

# CUSTOMER SERVICE BULLETIN

Subject           A. INTRODUCTION           Page       1       Of       9      

1. This manual contains all known current and previous problems with Radio Shack software products. We have included line changes, patches, and explanations. Each Bulletin is divided into a separate section for problem and solution.
2. Please designate a specific individual who will be in charge of keeping this manual updated and in good order, preferably a C.S.R..
3. If you lose this manual and/or wish to order a replacement, contact your Regional Computer Marketing Manager (RCMM) who will contact the Software Coordinator to order one. The manual will be shipped and billed to your store.

If you lose a page to the manual, replacement pages may be ordered from our Software Coordinator. Those who consistently lose and reorder Bulletins will be assessed a substantial service charge at the discretion of the Director of Computer Customer Service.

4. If anyone should find corrections, wish to submit suggestions, or include other fixes, please submit in writing to:

Software Coordinator  
Radio Shack Computer Customer Services  
400 Atrium - One Tandy Center  
Fort Worth, TX 76102

All suggestions will be reviewed before including them in the manual.

5. We will be sending additional material as it becomes available to us. Please see page 2 for an explanation of the organization of the manual.
6. Also enclosed is a "Ready Reference to Customer Service Bulletins". This will be updated monthly or as required.
7. This Introduction includes:
  - A. Introduction (Page 1)
  - B. How the Bulletins are Arranged (Page 2)
  - C. How to Use This Manual to Help the Customer (Page 3)
  - D. Software Maintenance Program (Page 4 & 5)
  - E. Entering Patches (Page 6)
  - F. Changing Program Lines (Tape) (Page 7)
  - G. Changing Program Lines (Disk) (Page 8)
  - H. Entering Programs (Page 9)

# CUSTOMER SERVICE BULLETIN

Subject B. HOW THE BULLETINS ARE ARRANGED Page 2 Of 9

The bulletins have been placed in order by the software package catalog number with the latest bulletin on top under each stock number.

The manual is divided by index tabs which have the catalog number for every package for which a bulletin has been issued. There are also index tabs for Model I/III, Model II, Model 12, Model 16, Enhanced Model II, Pocket Computer, Color Computer, and Miscellaneous.

The Bulletins are placed behind the proper index tab with the latest bulletin on top.

As of this printing, the CSB manual is divided into two volumes:

- A) Volume I is dedicated to Applications software only. RED TABS have been incorporated into the manual to denote computer models. The bulletins will be in chronological order as mentioned above, behind the appropriate tabs.
- B) Volume II is dedicated to Operating Systems and Languages/Compilers only. As with the Applications volume, RED TABS will separate sections according to hardware catalog number. Additionally we've identified Operating Systems with green tabs so that they stand out. Each section of this volume will contain a tab for each operating system that is applicable to that computer. Therefore you'll have several tabs for the same operating system under different sections, according to computer models.

You should now create a filing system to archive old bulletins as they are removed from your CSB manual. Keep them for future reference. We will remove any bulletin from the manual that is not applicable to the most current version of the software. If the need arises for you to refer to a bulletin that is no longer in the manual and you do not have a copy in your archive file, please call the Computer Center Support group in Ft. Worth and request that a copy be sent to you. The number currently is 1-800-433-5695. Please do not ask a Representative to read a bulletin over the phone and try to apply it as there is too much chance for error.

# CUSTOMER SERVICE BULLETIN

Subject           C. HOW TO USE THIS MANUAL           Page           3           Of           9          

When a customer has a problem follow the steps below for solving the problem:

1. What is the catalog number?

Open the Bulletin manual to that catalog number.

2. What is the version of the program ?

If it is not the latest version of the program make a note to get the latest version from Tandy Software Assembly (the procedure for doing this is in your store operating manual). The current version number can be found in your Master Listing. Flip to the pages following the index tab with the appropriate version number on it or the Ready Reference Index.

3. What is the problem?

Check the Ready Reference Index for a brief description of the problem or check through the problem part of the Bulletins for the customer's problem. If you find the problem follow the instructions for the solution or make a copy of the bulletin and any other information the customer may need (i.e. instructions on line changes) and give them to the customer.

4. If the customer does not know the version of his program you may have to look through all the reports for a similar problem.

5. All required Patches to Operating Systems should be applied to all applications software that is on that particular version of the Operating System. Corrections to application software should be applied to the program before the program is ever used. Certain changes are optional and need be applied only if the customer desires the option such as bulletin number 1556-17. The recovery routines are to be added at the time of need such as bulletin 1558-02 (Corr. 2).

\*\*\*\*\* SUGGESTION TO STORES

Please install patches or upgrade software before giving the package to the customer because it will save you time, money and customer goodwill. All required bulletins and/or up-grades should be applied to the software at point of sale. The categories for patches or up-grades are:

(1) "REQUIRED" = The fix must applied to maintain the functionality of the software.

(2) "OPTIONAL" = This is a means of providing some additional software function other than what was originally intended.

The category of each bulletin is stated in the Problem section of the bulletin. It is also given on the Ready Reference for Customer Services Bulletin pages.



# CUSTOMER SERVICE BULLETIN

Subject D. SOFTWARE MAINTENANCE PROGRAM Page 4 Of 9

We have recently revised our software registration program which requires that the Software Registration cards be placed in a specific location in each software owners manual. We are reemphasizing the importance of filling out and mailing the card and rewording the information accompanying the card. There is also a Version Log included in each software package so the user can keep track of the version they are using of any given software package.

The version numbering system has also been revised to appear as a six (6) digit number (XX.XX.XX). A revised Master Listing is attached. This version number will be needed when calling Fort Worth Computer Customer Services. The format for the new Version Log will be VV.RR.PP:

VV is the version number of the package and is changed only for substantial program enhancements that will affect advertising. Computer Merchandising will decide when a new version is released.

RR is the release number and will be incremented with each new master released for production.

PP is the patch number. This number indicates the number of required fixes/patches made to the current release after January 1, 1983. Patches released prior to January 1, 1983 will not be reflected in this number.

When significant changes/modifications to software are developed, every registered owner will receive those changes/modifications through the mail, with instructions on how to apply it. All RSCC's and CMD's will be mailed a copy of each letter for their info and cross referencing the letter to a specific Customer Service Bulletin. This letter will be headed as "**Customer Services Bulletin**" and will have a number assigned identical to the Bulletin in your CSB Manual. THESE LETTERS IN NO WAY REPLACE THE CSB MANUAL. You will still receive updates as before. The letter and your Bulletin will carry the same number for easy referencing when you're approached by a customer with inquiries.



# CUSTOMER SERVICE BULLETIN

Subject D. SOFTWARE MAINTENANCE PROGRAM (con't) Page 5 Of 9

Be sure to do the following:

- (1) Make sure you have applied all "Required" changes/modifications to your customers software prior to his/her leaving your store. This includes all 700 Upgrades and Customer Services Bulletins.
- (2) Enter the version number into their Version Log. If changes were made, be sure the version number reflects the version that you brought them up to. As bulletins are released, the version number will be incremented in the software if possible. As a backup means of keeping track of changes/modifications, **each bulletin will address a specific version (6 digit number) of the software and will note the new version number to be logged onto the version log after the bulletin has been applied.**
- (3) Encourage each purchaser to open the software, fill out the registration card and either mail it or leave it with you for mailing. If it is left with the store personnel, **BE SURE TO MAIL IT IMMEDIATELY!!!**

The new log sheet, Registration Card and Bulletin mail-out went into effect as of January 1, 1983. Please feel free to call or write with inquiries about this program.

Software Coordinator - CSBMO  
Computer Customer Services  
400 Atrium One Tandy Center  
Fort Worth, TX 76102

817/390-3966 or 817/390-2183

Your cooperation is appreciated.

# CUSTOMER SERVICE BULLETIN

Subject E. ENTERING PATCHES Page 6 Of 9

## Steps to Follow

1. Backup the diskette to be patched.
2. At TRSDOS Ready, type in the patch.
3. Check the patch on the screen with the patch in the Bulletin, make sure they are exactly the same.
4. Press <ENTER>
5. The screen should then say "PATCH COMPLETE" and then "TRSDOS Ready".
6. If there are more patches continue with steps 1 - 4 until they are complete.
7. Backup the diskette.

## Problems That May Occur

1. "String Not Found" means the patch was not typed in correctly or this diskette has already been patched. Type the patch more carefully and try again. If the error still occurs, continue on to the next patch(es) and assume the diskette has already had the patch applied.
2. "Error 31" means the computer has not found the PATCH program on the diskette. Insert a TRSDOS diskette (a backup of the diskette that came with your owner's manual) into Drive 1 and try the patch again. Make sure that both diskettes have the same version of TRSDOS before doing this.
3. "Error 24" means the program is not on the diskette or the filename was incorrectly spelled in the PATCH Command. Try entering the patch again. If it still won't work, look at the Directory and try to determine if the file is on the diskette.

# CUSTOMER SERVICE BULLETIN

Subject F. CHANGING PROGRAM LINES FOR TAPE Page 7 Of 9

## Materials That are Needed

1. The tape program to be changed.
2. A new, blank tape on which to save the corrected program.

## Steps to Follow

1. CLOAD the program into your computer (follow step 1 of the "solution" section on bulletins).
2. LIST the program line indicated by typing LIST and the line number.
3. The screen should show the line listed after "Old Line" on the Bulletin.

Example:

The Bulletin will show  
Old Line: 20 PRINT X

You will type  
LIST 20 and press <ENTER>

The screen would show  
20 PRINT X

4. EDIT the program line by following the instructions under EDIT in the owner's manual or type in the entire line shown after New Line in the Bulletin.
5. Carefully check your typing and press <ENTER>.
6. Insert the new, blank tape in the tape recorder and rewind.
7. CSAVE the program by following the instructions in the solution part of the Bulletin.
8. Turn the tape over, rewind and follow step 7 again.



# CUSTOMER SERVICE BULLETIN

Subject           G. CHANGING PROGRAM LINES FOR DISK           Page       8       Of       9      

## Steps to Follow

1. Backup the diskette that needs corrections
2. Follow steps 1 - 4 on the Bulletin, make sure to press <ENTER> after the LOAD"Program" Command.
3. LIST the program line indicated by typing LIST and the line number.
4. The screen should show the line listed after "Old Line" on the Bulletin.

### Example:

The Bulletin will show  
Old Line: 20 PRINT X

You will type  
LIST 20 and press <ENTER>

The screen would show  
20 PRINT X

5. EDIT the program line by following the instructions under EDIT in the owner's manual or type in the entire line shown after "New Line" in the Bulletin.
6. Carefully check your typing and press <ENTER>.
7. Save the program by following step 5 on the Bulletin.
8. Go to TRSDOS by typing CMD"S" <ENTER> on Model I/III or SYSTEM <ENTER> on Model II.

# CUSTOMER SERVICE BULLETIN

Subject H. ENTERING PROGRAMS Page 9 Of 9

There are several bulletins that require that a program be entered into memory and saved on the diskette. Below are additional hints on doing this.

1. All programs should be entered under BASIC, not TRSDOS. If your computer has disk drives you can get into BASIC by typing BASIC and pressing <ENTER>.
2. When the screen shows the Ready prompt, it is ready for the program to be typed.
3. To LIST what has already been typed, type LIST and press <ENTER>. There are other ways to use the LIST command and they are explained in the Owner's Manual.
4. LLIST <ENTER> will list the program to the printer. (make sure the printer has been initialized on a Model II by typing SYSTEM "FORMS" <ENTER>).
5. Follow the instructions on the Bulletin to save and use the program.