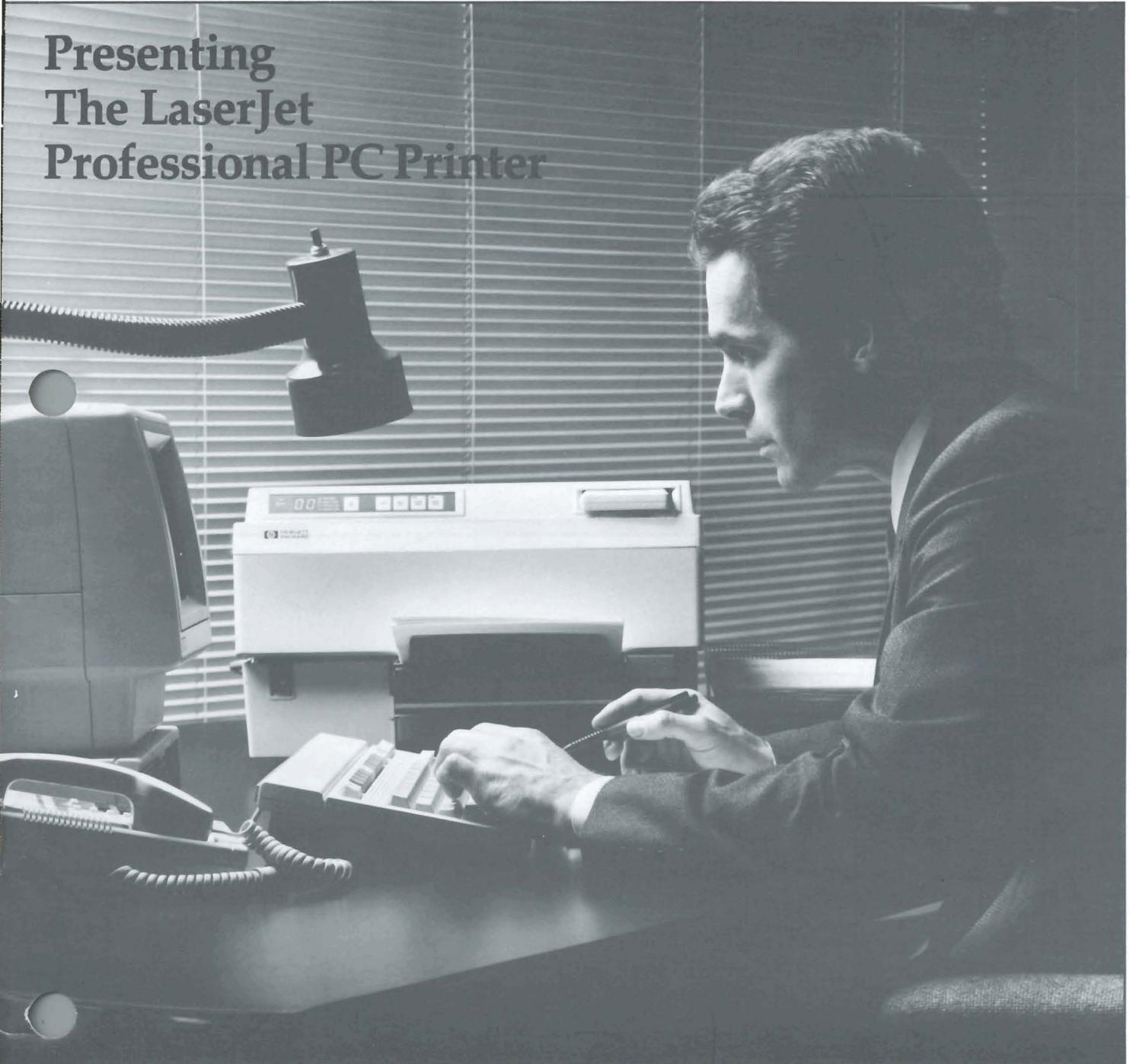


Computer News

For HP Field Personnel Worldwide
June 1, 1984

Presenting
The LaserJet
Professional PC Printer



For HP Use Only

Computer News

Vol. 9, No. 14

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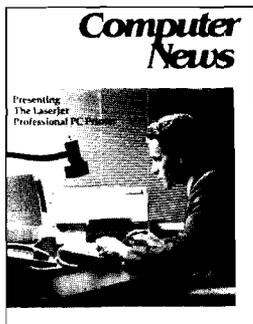
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On the Cover

The LaserJet printer, the professional PC printer from Hewlett-Packard. Laser quality print in a compact and quiet machine that prints up to ten times faster than a traditional daisy-wheel printer. See stories beginning on page 7.

COMPUTER MARKETING GROUP

CMG Computer Marketing Group
3PP Third Party Program
CSD Computer Support Division
CSE Computer Support Europe
CSO Computer Supplies Operation
MA Major Accounts

COMPUTER PRODUCTS GROUP

CPG Computer Products Group
BCD Boeblingen Computer Division
CLL Computer Language Lab
CSY Computer Systems Division
CSYR Computer Systems/Roseville
DSD Data Systems Division
FSD Fort Collins Systems Division
YCD YHP Computer Division

PERSONAL COMPUTER GROUP

PCG Personal Computer Group
GPCD Grenoble Personal Computer Division
HPPR Hewlett-Packard Puerto Rico
PCD Portable Computer Division
PCDO Personal Computer Distribution Operation
POD Personal Office Computer Division
PSD Personal Software Division
RTD Roseville Terminals Division
VCD Vancouver Division

BUSINESS DEVELOPMENT GROUP

BDG Business Development Group
AMD Applications Marketing Division
APO Administrative Productivity Operation
BDC Business Development Center
BDE Business Development/Europe
EPD Engineering Productivity Division
FRD Finance and Remarketing Division
FSO Financial Systems Operation
GCO Guadalajara Computer Operation
IRO Information Resources Operation
MPD Manufacturing Productivity Division
OPD Office Productivity Division
SMC Systems Marketing Center

INFORMATION PRODUCTS GROUP

IPG Information Products Group
BOI Boise Division
CNO Colorado Networks Operation
CPB Computer Peripherals Bristol
DMD Disc Memory Division
GLD Greeley Division
GND Grenoble Networks Division
IND Information Networks Division
RND Roseville Networks Division

INSTRUMENT GROUP

COL Colorado Springs Division
LID Loveland Instrument Division
NJD New Jersey Division
LSD Logic Systems Division
SDD San Diego Division

HP Computer Museum
www.hpmuseum.net

For research and education purposes only.



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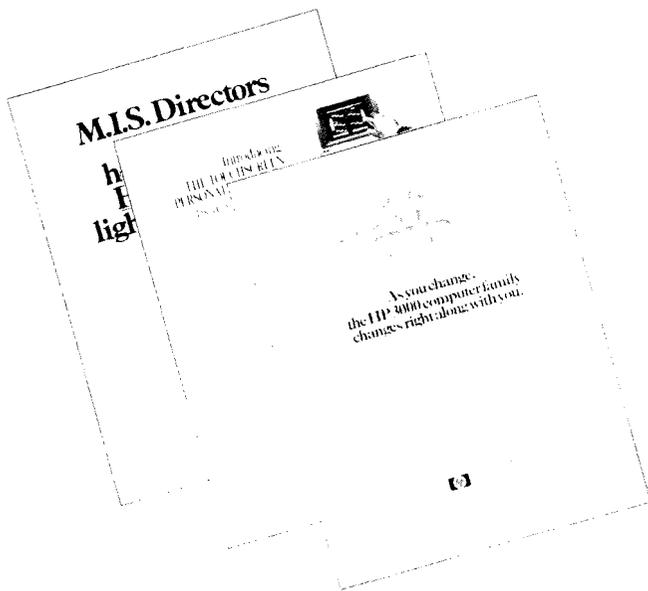
EDP, HP 150 and HP Awareness local ad kits available

Karen Campbell/BDG-Marcom

The second in a series of kits designed to help you with your local advertising and promotion campaigns has been mailed to all US and Canadian Field Marketing Managers, Specialists, and Associates. (Bulk shipments have been shipped to Spencer Chan/HPSA and Mona Foley/ICON for distribution in Europe and ICON.)

This packet contains camera-ready artwork for ads on EDP and the HP 150. In response to your many requests for HP Awareness materials, there is also a localized version of the *Fortune* magazine survey ad which ran in the *Wall Street Journal*. Just have your local office information — name of person to contact, office address and/or phone number — professionally typeset in the blank spaces provided on the ad slicks and you're ready to go.

When you're ready to advertise in a regional publication, keep in mind that BDG-Marcom is set up as an in-house agency. That means you can save a 15% commission fee if we work together to submit the



insertion order. The magazine will bill your office directly and you maintain control of the content of your ad. See your Field Marketing Specialist or Associate for details.

A limited number of these local ad kits are available free to US and Canadian Sales Managers only on a first-come, first-served basis. Call Karen Campbell at TELNET 1-125-7642.

HP 1000/9000 Users Group Conference in San Jose

Dena Stein/SMC

Interex, the International Association of Hewlett-Packard Computer Users, will hold its 1984 conference for HP 1000/9000 users at the Hyatt San Jose, September 9-13.



Four days of activities will be packed with informative papers, five in-depth tutorials, an HP RTE and management round table, and other vendor exhibits. Bring your prospective customers to view the vendor exhibits.

If you or your customers would like to be part of this valuable exchange of system information, register for the conference by contacting Interex conference manager, Janet Huston, at 2570 El Camino Real West, Fourth Floor, Mountain View, CA 94040, or call 415-941-9960.

Below is the 1984-85 users group conference schedule.

Date	Place
July 15-18, 1984	HP 3000 users — Exeter, UK
Sept. 12-13, 1984	HP 3000 users — Utrecht, Netherlands
Oct. 1-3, 1984	HP 3000 users — Ottawa, Canada
Nov. 19-22, 1984	HP 3000 users — Melbourne, Australia
Mar. 31-Apr. 5, 1985	HP 3000 users — Amsterdam, Netherlands
April 9-12, 1985	HP 1000 users — Antwerp, Belgium
Sept. 8-13, 1985	HP 3000/1000 users — Washington, D.C.

Contact Interex's conference department at 415-941-9960 for more information.

MAJOR ACCOUNTS

A new sales tool: the MPN Seminar program

Tom Daniel/System Sales Center

MPN Seminars are a unique blend of strategic and tactical views covering how HP divisions address quality and productivity in our internal operations and how our computers help HP achieve quality and productivity objectives.

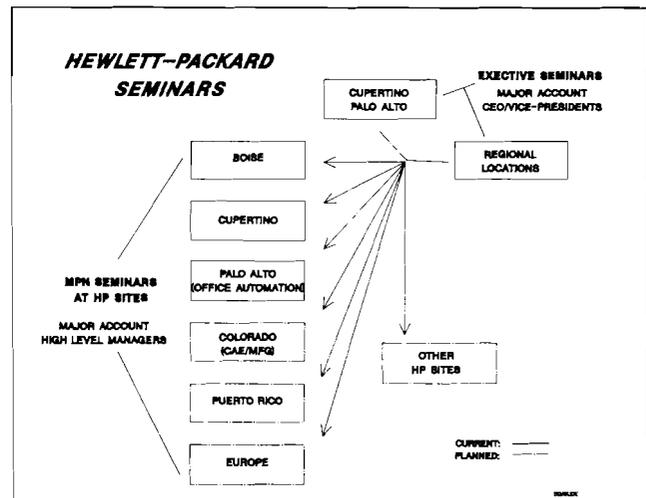
MPN Seminars are educational. The program covers more than automation. A recent survey ranks HP as one of the best managed companies in the US. Seminar attendees hear from the internal HP managers who make it happen. They share with attendees the HP style, philosophy, and strategy in managing their operations.

MPN Seminars are interactive presentations lead by HP division and functional managers and given to equivalent or higher level managers in HP major accounts and target major accounts. Our internal people have the expertise and credibility to talk with executives with similar interests from other major corporations.

MPN Seminars can be considered the "follow-up" seminars to the Executive Seminars. Executive Seminars focus on company philosophies, concepts, and strategies. MPN Seminars focus on the use of these philosophies, strategies, tactics and concepts in HP divisions. Each seminar addresses individual MPN/IPN quadrants.

MPN Seminar theme: *Quality and productivity at Hewlett-Packard leveraged through automation.*

MPN Seminars offer site tours which is an effective part of the program. Seeing our operations and automated processes is worth a thousand words.



The MPN Seminar Program is an expansion of the highly successful seminar pioneered by DMD and Boise Division, currently lead by Dave Gerhart. Over the next 15 months, the Systems Sales Center plans to expand MPN Seminars into HP sites that can successfully display the use of computer solutions, management philosophy, tactics and strategy that achieve HP division quality and productivity objectives.

Our ultimate goal is to establish a working partnership between HP's Application Centers and the customer, and to develop the customer's automated processes based on MPN/IPN concepts.

MPN Seminar sales objectives:

- **Leverage sales opportunities.** The seminar illustrates the implementation of HP's strategies and uses of MPN by way of example. Having an HP manager discuss how our computer solutions help increase quality and productivity in their operations promotes product and company integrity.
- **Increase HP visibility and credibility.** The seminar can be a vehicle to raise HP visibility as a company with a variety of computer solutions to offer. We raise our credibility through interaction with HP management who effectively use HP systems solutions in their daily operations.
- **Increase major account penetration.** The MPN Seminar program helps HP move into new areas of a major account by appealing to managerial segments that previously had little or no exposure to HP's approach in utilizing MPN concepts.
- **Exchange of ideas between major corporations.** The seminar is educational for the attendees, and encourages the open discussion of ideas among management groups of different companies.

MPN and Office Automation Seminars

Laurie Williams/SMC

Eight seminars are scheduled for 1984 in the California South Bay Area. The next Office Automation Seminars held at Corporate Headquarters in Palo Alto, are August 6-7, October 8-9 and October 15-16. Upcoming MPN Seminars in Cupertino are July 17-18 and September 25-26. The 1985 schedule is now being planned.

The three seminars that have been completed were a great success and have increased our confidence in the customer value of this program. Accounts attending the two MPN seminars included Xerox, ROLM, Hughes, Intel, Northern Telecom, Boeing and Lockheed, with Weyerhaeuser, Kodak, Hertz and Dupont included in the Office Automation Seminar. Because of the positive responses received, we plan to expand the number of seminar sites to include Puerto Rico, Vancouver and Roseville; dates have not been set.

Customers should be escorted by their District Manager, or an SR. The escort is then responsible for coordinating transportation between the seminar site and the first night's dinner location (hosted by the Sales Center). A block of hotel rooms are reserved and customers should make their reservations by the cut-off date designated on the invitation.

Because we must limit the number of participants to 20-25, encourage your customers to enroll early.

For more information call Laurie Williams, 408-725-8111, ext. 4459 or TELNET 1-125-4459.



HP marries the compatibles

We know that many of your customers will want this printer for their HP 150 Personal Computer. A wise choice for the professional. But for those who own an IBM PC or a look-alike (such as Compaq), you can still offer the LaserJet professional laser printer. Compatibility is the key word. With a standard RS-232C interface, the LaserJet printer can operate with the IBM via the PC serial interface boards.

Software to boot

Software? We've got it covered. Many of the most popular software packages, such as MultiMate, BPI Accounting, VisiCalc[®] and WordStar[®] are compatible with the LaserJet printer. And more will be added. Which means you can offer your customers the total PC printing solution from HP.

Laser graphics

Be sure to sell your customers the LaserJet printer and its graphics capabilities with their HP 150. Pie charts, bar charts, any graphic they see on their HP 150 will print on the LaserJet printer. No need to have a special printer dedicated to graphics printing.

Simple to use

The LaserJet printer's operation is a snap. Its electrophotographic (EP) cartridge merely snaps in and out. No messy ribbons to change. The compact EP cartridge contains all the toner needed for about 3,000 copies.

No breakable print wheels, either. Optional font cartridges simply slide into the front of the printer.

And no special paper is required. Letterhead, photocopy paper, and envelopes are all readily available.

Easy to sell

The North American LaserJet printer was introduced at the Atlanta Comdex show on May 22. Worldwide availability for the LaserJet printer is currently scheduled for September, 1984.

You'll be receiving brochures, co-op advertising kits, sales guide, and other promotional materials to help you sell the LaserJet printer.

VisiCalc[®] is a registered trademark of VisiCorp.

WordStar[®] is a registered trademark of MicroPro International Corporation.

LaserJet printing for the workstation user

Alan Armstrong/BOI

For North America only

Laser printers have been around for a number of years now, and have established a reputation for high speed, excellent print quality and flexibility but until now have also been too high priced to be considered as a peripheral to a personal computer. The LaserJet printer represents a tremendous breakthrough in price/performance of laser printers. Now workstation users can have the advantages of laser printing for under \$3,500.



In talking to dealers about the LaserJet printer, we found that we had to describe only about five features of the printer to get them excited about this product. The price/performance of the printer is such that very little selling is needed to convince people of the benefits of LaserJet printing.

The printer is ideal for customers who demand true letter quality print, but have been looking for a faster printing solution than they can get today. With the LaserJet printer they not only get the print quality and the speed; they can also take advantage of the flexibility of laser printers. For example, using the optional plug-in font cartridges you can print in several different fonts on a single page, switching fonts under software control (no need to stop the printer to change fonts).

Spreadsheet package users will love the LaserJet printer too. Using the optional compressed line printer font, it is possible to print up to 176 characters across the long side of an 11 inch page — great for those big spreadsheets. Because the LaserJet printer prints on standard 8½ x 11 inch bond or copier paper, the output fits nicely into a notebook or file folder and gives that professional look to the output.

When deciding which laser printer is best for a customer, it is important to consider not only the speed requirements but also the monthly print volume, since most laser printers are fairly fast. The LaserJet printer is intended for applications which require print volumes of up to around 3,000 pages per month. This is consistent with most word processing applications. For applications that require up to 20,00 pages per month, the HP 2687 and 2688 printers would be the appropriate choice.

At introduction, the LaserJet printer is supported on the HP 150 and the IBM PC and PC-compatibles. The printers will be supported on the HP 3000 in the fourth quarter of 1984. Currently the LaserJet printer is available only in North America; worldwide introduction is also scheduled for the fourth quarter. Look for the LaserJet printer support updates in future issues of *Computer News*.

HP 150 donations to college placement centers

Roger Milovina/Corporate College Recruiting

Corporate College Recruiting will soon grant HP 150s to 20 college placement centers across the country. Sales campus managers Wally Berry, Alan Folkins, Jack Oliphant, and Andy Perez are the recipients of a new donations program for their schools.

Campus managers of the candidate schools were surveyed to determine if a need did exist at their campus and if the placement center would be enthusiastic about such a grant. The response was overwhelmingly positive.

The Placement Center grants are intended to help minimize each center's manual operations. In talking

to numerous placement center directors, certain needs seemed to be common among them: job referral system, word processing, interview schedules/student schedules, contact list/employer list, and administrative statistics.

The entire package is planned to be in place and operational by September 1984.

New HP 150 software not offered on 5¼" media

Bruce Woolpert/PSD

Standard HP 150 software is currently supplied on 3½" microfloppy media. However, Option 650 was created so that customers could substitute 5¼" media for the microfloppy. Due to the very high acceptance of 3½" media, we have decided not to offer Option 650 on any further software product or enhancement release of an existing HP 150 product.

Our order statistics would suggest that there are almost no HP 150 users with 5¼" drives worldwide.

We will distribute software for the IBM PC, such as Monitor/PC, on IBM-compatible 5¼" media.

Series 100 BASIC for The Portable

Paul Ferguson/PSD

Series 100 BASIC, popular on the HP 150, is now available for The Portable (HP 110) as well. The new product, 45445D, is our first "One Box" solution for the HP 150 and HP 110. Now, you or your dealers need to stock only one product to support these Series 100 computers.

The exchange kit for this new product is P/N 45445-63002. This kit includes new master media and documentation to allow operation on either the HP 150 or the HP 110.

The current demonstration product, 45445Y, will work quite well with The Portable. A Series 100 BASIC Implementation Note, P/N 45445-90004, will explain how. This note is being distributed during the HP 110 new product training.

Introducing the Training Development Center

Joanne Piziali/PSD

Who develops HP's personal computer documentation and training materials? The Training Development Center (TDC), located at the Personal Software Division (PSD) in Santa Clara, CA (Bldg. 81).

TDC's main goal is to help customers quickly succeed in using HP personal computers and software. This means more sales and less post-sale support.

TDC provides documentation and training materials for all PSD software products. We are also acquiring and developing tools which will simplify the creation and improve the quality of PSD training products.

We want to hear from you. Working together, we can create the training and documentation products which will give PSD software and HP personal computers another selling advantage in the marketplace.

Our field marketing person in TDC Marketing is Joanne Piziali, 408-773-6358; or call Marilyn Johnson, TDC Product Manager at 408-773-6291.

CP/M-68K to be obsoleted

Gretchen Snowden/PSD

The CP/M-68K operating system is a third party product from Digital Research of Pacific Grove, CA. The marketplace has changed in the last year, and the third party software products that were expected to be converted to run on CP/M-68K have not materialized. For this reason, CP/M-68K (P/N 98052JA) will be obsoleted with no further support.

Trade customers who purchased the product last fall may now choose one of three options:

- The product may be returned for a refund to the sales office or entity where it was purchased. This will be handled as a refund on the original order number.
- The software may be exchanged for either Context MBA or HP's Graphics Presentations. To get one of these popular packages, the customer should send the original discs to Gretchen Snowden at PSD in Fort Collins, 303-226-3800, ext. 2320. The address is 3404 East Harmony Road, Fort Collins, CO 80525.
- If the customer elects to keep the software rather than accept one of the other options, it will be with the understanding that there is no further support on the product.

For internal HP customers, the administrative cost of the refund is greater than the original cost. Therefore, it is in the best interest of HP not to refund the cost for HP employees. If it was an employee purchase using personal funds, it will be treated as a customer purchase with the above options.

If there are customers who would still like CP/M-68K with the C compiler, a third party from the Seattle area will be fixing the problems in CP/M-68K and then selling and supporting it. For more information contact:

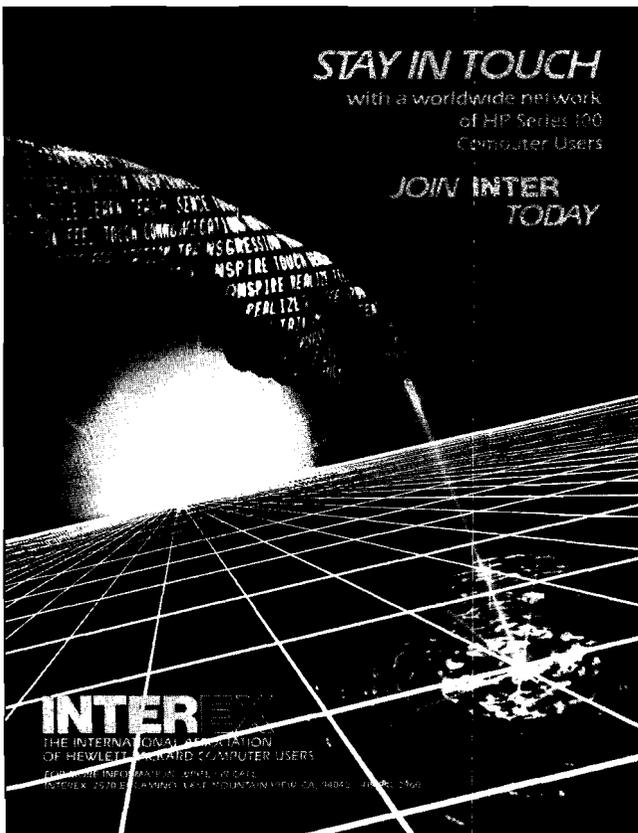
Empirical Research Group
28206 144th Avenue SE
Kent, WA 98031
206-874-4844

Working with third parties in this rapidly changing market involves both great potential and possible risk. Because of the evolving market conditions, we have decided it is not in HP's best interest to continue with CP/M-68K. We are taking the above steps to ensure customer satisfaction.

New Series 100 Users Group brochures

Dena Stein/SMC

Series 100 users group membership brochures have just been produced by Interex, the International Association of Hewlett-Packard Computer Users, and are in stock at HP's Corporate Literature Distribution Center. To order these brochures, fill out an SLO form and include the P/N 5953-7633.



These colorful pocket brochures will catch the eye of your customers and help them stay in touch with other Series 100 users. The first new product shipment of The Portable from Corvallis will contain these membership brochures and so will upcoming HP 150 shipments.

WordStar/120/125 does not support HP 26010D sheetfeeders

Kathy Weiler/PSD

Some SRs have sold HP 26010D sheetfeeders to customers with an HP 120/125 and WordStar®. This configuration is not supported. Word/120/125 will support the sheetfeeder, however, so please be careful when a making sale.

WordStar® is a US trademark of MicroPro International Corporation.



SERIES 200

Also in this issue

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HP 1000

HP 1000 project management success story

Dana Chamberlain/BDG

Do you sometimes have trouble describing to your potential customers how the HP 1000 is used in applications other than factory and plant automation? Metier Management Systems has developed a project management system based on the HP 1000. Metier pioneered the development of project management systems on minicomputers. Their product, ARTEMIS, continues to outsell its competition by a wide margin.

Metier has committed itself to a systems approach characterized by complete integration of hardware and software systems. The goal is to provide a management system that services a wide variety of applications as a functional unit. The user need not be aware of various subsystems. The system is operated under an English-like language which contributes to its ease of use.

Some of the application needs that ARTEMIS addresses include planning and scheduling, cost management, performance measurement, resource leveling, materials control, forecasting, risk assessment, and document/drawing control. The majority of the systems are sold in the government and industrial marketplace. The project environments are similar but the trends in each sector are influenced by different economic and political factors.

Founded in 1976, Metier has been tremendously successful. In the period between 1978 and 1982, the company grew 7,549%. That's right, 7,549%! Sales in 1983 grew 47% over sales for the previous year. This occurred during a time when there were significant cutbacks in planned capital investments. Approximately 35% of the 1983 business was repeat business indicating continued user satisfaction. They were placed seventh in *INC.* magazine's survey of the United States' fastest growing privately held corporations.

HP's success depends on developing relationships with companies such as Metier. When calling on customers, do not rule out those companies with applications that do not fit into the traditional HP 1000 market — factory and plant automation. The HP 1000 is flexible enough to fit into many diverse applications.

HP PMF/1000 expands the HP 1000 market

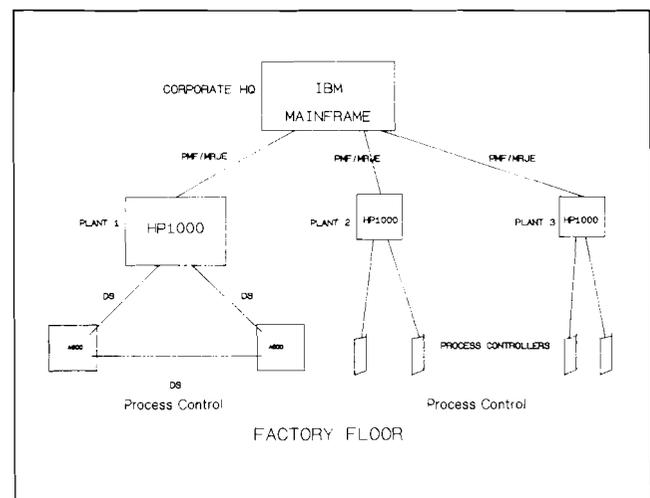
Hassan Azam/IND

Now you can win HP 1000 deals in major IBM accounts with PMF (Programmable Mainframe Facility)/1000. PMF's ability to interactively link HP 1000s to IBM mainframes will also let you sell new solutions in your existing accounts. PMF is an IBM 3270 emulation software package that enables HP 1000 programs to exchange data with an IBM host in real time.

Many new applications

Many new applications are now possible; three examples are below:

- **Factory floor:** If an IBM computer is performing the planning and control functions, instructions can be rapidly passed to an HP 1000 performing the process control functions.
- **Data acquisition:** If a series of HP 1000s are running an experiment, aggregate data could be passed in real-time to a large IBM host for near real-time data analysis.
- **CAD/CAM environment:** A program on the HP 1000 could access an off-line parts information data base on an IBM host, searching for devices of certain specification.



In summary, PMF/1000 is the answer whenever rapid access to IBM is required, whether it be accessing IBM data bases for an HP 1000 application, passing information to an application on the IBM host or passing information in real-time between programs on the HP 1000 and IBM systems.

Sell to existing accounts

Don't overlook the sales potential for PMF into existing applications. PMF/1000 complements the existing IBM batch communication products, RJE/1000 and MRJE/1000. Customers often have the need to rapidly move data during the day (PMF) and move large volumes of data at night (RJE and MRJE). So don't miss the potential sales where HP-IBM communications products are already in place.

Attractive feature set

PMF/1000 has the feature set and aggressive pricing to let you be successful against our mini computer competition. The DEC product, for example, costs more and yet has only four intrinsics compared to PMF's 20. The bottom line is PMF is more powerful and gives the application programmer more flexibility in writing programs to access IBM applications.

Fast communication to the IBM host is handled through an intelligent Programmable Serial Interface (PSI) card. This card offloads the Bisync protocol from the HP 1000, thereby lowering CPU overhead and increasing throughput. PMF communicates with IBM hosts configured with BTAM, VTAM or TCAM over a Bisync link. This allows PMF to use IBM applications such as CICS and IMS.

Ordering information

PMF/1000 is on the June 1 CPL (P/N 91784); it requires a PSI card to handle the Bisync communication to the host. The product will be supported on the HP A-Series with the RTE-A operating system and on the HP E/F-Series with the RTE-6/VM operating system. Additional information is available from the Field Training Manual and the Data Sheet. Copies of both, along with an IBM primer on HP-IBM data communication called *Communicating with IBM*, will be sent to the field approximately June 1.

HP 1000 A-Series processor supports HP MAC disc drives

David James/DMD

The new version of the A-Series operating system (A.84) includes software to support the HP-IB interface for the MAC disc drives (7906/7920/7925). This is the same interface that has been used for some time to connect the MAC disc drives to the HP 3000 product line.

Customers can now purchase a new A-Series processor and protect their mass storage investment. This gives an excellent opportunity for technical SRs to start selling upgrades to accounts that are price-sensitive or who wish to protect their peripheral investment.

Unfortunately, the MAC disc drives will not have the same level of performance on the A-Series as they have been known to have on the E- and F-Series processors. This is due to software overhead in the driver and the polling scheme used for the HP-IB interface. Depending on the application, performance will degrade between 10-20%. However, the cost savings from not having to buy new discs could offset this performance disadvantage.

To bring the MAC drives up on the A-Series CPU, three items are needed:

- 12745D HP-IB interface card for the MAC controller
- 12009A HP-IB interface for the A-Series processor
- RTE A.84.

The 12745D interface card comes with a two-meter HP-IB cable. If you have questions, please call me, David James, at Disc Memory Division, 208-323-2023.

HP MAC disc controller supports multiple A-Series CPUs

David James/DMD

In conjunction with supporting MAC disc drives on the HP 1000 A-Series computer, multiple A-Series CPUs will be supported on the MAC disc controller. This will allow customers who currently use a multi-CPU HP 1000 E/F-Series configuration to upgrade to a multi-CPU A-Series configuration.

Configuration

Up to three CPUs are supported on the MAC controller. Each A-Series CPU must communicate to the controller through HP-IB. This means that there must be a 12745D HP-IB interface card for each CPU. In a single CPU configuration, the 12745D card is installed inside the controller. Since only one 12745D card will fit inside the controller, DMD will offer a box to hold up to three additional interface cards. In the multi-CPU environment, all interface cards must be placed in this box. This restricts the number of CPUs in the multi-CPU configuration to three (the maximum in the E/F configuration is eight). Configurations consisting of mixes of A-Series CPUs and E/F-Series CPUs are not supported.

Ordering information

To allow multiple A-Series CPUs to access the MAC controller, the following items must be ordered:

- 12745D HP-IB interface card for the MAC controller for each CPU
- 13037U Option 050 HP-IB expansion box
- 13366A connection cable.

If you have questions concerning this new configuration, please call David James at Disc Memory Division, 208-323-2023.

Simplifying the product line for SR efficiency

Paul Hansen/DSD

During the next 12 months, DSD will simplify Product Line 65, with the objective of making ordering easier and less prone to errors.

To simplify the ordering of the HP 1000, DSD will remove many of the low volume or confusing products and options from the CPL. Most of these products have been superseded by substantial technology improvements; they clutter the price list and make it difficult to find the products that you really want to sell. Decreasing the ordering complexity improves customer satisfaction because less orders need to be retransmitted and delayed because of ordering errors.

The products listed at right will be discontinued on the date specified. Because there will be continued interest in some low volume products, items marked with an asterisk will be available through DSD Customer Engineering department as "standard specials" following the removal date. Please make note of all of the products scheduled for removal and inform your customers where appropriate.

MEMORY PRODUCTS		
Product	Description	Removal
12666HD	1.0Mb Check Bit Array	September 1984
12699HD	20 Pack 12699H Memory	September 1984
12728K	F-Series Inst Set	September 1984
12786D	E-Series Memory Pkg	September 1984
12788B	256Kb Memory (16K)	September 1984
12788C	512Kb Memory (16K)	September 1984
12788D	1024Kb Memory (16K)	September 1984
12789A	128Kb FC Memory (16K)	September 1984
12789B	256Kb FC Memory (16K)	September 1984
12789C	512Kb FC Memory (16K)	September 1984
12789D	1024Kb FC Memory (16K)	September 1984
12789F	1024Kb FC Memory (64K)	September 1984
12789G	1536Kb FC Memory (64K)	September 1984
12789H	2048Kb FC Memory (64K)	September 1984
2102C	Memory Controller	March 1985*
SYSTEM PRODUCTS		
Product	Description	Removal
2196A	Model 16 System	June 1984
2196B	Model 16 System	June 1984
2197A	Model 17 System	June 1984
2197B	Model 17 System	June 1984
2199A	Model 19 System	June 1984
2199B	Model 19 System	June 1984
2106AK	A600 Board Computer	September 1984
2107AK	A700 Board Computer	September 1984*
2136A	Model 6 Component Box	September 1984
2136B	Model 6 Component Box	September 1984
2186A	Model 6 Microsystem	September 1984
2186B	Model 6 Microsystem	September 1984
2109K	E-Series Bd-No Memory	March 1985*
2111F	F-Series Box	March 1985*
2136C	Model 6+ Component Box	April 1985
2136D	Model 6+ Component Box	April 1985
2186C	Model 6+ Microsystem	April 1985
2186D	Model 6+ Microsystem	April 1985

*To become standard special.

L-SERIES HARDWARE AND SOFTWARE PRODUCTS		
Product	Description	Removal
12002A	Mem Ctr + 128Kb Memory	March 1985
12002B	Mem Ctr + 512Kb Memory	March 1985
12003A	128Kb Memory Array	March 1985
12014A	F/W Upgrade Kit	March 1985
12028A	Memory Connector	March 1985
12028B	Memory Connector	March 1985
12028C	Memory Connector	March 1985
12030A	10-Slot Card Cage	March 1985
12030D	Ten Pack of 10-Slot Cage	March 1985
12031A	16-Slot Card Cage	March 1985
12032A	5-Slot Card Cage	March 1985
12032D	Ten Pack of 5-Slot Cage	March 1985
12035A	Power Module	March 1985*
2103KD	Ten Pack L-Ser Bd CPU	March 1985
2103L	L-Series Board CPU	March 1985
2103LK	L-Series Board CPU	March 1985*
2122A	Model 5 Box	March 1985
2122B	Model 5 Box	March 1985
2142A	Model 5 System	March 1985
2142B	Model 5 System	March 1985
2162A	2250 Controller	March 1985
24397A	Diagnostics	March 1985
24398A	Diagnostics	March 1985
92070B	RTE-L Oper System	September 1984
92070E	Exec Only RTE-L	September 1984
92070K	RTE-L Manuals	September 1984
92070R	R-to-C RTE-L	September 1984
92071A	RTE-XL Oper System	March 1985
92071E	Exec Only RTE-XL	March 1985
92071K	RTE-XL Manuals	March 1985
92071R	R-to-C RTE-XL	March 1985
92072A	OEM Starter Kit	March 1985
92076A	BASIC-L	March 1985
92853A	L-Series H/W History	March 1985
92853Q	Subscription Service	March 1985
92854A	Pascal-XL Compiler	March 1985
92854R	R-to-C Pascal-XL	March 1985

*To become standard special.

Technical Computers

SOFTWARE AND SYSTEM OPTIONS		
Product-Opt.	Description	Removal
2176E-032	7920M Disc Pack Media	June 1984
2177F-032	7920M Disc Pack Media	June 1984
2178A-032	7920M Disc Pack Media	June 1984
2178C-032	7920M Disc Pack Media	June 1984
2179A-032	7920M Disc Pack Media	June 1984
2179C-032	7920M Disc Pack Media	June 1984
2113E-012	64Kb Mem on E-Series	September 1984
2117F-013	64Kb Mem on F-Series	September 1984
2197C-701	Microprogram Pkg on A700	September 1984
2197D-701	Microprogram Pkg on A700	September 1984
2199C-111	PERF/900 Value Pack	September 1984
-112	PERF/900 Value Pack	September 1984
-113	PERF/900 Value Pack	September 1984
-114	PERF/900 Value Pack	September 1984
2199D-111	PERF/900 Value Pack	September 1984
-112	PERF/900 Value Pack	September 1984
-113	PERF/900 Value Pack	September 1984
-114	PERF/900 Value Pack	September 1984
22958C-010	FTN 4 & 4X Self Study	September 1984
12829A-003	VIS Software Equivalent	September 1984
24612A-001	Discount on A-Ser Diag	September 1984
-002	Discount on A-Ser Diag	September 1984
92045A-001	Discount A700 Microprg	September 1984
92045R-001	Discount R-to-C	September 1984
92049A-001	Discount A900 Microprg	September 1984
92049R-001	Discount R-to-C	September 1984
92061A-001	Discount MEF Microprg	September 1984
92083A-001	Discount Profile Monitor	September 1984
-002	Discount Profile Monitor	September 1984
-041	8" Media	September 1984
-042	5 1/4" Media	September 1984
92083R-001	Discount R-to-C	September 1984
92832A-001	Discount Pascal-IVB	September 1984
92832R-001	Discount R-to-C	September 1984
92833A-601	Discount Pascal on A600	September 1984
-701	Discount Pascal on A700	September 1984
92833R-601	Discount R-to-C on A600	September 1984
-701	Discount R-to-C on A700	September 1984
92836A-601	Discount FTN 77 on A600	September 1984
-603	Discount FTN 77 on A600	September 1984
-701	Discount FTN 77 on A700	September 1984
92836R-601	Discount R-to-C on A600	September 1984
-701	Discount R-to-C on A700	September 1984
92857A-601	Discount BASIC-C on A600	September 1984
-701	Discount BASIC-C on A700	September 1984
92857R-601	Discount R-to-C on A600	September 1984
-701	Discount R-to-C on A700	September 1984
92860A-601	Discount Sym Debug, A600	September 1984
-701	Discount Sym Debug, A700	September 1984
92860R-601	Discount R-to-C on A600	September 1984
-701	Discount R-to-C on A700	September 1984

MISCELLANEOUS PRODUCTS		
Product-Opt.	Description	Removal
12796D	Memory Ext PS Upgrade	June 1984
12922A	MUX Upgrade	June 1984
24396A	Diagnostic Library	June 1984
24396B	Diagnostic Library	June 1984
2895B	Paper Tape Punch	September 1984
91731A	12920B MUX S/W	September 1984
92066A	M&C Software	September 1984
92085A	Bulk Upgrade License	September 1984
92087A	Bulk Upgrade License	September 1984
92088A	Bulk Upgrade Kit	September 1984
92400A	DAS Utilities	September 1984
92840A	Graphics/1000 S/W	September 1984
12675A-001	Shelf with Round Corner	September 1984
12796A	8 1/2" A to B PS Upgrade	March 1985*
12796B	12" A to B PS Upgrade	March 1985*
12796C	I/O Ext Upgrade	March 1985*
12920B	16-Ch Async MUX	March 1985

SOFTWARE SOURCE PRODUCTS		
Product-Opt.	Description	Removal
92062X	RTE-4 Driver Sources	June 1984
92067X	RTE-4 Operating System	June 1984
92067Y	R-to-C RTE-4 Sources	June 1984
92068X	RTE-IVB Operating System	June 1984
92068Y	R-to-C RTE-IVB Sources	June 1984
92070X	RTE-L Operating System	June 1984
92070Y	R-to-C RTE-L Sources	June 1984
92071X	RTE-XL Operating System	June 1984
92071Y	R-to-C RTE-XL Sources	June 1984
92077X	RTE-A Operating System	September 1984*
92077Y	R-to-C RTE-A Sources	September 1984*
92078X	VC+ Enhancement Pkg	September 1984*
92078Y	R-to-C VC+ Sources	September 1984*
92084X	RTE-6/VM Operating Sys	September 1984*
92084Y	R-to-C RTE-6 Sources	September 1984*

*To become standard special.

How to order Sales Aid Kits

Joyce Loudon/DSD

To order the Sales Aid Kits, please follow these procedures:

Domestic

Enter an I2 HEART order, supplier 2299, product line 65, system type 09, "Please advise."

International

Enter an I2 HEART order, supplier 2299, product line 65, system type 09, *and* a 4-line entry using the following example:

22999-90620	\$451	(list price)
M02 prod. cost	please advise	(+TAC)
M02 prod. cost	please advise	(-TAC)
M99 discount	-171	

The table at right lists part numbers and prices. Please note P/N 22999-90600 is deleted and replaced by 22999-90620. The content is the same. No other part numbers or prices are valid — including those listed on microfiche or in other HP magazines — and these changes are effective immediately.

P/N	Description	TAC	US List
<i>Overview of HP 1000 Family</i>			
90601	IMAGE/1000	\$ 38	\$ 61
90602	HP-ATE	68	109
90603	Manufacturing Automation Seminar	60	93
90604	HP 1000 E/F-Series and RTE-6/VM Overview	105	170
90605	HP 1000 Overview	45	72
90606	PMC/1000	55	88
90607	HP Computers & the OEM. HP Means Business for You.	40	64
<i>Languages</i>			
90608	FORTRAN 4X	25	40
90609	Pascal 1000	40	64
<i>Applications</i>			
90610	Factory & Plant Automation	210	338
90611	CAE: A New Formula for Productivity	160	258
90612	Improving Factory Automation	76	122
90613	A Production Test Strategy for Electronic Manufacturing	76	122
90614	Sensor-Based Data Acquisition	136	219
90615	PMC/1000 in Waste Water Treatment	52	83
90616 (Video)	Reliability & QA Assurance at DSD	65	104
<i>Graphics</i>			
90617	Scientific & Industrial Application of Computer Graphics	95	153
90619	Elements of a Graphics System	55	88
90619	Graphics/1000-II Software Family	44	70
90620	A-Series Customer Seminar Program (Replaces 22999-90600)	280	451

Corrections to HP 1000 Ordering Guide

Ted Proske/DSD

The May 1, 1984 HP 1000 Ordering Guide, P/N 5953-8755(D), incorrectly states on page 35 that the HP 92843X Skeleton Device Handler supports user development of graphics device handlers for use with HP 92861A (*not true*) and 92841A (*true*). Please correct your reference copy. Also, the HP 92841A and 92842A Graphics/1000-II Version 1.0 DGL and AGP products were mistakenly placed in the inactive software listings on page 42. Those products will be in a *mature* status until August 1, 1985.

HP 9000

New 5M-byte RAM capacity for Series 500 computers

Steve Forbes/FSD

A new ½M-byte RAM board using the proprietary 32-bit NMOS III superchip technology was released May 1, 1984. The new board, which replaces current ¼M-byte boards, allows up to 5M bytes of main memory to be packed into the Series 500 computers. Previous ¼M-byte boards allowed for a maximum of 2½M-bytes of main memory. The new boards occupy the same space as existing ¼M-byte boards while doubling the memory. Configurations such as 5M-byte RAM/single CPU and 4M-byte RAM/multiple CPU are now possible. The cost is \$3,000 for the ½M-byte board (US Factory Base), in keeping with the \$6,000/M byte price established for the Series 500 computers.

Beginning in June, the ½M-byte board will replace the ¼M-byte board in Series 500 computer shipments. Current system ordering procedures and prices remain unchanged. The ½M-byte board will also be available as a factory installed option (beginning July 1) or as a field-installable product (beginning June 1). The new and the old boards can be intermixed in the same computer without software modifications or change in performance level of current products. The ¼M-byte board will continue to be offered as an option and field-installable product until market demand diminishes, probably in the second quarter of FY85.

Since the new board is compatible with the original boards, no upgrade program has been established for existing systems.

Warranty and support arrangements for the Series 500 and the ¼M-byte board will apply to the ½M-byte board.

Part numbers for the ½M-byte board, ordered through HEART, are:

Factory installed option — Option 247
Field installed upgrade — 97047A

The HP 9000 Series 500 HP-UX gains another fan

Bob Ward/BCD

The University of Aix-en-Provence is one of the few institutions in France regularly offering UNIX™ courses to the general public.

In order to help at a recently held course, Jean-Michel Carre of HP Grenoble loaned an HP 9040AM system to the University.

Two courses were held — one for end users and one for system managers. The instructor of the course, Mr. J.P. Rigault, was so impressed by the HP 9000 Series 500 that he wrote the following letter to Jean-Michel.

Dear Jean-Michel,

You will find enclosed herewith a photocopy of the article of the EUUG, which compares different UNIX machines on two specific "benchmarks."

As far as the HP 9000 is concerned, our results tie up completely with theirs. Considering the few C-tests we have done (Hanoi, Tower, Fibonacci . . . , that is to say, essentially recursive functions), we can notice a gain of 2 in performance on the Perkin Elmer 3220 or the VAX™ 750.

On the other hand, and still agreeing with the EUUG, the compilation time is disappointing (in relation to the performances of the rest of the machine).

Another interesting factor is the behaviour on the heavy load. We had 7 or 8 users running simultaneously with a mixing of C compilation, full screen edition (vi) and execution of Shell procedures. In these quite demanding circumstances, the general output of the system is amazing: we hardly noticed any slowdown in the full screen edition, for instance. Furthermore, the machine is far of saturation point. We made some tests, consisting of compiling four identical C programs simultaneously, while other users were connected. The real-time obtained was four times the compilation time for one program, but user and system times were absolutely the same.

Of course these tests have not been done systematically. However, I think that the UNIX implementation is without surprise and without lack, and apparently of very good quality, and we have been really impressed by the HP 9000.

We thank you again for this loan which allowed us to give our training on UNIX in the ideal conditions, and also to evaluate the machines.

Sincerely yours,
J.P. Rigault

UNIX is a US trademark of Bell Laboratories.

VAX is a trademark of Digital Equipment Corporation.

Service, dedication satisfy HP Series 200 customer

Miriam Flood/BDG

A major OEM account has been so satisfied with HP's service that as they have grown, they have stayed with HP for its quality and dedication.

Technical SR Barry Humphrey of the Rolling Meadows office has handled this OEM account since its acquisition in 1981. The customer sells CAD systems incorporating the Series 200 Technical Computers and SRMs to small manufacturers internationally.

In the last two years, HP's sales to the customer have increased nearly tenfold. In 1982 they bought about 200 HP 9845s and in 1983 purchased about 500 HP 9836s, in addition to a number of HP 9816s. This year they are expanding their line with the HP 9920. The customer chose the Series 200 computers because they are user-friendly and have the Pascal operating system, which makes them ideal for CAD applications. These factors, combined with persistence and dedication, can make successes like this a reality.

An important part of this success is in being responsive to an OEM's special needs. To meet those needs, Barry Humphrey set up a team in the Rolling Meadows office that is dedicated to the customer. The team, consisting of Barry, sales coordinator Carol Irwin-Hines, and CE coordinator Laurie Walton, handle order processing directly for the customer. Carol acts as a service contract coordinator to handle the special service needs and to minimize any potential problems.

Another critical aspect of the relationship with the customer is their visits to the FSD facility, and HP visits to their offices. This keeps HP aware of their plans and needs, and keeps lines of communication open.

These strategies, combined with the Series 200 price/performance, HP's quality and reliability, and support from the factory and field, have led to a very satisfied customer.

HP's TEK 4010 terminal emulator available

Rita Wigglesworth/CNO

The long-awaited TEK 4010 terminal emulator, the only graphics terminal emulator for the Series 200, is now available. Bundled into one package with the HP 2622A emulator, the TEK 4010 emulator is suitable for use with popular software packages that contain a TEK driver, such as PLOT10™, DISSPLA®, and SAS/GRAPH™. Customers in the scientific and engineering community can now combine the power of the Series 200 workstations with graphics terminal access to their central computing facilities.

The TEK 4010 and HP 2622A terminal emulator provide the convenience of switching automatically from TEK's graphics capabilities to the HP 2622A sophisticated alphanumeric capabilities, via a "trigger mode" feature. The customer can set a variety of options under menu control. The HP 2622A Terminal Emulator still exists as a separate product.

To run the TEK 4010 emulator, the customer should have an HP Model 216, 220, or 236 computer with 512K bytes of RAM and a US ASCII keyboard. The HP Model 226 is not supported because of its screen size. The HP 98626A, 98628A, and Model 216 built-in serial interfaces are supported. The choice of interface does not affect the functionality of the emulator; however, throughput may be slightly higher with the 98626A or Model 216 built-in interfaces than with the 98628A. Hardware data rates can be set as high as 19.2K bits per second. However, to use a plotter online or to run the 4010 emulator at speeds greater than 1200 bits per second, the host computer must support X-on/X-off handshake. The emulator will work with plotters, printers, and mass storage devices supported by the Pascal 2.1 Language System.

The part number for the TEK 4010 and HP 2622A terminal emulator is P/N 98792A, and it lists for \$350 US. Right to reproduce products are available for \$175 US.

PLOT10™ is a trademark of Tektronix Corporation.

DISSPLA® is a registered trademark of ISSCO.

SAS/GRAPH™ is a trademark of SAS Institute.

Introducing HP's VT100 terminal emulator for Series 200

Rita Wigglesworth/CNO

According to recent DEC sales literature, 500,000 VT100 terminals are installed worldwide, with many of them located in scientific and engineering accounts, the target market for the HP 9000 family. HP's VT100 terminal emulator will help you move Series 200 workstations into these accounts.

The VT100 and HP 2622A terminal emulator consists of two emulators bundled into one package, so that VT100 users can take advantage of the features of the HP 2622A emulator, such as bi-directional ASCII file transfer. The HP 2622A will continue to be offered as a separate product.

Look for applications that support the VT100 terminal and aid engineers in text preparation. One example is the EDT™ editor running on a VAX/VMS system. Beta sites have used the emulator on DEC VAXs with the EDT™ editor, FMS™ forms management system, Datatrieve™ data management system, All-In-1™ office automation package, and MASS11™ word processor.

The VT100 terminal emulator fully simulates the VT100 terminal except where limited by hardware. The emulator has local mode, split screen, video enhancements, VT52 submode, multi-page screen memory, and printer support. The customer can set a multitude of options under menu control.

To run the VT100 and HP 2622A terminal emulator, the customer must have an HP Model 216, 220, or 236 computer with 512K bytes of RAM and a keyboard with a numeric pad. The HP Model 226 is not supported because of its screen size. Workstation hardware must support alpha enhancements (underlining, blinking, inverse video, half-bright) in order for the emulator to simulate VT100 Advanced Video capabilities. The HP 98626A, 98628A, and Model 216 built-in serial interfaces are supported. The choice of interface does not affect the functionality of the emulator. However, lab tests show that maximum throughput is about 2900 bits per second with the 98628A and about 3300 bits per second with the 98626A and Model 216 built-in interfaces. The emulator will work with printers and mass storage devices supported by the Pascal 2.1 Language System, including SRM.

The part number is P/N 98791A, and the price is \$350 US list. Right to reproduce products are available for \$175 US.

EDT™, FMS™, Datatrieve™ and All-In-1™ are trademarks of Digital Equipment Corporation.

MASS11™ is a trademark of Microsystems Engineering Corporation.



- **An industry first — and a powerful sales advantage**

HP-ASSIST represents a major step forward for Hewlett-Packard in the solutions business by giving you an *industry first*. Other vendors offer time and materials consulting but HP offers consulting services with a *commitment to results* as specified in HP-ASSIST Data Sheets. This demonstrated commitment gives you a powerful sales advantage for HP application systems and presents a real challenge to the competition.

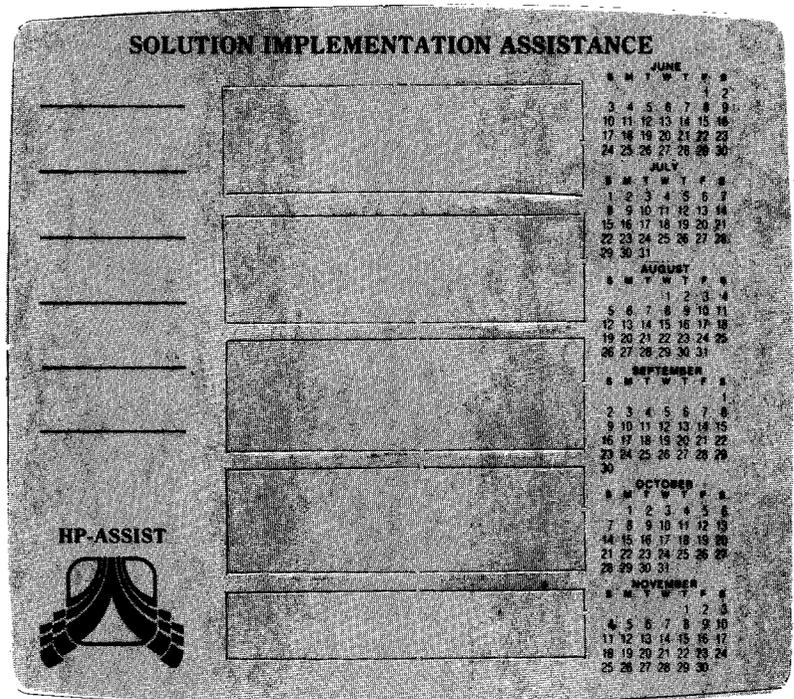
- **Reduce your customer's project time and cost**

HP-ASSIST focuses on assisting customers in implementing *their solution, on time and within budget*. HP-ASSIST provides your customers with a designed implementation process that utilizes established, successful, project management methods. Professionals working closely with your customer's project team get the system up and running with reduced project time and cost.

- **Over 300 HP industry and application experienced professionals**

More than 300 of HP's Industry- and application-experienced field people have already been through the application-specific HP-ASSIST training courses. The goal is to have all of our field application professionals trained on the appropriate HP-ASSIST products and to extend the product family to cover all HP application software products.

YOUR HP-ASSIST TELEPHONE CALENDAR



All you need to do is to punch it out and place it on your telephone.

HP 250

The HP 250 family

Lynn Ovington/BCD

The HP 250 family consists of four models with mass storage solutions ranging from 14.7M bytes to 65.6M bytes. Very small businesses with one to three users will appreciate the low-cost and compact design of the Model 26 with a 14.7M byte integrated Winchester disc and 1.2M byte flexible disc drive.

Small businesses who need cartridge tape back-up will want the Model 30 which includes the HP 7908P. The Models 40 and 50 are well suited for small companies with three to eight users. The HP 250 system can start with the Model 26 and one workstation and can grow to include ten workstations and four external disc drives.

Each HP 250 processor (P/N 45260A) includes: the popular HP IMAGE/250 data base management system; HP Query/250, the IMAGE data base on-line inquiry system; a powerful HP BASIC/250 programming language; HP Report Writer/250, a development system for report writing; HP Forms/250, an on-line forms development system; HP Media/250, which provides diskette read/write capability for IBM 3741 format; HP Link 3000, asynchronous data communications to an HP 3000 system; and numerous system utilities to make the HP 250 exceptionally easy to use and maintain.

The HP 250 is Hewlett-Packard's lowest cost, multi-user business computer system. Over 7,000 HP 250 systems worldwide provide small companies and branches of corporations with powerful and first time user-friendly solutions.

Focus 84 Special Pricing Packages make the HP 250 systems especially attractive through July 31, 1984.

New HP 250 solutions

Lynn Ovington/BCD

With the release of the new HP 250 operating system, B.06, additional HP 250 solutions are possible. The HP 250 now supports several new types of devices such as the HP 3081A and HP 307X data capture terminals, the HP 39800A programmable bar code reader, and a wide range of new printers.

HP 250 manufacturing and inventory control solutions can be enhanced by utilizing these data capture devices and the HP 2933A factory printer. The HP 2933A can print bar codes, large characters and OCR type/fonts.

Office solutions can now feature the HP 2934A correspondence quality dot-matrix printer. The 2934A can print a fast 200 cps or slow down to 40 or 67 cps for a matrix letter quality font.

A new offering for the small business marketplace is the HP 250 combined with a laser printer. The HP 2687A desktop laser printer provides near-offset print quality with 300 dots per inch resolution. Single sheets of standard US letter size or European A4 size are fed automatically from an input tray. The HP 250 and 2687A combination can be very attractive to organizations needing high volume, high quality printing and a business computer solution. Examples include non-profit organizations, churches, small schools and legal firms.

High volume printing on the HP 250 has been enhanced by the HP 2563A 300-lines-per-minute dot-matrix printer. The 2563A can also offer matrix letter quality printing at 150 lpm. Compressed print, double high, double wide print, bar code print, raster graphics, and six-part forms are available.

The new additions to the comprehensive family of HP 250 solutions are described in the April 1984 editions of the *HP 250 Configuration Guide* and *Product Training Guide*.

An HP 250 Package Special

Lynne Ovington/BCD

To help you sell successfully in the small business system marketplace, we are offering an HP 250 Package Special from April 1 through July 31, 1984. This package includes the HP 250 processor with 512K bytes of memory, a 7912P (65M byte) disc drive with cartridge tape backup and from two to five HP 2622D workstations.

Here is how you can win deals with the HP 250 Package Special:

Terms and conditions of ordering:

- Offer effective from April 1, 1984 through July 31, 1984.
- Each product in the package must appear on the order in the quantities stated with the M05 promotional discount applied to the line items where indicated.
- Options may be added at full list price to the products in the HP 250 Package Special. Adding options to a product does not change the M05 discount applied to that product.

Quantity	Product Description	FBP	European M05 discount	US list	NA + ICON M05 discount
1	45260A HP 250 SPU	\$ 7,750	\$ —	\$ 8,250	\$ —
1	Opt. 008 extra 256Kb Memory	2,000	1,000	2,000	1,000
1	7912P 65Mb Disc with Cartridge Tape Backup	17,000	4,000	17,350	4,000
2-5	2622D HP 250 Workstations	2,250	120 each	2,285	290

A four-user configuration (FBP) that lists for \$35,750 is now available for \$30,270, a 15% reduction in price. Now is the time to help your price-sensitive prospects buy the friendly and easy-to-use HP 250 system. (Effective April 1, Grenoble increased the negative factory surcharge on the HP 2622D from 5% to 8% for all European shipments.)

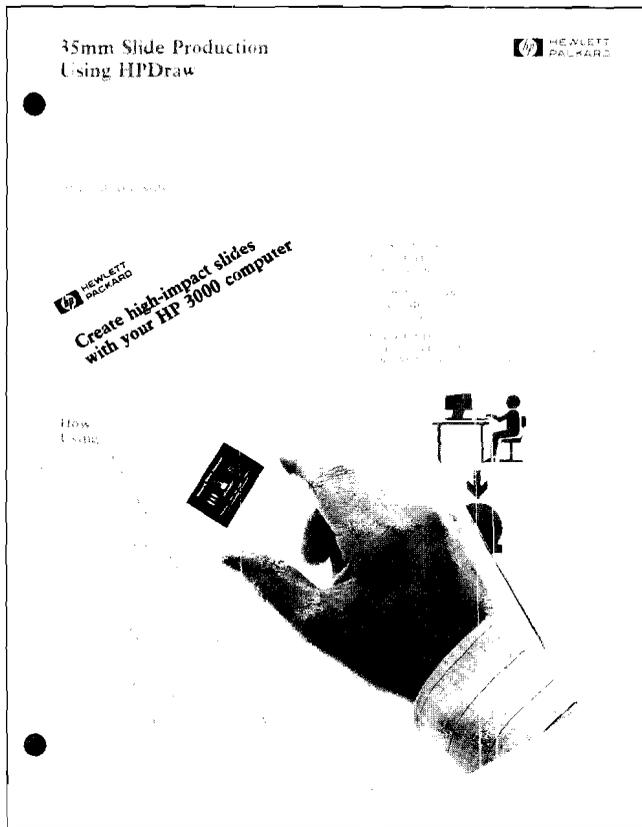
- The words "HP 250 Package Special" must be referenced in the Special Instructions section of the order.
- The HP 250 Package Special must be ordered for coordinated shipment.
- Additional products may be ordered at full list price. Any products not part of the discounted package must appear in a different section of the order.
- Normal discount schedules apply to the discounted price (after the M05 discounts are taken).
- Special pricing included in this package cannot be combined with any other special discounts previously offered.
- Customers must be willing to take delivery of the new system within 90 days of ordering.

HP 3000

New literature, sales aids, manuals for HP 3000 graphics software

Kerin Henderson/PSD

A four-color sales flyer, an application note, and a 35mm slide presentation are now available to help you sell HP's enhanced business graphics software. New manuals and self-paced training binders are also available.



The sales flyer (P/N 5953-7602) describes how HP's business graphics software products for the HP 3000 can be used to create high-quality 35mm slides containing text, charts, figures, and logos.

HP Draw-generated slides are output to magentic tape and sent to a DICOMED service bureau (or in-house DICOMED color film recorder) for processing. Slide processing costs and turnaround time will vary depending on the service bureau.

This flyer is ideal as a customer handout, inquiry response piece, or a direct mailer, for generating interest in HP 3000 graphics capabilities.

The new 35mm Application Note (P/N 5953-7637) is invaluable for any HP Draw user planning to produce 35mm slides. It describes the slide production process, slide resolution, cost and turnaround, shipping instructions, and important information on content limitations for HP Draw-generated 35mm slides. Set your customers' expectations correctly with this application note. (It also lists participating DICOMED service bureaus.)

The HP Draw 35mm slide presentation kit includes a set of 19 35mm slides showing the types of slides that can be created using HP Draw, plus a script.

These kits have been sent to Application Center Managers in the US, Canada, South Africa, Switzerland, and the UK. (These are the countries in which DICOMED service bureaus are located.)

The presentation can be used in customer visits, meetings and seminars, or as a supplement to other graphics presentation materials.

A four-color advertisement promoting 35mm output for HP business graphics appeared in the May issue of *Interact*, the publication of the HP 3000 International Users Group. This same ad will appear in the June and July issues.

Updated reference manuals and self-paced training binders reflecting the recent quality enhancements to the HP 3000 business graphics products are now available.

Manual	P/N
HP EasyChart reference manual	32109-90001
HP Draw reference manual	32108-90001
HP Draw self-paced training binder	22840-60001
DSG/3000 reference manual	32250-90001
DSG/3000 self-paced training binder	22833-60001

First HP Series IIIR rental in Midwest

Carol Robertson/FRD

Congratulations to Debbie Leon of the West Des Moines Sales Office. Debbie has sold the first HP Series IIIR rental in the Midwest.

Debbie's customer, a government account specializing in biometrics and animal research, currently owns a HP Series III which they are upgrading to a Series 68 for better performance. But until the Series 68 shipped, they needed a solution to handle the immediate increase in user demand. Debbie proposed FRD's Series III rental program as a short term solution. This solution matched the customer's needs and FRD shipped the system within two weeks.

If you need an interim solution for systems or disc drives and you need fast availability, look into FRD's rental programs.

Also in this issue

SNA NRJE opens huge new market for HP

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FINANCIALS

HP Pay Customer Profile #0000002

Martha Linenburger/FSO

Paul Bennetts, SR, and Gary Anderson, CSR, Bellevue, recently closed a big HP Pay deal resulting in \$171,000 in software revenues. Their experience serves as an excellent example of how significant revenues can be made selling software applications to existing HP 3000 customers. The sale was software only and future hardware sales are anticipated as implementation continues throughout the entire company.

Name: *

Business type: Paper and corrugated container manufacturing

Geographic location: Headquartered in the Northwest with divisions throughout the US and Canada

Size: \$4 billion in sales

Reasons for purchasing HP Pay:

- Single vendor solution
- Professionalism and business knowledge of HP's presales team
- Network of trained CSRs for excellent support throughout US and Canada
- Comprehensive feature set
- Ability to interface other systems
- Ability to handle many different pay rates and union shift differentials
- Reporting capabilities provided by both HP Pay Report Writer and RAPID.

Application of HP Pay: This customer purchased 32 copies of HP Pay for distributed payroll processing in its corrugated box container plants. HP Pay will be interfaced to the existing manufacturing system for passage of time card hours, thereby significantly reducing data entry requirements.

While the customer does not currently plan to interface its existing general ledger system to HP Pay, long term plans include further automation of administrative operations.

Previous system: HP 3000 and third party software.

Implementation time: In process.

Why the competition lost to HP Pay:

- Limited support and training
- Limited feature set
- Poor documentation.



HP Field Team:

HP SR: Paul Bennetts, Bellevue

HP CSR: Gary Anderson, Bellevue

**For additional information on this customer, please contact Martha Linenburger at FSO, 408-263-7500, ext. 5049.*

OFFICE SYSTEMS

Office products reference sites

Jo Naylor/OPD

The winners of the 12C calculators for submitting office product reference site information (January 15, 1984 issue of *Computer News*) are:

Fred Ricles, Englewood, CO, US

Bob Deutsch, Harrisburg, PA, US

Thanks to all of you who contributed to the list, we now have over 100 sites world-wide.

OPD will soon be making this information available to the field, but please continue giving us your support by completing the form below for new sales.

MANUFACTURING

HP to be at Advanced Manufacturing Systems Exposition and Conference

Julie Owens/BDG

Hewlett-Packard will be a major exhibitor at the Advanced Manufacturing Systems Exposition and Conference. The show (previously called Info MFG) runs June 12-14 at McCormick Place, Chicago, with conference hours from 11:00 a.m. to 5:00 p.m.

More than 50% of the 10,000+ attendees are manufacturing decision makers, either top management or production and engineering management. HP will have a full line of manufacturing solutions displayed demonstrating the four quadrants of MPN.

The conference consists of exhibits and technical seminars. Three HP manufacturing specialists will be speakers. The topics are: Maintenance Management, Just-In-Time Production, and Successful Implementation of Manufacturing Systems.

This show offers an excellent opportunity to show our customers and new prospects HP's commitment to manufacturing. See us at Booth #404.

There is a limited supply of discount (\$5) *Exhibit Only* admission passes available for customer use. (Sorry, there are no Technical Seminar passes.) For more information, contact Julie Owens, TELNET 125-3062 or 415-725-8111, ext. 3062.

Customer Name/Address _____

Customer Contact Name _____

Salesman _____

DM _____

Sales Office _____

Hardware _____

Software _____

OPD Products _____

Happy to Host Visits _____

Responsible Sales Office _____

Date of Sale _____

Main Application _____

Other Information _____

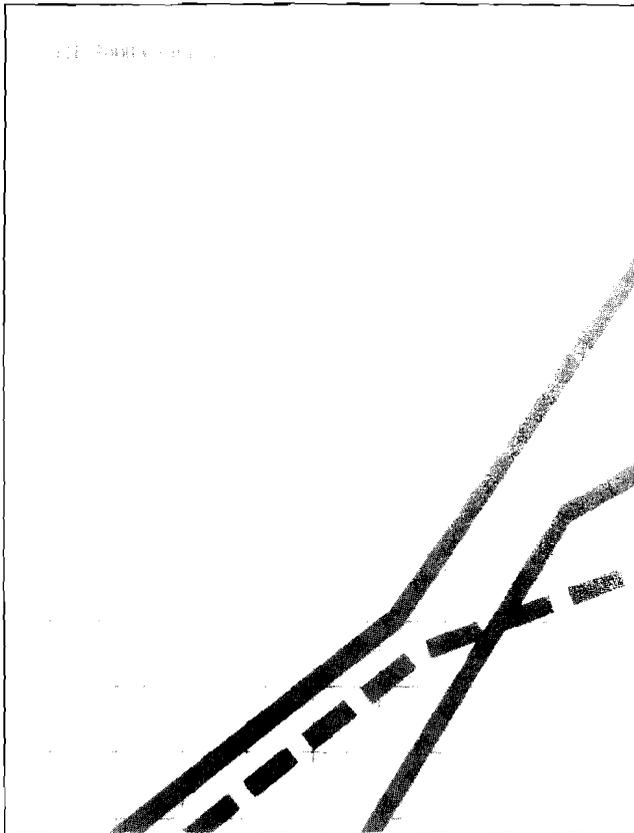
Worth Including in Study _____

Why? _____

DISTRIBUTION

New Performance/ Configuration Guide for distribution management applications

Frank Blakely/IRO



IRO has recently developed a tool that will aid the field in configuring HP 3000s to run the HP SFD/3000 and HP OM/3000 applications packages. The Performance/Configuration Guide uses data gathered by the IRO performance group to allow ASRs and CSRs to calculate the resources required for SFD/3000 and OM/3000 to process a customer's transaction load. The CPU model, the amount of memory, the number of master disc drives and the total amount of disc space that is necessary to process the load specified can be determined by completing the worksheets that are contained in the guide.

A system load factor is calculated by determining the number of sessions to be devoted to each business function and accumulating the total load. This load is matched to the power of the CPU models available to help you select the appropriate processor. A memory load factor is calculated and used to determine how much memory is required; the system load is also used to determine the number of master disc drives required. A disc space requirements worksheet is used to determine the amount of disc storage space necessary to store the SFD/3000 or OM/3000 data files and allow for appropriate free space and for operating system overhead.

The Performance/Configuration Guide for Distribution Management Systems (P/N 5953-7635) is available from the Literature Distribution Center.

Distribution management literature available

Rebecca Derrington/IRO

In response to several requests, below is the current list of literature and other sales materials for the HP SFD/3000 and HP OM/3000 products. Unless otherwise indicated, they are available from the Literature Distribution Center.

P/N	Publication
5953-7473	OM/3000 Data Sheet
5953-7483	OM/3000 Guide to Software Selection
5953-7484	OM/3000 Brochure
5953-7485	SFD/3000 Brochure
5953-7517	SFD/3000 Guide to Software Selection
5953-7635	Performance/Configuration Guide for Distribution Management Systems
No lit. no.	HP Distribution Management Poster (Order directly from IRO)
No lit. no.	Office Products Direct Mail Piece (with envelope — order directly from IRO)
No lit. no.	HP Distribution Management Buttons (Order directly from IRO)
36401-90006	Distribution Management Product Evaluation Guide (\$18 — order from CPL)

Sales Training Manuals (For internal use only)

P/N	Manual
5953-7533	OM/3000 Sales Training Manual
5953-7574	SFD/OM/3000 Office Products Sales Training Manual
5953-7575	SFD/OM/3000 Paper Products Sales Training Manual
5953-7580	SFD/OM/3000 Industrial Supplies Sales Training Manual
5953-7581	SFD/OM/3000 Electronics Sales Training Manual

Future trends in wholesale distribution

Kelly Lister/IRO

In the March 15, 1984 issue of *Computer News*, page 20, we brought to your attention a report, "Future Trends in Wholesale Distribution: A Time for Opportunity," prepared for the Distribution Research and Education Foundation (DREF) by the National Association of Wholesaler-Distributors and Arthur Andersen.

We have had several inquiries asking which Hewlett Packard offices are members. They are:

- Information Resources Operation, Englewood, CO
- Novi, MI Sales Office
- Liverpool, NY (Syracuse) Sales Office
- Rockville, MD Sales Office
- Lawndale (Airport), CA Sales Office.

For those of you located at one of these offices, call 202-872-0885 to place an order by credit card or send a written order on letterhead and a check for \$27 to:

Distribution Research & Education Foundation
1725 K Street N.W.
Washington, DC 20006

Anyone else who would like to order a copy of this report, may send a COMSYS to me at IRO, division D100. An order will be placed for all the requested copies and cross-charged to your division. Be sure to include your division number, department number, and account number.

Orders will be placed on June 15, so please submit your order before then. After that time you will need to place the order yourself through DREF and pay the non-member fee of \$53.

The articles will take approximately eight days for delivery to those people ordering from one of the member offices. Orders placed through IRO will take a few days longer. If you have any questions please call me at 303-773-1992, or contact me at COMSYS code D100.



GENERAL

Brokers move over

Rhonda Livingston/FRD

For North America only

Here is some good news for SRs with cost-sensitive and installed-base customers. You don't have to send those customers to brokers to find low-cost and hard-to-find workstation products.

The Used Workstation Program has an inventory of current and discontinued products with two week availability. These products provide your customers with savings of between 10%-70%. In addition to quick availability and substitution cost savings, these products are covered under HP's standard 90-day warranty.

To win against brokers, call Rhonda Livingston, TELNET 720-2482 or 408-720-2482 to reserve a product today. Your customer is bound to be excited to know they can turn to HP for the low-cost solution.

Now, you too can sell to customers where only brokers dared to go before.

The following list shows pricing effective June 15, 1984. Note that the US list price includes freight.

JUNE PRICING FOR USED LEASE EQUIPMENT**

Product	Price	Product	Price
Terminals		Desktop	
2382A	1,360	45500A	1,020
2621A	950	*45500A w/050	1,415
2621B	1,070	*45500B	1,150
2621B w/050	1,495	*45500B w/050	1,545
2621P	1,395	9815A	1,160
2622A	1,725	9815S	1,460
2622D	1,780	9825A	3,550
2623A	2,490	9825B	6,900
2624A	1,750	9825S	4,750
2624B	2,550	9825T	7,000
2626A	2,500	9826A	7,600
2626W	2,800	9835A	6,000
2640B	950	9835B	5,250
2641A	2,750	9836A	10,000
2645A	2,250	9845B	9,000
2647A	3,200	9845C	19,500
2648A	2,500		
*3075A	2,190		
*3076A	2,560		

Printers

2601A	2,995
2608A	8,000
2631A	1,195
2631B	1,995
2631G	2,150
2635A	1,995
2635B	3,000
2671G	1,200
2673A	1,900
7245A	2,700
7245B	3,120
*82905A	335
*82905B	395
*9871A	725
9876A	4,200

Plotters

*7220C	2,500
7220T	6,785
7221B	1,600
7221C	1,700
7221S	4,500
7221T	5,500
7225A	725
7225B	925
7470A	930
7580A	11,815
*9872A	1,595
9872B	1,995
9872C	2,500
9872S	3,000
9872T	4,140

Other

13222N	60
87XM	2,545
*7260A	4,500

Discs

*82901M	745
9130A	725
9885M	1,500
9885S	1,100
9895A	3,800
Opt. 010	2,890

Terminal Options

#050	\$525 (except where noted)
#007	\$400

*Addition/Price Change since March 1, 1984

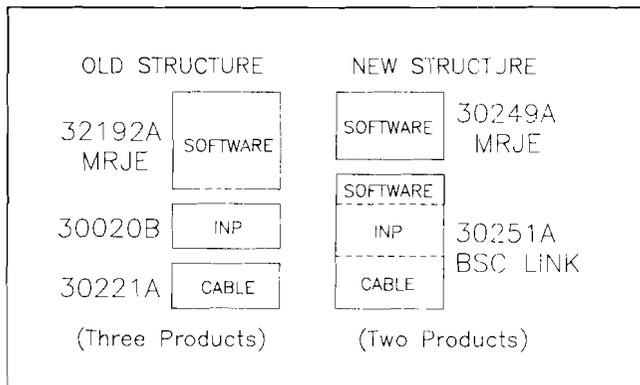
**This type of equipment is not eligible for Employee Discount

NETWORKS

Links-Services structure for datacomm products

Larry Orr/IND

In keeping with our efforts to make networking easier to sell, we are introducing a new, more streamlined product structure for all data communications products. Under the new structure, any customer's solution consists of two elements: a Network Service and a Network Link. The Links-Services structure is already in place for HP-IBM datacomm products and will be extended to all datacomm products later this year. This is the new product structure for MRJE and BSC Link:



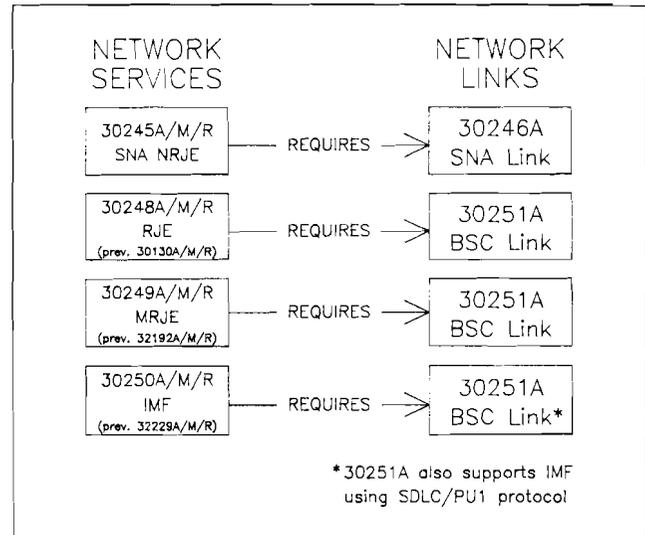
Under the old HP-IBM structure you ordered at least three products: a datacomm software product (e.g., MRJE), an INP and a cable. Under the Links-Services structure, the Link includes INP, cable (and other hardware if required), and software to manage the data link. The Network Service is similar to the old datacomm software product except that it lacks the lower layers of software (now in the Link). The total package of products is the same as before.

Key features of new product structure:

- You need only two products: one Link and one Service
- Links contain hardware and software
- Links have cable options for easy ordering
- No Hardware Option gives \$3,600 discount if customer supplies all required Link hardware
- A/M/R copies for Services (Links are all "A" products).

How to order HP-IBM datacomm products

There are four HP-IBM Network Services currently available. Choose the Network Service you want. Then order the Service together with the required Network Link, as indicated below:



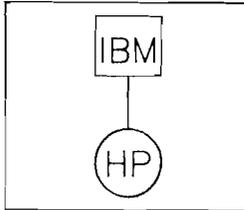
Do not order a network service with an INP and cable. Order a Network Service and a Link instead. Specify the desired cable option on the Link. If the customer supplies INP and cable, use the No Hardware Option on the Link.

The Links-Services product structure will soon be extended to all datacomm products. Just remember: any solution requires one Link and one Service. It's that simple.

SNA NRJE opens huge new market for HP

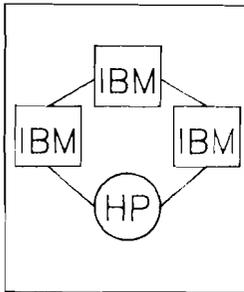
Larry Orr/IND

For the first time you can break into major new accounts that used to be locked up by IBM. SNA NRJE enables the HP 3000 to perform three powerful roles in an IBM SNA environment:



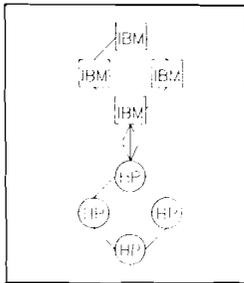
Batch IBM workstation

- Send jobs to host and receive output
- Update central data bases
- High performance laser print station



Superior SNA node

- Physical Unit Type 2 node
- HP 3000 coexists with IBM devices
- Superior price/performance of HP 3000
- NRJE works with all HP applications



HP-IBM gateway

- NRJE and DS work together
- Window between HP DS and IBM SNA networks
- Cost-effective relative to competitive gateway products

With NRJE and DS the HP 3000 has greater communications capability in an SNA environment than a System 38 — and it's far more cost-effective. Together with HP's superior applications on the 3000, NRJE gives you a real competitive edge against IBM in SNA installations.

Network Configuration Checkout (NCC), a new service offered to the field by IND on-line support, helps assure customer satisfaction with SNA NRJE. Get your SE involved early when qualifying customers for NRJE.

Here's how NCC works. Before an NRJE order is placed, the SE will call IND on-line support to determine whether the customer's configuration is sup-

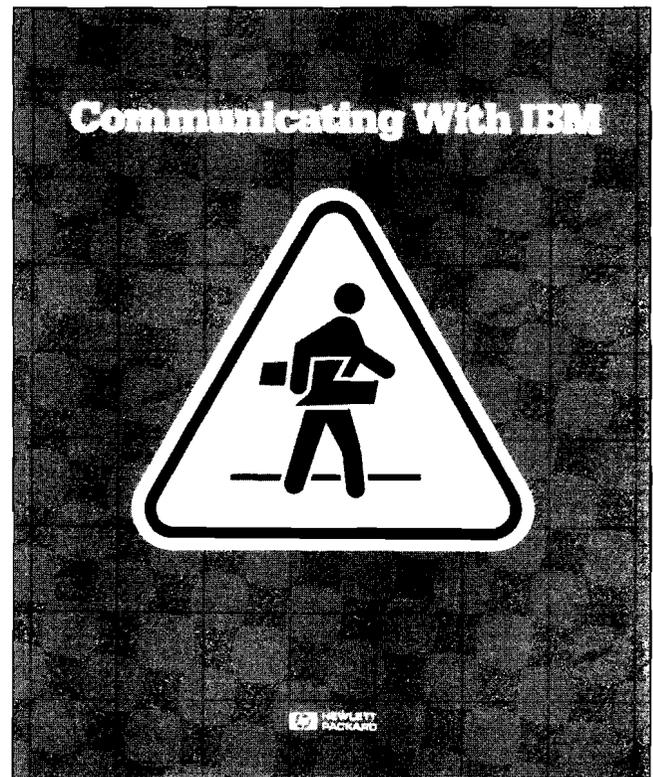
portable with NRJE. On-line will also review the host GEN information in detail prior to product shipment.

NCC means no surprises at installation time. On-line is well prepared to support the broadest possible range of configurations. And your customers are happier because we provide better support. Together, NRJE and NCC can help you beat IBM.

Communicating with IBM primer now available

Michael Genevro/IND

If you want to find out what SNA, JES, HASP, MVS, and other IBM buzzwords mean, you need a copy of the new data communications primer, *Communicating with IBM*. After completing this book, you will have a basic understanding of IBM mainframe facilities, IBM networks (especially SNA networks), and HP-to-IBM communications. This material will be of great value to you in your work with customers who have links to IBM systems.



Get your hands on this primer and learn what all those IBM buzzwords mean.

Communicating with IBM is one of a series of primers on data communications and data management being developed within the Information Products Group. The first book in this series, *Touring Datacomm*, presented a broad overview of computers and data communications. The new primer assumes that you already have that general background in computers and data communications and now would like to learn about IBM systems and HP-to-IBM products.

Communicating with IBM will become an important part of introductory customer documentation and basic internal training. We are sending SRs, SEs, Field Marketing Managers, and SE Librarians a copy so that you can show everyone how good it is and can order more.

How you can order the primer:

The part number of *Communicating with IBM* is 5957-4623. If you would like copies for a customer course or internal class, please place your order through RND, Division 52. To order copies for personal use, please place your order through CSO. Customers should order through CSO — phone 800-538-8787. If you are calling from California, Alaska, or Hawaii, dial 408-738-4133.

MASS STORAGE

High-performance tape drive for price-sensitive customers

Diane Leeds/FRD

FRD can now offer a solution to your price-sensitive customers who need a high performance 6250 bpi tape drive on systems that are not compatible with the new HP 7978A tape drive. If they are about to turn to a broker or a third-party manufacturer for a high-speed tape drive, quote the remarketed solution. Competitively priced at \$33,000 (US list), the HP 7976AR tape drive represents the high standards of quality and reliability available in the entire remarketed product line. In fact, it's difficult to distinguish remarketed products from new. And don't forget — remarketed products come with a 90-day warranty and unlike brokers, freight and installation are already included in the price. As shown on the chart

below, when these costs are added to brokers' prices, you and your customer can easily see that remarketed products from HP are both the *cost-effective* and *quality* way to go.

	Broker X	HP
7976A tape drive	\$29,975	\$33,000
Installation	525	Included
Site Prep	175	Included
90 day warranty	1,758	Included
Freight (est.)	500	Included
Actual customer cost	\$32,933	\$33,000

HP 7976A trade-in cost advantages

Jim Jonez/GLD

When considering the trade-in credit of an HP 7976A for the new HP 7978A, customers should look at all of the costs involved. GLD and FRD provide \$4,000 credit so you can offer more options. Use it if your customer does not need a specific feature of the 7976A (such as the auto-threading tape feature).

One main advantage, of course, is the savings in monthly maintenance costs. With SMMC for the 7976A at \$586 and the 7978A at only \$101, a savings of \$485 per month (\$5,820 per year) is possible. The 7978A has a much lower maintenance cost, partly because of the increased reliability of the product. This means that costly system down-time is greatly reduced.

Also, this trade-in may allow some customers to make an adjustment to the asset value that will result in a "loss" for tax purposes and reduce the tax liability. Another savings, although not a direct cash savings, is the lower depreciation charges because of the lower asset value of the 7978A.

Although a new 7976A costs much more than the trade-in credit, look at the costs of continuing to own the product. These "hidden" costs may convince customers that now is the time to trade it in.

This special upgrade offer ends June 30, 1984. Order the 7976AN credit (\$1,500) with the 7978A Option 676 (\$2,500 discount). Refer to the OP field documentation for details.

Which tape drives support the HP-IB switchbox?

Jim Jonez/GLD

Since the introduction of the HP 7978A, we have received many inquiries on the support of the 26075A HP-IB switchbox. Unfortunately, this switchbox is not supported by the HP 7974A or the HP 7978A tape drives. Your customers can still use it with the HP 7976A or the HP 2680A as before.

Also in this issue

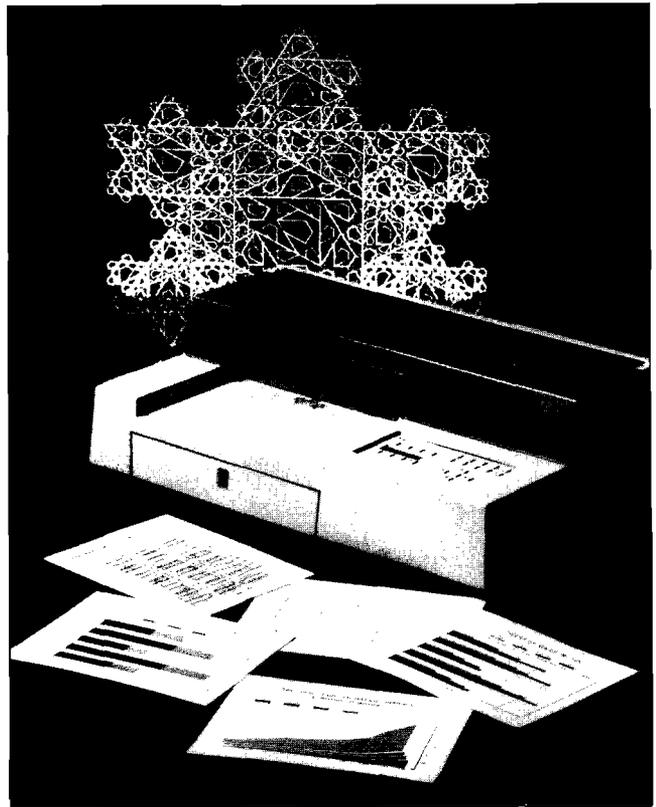
HP 1000 A-Series processors supports HP MAC disc drives	13
HP MAC disc controller supports multiple A-Series CPUs	14

PLOTTERS

Your HP 7550A New Product Training questions answered

Peggy Wyman/SDD

During NPTs, several important questions about the new HP 7550A 8-pen plotter were asked. I'd like to review the answers with you in this issue and upcoming issues of *Computer News*.



SDD's automatic sheet feed plotter, the HP 7550A.

Q: Why does SDD now offer two A3/B-size data display plotters?

A: There are two very distinct markets for A3/B-size plotters.

- **Heavy graphics users** These customers need a plotter for high-volume or shared environments. Throughput and accessibility are their prime concerns. With its built-in sheet paper feed, fast plotting speed, and replot capability, the HP 7550A is perfect for their needs.
- **Occasional graphics users** These customers make one or two graphs a day and usually one person in their group is responsible for this task. They are most cost conscious and don't need the superior throughput offered by the HP 7550A. For these customers, we offer the HP 7475A. SDD now has three data display plotters.

Q: Can transparency film be automatically fed?

A: Not yet, but we plan to introduce a new transparency film in July or August that the HP 7550A can automatically feed and that will also work on the HP 7475A and the HP 7090A. The delay has been in finding a film that would feed reliably in diverse environments. Our current transparency film can usually be automatically fed by the HP 7550A, but cannot be guaranteed to feed in a wide environmental range.

Q: How can my customers use preprinted forms and grids?

A: To align by grid, define three alignment points on the media using the pen positioning "cursor" buttons and the "align" function on the HP 7550A's front panel. Proper grid alignment cannot be assured using the automatic sheet feed, so SDD does not recommend using preprinted forms with autofeed. Instead, suggest that your customers let the HP 7550A fill in the preprinted information. The HP 7550A's incredible throughput makes this a viable option.

Q: How many plots can my customers get out of a set of pens?

A: That depends on the type of plot, but SDD has run some tests that will give you an idea. Using the HP 7550A internal demo plot on A4/A-size paper, you can make 50 area-fill plots before the pens run out of ink. You can make 100 close cross-hatch plots before the pens run out of ink. Other pens last until all the sheets in the paper loader (150) have been fed. Best of all, there is no noticeable degradation in the readability of the small letters on the plots.

Software support for the HP 7550A comes on line

Peggy Wyman/SDD

Since the introduction of the HP 7550A sheet feed plotter, the base of software supporting this plotter has grown significantly.

This month, a new revision of HP Series/100 Graphics (A.03.00) that supports the HP 7550A's polygon-fill and automatic sheet feed is available. For HP 3000 graphics, the Q-Delta-2 Product Tape, released in April, recognizes the HP 7550A as a legal output device (it treats it like an HP 7220T). There are plans to integrate more of the HP 7550A's features, such as polygon-fill and automatic sheet feed, into DSG, HP Draw and EZChart this fall.

The technical graphics packages for the HP 9000 Series 500 and for the HP 1000 are also being modified to support the HP 7550A's features such as sheet feed, polygon-fill, internal characters, and replot. New revisions are due to be released shortly.

ISSCO has released support for the HP 7550A for its Disspla, Telegraf, Cuechart, and Teleplan packages with Configurator Release 9. SAS Institute recognizes the HP 7550A as a legal output device for its SAS/Graph and SAS/OR products.

Several business graphics packages on microcomputers currently available support the HP 7550A on the IBM PC and PC/XT. These include ChartMaster from Decision Resources and Graphwriter from Graphics Communications. Business Graphics System from Peachtree, and Graph Power and Encore from Ferox Microsystems support the HP 7550A as a 7220T.

The HP 7550A can be used on Lotus™ 1-2-3™ although it is treated as an HP 7475A. Sorcim's Supercalc 3 has support for the HP 7550A similar to Lotus.

Many other software vendors are evaluating the HP 7550A and are making plans to support it in forthcoming software releases.

Lotus and 1-2-3 are trademarks of Lotus Development Corporation

Glossy presentation paper for small HP plotters

Amy Bockman/SDD

SDD now offers glossy presentation paper for your customers who have requested a high quality presentation media. The new paper can be used with the HP 9872 plotter family and the HP 7470A, 7475A, and 7550A graphics plotters.

Used with overhead transparency pens, glossy paper provides professional looking output in deep, vivid colors. These exceptional plots will enhance your customers' reports and presentations. They are also useful for final storage copies.

Some software packages have a built-in pen speed adjustment; refer your customers to their software supplier for specific information about pen speed choices.

P/N	Description	US List Price
9280-0640	A-size (8½ x 11 in.)	\$ 8.00/50 sheets
9280-0641	B-size (11 x 17 in.)	14.00/50 sheets
9280-0642	A4-size (210 x 297 mm)	8.00/50 sheets
9280-0643	A3-size (297 x 420 mm)	14.00/50 sheets

Glossy paper is now on the Parts Price List and is available through SDD, CSO, CSO-Europe, and dealers.

Updated Application Note on drafting plotter accuracy

Melissa Gerberich/SDD

Definitions of plotter accuracy are numerous and, unfortunately, there is no standard way to measure plotter accuracy. *Drafting Plotter Accuracy — What It Means and How to Achieve It*, an updated Application Note from SDD, will clear up some of the confusion about this subject.

The first section describes how HP defines and measures the accuracy of our drafting plotters. Section 2 explains how to interpret specifications; Section 3 offers operating guidelines for achieving accurate results; and Section 4 explains when plotters should be recalibrated for mechanical accuracy. There is also a discussion of the new HP 7586B's long-axis plotting limitations.

In fact, SDD thinks accuracy is so important that our new HP 7586B has a built-in accuracy calibration routine that allows your customers to calibrate their own plotter. The procedure is easy, saves service calls, and gives confidence that drawings will always be made with optimum accuracy.

This Application Note is shipped with every drafting plotter and is available from the Literature Distribution Center in Palo Alto under P/N 5953-9752.

PRINTERS

Variable density print for the HP 2680A laser printer

Rich Suyehira/BOI

Variable Density Print (VDP) is now available for the HP 2680A laser printer. This enhancement allows users to adjust the darkness of printer output.

With VDP installed, operating costs will increase as print darkness increases. Higher volumes of all consumables, especially toner, will be used.

A two page print sample is available through Corporate Literature and will be mailed to sales offices.

New maintenance options

A new set of maintenance options are being added with VDP. First of all, the base MMC must always be ordered on a Service Contract. Then a U0X option is added if the usage level is over 125,000 rotations (250,000 pages) per month. In addition, if the customer wants HP to change the print drum and developer, they order a U2X option or U3X option.

The U3X options are new and must be ordered in place of the U2X service option if the customer has VDP installed. The U2X option is ordered when the customer does not have VDP installed, but still wants HP to change the print drum and developer. Charges for both the U2X and U3X options include replacements for the print drum and developer.

The VDP capability can be ordered with the HP 2680A as Option 062 for a US list price of \$2,550. It can also be ordered as a field upgrade kit, 26084A, for a US list price of \$3,550. Price for the 26084A kit includes installations. Availability of the kit is 4 to 6 weeks and availability of the option is the same as for the HP 2680A.

HP 2631G and HP 293X graphics comparison

Greg Ware/VCD

Many of the features that were available on the HP 263X printers have been carried over to the HP 293X Workstation Printers. Graphics has been carried over from the 2631G. All of the Shoestring printers (HP 2932A, 2933A, 2934A) have the ability to print raster graphics dumps from a terminal. The 293X printers produce a 90 x 90 dots per inch graphic image as opposed to the 72 x 72 dots per inch image produced by the 2631G. The net benefit of this is that the output on the Shoestring series is of higher resolution. Because the 293X image is a higher resolution image the graphics picture is smaller. This should be pointed out to existing 2631G customers along with the understanding that they are getting a faster, more reliable printer at a lower cost.

Also in this issue

- | | |
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| LaserJet printing for the workstation user | 8 |

TERMINALS

HP 3092/3093 industrial terminals to be obsoleted

Francis Scarella/GPCD

The HP 3092A industrial display terminal and the HP 3093A industrial graphics terminal will be removed from the Corporate Price List on October 1, 1984.



These rugged versions of the HP 2622A and HP 2623A office terminals will be discontinued due to the new European EMI regulations (Radio Protection Mark), which will preclude any shipment as of January 1, 1985. This regulation will apply to the US also.

This decision has been made in consideration of the lower volume sales of these products and the amount of rework that would be necessary to fulfill the new EMI requirements.

Orders will be accepted until October 31 only (no overrides accepted after this date). No shipment will be allowed worldwide after December 31.

Please inform your customers of this obsolescence. No customer should be encouraged to build long term plans on the HP 3092A/3093A.

For further information, call your local sales center.



CUSTOMER SUPPORT

An update on the new Software Support Program

Thomy Iuppa/SMC

Here are some of the more frequently-asked questions from the field on the new Software Support Program. We are submitting these questions to help make the transition to the new Software Support Program as smooth as possible for you.

Q: What is the impact of the new Software Support Program on customers with existing contracts?

A: The new Software Support Program has the following key advantages:

- More *flexibility* in supporting additional systems with different software configurations from the central system, and in mixing support levels between systems software and HP applications software.
- Significant *cost advantages* in supporting larger configurations. The majority of your customers should see little or no change in their support costs. A small percentage of customers, who have few software packages on their system, may see an increase — but it will not exceed 10%. Customers with “fully-loaded” systems (several software products in each category or family) should see a decrease in their software support costs — the percentage will be a function of the number of software products on the system. Another advantage: support for categories and/or families of products, rather than individual software products, will reduce the necessary investment on support for add-on software.

Q: There are some products on the HP 1000 for which no extended Software Materials Subscription (W) is available. Why?

A: This indicates that the product is a type II piece of software, i.e., the Right-To-Copy the software is included with the original purchase price. This is not a new policy.

Q: How can we order software support on the HP 9000 Series 200?

A: When ordering software support on the HP 9000 Series 200, follow the steps listed:

1. Identify the operating system(s) — is it Firmware, or Software?

Firmware	Software
HP 98061A — BASIC ROM	HP 98611A — BASIC RAM
HP 98602A — BASIC + EXT	HP 98614A — HPL RAM
HP 98604A — HPL ROM	HP 98615A — PASCAL

2. Indicate media option. If the operating system is firmware only and there are no subsystems, then no media option is needed.
3. Order Software Materials Subscription on each subsystem and the applicable category.

Also, the HP 9000 systems can have multiple operating systems. A media option needs to be indicated on *both* operating systems.

For more details on the administrative issues involved, contact your local SEOs. They have the resources and the documentation available to help you issue correct quotations and process more orders!

COMPUTER SUPPLIES

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- Peripherals and Terminals
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- Furniture and Accessories
- Operating Supplies
- Magnetic Media
- Books and Learning Aids

Special new products

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Special fast-order direct phone lines for computer supplies are now available in many countries. Direct phone order service is the ideal companion to the new *Computer Users Catalog*, making it easy for your customers to easily identify and order the supplies and accessories they need.

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9301-0761	Japanese language edition.

CSO DIRECT ORDER

CSO Fast Phones — the easy, direct way for customers to order supplies, accessories, media, furniture and software.

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United States	800-538-8787
California	408-738-4133
United Kingdom	0734-792868
	0734-792959
France	(6) 928 32 64
Belgium/Luxembourg	(02) 762 32 00
Switzerland	(057) 31 22 54
	or 31 22 59
West Germany	07031-142829
	07031-223133
The Netherlands	020-470639
South Africa	802-5111
	53-7954
	28-4178
Canada	
Toronto Local	416-671-8383
Ontario	1-800-268-6982
Quebec	1-800-387-3417
British Columbia	112-800-387-3154
Other Provinces	1-800-387-3154
Sweden	08-7502027
	08-7502028

Product hardware maintenance prices for June, 1984

Barbara Koepplinger/CSD

Listed below are the hardware monthly maintenance prices for new products introduced June 1, 1984. Also included are a few products introduced in May with recently approved maintenance prices.

Product	Description	SMMC	BMMC	PMMC	FMMC	DIV
12110A	A900 512Kb ECC Memory Controller	\$ 27	\$ 22	NA	NA	2200
12110B	A900 1Mb ECC Memory Controller	45	35	NA	NA	2200
12111A	A900 512Kb ECC Memory Array	14	11	NA	NA	2200
12111B	A900 1Mb ECC Memory Array	24	19	NA	NA	2200
12111C	A900 2Mb ECC Memory Array	44	34	NA	NA	2200
13037U-050	Add HP-IB Extender to Disc Controller Upgrade	34	28	NA	NA	4800
2686A	Laser Jet Printer	78	62	\$ 39	\$ 20	1600
29340S	Single Bin Sheetfeeder for 2933A, 2934A	5	3	2	1	5400
45710A	HP 110 Portable Personal Computer	NA	NA	10	5	3900
9114A	3.5" Flex Disc, HP-IL Battery Powered	NA	NA	4	2	5800
9144A	1/2" Streaming Tape Cartridge Drive	22	18	11	6	5800
2680/804A-062	Variable Density Print*	\$ 0	\$ 0	NA	NA	1600
2680A/804A-U31	OK to 125K Usage	616	493	NA	NA	1600
2680A/804A-U32	126K to 200K Usage	985	788	NA	NA	1600
2680A/804A-U33	201K to 275K Usage	1,355	1,084	NA	NA	1600
2680A/804A-U34	276K to 350K Usage	2,098	1,678	NA	NA	1600

*Variable Density Print capability has been added to the Laser Printer and Laser Printer System. The option itself costs nothing; however, usage options (U3X) have been set up if HP is to perform the PMs. These usage options would be used instead of the U2X options.

These product prices appear in the June 1 maintenance price release for sales administration.



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