

# Acorn Customer Services Newsletter

*Issue 12*

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## Editorial

Welcome to Issue 12 of the Customer Services Newsletter.

With this months issue there are very important questionnaires for Approved Service Centres and Education Advisory Staff. Please complete and return the forms in the pre paid envelopes provided. The questionnaires are designed to ensure that the information we hold is correct and up to date.

The feedback we have received on the newsletter so far has been very promising. We would of course like to hear what your views are on the newsletter and what you would like to see in it.

Peter Dunn  
Acorn Customer Services

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# Acorn News

## Repair of AKF18 Monitor - Dealer Information

Please note that Acorn have contracted a repair site for the Acorn AKF18 MultiScan Monitor. If a customer returns a monitor after the 28 day Dead on Arrival period please contact either your distributor, or our returns department if you purchase equipment directly from Acorn, for a WRA.

## !Killer Information !

Killer version 1.26

Acorn's !Killer application will henceforth be developed, sold and supported by Pineapple Software (phone 081 599 1476). Please refer all enquiries about obtaining newer versions to Pineapple.

!Killer 1.26 has an integral time-bomb which will cause it to stop functioning after 1/5/92 (copies from Acorn), 1/6/92 (Archimedes World and Archive Magazine), or 1/7/92 (RISC User and Acorn Developer News).

This timebomb has been included for two reasons:

a) using old anti-virus programs is a health hazard, which can lead to data loss (eg when that version of !Killer is only aware of one strain of a virus - eg !Killer 1.17 and the Module virus) and failure to spot newer viruses. Anyone using !Killer should always use the latest version available, otherwise they simply aren't fully protected. This is version 1.26.

b) to ensure a clean transition of the software from being an "unsupported" Acorn product to a fully supported product sold commercially by Pineapple Software.

All present users of versions 1.26 or earlier should be encouraged to purchase version 1.31. It provides significant improvements upon previous versions, and the purchase price includes updates during the first year.

## PC Emulator

PC Emulator compatibility is a topic we are commonly asked about. The following is a list of known working titles on 1.60, 1.70 and 1.80. We will endeavour to keep the list up to date in future issues of the Customer Service Newsletter and to help us in this please contact us with details of any other packages you are aware of that work.

DBase 4  
Retrieve  
Neris  
Simis  
Excel  
Lotus 123 V2.1  
Lotus Magellan  
Lotus Symphony  
SuperCalc 4  
Symphony  
MS Works  
Timeworks 2.1  
Ventura 2.0  
DeskPress 1.01  
Brief  
MS Word v5.5  
Wordstar Prof V6  
Word Perfect 5.1  
PC Planner  
BYL  
Harvard Project Mgr 3  
Lotus Agenda 2  
Crosstalk  
Procomm  
DR DOS Filelink  
MS MASM  
MS C v5  
Quick C  
GW Basic  
Turbo Pascal v5  
Small Talk v5  
ProFORTRAN77  
Windows 3  
GEM  
DR DOS ViewMax  
PC Tools 6  
Norton Commander 3  
Sidekick 1.58  
HarvardGraphics 2.3  
Money Manager  
Autoroute express 2.0  
Wing Commander

NB. Not all the releases and every detail of functionality of the above packages may have been tested.

# Technical Information

## **Adding extra fonts to A5000s**

We have received reports of customers who have added fonts from their RISC OS 2 machine to their A5000, and found that they can no longer access the fonts supplied in the RISC OS ROM.

This problem is caused by also copying the !Boot and !Run files from the RISC OS 2 !Fonts directory, which are unaware of the existence of the fonts in ROM.

The solution is to delete the copied !Boot and !Run files from the !Fonts directory on the A5000, and replace them with copies from the discs supplied with the A5000.

The best way to transfer fonts from RISC OS 2 to RISC OS 3 machine is to only copy the actual font directories (ie open !Fonts by SHIFT-Double SELECT).

## **Advising A5000 owners who want to purchase modems**

Please note that the A5000 does not support split baud rates (eg V23, 1200 baud receive, 75 baud transmit), in common with many PCs.

Customers wishing to access V23 services should be advised to purchase a modem which performs speed buffering, so that the serial interface between the modem and the computer operates at the same speed in both directions (typically 1200 baud).

## **RISC OS 2 !PrinterLJ**

The !PrinterLJ application supplied on the November 1991 RISC OS 'extras extras' and RISC OS 2 applications discs are written to drive the Hewlett Packard LaserJet II series. The application can however be used to drive all the current Hewlett Packard Deskjet family excluding any colour DeskJets such as the Deskjet 500C. The printer driver can also be used to drive a number of the true HP LaserJet clones offered by other companies. The sort of problems that can be experienced with HP clones are normally memory related. If you experience problems such as only half the picture you attempted to print appearing on paper or, the printer light flashes for a while and then suddenly

stops flashing it is likely that more memory is required in the printer.

## **RISC OS 3 Deskjet printer drivers**

When printing from a package such as !Draw or !Impression that sends a graphic image to a LaserJet/DeskJet printer, the second page of either a multiple page document, or when printing multiple copies, a few characters of corruption appears in the top left of each page. This problem currently has no fix but we are looking into it.

## **Canon LQ850 Emulation**

The Canon BJ10ex and the Canon BJ300/330 have Epson LQ850 emulation built in and therefore can be driven at 360\*360dpi resolution by the Epson LQ850 driver supplied in PrinterDM.

## **Printing to HP Deskjets from 1st Word Plus**

It is possible using the Acorn JP150 Ink Jet 1st Word Plus printer driver (supplied on the support disc with every Acorn JP150 printer) to print to the HP Deskjet, Deskjet+ and Deskjet 500. We also

believe that the driver will drive HP Laserjet printers although we have at this time been unable to confirm this. All text printing facilities such as Italic, Bold, SuperScript etc. are supported by the driver. Graphics printing is not supported.

## **PC Emulator**

In Issue 11 of the Customer Service Newsletter we showed how get a £ sign under the emulator using the alt key and the ASCII code 1 5 6. This month we have another solution which is more elegant. The solution is to reprogram the '#' key to produce the sign. Add the following lines to your AUTOEXEC.BAT file:

```
@ECHO ON
PROMPT $e[35;156p
PROMPT $p$g
CLS
@ECHO OFF
```

Please Note that the ANSI.SYS driver must also be loaded for this solution to work.

# Service Information

## A540 / A5000 Test Information

In a normal power-on test sequence, the screen colour is first set to purple to indicate testing has started. The first part of the test (which performs a brief ROM and RAM test and initialises the IO and Video controllers) passes within less than a second and is not easily visible. However, certain system failures may cause the machine to crash or halt during this phase : no further activity will occur and this may be read as a major failure, probably of the JO system.

The screen mode is set up to suit a simple 15kHz monitor ( Monitor 0, Sync 0) and this will produce a signal unsuitable for VGA or High Resolution monitors, resulting in an unsynchronised screen display. If a stable display is not shown on a type 0 monitor, this may indicate either a video system fault or some more fundamental fault which stops the test software itself from running.

If the simple memory test referred to earlier is passed, a more extensive test occurs. During this phase - which is the longest part of the sequence, taking up to 12 seconds on a 16Mbyte machine - the screen colour is changed to blue. Again, the screen display will be unsynchronised on VGA or high resolution monitors.

After the main memory test, tests are performed on the video and sound controller, VIDC. These are again very brief.

Finally, the screen colour reverts to purple and a test is performed for an ARM 3 processor. This test relies on good RAM, and will not be performed if a failure has already been detected. However, an unexpected failure could leave a purple screen displayed, indicating a major system fault.

At the close of the test sequence, the screen colour is set to red if a failure has been recorded in the tests, green if not. The test result is transmitted to the operator by flashing the disc selection light.

The flashing sequence indicates the fault detected in accordance with the fault codes described later - an 8 digit hexadecimal number is displayed as 8 groups of 4 flashes, where a long flash indicates binary '1' and a short flash indicates binary '0'. Thus a ROM failure (fault code 00000219 on an ARM 3 machine) will be displayed as :

short short short short	0
short short short short	0
short short short short	0
short short short short	0
short short short short	0
short short long short	2
short short short long	1
long short short long	9

If a POST interface box is connected, an overall PASS/ FAIL message is displayed on the LCD with the same result code - this will be either

PASS : xxxxxxxx

or FAIL : xxxxxxxx

where xxxxxxxx is a bitmap summarising the test results and other flags. The meaning assigned to these bits is as follows :

### Status bits

00000001	Self-test due to power-on
00000002	Self-test due to interface hardware
00000004	Self-test due to test link
00000008	Long memory test performed
00000010	ARM 3 fitted
00000020	Long memory test disabled
00000040	PC-style IO world detected

### Fault bits

00000200	ROM failed checksum test
00000400	MEMC CAM mapping failed
00000800	MEMC protection failed
00004000	VIDC (Virq interrupt) timing failed
00008000	Sound (Sirq interrupt) timing failed
00020000	Ram control line failure
00040000	Long RAM test failure

Only bits 8 to 31 indicate faults : any of the bits 0 to 7 may be set with a green screen and the PASS message displayed. Bit patterns not defined above may be assigned to future versions of the test software.

The self-test is now complete, and the system will normally start RISC OS. This is indicated by a black screen with a memory size message displayed. Note that the various power-on key combinations should be held until this message (or the red screen border resulting from a 'power-on delete' operation) appear - the keys will be ignored if released before the self-test sequence has completed.

## POST Interface Box

The POST interface test box is available from Atomwide for £299.00 + VAT. Further details will be published in the next issue of Customer Service News or can be obtained from Atomwide.

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