



CUSTOMER SERVICES NEWS

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NEWS BULLETINS

Acorn Down Under!

Acorn Computers Ltd, as part of its continuing programme of international growth, has made a formal bid for its distributor, Barson Computers Australasia Ltd and its subsidiary, Berson Computers in New Zealand. The bid is conditional on the Foreign Investment Review Board approval and acceptance by at least 90 per cent of existing Barsons' shareholders.

Networks '90.

Networks '90 is a two day conference for users of Econet and Ethernet on Acorn equipment. The first day is aimed at the use and management of networks in schools, with day two looking at networks within Polytechnics, Universities and business environments. Further details are available from Sarah Scott at Acorn's Fulbourn Road address.

A3000 Warranty Repairs

As you are aware, before you are authorised to repair A3000 machines you must attend an A3000 servicing course to the appropriate level and submit to Acorn a completed Self Certification Form. You will then receive a voucher for an A3000 spares kit and confirmation of your level of authorisation. Once you have received your level of authorisation we will accept valid A3000 warranty claims from you.

Please contact the warranty section on (0223) 245200 extension 5205, if you are any doubt as to whether you are authorised or not, or if you require further details of the Self Certification Form.

New Unix Workstations.

Acorn Computers is launching a new range of Unix workstations, the R200 Series. The work stations will be based on the company's ARMS chip and will be fully expandable.

The R200 series consists of the R225 - a high performance discless workstation and the R260, a powerful workstation with a 100MByte internal SCSI hard disc. The R200 Series has expandable memory up to 16 MBytes. The display support has also been increased, so that VGA, (with 16 and 256 colours), and Super VGA, (with 16 colours), are now also fully supported.

The Unix software supplied with the R200 series is RISC iX 1.2. RISC iX 1.2 is validated against X/Open (XPG3) and is compatible with both System V and BSD environments. The supplied software also includes the following:

- ◆ X Window System version 11, release 4 compatible server.
- ◆ MIT X11 release 4 clients.
- ◆ Xlib, Xt (Intrinsics), Xaw (Athena Widget library).
- ◆ NFS release 4.0.
- ◆ TCP/IP support.
- ◆ Ansi C with pcc compatibility.
- ◆ FORTRAN 77.
- ◆ ISO compatible PASCAL.
- ◆ X.desktop 2.0 from IXI.
- ◆ OSF Motif 1.0 derived toolkit and mwm.

RISC iX 1.2 is fully backward compatible with earlier versions of RISC iX, (1.01 to 1.15).

There is a wide range of SCSI peripherals that can be attached, including rewritable optical disc drives, (Sony and Ricoh), and Exabyte 8mm cartridge tapes for backup. Please note that the R200 series will not be available until the autumn.

Taxan 770 Multi-sync Monitors

There *have* been reports of incompatibility between some early Archimedes 400/1 Series, the new

A3000 and Taxan 770 Multi-sync Monitors.

To be precise, the signal input impedance of the SYNC lines, (VS*, HS* and CS*) is too low for our output drivers. The 400/1 and A3000 series has an additional signal present on the video connector, namely 'MODE'. This is to provide a 'device present' signal to a domestic T.V. when used via a **SCART interface**.

The Taxan requires this extra signal, if present, to be in a defined logic state. This is then used within the monitor to select screen size. At the moment, due to the loading of the monitor, the computer can not drive this signal to a guaranteed logic state, thus causing the Taxan to jitter. To cure this problem.

A400/1 - fit a shunt to Link 2, located near the Analogue RGB socket.

A3000 - fit a shunt to Link 25.

This may result in the need to adjust the monitor display size using the controls at the rear. All rear buttons should be in the 'out' position.

Please note that the ability to use a Taxan 770+ with either the A400/1 series or the A3000 is a configuration option. The link setting should be checked if a Taxan 770+ is claimed not to work with any of these machines. Configuration problems are not covered under the terms of the guarantee.

Second owner machines

Instances are occurring whereby a machine is identified as having been sold to the first purchaser, returned to a dealer and being resold to a second purchaser as a brand new, fully guaranteed by Acorn machine. Acorn's guarantee starts from the date of purchase by the original purchaser and expires 12 months after that date. The guarantee applies to the original purchaser only and is NOT transferable.

In cases where this has occurred, the dealer and the second owner will both be

notified. If there is a legitimate reason for a customer having a machine replaced under warranty (but outside Acorn's standard dead on arrival period) then Acorn's GRA Co-ordinator has the power to assess that reason and replace the machine at her/his discretion. Under no circumstances should second hand-machines be sold as brand new.

Taxan 775 Monitors

A number of Dealers are selling these monitors for use with the Archimedes range of computers. There are known problems when these monitors are used.

In certain modes' the screen can be 'crushed' and cropped on both its right and left hand edges. This is because the Taxan 7-75 no longer has an overscan facility. Acorn users have used this to compensate for the fact that our screen modes e.g. 20 have non-PC timings and confuse the monitor.

Taxan are aware of the problem and recommend that the 770 LR monitor be used instead.

Service Reports

All service reports must be submitted to Acorn within two months from the date of repair. Service reports received outside this period will be returned, unprocessed.

As you are aware, we require the faulty component/module to be returned with the service

report. *If the faulty module is part of a sub-assembly, we require only the faulty module and not the complete sub-assembly. For example, if you have a faulty keyboard we require the faulty keyboard PCB assembly and not the fully cased keyboard.*

In the same respect, if you have a faulty drive we do not require the drive bracket, just the faulty drive. In instances such as these, the offending item and service report will be returned, unactioned.

Archimedes and A3000 PCBs and any other machines are to

be returned to their relevant central service workshops and not to Acorn Computers Ltd without prior agreement. Items of this nature will be returned as received.

Continued Support for BBC Model B Computers

The BBC Model B computer has been a trusted workhorse now for almost a decade and continues to provide tried and tested solutions in education, commerce and the home.

Acorn recognises that the BBC Model B will continue to form the basis of many customers' computing needs for some time to come, and has taken steps to safeguard the support of the product whilst the requirement exists.

Supplies of the majority of parts for the BBC Model B, excluding aesthetics, will be maintained by Acorn for at least the next two years.

Supplies of BBC Model B keyboards, and the keyswitches to repair them, have however become increasingly difficult to obtain, and only limited stocks are available.

To ensure that existing BBC Model B keyboards can continue to be maintained, Acorn has arranged for a centralised repair and refurbishment /exchange service to be offered by Bedford Technical Engineering of Bedford. To conserve remaining stocks of keyboards and keyboard parts such that this service may be continued into the foreseeable future, Acorn will cease to sell new BBC Model B keyboards or keyboard parts directly. This is effective immediately, therefore please consider all outstanding orders cancelled.

By these means, it will be possible to offer BBC Model B owners a comprehensive service /parts supply for years to come.

The services offered by Bedford Technical Engineering (BTE) include -

◆ BBC

model B KEYBOARD REPAIR service, inclusive of return postage and packing, for up to three keyswitch failures for £15 excl. VAT,

- ◆ additional KEYSWITCH replacements at £1.50 excl. VAT per keyswitch;
- ◆ replacement }KEYBOARDS upon submission of OLD KEYBOARD for £43 excl. VAT;
- ◆ all repairs and parts warranted by BTE for a period of 3 months and;
- ◆ despatch of keyboard within 10 working days of receipt.

Procedure for BBC Model B Keyboard repair/exchange

1. Send your faulty BBC Model B keyboard to -

Bedford Technical Engineering, P.O. Box 31, Ampthill Road, Bedford MK42 9QQ

Telephone : 0234-226474

FAX : 0234-226090

Telex : 82303 GTVRBE G

2. Identify your NAME, ADDRESS, INVOICING ADDRESS and ideally, a TELEPHONE NUMBER on which they may contact you.

Please note that, should your Company/accounts department require the use of Purchase Orders, an official purchase order should also be submitted.

3. Provide a FAULT DESCRIPTION, if the keyboard is submitted for repair.

4. Indicate whether you require REPAIR or EXCHANGE of the faulty keyboard.

5. BTE will return/issue the repaired/new Keyboard to you within 10 working days of its receipt by BTE.

6. BTE will invoice you for the service provided, at the above rates, on a nett monthly basis.

7. If BTE find that upon examination, a submitted keyboard would not be economic to repair, they will contact you for your guidance.

MEMC1A's - part number 2201,375

Please note that due to excessive ordering, supplies of MEMC1As will be restricted to one per order per dealer. If orders in excess of this quantity are submitted, the additional MEMC1As will not be entered onto the order.

Please consider the excess on previous orders hereby cancelled.

This will not affect MEMC1As returned to Acorn on service report claims, which will be honoured in their entirety.

Hard Drive Brackets

Hard drive brackets will only be supplied when ordered with the appropriate Winchester Hard Drive. Orders that do not comply will be returned.

Spares - Terms and Conditions of Supply

1. All orders must be placed in writing either by post, via telex or fax.

2. Orders submitted below a value of £20.00 (ex. VAT) per order number will not be processed without prior agreement from the spares department unless acceptance of a minimum order charge is clearly stated on the order (the minimum order charge will bring the value of your order up to £20.00, e.g. order value = £17.50, therefore minimum

order charge is £2.50 [$£20.00 - £17.50 = £2.50$]). Orders which do not conform will be returned.

3. The Company reserves the right to amend sales prices without prior notification.

4. Supply of components / modules may be restricted if excessive ordering or adverse procurement conditions apply.

5. Cancellation of orders will only be accepted if placed in writing or sent by telex or fax. (N.B. Goods already despatched and invoiced will not be accepted for cancellation).

6. Return of components / modules for credit or replacement (DOA) will not be accepted

without prior agreement with the Spares department.

7. Orders that do not state part numbers and descriptions as per the Spares Price List will be returned for verification. Please contact the Spares department if you have any queries.

8. Telephone orders are not accepted, however telephone enquires are welcome for information on availability

SID News.

Many things have changed with SID during the past few months, especially behind the scenes!

Both Philip Colmer and Rachel Haigh have moved on, and SID is currently operated by Alan Glover, managed by Rachel Pullen (and hence falls within the Support Services group). It is edited by Karin Kitchin.

The equipment has changed too. The central files server in SID is now an R140, running with a 1GByte Optical Drive connected by SCSI.

We have also changed the areas of SID available to Guest Users - they can now see much more than before including E1 Sid - the specialist magazine area, and the Bulletin Boards. However, Guest Users now have access to a very limited selection of software.

These changes mean that

dealers (ie Y O U !) are able to download software for a customer upon request. Remember that you can levy a handling charge for the cost of the disc. Of course, you need only to download something once and keep a copy of it for the next time someone wants it.

If you have specific problems accessing SID, please do contact us - many problems can be solved with a quick phone call.

Alan Glover

SPARES AVAILABILITY

The following spares are now available from the Spares Department.

Description	Part No	Price (ex.VAT)
Logitech Mouse Balls	0999340	£2.99
Logitech Retain.Clips	0999339	£1.76
Logitech Mouse Cables	0999335	£7.90
Digimouse Cables	0999334	£5.08

At time of writing, Digimouse cables are temporarily out of stock. We will, however, be obtaining further supplies and all outstanding orders will be fulfilled once stocks are available.

We regret to inform you that the following parts are no longer available. Please consider all outstanding orders cancelled and amend your records accordingly.

Description	Part No
12CO21 ULA's	0201620
IC 8271 -	0708271
BBC B Keyboards	0103001
Futaba Keyswitches	0886004
P.E.D. Keyswitches	0999618
Space Bar Supports `Comtec'0886007	
Space Bar `P.E.D.'	0999616
Space Bar Wire `S.M.K'	0999622

