Acorn Customer Services Newsletter

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Editorial

This month's Customer Services Newsletter once again provides a whole host of information of a general and technical nature.

In addition we are also offering two new printer definition files and an application note covering the installation of Advance on various networking systems including details of its use with AppsFS, Nexus and NetGain.

We hope that you will find the information useful within your support environment. Please don't hesitate to contact me with ideas for future editions of your Acorn support newsletter.

Peter Dunn
Acorn Computers Ltd

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Acorn

Acorn Information

New 33MHz A5000s.

As I'm sure you will be aware, Acorn has launched a new range of A5000 systems running at 33MHz rather than the previous 25MHz, thereby increasing the performance by about 20% to 16 MIPS.

The differences between the 25MHz A5000 and the 33Mhz version are as follows.

1. The ARM 3 is now a 0.8 micron device allowing the chip to be clocked at 33MHz.

2. The MEMC chip is now socketed allowing easier upgrade to 8MBytes.

Monitor Adaptors.

We are still receiving a number of enquiries from customers wishing to connect either the Acorn AKF18 multiscan monitor to an older Acorn 9 pin RGB connector, or the older style Acorn AKF17 monitor to the new Acorn 15 pin VGA connector. Interconnections Ltd. are able to supply the adaptors for both these purposes. They can be contacted at:

Interconnections Ltd.
322 Guildford Road
Bisley
Woking
Surrey
GU24 9AD
Tel. 0483 797418

The Interconnections adaptor part numbers are:

12.01.15.MB-510M for 9 pin RGB output-> AKF18
12.01.15.MB-510F for 15pin VGA output-> AKF17

FPA Software Module

A new version of the Floating Point Accelerator Module (FPA) has been released to fix two bugs.

1. Comparisons of normal extended precision infinities with single, double or anomalous extended precision infinities of the same sign didn't produce an "equal" result.

2. POW(x,y) was producing an answer near 2, not 1, when x was very large and y was very small. This was due to an error in calculating EXP(y) for very small values of y (specifically, for $y < 2^{-66}$).

The new version of the module v. 4.02 can be obtained by contacting Acorn Customer Services.

Printing - Qume CrystalPrint Series

We are aware that some customers have been experiencing problems with !Printers (0.33/0.34) and the Qume CrystalPrint Series II printer whereby a blank page is thrown after every normal page printed.

We have produced a new Printer Definition file which cures the problem and this can be obtained from Acorn Customer Services.

Printing - Epson Stylus 800

The Epson Stylus 800 works using the Epson LQ860 Printer Definition File (PDF). Under RISC OS 3.1 this PDF does, however, produce an interlaced dump requiring two passes per line. Further testing has shown that the Canon BJC800 PDF supplied with RISC OS 3.1 is better since this produces a non interlaced dump requiring only one pass per line.

Acorn has now also produced an Epson Stylus 800 PDF which supports the ESC/P2 enhanced graphic mode (ESC/P2 adjacent dot printing) at 360 * 360 DPI resolution. This PDF can be obtained from Acorn Customer Services.

The Epson Stylus 800 understands both ESC/P and ESC/P2 control codes. It does not have any other emulation modes so no configuration is required on the printer.

Acorn Information

Acorn 'Advance' installation procedures

We have prepared an application note outlining installation procedures for Advance on various networking systems including details of its use with AppsFS, Nexus and NetGain. The applicaton note, no. 243, can be obtained by contacting Acorn Customer Services.

Virus warning!

If the Advance application is infected by the 'Icon' virus it will have the affect of not starting the application but removing 640K from your next - memory slot every time you double click on the application.

The virus protection software from Pineapple software will cure this problem. Pineapple can be contacted at:

Pineapple Software

39 Brownlea Gardens

Seven Kings

Ilford

Essex IG3 9NL

Tel. 081 599 1476

Fax. 081 598 2343

Technical Information

Using NetUtils

The !NetUtils application is in ROM in RISC OS 3.11, on the RISC OS Support Disc for v. 3.10 and on the current Level 4 Fileserver disc. All machines using RISC OS 3.10 and 3.11 should (for safety) run !NetUtils at boot-up to avoid potential data loss. Client stations using RISC OS 3.0 and RISC OS 2 do not need to invoke !NetUtils but no harm will be done since the module detects the OS revision automatically.

The initialisation process within RISC OS 3 will only activate the !NetUtils module in ROM automatically if Econet hardware is present. Therefore machines fitted with Ethernet hardware only will require the !NetUtils application to be run from the fileserver or from the local disc.

HP Laserjet printer margins

The !Printers application sets the printer margins to 13mm by default. The paper margins are hard coded into the PrinterLJ relocatable module so it is not possible to change these from within the normal 'Paper size' menu option of !Printers.

The following information will enable you to set the printer margins to 5mm.

At the beginning of each print run the system variable PDumperLJ$Extra is read and passed to the printer.

To alter information fed to the PDumperLJ$Extra variable, it is necessary to alter the messages file within the !Printers application in the directory: !Printers.lj.resources. The messages file is text and can therefore be loaded into !Edit. The lines to look for within the messages file are:

```
# Paper tray selection strings. NB. PT_A4 MUST be defined
PT_A4:|[&126A

PT_Letter:|[&12A

PT_Legal:|[&13A
```

The lines should be replaced with:

```
# Paper tray selection strings.NB.PT_A4 MUST be defined
PT_A4:|[&l-42u-265z26A

PT_Letter:|[&l-42u-265z2A

PT_Legal:|[&l-42u-265z3A
```

The messages file should then be resaved.

We recommend that you carry this modification out on a backup copy of the !Printers application.

Technical Information

StartWrite and !Printers in 1MByte

We are aware that customers may experience problems when attempting to use the !StartWrite package supplied with the Action Pack, and !Printers when used in 1MByte of memory. We recommend the following course of action to give the user maximum available memory for use in ! StartWrite.

1. Copy !StartWrite, !Printers (with appropriate definition file installed), !Scrap, !Fonts and !System onto a 1.6Mbyte floppy disc.

2. Before running !StartWrite load the !Printers printer manager, configure the printer driver as required and then use the 'Quit' option from the !Printers menu to remove the front end of the printer manager. The modules which perform the print operation will remain installed.

3. Start !StartWrite.

Copying all the required components on to one disc has a number of advantages including memory saving. It also reduces disc swapping if a number of different fonts are used.

Spares / Service Information

PCB Exchanges

Acorn is pleased to announce an extension to the popular out-of-warranty £50 PCB Part-Exchange scheme to cover the A3010, A3020 and A4000 models. The return details are the same as the existing A5000 scheme; Dealers and Authorised Service Centres should send the faulty, unmodified PCB to :

David Lumley
Acorn Computers Ltd.
Acorn House
Vision Park
Histon
Cambs.
CB4 4AE

Tel : 0223 254329
Fax : 0223 254270

We would like you to enclose a Service Report Form giving the serial number of the computer, of the PCB and brief fault symptoms. Clearly mark the form " PART-EXCHANGE SCHEME". If you do not have a Spares Account with Acorn, you should enclose a cheque to the value £58.75 (£50 + VAT) with the board. If you do have a Spares Account then you should send an order for the above inc-VAT amount. Return postage is included in the price.

Spare Cables

Mouse cables for the new shape Logitec mouse and A4000 curly keyboard cables are now available as spares items. Spares codes are :

0950,000 Cream mouse cable 0950,
001 A4000 curly keyboard cable

Please contact either Acorn's Spares Department or your distributor / supplier for pricing details.

Remember Acorn can also supply new keyboards, mice and drives. Prices on request from the Spare, Department; call Kay Morris on 0223 254451.

AKF18 Warranty Returns Authorisation

When applying for authorisation to return goods, it is essential that the date of purchase is supplied whether the goods are within the normal 12 month warranty or within the extended warranty applying to early AKF18 monitors.

Additional phone calls required to elicit the information can cause delays in processing the return authorisation.