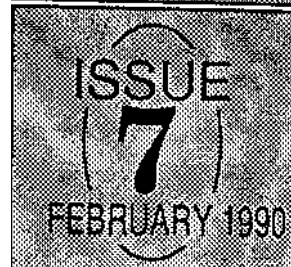# Customer Service News

- *All the documents in this newsletter are available on the Support Information Database (SID).*

- *Back-issues are available via SID and may also be obtained from Customer Services.*

- *Any suggestions you may have for information you would like to see in future issues should be sent to the Newsletter Editor via SID mail (ID 1000) or by post at our head office address.*
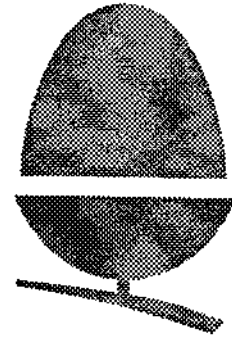
Acorn
The choice of experience.

Produced using Acorn Desktop Publisher

News Bulletin

1. Level 3 File Servers. I

Jpdate to *DATE facility

Versions of *DATE shipped with original Level 3 File Servers ceased to function correctly on 1st January 1990. They now report that the year is `198:'.

Two new versions of the *Date program are available on S.I.D. in the Dealer closed user group area.

The two versions of the *Date program are :-

DATE_M

This runs in the utilities pages in the Master-128 (Page &DD00). It will therefore run without conflict with other Master 128 programs. It should be transferred to directory $.library1 on the file server disc, and renamed as *Date.

DATE_9

This runs in page &900 of a BBC computer. It will not therefore work if the BBC computer is being used with applications that use the serial or cassette interfaces. It should be transferred to directory $.Library on the file server disc, and renamed as *Date.

2. MEMC1A

Due to the excessive demand on the Spares stock in respect to MEMC1A (2201.375) all spares orders will be restricted to one per customer until further notice. F.C.O's and service reports will be honoured in entirety. It should be noted that where customers are purchasing SCSI or FPU upgrades, any necessary MEMC1A upgrades should utilise an official MEMC1A Upgrade kit (AKA22).

3. 1772 Floppy disc controller

Acorn now use the 1772 Floppy disc controller instead of the 1770 in disc upgrade kits(ANB31) for the BBC Model B. It should be noted that the step times for the interface have therefore changed. Attached is a copy of the Addendum sheet (SID Ref: CSN0040) that is supplied with the every 1772 Disc Upgrade kit.
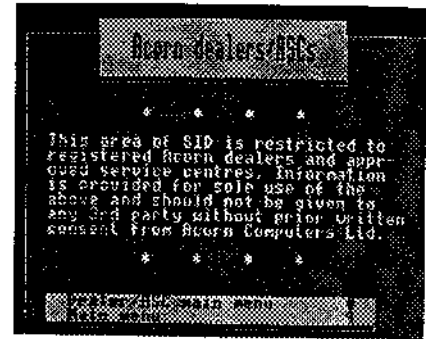
I recently received a comment from a dealer in response to the SID column in the last Customer Services newsletter. He made the comment that, despite providing software from SID to customers free of charge, he felt that it was unreasonable to expect dealers to provide such a service on demand. I agree with this sentiment and I will ensure that we make this point to end-users wherever possible.

However, this does need to be backed up by the provision of this service by dealers. We are still getting customers ringing us up saying "I've just been to Joe Bloggs and asked him for a copy of !FooBar and he told me to contact you". This is particularly exasperating when we know that Joe Bloggs has got a SID ID.

May I reiterate that providing this service (for which you are entitled to levy a handling charge, ie: the price of a disc), to your customers can only increase their goodwill towards you. If you help them, who are they going to turn to when they next want to buy something? YOU!

So, please, think carefully next time a customer comes in asking for something from SID. We will continue to refer customers to their local dealer so it is in your own interest.

On a slightly different note, it has been mentioned that Acorn appears to be using DTP more and more for its forms and documents and that it would be nice if these could be downloaded and used by ASCs and dealers. Some of the forms (such as the service reports) aren't currently in a DTP format, but we will be reworking them in the near future. In the meantime, if you want to design your own forms based on ours, then please feel free. As long as all of the pertinant information is present, it shouldn't cause a problem. Who knows ... we might adopt your format in preference to our own!

Just to keep you up-to-date on what has been added to SID:

Archimedes - Demos - Brothers In Arm - Rotate, Sister, Z_Brother

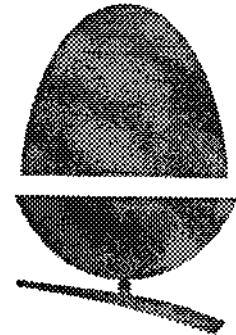Archimedes - Utils - Image - (various screen fade effects)

BBC - Programs - (various programs included a viewdata editor and a printer buffer)

M512 - Programs - parts 1 and 2 of a 26 part series on adding to M-Tech's BBCBasic for the Master 512 and MS-DOS.

January 1990 Micro User disc.

Schools Programmes information from the BBC (Schools Service only)

Service Information

Mouse Cable Replacements.

Acorn have recently made available replacement cables for the Digimouse and Logitech versions of mice for the Archimedes series of computers.

All repair sites should note that the colour sequence of the Digimouse cable is slightly different from the sequence fitted to mice in the field.

The wiring sequence for replacement Digimouse cables is listed below:

Pin No.	Colour
1	Green,
2	Blue,
3	Red,
4	Brown,
5	Orange,
6	Black,
7	White,
8	Grey,
9	Yellow.

It should be noted that three mice cable types have been used with the Digimouse. The most common is a nine pin version with the colour sequence as follows.

Pin No.	Colour
1	Green,
2	Yellow,
3	Black,
4	Blue,
5	Grey,
6	Red,
7	Brown,
8	White,
9	Orange.

An eleven pin version with two connections (Pins 10 & 11) not made may also be found. This has the same colour sequence except that the brown lead is replaced by one coloured violet.
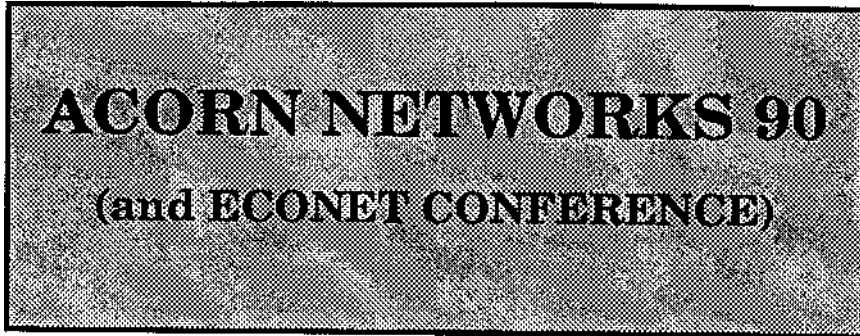
IN ALL CASES PIN ONE IS THE GREEN WIRE. Pin one is marked on the reverse side of the mouse PCB for identification purposes.

Please note, replacement cables for Logitech mice are indential to those in the field.

The part numbers and costs for both types of cables are as follows:
Digimouse - 0999.334. Price £5.08
Logitech - 0999.335. Price £7.90

ACORN NETWORKS 90
(and ECONET CONFERENCE)

Following the outstanding success of Econet 89, Acorn has expanded the conference to provide for broader-based solutions to curriculum and administration needs, as well as continuing the mix of events of past conferences.

This year Acorn Networks 90, which incorporates the Econet conference, will be held at Keele University, Staffordshire, commencing with delegate registration on Sunday 8 July and finishing on Wednesday 11 July. During the three days we will be catering for groups ranging from education (primary, secondary and tertiary), through healthcare, special needs and imaging to business and government. The conference will be structured to focus on primary and secondary education on Monday and Tuesday, healthcare, special needs and imaging on Tuesday and Wednesday and tertiary education, business and government on Wednesday. If you are interested we would, of course, welcome your presence for the full three days. There will be an exhibition open for the duration of the conference and workshops held in the evenings.

If you are interested in receiving more details on this conference please complete the form below and return it to Sarah Scott, Acorn Networks 90, Acorn Computers Ltd, Fulbourn Road, Cherry Hinton, Cambridge, CB1 4JN.

Name Mr/Dr/Mrs/Ms...

Organisation...

Position...

Address...

....

....

Postcode: .... Telephone: ....

Please return this form to: Sarah Scott, Acorn Networks 90, Acorn Computers Ltd, Fulbourn Road, Cherry Hinton, Cambridge, CB 1 4JN

Telephone: (0223) 245200 x 5403

Safety Testing for Acorn Equipment.

Following the initial information discussed in the December Newsletter regarding safety tests for the complete Acorn range of computers. It has become increasingly obvious that a number of Service Agents are not aware of the tests which are necessary. This leads us to believe that this issue has much wider implications than initially anticipated.

Before Acorn is able to provide further information to the field we must determine the level of knowledge and competence of all Dealers and Approved Service Centres with regard to these tests. We draw your attention to the Safety Test questionnaire (see page CSN0039). ALL Service Agents should complete this questionnaire and return it to Acorn as soon as possible. It should be noted that this questionnaire will not form part of the approvals/audit system. It is solely for the purpose of gathering information for Acorn.

Initially, it was our intention to provide technical information of how to perform tests in this newsletter. It is now apparent that to provide this information now would be premature. The documentation for these tests is unlikely to be forwarded in one newsletter. The information will be supplied in stages in newsletters published over the coming months. Please ensure that you receive all copies of this information. (All back issues of the Customer Service Newsletter are available on SID).

A number of organisations have made enquiries to Acorn about the types of test equipment which would be suitable for performing these tests. We will be providing information about suitable test equipment in the very near future. We would not recommend any Service Agent to actually decide upon the purchase of a particular system at present. Please defer this decision at present until the safety test specification is supplied by Acorn. To all organisations who have enquired, we apologise for not being able to include the information in this newsletter.

Please note that power supplies will be continue to be supplied to sites via the procedure in place now. This is likely to continue for the near future.

Please return completed questionnaires to:

Engineering Services Group. (Dept. TB), Acorn Computers Ltd, Fulbourn Road, Cherry Hinton, Cambridge, CB 1 4JN.

SAFETY TEST QUESTIONAIRE.
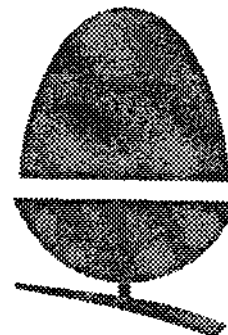
Name: _____ Organisation: _____

Address: _____

_____

Postcode: _____ Telephone: _____

1. Is the site familiar with:

    i. Earth continuity tests? _____

    ii. Electric strength tests a.k.a flash tests?

_____

2. Is the site familiar with the followJng safety standards?

    i. BS 5850 _____ iJ. BS 7002/EN 60950

    iJi. The E.C. low voltage directive

3. Has the site been audited and approved for any of the above safety standards? _____ _____

4. Is the site also approved to BS 5750 ? _____ _____

5. Does the site possess any electrical safety test equipment? If yes, what type and model?

_____

6. What voltage levels are used for the Electric Strength tests? _____

7. How old is the test equipment and when was it last calibrated? _____

8. How frequently do your engineers use this type of equJpment? _____

9. Have your engineers attended any Acorn ServJce Training courses? If, Yes, please give deatils.

_____

10. Does the site possess any safety handbooks defining safety tests for electrical products? Jf, Yes,

please give details: _____

11. Does the site perform safety tests to any other manufacturers product? If, Yes, please give details:

_____

Signed: _____ Date: _____

Please return this completed form to: Engineering Services Group. (Dept TB), Acorn Computers Ltd, Fulbourn Road, Cherry Hinton, Cambridge, CB1 4JN.

BBC MICROCOMPUTER MODEL B
1770 DISC INTERFACE
UPGRADE KIT

Change from 1770 to 1772 disc controller chip

This upgrade kit now contains a 1772 Disc Controller
chip, which has superceeded the 1770 version.

The fitting and use of the module are indentical to for the
1770 version, with the exception that the setting of the
keyboard links (see Chapter 12 of the Disc Filing System
User Guide and Page 7 of Addendum 1 to the User Guide) will
produce step times different from those defined in the
Addendum. The full table is now as follows:

Link3	Link4	Step Time 1772	Step Time 1770
0	0	6ms	6ms
1	0	12ms	12ms
0	1	2ms	20ms
1	1	3ms	30ms

You should avoid setting the step time of a standard 5 1/4
inch disc drive to 2 or 3 ms with the 1772 chip as most of
these drives will not work at these speeds.