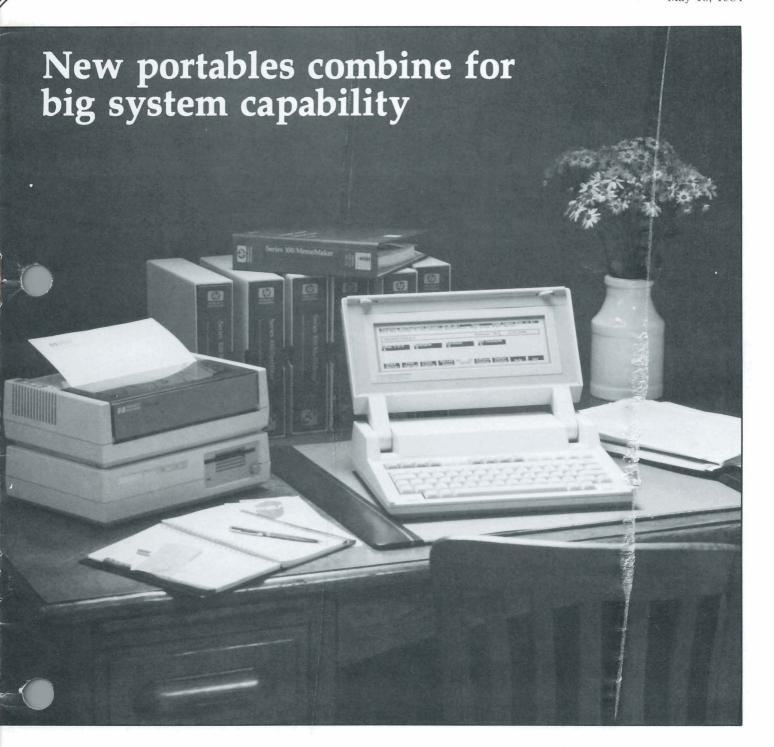
Computer News Sertiannual Indes

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For HP Field Personnel Worldwide May 15, 1984



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On the Cover

The Portable gives your customers desktop capabilities in a notebook-sized package. Plus, you can expand the system with the new battery-operated peripherals: the Think Jet printers and the HP 9114A disc drive. See stories beginning on page 8.

COMPU	TER MARKETING GROUP
CMG 3PP	Computer Marketing Group Third Party Program
CSD	Third Party Program Computer Support Division
CSE	
CSO	Computer Support Europe
MA	Computer Supplies Operation
	Major Accounts TER PRODUCTS GROUP
CPG	Computer Products Group
BCD	Boeblingen Computer Division
CII	Computer Language Lab
ČŠÝ	Computer Systems Division
ČŠÝR	Computer Systems/Roseville
DSD	Data Systems Division
FSD	Fort Collins Systems Division
YCD	YHP Computer Division
DEDSON	AL COMPUTER GROUP
PCG	Personal Computer Group
GPCD	Grenoble Personal Computer Division
HPPR	Hewlett-Packard Puerto Rico
PCD	Portable Computer Division
	Personal Computer Distribution Operation
POD	Personal Office Computer Division
PSD	Personal Software Division
PTD	Roseville Terminals Division
VCD	Vancouver Division
BUSINE	SS DEVELOPMENT GROUP
BDG	Business Development Group
AMA	Applications Marketing Division
APO	Administrative Productivity Operation
BDC.	Business Development Center
BDF	Business Development/Europe
FPD	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
INFORM	ATION 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
INSTRU	MENT GROUP
COL	Colorado Springs Division
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Loveland Instrument Division

New Jersey Division Logic Systems Division San Diego Division

HP Computer Museum www.hpmuseum.net

For research and education purposes only.

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GENERAL

New manufacturing ad promotes HP's many building blocks for Factory of the Future

Bojana Fazarinc/BDG



We have more than 500 ways to build the future into your factory. Right now.

why wait to tomorrow when you can get your solutions to manufacturing productivity today. With the Hewlett-Packard approach, you choose from were 500 hardware and software products to create a system that fills a specific need in one, area of your plant. Hen you can continue fitting together HPs "building blocks," linking them with compatible equipment and

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improvements, using HP's range of quality improvements, using HP's range of quality management solutions. In no time, they II help reduce your reject rates, so rap and rework. At the factory management level, our malerials requirement planning systems can help.

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to make your manufacturing
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So take the first step into the future by calling court local IP sales office better the white steps. Ask a Computer Representative to show on the way right now 19 with for complete of termation to 1 leekely Dackard, I sectors of by Latine, 19ep (1080), 19447 Primeridge Avina, Cupertino CA 95044. In Europe consol Florik van Lammeren, Hewlett-Packard, 1949, 1958, 1945, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1958, 1



This new ad, directed to management and production/industrial engineering of Fortune 1000 manufacturing companies, is designed to increase awareness and preference for HP in the industrial automation market.

The unusual visual approach and text focus on HP's uniquely broad offering of building block products and solutions to help manufacturers start building the factory of the future today. The "more than 500 ways" refers to all computers from HP 3000 to the Series 40 instruments, analytical products, HP and

HP Plus application software, peripherals, special support programs — in general, all MPN products useful for automating or integrating manufacturing activities. The ad's first appearance will be May 28 in *Industry Week*, followed by continued appearances in *Fortune* (manufacturing), *Business Week* (industrial), *Industrial Engineering* and *Production Engineering*, beginning in June. (Limited quantities of reprints are available. Call Helene Cranstoun, 973-7641.)



Technical seminars for your customers

Dena Stein/SMC

Do your customers need updating on technical subjects? Interex, the International Association of Hewlett-Packard Computer Users, announces a technical seminar program containing more specific and intensive information than users group conferences. Each of the five seminars planned for 1984 will be held in a different location and will focus on one subject. A featured speaker, plus other guest lecturers, will present related topics in a small group setting.

System Optimization and Performance is the subject of the first one-day seminar on Saturday, June 30, at the Le Baron Hotel in San Jose, CA. The featured speaker is Tony Engberg of HP's Distributed System Laboratory; cost is \$250 for Interex members and \$300 for non-members (including lunch and materials). Registration is limited. For more information, contact Jeff Miotke at Interex, 415-941-9960.

In July the technical seminar will be on data base management.

Correction to Computer Groups Sales and Service directory

Tomm Carlson/CMG

Recently the Computer Marketing Group distributed the CMG Sales and Service telephone directory. Due to a mistake in the format of the change notification cards, please help CMG avoid extra postage charges by returning cards through interoffice mail to:

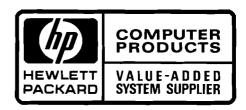
ROSTER Systems Administrator Computer Marketing Group, 49B2

Remember we will also accept information via COMSYS at 5015, or HP Desk at mail node HP5000/15.

THIRD PARTY

Technical OEM conference results exceed all expectations

Deborah Gray/SMC



The 1984 Technical OEM Conference for HP 9000 and HP 1000 OEM customers was a great success. More than 150 executives representing 83 companies from nine countries attended the March 28-30 meeting in Palo Alto, CA. The major goal was to strengthen HP's working relationship with our OEMs by sharing our future business directions. Strategy presentations and specialized workshops by senior marketing, sales and product managers helped to achieve this goal, reinforcing the conference theme, "Winning Together."

Dynamite agenda

Paul Ely discussed HP's organization, directions, and commitment to the OEM channel of distribution. Franz Nawratil and Fred Wenninger shared HP's strategy for real-time computers and technical workstations. Joel Birnbaum, general manager of HP Computer Labs, discussed HP's directions in computer architecture, outlining the challenges faced by computer vendors today.

The workshops were informative and interactive. Topics included: HP 1000: In Depth, HP 9000: Operating Systems and Languages, Networking Alternatives, Peripherals: Performance and New Product Update, and Successful Marketing Communications.

The HP 1000 session discussed system designer tools, migration plans from our current processors to the next generation, and fault tolerance. Wim Roelandts, R&D manager for the Information Products Group, reviewed HP AdvanceNet, a strategy which incorporates HP's commitment to an Open System Interchange Architecture and industry standards.

Marketing

J.C. Dennis, Director of Marketing Communications, opened the Marketing Communication session with an HP perspective on the increased importance of Marcom in the computer industry. Dr. Konopacki, a consultant, followed with a lively presentation on the "Dynamics of Trade Show Selling."

The highlight of the conference was a comprehensive product fair showing HP's newest and soon-to-benewest products. The fair was an excellent forum for interaction between our OEMs and HP management and division experts. Many attendees commented that this opportunity for interaction with HP folks and hands-on experience with new products was the highlight of the entire conference.

OEM feedback

Our OEM customers were optimistic about the increased business potential in FY84-85. Here's what they had to say: "This has been an extremely valuable experience for me. We are making plans for the next 12 months now; your timing is perfect." "An outstanding 2½ days well spent." "Excellent first seminar! Needed smaller group sessions to discuss mutual problems. Product fair superb." "Very well run conference. I appreciated HP management's openness." "This conference should be repeated on a regular basis! Very informative for all participants." "Play it again next year."

Thanks

A special thanks to the HP field sales organization and the HP division teams that contributed to its fantastic success.

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GENERAL

SERIES 80

The great ideas contest

Melanie Johnson/PSD

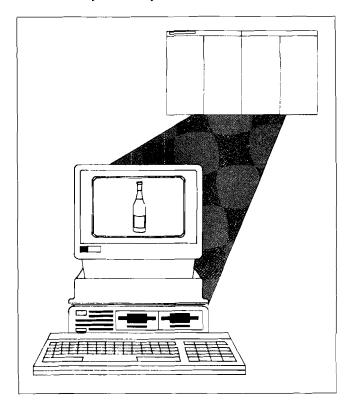
Have you figured out how to print a document from your personal computer to the laser printer? How do you access an Image data base on your HP 150? Do you have a clever way to mail a spreadsheet via HP DeskManager?

Now's the time to enter your great ideas in the Great Ideas Contest. During the month of May, the PC Integration Center at PSD is looking for ways to improve integration between personal and host computers. Send your integration ideas to:

Melanie Johnson Personal Software Div., Bldg. 81U 3410 Central Expressway Santa Clara, CA 95051 or, HP DeskManager D600/TR

The author of the first place entry will receive a crystal decanter along with a bottle of Domaine Chandon champagne. Second and third place winners will each receive a bottle of the bubbly.

Send as many ideas as you like.



PCD tips hat to top ten

Dick Siegel and Greg Erdmann/PCD

There's a lot of life left in Series 80, the oldest and best selling line of HP Personal computers, and the TOP TEN SRs for FQ84 have amply demonstrated it.

Series 80, the entry level computer for technical professionals, has the largest installed base of all HP computer lines (over 100,000 and still climbing). And there are still a lot of potential OEM and VEUs out there waiting to hear about the benefits of using Series 80 products for their applications.

The Portable Computer Division takes its hat off to these TOP TEN SF-02 SRs who have been successfully telling the Series 80 story during the first quarter of FY84:

Ed Etzel Sacramento Stu Kagan Palo Alto **Bob Berlon** Dayton Ken Allevne-Chin Brisbane Baz Hartounian Lexington Akron Charles Kosla Norm Matlock Phoenix Rochester Paul Gizzi Mark Cornett Lexington Ron Roskuski Columbus

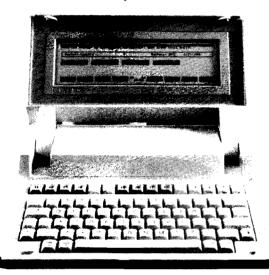
Keep up the good work. Each sold over \$100,000 of products for a total of over \$1.5 million in the first quarter alone.

If your name isn't there — do yourself a favor, brush up on Series 80 features and benefits and find out how well they fit the needs of your major accounts. We think you will be surprised to see what potential there is for these versatile computers. Maybe your name will be there next quarter.

SERIES 100

The Portable: desktop capability in a notebook-sized package

Tom Darnall and Marilyn LeMoine/PCD For North America Only



The Portable (HP 110), the exciting new portable computer from Hewlett-Packard, is designed to provide today's professional with work-saving productivity tools in a compact package that's no bigger than a three-ring binder.

The Portable is battery-operated, and features an integrated display, full-size keyboard, built-in modem, 384K bytes of ROM, 272K bytes of RAM, built-in Hewlett-Packard interface loop and serial (RS-232) interface connections, and powerful software programs. It weighs only nine pounds.

HP's new entry in the portable market addresses the fact that many professionals are not stationary. They need a computational tool that they can take down the hall to a colleague's office, across town to a client's office, home for an evening or weekend, or even across country on a business trip.

With built-in software, a large amount of user memory, and a fast operating system, The Portable gives those professionals the computing performance of traditional desktop models. In addition to the MS-DOS operating system, the following software is built into The Portable's permanent memory (ROM):

- Personal Applications Manager (P.A.M.): P.A.M. is the main menu on The Portable, and shields the user from complex computer syntax. The easy menu and keystroke format lend a see-and-select simplicity to the computer.
- 1-2-3[™] from Lotus[™]: The integrated design of this best-selling software package lets the user easily switch from spreadsheet analysis to information management to graphics without having to load additional programs or data.
- Memomaker: Memomaker is a WordStar[™]compatible word processor that's extremely easy to
 use. Its softkey operation eliminates the need to
 learn special command sequences.
- Terminal emulation/communications: When used with The Portable's built-in modem or serialcommunication port, this package lets you easily communicate with and transfer files to and from other computers.

Each of the programs is accompanied by built-in help directories for instant access to on-screen instructions.

In addition to these powerful built-in software programs, other industry-standard packages will also be available.

Lots of memory

There are two large memory compartments in The Portable. The first — 348K bytes of permanent memory (ROM) — is the address for the operating system, built-in software and help screens. The second — 272K bytes of non-volatile user memory — is reserved for storing data or additional programs. Part of this second compartment is used as a high-speed, solid-state disc drive, referred to as electronic disc. The electronic disc stores and retrieves information (such as a memo or spreadsheet) more than six times faster than conventional floppy media.

Getting started

To get started on The Portable, simply touch any key. The P.A.M. program menu will appear on the screen, and the user can quickly select the appropriate program. In less than five seconds, the user can start writing a memo, change a forecast, make a chart, sort a list, or transfer a file to another computer.

Portable-Desktop Link (PDL), an optional plug-in card that enables The Portable to communicate with desktop computers. The Portable-Desktop Link equips desktop computers with the hardware and software necessary to transfer a memo or spreadsheet from The Portable to the desktop, or vice-versa. It also enables The Portable to address a printer that is connected to the desktop. The PDL printed circuit board plugs into one of the desktop option slots. The Portable is then connected via HP-IL, and the PDL software is run on the desktop. When connecting The Portable to an HP 150, an Extended I/O Accessory and software complete the system.

Expandability

The Portable system can be expanded with Hewlett-Packard's new battery-powered peripherals, the ThinkJet printer, and HP 9114A double-sided $3\frac{1}{2}$ " flexible disc drive.

The ThinkJet printer is a quiet, fast, high-quality printer that uses a new print head technology. See "A quiet revolution in personal printing" by Norb Gotner, in the March 15 issue of *Computer News*. For more information on the HP 9114A disc drive, see "The HP 9114A 3½" microfloppy disc drive — The Portable's Partner" in this issue of *Computer News*.

Prices (US List):

The Portable	\$2,995
HP 9114A disc drive	795
ThinkJet printer	495

Application software for The Portable

James Martin/PCD For North America Only

The power and compatibility of The Portable allows you to run industry-standard software application programs. In addition to the powerful built-in software, a full range of optional 3.5" disk-based software is available for The Portable. In conjunction with the HP 150, every attempt has been made to offer the most popular personal computer software available for The Portable. In most cases, the same software package will run on both The Portable and the HP 150. Check the current Series 100 Price Guide for a complete list of available software for HP personal computers.

Software for The Portable is not "boiled down" or "lap versions" of desktop software; it has the same functionality and user interface as other personal computers. Because of the power of the CMOS 8086 processor, these software programs execute at the same speed as on popular desktop models, and sometimes even faster.

Data files are 100% compatible between similar packages on either the HP 150 or IBM PC. This means that Lotus 1-2-3™ data files can be created on The Portable and then passed to either an HP 150 or IBM PC and then read by 1-2-3 on the desktop, and vice versa.

The following software is scheduled to be available for The Portable as indicated.

Software	Scheduled delivery date
	June/ Aug./ July Sept. 1984 1984
Programming Languages Microsoft BASIC Microsoft GW BASIC (Interpreted) Microsoft BASIC Compiler Microsoft Pascal Compiler Microsoft FORTRAN Compiler Programmers Tool Kit	•
Word Processing Microsoft Word™ MicroPro WordStar™ MicroPro SpellStar™ MicroPro MailMerge™ MemoMaker (Built-In)	•
Spreadsheets Microsoft Multiplan " 1-2-3 (Built-In)	•
Data Management Ashton-Tate dBase II [™] Link Systems DataFax [™]	•
Data Communications Link Systems Data Link™ (VT 100 Emulator) Term 0 (Built-In)	•
Presentation Graphics Microsoft Chart [™]	•
Finance Personal Account Dow Jones Market Analyzer Dow Jones Spreadsheet Link Personal Tax Plan Professional Tax Plan	•

Personal Computers

The following listed products will be available from third parties in the introduction time period: RBase 4000™, Pertmaster™, Sales Edge, Management Edge, Negotiation Edge, Home Accountant, Traveling Series of Portable Products, MicroPlan™ and MicroPlan Consolidation, and American Microproducts.

In addition to the above, several other products are under consideration in both the distributed as well as the listed categories including education, games, time management, math, statistics, and project management.

MS[™]-DOS is a US trademark of Microsoft Corporation.

Multiplan * and Microsoft * are US registered trademarks of Microsoft Corporation.

WordStar * and MailMerge * are US registered trademarks of MicroPro International Corporation.

SpellStar[™] is a US trademark of MicroPro International Corporation.

1-2-3™ and Lotus™ are US trademarks of Lotus Development Corporation.

MicroPlan ^a is a US trademark of Chang Laboratories, Inc. dBASE™ II is a US trademark of Ashton-Tate.

Pertmaster is a trademark of Westminster Software, Inc. RBase is a trademark of Microrim Company, Inc.

Zork® goes portable

Michael Majdalany/CSO

For North America Only

All six of Infocom's best selling adventure games are now available from CSO for both the HP 110 and the HP 150. These products were converted from the HP 150 to The Portable without a single line of code change.

Ordering information

The Infocom packages may be ordered from any authorized HP dealer or directly from CSO. Normal dealer discounts apply.

Product	P/N	US list
Zork [*] I	92243CA	\$49.95
Zork " II	92243RA	49.95
Starcross™	92243DA	49.95
Suspended™	92243FA	59.95
Planetfall™	92243PA	59.95
The Witness™	92243QA	59.95

Infocom™, Planetfall™, Starcross™, Suspended™, and The Witness™ are trademarks of Infocom, Inc.

Zork " is a registered trademark of Infocom, Inc.

Customer support for The Portable

Donn Wahl/PCD

For North America Only

The Portable is being introduced with a full complement of product support to keep the smile on your customer's face. As it comes out of the box, The Portable includes two well-organized binders of user documentation. This includes manuals for all of the builtin software — P.A.M., MemoMaker, Terminal Emulation and of course, Lotus 1-2-3™. In addition to the manuals we have included a full tutorial for 1-2-3 on disc and put extensive "help" displays into all of the software. Many early users have been able to use The Portable without referring to manuals at all.

If questions arise, however, that can't be resolved with the user's documentation, we have two additional support services to help get the customer going again. First, the support team at HP-COACH has been staffed and trained to handle questions on this new Series 100 product and its application software. Second is the customer course, "Introduction to The Portable" which covers all the basics in a one-day classroom course. There are also SE classes (SE241D) scheduled every two weeks during June and July to get your local PCSE and PSRs trained.

Personal Computers

Hardware support is available for The Portable in all the standard forms. The 90-day warranty coverage is "return to HP" and all US Field Repair Centers are capable of servicing The Portable now. Service contracts are also available at very competitive rates. Repair Center service (FMMC) is only \$5 per month and on-site service (PMMC) is just \$10 a month.* Dealers are also servicing the product under the same program used for the HP 150.

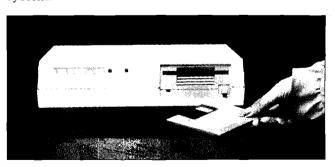
If you have any questions on customer support for The Portable, contact your Sales Center representative who will have the latest on course availability and new support products.

*Note: Due to initial restrictions on parts availability, the support of on-site service will be limited until August. If you sell a PMMC contract or need more information on availability, contact your local service office.

The HP 9114A 3½" microfloppy disc drive — The Portable's partner

Barbara Bennett/GLD For North America Only

The new HP 9114A portable battery-powered $3\frac{1}{2}$ " microfloppy disc drive is a tool your on-the-go professional won't want to be on the road without. When partnered with The Portable, the salesman, executive or real estate professional will have expandable software and data storage capabilities in a small portable system.



The portable disc drive is battery-powered and small enough to fit in a standard briefcase. It weighs $5\frac{1}{2}$ pounds and occupies the same amount of work space as a standard sheet of letterhead. When combined with its partners, The Portable and ThinkJet printer, the entire system weighs under 21 pounds and can easily travel with your customer, allowing total functionality yet total independence.

The HP 9114A disc drive's sealed dry cell battery provides an average of eight hours of operation before needing to be recharged. Recharging takes about five hours and the battery cannot be harmed by constant AC use. To conserve power, an automatic power-up/power-down feature reduces power consumption during inactive periods and automatically reactivates the drive when needed.

Powerful software programs such as Multiplan[™], dBase II[™], WordStar[™] and many more can easily be loaded by the portable disc to add to the power already built into The Portable.

This small portable disc drive has enough storage capacity to hold your customer's entire office filing cabinet. Each $3\frac{1}{2}$ disc holds 710K bytes (formatted) of information, the equivalent of 175 pages of single-spaced text. There's plenty of room to store both programs and data on each disc so your customer doesn't have to change the disc to store information. Your mobile customer will always have the necessary information on a client's history close by and will be able to update records on the spot.

When your customer returns to the office, the data stored on the HP 9114A can be read by an HP 150 by simply inserting the media into the HP 9121D or HP 9133V/XV. This provides a convenient data interchange solution for your customer between HP's portable and personal computer line.

Data interchange between the HP 110 and IBM PC is achieved with the HP 9114A disc drive connected directly to the IBM PC via HP's 82973A HP-IL card inserted in the IBM PC. This makes the HP 9114A look like an IBM disc drive to the PC and allows data files from software packages like Lotus 1-2-3™ or WordStar " to be moved between the HP 110, HP 150 and the IBM PC on 3½" media.

Personal Computers

The standard reliability features found to be so successful in the present HP $3\frac{1}{2}$ " disc drive line have been incorporated in the portable disc drive allowing more than double the capacity of the single-side discs while maintaining HP's high reliability standards. The Media Protection system consists of the hard plastic case and auto shutter to protect the media from contamination from dust, fingerprints and scratches, and the exclusive HP Media Monitor that flashes the disc access indicator to alert the user to replace his media when necessary.

In addition to supporting the new Portable, the HP 9114A also supports HP's Series 40 handheld calculators and Series 70 handheld computers for sequential storage jobs requiring more speed, storage, reliability or battery life than a digital cassette drive.

 $dBASE\ II^{tm}$ is a US trademark of Ashton-Tate.

 $WordStar * is a \ US \ registered \ trademark \ of \ MicroPro \ International \ Corporation.$

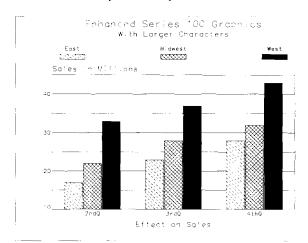
Multiplan " is a US registered trademark of Microsoft Corporation. Lotus 1-2-3 $^{\text{TM}}$ is a US trademark of Lotus Development Corporation.

Top selling HP Series 100/ Graphics enhanced

David Obershaw/PSD

HP Series 100/Graphics, the number-one-selling graphics program on the HP 150, has been enhanced to provide more capability for your existing and new customers. Specifically, the enhancements include:

- 50% increase in character size within Scattergrams, Pie. Bar. and Line Charts
- Increased speed of on-screen and plotter graphics
- New box annotation feature added to Text Charts
- Support for the new HP 7550A plotter (all features with the exception of replot).



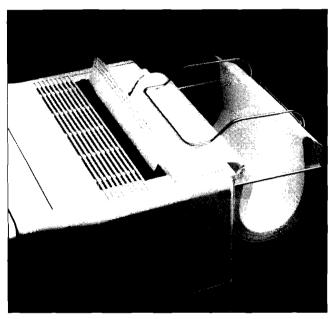
The new version A.03.00 is now shipping in volume under HP Series 100/Graphics original product number, 45410A. Existing customers can purchase an update kit through the HP Computer Supplies Distribution Center.

Series 100/Graphics is the leading graphics program available on the HP 150. The enhancements listed above will serve to further strengthen its leadership position.

HP 150 paper tray now available

Paul Jurata/CSO

A new paper tray for the HP 150 now enables customers to enjoy the convenience of flat $8\frac{1}{2}$ " x 11" sheets of thermal paper. The HP 92173A Paper Tray attaches directly to the HP 150, just behind the 2674A Internal Printer, and holds a full pack of thermal fanfold paper.



Either blue print fanfold paper (P/N 92160M) or black print fanfold paper (P/N 92160N) can be used with the 92173A Paper Tray. The Paper Tray, fanfold paper and full line of accessories for the HP 150 are available through Computer/Supplies Operation (CSO). For direct order phone numbers, look under Support/Supplies in this publication.

US list price for the 92173A Paper Tray is \$20.

SERIES 200

Also in this issue

BEO and FSD join forces to help ensure HP Draft success

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(hp)

HP 1000

Ordering the HP 1000 E/F-Series I/O extender

Paul Hansen/DSD

The current I/O extender product for the HP 1000 E/F-Series computers (P/N 12979B) is being updated and functionally replaced by an enhanced version of that product (P/N 12979C). The *B* version was removed from the April CPL; however, extensive efforts to ensure the new extender is 100% compatible with the old has delayed the release of the *C* version until the July CPL at the earliest.

During the period when neither product is listed on the CPL, customers ordering the E/F-Series I/O extender should order the 12979B through a HEART override* until the 12979C is available.

*To override HEART on this product, please refer to the OP Field Documentation.



The HP 9000 Series 500 gets a good report

Bob Ward/BCD

The European Space Agency in Holland put an HP 9000 Series 500 through some exhaustive tests before accepting it for use in their organization. They were very pleased with it as you can see from an excerpt from their report below. If you want copies of the complete report, please contact me at 07031-14-2430.

CCT/36424/LE/unix HP 9000 Acceptance Test

3-2-84

Appendix C: Experience Beyond the Acceptance Test.

Since the completion of the acceptance test, a number of major applications programs have been installed on the system. To date these include ANP3, a linear network analysis program, ISOFLUX, a program for contouring satellite antenna patterns and TSIM, a telecommunications system simulator package consisting of several programs. The installation of these programs, which involved transfer of the source files and test data from other machines, editing of machine-dependent parts of the code, compiling and testing, all went very smoothly and was accomplished in a few man-days per program. Together these programs represent approximately 37,000 lines of FORTRAN code.

The actual execution time of our programs does not differ much between this machine and the larger machines from which they come. A typical run of the main TSIM simulator program, which on the Honeywell L66 takes approximately 2 minutes on a good day (up to two hours on a bad day), takes 3-4 minutes on the 9000. Similarly, the ISOFLUX contouring program subjectively seems only fractionally slower than on the VAX-11/750. Thus in addition to the greatly enhanced convenience of immediately available results etc., the actual execution times have not increased much from the larger computers.

An attempt was made to optimize the system performance using a mix of some of these real applications programs. The performance was rather insensitive to any changes in the configuration of the virtual memory system, indicating that our (all rather computationally-intensive) programs do not depend very much on virtual memory. This is not to say that tuning of these parameters is not worthwhile for other application mixes.

The general experience is that the system appears very well knit-together of its components with the Hewlett-Packard specific properties bound tightly into the general UNIX environment. The interfaces for instance, to the graphics system and to LIF (HP's own floppy disc format) discs, is as smooth and trouble-free as one could desire. So far, we are extremely satisfied with the system.

Computer Yeus

For HP Field Personnel May 15, 1984

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Editor	COMPUTER MARKETING GROUP
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field personnel to keep you informed of new HP products	CLL Computer Language Lab
and services.	CSY Computer Systems Division
and services.	CSYR Computer Systems/Roseville
	DSD Data Systems Division
	FSD Fort Collins Systems Division
	YCD YHP Computer Division
	PERSONAL COMPUTER GROUP
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Darleen Brettes/BDG	
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	BDG Business Development Group
	BDC Business Development Center
	BDE Business Development/Europe
	Applications Marketing Division
	BGD Boeblingen General Systems Division
	EPD Engineering Productivity Division
	FSO Financial Systems Operation
	GCO Guadalajara Computer Operation
	IRO Information Resources Operation
	Manufacturing Productivity Division
	OPD Office Productivity Division
	SMC Systems Marketing Center
	SRO Systems Re-Marketing Operation
	INFORMATION PRODUCTS GROUP
	PG Information Products Group
	BOISE Division
	CNO Colorado Networks Operation
	CPB Computer Peripherals Bristol
	DMD Disc Memory Division
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Keeping current for success	March 1	14	CSY announces support of new HP	Nov 15	20
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HP Draft Option 400 discontinued	March 1	15	New printers supported as remote spooled devices	Dec 1	19
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- the HP 7550A graphics plotter			ThinkJet printer supplies available	April 1	29
Printers			HP 2563A multi-million \$\$ success story	April 15	22
Europe finds success with the HP 2680	Nov 1	25	HP 2563A Multipoint manual error	April 15	23
Proper use of the 26010A tractor mechanism	Nov 1	26	Terminals		
OEM an HP 2687?	Nov 1	26	New 307X application in retail	Nov 1	28
Vancouver now responsible for all workstation printers	Nov 1	27	Videotape showcases the HP 2625A Refurbished 13222N cables available	Nov 1 Nov 15	28 25
Obsolescence of Option 100 on the HP 2611A and the HP 2619A	Nov 1	27	for sale HP 2X terminals meet federal RFI	Dec 1	34
HP 2685 - MCI's choice for new	Nov 15	24	regulations	D 4-	
electronic postal system			New Modern Fonts for HP 2700	Dec 15	24
HP 2688 opens new doors in Europe	Nov 15	25	HP 2700 used for course development	Dec 15	24
Introducing four new printers	Dec 1	31	HP 17623 graphics tablet support on	Dec 15	24
How to order an HP 293X printer	Dec 1	32	HP 2623A		
Two for one printer program	Dec 1	32	Data capture products obsolete	Dec 15	25
The HP 2687 and Brand X computers	Dec 1 Dec 15	33	How the HP 3081A is supported	Dec 15	25
HP 2563A printer gets rave reviews	Dec 15 Dec 15	21 22	One thousand HP 92911A Bar Code	Dec 15	26
Last form tear-off key feature for business and manufacturing	Dec 15	22	Readers sold	Ion 15	49
Laser printer questions answered	Dec 15	22	HP terminals get high marks in areas of vendor reliability and support	Jan 15	43
New paper specs guide for HP 2687/2688A	Dec 15	23	Help your customers learn about bar codes — at a 30% savings	Jan 15	44
New print samples available	Dec 15	23	Cabling for the HP 3081A terminal	Jan 15	45
			HP 264X price increases	Jan 15	45
			Changes to HP 264X Terminals	Jan 15	46

Article Title	Issue	Pg	How to shrink hardware support costs	April 15	25
Help for HP 2649A OEMs	Jan 15	47		April 15	25
The right graphics terminal for your customer	Feb 1	28	International support	April 13	2.)
Last call for HP 2624A-to-2624B upgrades	Feb 1	29	Computer Supplies		0.0
Printer multiplexer soon to be obsolete	Feb 1	30	We can answer those tough computer supplies questions	Nov 15	26
Connecting an HP terminal to a non-	Feb 15	26	Handy new HP-IB cable from CSO	Dec 1	35
HP system			Your customer's next best friend the Computer Users Catalog	Jan 15	48
More features on the HP 2623A graphics terminal	March 1	28	Mobile file offers easy filing — extra work surface	Jan 15	50
HP 2623A terminal with ANSI option doesn't support HP 17263A tablet	March 1	28	CSO direct order	Feb 1	31
X.25 support on HP terminals	March 1	29	New promotional mailing from CSO	March 15	24
New HP terminals buyers' guide available	March 1	29	HP-IB news — stretching the 20- meter limit	April 1	35
American Library Association character set for the HP 2622A	March 1	30	New HP Documentation Index	April 15	26
HP 2635B printing terminal obsolete March 1	March 1	30	BACKTALK		
The right graphics terminal — a clarification	March 1	30	Sales Finance leverages HP 3000 sales	March 15	25
HP 3081A on VAX	April 15	23	sales		
Presentation slides using the HP 2627A color graphics terminal	April 15	24			
2027 A color graphics terminal			PRICE CHANGES		
SUPPORT/SUPPLIES			Computer Groups price changes effective November 1, 1983	Nov 15	27
Customer Support			Computer Groups price changes effective December 1, 1983	Dec 15	27
Travel guide and travel directory update	Jan 15	48	Computer Groups price changes effective January 1, 1984	Jan 15	51
Component-level customer maintenance	Feb 1	31	Computer Groups price changes effective February 1, 1984	Feb 15	27
Best software support in the industry now better	April 1	31	Computer Groups price changes effective March 1, 1984	March 15	26
HP now offers improved application software support	April 1	32	Computer Groups price changes effective April 1, 1984	April 15	27
New Response Centers improve HP's support services	April 1	32	•		
What's new in customer training	April 1	33	FACTORY CONTACTS		
The customer training brochure you've been looking for	April 1	34	Factory contacts list	March 15	27

BEO and FSD join forces to help ensure HP Draft success

Debbie Feig/BDG

The many powerful, innovative features of HP Draft have been captured on film — both videotape and 35mm — by Boeblingen Engineering Operation (BEO) and Fort Collins Systems Division (FSD).

HP Draft is a high speed, accurate 2-D design and drafting tool for engineers, designers and draftspeople. By combining capabilities with the HP Series 200 workstations, HP Draft delivers a wide spectrum of mechanical engineering drafting solutions.

BEO has just completed a quality videotape of HP Draft geared to your customers. This 12-minute overview of HP Draft presents a brief, yet comprehensive story focusing on its many capabilities. Key features are demonstrated and an application story, originating with an HP customer, is shown.

In order to substantiate the claim that tools developed by HP are actually implemented in HP internal operations, we have included a 5 minute internal testimonial, immediately following the overview. Designers at POD discuss the ease of learning and use, and the actual productivity and quality gains experienced using HP Draft in designing the keyboard and kickstand for the HP 150.

A special HP Draft "Presentation Kit" has also been compiled which includes:

- Videotape (U-matic/NTSC)
- 35mm slide show
- Corresponding storyboard
- Optional floppy to produce overhead slides with HP Draft

The slide set has been designed specifically for the CSRs and the experienced CAD SRs to assist them in presenting the intricacies of HP Draft — how it performs and what makes it the ideal solution for even complicated, highly sophisticated tasks.

The floppy consists of the same set of slides as the 35mm slide show. The detailed instruction sheet makes it easy to plot the slides on any HP Draft workstation.

The HP Draft videotape is \$65; the HP Draft presentation kit is \$85.

In the US, the videotape is available in ¾" and ½" (VHS and Beta). To order the videotape (P/N 184-V001) or the presentation kit (P/N 184-K001), contact Sarah Moya at COMSYS 4000 and include department, account number and format desired.

European and ICON countries can order the videotape and the presentation kit (after June 1) by contacting Cristine Wieland-Mueller, BEO in Boeblingen, COMSYS B500. Please indicate department and account number as well as the format required (NTSC or PAL). ½" tapes (VHS and Beta) are also available.

Both selling tools are available in local language versions including German, French, Japanese, and Dutch.

These selling tools are designed expressly to help make your efforts easier and even more effective.

Technical Computers

Introducing the HP 9915B enhanced modular computer

Hans Ulrich Reichenbach/BCD

The HP 9915B is an addition to the modular computer market, providing a better price/performance ratio than the already existing HP 9915A.

The 9915B offers:

- 32K-byte built-in user R/W memory
- 32K-byte built-in electronic disc (E-disc) R/W memory addressed by a built-in mass storage/ electronic disc ROM set
 - The E-disc RAM is accessed like a storage device which allows fast data and program storage. If larger E-disc capability is required, memory can be expanded by using additional RAM modules:

the HP 82908A for 64K bytes the HP 82909A for 128K bytes

- Maximum E-disc capacity is 416K bytes which is attained by inserting three 128K memory modules into the I/O ports.
- The main advantage in using the E-disc is in data transfer; it is more reliable and about 150 times faster than data transfer using a tape. This is important for industrial applications.
- Built-in mass storage/electronic disc ROMs
 - Provide additional capability for driving external flexible and Winchester discs.
 - All commands provided by the 00085-15001 mass storage ROM (which is used with the HP 9915A) are built into the HP 9915B.
 - Eight additional commands are now available for the E-disc ROM:

CONFIG — initializes the electronic disc for multiple volume

SWAP — exchanges programs between electronic disc and user RAM

GET — retrieves ASCII data files as programs

SAVE — stores programs as ASCII data files

DISC FREE — determines the amount of disc space available

MST — short for "mass storage is"

MSUSS — returns the current MSUS

VOLS — returns the volume label for specified MSUS

- Compatibility with the HP-85B and therefore, the HP-85B could be used for program development.
- Software compatibility with the HP 9915A which allows customers to switch over to the HP 9915B very easily.
 - Program development kits are available for developing programs on the HP 9915:

HP-98150B Option 001 for the HP 9915A HP-98150B Option 002 for the HP 9915B

The target markets for the HP 9915B are:

- Instrument control applications using a rackmountable controller
- Machine control for controlling presses, cutting, or sawing machines and transfer lines
- Text-bench control for chemical process control, nitrogen, and exhaust analysis
- Product component control like quality control goods, inward control and manufacturing supervision
- Data collection and control in laboratories, meteorological measurement and in environmental protection applications.

In these applications, the HP 9915B could be used as a front end controller or host-controlled by an HP 1000.

The HP 9915B is on the CPL May 1. First customer shipments are expected to be in June.

The factory base price for the standard version is \$1,920. This is a significant price/performance improvement over the HP 9915A:

Product	Price
HP 9915A	\$1,700
82903A 16K memory module	195
Total	\$1,895

For only \$25 more, your customer will receive the built-in mass storage ROM capabilities and the 32K byte of E-disc.

There are no plans to make the HP 9915A obsolete. It will be in production as long as the demand holds.

To inform you and your customers about all details of the HP 9915A/B, a revised brochure/datasheet is available now. Of course, this document will be distributed as soon as it is available.

(hp)

HP 3000

Enhanced HP Toolset now offers more features and new training

Tad Olson/MPD

Several new features have been introduced with the Q-Delta-2 Product Tape that further enhance the HP Toolset program development system.

Pascal and COBOL II Support are now available. With the new enhanced HP Toolset, programmers can develop both COBOL II and Pascal programs with the same features available to both. These features include:

- Symbolic Debug
- Source and version management
- On-line compiler listings
- Full-screen editor
- Softkey compilation.

Source Code Generation is now provided directly from the Data Dictionary. Users of HP Toolset can now choose to generate data declaration source code for COBOL II and Pascal programs through a hookup with HP Toolset and HP Dictionary/3000.

COBOL II COPYLIBS can now be created, edited and managed using HP Toolset. This feature provides all the capabilities of COBEDIT. Since HP Toolset supports the same COPYLIB format as does COBEDIT, any existing COPYLIB can be edited with HP Toolset.

A New User Interface gives HP Toolset an improved ease of use. The former tree-like structure of the softkeys has been replaced by a more logical looping design where the keys repeat. New keys have been added to permit the user to step forward and backward through each key.

New HP Toolset training now available

There are three new publications for HP Toolset: the reference manual (Edition Date, January 1984), a self-paced SE training course (Edition Date, March 1984), and the self-paced customer training course (Edition Date, March 1984).

The new reference manual contains eight sections covering all HP Toolset's features.

The new customer training course contains five modules of self-paced training. Because HP Toolset is best learned by sitting at the terminal and actually using it, this training course is interactive. Each module contains an overview that lists the topics in the module, the instructional material, and a review of each step performed or concept introduced.

The new SE training course contains five modules of self-paced training designed to aid the SE in the task of supporting HP Toolset.

Ordering information

Please order customer training material from MPD via a HEART order T-1 (customer) or I-2 (HP), Sales Force 02, Product Line 89, Marketing Division C700, Supply Division C700.

Order SE training material from SDC division via a HEART order I-2, Sales Force 09, Marketing Division 50, Supply Division 5006, Price, "Please advise."

Part numbers

HP Toolset Self-paced S.E. Training (32350-60002) HP Toolset Self-paced Customer Training (32350TA) HP Toolset Reference Manual (32350-90001)

Business Computers



FRD rental program worked for Citicorp

Que Dang/FRD

Does your customer need a short-term solution to offload some of his data processing during peak periods? Is he moving his DP operation to another location and requires parallel processing temporarily? Well, FRD has just the answer for you. The FRD rental program can provide your customer with short term processing power at a low rate. It worked for Citicorp.

Citicorp Services Inc. has been planning on phasing out its travelers check and credit card processing center in New York and moving it to Tampa, FL. SR Mike Pellegrino of the Manhattan office worked very closely with Citicorp during the planning phase and proposed a Series III rental to keep Citicorp up and running during the move. After exhausting all avenues including the use of the in-house computing services. Citicorp found that the best and lowest cost solution was to rent a system on a month-to-month basis. Citicorp will now be able to run its existing HP 3000 Series 48 in New York while the transfer of data to the HP Series III in Tampa takes place. "Surprisingly enough, this solution has saved the bank approximately \$100,000 versus using the in-house service. Besides, having the autonomous control of the operation was also important to them," said Mike.

In addition to the system rental program, FRD has recently introduced the stand-alone disc drive rental program to provide customers with temporary solutions. Please call your Market Development contact at 408-720-2401 for more information on rentals.

HP Series 44R for rent

Hal Eubanks/FRD

Finance and Remarketing Division (FRD) is now offering the HP 3000 System 44R for rent. The 44R should be especially appealing to major accounts as well as smaller accounts. Major accounts will rent the 44R for software development and/or to resolve short-term capacity problems. Some will rent because they do not have the capital budget available to purchase immediately. Smaller accounts will rent to "try before buying" and for financial reasons (for example, no down payment, protecting their line of credit, off balance sheet financing, etc.).

These systems are functionally equivalent to new equipment. One low rental rate includes installation, freight, SMMC, insurance, property tax, and immediate delivery. HP software is also available for rent with the 44R.

Rentals should be attractive to customers as they approach the end of their fiscal year and capital budget money becomes scarce. These systems carry 100% quota and 75% commission.

For more information, please contact your FRD Market Development representative today.

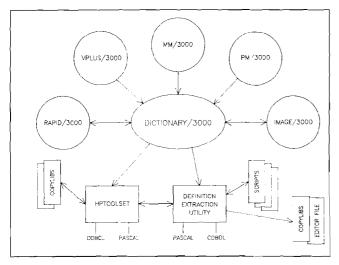


MANUFACTURING

MM/3000 and PM/3000 customers benefit from link to HP Dictionary/3000

Marty Miller/IND

Materials Management and Production Management customers can now take advantage of the reporting capabilities of HP Inform/3000 and Report/3000 because of the new link between HP Dictionary/3000 and MM/3000 and PM/3000. Now, the customizer will automatically update Dictionary/3000 to reflect changes to the MM/3000 and PM/3000 systems — assuring consistency of the data in Dictionary/3000.



Consistency and reliability of data definitions is a major benefit that Dictionary/3000 provides to programmers also. With one consistent source for data definitions and locations, programmers no longer waste time searching for the right data definitions. Incompatible data representations become a thing of the past. Program quality improves and debugging problems are reduced. Dictionary/3000 will generate data definitions and other information for COBOL, Pascal and Transact programs. Data definitions for COBOL and Pascal programs can be generated directly from the Dictionary or through the HP Toolset environment. Dictionary/3000 is also helpful in data base creation and modification.

Whether it's documentation, reporting, program development or data base creation and modification, Dictionary/3000 will work for your customer — reducing the time spent on development and maintenance, ensuring the consistency and reliability of data. Start customers on Dictionary/3000 today and watch their productivity rise.

HP Maintenance Management success story

Neal Streit/MPD

The maintenance department of the Stanford Park Division Printed Circuit Facility has achieved outstanding performance increases since HP Maintenance Management was installed. Stanford Park Division was the alpha test site for HP Maintenance Management. The following chart is a summary of the performance results in the first six months of the HP Maintenance Management installation.

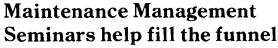
Stanford Park HP Maintenance Management Results

Maintenance Productivity— 15% increase
PMs completed on time— 45% increase
Machine Downtime— 40% decrease
Backlog of Work— 33% decrease
Machine Failures— 8% decrease

The maintenance department is using the repair history data to analyze failures and ensure that the correct repair was done. The Stanford Park maintenance department is keeping the machinery up and running longer and at a lower cost. The production operations are working more closely with maintenance, and helping them set priorities on their weekly workload. Production is also receiving notification of all completed work.

Potential HP customers can have similar results. An HP Maintenance Management installation can help your customers be successful. The results at Stanford Park show that maintenance and production costs can be reduced. Congratulations to Ken Hurst and the Stanford Park Printed Circuit Maintenance Department on a successful installation.

Business Computers



Neal Streit/MPD

Maintenance Management Seminars have been very successful in identifying new prospects for HP Maintenance Management.

A Maintenance Management Seminar was held in the Los Angeles area. The ASR in that area now has 139 sales leads for HP Maintenance Management.

The seminars are bringing in people new to HP, and people who have not looked to HP for applications software before. Seminars were held in the Mobile and Pensacola areas and the majority of the attendees were non-HP 3000 users. At the Pensacola seminar a Customer Application Analysis was sold on the spot, for both HP Maintenance Management and Materials Management/3000. The customer did not know that HP already had a Materials Management/3000 package and came for information on HP Maintenance Management. The customer felt that the cost of the CAA was inexpensive and the results would be useful to the company.

The seminars generated customer interest and more extensive demos were scheduled by some customers as a result of the material presented at the seminars. The seminars are very useful for process type manufacturers, because this is the first application product offered on the HP 3000 that can be used in a process manufacturing environment.

For more information about the seminars, contact Bob Greenfield in the Systems Marketing Center, 408-725-8111.

DISTRIBUTION

HP SFD/3000 customer profile: office products dealer

Rebecca Derrington/IRO

This major office products dealer has been using SFD/3000 (System for Distributors) for three years. They've been in the office products business for almost 100 years, and also distribute furniture on the East Coast.

Location: Headquartered in Philadelphia Previous system: Key Data (timesharing)

Business problem: The customer felt that Key Data was expensive and didn't do all of the things they needed to do. The customer also wanted to generate special usage reports by department for its large office products customers.

Reasons for purchasing SFD/3000: They were impressed with HP IRO's office supply distribution experience, and visited another customer site. They were also pleased with HP's response to their modification needs. An outside consultant helped them develop their RFP and helped them make a decision as to which system to purchase.

Buyer's position in company: The general manager was a principal decision maker for the purchase. He is now president of the company.

Benefits of using SFD/3000: They now have better control over managing inventory and getting orders out. They went from taking 300 orders per day to 450 to 500 orders per day.

Special circumstances: In March 1984 there was a fire on the seventh floor of the customer's office building. As a result, a lot of water fell on the computer system, located on the fifth floor. The HP 3000 Series 44 was moved to one of the customer's warehouses and allowed to dry out, and still worked fine. The tape drive was ruined, but two disc drives and a printer were still operational. The customer lost

only two days processing time. This story is pretty incredible when you consider that a recent article on disaster recovery ("Up from disaster," *Computerworld*, March 26, 1984) states that two-thirds of all companies fail after a major disaster, according to insurance statistics. It's no surprise that top management of this company feels that the designers of the computer system really knew what they were doing.

Additional information: This customer is currently using 38 terminals. They are considering using HP EZOrder (SFD/3000's Remote Order Entry Module) so that their large customers can enter orders directly.

HP Commercial Sales Rep: Russ Dodd HP Customer Support Rep: Liz Hamblin HP Customer Support Rep. Manager: John Skerchock

Remember that there is a special sales training manual called *SFD/OM 3000 Distribution Software* for the Office Products Industry, available from the Literature Distribution Center (P/N 5953-7574).

For more information, contact Paul Sievers, Information Resources Operation's Office Products specialist, in Englewood, CO, 303-773-1992, COMSYS D100.

South Bay Area hosts workshop for wholesale distributors

Laura Mancuso/Neely Palo Alto

In mid-March the California South Bay Area hosted a workshop entitled "Automated Inventory Management" for wholesale distributors. The workshop, led by Gordon Graham, a noted distribution industry consultant, was held at the Marriott Hotel in Santa Clara and ran a full eight hours. The \$75 registration fee included a copy of Mr. Graham's book and helped offset the speaker's fee, hotel and catering expenses. The book is *Automated Inventory Management for the Distributor*, by Gordon Graham, **1980, CBI Publishing Company, Inc.

The objective of the workshop was to bring in a small group of prospects for HP SFD/3000 and create an intensive educational environment. There was no "product pitch" of any sort, which provided a very non-threatening environment for further qualifica-

tion. HP benefited from the association with Gordon Graham and the opportunity to impress the prospects with our commitment to distribution. The actual outcome was five new high quality leads (and our prediction of two sales). While stopping short of an endorsement, Gordon spoke very favorably about the work HP Information Resources Operation is doing on the Inventory Management module and about SFD/3000 in general.

The first question that arose in our planning the workshop was, "How do we locate wholesale distributors in our area in order to invite them?" Some of the sources used were: local Chamber of Commerce Directories; industrial indexes such as Contacts Influential, the California Manufacturer's Register, and the EIA Guide for Western Buyers and Engineers; membership directories for NOPA (National Office Products Association) and NCPDM (National Council of Physical Distribution Management); a roster of Medical Products Distributors; and qualified leads from the Productivity '84 Show.

Once these names were compiled from the various sources, they were entered into a Wholesale Distributors Data Base using CONDOR software on the HP 150. The seminar was first introduced to the sales force in a half-day training session on "Selling SFD/3000" in January. Information on each company and contact invited was printed out for the SRs to make follow-up phone calls.

Each attendee was favorably impressed with the day and gave it high marks in the evaluation: 17 of the 20 participants rated the workshop as "excellent" and the remaining three as "very good." In addition, the South Bay now has a data base of prospects for SFD/ 3000 which can be pared down and used in other marketing strategies.

If you are interested in holding a similar seminar in your area and would like additional information, contact Laura Mancuso or Don Wood in the South Bay Applications Center, 415-857-8109.

(hp)



HP 7978A's performance in non-streaming operations

Martin Nielsen/GLD

Rave notices have been received on the HP 7978A. The price is right (50% of the cost of an HP 7976A) and performance testing confirms that it is capable of performing backup operations to within 10% of the HP 7976A. Optimized for backup performance, the drive receives data from the host fast enough to maintain streaming. That part of the story seems to be effectively transmitted to the field. However, misconceptions remain about its use in non-streaming situations.

Questions concerning non-streaming operations

This article specifically addresses two critical questions that seem to have arisen universally since the HP 7978A was introduced: "Will Hewlett-Packard support the HP 7978A in non-streaming modes such as transaction logging?" and, "How does it perform in non-streaming situations?"

The answer to the first question is easy. Hewlett-Packard fully supports the HP 7978A tape drive in all tape applications (1600 PE and 6250 GCR). Non-streaming operations will not affect the HP 7978's reliability or noticeably shorten its usable life.

Sales rep memo reveals the results of an investigation

This leads to the second question — performance in non-backup applications. The following memo was received from Steve Svet, SR from the Neeley Santa Clara office, and Gerry Wade, SE from the Englewood office.

Date: March 29, 1984

Subject: HP 7978 Performance

Working with the Qume Corporation has recently required that I investigate the 7978 specifications in greater detail than the field announcement material. I thought my findings might be of some help to everyone.

Although I knew the 7978 was great for backup in a streaming mode, I needed to know just how slow certain applications would run that normally need a start-stop device (that is, FCOPY, SPOOK, logging, short stores, dumps, and so on). Would the customer need an HP 7978 and a 7976, 7974, or 7970?

After talking to the "Performance Testing Center" in Englewood, I've found the following:

Backup applications will run at the same speed as the 7976.

However, a certain "window" exists when "start-stop" applications run half as fast. That window is any WRITE waiting somewhere *between* 20 milliseconds and 1 second between writes. A heavily loaded system would do this. A system with 100+terminals might do this.

Apparently, if the system is feeding information very slowly (more than 1 second waits), the 7978 has a buffer that stores the data and allows the tape to slowly re-position and still be accepting data into the buffer. No slowdown.

Also, if the data is flowing with less than 20 milliseconds between writes, the drive operates in full streaming mode. No slowdown.

However, in the window between 20 milliseconds and 1 second between writes, the information is flowing too slowly to stream and too fast to use the buffer (it overflows*), so the information flow is slowed by waiting for the tape to reposition.

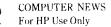
Therefore, customers in an environment with a heavy system load, many terminals, and a tape "writing" environment like the one described might need a different product than a 7978.

(End of memo)

*When the HP 7978A buffer is full, the drive will not accept any additional data from the host until some of the data has been transferred to tape. In this way, data is not lost. After the buffer has been emptied and if no new data is received, the drive begins a reposition cycle. During that time, data could be received from the host, but the drive must wait for the completion of the reposition cycle before beginning data transfer. This would cause slower performance.

Conclusions

As you can see, 7978 performance in non-backup applications is going to be a function of the application it's used in and the loading of the system. There is also no question that the HP 7978A can reliably execute any and all tape functions. It can be used as a



transaction logging device; it works fine in almost all cases except those detailed above. In those cases, it may be satisfactory depending on the customer's tolerance to speed. For instance, it might not bother the customer if it takes him 20 minutes to generate a reel of tape instead of 10 if he only creates one reel a day in non-streaming mode. And, of course, the drive has excellent performance in backup applications. In any case, while performance requirements should definitely be considered before the sale, rest assured that non-streaming operation will not harm the hardware in any way.

TERMINALS

HP 264X terminals to be obsoleted

Bob Bebb/POD

All HP 264X terminals will be obsoleted January 31, 1985. The last date to order will be January 31, 1985, with last shipments occuring April 30, 1985. Products affected are the HP 2645A, 2647F, 2648A, 2649A, 2649X (non-RFI complying terminal), and all associated options, accessories, software, and specials. Customers who will need these products after obsolescence must place orders for "lifetime buys" prior to January 31, 1985. The products will be supported for the normal five years after obsolescence. The products will also be removed from the FY85 GSA schedule.

Customers, especially OEMs, should be notified immediately. Customers who have not ordered recently should also be notified since it is not unusual for several years to elapse between 264X purchases.

The decision to obsolete the 264X family was made because of anticipated difficulties in obtaining parts whose technology has become obsolete. The objective is to ensure that an adequate supply of spare parts will be available during the five year support period. In addition, increased manufacturing costs have made it difficult to maintain profitability.

While there are no direct replacements for 264X terminals, the HP 150 is the recommended replacement since it has the greatest number of features in common with the 264X. For OEMs, detailed preliminary hardware and software documentation on the HP 150 is available from your Sales Center. Depending on the particular application, the 262X Series terminals and Series 80 and 100 computers are also potential replacement products. Information on these products is also available from your Sales Center. (A replacement for the 2647F as console for the HP 3000 Series 64/68 has yet to be determined.)

One final note: some customers and sales people are not aware of the RFI modifications made to 264X terminals after October 1, 1983. Hardware modifications were made to the 2645A, 2648A and 2649A in order to meet RFI regulations. In the majority of situations these modifications are transparent to the customer; however, if customers write programs which use specific 264X features, add, delete or otherwise modify 264X hardware and/or firmware, the RFI modifications may be incompatible with their application. If you need detailed information on these changes, please contact your Sales Center.

□ Support/Supplies



Self-paced courses offered for Hardware Maintenance Training

Annetta Heinko/CSD

HP now offers an extensive selection of self-paced courses for hardware maintenance training. This Self-Paced Learning Series provides major accounts, volume end users, and OEMs performing their own hardware maintenance, with a cost-effective training solution on many low-end products.



This flyer on the Self-Paced Learning Series was sent to all customers who have gone through maintenance training. For copies of the flyer contact Arlene Davis at CSD. We presently offer the following self-paced training courses:

HP P/N	Course title
35023A	HP 262X Terminal Family
35061A	HP 264X Terminal Family
35062B	HP 9826/36 Desktop Computer
35103A	HP 7470A Plotter
35104A	HP 82905B Printer
35105A	HP 82901/02 Disc Drive
35106A	HP 85A/B Personal Computer
35121B	HP 86A/B Personal Computer
35142A	HP 9816A Desktop Computer
35143A	HP 9121D/S Disc Drive
35144A	HP 7475A Plotter
35146A	HP 9888A I/O Extender
35147A	HP 120 Personal Computer
35150A	HP 150 Personal Computer

Each course in the series is designed to teach the student assembly-level troubleshooting and repair techniques. In addition the student learns about the theory of operation and functional operation of the product; problem analysis techniques; and adjustment, diagnostic, and self-test procedures.

Each course is fully self-contained and includes an extensive self-paced learning guide, service documentation, and any special service tools. (Students must provide the hardware products and any common tools.)

We plan to expand our selection by adding two new courses this summer: HP 82906 Printer and HP 9920 Modular Computer. All self-paced courses are available through CPC at a cost of \$250 each.

Hardware monthly maintenance prices

Barbara Koepplinger/CSD

Listed below are the hardware monthly maintenance prices for new products introduced May 1, 1984:

Product	Description	SMMC	вммс	РММС	FMMC
12979C	M/E/F/ I/O Extender	\$ 24	\$ 19	NA	NA
2392A	Display Terminal	12	10	\$ 6	\$ 3
7925MT	7925MR and 7925SR Remarketed System	210	168	NA	NA
7925ST	7925SR Remarketed System	170	136	NA	NA
97047A	1/2Mb Focus RAM for HP 9000	25	20	NA	NA
9915B	Modular Computer	NA	NA	NA	8

These products appear in the May 1 maintenance price releases for both sales and service administration.

An update on the new software support program

Rich Taylor/SMC

To help make the transition to the new software support program as smooth as possible for you, we will be publishing frequently-asked questions from the field. Stay tuned for further information.

Q: Is the Custom Support Plan (CSP) a fully "customizable" software support plan (that is, can you mix, match, add, or delete any and all elements of HP software support, consulting, or training programs and create your own package)?

A: No. The key thing to remember is that the Custom Support Plan starts out as Account Management Support, and builds in additional services from there to create a customized plan uniquely tailored to a customer's individual needs. For example, a customer may not subtract standard AMS features such as PICS from a CSP. Customers may add some additional services to an existing CSP, such as an extra on-site visit from an Account SE, or an additional training course, should they decide it is needed. Essentially, a CSP can be thought of as an "AMS PLUS" service.

Q: I want to quote Account Management Support for HP RTE-A on an HP 1000 A700 processor with a tape cartridge media option. How many line items must I enter?

A: You must enter *four* line items:

Wrong	Correct
92077A+T22-700	92077A+T00
	Opt. 700
	92077A+T22
	Opt. 700

How about ordering software support for the HP 3000? How many line items do I enter if I want to order Response Center Support for FOS on an HP Series 68 with a 1600 bpi mag tape media option?

Wrong	Correct
32468B+H51	32468B+H00
	32468B+H51

SUPPLIES

CSO DIRECT ORDER

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

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

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Computer groups price changes effective May 1, 1984

These prices, effective May 1, 1984, appear on the Corporate Price List on that date, available in your office. Prices are US List unless otherwise noted. Orders at old prices will be honored at the factories for 30 days (or 60 days in the case of government quotes, see exception, III. GSA) after the effective date of an increase. All quotations, either verbal or written, shall be made at the new prices upon the effective date of the new price list. The customer should be notified that his order will be honored at the lower price if it is received within the 30-day grace period. Price decreases are effective immediately and in-house orders shipped 5 working days prior to the announced decrease date will be billed at the new lower price.

Product No.	Description	Current Price	New Price
HP-33C	HAND HELD		
	CALCULATOR	65	32
HP-34C	HAND HELD		
	CALCULATOR	100	40
36401A	SFD/3000	37,200	-0-
36401M	RIGHT-TO-COPY		
	SFD/3000	26,040	-0-
HP-37 E	HAND HELD		
	CALCULATOR	45	22
HP-38C	HAND HELD		
	CALCULATOR	125	63
79300MA	WORD PROCESS MU	10,090	2,725
79300MM	RIGHT-TO-REPRODUCE		
	WORD PROCESS	5,045	1,360
79300SA	WORD PROCESS SU	4,035	860
79300SM	RIGHT-TO-REPRODUCE		
	WORD PROCESS	2,020	430
91823A+S00	PREREQ SUPT SERV	25	-0-

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