Acorn Customer Services Newsletter

Issue 17

May / June 1993

Editorial

Welcome to Customer Service News Issue 17, This month's newsletter contains some very important information regarding spares pricing and part numbers, Please file this information away with your main Spares Price List,

With this issue of the newsletter we were going to issue the new FCO's in electronic form however it was felt more important to release the new printer manager. We will now issue the new FCO's and all application notes in electronic format on the next CS News Disc.

Peter Dunn
Acorn Computers Ltd

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Acorn

Acorn News

CDFS Upgrade

A new SCSI/CDFS upgrade (CDFS 2,13) will be available shortly, This new upgrade allows Acorn SCSI cards (AKA31 and AKA32) to be used with the Acorn Multimedia Expansion unit, The new SCSI/CDFS upgrade should be ordered from your normal supplier, Product Code AKA34,

PocketFS and VProtect

Due to an incompatibility between PocketFS and early versions of VProtect, when you attempt to run ! PocketFS the following message is displayed by PocketFS:

'Please quit PocketFS from the Icon Bar'

Pineapple Software have kindly agreed to modify VProtect to avoid the problem and a new version of VProtect can be obtained from them if you are experiencing this problem,

CS News **Issue 17 Disc Contents.**

This months Customer Service News Issue 17 Disc contains a new version of the !Printers application, The new version (0,34) is intended to improve printing on single floppy drive systems, The are also a number of other advantages to using the software such as speed of loading, On the disc with the ! Printers application and !Scrap are two documentation files which will need to be read and understood to use the new !Printers Application.

Replacing Your Computer's Batteries.

Since 1986 Acorn has used CMOS RAM within its computers to hold various settings about how the machine is set up upon switch on,

The BBC Master 128 uses a set of three batteries shrink wrapped into a complete unit which plugs via *a* flying lead onto the motherboard (connector PL8), Acorn recommends that the batteries be replaced once every 12 months to ensure that the integrity of the CMOS RAM, The Acorn product code for the BBC Master 128 battery pack is ADT16, Only the Acorn part ADT16 should be used,

The Acorn 300 and 400 Series Archimedes computers were also fitted with batteries; the difference is that the batteries are just two standard AA-size alkaline batteries, *Do not use batteries with non-leakproof cells.* If they leak they may damage the inside of the computer, Again it is recommended the batteries are replaced once a year, Please refer to the User/Welcome guide supplied with the system for further details on dismantling the computer.

Technical Information

RISC OS 3 CMOS Problems

We have received a number of reports of systems not powering up correctly when fitted with a RISC OS 3 upgrade. We suspect this is due to rogue CMOS RAM settings which occurred while the system was used with RISC OS 2,

We strongly recommend that a 'DELETE power on' is performed before the RISC OS 2 upgrade is removed. This will ensure that CMOS RAM locations now used by RISC OS 3 are set correctly,

Panasonic KXP2124 Firmware incompatibility

We have become aware of an incompatibility between versions 'M124E' of the KXP2124 firmware and the RISC OS 3.1 printer manager,

ROMS marked with 'IC3 M124C' and 'IC M124F' ie, versions 'C' and 'F' of the firmware work correctly. The problem with revision 'E' of the firmware is that the printer appears to ignore all data from the parallel port. ie. it fails to print. The printer definition file used on the KXP2124 is Epson LQ860. Panasonic have requested that dealers contact them on their customers behalf for upgrades,

Technical Information

Acorn IDE Hard Disc Information

We are commonly asked for details on the IDE hard discs fitted to various Acorn systems, Below are three diagrams which we believe will provide answers to all your questions regarding the drives we use and have used in the past,

Master					Slave				
	Link Settings					Link Settings			
Drive	HSP	C/D	DSP	ACT	Drive	HSP	C/D	DSP	ACT
CP3044		✔		✔					
CP30084E		✔			No slave drive				
CP30126		✔							
CP30174E		✔							
CP3044		✔	✔	✔	CP3044				✔
		✔	✔	✔	CP30084E				
		✔	✔	✔	CP30126				
		✔	✔	✔	CP30174E				
CP30084E		✔			CP3044				✔
		✔			CP30126				
CP30126		✔	✔		CP3044				✔
		✔	✔		CP30084E				
		✔	✔		CP30174E				
CP30174E		✔			CP3044				✔
		✔			CP30126				

Mode1	Size (Mb)	Cyl	Heads	SPT'	BPS2
CP3044	40	526	4	40	512
CP30084E	80	903	4	40	512
CP30126	120	1524	4	39	512
CP30174E	162	762	8	39	512
CP2064	60	823	4	38	512

Sectors per track '
Byres per sector

1DE Drive:	Capacity:	Size:	Fitted to:	Firmware Revision:
Conner CP3044	40 Mbytes	3.5" Internal	A5000 Learning Curve A5000 40Mb Hard disc system	2SA4.53
Conner CP30084E	80 Mbytes	3.5" 1nternal	A4000 Home Office A5000 80Mb Hard disc system	2.39
Conner CP30126	120 Mbytes	3,5" Internal	A5000 120Mb Hard disc system	2.77
Conner CP30174E	162 Mbytes	3.5" Internal	A5000 162Mb Hard disc system	x
Conner CP2064	60 Mbytes	2.5" Internal	A4 A3020 Hard disc system	1.14

Spares / Service Information

Spares Price Update

As of the 1st May 1993 the prices of the following items are reduced,

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Part Number  Description            New Price
0914000      Logitec Mouse (Cream)  £19,10
0914001      Logitec Mouse (Grey)   £19,10
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Please adjust your records accordingly,

FCO 2022 Update

Attached to this month's newsletter is an additional instruction sheet updating information previously supplied as part of Field Change Order 2022, The Amendment only covers the A310 instructions.

Power On Self Test Information

On the disc supplied with the Customer Service Issue 15 was the application note covering the Power On Self Test Diagnosis information, We have had a number of comments about the complexity of working out the meaning of the floppy drive flash codes and therefore we have produced the diagram below which hopefully will simplify the process,

FCO 2023 Update

Please note that the details on Field Change Order 2023 which describes the rigid A3000 power supply cover are incorrect,

The FCO is an optional change at the customer's request and no money is claimable from Acorn for the work being carried out, The FCO Credit Rate box should state 'N/A Optional at Customer Request'
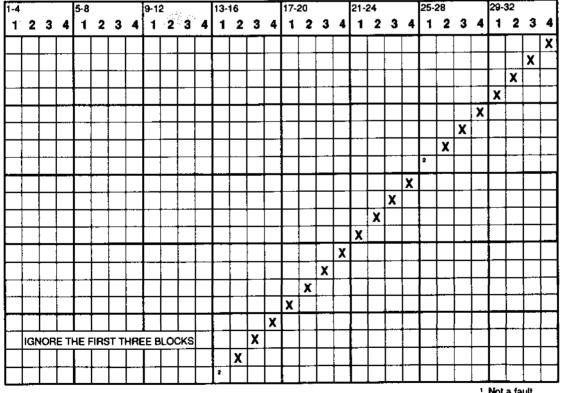
Please also remove the claim procedure paragraph from any copies of the FCO you may have, Acorn has supplied the FCO on paper as part of Customer Service News Issue 10 and also in electronic format on CS News Disc Issue 14,

Power On Self Test Diagnosis

(32bit sequence: long flash = X)

1-4				5-8				9-12				13-16				17-20				21-24				25-28				29-32				Label
1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
																															|X| Power-on Reset¹
																														|X|	External tests performed
																													|X|		Test link used
																												|X|			Memory has been tested
																											|X|				ARM3 fitted
																										|X|					Long memory test disable
																									|X|						PC Style hardware¹
																						|X|									¹Keyboard
																					|X|										Bad ROM Checksum
																				|X|											CAM failure (MEMC)
																			|X|												MEMC protection failure
																		|X|													IOC register test failed
																	|X|														Cannot clear interrupts
																|X|															VIDC flyback failure
															|X|																Sound DMA failure (VIDC)
														|X|																	CMOS unreadable
IGNORE THE FIRST THREE BLOCKS													X																		Page Zero RAM failure
											|X|																				Main RAM test failure

Other bits are presently unused and will be zero

¹ Not a fault
² Ignore/Not Used

Dealer Spares Lists

Please find enclosed spares lists for the A3010, A3020, A4000, A5000 and A4. Your orders should be placed with your usual supplier.

We would like to draw your attention to the following points;-

a) The prices quoted are dealer prices (excluding VAT) and are subject to change without prior notice.

b) Supply of spares may be restricted to maximum order levels at time to time, at the discretion of Acorn Computers Ltd.

c) Every effort has been made to ensure that the information contained in these price lists is true and correct at the time of printing. Acorn Computers Ltd gives no guarantee or warranty concerning the accuracy of the information and shall not be responsible for any loss or damage, of whatever nature, resulting from the use of, or reliance upon, such information.

d) Acorn Computers Ltd reserves the right to make changes in the products or specifications (or both) presented in these price lists, at any time and without prior notice.

A3010
Dealer Spares List
AGB11, AGB12, AGB15, ALC15

Part Number	Description	Price ,(£)
0194,011	Keyboard	20,96
0194,003	1 Meg Main PCB	228,80
0912.022	Floppy Drive (3,5")	57,50
0999,994	Floppy Drive Shutter (Grey)	0,10
0999,995	Floppy Drive Eject Button (Green)	0,10
0914,001	Mouse (Grey)	19.10
0999,952	Mouse Retaining Clip	0,86
0999,340	Mouse Ball	2,37
0194,015	Mains Cable Assy	5,34
0192,082	Speaker Cable Assy	4,12
0194,075	Disc Drive Pwr Cable Assy	2.60
0194,078	Earth Cable Assy	3,00
2201,102	TV Lead	2,00
0494,042	Name / LED Label	0.90
0494,043	Base Label	0.44
0494,047	Rear Label	2,20
0805,705	Cap PB 5mmD Plastic Grey (reset switch cap)	0,36
0194,077	Screened Case Upper	8.50
0294,065	Plastic Case Lower	8.50
0294,060	Lower Metal	4,02
0294,061	Upper Metal	6,87
0294,062	User Access Lid	4,08
0294,066	Rear Aperture Cover	0,68
0294,070	Rear EMC Blanking Guide	1,76
0296,054	Risc OS Support Disc	5,40
0296,065	Risc OS Apps Disc	5,40
0494,050	Welcome guide	4.25
0496,075	Risc OS User / Apps guide	17,00
0294,095	Outer Carton	9,24
0294,098	Accessories/Manual Carton	4,52
0294,096	Computer LH End Cheek	1,08
0294,097	Computer RH End Cheek	1,08
0393,804	Main PCBa Transit Packing	-
0393,801	3,5" FDD Transit Packing	-

A3020 2MByte
Dealer Spares List
AGB22, AGB23

Part Number	Description	Price .f£)
0180,011	Keyboard	16.68
0394,908	Main PCBa 2Meg (No 0/S Roms)	266,20
0912,025	Wini Drive 60MB 2, 5" IDE	235,80
0912,024	Floppy Drive 1/2MB 3, 5"	57.50
0999,005	Floppy Drive Shutter (Beige)	0.10
0999,997	Floppy Drive Eject Button (Grey)	0,10
0914,000	Mouse (cream)	19,10
0999,949	Mouse Retaining Clip	0,86
0999,340	Mouse Ball	2,37
0194,015	Mains Cable Assy	5,34
0192,082	Speaker Cable Assy	4,12
0194,078	Earth Cable Assy	3.00
0194,075	Disc Drive Pwr Cable Assy	2,60
0194,565	Hard Drive Cable Assy	12,38
0494,542	Name / LED Label	0,90
0494,543	Base Label	2,20
0494,547	Rear Label	0,72
0805,705	Cap PB 5mmD Plastic Grey	0,36
0294,564	Rear Aperture Cover	0,68
0294,062	User Access Lid	4,08
0294,070	Rear EMC Blanking Gasket	1,76
0294,561	Plastic Case Lower	8,50
0194,563	Screened Case Upper	8,50
0294,560	Lower Metal	4,02
0294,061	Upper Metal	6,87
0296,054	Support Disc	5,40
0296,065	Apps Disc	5,40
0494,550	Welcome Guide	4,25
0496,075	User/Apps Guide	17,00
0294,595	Outer Carton	9,24
0294,096	LH Side Cheek	1.08
0294,097	RH Side Cheek	1,08
0294,098	Accessory / Manual Tray	4,52

Par Number	Description	Price .(£)
0393,804	PCBa Transit Pack (A3020/A0301/A4000)	
0393,806	2,5" Drive Transit Pack	
0393,801	3,5" Drive Transit Pack	

A4000
Dealer Spares List
AGC10, AGC20

Part Number	Description	Price .(£)
0394,910	Main PCBa - 2MByte	235,60
0194,610	PSU	40,00
0391,100	Cased Keyboard	69,00
0912,016	Disc Drive 3, 5 x 1" 2MB	46,38
0912,026	Wini Drive 80MB 3, 5" IDE	212,41
0914,000	Mouse	19,10
0999,949	Retaining Clips	0,86
0999,340	Mouse Ball	2,37
0194,670	Led Cable Assy	3,90
0194.671	Disc Drive Cable Assy	3,80
0194,672	Speaker Cable Assy	3,75
0194,673	Hard Disc Cable Assy	3,80
0870,353	Mains Cable Assy	4,59
0280,073	Rear Blanking Panel	3,63
0292,076	Plastic Push Button	0,28
0294,660	Front Moulding	5,15
0296,054	RISC OS Support Disc	5,40
0296,065	RISC OS Apps Disc	5.40
0494.650	RISC OS Welcome Guide	4,25
0496,075	RISC OS User/Apps Guide	17,00
0294,695	Carton Set	15,20
0393,804	PCBa Transit Pack (A3010/A3020/A4000)	
0393,801	3,5" FDD/HDD Transit Pack	
0393,808	A4000 PSU Transit Pack	

A5000
Dealer Spares List
ALB12, ALB22, ALB24

Part Number	Description	Price .(£)
0192,004	Backplane	26,42
0192,014	PSU	60,84
0912,016	Disc Drive 3, 5x1" 2MB	46,38
0912,023	Wini Drive 120MB 3,5" (ALB24)	258,00
0912,026	Wini Drive 80MB 3, 5" (ALB22)	212,41
0912.017	Wini Drive 40MB 3,5" (ALB12)	202,30
0392,301	2Meg PCB - no 0/S ROMS (ALB12/ALB22) 422,00	
0392,303	4Meg PCB - no 0/S ROMS (ALB24)	453,00
0914,000	Mouse	19,10
0999,949	Retaining Clips	0,86
0999,340	Mouse Ball	2,37
0392,900	Cased Keyboard	79,50
0192,900	Keyboard PCBa	30,08
0186,012	Keyboard Assy (keytops)	19,22
0192,910	Curly Keyboard Cable	13.24
0805,704	Reset Switch	0,68
0276,108	Reset Switch Cap	1,08
0276,103	Leg Moulding	0,75
0286,920	K/B Case Lower	7,20
0286,921	K/B Case Upper	7,20
0192.080	Led Cable Assy	4.36
0192,081	Disc Drive Cable Assy	4,16
0192.082	Speaker Cable Assy	4,12
0192,180	Hard Disc Cable Assy	4,20
0870,353	Mains Lead	4,59
0270.256	Risc OS 3,0 Apps Disc 1 (ALB 12)	5.40
0270,258	Risc OS 3,0 Apps Disc 2 (ALB12)	5.40
0270,260	Risc OS 3,0 Support Disc (ALB12)	5,40
0470,281	Risc OS 3.0 User Guide (ALB12)	10,52
0470,282	Risc OS 3,0 Apps Guide (ALB12)	9.68
0492,050	Risc OS 3.0 Welcome Guide (ALB12)	3,24
0296,065	Risc OS 3,1 Apps Disc (ALB22/ALB24)	5.40
0296,054	Risc OS 3.1 Support Disc (ALB22/ALB24)	5,40
0496,071	Risc OS 3,1 User Guide (ALB22/ALB24)	TBA
0496,072	Risc OS 3,1 Apps Guide(ALB22/ALB24)	TBA
0492,250	Risc OS 3.1 Welcome Guide	TBA

Part Number	Description	Price .W
0292,070	Front Moulding	3.72
0292.074	Floppy Aperture Cover	1,40
0292,075	Blanking Panel -Floppy	0,24
0292,076	Plastic Push Button	0.28
0492,041	Front Label	1,44
0292.084	Outer Carton	5,11
0292,085	Computer Carton	2,64
0292,086	Keyboard Carton	3,08
0292,087	Accessories/Manual Carton	3,08
0292,088	Pizza Tray Spacer	3,08
0292,089	Pizza Tray Filler	2,35
0393,800	A5000 PCB Transit Pack	
0393,803	A5000 PSU Transit Pack	
0393.801	3.5" Disc Drive Transit Pack	

A4
Dealer Spares List
AKB62, AKB64

Part Number	Description	List Price .(,£)
0914,001	Mouse (Grey) 200DPI	19,10
0999,340	Mouse Ball	2,37
0999,952	Mouse Retaining Clip	0.86
0870,353	Mains Cable Assy	4,59
0190,120	Side Drop Flap	1,70
0190,125	Rear Drop Flap	3,24
0490,050	Welcome Guide	7,80
0490,051	Portable Guide	5,85
0496,075	Risc OS 3 User / Apps Guide	17.00
0296,065	RISC OS 3 Apps Suite Disc	5.40
0296,054	Support Disc	5,40

Out of warranty PocketBook Repair Price List

All the prices listed below are out of warranty repair prices for Psion related products issued by Psion in January 1993,

	Price ex. VAT	Price inc. VAT	Delivery Business Post
PocketBook 128K and 256K			
Any fault incl, broken screen	£45,00	£52,87	£5,88
Cosmetic Upgrade	£25,00	£29,37	£5,88
(made as new, exclusiye of packaging)			
-128K upgraded to 256K	£76,66	£89,95	£5,88
Solid State Disks(SSDs)			
128K Flash SSD	£17,00	£19,98	£5,88
256K Flash SSD	£23.00	£27,03	£5,88
512K Flash SSD	£30,00	£35.25	£5,88
1 Mbyte	£42,00	£49,35	£5,88
2 Mbyte	£70,00	£82.25	£5,88
128K Ram SSD	£21,00	£24,68	£5,88
512K Ram SSD	£42,00	£49,35	£5,88
1 Mbyte Ram SSD	£70,00	£82,25	£5,88
PROGRAM PACKS			
All Types	£20,00	£23,50	£5,88
PERIPHERALS			
Parallel Link	£15,00	£17,62	£5,88

Note: Mains Adapters and Link-up Adapters cannot be repaired

Psion reserves the right to ehange prices, product ranges and technical specification without prior notice.

Psion Repair Centre 17 - 19 Bristol Road, Greenford, Bristol, Middlesex, UB6 8UP
Telephone 081 575 9919