support.

Effective now we will have three functional groups:

- Sales Development "A" headed by *Richard Franklin* covers U.K., France, Italy and Netherlands.
- Sales Development "B" headed by *Christian Graff* covers Germany and all other countries included in "Europe II".

Both groups will support the whole range of terminals from DTD, BOISE and GRENOBLE Divisions. More precise area responsibility per Engineer will be published later on; however you can continued to call your previous Support Engineer during this last quarter.

- *Maurice Poizat* is taking the responsibility of the Technical Group to support SEO's and CEO's in addition to the 2649 OEM program and training coordination.



### HP 1000 System Specialists Invade Manchester!

By: George Jardine/HPG



On June 11, 12, 13, 14, HP Manchester had the honour (??) of hosting the second meeting of the European TSE's (Technical Support Engineers) for the HP 1000.

The specialists (of course) were there and the following guests;

- *Tom Davies* CE Manager U.K.
- *Ian Skinner* Technical Services Manager U.K.
- *Rob Porter* District SE Manager U.K.
- *Jean-Pierre Baudouin* DSD Europe — Technical Marketing Manager
- *Morris Rooms* DCEM Manchester U.K.
- *Bernie Emme* DCEM Dusseldorf Germany
- *Gay Ryan* SF 11 Supervisor Manchester

The meeting proved to be very intensive and rewarding with presentaitons and topics as follows:

- The role of the specialist and the way he can help the field by *Tom Davies/Ian Skinner*.

- How to support non-SF02 HP 1000 systems and who should be responsible and have the service contract. Discussion was led by *Morris Rooms* and *Gay Ryan*.
- NPT Tour presentation, including HP-IB fiber optic link and RTE IVB. Presentation was made by *Jean-Pierre Baudouin* and was followed up with an RTE-IV A vs. B question/answer session.
- Computer date code changes and reasons for each, including DCPC, memory protect etc. Disc drive problems and compatibility of boards between 7920A/7920B/72925A. This presentation was made by *George Jardine*.
- How the SEO and TSE can (and must) work together and help each other to the mutual benefit of both, was presented by *Rob Porter*.
- The specialists made their country reports on unusual/interesting faults that they had experienced to "cross fertilize" the other brains!?!

After all this interesting information the TSE's had an RTE IVB system with session monitor to "play" with for relaxation before going home to their own country, ready and able to give the latest up-to-date support.

**TO THE CE's**

REMEMBER: Your specialist knows the answers and he speaks your language.

**ASK HIM THE QUESTIONS.**

**Sales Aids**

**TEK 4051 versus HP 2647A**

By: *Christian Graff/HPG*

When selling an HP 2647A intelligent graphic Terminal you may occasionally be faced with some competition from TEKTRONIX with their 4051 Graphic Computing System equipped with the RS-232C data communication option. There are 3 key issues to address in such a situation:

1. The TEK 4051 uses a *Direct View Storage Tube* in which a writing gun creates the graphic picture on the screen, the picture being maintained by lower energy electrons from flood cathodes. A program listing cannot be scrolled back and forth on a storage tube because this would require the lines to move — Editing is also extremely poor: typing over a character results in an overstruck character (!) and inserting characters within a program line requires 4 lines on the screen and 4 keystrokes ("Recall" statement number, "Expand" line, "Compress" line, "Return") — A quick look at the editing facilities available on the HP 2647A should convince you of the superior approach of the Raster Scan Technology and of the independent alphanumeric and graphic memories!

2. The TEK 4051, equipped with the optional RS-232C data communication interface so as to be hooked up to a computer system, emulates a TEK 4012 graphic terminal: partially this means that the 4051 cannot run BASIC while on-line to a computer system and therefore can be operated either off-line as a desktop computer or on-line as a dumb terminal.

Think of the flexibility the 2647A offers by running a BASIC program locally while connected on-line to a computer (running simultaneously a program of course!); a typical example consists of an application program in the computer system that feeds the 2647A with numeric data plotted on-line by the Multiplot package running locally in the 2647A.

3. Configuring the TEK 4051 and the HP 2647A so as to offer similar capabilities (32K of program workspace, data communication interface, HP-IB port) yields a \$2500 price advantage for the HP 2647A as shown below:

	TEK 4051	HP 2647A
Base Price	\$ 5,995	\$ 8,300
Additional 24K RAM	\$ 3,800	0
RS-232 Data Comm	\$ 1,500	0
HP-IB Interface	0	\$ 500
Total	\$11,295	\$ 8,800

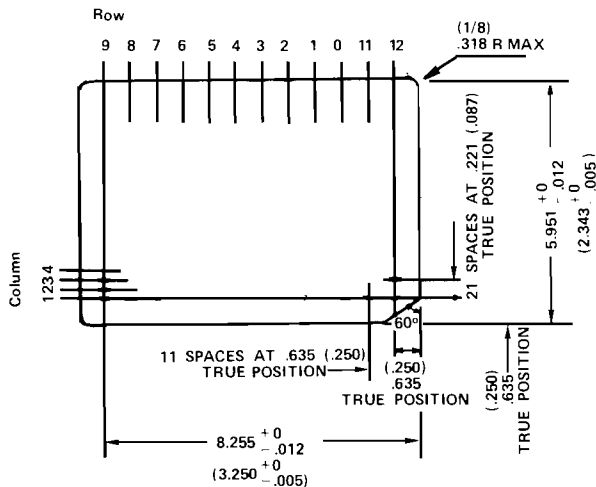
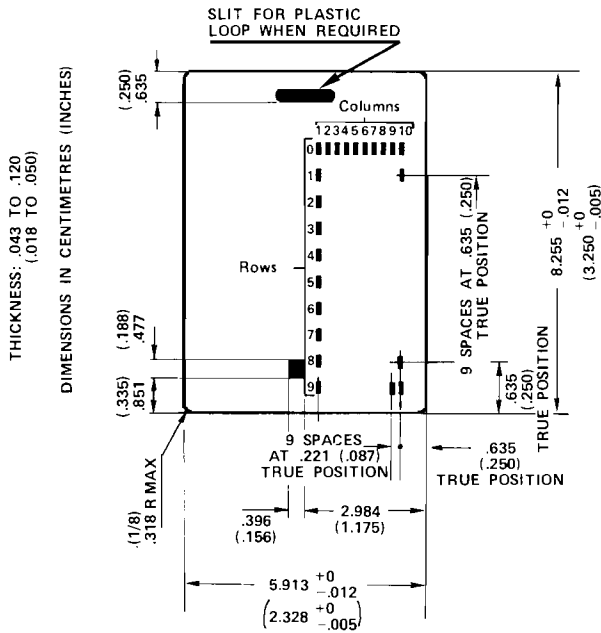
The TEK 4051 does not appear at its best when operated on-line and seems far inferior to the HP 2647A as an intelligent terminal. The TEK 4051 shows its full strength as a stand-alone desktop computer, but it will be beaten again in this environment by the HP 9845A/B from DCD!

**Feature Summary**

	TEK 4051	HP 2647A
• Introduction	October 1975	May 1978
• Microprocessor	MOTOROLA 6800	INTEL 8080
• Technology	Direct view storage	Raster Scan
• Format	35 lines × 72 characters	24 lines × 80 characters
• Resolution	1024 × 780 dots	720 × 360 dots
• Character size	5 × 8 matrix	7 × 9 matrix
• Program workspace	Up to 32 Kbytes	Up to 32 Kbytes
• BASIC interpreter	Resident	On cartridge
• Mass storage	1 × 300 Kbytes cartridge	2 × 110 Kbytes cartridges
• Typical configuration (HP-IB, Datacomm interface, 32K memory)	\$ 11,295	\$ 8,800

## Where to Get Those Badges

By: Marc Nodier/HPG



When selling the 0375A, 3076A, and 3077A Data Capture Terminals equipped with a multifunction reader or type V reader, your customer will wish to know where he can get plastic badges.

Here is a list of all the European distributors of LAMINEX INTERNATIONAL which you can communicate to your customers. (A previous list appeared on pp 33, 34 of the April 1st 1979 issue of the CS Newsletter).

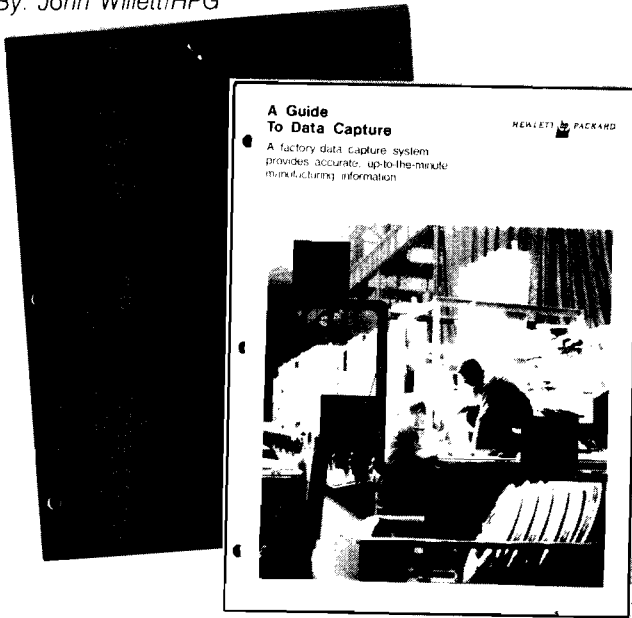
P.S.: If you happen to know some other manufacturers, please send us the information so we can forward it to everybody.

## List of Distributors

Name & Address	Contact
Adrex, Rue de Trone, 103, 1)50 Brussels BELGIUM	<i>Emile de Schrijver</i> Tel 02-512-25 75 Telex 24584
Data Protection Systems Ltd., 97 Lower Baggot St., Dublin 2, EIRE	<i>Vernan de Monge</i> Tel 767755
EDCOM 20 Omirou St., Athens 135, GREECE	<i>Evangelos Devletoglou</i> Tel 3615675 Telex 212460
Kreditkarten Services GMBH 6 Frankfurt Main 1 Eschersheimer Landstrasse WEST GERMANY	<i>Volkmar Rudolf</i> Tel 0611 598622 Telex 4-13267
Nordex A.G., Schutzengasse 21 8001 Zurich SWITZERLAND	<i>Hans Starkermann/ Dr Casper</i> Tel 01-237488
Ruys Handelsvereniging BV., Post Box 19100 2500CC Gravenhague HOLLAND	<i>G. Goyers</i> Tel 070-889262 Telex 33718
Laminex International Bromfield Industrial Estate Mold Clwyd, CH7 1JR GREAT BRITAIN	<i>D. Johnson</i> Tel. Mold (0352) 58444 Telex 61402
S.M.H., 83 Bd de Sebastopol 75082 Paris FRANCE and S.M.H 10 Rue Varet 75015 Paris FRANCE	<i>M. Sallenave G. Carer. D. Enet</i> Tel. (1) 554-95-44 Telex 202-763
Solape Aparartado 4 2676 Odivelas Codex Lisbon PORTUGAL	<i>Eugene Amaro Fernando Van Zeller</i> Tel. 91-1151 Telex 25158
Wright Line Via S.G. Battista De la Salle 5 20132 Milano ITALY	<i>Gianemilo Vezzoli</i> Tel. 2566849

## Help Is on the Way!

By: John Willett/HPG



No longer need you (or your customer) ask "What is this Data Capture that I've been hearing so much about?". No longer need you worry about which cables to use to connect a 3076A to an HP 1000. All this information, and much more besides, is contained in two handy manuals available now.

- Guide To Data Capture (Pub. No. 5953-0126). This guide is being bulk shipped to offices now. Further copies are available from *Dave Asplund*, Corporate Literature Distribution, Palo Alto.
- 3075A, 3076A, 3077A Data Capture Terminals Reference Manual (HP Part No. 03075-90011).

Can be ordered from CPC or PCE, price \$6.50.

**HAPPY SELLING!**

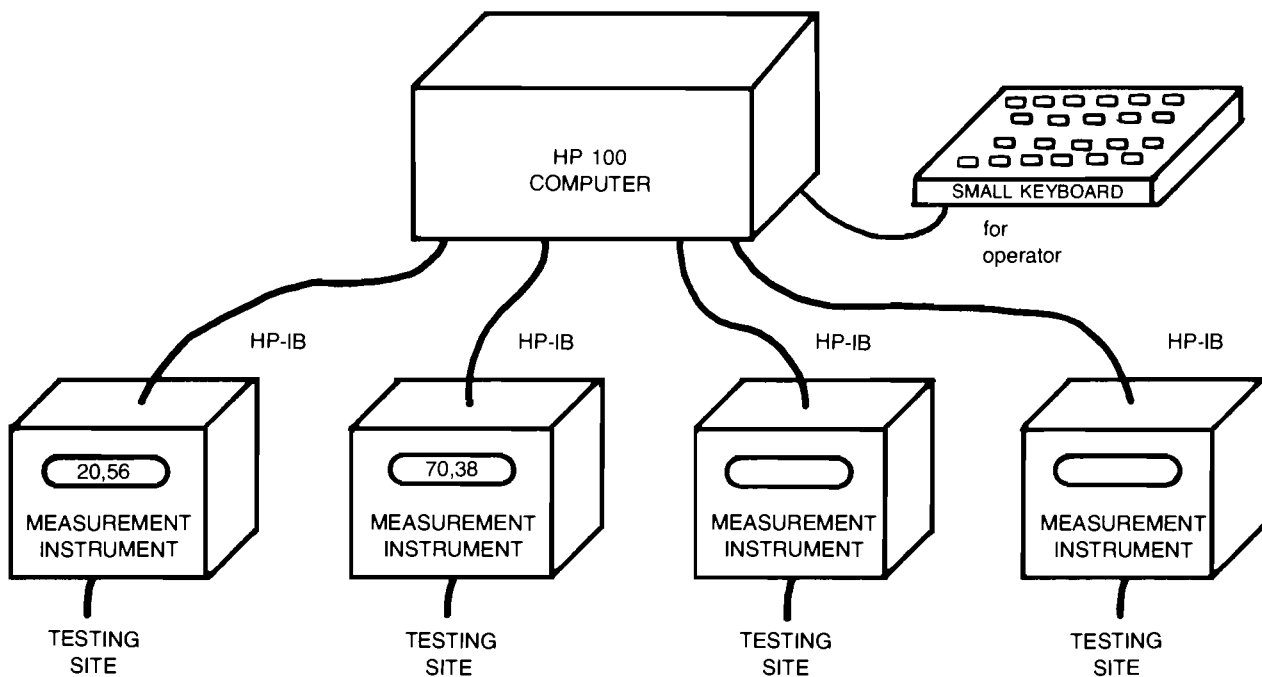
## New Applications

### Components and Electronic Instruments are Tested with Dedicated HP 1000 Systems

By: Nancy Blachman & Alic Rakhmanoff/HPG

In Denmark, a major manufacturer of electronic instruments bought four HP 1000 dedicated systems within the past year. They have been testing many of their components with these computers.

Why did they buy from HP? Well, they already had an HP 1000 in house which they were pleased with. So as soon as they had decided to buy more HP equipment, they started program development on their previous system. This was not the only reason for purchasing HP equipment. They found the HP-IB very appealing since it can be connected up to an assortment of measurement instruments and because it was of the standard they required. (The major competitor for this deal could not offer such an impressive interface bus).



Each of the four dedicated systems, which are not interconnected, can control four testing sites. So sixteen distinct sites will be controlled by HP computers once all the equipment is installed. They test their components with their own HP-IB instruments. The results of the tests are displayed and printed. Documentation is continuously produced. Each operator has a small keyboard with about seven keys with which he can stop and start the testing.

The customer is very happy. In fact, they themselves are writing an article for their internal publication about their manufacturing process which uses HP 1000's.

## Product News

### What Do CE's Do with a Down 3074A-3075A-3076A-3077A Terminal?

By: Maurice Richez/HPG

In spite of the high reliability for the new 3075A, 3076A Data Capture and the 3077A Time/Attendance terminals, they can go faulty sometimes.

For fast action, people in designated HP offices have been trained to bench repair these terminals at component level.

Below is a list of people/offices who can now repair 307X terminals:

#### Europe:

France	<i>Alain Duchesne</i> <i>Bernard Mastain</i>	Orsay Lyon
U.K.	<i>Mike Perrin</i> <i>Glyn Harris</i>	Manchester Winnersh
Holland	<i>Wim Nintjtes</i>	Amsterdam
Belgium	<i>Giovanni Gobbo</i>	Bruxelles
Germany	<i>Klaus Kurre</i>	Boeblingen

#### U.S.A.:

MSR	<i>Michael Switzer</i> <i>Rich Sacks</i>	Farmington Rolling Meadows
NSR	<i>Willi Froese</i> <i>Gary Robillard</i> <i>Greg Brown</i> <i>Hal Sindler</i> (U.S. Support)	Santa Clara Los Angeles Los Angeles DTD
SSR	<i>Pat Davis</i>	Richardson
CSR	<i>Dirk Devroomen</i>	Toronto

To ensure complete worldwide coverage, the regions/areas with no specialists yet have registered for the next two training courses which will be held:

- USA August 13-17 in Baltimore
- EUROPE September 24-28 in Grenoble.

### The Repair Corner

By: Georges Quin/HPG

ILS ARRIVENT! Shipments of the PSP's 03075-67801 started the first week of July. These packages have been shipped to CSD which will then ship them to the designated repair offices (which ordered them).

To simplify the first ordering of 3075's unique spare parts, and to shorten their delivery, Grenoble is offering a complete set of parts under reference number 03075-67900, at \$ 3336 list price. Each designated repair office should order at least one set directly from Grenoble. Delivery is . . . QUICK!. First sets ordered were shipped along with the PSP's. Replacement parts should then be ordered from CPC/PCE.

#### To Code the Service Note

Customer will be charged a fixed price per repair on 3075, 3076, or 3077. CSD has published these prices. When you will code this fixed price on the "TOTAL CHARGES" box, ensure that you fill the "ACTUAL HRS" or "REPAIR HRS" box with the actual hours worked on that repair. This number will be used for statistical calculations for the update of the repair price.

# CS GROUP NEWS

## CSO News

### Sales and Shipment of Manuals To be Part of Computer Supplies Operation

By: Carl Anderson/CSO

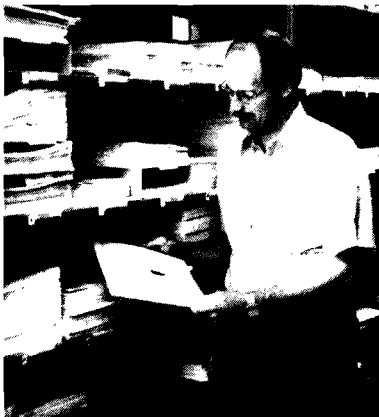
Over the next 3-to-6 month period, Computer Supplies Operation will take on responsibility for stocking, selling, and distributing all Computer Systems Group manuals not otherwise included with division product shipments. These are mainly individual manuals ordered by customers, as well as manuals used internally by HP for training, etc.

Following the pattern successfully set with our supplies business, the CSO manuals program will concentrate on:

- (1) *Reference information.* Indexes and model/manual cross-references to make it easier to know what's available.
- (2) *Easy ordering methods.* Including innovations such as U.S. toll-free phone ordering, etc.
- (3) *Responsive distribution.* Tight controls for up-to-date manual inventories, which can be shipped quickly.

A number of procedures must be set up before CSO takes on the active handling of manuals (so don't send us any orders yet!) — and some 4,000-plus manuals have to first be classified and organized for clarity of understanding and efficiency of operation.

Heading up this project for CSO is *Jim Kinney*, the latest addition to *Carl Anderson's* marketing team.



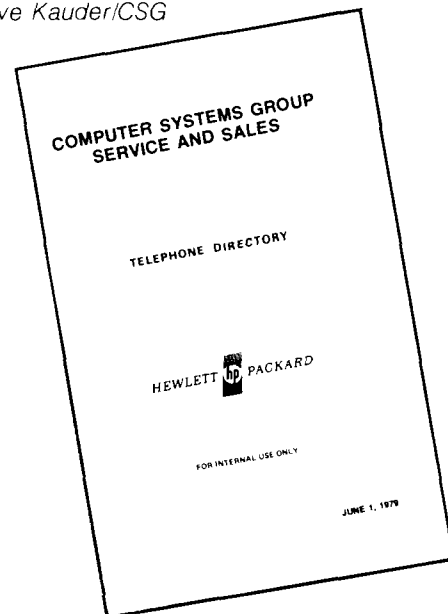
*Jim* comes to us with 10 years of HP experience with Corporate MARCOM. He has worked in the areas of internal distribution of sales literature, the central customer mailing list (CAPS), and the big HP Electronic Instruments and Systems Catalog.

If you have thoughts to share with *Jim* concerning manuals, specifically distribution and sales to field and customers, please contact him at COMSYS 2268 or call him directly at CSO (415) 968-9200.

## CSG News

### New CSG Sales and Service Directory

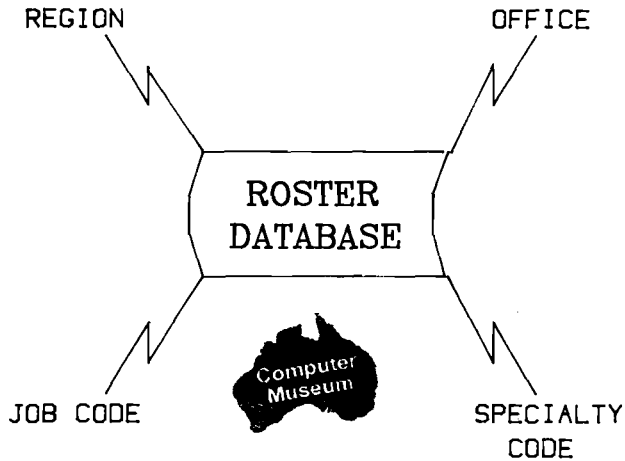
By: Steve Kauder/CSG



LOST in the middle of the night during a field upgrade? Look in your latest Computer Systems Group telephone directory of sales and service personnel and find the name of the guy who got you into this mess and the names of all those who can get you out!

This most useful pocket-sized booklet is being distributed now. It contains the information provided by you and placed into the CSG ROSTER Database System. We extract region, office, job code and specialty code information from the

## CSG ROSTER DATABASE ACCESS METHODS



database (see figure) and reformat the data into a listing of personnel within office within region and a personnel cross-reference.

Literature distribution by the CSG divisions is done through the ROSTER database. This is based on the job code and specialty codes we maintain for you. If your data is not up-to-date in the directory, you are probably not receiving the proper product information. Use the update card in your directory to notify us of changes. (An update card is also included on the last page of every copy of the *CS Newsletter*.)

The new directory is a snapshot of the field personnel in the ROSTER database on June 1. We have written a program to produce the directory and will use it to produce directories three times per year instead of only once as before. Please notify us quickly of changes to your job status so that the next directory will be as current as possible.

### CSG I/A Class 30 Graduates with *Mather* and *Plossl*

By: Bob Lindsay/CSG



*Dick Anderson* (left) presents  
CSG Graduation Diplomas to *Paul Barella/ESR* ... and *Jack Mathewson/SSR*

Wednesday August 8th was the day on which *Dick Anderson*, General Manager — Data Systems Division, spoke to the graduates of CSG I/A Industry/Applications class #30 and presented them with Graduation Diplomas in the Data Systems Division auditorium.

Following *Dick's* remarks the class adjourned to the San Jose Hyatt House where they joined some forty-five HP manufacturing and marketing managers at a banquet sponsored by the Santa Clara Valley Chapter of APICS. (American Production and Inventory Control Society).

This was indeed a special Graduation Dinner, for a total of over six hundred key managers from various Bay Area firms had gathered to hear the after-dinner presentations by two prominent manufacturing industry consultants: *Hal Mather* and *George Plossl*.

*Mather* and *Plossl's* remarks of course were directed at manufacturing and corporate-level managers, so the graduates of CSG I/A course 30 were directly exposed to the insights of two key consultants into the challenges facing today's manufacturing firms.

CSG I/A class 30 represents yet another fine group of tigers ready to take on the challenges of selling our products to the manufacturing industry.

**WATCH OUT COMPETITION, HERE THEY COME!**



# Corporate Training & Management Development

## NEW VIDEOTAPE INFORMATION

### New Videotapes from Corporate Training

By: *Chuck Ernst/Corp*

Title: MFG/250 TECHNICAL OVERVIEW (COLOR)

Audience: HP Sales Engineers; OEM's

Purpose: To explain the technical documentation of MFG/250

Content: *Lloyd Nelson*, R & D Project Manager, explains the technical aspects and internal operations of the package and how to use the technical documentation.

Time: 32 mins

Part Number: 90887Z

Date Released: August, 1979

How To Order: Transmit a HEART (COCHISE) I-2 to Video Products, Palo Alto: Supplying Division 0700, Product Line 95, Sales Force 09, Marketing Division 07. This program is for sale to customers as 90887D.

### INFORMATION CHANGE NOTIFICATION

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

Type of Change: Add  Modify  Delete

NAME: \_\_\_\_\_

EMPLOYEE NUMBER (5 digits): \_\_\_\_\_

OFFICE/DIVISION: \_\_\_\_\_

REGION/OFFICE NUMBER      OR DIVISION

HOME TELEPHONE NUMBER (optional): \_\_\_\_\_

JOB TITLE: \_\_\_\_\_

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

MANAGER'S NAME: \_\_\_\_\_

If you have changed jobs, location, or product specialty and have not updated the CSG Literature Distribution database, just fill out this card and mail to:

Hewlett Packard  
CSG Lit. Distribution  
c/o Carol McKay - 40  
11000 Wolfe Road  
Cupertino, CA 95014

# COMPUTER SYSTEMS NEWSLETTER

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