

Computer News

For HP Field Personnel Worldwide
May 1, 1984



MPE-V/E runs successfully on customers' HP 3000s

For HP Use Only

Computer News

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Editor

Jim Colosi

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On the cover:

MPE-V/E is currently undergoing final testing on customer and field office HP 3000s to ensure that your customers will be satisfied. Articles beginning on page 18 focus on the contents of MPE-V/E, improvements to the software quality engineering process, and the success we have already had with both MPE-V/P and MPE-V/E.

Cover design: Gaylord Tefft/BDG

Photography: Stephen Marley Productions

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
BEO Boeblingen Engineering Operation
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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 HP 3000 now supports HP 7978A and 7974A tape drives
 New *HP 3000 Languages Field Training Manual* available
 HP RPG/3000 now has increased compatibility with IBM System/34 RPG II
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GENERAL

Who to call at the Systems Sales Center

Dave Yewell/SMC

The charter of the Systems Sales Center is to help you win orders. We have assembled a group of well-trained, highly-motivated marketing engineers and managers who are focused on that challenge. These people are geographically distributed in two locations, but we share common goals. It's important that you know *who to call for what and when*. You'll know that better after reading this.

When to call your systems sales center

Our mission is to improve your productivity in the field. We receive many opportunities to achieve this mission (over 10,000 phone calls per month come into Cupertino and Ft. Collins), and we'd like to ask your help in ensuring that our time is spent on the right things.

Our real strength is "one-stop selling," that is, the ability to focus a comprehensive cross-section of factory resources on sales opportunities.

This set of skills is best leveraged through big deals, customer visits (factory sales calls), factory commitment management, and competitive systems consulting.

In addition, because we have a top group of product and application specialists available to back up our on-line people, we are also in a position to provide you with some insight into our product strategies as well as some in-field product specific sales development.

We are not especially well-trained in configuring systems or in programming them, nor do we have any order processing information. You already know how to get answers to those questions. Call your local SE for configuration and programming help, and every division's order processing department is ready to help you get answers on delivery.

Who to call for what

For ICON, Canada, and Japan your Cupertino Sales Center support is provided by the International Sales Center, managed by Rich Phillips. Rich's group provides one-stop support for all of the system product lines. His group also supplies customer visit support for our European customers, with primary on-line support coming from the European Sales Centers.

For the US, there are three clearly defined Sales Centers to help you close orders. Their responsibilities are divided along the major HP system product lines:

Product line	Manager	Location	Phone
HP 1000	Dave Yewell	Cupertino	408-725-8111
HP 3000/ HP 250	Ross Hunt	Cupertino	408-725-8111
HP 9000	Jackye Churchill	Fort Collins	303-226-3800

These teams exist to answer questions relating to the designated system product lines. By system product lines, we mean those products associated with the system solution (that is, system peripherals, system workstations, networks, applications, etc.). We are not the keepers of archival information on stand-alone products. If you are unable to track down technical information on these products, we'll be glad to help, but you will probably be more successful getting the answer you need if you use other, more technical resources, such as factory data sheets, your SEO, your CEO, or the divisions' technical on-line support groups. If you try these first and it doesn't work, then call us.

We think that this kind of communication will help you save time and meet quota easier. We'll continue to keep you informed about this and other ways to increase your productivity. Call us when you need help and when you have other ideas on what would help you win more often.

Vertical Markets Banking Conference — a resounding success

Debra Miele/BDG

The Vertical Markets 1984 Banking Conference was held in the San Diego Sales Office on March 5 and 6. More than 55 of the finest from the HP sales force participated in the two-day workshop on the banking industry.

The purpose of the conference was to provide some basics on the banking industry and the necessary tools and marketing techniques to be successful in selling to banks. Most of the comments from the attendees

were overwhelmingly positive: "Time away from the field is usually hard to justify, not this time!"; "Best training I've had at HP!"; "Brilliant!" "Spectacular!" "Excellent!"

Due to the success of the 1984 Banking Conference and great demand for another, a follow-up conference is being planned for later this year to assist in FY85 planning. A Vertical Markets Banking newsletter will also be distributed this Spring.

If you have any questions or need assistance in selling systems to banks or other financial institutions, please call. Your name will be added to the banking mailing list and you'll receive either a red binder of information that was distributed in San Diego or a more concise version called the "Banking Care Package." Both items should be valuable sales aids.

How to start a regional users group

Dena Stein/SMC

Are you or your customers considering organizing a RUG or improving an existing one? INTEREX, the International Association of Hewlett-Packard Computer Users, offers a free handbook, *Starting a Regional Users Group*. This manual addresses common questions such as the following: How do I know if there is enough interest to start a RUG? What kind of support can I expect from Hewlett-Packard and from INTEREX? Who do I approach at HP for help? It offers suggestions on activities, volunteers, funding, and structure.

The handbook also functions as a worksheet, with forms to be filled out by the RUG leader. Some of these worksheets include: defining the meeting; assigning responsibilities; deciding on a format; determining your equipment needs; and evaluating the meeting. There is a section on how to write bylaws for the group and a reference portion listing other helpful materials.

While the process of affiliation with INTEREX is not discussed in the handbook, an affiliated RUG receives funding from the parent organization and has its administrative burden reduced.

To receive a copy of the handbook, contact INTEREX's member activities department at 415-941-9960.

THIRD PARTY

Changes to the Third Party 6% incentive program

Aaron Mills/CMG

For US only

The 6% incentive program, designed to financially recognize Hewlett-Packard's independent Software Suppliers and OEMs, has experienced an unprecedented growth rate over the last four months. Growth in terms of both the quantity of requests received and the amount of compensation issued requires a uniform procedure for handling all US Third Party requests for compensation. The procedure outlined below has been designed to increase the level of customer satisfaction and to avoid delays in request processing.

- Upon completing Sections I and II of the serialized compensation request form, the Third Party will submit the request, and any supporting documentation, to their supporting HP SR.
- The Third Party SR must immediately forward the request to the End-Users Area HP Sales Finance/Contracts Representative through the Local Area Sales Finance/Contracts Representative.
- The End-Users Area HP Sales Finance/Contracts Representative will be responsible for obtaining the approval of either the Area Computer or Sales Manager and noting the appropriate Sales Order number on the request form before sending the form to CMG.

Hewlett-Packard has stated that it intends to compensate Third Parties within 30 days of receipt of full payment from its end-users on all net 30 orders. To meet this objective and promote HP's continued success with Third Parties, please follow the above guidelines when handling any compensation request.

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Remarketed peripherals — your competitive edge

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GENERAL

Dealer Cooperative Support provides services to HP's dealers

Deb Nelson/CSD

HP is requiring all dealers to service the HP products they sell, beginning with the HP 150 and HP 9121 systems. Dealer Cooperative Support (DCS) is the service program which provides parts, training and technical assistance to these dealers.

Competitive summary

The following chart compares the major elements of HP's dealer service program with IBM and Apple's programs. One of the major benefits of the HP program is that our dealers only need to attend training at HP *once*, after which they can become qualified to service additional products within the same "families" by purchasing and completing self-paced training packets at the dealer site.

FEATURE	HP	IBM	APPLE
INITIAL TRAINING	THREE U.S. LOCATIONS	TWO U.S. LOCATIONS	WILL SCHEDULE LOCAL TRAINING
ADD-ON PRODUCT TRAINING	PURCHASE AND COMPLETE SELF-PACED TRAINING AT DEALER SITE (TELEPHONE MENTORED BY CSD)	MAJOR NEW PRODUCTS REQUIRE DEALER TRAVEL TO IBM	MAJOR NEW PRODUCTS REQUIRE DEALER TRAVEL TO APPLE
INITIAL PARTS KIT	80% OF PRODUCT PRICE	SAME	SAME
PARTS DISCOUNT	35%	15-30%	15-40%
TECH. ASSISTANCE	800#, FREE	SAME	SAME
TECH. DOCUMENTATION	FREE MONTHLY SUBSCRIPTION SERVICE	AS NEEDED	AS NEEDED

Computer Support Division

DCS literature

Our dealers vary in size and support capabilities, therefore we have provided a range of literature to help you position our service program effectively. The following table describes the literature and printed information available to the Dealer Cooperative Support Program.

DCS process

For new dealers, here's the sign-up process:

- Discuss HP's total program with your prospective dealer.
- Contact a District CE Manager who will be glad to help you work toward your dealer's successful support business and should be involved in the initial sign-up process.
- Discuss the terms of the DCS agreement and send two originals of the DCS contract, both signed by the dealer, to CSD, attention Pat Conard.
- Have dealer place order for service parts kits.
- Complete a training registration form for your dealer and send it to Joanne Pinnick at CSD, six weeks prior to class. (See next article for class dates and locations.)
- Call Joanne (800-835-HPHP) one week later to confirm registration.

Working closely with your local customer engineering organization is vital to the success of your dealer, especially during the qualification process. Many of your prospective dealers may already be repairing other vendors' products. Nevertheless, you need to consult with a District CE Manager at your dealer's site before signing up the dealer to carry the HP 150. This meeting will realistically set expectations on the service commitment. In addition, the technical people your dealers send to HP service training classes will need to possess technical skills which a DCEM can help you evaluate.

DCS is designed to give our dealers all of the tools necessary to successfully support their customers, while helping them maintain control of their business. DCS is an effective service partnership with HP and can be a competitive asset in signing up new dealers.

Personal Computers

Information item:	Can be used when/by:	Originally distributed to/when:	Now available from:
Brochure (HP Dealer Service Programs)	SR/DM Promotional presentation ideal for the first dealer visit.	SRs/DMs (Training 9/83) RCEMs/ACEMs (9/83)	PCG Marcom (MailMart)
Slides	SR/DM: Gives summary competitive information; features and benefits; good for subsequent visits to larger dealers.	SRs/DMs (Training 9/83) (hard copy only)	CSD Product Marketing
Dealer Support Plan	SR/DM: A planning guide based on the SISF; should be used to plan for products, help select a backup program, decide which sites should offer support; good for followup/planning visits with management.	SRs and DMs (Training 9/83)	CSD Product Marketing
Success Checklists	DCEMs on initial account visits	ACEMs/RCEMs/Divisions (DCS OSP 9/83)	CSD Product Marketing
Tactical Support <ul style="list-style-type: none"> • Training schedule • Parts kits price lists • Kits contents lists • Registration forms* • Contract/Attachments* 		SRs/DMs (Training 9/83) SRs/DMs (Training 9/83) — not distributed — SRs/DMs (Training 9/83) DMs/Admin./BBMs	NEW SCHEDULE — CSD Product Marketing NEW LIST — CSD Product Marketing** Upon request from CSD Product Marketing NEW FORM — CSD Product Marketing** CMG Contracts

*Required

**New versions will be distributed to Sales DMs, Regional and Area CE Managers.

Dealer Service Class shortened

Deb Nelson/CSD

In response to dealer concerns over the length of our Dealer Service Training Class, we have shortened the service training to one week (five days). Beginning May 1, 1984, your dealers will be sent the HP 150 and HP 9121 self-paced learning materials upon registration to help them prepare for class. After the first day, the Dealer Service Class is a mentored self-paced course. The following illustrates the old versus new Dealer Service Class outline.

YOU CAN HELP US KEEP THE COURSE LENGTH TO A WEEK!

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">M</td><td style="text-align: center;">WORKING WITH HP AND WORKMANSHIP STANDARDS</td></tr> <tr><td style="text-align: center;">T</td><td style="text-align: center;">HP150</td></tr> <tr><td style="text-align: center;">W</td><td style="text-align: center;">HP9121</td></tr> <tr><td style="text-align: center;">TH</td><td style="text-align: center;">HP7470</td></tr> <tr><td style="text-align: center;">F</td><td></td></tr> </table> <p style="text-align: center;">IF TECHNICAL COMPETENCE IS VERIFIED AND IF DEALERS ARE REGISTERED 6 WEEKS PRIOR TO CLASS.</p>	M	WORKING WITH HP AND WORKMANSHIP STANDARDS	T	HP150	W	HP9121	TH	HP7470	F		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">M</td><td style="text-align: center;">WORKING WITH HP AND WORKMANSHIP STANDARDS</td></tr> <tr><td style="text-align: center;">T</td><td style="text-align: center;">START THE 150</td></tr> <tr><td style="text-align: center;">W</td><td></td></tr> <tr><td style="text-align: center;">TH</td><td style="text-align: center;">START THE</td></tr> <tr><td style="text-align: center;">F</td><td style="text-align: center;">9121...</td></tr> <tr><td style="text-align: center;">M</td><td style="text-align: center;">START THE PLOTTER(S)...</td></tr> <tr><td style="text-align: center;">T</td><td></td></tr> <tr><td style="text-align: center;">W</td><td style="text-align: center;">FINISH PLOTTERS</td></tr> </table> <p style="text-align: center;">IF TECHNICAL COMPETENCE IS NOT VERIFIED AND/OR IF DEALERS AREN'T REGISTERED IN TIME TO RECEIVE THE SELF-PACED PRE-STUDY.</p>	M	WORKING WITH HP AND WORKMANSHIP STANDARDS	T	START THE 150	W		TH	START THE	F	9121...	M	START THE PLOTTER(S)...	T		W	FINISH PLOTTERS
M	WORKING WITH HP AND WORKMANSHIP STANDARDS																										
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TH	START THE																										
F	9121...																										
M	START THE PLOTTER(S)...																										
T																											
W	FINISH PLOTTERS																										

By working through the material prior to class, the technicians will know which areas to concentrate on in class. Another factor instrumental in meeting our goal of a one week class, is the prequalification of technicians. Here, as pointed out in the previous article, the DCEM will help you evaluate the technician's skills. Without the necessary technical skills, the dealer technician would not complete class within the allotted week, and would not be able to deliver an acceptable level of support over the long term to our customers.

Within a week of technicians' registration in the Dealer Service Class, they'll receive an introduction packet from CSD describing the prerequisites. The SR will also receive a copy of the introduction letter. It is important that the dealer understands the technician must attend the HP Dealer Service Class before the site can become an Authorized HP Dealer Repair Center.

Here's the spring/summer DCS training schedule. Be sure to have the signed DCS exhibit to CSD before signing your dealer up for training. If you have any questions on the training schedule or class availability, please call Joanne Pinnick at CSD (800-835-HPHP).

SPRING/SUMMER 1984 TRAINING SCHEDULE

DATES	MAY	JUN	JUL	AUG	SEP	OCT
LOCATION	14 21	4 11 18 25	9 16 23 30	20 27	10 17 24	6 13 22 29
CSD		X X	X X		X X	X X
ROLLING MEADOWS*	X X		X X	X X		X X
ROCKVILLE	X X	X	X X		X	X

*THESE CLASSES ARE CURRENTLY SCHEDULED FOR NAPERVILLE. IF THE LOCATION CHANGES, REGISTRAR WILL INFORM SALES REP. AT TIME OF REGISTRATION.
 *LOS ANGELES WILL ALSO HOLD 3 CLASSES IN THE JULY-AUGUST TIMEFRAME. WATCH FOR FURTHER DETAILS.

801084/84

Teleconference scheduled to introduce The Portable

Marcia Alicea/PCG

Mark May 9 on your calendar! That's the day our Nomad teleconference airs. It will run from 8:00-11:00 am (PST). The format will be similar to the HP 150 teleconference with lots of time for your questions and answers.

The first half will be devoted to HP's new portable computer — alias Nomad. The second half will include updates on new peripherals, software and major account programs.

We were lucky to get Stewart Cheifet as our moderator again. (Stewart moderated the HP 150 teleconference.) Here's a partial list of some of the HP speakers who will be joining Stewart:

Bill Murphy, Marketing Manager, PCG
Cyril Yansouni, General Manager, PCG
Alan Nonnenberg, Major Accounts Marketing Manager, PCG
Bill Copeland, Marketing Communications Manager, PCG
Dan Terpack, General Manager, PCD
Rick Baker, Marketing Manager, PCD

If you have any last minute topics which you would like the panel to address, please contact Marcia Alicea, PCG. COMSYS code: 2200; phone: 408-257-7000, ext. 4873 or TELNET 157-4873.

HP-75

HP-75D bar code and communications demo available

Sandy Wadman/PCD

PCD now has an HP-75D demo patterned after one of HP's own success stories.

Based on the highly successful FIREMAN system used by Hewlett-Packard field repair personnel, the demo illustrates typical repair order information, automatically records date and time values, and uses an optical wand to scan part numbers during a repair. Repair information is transferred to either an HP Series 80 computer or to a host computer via modem. Information can then be sent back to the HP-75D.

The HP-75D demo provides an excellent opportunity to demonstrate the power and versatility of the HP-75D in the remote data distribution processing field.

To order: P/N: 5954-1057

Cost: \$10

Call Toll Free: 1-800-FOR-HPPC

or Mail Order to:

Hewlett Packard

1000 N.E. Circle Blvd.

Corvallis, OR 97330

ATTN: Inquiries/Distribution

SERIES 80

Complimentary software available with HP-86B

David Latimer/PCD

Beginning May 1, 1984, for a limited time, dealers and direct customers can receive a complimentary Personal Productivity Pac (82846A Option 630, 3½" media) when they order an English-language version of the HP-86B. All they have to do is specify HP-86B Option 100.

The Personal Productivity Pac includes HP Word/80, File/80, and VisiCalc® Plus. Although the HP-86B is most suited for technical applications, such as data acquisition and control, it can also be used for personal productivity functions like word processing, file management, and spreadsheet analysis. The Personal Productivity Pac provides all three of these software solutions.

This special opportunity will be available for a limited time only (for example, three to six months) so customers should be encouraged to act now to obtain the complimentary software. Make sure that they specify Option 100. PCD will provide at least 30-days notice before discontinuing this special.

HP 86B Option 100 will be available only in participating sales regions. Check with local sales management before ordering.

Let's use this special opportunity to sell lots of HP-86Bs.

VisiCalc® is a US registered trademark of VisiCorp.

HP-87XM availability extended to October 31, 1984

David Latimer/PCD

The HP-87XM Personal Computer will be available through October 31, 1984. The obsolescence date has been extended due to persistent demand for the product.

The HP-87XM remains popular with customers who require the performance and capacity of an HP-86B in an integrated package. The HP-87XM includes a built-in high resolution 7.88" x 3" CRT, 128K bytes of user memory that's expandable to 640K, powerful HP Series 80 BASIC, and an HP-IB interface.

Customers are urged to place their orders early for the HP-87XM as quantities available are limited, and no further production is planned. For additional details on HP-87XM availability, please contact David Latimer at PCD, 503-757-2000, ext. 3401.

HP-85A Upgrade Kit extended

David Latimer/PCD

The HP-85A Upgrade Kit (P/N 82972A), which converts an HP-85A to the functionality of an HP-85B, will continue to be available due to continuing demand. The product was previously scheduled to be removed from the Corporate Price List on May 1.

About 1,000 of the 60,000 HP-85As installed have been upgraded to date. The upgrade provides 32K bytes of user memory, 32K bytes of Electronic Disc memory (expandable to 544K using HP-86/87 Memory Modules), and built-in mass storage, electronic disc, and input/output ROMs, all for a US list price of \$1,095.

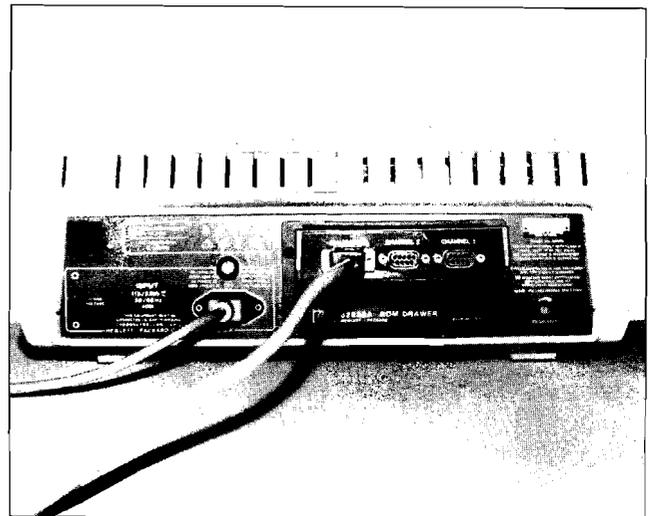
Please encourage your Series 80 accounts to take advantage of this upgrade kit.

Communications interface now available for HP Series 80

Paul Jurata/CSO

For North America Only

Computer Supplies Operation (CSO) now offers the HP 92204A COM-80 Communications Interface which will enable HP Series 80 personal computers to communicate with a variety of devices ranging from printers, terminals and data logging devices to large mainframe or central computers.



The HP 92204A COM-80 Communications Interface allows HP Series 80 personal computers to communicate with a variety of devices ranging from printers, terminals and data logging devices to large mainframe or central computers.

With three communication ports included, the COM-80 module allows multiple devices and computers to be attached to a Series 80 at the same time. Two of the three ports are software configurable to allow you to transmit and receive bisynchronous and asynchronous data at baud rates up to 9600 baud.

Additional capabilities include:

- Emulation of IBM, HASP/RJE workstation communicating in a 2780/3780 mode
- Emulation of an asynchronous character-oriented ASCII terminal
- Flexible data collection and storage from remote or local devices



- Ability to collect data in an asynchronous format on one port and transmit bisynchronous data out to a central computer on another port with no recabling
- Transfer files between two Series 80 computers
- Transfer files from Series 80 computers to other computers in bisynchronous or asynchronous mode.

Your customer may now collect and control data at any number of locations and process the collected data at a central location on a mainframe computer. The COM-80 also gives the Series 80 user the ability to use applications software packages on a timesharing basis while still retaining local control of their data.

The HP 92204A comes complete with COM-80 Communications Interface, one 92221C Datacomm cable, User's Guide and software.

P/N	Description	Price (US List)
92204A	COM-80 module	\$575
92239A*	Remote Job Entry Software	270
Opt. 610	Tape Cassette	N/C
Opt. 630	3½" Media	N/C
Opt. 650	5¼" Media	N/C
92239B*	Asynchronous Terminal Emulation	270
Opt. 610	Tape Cassette	N/C
Opt. 630	3½" Media	N/C
Opt. 650	5¼" Media	N/C
92221C	Additional Datacomm cable	70
92221T	Printer cable (not included with 92204A)	70

**Either 92239A or 92239B software must be ordered with 92204A*

Support

The 92204A will be supported by the vendor:

Corporation for Distributed Systems (CDS)
15840 Addison Road
Dallas, Texas 75248
214-934-8040

The COM-80 Module will only be available in the US and Canada. For additional specifications, consult the *Series 80 Data Book*.

Editor's Note

In "Fast-moving games available on the HP 86/87" by Mark Smith/PSD [*Computer News*, April 1, 1984] the part number for Galaxy Patrol was incorrect. The correct part number is: 92248DA.

SERIES 100

GraphPlan™ to be offered for the HP 150

Jim Collins/PSD

For North America Only

Hewlett-Packard now offers GraphPlan™, an integrated package for people who need a powerful financial spreadsheet and graphics combination at a reasonable price.

GraphPlan was developed by Chang Laboratories, and has one of the best implementations of HP Touch on any product. The spreadsheet capabilities are particularly strong for modeling sophisticated problems, yet are easily invoked via a single-stroke command menu. GraphPlan features "One touch" graphics capabilities, whereby the user can create high quality graphics directly from the spreadsheet with a single touch-driven command. The product also has a report generator, ranking and sorting capabilities, and integrates with MicroPlan™, a financial modeler also offered by Hewlett-Packard.

GraphPlan is available from Hewlett-Packard at \$300 (P/N 45467A).

GraphPlan and MicroPlan are trademarks of Chang Laboratories, Inc.

Enhanced version of MicroPlan™ now available

Jim Collins/PSD

For North America Only

MicroPlan™, a powerful financial modeling spreadsheet, has been enhanced to take full advantage of the HP 150 touchscreen. You can now execute all commands and functions with a simple touch of the screen. MicroPlan, a product developed by Chang Labs, is excellent for sophisticated and large spreadsheets, especially those requiring mathematical, statistical, or financial functions. An optional Consolidation Module allows you to post data from the HP 3000 and to consolidate many spreadsheets into one.

MicroPlan can be purchased for \$500 (P/N 45465A) and the Consolidation Module for \$300 (P/N 45466A). Customers wishing to upgrade to the full touch version, can do so for \$42 for MicroPlan and \$42 for the Consolidation Module. (Customers who have both MicroPlan and Consolidation Modules need to buy both upgrade kits.) To order an upgrade kit call 800-538-8787 from outside California or 408-738-4133 from within California. Upgrade kits are available from the Computer Supplies Operation (CSO).

MicroPlan is a trademark of Chang Laboratories, Inc.

PFS:FILE & PFS:REPORT® to be offered on the HP 150

Jim Collins/PSD

For North America Only

Hewlett-Packard now offers Software Publishing Corporation's popular programs, PFS:FILE & PFS:REPORT™ as one package on the HP 150 Personal Computer. This is a very popular and inexpensive file management and reporting system designed for people who want easy-to-use, yet functional, programs. PFS:FILE & PFS:REPORT has most features found in sophisticated and more expensive file management systems, but is substantially easier to learn and use. This product is ideal for first time computer users.

Additionally, the program uses HP Touch and integrates with PFS:WRITE and PFS:GRAPH, which HP plans to introduce later this year.

PFS:FILE & PFS:REPORT is available May 1 at \$265 retail. The HP product number is 45488A. PFS:FILE & PFS:REPORT will not be sold separately.

PFS:FILE & PFS:REPORT™ is a registered trademark of Software Publishing Company.

WordStar™/150 update

Kathy Weiler/PSD

It's here — the Wordstar™/150 update is completed and ready to go. The basic facts are as follows:

- The update will be free to the entire WordStar/150 installed base.
- The update consists of Manual corrections and a new diskette with WordStar version 3.3B.
- Software changes include printer speed enhancements, general overall speed improvements in the keyboard/screen interface, and fixes of all known bugs as of six weeks ago.
- Manual changes consist of new, clarified Appendices A, B and C, and general corrections.

The logistics of the program will be as follows:

- End users must fill out a special form and mail it *with their master WordStar diskette, version 3.30 or 3.3A* to CSO for update. We will return to them a new diskette and manual corrections. The End User Update Program expires on August 31, 1984, and forms will be available through these channels:
 - Forms will be sent to customers in the HP Coach data base and customers who have mailed in their Blue Warranty Registration Cards as of six weeks ago.
 - Forms will be published in Issue #8 of *The Communicator*.
 - Forms will be made available to Dealers, PCDMs, PCFMMs, SF12, and PWSRs.
- We will send each dealer a replacement WordStar demo disk, 45400Y, version 3.3B, as well as the necessary forms and instructions for updating their WordStar stock. (Dealer SRs do not have to get involved in managing this process.) The Stock Update Program is free and expires on June 15th. Dealers will also be sent copies of the End User Update form for distribution to their customers.

WordStar® is a US trademark of Microsoft Corporation

Infocom™ adventures now available on the HP 150

Michael Majdalany/CSO

As part of its Edu-tainment series, CSO is adding six titles to the expanding line of HP 150 software, all from the very popular Infocom family of products. This is part of a set of text adventure games, all of which feature the Interlogic™ system — a powerful language which enables the computer to understand complex sentences and multiple commands.

Zork® I is the best selling adventure game ever written (over 250,000 copies sold). It is the introduction to the Great Underground Empire, challenging players to find and explore the subterranean ruins of an ancient civilization. The object is to plunder whatever treasures remain in the catacombs and live to tell the tale. But the player isn't the only explorer. A hungry-looking thief is after the same rich bounty, and he's a formidable enemy.

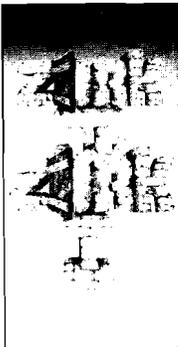
Zork II takes players even further into the bowels of the earth, there to discover the secrets of sorcery. The enemy here is an evil wizard who pops up randomly, casting spells to impede the player's progress.

Starcross™ launches the user headlong into the year 2186 and the depths of space. This game allows the player to explore a startling, complex, and engaging world, and come face to face with other worldly beings — both helpful and harmful.

Suspended™ is a science fiction adventure that wires the player's brain to a network of underground computers which manipulate six robots specializing in sight, hearing, and information processing. Through them, one solves the intertwined mysteries that spring up.

Planetfall™ starts the user at the bottom of the ladder as an Ensign 7th Class with a mission, as a member of the Stellar Patrol, to carry the Third Union's message across the galaxy.

The Witness™ is a mystery game that takes place on a cold Friday evening in 1938 in a quiet burgh on the outskirts of Los Angeles. The user is the Chief Police Detective and must untangle a Gordian knot of motives and alibis to solve the case.



Zork



Starcross



Suspended



Planetfall



The Witness

Ordering information

All six Infocom products may be ordered from any authorized HP dealer or directly from CSO. Normal dealer discounts apply.

Product	P/N	Price 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™, Interlogic™, Planetfall™, Starcross™, Suspended™, and The Witness™ are trademarks of Infocom, Inc.

Zork® is a registered trademark of Infocom, Inc.



Also in this issue

Now your customers can use the HP 150 for sales order entry

25

HP 1000

HP Graphics/1000-II family expanded

Anjali Magana/EPD

Version 2.0 graphics, expansions to the HP GRAPHICS/1000-II family, are now on the May CPL. The family now includes:

92861A	DGL	(Device-Independent Graphics Library)	Version 2.0	<i>New</i>
92862A	AGP	(Advanced Graphics Package)	Version 2.0	<i>New</i>
92841A	DGL	Version 1.0		
92842A	AGP	Version 1.0		
92843X	Skeleton Handler	Version 1.0		

What is new about Version 2.0 graphics?

While retaining all the feature functionality of Version 1.0 graphics, Version 2.0:

- Takes advantage of the latest RTE operating system features
- Offers new graphics peripheral device support
- Supports non-graphics HP terminals
- Provides new features for raster printers.

Version 2.0 products are supported on RTE-A, RTE-A with VC+, and RTE-6/VM (C.83 revision and later). With this support, Version 2.0 graphics takes advantage of the new hierarchical file system and CDS (Code and Data Separation) for VC+ systems. One advantage of using CDS on RTE-A systems is the ability to enlarge the data space in AGP workstation programs (WSPs). This allows a full complement of handlers (display, pick, locator, valuator, alpha, keyboard, button) to be loaded. It also provides more data space for AGP application programs to do more picking and segment manipulation functions (purge, highlight, etc.). The result is a set of graphics tools which can perform better and/or require less memory (in many cases) via VC+ shared code.

In addition to supporting the graphics peripherals currently allowed by Version 1.0, Version 2.0 provides support for the HP 7475A, 7550A, and 7586B plotters, the HP 2563A, 2932A/2933A printers, the HP 2623A terminal with 17963A data tablet, and the HP 2625A/2628A graphics terminals.

Also new to Version 2.0 are generic device handlers which are available for alphanumeric, button, and keyboard devices. These generic handlers enable the

use of non-graphics HP terminals for alphanumeric message display, number key selection (button), and operator input from the keyboard.

Device handler improvements allow Version 2.0's new HP 2608/2563/293X raster graphics printer handlers to offer several new features:

- Choice of raster (pixel-mapped) text or vector generated text.

The illustration on the left below shows a sample of the 2608S printer character set using small sized pixel-mapped text. Note the increased readability of this text versus the vector generated text shown on the right. The general rules to remember are that raster text prints faster and is more readable in small sizes, whereas vector text prints slower but is more readable in larger sizes.

- Optional image rotation (0 or 90 degrees).
- Software simulated linestyle.
- Software simulated linewidth.



2608S Printer
Raster Text Sample



2608S Printer
Vector Text Sample

Besides the new features, the Version 2.0 printer handlers are easier, and more efficient to use. The Version 1.0 graphics handler for the 2608 creates an intermediate disc file and then a program named RTRAN (Vector to Raster Translator) must be executed to use the disc file information for generating graphics on the printer. In Version 2.0, the new 2608/2563/293X handlers use EMA/VMA and eliminates the intermediate disc file and RTRAN program.

Are there any expected customer application code changes?

There are no differences between the Version 1.0 DGL interface and the Version 2.0 interface. The AGP interface has changes where the structure of the new hierarchical file system requires alteration. The affected AGP calls are JDINT, JSDF, JDFNT and JIWS. Typical graphics application programs have

only one occurrence of these calls (if at all), making code changes minimal.

Even though AGP changes are minor, we encourage people to upgrade to Version 2.0. OEMs or end users who don't want to make code changes to their AGP application programs immediately can use Version 1.0 AGP with Version 2.0 DGL. This configuration will give them access to all the new devices supported with Version 2.0 DGL but won't allow use of CDS or hierarchical files.

Look for the upcoming graphics article in the May 11 *Support Update*, which will discuss program changes in more detail.

What happens to Version 1.0 graphics?

Version 1.0 graphics will be made a mature product on August 1. This means that it will continue to be available and supported; however, no feature enhancements or new graphics devices will be added. Customers who wish to use Graphics/1000-II on mature operating systems (RTE-4B/L/XL) must continue to use Version 1.0 graphics, since Version 2.0 is only supported on RTE-A and RTE-6/VM. GRAPHICS/1000-II Version 1.0 will be made an inactive product on August 1, 1985 and finally obsoleted by August 1, 1990.

How do customers get Version 2.0 graphics?

Version 2.0 is a *no cost* upgrade to customers on software subscription services for Graphics/1000-II. Be sure your customers place an order for Version 2.0 graphics. Since Version 2.0 is a separate, new product, they *will not automatically get Version 2.0* as part of their Version 1.0 software subscription service. This is true for anyone within HP also. Use Options 602 (for A600), 702 (for A700) and 892 (for A900 or E/F) when ordering HP 92861X and 92862X

Note: For new customers, the prices of Version 2.0 are the same as they were for Version 1.0.

Present Graphics/1000-II customers not on support services will receive a discount from the current Graphics/1000-II price. In this case, use Options 603, 703, and 893 to get the upgrade discount.

Remember to tell your customers to change their support services contracts from Version 1.0 to Version 2.0. This is also a free exchange.

For your customers who buy bundled systems, DSD plans to roll over to Version 2.0 in their value packs (Value/65, Value/19 and Micro/1000) soon.

Support summary for Version 2.0

OPERATING SYSTEMS SUPPORTED

HP 1000 E/F-Series with RTE-6/VM and new hierarchical file system

HP 1000 A600/700/900 with RTE-A with and without VC+

PERIPHERALS SUPPORTED

Below are all the peripheral devices supported by Graphics/1000-II Version 2.0

NOTE: In the chart below V1.0 means Version 1.0 graphics and V2.0 means Version 2.0 graphics.

Model	Description	I/F. System, Version
HP 7475A*	6-pen plotter	HP-IB, RTE-A/6, V2.0 only
HP 7550A*	8-pen plotter with sheet feed	HP-IB, RTE-A/6, V2.0 only
HP 7586B*	roll-feed drafting plotter	HP-IB, RTE-A/6, V2.0 only
HP 2563A*	raster printer	HP-IB, RTE-A/6, V2.0 only
HP 2932/2933/ 2934*	raster printers	HP-IB, RTE-A, V2.0 only RS-232 (MUX), RTE-A, V2.0 only
HP 2625A/ 2628A*	monochrome terminals	RTE-A/6, V2.0 only
HP 2623A w/ 17963A*	terminal with tablet	RTE-A/6, V2.0 only
HP 2623A	monochrome terminal	RTE-A/6, V1.0 & V2.0 RTE-4B/L/XL, V1.0 only
HP 2627A	color terminal	RTE-A/6, V1.0 & V2.0 RTE-4B/L/XL, V1.0 only
HP 2627A w/ 17963A	terminal with tablet	RTE-A/6, V1.0 & V2.0 RTE-4B/L/XL, V1.0 only
HP 2647A/ 2648A	monochrome terminals	RTE-6, V1.0 & V2.0 RTE-4B/L/XL, V1.0 only
HP 2647F	monochrome terminal	RTE-A/6, V1.0 & V2.0 RTE-4B, V1.0 only
HP 7470A	2 pen plotter	HP-IB RTE-A/6 HP-IB RTE-4B/L/XL
HP 7220/C/T	8 pen plotters with paper advance	Eavesdrop, RTE-4B/6, V1.0 & V2.0 Eavesdrop, RTE-4B/L/XL, V2.0 only
HP 7221A/B/S	4 pen plotters	Eavesdrop, RTE-6, V1.0 & V2.0 Eavesdrop, RTE-4B/L/XL, V1.0 only
HP 7221C/T	8 pen plotters with paper advance	Eavesdrop, RTE-6, V1.0 & V2.0 Eavesdrop, RTE-4B/L/XL, V1.0 only
HP 7225A/B	1 pen plotter	HP-IB, RTE-6, V1.0 & V2.0 HP-IB, RTE-4B/L/XL, V1.0 only
HP 7580A/B	drafting plotters	HP-IB, RTE-A/6, V1.0 & V2.0 HP-IB, RTE-4B/L/XL, V1.0 only
HP 7585A/B	drafting plotters	HP-IB, RTE-A/6, V1.0 & V2.0 HP-IB, RTE-4B/L/XL, V1.0 only
HP 9111A	data tablet	HP-IB, RTE-A/6, V1.0 & V2.0 HP-IB, RTE-4B/L/XL, V1.0 only
HP 9874A	digitizer	HP-IB, RTE-6, V1.0 & V2.0 HP-IB, RTE-4B/L/XL, V2.0 only
HP 2608A	raster printer	HP-IB, RTE-6, V1.0 & V2.0 HP-IB, RTE-4B, V1.0 only
HP 2608S	raster printer	HP-IB, RTE-A, V1.0 & V2.0 12821A, RTE-6, V1.0 & V2.0
HP 1350A/ 1351A w/1310, 1311, 1317 or 1321 display	graphics translators	HP-IB, RTE-6, V1.0 & V2.0 HP-IB, RTE-4B/L/XL, V1.0 only

*New

HP QDM/1000 demo available

Dave Kuykendall/MPD

The HP QDM/1000 Acme Demo is now available on the A-Series. The demo uses the new A-Series QDM software, 92131A. It will run on any HP A700 (with hardware floating-point), or HP A900 computer running RTE-A C.83 with VC+. An HP 7911 or larger CS80 disc and an HP 2627A color terminal are also required.

To order the demo please order 92131A and 92131-60001 from MPD. 92131A is the QDM/1000 A-Series Software and 92131-60001 is the Acme Demo documentation and software (on 1600 bpi tape). The QDM/1000 Software is ordered at TAC, and the demo software is free.

New HP 1000 Ordering Guide available

Ted Proske/DSD

The new HP 1000 Ordering Guide (5953-8755) incorporates an explanation and all applicable new support products of the new HP Software Support Program. (Note that because all of the old information has been deleted, you may want to retain your old HP 1000 Ordering Information booklet [5953-8745] as a guide to the available services and support prices under the old program until it has been completely phased out.)

The new guide has a new HP 1000 Ordering section. Just make a copy of this six-page section and go through the configuration checklist, circling what you want in the system. Your completed checklist is the basis for preparing the purchase order for the system.

System console choices are listed on the checklist with the appropriate connect options. System discs are listed with the related software media option. Other peripherals are listed with the appropriate interface and connect cable. By using this matchup of correct combinations, we can virtually eliminate ordering errors.

A system interfacing summary worksheet is provided to simplify determination of the interfaces and cables required for the system. In addition, ordering guides simplify specification of memory for A600+, A700, and A900 systems.

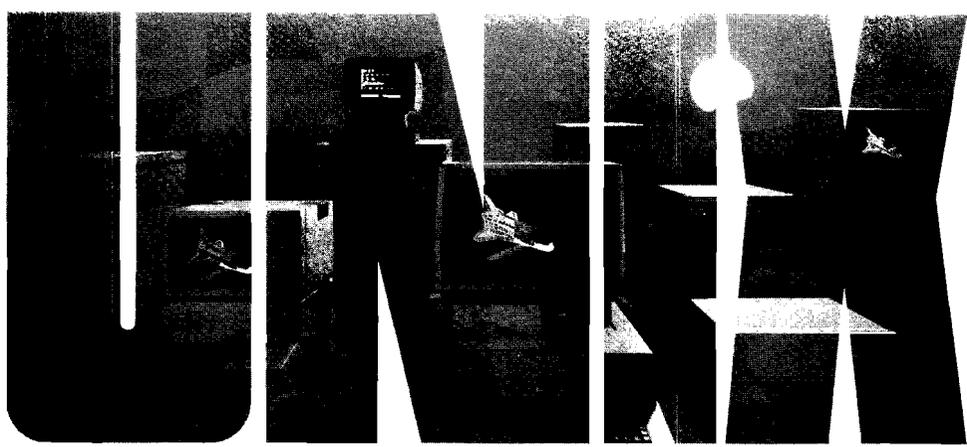
This guide will make it easy to order the vast majority of HP 1000 Systems. However, determining how much main memory and disc memory are adequate, specification of networks, and many other aspects of system configuration and ordering will continue to require SE assistance.

The May 1 HP 1000 Ordering Guide also indicates Supplying Division for all products along with list and BMMC prices and a simplified HP 1000 Compatibility Matrix.

HP 9000

New ad features HP-UX

Irene E. Peterson/BDG



UNIX. An ideal has been realized.

Some say UNIX is the operating system of the future. We say why wait till then? Because you can get it right now on a full range of HP computer systems.

Yes, it's running on our MC 68000-based systems and our powerful 32-bit systems, so you can pick the right computer for the job.

And since our HP-UX operating system is an enhanced version of the industry standard UNIX operating system, you can take advantage of the growing array of applications software available. You can also use the cool features of HP-UX such as graphics and networking.

The UNIX operating system is only one of the high-powered operating systems we offer. And we put our full service organization behind all of them. We're ready to answer questions and to work with both end users and OEMs to find the best solution for any particular application.

Sound interesting? Call your local HP sales office right now about the UNIX operating system. Or write to Hewlett-Packard, Attn: Paul Welch, Dept. 000001, 10417 Pruneridge Ave., Cupertino, CA 95014. In Europe, contact Henk van Lammeren.

Hewlett-Packard, Nederlands B.V., Dept. 0000001, PO Box 529, 1180 AM Amstelveen, The Netherlands.

Productivity. Not promises.
 **HEWLETT PACKARD**

HP's new UNIX™ commitment ad features our HP-UX, an enhanced version of AT&T's UNIX operating system. In keeping with our campaign theme, we have used large block letters spelling out the word "UNIX" and have used the visual area within these letters to show our full line of the HP 9000 Series 200 and 500, which feature the HP-UX operating system.

The immediate media schedule follows:

Magazine	Issue:
<i>Computerworld</i>	April 2, 9, 30
<i>Electronics</i>	April 15
<i>UNIX Review</i>	April/May
<i>UNIX World</i>	May/June

HP-UX literature specifically produced for inquirers includes:

- HP-UX Brochure 5953-4672
- HP-UX Technical Supplement 5953-4673
- HP-UX Training Brochure 5954-0104

UNIX is a trademark of AT&T Bell Labs.

HP 9920 mounting racks explained

Miriam Flood/BDG

There has been some confusion as to which rack is compatible with the HP 9920 (Model 220) box computer. The proper rack is an EIA standard 19" rack, and is ordered as Option 908 when ordering the 9920A. It can also be ordered separately through CPC as P/N 5061-0078. The rack is included in the 9920S bundled system.

The rack slide kit (P/N 1494-0018) will not work with the 9920s, since it requires rear mounting screws, and only the front panel is System II compatible. There is no rack slide kit available for the 9920S.



HP 250

New HP 250 manuals available

Lynne Ovington/BCD

New HP 250 Product Training Guides, Price Guides, and Configuration Guides are now available and being distributed worldwide by BCD (for Europe and ICON) and by CSY Roseville (for North America). These manuals cover the recently announced HP 250 enhancements and price reductions.

Please contact your Sales Development Contact if you have not received your manuals by May 15. Please provide your HP 250 OEMs with a copy of the Product Training Guide and Configuration Guide.

HP 3000

MPE-V/E gives customers high performance and room to grow

Larry Russell/CSY

MPE-V/E with expanded system tables and support for disc caching is undergoing a "Controlled Release" to selected field offices and customer sites. This follows two years of development and six months of intense and unprecedented reliability engineering at the factory. MPE-V/E is supported on High Performance Series 39, 42, 48, 64, and 68 systems.

Expanded system tables

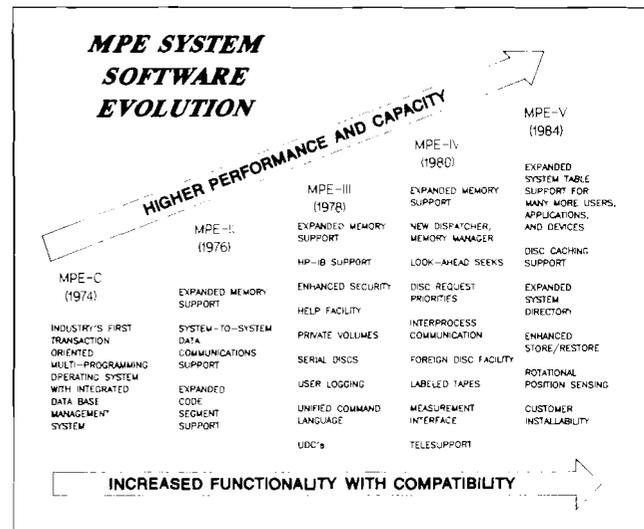
Most of the major MPE operating system tables have been expanded at least fourfold in MPE-V/E. This expansion allows support of many more users and

devices. For example, the Series 68 running MPE-V/E supports up to 400 logged-on terminals and up to 24 discs. Of course, the number of sessions that may actively access the system on the Series 68 with MPE-V/E depends upon the application and on response time requirements. For most customer applications, 200 active sessions is a realistic maximum.

MPE-V/E will solve current customer problems related to table limitations and will give your customers the room to expand their HP 3000 configurations and applications in the future.

Support for disc caching

MPE-V/E also supports disc caching on High Performance Series 39, 42, 48, and 68 systems. Disc caching often dramatically improves the performance of HP 3000 systems which were previously limited by disc I/O performance. MPE-V/E running with disc caching at numerous HP and customer test sites has demonstrated very significant gains in performance over MPE-IV based systems, while greatly expanding the capacity of these systems.



Managing today's information for tomorrow's success

Personal Computer (PC)/Desktop Strategy

This special *Computer News* insert expands upon one of the three focus areas of the HP AdvanceNet strategy —PC and Desktop Networking.

"We have shifted from an industrial society to one based on the creation and distribution of information . . . the restructuring of America from an industrial to an information society will easily be as profound as the shift from an agricultural society to an industrial society."¹

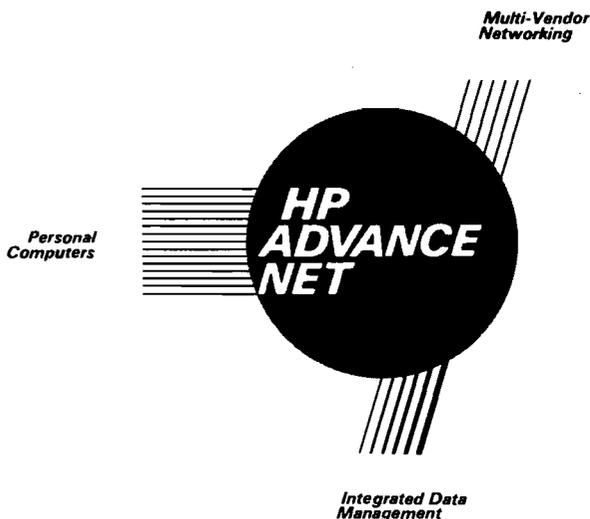
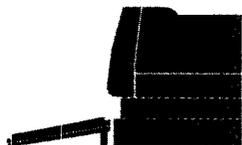
— John Naisbitt
Megatrends

The information society, which Naisbitt rightfully claims is a reality, depends heavily not just on the collection of data, but also on the management and distribution of that information.

In the computer industry, you can no longer sell just iron. Successful vendors will develop and market easy-to-use information management products in addition to enhancing their processors and peripherals.

For instance, in the corporate PC and Desktop marketplaces, dedicated processors working on a solitary function have limited usefulness. PCs and Desktops contribute more when they are networked into environments that add capabilities or resources (that is, computing power, data bases, and sharing files, printers, and plotters.).

Therefore, HP's comprehensive networking strategy, HP AdvanceNet, focuses not only on multi-vendor networking and integrated data management, but also on personal computer/desktop networking. This focus area is aimed at providing networking capabilities to allow our customers the flexibility and resources to compete in today's information society.



HP's networking plans for PCs/Desktops focus on the Series 100 family, future members of the Series 70 and 80 families, and single-user HP 9000/200 and 500 series. (Multi-user HP 9000 systems will be addressed in a future *Computer News* insert on HP's multi-vendor networking strategy.)

HP AdvanceNet

Evolution of PCs/Desktops Into Information Management Tools

HP sees a three-step evolution of PCs/Desktops from stand-alone devices to integration into traditional computing environments:

- PCs/Desktops replacing terminals on multi-user hosts (via terminal emulation products)
- PCs/Desktops sharing information and peripherals locally (via Local Area Network [LAN] and shared resource products)
- A hierarchy of local networks and primary networks where PCs/Desktops and HP and non-HP hosts can communicate (via HP-to-HP and HP-to-non-HP networking services and links)

Strong Beginnings

Today, the first evolutionary step is firmly in place. In the desktop environment, terminal emulation products for the HP 9000 Series 200 include HP 2622 and IBM 3278 under the non-UNIX™ operation systems. (DEC VT100 and Tektronix 4010 terminal emulation products will be announced soon.) The terminal emulation capability allows local use of the Desktop's power and access to a host when host applications, files, capabilities, etc., are desired.

The HP 150 offers built-in HP 2623 and Tektronix 4010 and 4014 terminal capabilities. Recent product additions include an IBM 3278 terminal emulation and an internal modem accessory. Again, these capabilities allow the HP 150 to operate locally, yet access powerful hosts to use software, maintain files, develop programs, and share peripherals.

The second phase of PC/Desktop evolution also has a strong start. An Ethernet-based local area network (HP LAN/9000) allows UNIX-based HP 9000 Series 500 Desktops to:

- Access remote files on another HP 9000 Series 500
- Transfer files between HP 9000s
- Start or stop processes (such as programs) on remote HP 9000s and communicate between concurrently running processes on two 9000s

Also, the Shared Resource Manager (SRM) allows 9000s (Series 200 running either Pascal or BASIC; Series 500, BASIC only), HP 9835A/Bs and HP 9845B/Cs to share files and peripherals.

For PCs, the Series 100/DSN Link product provides file transfer capabilities in local networks between HP 150s and in HP 150s connected to HP 3000s. Also, with the Monitor/PC product files can be transferred between an HP 150 and an IBM PC.

The beginnings of the third PC/Desktop evolutionary step is the Personal Productivity Center. The Personal Productivity Center links a cluster of HP 150s and an HP 3000 allowing management/professional workstations and secretarial/administrative workstations to have access to all HP 3000 applications (except HP Word) through terminal emulation. Networking to other nodes is possible through the HP 3000 host which increases the capabilities of the Personal Productivity Center to include electronic mail, shared peripherals, and file access on remote systems.

Future Directions

The HP AdvanceNet PC/Desktops networking strategy is committed to further enhancing terminal emulation, LAN, and local/primary network offerings. Major new products in all these areas are planned for introduction in the next year. Integration and growth paths are objectives which keep the PC/Desktops networking strategy compatible with the other HP AdvanceNet focus areas.

HP's dedication to the HP AdvanceNet strategy includes an organized and coordinated concentration of multidivisional engineering efforts on future products. Your customers can be assured that they can continue to remain competitive in the information society with HP AdvanceNet products.

SR Resources:

<i>HP 9000 Data Communications (Technical Supplement)</i>	5953-4668
<i>HP 9000 Series 500 Configuration Information and Order Guide</i>	5953-9403
<i>Configuration Guide, HP Series 200 and 210 Computers</i>	5953-4659
<i>The HP 150 Link to IBM 3278 Emulation (Sales Guide)</i>	5954-1080
<i>Software Buying Guide for the HP 150</i>	5953-7913
<i>The HP 150 Multifunction Terminal (Data Sheet)</i>	5953-5855
<i>Series 100 HP 150 Personal Computer Training Manual</i>	5953-5853D
<i>The HP 150 Internal Modem</i>	5953-7930

¹John Naisbitt, *Megatrends: Ten New Directions Transforming Our Lives* (First edition; New York: Warner Books, Inc., 1982), pg. 24.

™ UNIX is a U.S. trademark of AT&T Bell Laboratories.

MPE-V/E offers other significant MPE and subsystem enhancements

Larry Russell/CSY

MPE-V/E supports many other enhancements in addition to expanded system tables and disc caching. All MPE-V/E operating system and subsystem enhancements are fully documented in the *MPE-V/E Special Documentation Package* (32033-90017), available after MR. Major MPE-V/E enhancements include:

- **RPS.** MPE-V/E supports rotational position sensing which reduces disc access times.
- **Image intrinsic level recovery.** This new IMAGE/3000 feature will recover and restore broken data chains resulting from a system failure.
- **MTS spooled printer support.** Supports spooled or hot MTS serial printers including the HP 2601A, 2602A, 2631B, 2932A, 2933A, 2934A, 2608S, and 2563A.
- **DSN/workstation configurator.** DSN/WSC allows an HP 3000 ADCC or ATP user to manage and configure system I/O ports for connection to different workstation types.
- **X.25 enhancements.** These enhancements provide cluster controller support for block mode.
- **IFS.** This product allows customer to create their own environments or use one of 27 HP-supplied environments, and it supports the HP 2688A laser printer.
- **HP DSG/HP Draw/HP EasyChart.** All include new high-quality text fonts and support for the HP 2608S and 2688A printers, 2625A and 2628A terminals, 7475A plotter, and the HP 150 personal office computer. DSG and HP Draw also support color palettes for screen graphics and plotter output. HP Draw also supports 35mm output and color palettes for 35mm slides.
- **HP Spell.** Checks and corrects spelling with one of three dictionaries: American English, British English, and American and British English.
- **VisiCalc®.** This spreadsheet program runs on the HP 3000 and is functionally compatible with VisiCalc on the HP 150 personal office computer.
- **HP WordIII.** Supports HP 2625A and 2628A terminals, 2687A and 2688A laser printers, spelling checking with HP Spell, and MTS device connections.

- **New tape drives.** Support for HP 7974A and 7978A tape drives.
- **New printers.** Support for HP 2563A, 2687A, and 2688A printers.

For more information on MPE-V/E and on MPE software releases planned through July, refer to the *"HP 3000 Software Release Plan" Field Training Manual*. This manual was sent to commercial SRs and SEs and to field management in February. If a copy is not available to you in your office, please contact your Systems Marketing Center.

VisiCalc® is a US registered trademark of VisiCorp.

MPE and software quality

Larry Russell/CSY

About a year ago, HP president John Young established a corporate-wide goal to reduce the number of HP's product defects by 90% by the end of the decade. In early March at the HP 3000 International Users Group meeting in Anaheim, CA, he reported that HP is already about one-third of the way toward that goal.

The management and engineers of CSY and the other software contributing divisions wholeheartedly support this goal; and, accordingly, MPE-V/P and MPE-V/E have been designed with quality in mind and have been tested far more extensively than any previous HP 3000 software release.



Speaking during the recently televised SE 335 MPE Internals course, Marc Hoff, SEO worldwide field operations manager, and Doug Spreng, CSY general manager, challenged the field to beat the competition in benchmarks against MPE-V and disc caching.

MPE-V/P

MPE-V/P was released to customers in December 1983, and it has proven to be highly reliable and easy

to install. For their efforts, the MPE lab team responsible for MPE-V/P received a CSY Quality Award.

MPE-V/E

MPE-V/E has been running on approximately thirty HP internal systems including six production systems for several months. Although MPE-V/E passed in February all the criteria which we previously used to release HP 3000 software, we have decided to revise our release criteria to include successful exposure on a number of customer systems. Accordingly, we have begun installing MPE-V/E on customers' development and production systems as a "Controlled Release" prior to the formal Manufacturing Release (MR).

No one at the factory or in the field is happy about the amount of time it has taken to make MPE-V/E reliable. Nevertheless, this time period has been used very efficiently by the software labs to increase the quality and reliability of MPE-V/E. Every problem resolved prior to general distribution will increase our customers' satisfaction with the final product. For many months, MPE-V/E has been considered by factory management as the number one priority in the computer groups.

We believe that we have demonstrated our primary concern for the satisfaction of your customers by holding onto MPE-V/E until it is a high quality product suitable for final distribution to customers. The divisions stand ready to help you support MPE-V/E as it receives wider exposure to customer workloads.

MPE-V/P and MPE-V/E successes — high performance and happy customers

Larry Russell/CSY

Customers have already had very positive experiences with both MPE-V/P and MPE-V/E running production workloads. MPE-V/P has been available since December and several hundred installations are up and running smoothly. After extensive testing at about 30 internal HP sites, we have begun installing MPE-V/E on customers' machines and the results are very encouraging.

MPE-V/P success

MPE-V/P is very clean and our customers are happy with its high performance and high reliability. When disc caching is enabled, many customers have seen

dramatic reductions in terminal response times and in batch run times. As a result they want to buy more terminals, applications packages, and memory.

Highlighted in the October 1, 1983 issue of *Computer News*, Stromberg Carlson was the first company to receive MPE-V/P. To win the order the Series 68 beat an IBM 3033 in an MRP benchmark! One person commented that MPE-V/P is "so solid that Stromberg Carlson thinks we're wonderful." Stromberg Carlson is experiencing an eight month payback period on two Series 68s compared to their IBM 3033 expense. As a result, they are buying more terminals and HP 150s and are strongly considering ordering a third Series 68 later this year.

A survey of account teams that have brought MPE-V/P up on customers' systems is just as encouraging. Comments include: "the customer is very pleased"; "no problems; it couldn't have been easier"; and "MPE-V/P on the Series 68 is a gift." The Series 68 accounts sampled had seen between 45% and 56% declines in either batch run times or terminal response times with disc caching and one additional megabyte of memory. All wanted to buy more memory to get more performance. Many Series 48 customers have also benefited from disc caching, shaving 20% to 30% off execution times on I/O bound systems.

Will disc caching always improve performance?

While most customers will see significant gains in performance with disc caching on MPE-V/P and MPE-V/E, it is worth restating some cautions. The benefit a customer will get from disc caching depends upon their application, work load, and configuration. If your customer's machine running MPE-IV has high CPU utilization or insufficient memory, user demand for system resources could contend with disc caching and possibly cause even a degradation in performance. If you suspect that any of these conditions may exist, have a performance analysis done of the system before you set the customer's expectations.

MPE-V/E success

For three months, MPE-V/E has run smoothly on the Series 68 on which this article was written. About thirty other systems have also been running MPE-V/E within the factory. These systems include a half dozen divisional production systems that are relied upon daily for accounting and manufacturing control transaction processing. We have experienced a steady improvement in the reliability of these systems as the number of problems reported per unit of run time has continuously declined.



For the first time we have revised the criteria for releasing versions of MPE and HP 3000 software to include successful exposure to customer systems. A "Controlled Release" of the software is underway at selected customer sites around the United States to ensure that MPE-V/E installs cleanly and runs smoothly. During the initial phase of this controlled release, over half the customer systems under test performed well enough for the system managers to keep running MPE-V/E in a production environment.

In addition to these customer sites, we have also supplied selected offices with MPE-V/E and a full set of documentation to assist the local account team in bringing MPE-V/E up on their own sales office machines. The offices report that the documentation is complete and of high quality, the installation procedures are well written and straightforward, and the software comes up smoothly.

Despite the wide-ranging testing that MPE-V/E has undergone at the divisions, there is no substitute for testing in customer and field environments. Customers tend to make use of a wider range of MPE's large feature set than do internal systems. This controlled release customer testing has achieved just what we wanted to achieve — it has given us one more opportunity to improve the quality of MPE-V/E before release to general distribution. When factory management and the SEDMs participating in the controlled release are satisfied with the quality of MPE-V/E, it will be MRed from CSY.

HP 3000 now supports HP 7978A and 7974A tape drives

Jonathan Goulden/CSY

CSY is pleased to announce HP 3000 support for GLD's new tape drives, the HP 7978A and the 7974A. Both these ½" tape drives offer significantly improved price/performance. The 7978A offers the performance of the HP 7976 at 50% of the price. This 75 ips streaming tape drive features dual density at 6250 and 1600 CPI. For more information about the 7978A, see the introductory articles in the April 1 issue of *Computer News*, pp. 26-27.

Support maximums

These tape drives each have a tested maximum of four units per system. You'll be pleased to note the increase from two to four for the 7974A since November 1983. (See "CSY announces support of new HP 7974A ½" mag tape," *Computer News*, November 15, 1983.) In combination, we can support (with some limitations) up to eight of the 797X tape drives on a Series 44/48/64/68 system and up to four 797X tape drives on a Series 39/40/42 system. See the April 1 edition of the *Peripheral Configuration Guide* for details on allowable configurations.

MIT support

The HP 7978A and 7974A are supported on the MPE-V/P Plus Directory Fix and MPE-V/E software releases. The 7974A is additionally supported on Q-Delta-2 with a special patch. All these MITs are installable on the new High Performance Series 39 and Series 42/48/68 systems. Series 39/40/44/64 systems in the installed base can install Q-Delta-2 with the special patch. Series 64 systems can also install MPE-V/E with disc caching permanently disabled at installation. A future release of MPE-V/P (MPE-V/P Delta-1), currently scheduled for May, will support the use of the 7978A and 7974A on the Series 39/40/44/64 (also with disc caching disabled).

Firmware

Series 64/68 systems require a DCU firmware update to cold load from the HP 7978A and 7974A. New systems shipped after February 15 have this new firmware factory-installed. For Series 64s, Series 64 to 68 field upgrades and Series 68s shipped prior to February 15 you must ensure that the DCU firmware has been updated (to DCU ROM revision 2403 or greater) before configuring the new tape drives as cold load devices.

New *HP 3000 Languages Field Training Manual* available

Darlene Yaplee/CLL

A new field training manual that will give you an overview of Hewlett-Packard's language position on the HP 3000 is now available. This manual will provide you with valuable information on languages including discussions of:

- Hewlett-Packard's language strategy
- Each language on the HP 3000, including its major application areas, how it relates to the industry language standards, its strengths and limitations, what degree of integration with other products is available, any relevant competitive issues, and future plans
- Ordering information
- Other subjects of interest, such as compatibility or conversion, our position on fourth generation languages, an overview of competitive language offerings, data sheets for our currently marketed languages, and several articles.

The goal of this field training manual is to provide you with updated and accurate language information; therefore, we have adopted a loose-leaf design. This format will allow us to send you regular updates.

The *HP 3000 Languages Field Training Manual* is being distributed to all SRs, DMs, and Field Marketing Managers and should be received within a few weeks. After reviewing the manual, please send in the feedback form. We look forward to incorporating your suggestions in future editions and updates.

HP RPG/3000 now has increased compatibility with IBM System/34 RPG II

Darlene Yaplee/CLL

Recent enhancements to the RPG/3000 compiler have increased the level of compatibility between IBM System/34 RPG II and HP RPG/3000 from 95% to 98-99%. This high level of compatibility and ease of conversion now available between IBM's RPG II and RPG/3000 will increase your opportunities to convert IBM customers to HP. In addition, the RPG/3000 enhancements will provide significant capabilities to your current RPG customers. These include:

- Data structures to subdivide a field so that either the entire field or its subfields can be referenced, or to group several fields together
- LDA (Local Data Area) and UDS (User Data Structure)
- Command key indicators (KA-KN, KP-KY)
- SET operator to define which command keys are valid for use
- SORTA operator for in-program array sorting
- Figurative constants (*BLANK, *BLANKS, *ZERO, *ZEROS)
- Short-hand arithmetic (Blank Factor-1 for arithmetic operations)
- Relative end positions on output
- RPG screen interface to provide compatibility with SDA screens and "console" files.

We have also implemented several new capabilities such as:

- Buffer integrity to ensure data integrity for KSAM and MPE files
- Forms downloading with the ability to download 1-255 forms on HP 2624B terminals.

Documentation on these enhancements will be distributed via an RPG reference and an RPG utilities manual update. The enhancements are expected to be released on the MPV VP delta-1 MIT, RPG Version A.06.02.

A new Opportunity to beat IBM Model 36!

Raymond Dean/FRD

Opportunity '84 beats out the IBM Model 36! Now you can beat the competition with HP's lowest priced solutions, the HP 3000 Series 30R and 33R.

The following areas are the key to making that successful sale. Use them to knock out the competition.

- When purchase price is the major issue. The HP 3000 Series 30R is the lowest priced system available from Hewlett Packard.
- Sell the Series 30R and Series 33R in those small business environments where 1600 bpi tape backup is required.
- Start-up companies and new computer users are the perfect fit for these low-cost entry level systems.
- When the customer needs quick availability.

Sample configurations

Product	Description	—Series—	
		30R	33R
32430CR	CPU	\$11,475	
32412CR	CPU		\$12,225
7920MR	50Mb Disc Drive	13,175**	13,175**
7970ER	1600 bpi Tape	11,010**	11,010**
	Opportunity '84 Credit	(15,000)	(15,000)
	Net Purchase price*	\$20,660	\$21,410

*Purchase agreement discounts apply to the Net Purchase Price.

**Includes HP-IB interface.

(Note: All ADCCs, GICs and other accessories must be ordered separately. Systems come with 512K bytes of memory and an HP 2649E console.)

HP Series 30R keeps on trucking

Que Dang/FRD

A software developer in Trenton, NJ, was looking for a low-cost system solution to develop a fully integrated fleet maintenance program. This customer had won a contract from a Syracuse, NY, trucking company who needed to expand its present application to include a parts inventory system, scheduled preventive maintenance and fuel management system, among other modules.

SR Lee Shultz sold the benefits of the HP 3000 Series 30R, its low price and quick availability coupled with the \$15,000 savings of Opportunity '84. It did not take too long for the customer to be sold on the total packaged system configuration consisting of an HP Series 30R, HP 7920MR and 7970ER. Furthermore, the customer's client in Syracuse is an HP 3000 user who speaks very highly of HP quality and reliability. According to Lee, "price was the major consideration if not the only one in this purchase decision. My customer has a limited budget to work with while designing and developing the fleet maintenance software system." Anticipating the customer's need to grow rather quickly, Lee's strategy in selling the Series 30R was to upgrade the customer in the near future, therefore making cost of ownership a non-issue.

You, too, can penetrate the HP 3000 low-end market by talking about Opportunity '84 \$15,000 savings at every opportunity you get.

Also in this issue

DS users can now upgrade to X.25 free of charge

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FINANCIALS

HP Pay Customer Profile

#0000001

Martha Linenburger/FSO

Name: *

Business type: Manufacturer and distributor of pipe for the oil industry.

Geographic location: Southern Gulf Coast

Size: \$10 million in sales last year

Reasons for purchasing HP Pay:

- Single vendor solution
- Comprehensive feature set
- Interface to HP Financial Accounting
- Flexibility
- HP Pay's ability to handle the company's continual growth.

Application of HP Pay: This customer purchased HP Pay, HPFA and HP MM/3000. Hardware sales included an HP Series 42 and several HP 150s.

The customer is taking advantage of the interface provided by HP Pay to HP Financial Accounting. In addition, the customer is using HP Interface Facility to interface financial applications with HP MM/3000 and its in-house invoicing system.

Previous system: Parent company's IBM 4341 and in-house software.

Implementation time: Two months and seven days including weekends and holidays — December 27 through March 2.

Why the competition lost to HP Pay:

- Total one vendor solution
- HP support.

Major competition was a local OEM. The OEM proposed writing many new programs to meet the customer's needs. In contrast, HP was able to provide a total one vendor existing solution backed by a complete HP support team.

HP Field Team:

HP SR: Larry Kohuttek

HP CSR: Bob LaFosse

HP CSR: Tim Mahoney

HP ASR: John Kerr

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

DISTRIBUTION

New value pricing for HP SFD/3000

Vic Burke/IRO

Effective May 1, 1984, the price for SFD/3000 will vary by the HP 3000 (price or "value") processor category, as follows:

New P/N/ Option #	Processor	Price
36401A Opt. 039	HP 3000 Series 39, 40, 42, IIR, 30R, 33R	\$25,000
36401A Opt. 044	HP 3000 Series 44, 48	37,200
36401A Opt. 064	HP 3000 Series 64, 68	62,000

These prices are on the May 1, 1984 Corporate Price List. This does not affect the Assist product, and HP OM/3000 is unchanged.

The following related products are also on the May 1 Corporate Price List:

New P/N/ Option #	Product	Price (US list)
36412A -	Upgrade from Opt. 039 to Opt. 44	\$12,200
36413A -	Upgrade from Opt. 044 to Opt. 064	24,800

New P/N/ Option #	Product	Number of copies	Price (US list)
36401M Opt. 039	SFD/3000 Right-to-Copy for Series 39, 40, 42, IIIR, 30R, 33R	1-5	\$17,500
		6-15	12,500
		16-N	6,250
36401M Opt. 044	SFD/3000 Right-to-Copy for Series 44, 48	1-5	26,040
		6-15	18,600
		16-N	9,300
36401M Opt. 064	SFD/3000 Right-to-Copy for Series 64, 68	1-5	43,400
		6-15	31,000
		16-N	15,500

Feel free to contact me or Lou Stover at COMSYS code D100, or 303-773-1992 if you have any questions about our new prices.

Now your customers can use the HP 150 for sales order entry

David Schwaab/IRO

The block mode Sales Order Entry (SOE) process of HP SFD/3000 (System for Distributors) and HP OM/3000 (Order Management), which previously could be used only with the HP 2624B workstation, has been modified so that it can be used with the lower cost, widely emulated HP 2622A workstation, which means less cost to customers.

Since the HP 150 emulates the 2623A (equivalent to a 2622A, plus graphics) when on-line to the HP 3000, it may also be used by our customers as an SFD/3000 workstation. Because the HP 150 can also be used, as a personal computer off-line to run applications such as VisiCalc® and WordStar®, it is an even more powerful, attractive solution for use by distributors as a workstation at their branch locations.

Users cannot perform customer and alternate shipping maintenance using SOE on the 2622A; however, these functions can be performed using other SFD/3000 programs outside of the SOE subsystem on the 2622A terminal.

VisiCalc® is a US registered trademark of VisiCorp

WordStar® is a US trademark of MicroPro International Corporation

IRO employee wins IEEE award

Rebecca Derrington/IRO

At the end of March, 1984, the Institute of Electrical and Electronic Engineers (IEEE) Computer Society held its 7th International Conference on Software Engineering in Orlando, Florida. For those interested in turning software development into a science (instead of the magic art it now is), this conference and its proceedings are invaluable resources. Through the sponsorship of the IEEE Computer Society, the International Conference on Software Engineering has become the premier event of its kind in its brief seven years of existence.

This year IRO was well represented. At each conference, the IEEE selects a technical paper as the Outstanding Paper of the conference. This year the Award for the Outstanding Paper goes to "A Large System Evaluation of SREM (Software Requirements Engineering Methodology)," written by IRO's Al Stone, along with his former colleagues from Martin Marietta, David Hartschuh and Paul Scheffer. As it turns out, Al Stone joined IRO about a year ago and is currently working in the R&D section developing new software products.

What's the paper about? The Air Force sponsored the development of a set of software tools called REVS (Requirements Engineering Validation System) to support the SREM. The Air Force then decided to apply the SREM and to use REVS in a controlled laboratory-like environment to see if the tools and the methodology actually helped to reduce errors in delivered software products as claimed. Al was project manager of this evaluation effort and, with the other co-authors, wrote about the results of the effort in "A Large System Evaluation of SREM." The most significant aspect of this paper is that it produces hard evidence to back up many of the ideas in software engineering. For example, even though the SREM is not the best methodology in the world, it helped uncover errors in the requirements for about one hundredth of the cost of finding the same error once coding started on the system. The paper clearly demonstrates what software engineering is all about: Think about what you are going to develop before you develop it and it will cost you a lot less to develop!

- **Office products market:**

Show Name: National Office Products Association (NOPA)

Location: Chicago, IL McCormick Place

Dates: October 17-21, 1984

Our participation at trade shows has created a good deal of positive exposure for HP and good prospects for our distribution management products. We're happy to report that these prospects are now starting to pay off for us with an increasing number of sales. We at IRO are encouraged by the reception we've received, and are looking forward to continued success on the trade show circuit.

For additional information, contact me or David Schwaab, IRO Sales Support, COMSYS code D100.



IRO trade show schedule

Paul Sievers/IRO

We at IRO are preparing for this year's trade shows that relate to distribution and the paper and office products vertical markets, where our products have an especially good fit. We want to share our specific agenda with you, as follows:

- **General distribution market:**

Show Name: Distribution Computer Expo

Location: Chicago, IL Hyatt Regency

Dates: May 23-24, 1984

- **Paper products market:**

Show Name: National Paper Trade Association (NPTA)

Location: Chicago, IL Hyatt Regency

Dates: September 22-25, 1984

NETWORKS

DS users can now upgrade to X.25 free of charge

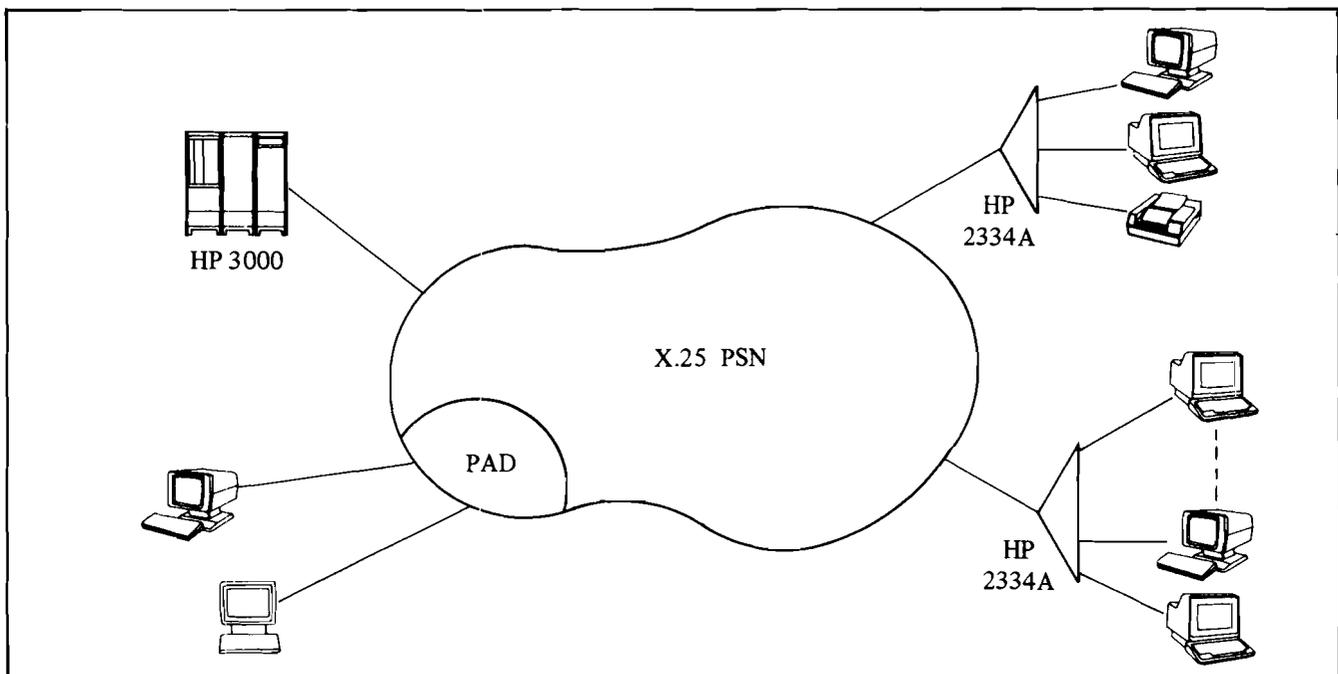
Doug McLean/IND

Customers now have *two* ways to run their VPLUS applications over remote terminals. The new X.25 product (HP 32191A) has been delivered to all field offices and can be installed on all customer systems running MPE IV Q-Delta-2 and later versions of MPE. The new X.25 supports all HP VPLUS applications running over certified public data networks. X.25 also allows HP 3000 users to use the new HP 2334A cluster controller in their X.25 networks. The cluster controller enables remote locations with only terminals and printers to be connected via an X.25 network to central sites having computers with the new X.25 software.

Why upgrade?

Customers who currently own the old DS (HP 32190A/R/M) may upgrade to the two new products free before August 1, 1984. As the new DS (HP 32189A) is priced at \$5,000 and the new X.25 (HP 32191A) at \$4,500 (R and M copies are half price), you can save your customers \$9,500 by encouraging them to upgrade as soon as possible.

Not only will your customers save money by upgrading now, but they will receive the dual benefits of being able to run their VPLUS applications remotely *and* avoid the problems of being forced to upgrade on a later MIT. (Support of HP 32190A/R/M only extends to one future MIT.) Even those customers who do not use X.25 benefit. By upgrading from HP 32190A/R/M to HP 32189A/R/M *now*, they will be eligible for CSS on the new DS product at a cost reduction of \$65 per month. Thus, there are virtually no customers who do not benefit significantly by taking advantage of this limited time *free upgrade*.



How to upgrade

As the product was delivered to each SEO on a product tape and not an MIT (as stated in the August 1983 Field Training Manual), an order must be placed with IND in order for the new software to be installed. To order the two new products an order must be transmitted which includes:

- The part numbers ordered (for example, HP 32189A/R/M and HP 32191A/R/M).
- An M60 quote adjustment for each of the two new products so the customer does not get billed. (The adjustment should equal the cost of each product so the whole order nets to \$0.)
- Special instructions which include the date and original sales order number from the customer's purchase of the current DS (HP 32190A/R/M). The customer must have bought HP 32190A/R/M prior to May 1, 1984 to qualify for the free upgrade. Below is an example of a free upgrade order for the A products.

Item 1:	32189A	DS	\$5,000
	M60	Quote Adjustment	-\$5,000
Item 2:	32191A	X.25	\$4,500
	M60	Quote Adjustment	-\$4,500
<i>Special Instructions:</i> 32190A purchased 4/16/83 on sale order number XXXX-XXXX/XXX.			

For further information consult the August 1983 *Data Communication Products Field Training Manual* and watch this space for an updated list of certified PDNs and X.25 success stories.

Also in this issue

Communications interface now available for HP Series 80

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MASS STORAGE

Megabyte Express — back by popular demand

Ed Pavlinik/DMD

For US only

Need a disc drive delivered fast? Are you running into a competitive situation with a third party broker? DMD has just the answer with our Megabyte Express II program, modeled after the highly successful program initiated last year. This year, even more disc drives are eligible and will be delivered "Straight To You in 72!"

From now through the end of June, you can order the HP 7911, 7912, 7914, 7914TD, 7933, or 7935 and we'll deliver within 72 hours — at no extra charge (continental US only).

To be eligible, a valid HEART order must be received with "Megabyte Express" entered in "Special Instructions." A Megabyte Express brochure with all the details has been mailed to all SRs.

So, help your customer beat those "disc free space blues" and order a Megabyte Express II disc drive today.

Winning against brokers

Diane Leeds/FRD

Beginning this month, you will find a new tool on the CPL to help you compete and win against brokers. FRD is proud to introduce the HP 7925MT and 7925ST. These two new products are a bundling of the 7925 master and slave disc drives at prices that are hard to beat.

The 7925MT includes one HP 7925MR master drive and one HP 7925SR slave drive. Priced to sell at \$24,250 (US list), the 7925MT is an attractive package for the customer purchasing their first system from HP. This new product represents an additional 20% savings over the already low price of remarketed disc drives.

For customers requiring additional storage on their small to midrange systems, the HP 7925ST is the right choice. The 7925ST consists of two 7925SR slave disc drives. At a list price of \$20,250, your customers are getting 240M bytes of storage at significant savings.

How can these products help close the door on brokers trying to break into your accounts? The current price of two 7925 slave drives from a major broker is \$19,800 versus \$20,250 for the 7925ST. However, brokers' prices *do not* include 90 day warranty coverage, installation or freight. Plus, *only* the 7925ST undergoes a thorough refurbishment both inside and out. It would cost your customer far more to pay for these standard HP features.

You may find brokers touting quicker delivery on their products than is available from HP. No problem! Feel confident quoting *immediate* availability for the 7925MT and 7925ST. HP can deliver!

For more information on these products or help in winning against brokers, call your FRD regional contact or 408-720-2401.

Ordering Information:

P/N	Description	US list	Factory Base
7925MT	Includes one 7925MR and one 7925SR	\$24,250	\$23,750
#015	Adds 230 VAC	0	0
#102	Adds HP-IB	1,000	1,000
7925ST	Includes two 7925SR	20,250	19,800
#015	Adds 230 VAC	0	0

Credits for HP 7925MN and 7925SN reduced

Carol Robertson/FRD

As of April 1, 1984, the credits for the HP 7925MN and 7925SN were reduced. Also, you may now only return one HP 7925M or 7925S for one HP 7933H or three HP 7925Ms or 7925Ss for one HP 7933G. This credit reduction is independent of the credits being offered under the "get-up-to-date" program ending June 30, 1984.

The following credits are now effective:

Product	Old Credit	New Credit
HP 7925MN	-\$7,800	-\$4,600
HP 7925SN	-\$6,000	-\$3,600

If you have any questions regarding the credit reduction, call your FRD sales contact.

Remarketed peripherals — your competitive edge

Que Dang/FRD

How would you like to save from 20-to-35% on your next peripheral order? Remarketed equipment available directly from Hewlett Packard can help make third party vendors even more competitive.

Remarketed peripherals are previously owned and refurbished by Hewlett Packard. All go through extensive re-manufacturing processes including a thorough inspection and test, a cosmetic update and a complete mechanical and electrical alignment. In addition to being functionally equivalent to new peripherals, remarketed equipment comes under the same terms and conditions, that is, warranty, installation, discount and upgrade credits. Besides the 20-to-35% off the list price of new equipment, you can save yourself even more when your discount is factored in. Our proven, highly reliable equipment has immediate availability from receipt of order to help you respond quickly to the needs of your customers. And there is no limit to the number you can order and save!

Pricing information on remarketed peripherals:

P/N	Description	Price (US list)
7920SR	50M-byte Slave Disc Drive	\$ 9,825
7920MR	50M-byte Master Disc Drive	12,175
#102	HP-IB Interface and 2M Cable	1,000
7925SR	120M-byte Slave Disc Drive	13,725
7925MR	120M-byte Master Disc Drive	16,750
#102	HP-IB Interface and 2M Cable	1,000
7925MT	Twin Pack Consisting of (1) 7925MR and (1) 7925SR	24,250
#102	HP-IB Interface and 2M Cable	1,000
7925ST	Twin Pack Consisting of (2) 7925SR	20,250
7970ER	1600 bpi Tape Drive with Lo-Boy Cabinet	6,940
#226	HP 1000 M/E/F-Series Interface	3,910
#236	HP 1000 M/E/F-Series Interface without Cabinet	2,950
#324	Initial Master Drive on Series IIIR	3,590
#426	HP 3000 HP-IB Initial Master	4,070
#626	HP 1000 HP-IB Initial Master	4,070
7970BR	800 bpi Tape Drive	5,887
#226	M/E/F Interface, Lo-Boy Cabinet	3,521
#236	M/E/F Interface, No Cabinet	2,528
#324	Series III Interface, Lo-Boy Cabinet Master in Upright Cabinet	2,593

The 1/4" cartridge tape exchange program ends soon

Mike Gordon/DMD

CSO is currently exchanging, at no cost, any of your customers' 1/4" cartridge tapes shipped prior to October 1983. This exchange program was initiated in November 1983 with a letter from DMD to all customers who had purchased an HP 7908/11/12/14 disc/tape drive or an HP 88140s/sc/l/lc 1/4" tape cartridge.

CSO has exchanged approximately 25,000 tapes since November (worldwide) and will end the exchange program domestically on May 31, 1984. If your customers have not yet exchanged their old tapes and wish to, have them to do so quickly. To exchange old tapes before the program expires, your customers must return authorization forms with their tapes to CSO. Your customers should have received a letter with return authorization forms earlier. If they have not received these forms please call CSO at 408-720-2343.

Also in this issue

**HP 3000 now supports
HP 7978A and 7974A tape drives**

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PLOTTERS

C-model flatbed plotters still available

Todd Sullivan/SDD

Although the HP 7220C, HP 7221C, and HP 9872C flatbed plotters were obsoleted last December, SDD still has a number of these units in stock. These plotters are available to your customers who prefer these to our newer plotters, the HP 7475A and the HP 7550A.

Pay particular attention to the following B-size plotter customers whose needs can only be satisfied by a flatbed plotter.

Customer's equipment	Plotter
Compacted binary	HP 7221C/T
HP 250	HP 7220C/T, 7221C/T
HP 9845	HP 9872C
HP 1000 (eavesdrop)	HP 7220C/T, 7221C/T

To order a C-model, contact your SDD or SDD Europe RSE to confirm the availability of the unit your customer needs. Then, place the order as an override on HEART* or Cochise.

The T-models, our flatbed plotters with chart advance, will be removed from the Corporate Price List on June 1, 1984. They may be ordered through the end of June.

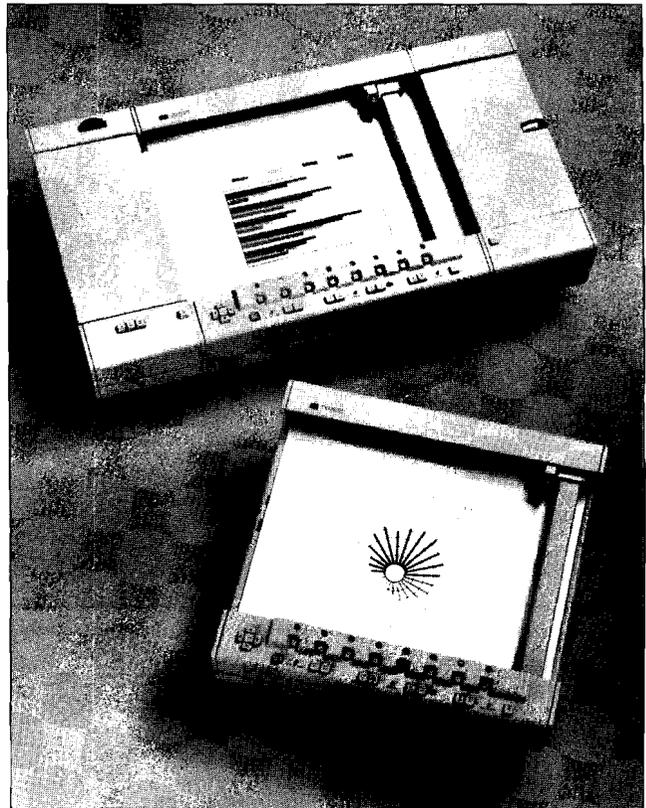
**To override HEART on these products, please follow instructions in the OP Field Documentation.*

HP 7221C/T compacted binary-to-HP-GL conversion kit available

Tim Jude/SDD

You and your customers have asked about the compatibility of the HP 7221C/T graphics plotter with other SDD plotters. The HP 7221C/T uses a compacted binary instruction set while other SDD plotters use the HP-GL instruction set.

Here's the good news! SDD has created a conversion kit which enables an HP 7221C/T plotter to respond to the same HP-GL instruction set as the HP 7220C/T. Please note that the HP 7220C/T HP-GL instruction set does not include all of the instructions present in the HP 7470/7475/7550. Once converted, the HP 7221C/T will no longer respond to compacted binary and therefore the original software will need to be converted to HP-GL for its continued use. This conversion kit only applies to the HP 7221C and 7221T models.



A conversion kit enables the HP 7221 C/T plotter to respond to HP-GL instructions.

The kit contains four ROMs, three labels, and installation instructions. The installation should be completed by HP service personnel only. Order this conversion kit for \$60 (US list) from CPC or PCE (P/N 07221-00020). If you have any questions, contact your SDD or SDD Europe RSE.

Software support for HP 7550A and 7586B plotters

Vic Graham/SDD

Here are the tentative support dates for the HP 7550A and HP 7586B plotters on HP graphics soft-

ware pacs. As you know, these dates sometime slip, so please check with the Sales Marketing Center to learn the current support status.

HP Computer	GRAPHICS Software Pac	HP 7550A	HP 7586B
HP Series 80	Graphics Presentation Pac, Rev. C VisiCalc™+	Now* Now*	No No
HP Series 100	Series 100/Graphics, Rev. 8.0201	5/84††	No
HP 9000 Series 200	Graphics Presentation Pac, Rev. C EGS/200 Context MBA™	Now*, 7/84** Now*, 5/84**, 8/84†† 5/84**	No Now***, 5/84†, 8/84†† 5/84***
HP 9000 Series 500	HP Graphics/9000 HP Spice	6/84†† Now*, 7/84††	6/84†† Now*, 7/84††
HP 250	HP DSG/250	No	No
HP 1000	HP Graphics 1000-II HP DGL/AGP 2.0	6/84††	6/84††
HP 3000 Series 3X, 4X, 6X	HP DSG/3000 (AGL Rev. A3.01) HP EZ Chart (AGL Rev. A3.01) HP Draw (AGL Rev. A3.01)	Now*, 6/84†† Now*, 6/84†† Now*, 6/84††	Now***, 6/84†† Now***, 6/84†† Now***, 6/84††

*Doesn't recognize HP 7550A but will support HP 7475A features only.

**Does recognize HP 7550A but will support HP 7475A features only.

***Doesn't recognize HP 7586B but will support HP 7585B features only.

†Does recognize HP 7586B but will support HP 7585B features only.

††New features are supported.

VisiCalc* is a US registered trademark of VisiCorp.

Context MBA™ is a trademark of Context Management Systems.

Also in this issue

HP 3000 now supports HP 7978A and 7974A tape drives

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PRINTERS

TERMINALS

Another OEM printer success story

Artie Stone/BOI

"Ah, it was nothing!" Those were the words of Peter Riccio, Fullerton SR who sold General Business Technology a whopping 500 HP 2687A laser printers per year.

General Business Technology, better known as GBT, is a printer supplier for IBM Systems/34, 36 and 38. In need of a high quality, reliable desktop laser printer, GBT chose the 2687A to sell as line printer replacements for the IBM 6670 laser printer, the IBM 3262 line printer, and the IBM 5219 daisywheel. In addition, the 2687A will operate as a remote printer on the IBM 5251 Model 12 display station.

HP's reputation for quick, thorough service was a major consideration in selecting HP as the vendor, rather than buying directly from the manufacturer. GBT does not have a service organization, so will rely on HP to service its accounts.

Says William A. Wells, GBT Vice President, "The 2687 is an exceptional printer. People want a high quality, high volume printer for office applications. HP has no competition in this area."

Key sales cycle events were:

- SR identified a company in his territory which OEMs printers
- SR and 2687-trained SE hosted a visit with GBT top management
- An evaluation/development unit was shipped to the customer
- Technical questions were answered by SE and Boise Lab
- Contract was negotiated with Area Contract Administrator Kathy Murphy, Fullerton, and a Boise Representative
- Sixty units initial order booked for 2687s under contract.

Thanks, Peter, for a job well done.

Large screen projections using HP 2627A color graphics terminal

S.Sundaresh/RTD

When your customers need a graphics terminal for making business presentations to large audiences, offer them an HP 2627A color graphics terminal equipped with Option 87 (RGB video interface). When the video output is connected to compatible projectors, users can make high quality professional presentations.

Projectors compatible with the HP 2627A's video interface are available from the following:

- Model: 1B
Arcturus, Inc.
50 Beharrell Street
West Concord, MA 01742
617-369-5360
- Model: Barcodata MK II
Elector USA, Inc.
5128 Calle Del Sol
Santa Clara, CA 95050
408-727-1506
- Model: ECP 1000
Electrohome Limited
809 Wellington Street North
Kitchener, Ontario N2G4J6
Canada
519-744-7111

Older 262X specials now becoming obsolete

Gary Borders/RTD

In an effort to streamline the manufacturing process and simplify Specials' availability schedule, we are slating the following special options and upgrade kits for obsolescence — due to their very low order volumes for the past two years. The last date to place an order for these products is July 31, 1984.

The following products require a HEART system override* with this ordering information:

Product Line	67
Sales Force	02
Marketing Div.	D3
Supplying Div.	D3

Product/Opt.	Description
2622A F14	Swedish terminal
2622A K01	delete keyboard
2622A K21	membrane keyboard
2622A K24	soft keyboard
2622A K45	2645A keyboard layout

Upgrade/Opt.	Description
93984W 001	membrane keyboard (keyboard only)
93984W 002	membrane keyboard firmware
93984W 010	10 blank inserts
93992A 001	Swedish/Finnish
93992A K24	soft keyboard
93992A P03	serial printer port

The following products also require a HEART override*, specifying this information:

Product Line	67
Sales Force	02
Marketing Div.	D3
Supplying Div.	56

Product/Opt.	Description
2623A K01	delete keyboard
2623A K24	soft keyboard
2623A K45	2645A keyboard layout
2624B F04	cursor address
2624B K01	delete keyboard
2624B K22	keyboard disable
2624B K24	soft keyboard
2624B K30	modified keypunch kyb
2624B K45	2645A keyboard layout
2626A K01	delete keyboard
2626A K45	2645A keyboard layout
2626A L06	National Library of Medicine special
2626A S04	2626A original firmware
2629D L01	language translation

Upgrade/Opt.	Description
94994B F04	cursor address
93994B K24	soft keyboard
93994B K30	K30 upgrade kit
93994B K45	K45 upgrade for 2624B
93996A K45	K45 upgrade for 2626A
93996A L06	National Library of Medicine special

*To override HEART on these products, please follow instructions in the OP Field Documentation.

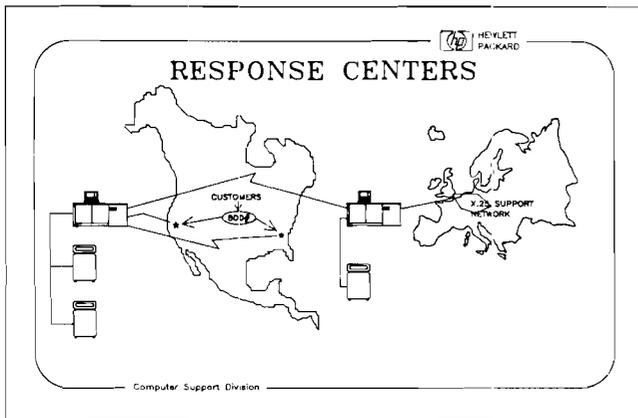




CUSTOMER SUPPORT

Response Centers welcome your customers

Kathy Humphrey/SMC



HP's new North American Response Centers, responsible for providing telephone assistance to customers, are in full swing. Fully operational since March 5, the Atlanta and Santa Clara Centers report receiving 2,200-2,500 calls per week.

Customer reaction to the Response Centers has been enthusiastic and the start-up period has been smooth and successful. Typically, 95% of the software-related questions are resolved by the Response Center support engineers alone, requiring no assistance from the local SEO. For HP 3000 hardware problems, Tele-Support has enabled the Response Centers to resolve an average of 15% of the problems remotely — with no need for an on-site visit from a local CE.

To help you demonstrate the value of HP support to your customer, the Response Centers are eager to host customer visits. The Response Centers can show your customer how their calls for software assistance are handled, and how HP Tele-Support remote diagnostics are performed. We can demonstrate the powerful technology the Response Centers are equipped with to ensure fast and effective phone-in support.

If you are interested in having your customer visit the Atlanta Response Center, contact the Support Product Specialist (located in the Systems Sales Center) for your region at least ten days in advance — the more notice we get, the better job we can do for you. Your contacts are: Thomy Iuppa — MSR, Europe, Inter-continental; Bob Fillhouer — NSR, CSR; Rich Taylor — ESR, SSR. If you wish to include a visit to the Santa Clara Response Center as part of your factory visit to Cupertino, request this from your Sales Center contact coordinating the visit. They will then work with the appropriate Product Specialist to set up the Response Center tour.

Volume On-Site Repair Center shrinks support costs

Bob Fillhouer/SMC

Here's another means to reduce hardware maintenance costs — the Volume On-Site Repair Center program (VRC). This program is designed to provide a cost effective support solution, without sacrificing on-site support, to those customers with 25 or more workstation products.

This is how it works. If your customer has a minimum of 25 workstation products (any combination of the various workstation peripherals or Personal Computers), and is willing to designate a single work area for the CE to carry out maintenance activities, then your customer qualifies. A scheduled weekly visit will be made whenever the customer has units for repair. Customers with the need for high workstation availability can use the cost savings from the VRC program to supplement the purchase of spare units.

The Volume On-Site Repair program is half the price of the next level of on-site service (On-Site Product service), offering an excellent way to reduce cost of ownership. So, use the Volume On-Site Repair Center program to minimize support costs, increase customer satisfaction, and maintain that competitive edge.



REINHARDT, HELMUT
FRANKFURT (REGION HQ)
HPGR 8300

We're preparing to serve you



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