



4th September 1997

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September 1997

Dear Acorn Centre of Technology,

Welcome to the September UK Centre of Technology Newsletter. Included within this newsletter are:

- NEW! Details of the new A7000 upgrade facility to upgrade old style A7000 computers into the upgraded specification of the new A7000+.
- NEW! A document relating to fitting SIMMS, HDD's and CD ROMs to Acorn Risc PC's
- NEW! Extended Warranty procedure has been revised and simplified! (and more margin for you)
- An up-to-date telephone list.
- An up-to-date Material request form
- An up-to-date price list.

A7000 upgrade to A7000+

The Acorn products keep going from strength to strength. With the addition of the A7000+ to the Acorn computer range, offering a vast increase in performance over the existing A7000, all for the same price, we are now able to offer the opportunity to upgrade existing A7000's to A7000+ specification and performance.

Existing customers who wish to upgrade their existing A7000 to A7000+ specification and performance can now do so, for the amazing price of only £249.00 + VAT. The process involves completing the enclosed A7000 to A7000+ Upgrade Application Form and faxing the completed form to the Sales Department on 01223 725435. Your account will be debited £249 ex VAT less the dealer margin and the customer's machine will be collected and upgraded. Upon completion (within 10 days) the machine will be returned direct to the customer.

All you have to do is collect the customers details and payment, complete and send the A7000 to A7000+ Upgrade Application Form to Acorn and that's it, we will do the rest!

NOTE: New minimum order

Please note there is now a new minimum order value of £30. Any orders below this will carry a £5 carriage fee.

Speed boost for StrongARM

Initially for launch at the forthcoming Acorn World 97, Acorn have now begun shipping the latest 233MHz processors.

The new chip, which has been incorporated into all StrongARM shipments, has been introduced earlier than expected due to outstanding sales throughout the Fab Four promotion and significant export orders over the last quarter.

Superseding all previous models, the processor positions Acorn in step with the computing industry for producing machines at top specifications. With the machines already being despatched, a large focus is planned at Acorn World alongside other major activity, to generate awareness for the commitment Acorn has in progressing the specifications of its desktop products.

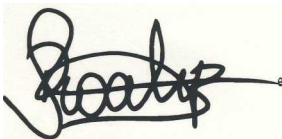
Other configuration details remain the same while order codes have been changed accordingly, please refer to your price list for further information.

Extended Warranty Procedure

The Acorn Extended Warranty system has been overhauled to make it easier for you. A new pricing structure of one price per system. Details are enclosed with this letter.

Marketing

If you have any Marketing questions, please feel free to contact our Marketing Manager, Kerri Davies who will be happy to talk with you.

A handwritten signature in black ink, appearing to read 'Russell Scoates', is written over a light yellow rectangular background.

Russell Scoates
UK Dealer Sales Executive



A7000 to A7000+ Upgrade Application

CUSTOMER NAME & ADDRESS

[Empty box for Customer Name & Address]

CUSTOMER TELEPHONE No.

[Empty box for Customer Telephone No.]

DEALER SIGNATURE

[Empty box for Dealer Signature]

DEALER CONTACT NAME

[Empty box for Dealer Contact Name]

DEALER A/c No.

[Empty box for Dealer A/c No.]

DEALER ORDER NUMBER

[Empty box for Dealer Order Number]

DATE OF APPLICATION

[Empty box for Date of Application]

For A7000 to A7000+ upgrade

ITEM NO.

**FULL SERIAL No.
72 SRP15 1010101**

[Empty box for Item No.]

[Empty box for Full Serial No.]

ITEM NO.

**FULL SERIAL No.
72 SRP15 1010101**

[Empty box for Item No.]

[Empty box for Full Serial No.]

Acorn Use Only.

Sales Desk:

Order Number

Warranty Desk:

Reference:

[Large empty box for Acorn Use Only details]

Upgrading RiscPC's - a word of caution

In recent times we have been receiving a number of warranty application for StrongARM Risc PC's where the true culprit turned out to be dealer fitted Hard Drives, CD's or SIMM's.

Hard Drives:

Although the current RiscOS3.6/7 software size limit for a hard drive partition is 4.0Gb, in practice anything much greater than 2.0Gb may be expected to give problems. These can be alleviated to a degree by using the latest version of !HForm (available from our FTP site) and also setting ADFS buffers to 0 (again!).

If only larger hard drives are available then these can be formatted down (ie reducing the number of cylinders) or alternatively certain 3rd party IDE cards can be used.

If no CD is fitted then *UNPLUG CDFSSoftATAPI

CD's:

With the dubious advance in CD specification and the lack of availability of CD equipped RiscPC's, dealers have been fitting many and varied CD drives - often without sufficient testing.

Basically attaching a CD drive and reading some data is in no way sufficient. Large amounts of data need to be read and compared with the original data on the CD.

The Acorn testing regime is extremely rigorous and costs around £2000 per new device!

Windows:

Window pushes both hard drives and CD's much harder than RiscOS, so devices that appear reliable on RiscOS may not be on Windows. One might conclude from this that a good test would be to install a large piece of Windows software?

The Rest of the World:

One might be forgiven for thinking that this is an Acorn problem but this is not so. The problem relates to the degree to which the ATAPI standard has been followed and also to how hardware compatible the CD/Hard drive combination are.

SIMMs:

StrongARM equipped RiscPC's have exactly the same SIMM specification as other RiscPC's, however below specification SIMM's may work on non SA machines but not with StrongARM - this is not a StrongARM fault!

Before sourcing SIMMs check the application note 259, the bottom line of this document is printed below:

Checklist for purchasing DRAM:

- Is the SIMM 72 pin with 32 bit data?
- Is the speed 70ns or faster?
- Is the physical size correct?

The SIMM **must** be 108mm long, 36.2mm (or 30.0mm on A7000) wide, 9.4mm thick and have clearances of 3.18mm and 5.72mm respectively for the front and back of the SIMM between the DRAM devices and the bottom of the connector.

- Is the DRAM a square array?
- Does the SIMM contain 16 or less devices?
- Do the DRAM devices support 'fast page mode' and 'CAS before RAS' refresh?

ADDITIONAL INFORMATION ON SELLING EXTENDED WARRANTY

To sell an extended warranty all you need to do is:

- at point of sale of the system or within 1 year thereafter, invoice the customer at the extended warranty list price + VAT as detailed on the Extended Warranty Price List;
- complete the application form and fax/post it to Acorn within fourteen days of point of sale of the system, accompanied by your purchase order/or purchase order number.

That's it! That's all you need to do!

On receipt of your application form, Acorn will:

- issue to your customer the extended warranty agreement.
- invoice you at the dealer price + VAT, for example:

System: NON - StrongARM Risc PC's and A7000/A7000+ machines with On Site Support

Warranty (Product Code)	3yr (AMC00)	5yr (AMC99)
Customer Price	£80.00 ex VAT	£160.00 ex VAT
Dealer Price	£64.00 ex VAT	£128.00 ex VAT
Dealer Margin	20%	20%
Dealer Profit	£16.00 ex VAT	£32.00 ex VAT

System: StrongARM based Risc PC's with return to Base Warranty and NON StrongARM based Risc PC's with On Site Warranty

Warranty (Product Code)	3yr (SRP00)	5yr (SRP01)
Customer Price	£200.00 ex VAT	£400.00 ex VAT
Dealer Price	£160.00 ex VAT	£320.00 ex VAT
Dealer Margin	20%	20%
Dealer Profit	£40.00 ex VAT	£80.00 ex VAT

Important Notes:

- This opportunity is only open to dealers at point of sale of the system or within 1 year thereafter.
- Acorn will invoice you at the dealer price (irrespective of your system sales price).
- The extended warranty agreement does not cover; non Acorn monitors, peripherals such as printers, third party CD-ROM drives etc., and software applications. Standard software applications installed/supplied by Acorn with the computer, are included in the extended warranty cover.

Full details of the extended warranty terms and conditions are available on request. If you require a copy, or need further information and assistance, fax/phone Logistics & Administration, as detailed overleaf.

**DEALER APPLICATION FOR RISC PC & A7000 SERIES
THREE YEAR EXTENDED WARRANTY**



Three Year Extended Warranty gives your customer:

- additional two years on-site support cover inclusive of parts and labour (giving three years' support in total);
- additional two years hot-line support cover for advice on the operation of their Acorn computer system;
- a 16-working-hour response, Monday to Friday, 9am to 5pm (excluding Public Holidays).

Charges

You invoice your customer for the extended warranty at point of sale of the computer system.
The recommended charge to your customer is stated on the extended warranty price list.
The computer system may include Acorn hardware upgrades, (ie only those listed on the Acorn price list).
Acorn will invoice you at the dealer price.

How to apply on behalf of your customer

Complete all sections of this form and fax/post it to Acorn within three working days of the date of sale of the system.

APPLICATION (please complete all sections)

Date of Application

Date of Purchase

Extended Warranty Price exc VAT

Customer/Establishment Name & Address

Post Code:
Contact Name: Telephone:

Dealer Name & Address (or stamp)

Post Code
Contact Name Telephone:

Computer Type (Acorn Product Code eg ACB76)

Monitor Type (Acorn Product Code eg AKF60)

Upgrade Type (Acorn Product Code eg ACA56)

(Remaining sections to be used for additional upgrades or additional system)

Computer Serial Number (eg 72 ACB76 1012307)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Monitor Serial Number (eg 77 AKF60 3020906)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Upgrade Serial Number (eg 84 ACA56 1019301)

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Completed application forms to:

**Logistics & Administration
Acorn Computers Ltd
Acorn House
645 Newmarket Road
Cambridge
CB5 8PB
Facsimile: 01223 725469
Telephone: 01223 725926**

August 1997

Acorn Dealer Phone List

Dealer Sales Desk:	01223 725920
Dealer Sales Fax:	01223 725435
Dealer Support Desk:	01223 725921
Warranty Dept:	01223 725910
Warranty Fax:	01223 725435
Spares Desk:	01223 725911
Spares Fax:	01223 725435
StrongARM Helpline:	01438 720379
Acorn Computers Limited Main Number:	01223 725000
Peter Henry - Dealer Support Engineer:	01223 725921
Russell Scoates - UK Dealer Sales Executive:	01223 725234
Kerri Davies - Marketing Manager:	01223 725267
Literature orders -	01223 725435 (fax)

Dealer Price List

Effective 1st September 1997

Hardware system prices	Order Code	Processor	Memory	Disc	Warranty	Monitor	RRP Inc VAT	RRP exc VAT	Discount %	Dealer inc VAT	Dealer exc VAT	Cash discount 2.5%
Risc PC												
233MHz StrongARM Risc PC 4M 1.2GB	SRP20/AKF60	SA-110	4MB	1.2GB	R.T.B	14"	£1,397.70	£1,189.53	12.5%	£1,222.99	£1040.84	£1,014.82
233MHz StrongARM Risc PC 4M 1.2GB	SRP20/AKF92	SA-110	4MB	1.2GB	R.T.B	17"	£1,773.70	£1,509.53	12.5%	£1,551.99	£1920.84	£1,287.82
233MHz StrongARM Risc PC 4M 1.2GB 8xCD	SRP21/AKF60	SA-110	4MB	1.2GB	R.T.B	14"	£1,482.96	£1262.09	12.5%	£1297.59	£1,104.33	£1,076.72
233MHz StrongARM Rise PC 4M 1.2GB INCO	SRP21/AKF92	SA-110	4MB	1.2GB	R.T.B	17"	£1,858.96	£1,582.09	12.5%	£1,626.59	£1,384.33	£1,349.72
233MHz StrongARM Risc PC 10M 1.2GB	SRP15/AKF60	SA-110	10MB	1.2GB	R.T.B	14"	£1,697.70	£1,444.85	12.5%	£1485.49	£1,264.24	£1,232.64
233MHz StrongARM Risc PC 10M 1.2GB	SRP15/AKF92	SA-110	10MB	1.2GB	R.T.B	17"	£2,073.70	£1,764.85	12.5%	£1,814.49	£1,544.24	£1,505.64
233MHz StrongARM Risc PC 10M 1.2GB 8x CD	SRP16/AKF60	SA-110	10MB	1.2GB	R.T.B	14"	£1,792.95	£1,517.40	12.5%	£1,560.08	£1,727.73	£1294.53
233MHz StrangARM Risc PC 10M 1.2GB 8x CD	SRP16/AKF92	SA-110	10MB	1.2GB	R.T.B	17"	£2,158.95	£1,837.40	12.5%	£1889.08	£1807.73	£1,567.53
A7000												
A7000 4MB H0540 4x CD	AMC25/AKF60	ARM7500	4MB	540MB	On site	14"	£1,199.00	£1,020.43	12.5%	£1,049.12	£892.87	£870.55
A7000+												
A7000+ 8MB NET	AMC08/AKF60	ARM7500FE	8MB	None	On site	14"	£976.38	£832.68	12.5%	£858.08	£728.58	£710.36
A7000+ 8MB HD1.2G	AMC10/AKF60	ARM7500FE	8MB	12GB	On site	14"	£1,099.00	£935.32	12.5%	£961.62	£818.40	£797.94
A7000+ 8MB HD1.2G 8x CD	AMC50/AKF60	ARM7500FE	8MB	1.2GB	On site	14"	£1,199.00	£1,020.43	12.5%	£1,049.12	£892.87	£870.55
Pocket Book												
Pocket Book II 256K	AHB05	NEC	256K		R.T.B.	LCD	£239.95	£204.21	12.5%	£209.95	£178.68	£174.22
Pocket Book II 1MB	AHB07	NEC	1MB		R.T.B.	LCD	£319.95	£272.30	12.5%	£279.96	123828	£232.31
Network Computers												
Modem NC (28.8 kbps)	TNS10	ARM7500FE	8MB	N/A	R.T.B.		£468.83	£399.00	12.5%	£410.22	£349.13	£340.40
Ethernet NC (10baseT)	TNS11	ARM7500FE	8MB	N/A	R.T.B.		£468.83	£399.00	12.5%	£410.22	£349.13	£340.40
Acorn Peripherals Upgrades and Options												
Monitors												
14" Fine Grain SVGA Multiscan ES (Acorn Branded)	AKF60						£264.38	£225.00	12.5%	£231.33	£198.88	£191.95
17" Fine Grain SVGA Multiscan (Acorn Branded)	AKF92						£640.38	£545.00	12.5%	£580.33	£476.88	£464.95
Warranty												
** StrongARM Rise PC 3 years	SRP00						£235.00	£200.00	20.0%	£188.00	£160.00	£156.00
** StrongARM Rise PC 5 years	SRP01						£470.00	£400.00	20.0%	£376.00	£320.00	£312.00
** A7000 and A7000+ 3 years	AMC97						£94.00	£80.00	20.0%	£75.20	£64.00	£62.40
** A7000 and A7000+5 years	AMC98						£188.00	£160.00	20.0%	£150.40	£128.00	£124.80
PC compatibility cards and PC emulation												
Risc PC DX4-100 Card	ACA56						£233.83	£199.00	12.5%	£204.60	£174.13	£189.77
Rise PC 588-100 Card	ACA57						£351.33	£299.00	12.5%	£307.41	£281.63	£255.08
PCx86 Software Upgrade	ACA54						£9.95	£8.47	20.0%	£7.96	£6.78	£6.61
PC Exchange	SKB85						£29.95	£25.49	15.0%	£25.46	£21.67	£21.12
Software												
Acorn Advance (single licence)	SKB77						£116.33	£99.00	15.0%	£98.88	£84.15	£82.05
Replay Starter Kit	5K882						£41.07	£34.95	15.0%	£34.91	£29.71	£28.96
Acorn PhotoView	AKA35						£41.07	£34.95	15.0%	£34.91	£29.71	£28.96
ART Timecode	SAR01						£29.38	£25.00	15.0%	£24.97	£21.25	£20.72
Digital Cameras												
Casio Camera CV-10a (includes SAR02)	C45/0						£376.00	£320.00	15.0%	£319.60	£272.00	£265.20
Casio Camera QV-100 (includes SAR02)	CAS100						£528.75	£450.00	15.0%	£449.44	£382.50	£372.94
Casio Mains Adaptor for QV-10a and QV100	ADK65EL						£14.98	£12.75	15.0%	£12.73	£10.84	£10.57
Casio QV10a/100 connection kit	SAR02						£116.33	£99.00	15.0%	£98.88	£84.15	£82.05
Networking												
Level 4 Reserver Release 3	AES50						£468.83	£399.00	15.0%	£396.50	£339.15	£330.67
Ethernet Interface & Access+ for Risc PC/A7000	AEH78						£141.00	£120.00	15.0%	£119.85	£102.00	£99.45
Ethernet Interface & Access+ for A5000	AEH75						£152.75	£130.00	15.0%	£129.84	£110.50	£107.74
Ethernet Interface & Access+ for A4000/A3020	AEH79						£152.75	£130.00	15.0%	£129.84	£110.50	£107.74
Ethernet Interface & Access+ for A3000	AEH77						£152.75	£130.00	15.0%	£129.84	£110.50	£107.74
Access CD Share	AES60						£116.33	£99.00	15.0%	£98.88	£84.15	£82.05
Access + Ethernet components	AEH59						£17.63	£15.00	15.0%	£14.98	£12.75	£12.43
TCP/IP Release 2 (site licence)	AES43						£468.83	£399.00	15.0%	£398.50	£339.15	£330.67
InterTalk V2 (site licence)	AES73						£351.33	£299.00	15.0%	£298.63	£254.15	£247.80
InterTalk V2 (single user)	AES72						£92.83	£79.00	15.0%	£76.90	£67.15	£65.47
OmniClient 2 Single User	AES74						£88.13	£75.00	15.0%	£74.91	£63.75	£62.16
OmniClient 2 Site Licence	AES75						£587.50	£500.00	15.0%	£499.38	£425.00	£414.38
OmniClient 2 Single User Upgrade	AES76						£35.25	£30.00	15.0%	£29.96	£25.50	£24.86
OmniClient 2 Site Licence Upgrade	AES77						£235.00	£200.00	15.0%	£199.75	£170.00	£165.75
Level 4 Manager's Guide	AED11						£19.95	£19.95	15.0%	£16.96	£16.96	£16.53
AUN Manager's Guide	AED12						£19.95	£19.95	15.0%	£16.96	£16.96	£16.53
Ethernet Design and Installation Guide	AED24						15.00	£5.00	15.0%	£4.25	£4.25	£4.14
Econet Design and Installation Guide	AED22						£15.00	£15.00	15.0%	£12.75	£12.75	£12.43
NC options												
Ethernet card	NCE01						£188.00	£160.00	15.0%	£159.80	£136.00	£132.60
Blank Smart card	SMA01						£23.50	£20.00	15.0%	£19.98	£17.00	£16.58
Development software, tools and documentation												
Acorn C/C++	SKB78						£249.95	£212.72	15.0%	£212.45	£180.81	£176.29
RISC OS 3 PRM volumes 1-4	AKJ03						£99.95	£99.95	15.0%	£84.96	£84.96	£82.83
RISC OS 3.6 PRM volume 5a	ACJ25						£29.75	£29.75	15.0%	£25.29	£25.29	£24.66
BBC Basic Reference Manual	AKJ20						£19.95	£19.95	15.0%	£16.96	£16.96	£16.53
Technical Reference Manuals												
A5000 TRM	ALJ12						£65.00	£65.00	15.0%	£55.25	£55.25	£53.87
A3010/A3020/A4000 TRM	AGJ03						£65.00	£65.00	15.0%	£55.25	£55.25	£53.87
A3000 TRM	AKJ75						£65.00	£65.00	15.0%	£55.25	£55.25	£53.87
A4 TRM	ALJ22						£65.00	£65.00	15.0%	£55.25	£55.25	£53.87
Risc PC Technical Reference Manual	ACJ12						£49.95	£49.95	15.0%	£42.46	£42.46	£41.40
Memory upgrades and options												

1MB VRAM for Rise PC	ACA20	£149.95	£127.62	15.0%	£127.46	£108.47	£105.76
2MB VRAM for Risc PC	ACA21	£199.75	£170.00	15.0%	£189.79	£144.50	£140.69
2MB RAM Upgrade for A3020/A4000/A4	ALA60	£116.33	£99.00	15.0%	£96.88	£84.15	£82.05
1MB RAM Upgrade for A400/1 series	AKA52	£45.83	£39.00	15.0%	£38.95	£33.15	£32.32
Other expansion or upgrade options							
StrongARM Processor upgrade	ART21	£292.58	£249.00	15.0%	£246.69	£211.65	£206.36
ARM710 Processor upgrade	ACA71	£149.95	£127.62	15.0%	£127.46	£108.47	£105.76
Rise PC Case Upgrade	ACM01	£116.33	£99.00	15.0%	£96.98	£84.15	£82.05
Rise PC Case Upgrade (Series B or above)	ACM02	£90.00	£76.60	15.0%	£76.50	£65.11	£63.48
Rise PC Backplane upgrade	ACA29	£34.95	£29.74	15.0%	£29.71	£25.28	£24.65
Risc PC Sound Upgrade Card	ACD05	£69.95	£59.53	15.0%	£59.46	£50.60	£49.34
A7000 Backplane upgrade	AMD10	£39.95	£34.00	15.0%	£33.96	£28.90	£28.18
RISC OS 3.1 Documentation	ALA40	£20.00	£20.00	15.0%	£17.00	£17.00	£16.58
RISC OS 3.1 3 set ROM pack	ALA41	£98.13	£75.00	15.0%	£74.91	£63.75	£62.16
RISC OS 3.1 10 set ROM pack	ALA42	£293.75	£250.00	15.0%	£249.69	£212.50	£207.19
Master Series Battery Pack	ADT16	£4.99	£4.25	15.0%	£4.24	£3.61	£3.52
I/OExpansion Card	AKA10	£99.88	£85.00	15.0%	£84.89	£72.25	£70.44a
Multimedia expansion wit (requires SCSI card)	CAO50	£175.08	£149.00	15.0%	£148.81	£126.65	£123.48
Pocket Book peripherals							
A-link	AHA30	£59.95	£51.02	15.0%	£50.96	£43.37	£42.28
PC Link +	AHA50	£59.95	£51.02	15.0%	£50.96	£43.37	£42.29
Mac Link	AHA37	£59.95	£51.02	15.0%	£50.56	£43.37	£42.29
Parallel Link	AHA31	£29.95	£25.49	15.0%	£25.46	£21.67	£21.12
Acorn Schedule*	AHA42	£14.95	£12.72	15.0%	£12.70	£10.81	£10.54
Acorn Plotter*	AHA44	£19.95	£16.98	15.0%	£16.96	£14.43	£14.07
128K RAM Disc	AHA20	£49.95	£42.51	15.0%	£42.46	£36.13	£35.23
512K RAM Disc	AHA27	£129.95	£110.60	15.0%	£110.46	£94.01	£91.66
256K Flash Disc	AHA21	£5A.95	£46.77	15.0%	£46.71	£39.75	£39.76
512K Flash Disc	AHA22	£89.95	£76.55	15.0%	£76.45	£65.07	£63.44
1MB Flash Disc	AHA23	£119.95	£102.09	15.0%	£101.96	£86.77	£84.60
Mains Adaptor	AHA35	£14.95	£12.72	15.0%	£12.70	£10.81	£10.54
* For use with the original Pocket Book							
Provided as standard with the Pocket Book II							
Acorn Merchandise							
Light Grey Polo Shirt	TAT01	£15.95	£13.57	25.0%	£11.96	£10.18	£9.93
Acorn Mugs (1 Pair)	TAT02	£9.95	£8.47	25.0%	£7.46	£6.35	£6.19
Acorn Parker Pen	TAT03	£4.95	£4.21	25.0%	£3.71	£3.16	£3.08