

Out-think™

The Datapoint Marketing Newsletter

"Out-thinking our competition to help your customers out-think theirs"

No. 32

April, 1981

Datapoint® Announces Advanced Electronic Office Telephone Systems

On April 2, Datapoint Corporation added the powerful ISX™ Information Switching Exchange and the KSX™ Key Switching Exchange, to the Datapoint family of integrated electronic office products.

With the introduction of the ISX, Datapoint becomes the first electronic office vendor to offer both a digital voice/data private branch exchange (PBX) and local networking for use in an integrated office environment.

THE ISX

The Datapoint ISX is an extremely intelligent system that, at any moment, can be processing hundreds or thousands of voice or data transactions. It routes these calls, selects the most economical transmission facility, determines the priority of the person initiating the transaction and constantly runs self-diagnostic tests to ensure every component is functioning at peak levels.

The ISX provides complete integration with Datapoint's ARC™ local coaxial network and other existing Datapoint office automation products. In providing both a local network and digital PBX, Datapoint is adopting a hybrid approach to automating the office. The design of the ISX and ARC ensures compatibility and the capability for further functional integration with future Datapoint product introductions.

Voice communication within the ISX is handled as digitized data by means of Datapoint-provided or

other industry compatible, standard single-line, multi-button or rotary dial phone sets. Text and data are moved by the ISX at up to 56KB (synchronous or asynchronous) via intelligent or non-intelligent Datapoint equipment or any RS-232 compatible terminal or processor.



ISX Components

ISX Components

The primary components of an ISX are the switching/process control subsystem (consisting of the Central Switching Unit (CSU) and Remote Switching Unit(s) (RSU)), the Data Management System (DMS) and the telephone instruments and terminals which allow user input to the ISX.

The powerful CSU is housed in a cabinet containing a modular
continued on page 9

For Internal Use Only



CDR System

New Call Accounting And Management Products Added To INFOSWITCH® Product Line

Datapoint Corporation has introduced two new low-cost telephone call costing and management systems, designated INFOSWITCH/CDR (Call Detail Recorder) and INFOSWITCH/CASH (Call Accounting System for Hotels).

Both products provide the user with an affordable means of recording details on telephone calls placed through the company's private branch exchange (PBX) or Key Telephone System, calculate call costs, assign charges to the caller, and provide management reports on call volumes, expenses and facilities utilization.

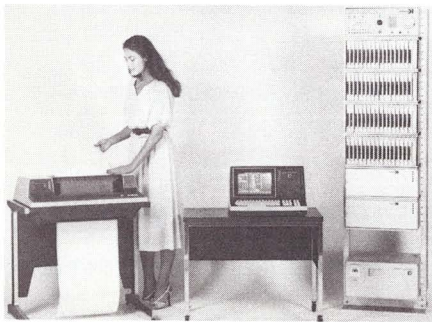
INFOSWITCH/CDR is ideal for businesses wanting to keep an accurate record of telephone call traffic and costs within the corporation and its various subdivisions. It is a complete turn-key system, requiring no programming by the user, and provides detailed management and accounting reports on all levels of the company's call activity.

INFOSWITCH/CASH is designed
continued on page 4

INFOSWITCH/Mini-ACD Added To Product Line

Datapoint Corporation has added a compact, less expensive INFOSWITCH Automatic Call Distributor (ACD) to its family of telephone switching and communications management products. The new automatic call distributor, designated the INFOSWITCH/Mini-ACD, is a micro-controlled telephone switching and management system that uniformly distributes incoming calls among agent and agent groups, and provides a wide variety of management reports and statistics.

Small and medium-sized companies that currently use call sequencers or Key Telephone Systems to distribute their calls will find the Mini-ACD a very affordable and much more effective way of managing and controlling their telephone operations. Also, branch offices and other decentralized sites of larger corporations will find the Mini-ACD an efficient, though less expensive means of handling the lower call volumes associated with their operations.



Mini-ACD System

Components

The Mini-ACD is a complete turn-key system, requiring no programming on the part of the user. Each system includes a Datapoint 8200, attractively designed agent telephone instruments, and intelligent switching subsystem for automatic distribution of calls. An optional, local printer is available for the generation of permanent copy

management reports. The agent telephone instrument, identical to that used with the full featured INFOSWITCH/ACD, is designed to provide the individual agent with a simple, yet powerful terminal for accepting, placing, or redirecting a high volume of telephone calls.

Management Reports

The Mini-ACD supplies its user with a comprehensive set of reports that describe telephone line utilization, call traffic conditions, and telephone activity at agent or agent group positions. The 8200 display provides this information as it actually occurs, and a printer can be used to generate periodic records of agent performance and line utilization reports.

Flexible

A wide variety of telephone lines — local service lines, inward WATS, one-way inward or two-way Foreign Exchange (FX) lines, one-way or two-way tie lines to the client PBX or Centrex, etc. — may be used in any configurable mix with the Mini-ACD. Each individual line may be used exclusively for incoming calls, outgoing calls, or alternate inbound and outbound traffic. Incoming calls are directed to any one of up to 28 agents who may be assigned to any one of up to 8 groups.

Mini-ACD sizes range from as few as 4 to as many as 28 telephone lines and from 4 to 28 agent positions. When additional agent positions or telephone line configurations are required at a single site, up to 4 Mini-ACDs can be connected by means of two-way intermachine tie lines. Also, expansion to the larger full-featured INFOSWITCH/ACD is easily accomplished with the addition of a host subsystem, disk storage and software to handle the additional agent positions and telephone lines.

Multi-Function Instruments

An essential component of the Mini-ACD is the agent telephone instrument. This modern, multi-function unit incorporates a standard tone dial pad, function key cluster with backlit status indicators, and can be equipped with a lightweight headset or coiled-cord handset device. Selective

illumination of backlit English phrases on the telephone instrument indicate to the agent the current status of the call in progress and whether or not any calls are being held in queue.

Although most calls coming into the call distributor require little manual intervention on the part of the agent, the telephone instrument allows the agent to easily perform those call processing operations that are necessary. For instance, an agent may alert the supervisor to a crank or threatening call simply by pressing an "emergency" key on the unit. Other of the sixteen function keys on the agent set can be used to signal the supervisor for assistance in monitoring or processing a call, transfer a call, or to initiate a three-way call.

Advanced Technology

Another important component of the Mini-ACD is the intelligent switching subsystem which consists of a "real-time" microprogrammed controller driving a reed-relay switching matrix and telephone line scanner. The switching subsystem is capable of recognizing an incoming call and determining the agent to which the call should be routed.

The system is extremely flexible, allowing users to define routing tables that ensure efficient processing of incoming telephone calls and uniform distribution of the workload among the agents. Additionally, the Mini-ACD's voice storage subsystem can be used to provide customer recorded announcements of up to 80 seconds.

Pricing

The Mini-ACD is available in eight basic configurations, all of which incorporate the intelligent switching unit, an 8200 video terminal, and a variable number of telephone lines and agent telephone instruments.

The smallest configuration, incorporating 4 lines serving 6 agent positions, is available for purchase at \$37,710 (U.S. price). The U.S. purchase price for the largest configuration, that serves calls from 28 lines with 28 agent positions, is \$102,125. One, two and three-year leases are also available.

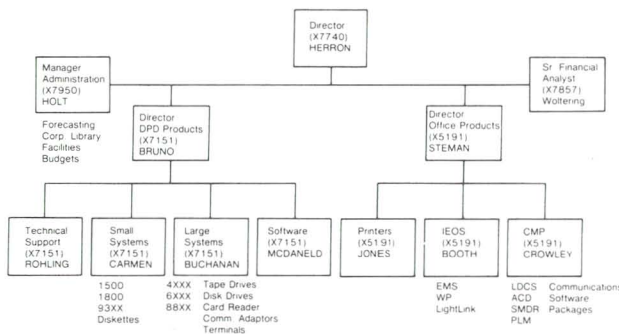
PRODUCT MARKETING

What Is It? Who Is It? Where Is It? What Does It Mean?

WHAT?

PRODUCT MARKETING is a field support group in San Antonio which reports to Sales Support (Glen Cavanaugh, Vice President of Marketing Support). The charter of the group is to provide a variety of support functions for the field sales and system personnel. The functions will be detailed in the WHAT DOES IT MEAN? section.

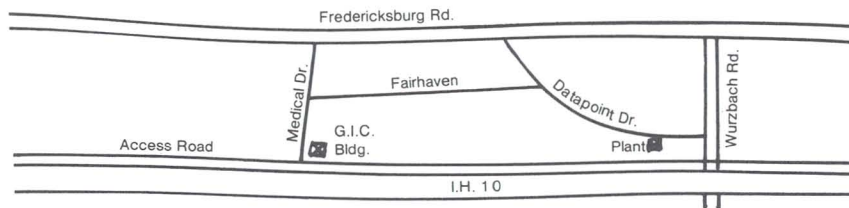
WHO?



WHERE?

PRODUCT MARKETING is located in the GIC Building in San Antonio. The physical address, for use on air freight parcels and other things requiring direct delivery, is:

DATAPOINT CORPORATION, PRODUCT MARKETING
9100 IH 10 WEST, SAN ANTONIO, TEXAS 78284



Regular mail can be sent to the Datapoint address at 9725 Datapoint Drive, using our Mail Station. The group is physically located in the first floor of the GIC Building, the Data Processing Support personnel are in Suite 100, the Communications Management and Integrated Electronic Office personnel are in Suite 101. (see the other article in this Out-Think for additional information.)

WHAT DOES IT MEAN?

PRODUCT MARKETING has the same goals that you have. That is, we are ready, willing and able to support *you* in getting sales.

We have been and will continue to do Product Support. That means:

Techflash Releases...Out-Think Articles...Announcement Packages...
Dataflash Releases...Source Data Articles...Competitive Information...

We have been and will continue to do Sales Support. That means: Presentations - In San Antonio...(Guest Services)...In the field (wherever you are)

Demonstrations - In San Antonio...In the field
Seminars - In San Antonio...In the field (your office)...In the field (customer location)

Proposal Help...Reference Help...Competitive Help

We are ready to help - any way we can, anywhere we can.

KIRBY HERRON

For Internal Use Only

Product Marketing Expands Facilities

Product Marketing has doubled the size of its facility to allow for additional support personnel. Also we have changed the telephone setup to provide you with better service. Now instead of a variety of numbers, you just have to remember two:

Extension 7151 for calls about Computer Systems Products:

Large Systems —

8800

6600

3800

8200

ARC

Channel Adapters

Modems

Small Systems —

1800

1500

1550

StartPac

MiniShare

Software —

Operating Systems and Utilities

Communications

Languages

Extension 5191 for calls about Office System Products:

CMP —

INFOSWITCH - LDCS™
ACD, SHARE™, PLM™,
SMDR, ARC

CDR

CASH

Telephone Directory Package

Equipment Billing Package

Telephony (Voice Telephone
Networking)

IEOS —

WP

EMS™

LightLink™

Printers

Each of these numbers has eight rotary lines associated with it. We hope this will reduce the busy signals when you call. Also, when you call in on the right number, we won't have to transfer you around because everyone's desk has all eight rotary lines.

We're here to help you! Give us a call!

Explosion in Product Marketing

No — not that kind of explosion. Product Marketing has added seven Product Specialists, moved the Corporate Library into its facility, doubled its floor space and simplified phone access.

Growing to Provide Maximum Support

Product Marketing — your home office sales support group — has grown by seven Product Specialists to a total of 35 Support folks. This growth in personnel is to keep pace with the growth of field personnel and, most importantly, to provide the maximum level of field sales support.

Need Info on a Fanwacker X-35?

Product Marketing has transferred the Corporate Library into the GIC Building. This was done for two reasons:

1. Immediate access to the competitive information you need when you call Product Marketing.
2. Provide the needed resources to produce competitive information on an on-going basis.

This is a major benefit to *you*, as

you sell in today's marketplace.

In conjunction with the move of the library, Product Marketing has contracted with Dataquest to provide copies of their competitive Newsletter to each Region, branch/sales office — about three per month. The Dataquest Newsletter will be reviewed by the Product Managers and a Datapoint competitive analysis will accompany the Dataquest Newsletters.

Obviously, this explosion has caused a need for additional floorspace. As luck would have it, the Corporate Communication folks decided to vacate the GIC Building — so, we simply expanded into their vacated space. This expansion also gives Product Marketing a little breathing room for future growth — we haven't stopped planning yet!

Send Us Your Suggestions

We here in Product Marketing hope you're impressed with these efforts to provide the best possible support. However, there's still a few square feet of floor space unused. Send us your suggestions for additional support needs.

Next time you are in San Antonio, please stop by, have a cup of coffee, look over the facility, and meet your support folks. We're located in the GIC Building, 9100 IH 10 West, Suite 100 and 101, Mail Station K-15.

KIRBY HERRON

Detailed Information

Both the CDR and CASH receive call detail information from the PBX or passive monitor, check it for accuracy and completeness, and then organize it into a standard format showing the telephone station from which it originated. Other information recorded on each call includes trunk level access code, telephone number dialed, and duration, time and date of the call.

The computation of call costs is derived from a costing algorithm that selects customer-supplied call rates based on the time of day, duration of the call, and the area code and Central Office exchange being called. Both CDR and CASH can accommodate local tariffs and other call data unique to individual countries in the computation of call costs.

Advanced Features

Some of the more prominent features of the INFOSWITCH/CDR are call detail for extensions, call summary for corporate cost centers and divisions, account code detail, traffic summary by level code and time-of-day, and detailed analysis of called number. Management reports are available to the user 24 hours a day, 7 days a week. Also, reports are printed in "real time", so that there is no loss of accounting data for calls in progress during the recording or printing process.

INFOSWITCH/CASH contains many features especially designed for the hotel industry. In addition to those features mentioned earlier, CASH provides assignment of local and long distance call charges to individual guest rooms, calculation of applicable taxes, and "housekeeping" status reports. The system also provides management reports that include details on total telephone usage within the hotel and room call activity that can be posted to the guest ledger.

Pricing

U.S. purchase pricing for the Datapoint INFOSWITCH/CDR system begins at \$15,645. Purchase pricing for INFOSWITCH/CASH begins at \$13,850.

The software installation charge for INFOSWITCH/CDR or CASH is \$500. One, two, and three-year leases are also available.

INFOSWITCH Products continued from page 1

to meet the specific needs of the hotel industry, by providing hotels and motels with an easy means of identifying and charging for guest telephone calls, both local and long distance. Additional features allow for the production of individualized guest charge reports, as well as various other management and operations reports.

Configurations

Both INFOSWITCH/CDR and INFOSWITCH/CASH operate, though not in combination, on a Datapoint host processor connected by standard RS-232C cable to the customer's existing PBX or Key Telephone System.

The standard configuration for

either CDR or CASH includes the processor with keyboard and 8200 screen, communications adapter, up to 60 megabytes of data storage, and a character printer for report generation. Datapoint video terminals may be added to expand the number of workstations in any CDR or CASH configuration.

Compatibility

INFOSWITCH/CDR and CASH are compatible with essentially any modern, computerized PBX or Key Telephone System. For older, non-computerized telephone facilities, any of several popular passive monitoring devices — including Datapoint's INFOSWITCH/SMDR (Station Message Detail Recorder) — can be used to interface with the CDR or CASH system.

Discount Extended for Purchased 1500 Diskette Systems

The \$500 Q2 discount plan for 1500 systems has been extended indefinitely. The plan is applicable to purchase orders only and does not apply to the recently announced 1550 systems.

DATES:

1. Shipment must be scheduled within 90 days after receipt of order.
2. Lead time is 6 weeks.

ORDERING:

1. EOS must specify "1500 Discount Plan" on page 1 under "Special Shipping Instructions" and Project # 11 must be entered on page 2 under "Special Project Number".

2. Shipping must be able to partial ship orders. Partial Ship must be specified on EOS. Printers (1592/1596) and memory extension follow normal lead time.

GUIDELINES:

1. Only new business is eligible — Orders are not eligible if an existing 1500 order for the same customer was cancelled to obtain this pricing.
2. Sales made through Reps are eligible.
3. No change in OEM pricing.

PRICING:

MODEL	1-3	4-10	11-25	26-50	51 +
1532	\$6500	\$6200	\$5500	\$5100	\$4800
1536	7150	6830	6090	5665	5340
1592	8825	8325	7355	6830	6425
1596	9475	8950	7935	7390	6960

CAROL MUIR



First 1550s ready for shipment March 13 at Datapoint's Waco plant.

Systems 1816-1820 Now Available with Double-Sided, Double-Density Diskette

Options 0105 can now be included with orders for systems 1816-1820 to obtain a single double-sided, double-density diskette drive for 1MB of backup capability. The price for this additional storage is approximately \$650 more per system. There has been a slight increase in the 1820 system price due to the RIM which is included with the system.

SYSTEM	DESCRIPTION	PRICE	1YR	2YR	3YR	MAINT.	INSTALL.
1816/0105	64K	20,930	860	758	670	175	250
1817/0105	128K	22,230	920	808	710	183	250
1818/0105	64K, FPCA	21,400	880	775	685	183	250
1819/0105	128K, FPCA	22,700	940	825	725	191	250
1820/0105	128K, RIM	23,800	975	858	757	193	250
1820 STD.	128K, RIM	23,150	945	833	737	188	250

END-USER QUANTITY PRICING 1800/CYNTHIA WITH DS-DD DISKETTE (0105 OPTION)

MODEL	1-3	4-10	11-25	26 +
1816/0105	20,930	19,881	18,837	17,788
1817/0105	22,230	21,121	20,007	18,898
1818/0105	21,400	20,328	19,260	18,188
1819/0105	22,700	21,568	20,430	19,298
1820/0105	23,800	22,610	21,420	20,230
1820 Std.	23,150	21,995	20,835	19,680

1550 Pricing Announced

First production shipments of the 1553 were made the second week in March. Here are the prices for the 1550.

MODEL	DESCRIPTION	LIST	1YR	LEASE 2YR	3YR	MONTHLY MAINT.	INSTALL.
Diskette Systems							
1559	32K, SS-SD	7075	355	290	250	60	200
1552	32K, SS-DD	8075	405	330	285	66	200
1553	32K, DS-DD	9075	455	370	320	76	200
Hard Disk Systems							
1554	64K,9310,DS-DD	18,250	840	715	620	153	250
1555	64K,9320,DS-DD	18,720	860	732	635	161	250
Option							
0101	Add'l 32K Factory Inst.	650	40	30	25	11	F/I
Extension Diskette Modules							
1543	SS-SD	3800	140	125	110	33	165
1404	SS-DD	4150	150	140	135	39	165
1403	DS-DD	5795	225	205	180	49	165

Two 1550 brochures are also available from Software Services, the "1550 Processor Tech Specification," document number 61055, and the 1550 color flysheet, number 61016. The product specification for the double-sided, double-density 1403 diskette drive is number 61031.

1550 QUANTITY PRICING

MODEL	1-3	4-10	11-25	26 +
1559	7,075	6,760	6,000	5,660
1552	8,075	7,675	6,865	6,460
1553	9,075	8,625	7,715	7,260
1554	18,250	17,340	16,425	15,515
1555	18,720	17,785	16,850	15,915
0101	650	620	585	555
1404	4,150	4,000	3,750	3,615
1403	5,795	5,500	5,212	4,925

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New Method for Ordering Software for 1500/1550 Systems

A new method for ordering software for 1500/1550 systems is effective immediately. System software (S1500) still ships with all processors. The media for S1500 for the 1550 is double-sided, double-density diskette. The media for S1500 for the 1500 is single-sided, single-density. For all other software desired for any 15XX systems, including the 98XX series, it is mandatory that the media model code be included.

Model Codes For Media

There are two media codes associated with the 15XX systems.

Model	Description	Price
20697	Single-density DOS.H diskette & setup	\$15
20793	Double-sided, double-density DOS.H & setup	\$15

Software Orders Require Media Model Codes

Here is an example of a typical 1500 software order.

Model	Description	Price
9804	BASICPLUS	
20697	SS-SD DOS.H Diskette & Setup	\$15

And an example of a typical 1553 software order:

Model	Description	Price
9804	BASICPLUS	
20793	DS-DD DOS.H Diskette & Setup	\$15
20634	ML15TC35	
20793	DS-DD DOS.H Diskette & Setup	\$15

Notice that each software item must be followed by a media model code with the price. The 15XX model codes in the Software, Documentation, and Price Schedule under "OBJ" are now generic codes which indicates the software but no media.

Software associated with other systems (1800, 5500, 6600, 8800, etc) is still ordered in the usual manner.

Media For Blank Diskettes

The media for blank diskettes on the 1553 is the same as for the 1812/1814. Blank DS-DD diskettes may be DOSGENed as either DOS.H or DOS.G.

Model	Description	Price
80498	Blank double-sided, double-density diskettes	
	Qty 1-15	\$8.25
	Qty 16-49	\$7.50
	Qty 50+	\$7.00

1550 Orders Increasing as Performance is Tested

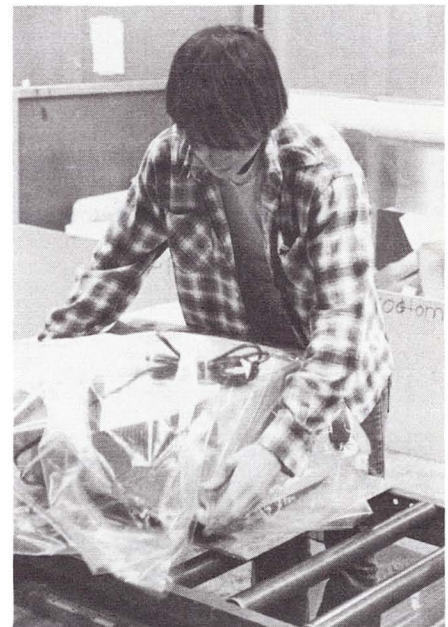
Over 300 1550 systems were ordered during the first weeks of March, and orders continue to roll in. Get your orders in now so that you can get in the lineup.

We promised you some benchmark timings on the 1550 and are still trying to get those for you. We have been on the road doing live benchmarks at customer sites for the past several weeks, so we don't have "official" timings for you.

We do have some good news. As a result of taking a 1550 around the country, we have managed to get a lot of general performance data based upon benchmarks performed at customer sites with their application software. It's fantastic!

Generally, DS41500 has been running approximately twice as fast on the 1550 as on the 1500. It is so much of an improvement that every bench we have done has resulted in a significant order within two weeks.

DAN CARMEN



A new 1550 reaches the end of the assembly line at the Waco, Texas plant.

Small Systems Sales Mean Big Dollars

Several of you have started to catch on to the profit in selling Small Systems. You have seen the light. And now you're beginning to see the bucks — BIG bucks.

The following is a list of some of the significant sales that have come down in just the first few weeks of March.

Stamford (Elvin Ambler & Ernie Carlson)
18 - 1800s
73 - 1553s

Baltimore (Dave Kelley)
150 - 1553s

Hartford (Ernie Carlson again!)
51 - 1555s (with disk drives)

This is just a sample of what's happening out there, and doesn't include miscellaneous stuff like printers. If you have something hot, let me know. I'm ready to hop on the plane again to help you out. Just let me know.

Next issue I hope to have 15 or 20 of these large sales. Get your share of the BIG DOLLARS in Small Systems business.

DAN CARMEN

Guide for Ordering Different Length Microbus Cables

Occasionally customers have a need for a microbus cable that is a different length than the one shipped with the system.

Model Codes for 36" and 72" cables

Two new model codes have been created to allow ordering the 36" and 72" cable from the Master Price Schedule.

Model	Description	Purch	Lease
0585	Microbus cable, 36", for 1500/1800	\$60.00	N/A
0586	Microbus cable, 72", for 1500/1800	\$75.00	N/A

These will not be factory installed. They will ship in addition to the standard microbus cable. There is no refund or credit for the standard cable that is shipped with the system. Please note that the maximum total length microbus for the 1500/1800 system is 10 feet.

Other Lengths Available Through Customer Service Logistics

If your customer needs still another length cable, he may contact Customer Service Logistics in San Antonio, 699-4643. The customer must provide:

- Microbus cable length (7", 12", 18", 48")
- Quantity
- Purchase Order Number
- Bill-to address
- Ship-to address
- Desired shipping mode (air, truck, etc.)

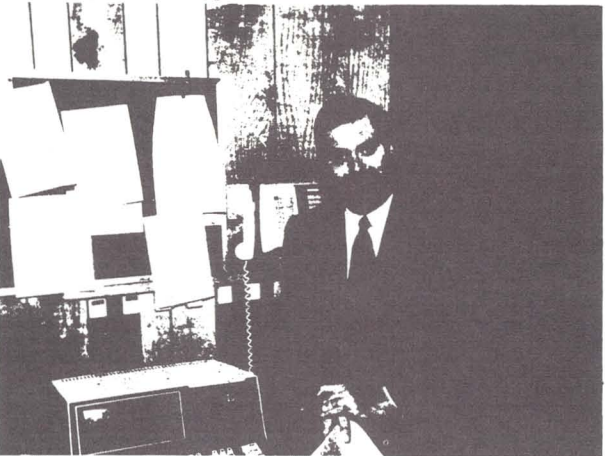
cables which may be obtained are:

SPARE PART NR	DESCRIPTION
10-1147-001	Microbus cable 7"
10-1147-010	Microbus cable 12"
10-1147-004	Microbus cable 18"
10-1147-009	Microbus cable 48"

Pricing and availability can be obtained from Customer Service Logistics.

CAROL MUIR

A Computer Systems News Management Reader Profile



Fredric M. Gottlieb, CDP
President
BRISTOL INFORMATION SYSTEMS

The Bristol Approach — Bristol Information Systems buys hardware from Datapoint and turnkeys it with its own software. This reputation as an OEM for Datapoint gives Bristol the edge needed in dealing with the big league. Realizing it takes the same amount of sophistication to service Fortune 500 clients, as it does small clients, Bristol maintains an equal-treatment philosophy. Mini-computers are not minis, but deal with as small large computers.

Bristol approaches warranty of its operating software in a similar fashion. All clients are provided with a lifetime service-free guarantee.

Annual Sales — Approximately \$2.5 million for fiscal '80. \$1 million projected sales for '81.

Systems Placed — In excess of 1000.

Clients — TRW, Exxon, Hueblein, Peat Marwick & Mitchell, Aer Lingus, Johnson & Johnson plus several vertical market companies in construction, wholesale distribution, real estate management, CPA and law.

Hardware Forecast — This year, Gottlieb will purchase over 100 systems from Datapoint. These buys will amount to approximately \$2 million.

Why He Reads CSN — Gottlieb reads everything in the industry. "My interests lean more toward OEM news, and more specifically the business side of data processing. CSN covers these areas exceedingly well. I also gain more from CSN's sub-sections than I do from most other trade publications."

You can reach Fred Gottlieb and 45,000 OEM Systems executives in

COMPUTER SYSTEMS NEWS
The Newspaper for OEM/Systems Management

What kind of man reads Computer Systems News?

According to this full-page advertisement, which appeared in the February 2, 1981 issue of CSN, he's on OEM for Datapoint.

Lease Upgrade Policy for Small System Changed

The Replacement Upgrade Policy has been changed. A November 10, 1980 memo from Steve James changed the policy and detailed the following requirements:

- 1) Equipment to be upgraded must be installed for a period of not less than twelve (12) months.
- 2) The upgraded unit or system must have a payment price on the like for like term of at least 20% greater than the unit or system being upgraded.

For Small Systems products, the following lease upgrades (which do not meet requirement # 2) will be allowed if requirement # 1 is met:

From	To	Description
1802	1812	(60K, 1 MB to 2 MB)
1804	1814	(128K, 1 MB to 2 MB)
1532	1552	(32K, .5 MB to 1 MB)
1552	1553	(32K, 1 MB to 2 MB)
1532	1553	(32K, .5 MB to 2 MB)

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San Antonio
Class Schedule
April 1981 - May 1981

Resource Management System Sales
April 13-17
Sales Orientation (DP / CMP)
April 20 - May 1
ASR Group I Phase II
April 20 - May 8
ASR Group II Phase I
May 4 - 22

Marketing Education
Mailstation C-04
Extension 7012

RMS™ 1.2 RELEASED!

The second major release of Resource Management System — RMS 1.2 — is now available with dramatic new features in attendance. The highlights of RMS 1.2 include the addition of ANSI '74 interactive COBOL, ARC local networking, File Management System (FMS), and sophisticated disk error logging & reporting (ERRLOG). Appropriate user's guides for these new capabilities are available now from Software Services.

Bilingual 8200s

With RMS/COBOL you can show customers & prospects interactive COBOL from 8200 workstations on a 4XXX series system (e.g. 4630)! This capability will get our foot in the door of companies who have standardized COBOL as their programming language, yet allow them to gain their senses later and switch to DATABUS®. For the first time the 8200 is truly bilingual!

Full Networking

RMS local networking — ARC — is now a reality. Full support is provided for 5500, 6600, 6000, and 3800 processor types in an ARC configuration. Now you can be pecking away at your 3800 and have someone else fire up your printer! Seriously, the resource

sharing properties of RMS make an impressive demonstration. Remember that DOS & RMS can cohabit the same physical ARC coax, so we now have a "swing machine" — the 3800 — which gives the user access to the best of BOTH operating system capabilities. This is truly unique in the industry.

Fast Files

File Management Services (FMS) brings efficiencies to disk resource sharing in RMS. By running FMS, a processor buffers frequently accessed disk sectors in memory providing fast retrieval. This technique is similar to that used by DOS ARC file processor software, but FMS may be used whenever disk file sharing will be extensive. Even a stand-alone processor may benefit by running FMS due to the multitasking of RMS, especially if ISAM applications are involved.

Disk Monitor

ERRLOG is activated when a disk-supporting processor is initialized, and is used to record disk controller problems and parity errors encountered during processing. A companion program — ERRRPT — allows the user to retrieve & print or display these statistics.

Thus the RMS development rolls on! Stay tuned next month for information on RMS 1.3.

TERRY McDANELD

RMS Automatic Distribution Begins!

As promised, all RMS customers received written notification prior to the release of RMS 1.2. The notification included information on the contents of release, and the procedure to follow for obtaining the update. In fact, the notification came with style — a MAILGRAM generated & transmitted via Western Union by Datapoint equipment (i.e. a 4630 system w/9481).

The MAILGRAMS and the associated list of addressees were submitted by using MTE55/MTEIBM 3780 with specialized SYSPARMS (contact Product Marketing if you're interested).

Maintenance vs. "Manuals Only"

The maintenance package included associated documentation updates. Please note that only sites which have RMS software on maintenance will receive automatic document updates. "Manuals only" customers obtain their updates as copies from elsewhere in their own company, or simply order a new copy of the manual. The same maintenance procedure applies to Datapoint field offices & customers alike.

Send in Those Packs

To allow you to have the software and manuals before your customers receive theirs, Software Services will generate RMS maintenance packs from Datapoint offices first. Thus it is important to send your maintenance pack to San Antonio on time! Remember that the maintenance packages are customized for each customer based on what RMS software he has on maintenance. Specifically, if he hasn't ordered RMS/COBOL and placed it on maintenance he won't receive RMS COBOL and associated documentation updates in his maintenance package.

Both FMS & ERRLOG/ERRRPT are part of the RMS nucleus release, so all customers will receive this software.

TERRY McDANELD

Phone-In Software Ordering Tips

Only orders for Customer Supplies and Documentation (Model Codes 5XXXX through 8XXXX) may be placed by calling the Customer Service phone number — 800-531-5770 and, in Texas, 800-292-5100.

Orders for Software (Model Codes 2XXXX through 4XXXX) cannot be made over these phone lines. Software orders must be submitted to and approved by the local Datapoint office.

8800 Configurator Program

To get a copy of the 8800 Configurator Program, please send your request along with a cassette tape to D. Saucedo, 9725 Datapoint Drive, Mail Station K-15, San Antonio, Texas 78284. If you have any questions call (512) 699-7151.

DATAPOINT ANNOUNCEMENT *continued from page 1*

assembly of printed circuit cards and computer programs that perform the central switching, control, call processing and external communication functions for the switching/process control subsystem. Local switching and interface to the ISX by telephone instruments and terminals is accomplished by the RSU. Information which is destined for an area outside that of the originating RSU (i.e., another RSU, remote data

base or terminal, public or private carrier) will be routed from the RSU through the CSU.

Another inherent benefit of dispersed information switching, as with dispersed data processing, is off-loading of the CSU by performing much of the local switching work at the RSU level.

The Data Management System, which is connected to the CSU by a direct coaxial cable link, typically consists of a standard Datapoint processor, printer and disk, and handles an assortment of

administrative chores for the CSU. Besides collecting data on system usage, the DMS is employed by the user to assign class of service definitions to individual stations, rearrange extension numbers, or to implement a custom least-cost routing table. A major feature of the ISX is the ability to capture all information transactions — data, voice, text, message — and provide a detailed account of cost, usage and traffic through DMS generated reports.

ISAM ADD/DELETE PERFORMANCE ANALYZED

One of the classic problem areas in ISAM applications is file access performance degradation in cases where a large volume of ISAM adds or deletes occur as the day progresses. While good performance can be restored by "re-indexing" the file, the logistics of scheduling this process during business hours is impossible for many companies.

Benchmarks recently conducted in the field (i.e. Gary Miakawa — SSA/Atlanta) on this subject have yielded some "good news" for customers suffering the effects of this problem.

A complete benchmark package is available from Product Marketing on request, but the following summarizes the results:

Test Environment

All tests were run on a stand-alone 4730 system (256K 6600, 10/10MB). The current released version of all software was used. All tests concentrated on ISAM adds to an initially null file, however deletes should behave similarly. The ISAM records had a 7-byte key and 150 bytes of data.

DS5 vs. DS6

DATASHARE[®]5 users who run applications which perform ISAM adds/deletes to files and which suffer response time degradation as the ISAM files grow, may benefit substantially by moving to DATASHARE 6.

DS6 vs. RMS DATABUS

DS6 users whose ISAM add/delete performance is degrading may benefit by moving to RMS DATABUS. Note that the benchmark tested add performance only, in "exclusive" mode. Neither "shared file" adds from multiple programs, nor ISAM read access was tested. Until further analysis is performed, assume your actual mileage may vary! However, in all cases tested, ISAM add performance improved when the keys being added were in descending order. If your customers have ISAM applications where they can control the add sequence, have them DO IT. Performance differences between adding ISAM keys in ascending order & adding ISAM keys in descending order are especially dramatic in DOS. The performance of RMS DATABUS is much less sensitive to the order in which ISAM keys are added than both DS5 and DS6. RMS ISAM users should be advised that the "sectors per block" option selected when the INDEX is run may affect performance substantially. The tests indicate that 2-3 sectors per block appears to be optimal.

More to Come

Further benchmarks are planned and their results will also be summarized in OUT-THINK as soon as possible. If you know of benchmarks or performance information in your office that is of general interest, let Product Marketing know. We'll be happy to act as a "clearing house" for such information!

TERRY McDANELD

Cost-Saving Features

A major cost-saving feature of the ISX is the incremental expansion it affords the user. Information processing power, system features and communication capabilities can be added when the user needs them, without the cost and problems of major hardware and software changes or system swap-outs.

The ISX promotes increased efficiency through user features such as abbreviated speed numbers for frequently called numbers, prioritization of calls depending on class of service assigned to the caller, and automatic rearrangement of telephone extension numbers — a feature that typically saves the two days and \$75 it takes to move a phone under most PBX systems.

The user's ability to employ economical Datapoint 8200 non-intelligent terminals as multi-function workstations on the ISX can save hundreds of dollars over more expensive intelligent models. This allows data/text processing power to be situated where it is needed, and in the proper amounts. In situations where heavy use is indicated, an ARC local network with processor workstations may be interfaced with the ISX. Just as WATS and tie-lines are pooled for mutual use by all members of the ISX, data ports can also be pooled for users on the same RSU to increase the cost effectiveness of their use. Users merely turn on their terminals, automatically access a free data port and perform any of the automated office functions their personal security level permits.

Maintenance Features

Self-diagnostic maintenance

continued on page 10

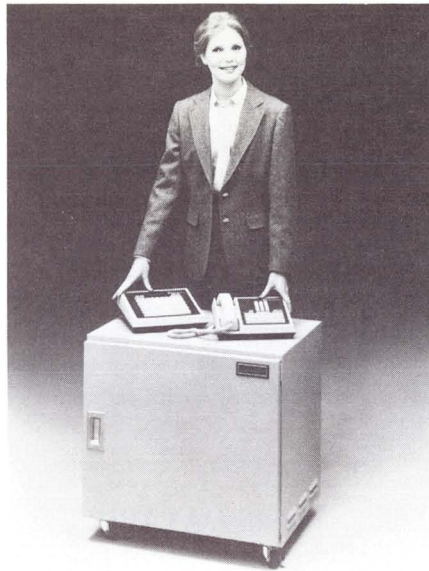
features in each RSU and CSU continually monitor the system. If a problem occurs, the faulty circuit board is identified and electrically isolated. This occurs without interruption to calls in progress, even if the failure is in a critical area such as one of the computer microprocessors, memories or switching matrix. The system automatically initiates a diagnostic report to the Datapoint national customer support center, prints a message showing which customer site, the product type, which cabinet, which card cage, which card slot within that cage, what type of circuit board and the revision level of the board that failed. The Datapoint national support center will dispatch a service representative with the correct part which can be installed while the system is in operation. The system will also alert the user's communication manager of the problem through the Data Management Subsystem reporting features.

Other maintenance features and options include remote dial-up diagnostics, dual power systems and battery packs. (See page 12 for diagrams.)

THE KSX

A KSX is a keyset office phone system that can support a maximum of 128 phones and 32 trunk lines. Twenty-four of the trunk lines can be two-way with the last eight dedicated to out-going calls. Up to 80 phones can be the Datapoint KEYSET™/24 instruments, with the remainder being electronic single-line instruments. The KEYSET/24 is a pushbutton telephone controlled by an internal microprocessor, which features 24 line buttons and four special function keys, plus the standard dialing pad.

The instruments of the KSX connect to the public telephone system through the KSU (Key Service Unit), which houses the KSX's control processor, station,



KSX Components

trunk and option cards, and serves as the KSX's central switching unit.

An optional DSS (Direct Station Select) is provided for use by a system attendant. The DSS consists of a console and busy line field with 60 line buttons, and it allows the attendant to tell at a glance which phones are busy and to transfer an incoming call to an extension with the press of one button.

The KSX utilizes three-pair universal wiring and modular jacks, simplifying installation and modification of the system. Extra phones and trunk lines can be added incrementally, up to the maximum number, as the need arises, without affecting the operation of the system.

The KSX's features are easily modified to fit users' needs. Most features are based on software parameters instead of being built into the hardware. This makes the system easy to modify. Program and database information are stored in protected memory. Additionally, an optional battery power pack to run the entire KSX in the event of a power outage is available.

Remote Support and Maintenance

The programming required for the addition of certain features can

be done by Datapoint customer support personnel remotely accessing the KSU through the phone lines. Initial on-site programming is achieved by attaching a Datapoint 8200 workstation to the KSU.

Datapoint customer support personnel can also perform remote diagnostics on the system through the phone lines.



The KEYSET/24

The KEYSET/24

Each user-oriented KEYSET/24 has four special function keys. These keys allow, with the simple press of a button, the use of such options as call transferring, call conferencing, call forwarding, number re-dialing and operation of the internal speaker phone. The speaker phone offers the option of hands-free operation, while the user can switch from or to hands-free operation any time during a call.

The system will produce a call-waiting signal whenever a phone which is in use receives another call. Two distinct signals are provided, one for internal intercom calls and one for outside telephone calls.

Another powerful convenience feature is the ability to program up to 10 personal speed numbers into each KEYSET/24, allowing the user to reach frequently called numbers by dialing only one digit.

Any KEYSET/24 in the KSX may be used as a source of background music when its intercom speaker is otherwise silent, without affecting normal operation of the unit. Zone paging through these speakers is also provided.

System Features

The KSX has a full complement of system features designed to provide a business with greater

control over its telephone costs and more efficient use of its communications investment.

Major cost control features include:

- Toll restrictions to curb abuse.
- Authorized long distance numbers.
- Forbidden number prefixes.
- Message detail recording output.

Among the features that produce greater efficiency are:

- Call forwarding and transferring.
- Direct inward dialing to individual phones.
- Extension number changes without rewiring.
- 3-party conference call option.
- Calls on hold will revert to the operator after a pre-defined period.
- Music on hold.
- A "message station" to handle calls to busy or unoccupied stations.
- Call queuing and call waiting.
- Last number re-dialing.
- Night service operation.

Government Software

The announcement regarding Current Policy on ordering 98XX Software in Out-Think No. 31 did not mention government orders processed under the GSA Price Schedule.

Our current GSA Price Schedule, which expires on September 30, 1981 contains the previous methods of ordering software. Since we are unable to increase pricing during the GSA contract period, we will be obligated to accept and process 98XX software requirements under the existing terms, conditions and prices.

Be sure to include line items for all software and media that were included on systems prior to the November software ordering procedure change. All media added to orders as a result of this change must be done as no charge items. If you have any questions, please call me at extension 5086.

ROY MACKRELL

Behind the Door of the 8800 Processor

The 8800 processor has been described in terms like "multiprocessor architecture", "multiprogrammable", and "modular flexibility". In this article, we will take you behind the scenes to examine some of these characteristics and how they work in practice.

Key Elements in the 8800

The key MULTIPROCESSOR elements in an 8800 are:

- memory with error checking and direct memory access
- central processor
- peripheral processor(s)
- interface module(s)

Let's look at each of these elements and how they contribute to the power and versatility of the 8800.

Error Checking and Correction

A unique aspect of the 8800 memory is its "error checking and correction" ability. That feature performs a verification of everything written to memory. If a memory error is detected, that portion of memory is segregated from further use by the system and a message is written to the system log. The system log can then be used to assist with troubleshooting the system.

The Central Processor and DMA

Other important aspects are the ease with which you can add incremental memory and the direct memory access technique used in communicating with the central processor from disk.

The central processor (CP) is the main element of any computer whose function is to drive all components of the computer. All user requests are initially handled by the CP and it in turn allocates memory for user programs and establishes necessary links between memory and all peripheral devices.

Direct Memory Access (DMA) allows peripheral devices such as disks and multi-port communications adapters to

interface directly with memory without having to be processed by the central processor. This provides improved CP and device throughput because it allows direct memory access from peripherals thus skipping the step from CP to memory. DMA is a technique built into the 8800 hardware and does not exist in 6600 processors. It is an industry-wide technique common to the "big" machines but not usually found in smaller ones.

Input/Output Tasks Performed

If the task involves program work such as COBOL or DATASHARE, the CP initially handles all requests for tasks to be accomplished. Frequently, tasks need to talk to an input/output (I/O) device like a disk or a printer. Those requests are immediately forwarded to a peripheral processor (PP) which handles such things as I/O requests, interface with other resources, data communications, etc. (The peripheral processor is another new architectural feature in the 8800 not present in earlier processors like the 6600.) Thus, the peripheral processor off-loads all those functions from the central processor so the CP can concentrate on program functions. That leaves the CP anxious to perform more tasks and thus do more work for you. There can be multiple peripheral processors if circumstances demand.

In handling its input/output oriented tasks, the peripheral processor interacts with:

- 1) the CP to receive requests and to let the CP know when the request has been filled. (The PP "interrupts" the CP to indicate it has accomplished a request.)
- 2) memory, for example to retrieve information for printing or store information retrieved from a disk.
- 3) an interface module for communications with a resource (a disk, a printer, a terminal).

continued on page 12

Interface Modules

The interface module (IMOD) is the channel used by the peripheral processor to "fetch and carry" information to and from disks and other devices. In a sense, the PP acts to the IMOD like the CP acts to the PP — a task is set out and the doer interrupts the requester when it is done. The interface module is not a new functional concept in Datapoint processing but the intelligent IMODs of the 8800 are "calculators" compared to the "adding machine" device controllers of earlier processors. Several interface modules can work off one peripheral processor, so again, the multiprocessing feature is carried throughout the 8800.

Basic Card Set

Let's go back and look at the elements of the 8800 in a slightly different way. The insides are comprised of modules from which you choose the set that meets your needs — more memory modules give you greater number of workstations, more disk IMODs are needed to handle a large amount of disk interface, etc. First, look at the basic set:

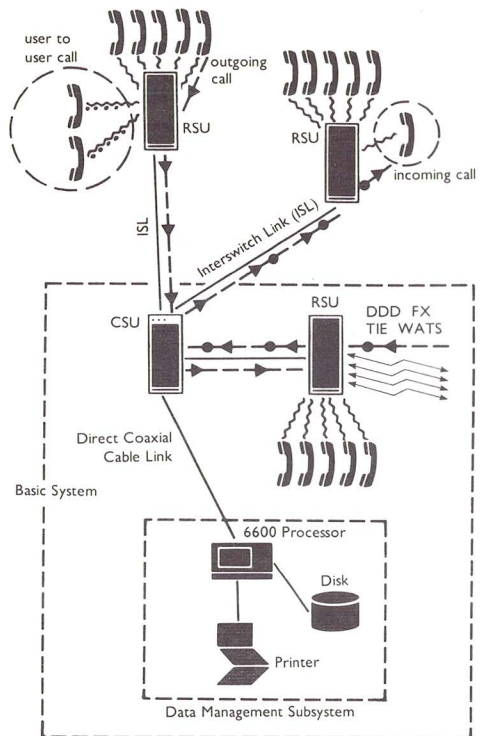
- One memory module — the minimum 256K configuration is composed of two "cards"; memory can be increased in 128K increments to one megabyte.
- One central processor module — actually three "cards" that comprise the one CP module.
- One memory controller module — just one handles minimum to maximum memory.
- One system adaptor module — provides a system console interface to allow you to use an 8200 as the system console for initialization, then use it as a workstation after RMS software is up and running.
- One peripheral processor module — additional PPs could increase performance if needed in certain configurations.
- One I/O-Tape Interface module — to handle peripheral devices (see below).

Tailor to User's Needs

The 8800 processor can be tailored to your customer's system needs by the addition of more memory, multiple PPs, or various interface modules limited only by the wise choice in filling the 20 available slots. As a final part of this article, let's take a look at the list of IMODs.

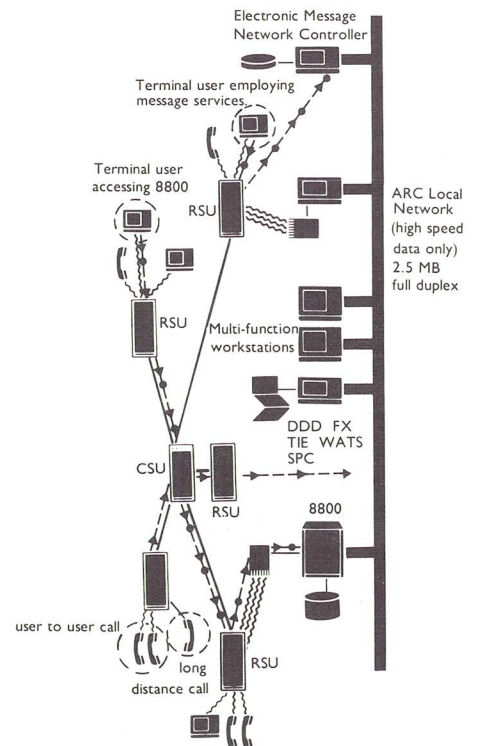
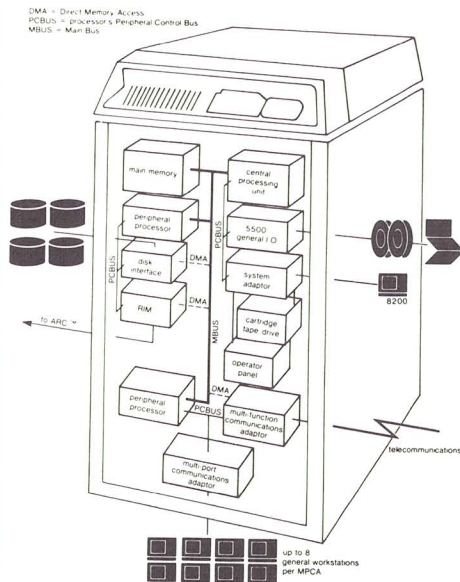
- RIM — resource interface module to talk to any resource in an ARC network.
- MPCA — multi-port communications adapter as a communications link for terminals in a DATASHARE system or workstations in any other system.
- MFCA — multifunction communications adapter for data communications with nonlocal resources.
- DISK — for disk interface, in a stand-alone configuration or when the 8800 acts as a data resource processor (DRP) in an ARC network.
- I/O-TAPE — for interface to any peripheral device such as 9-track magnetic tape, cartridge tape, printer, communications adaptor, modem, card reader, etc.

DATAPOINT ANNOUNCEMENT continued from page 11



A typical Datapoint ISX configuration consists of a CSU, RSU and Data Management Subsystem. An initial RSU can coexist with the CSU in the same cabinet, with the single enclosure housing up to 256 RSU stations and may be remotely located and interfaced to the CSU via coaxial cable, LightLink infrared optical link or microwave connections. As system growth reaches 1000 stations, the CSU must occupy a separate cabinet. Each ISX can support from 100 to over 20,000 phone or terminal stations.

8800 System Example Block Diagram



The Datapoint ARC and ISX combine to provide a high speed data path and universal terminal access via RSU ports. The ISX provides, in addition to telephone service, data access to the computer power of the ARC local network and other processing resources over inexpensive 3 pr. wire.

LORI BUFFUM

For Internal Use Only



Model	Description	Qty.	Price	Maint.	Install.	Model	Description	Qty.	Price	Maint.	Install.
4220	226 Processor, 5MB storage (two 2.5MB Diablo Drives, 1 fixed, 1 removable cartridge), Controller, Multiport Interface, D/S software, Documentation		9000	205	500	9385	Freestanding Diskette Controller, 1 drive		2150	37	165
4520	5500 Processor, 5MB Storage (two 2.5MB Diablo Drives, 1 fixed, 1 removable cartridge) Controller, Multiport Interface, D/S Software, Documentation	1-3 4-10 11 +	17750 16500 15550	234	650	9386	Freestanding Diskette Controller, 2 drives		2450	57	165
4523	5500 Processor, 5MB Storage (two 2.5MB Diablo Disks, Controller, DOS Software Documentation	1-3 4-10 11 +	16500 15250 14250	216	620	9387	Freestanding Diskette Controller, 3 drives		2750	76	165
4530	5500 Processor, 48K Dual Disk and Controller, 20MB Multiport Comm Adaptor DATASHARE Software and Documentation	1-3 4-10 11-25 26 +	24000 22500 21000 19500	331	775	9388	Freestanding Diskette Controller, 4 drives		3050	96	165
4533	5500 Processor, 48K Dual Disk and Controller, 20MB DATASHARE Software and Documentation	1-3 4-10 11-25 26 +	22750 21250 19750 18250	313	755	1108	Cassette 1100 Processor, 8K Memory		2200	75	80
4540	5500 Processor, 50MB Disk Storage, Controller, Multiport Interface, D/S Software, Documentation		29450	497	1000	2226	2200 Processor, 16K Memory		2400	113	100
4543	5500 Processor, 50MB Disk Storage Controller, DOS Software and Documentation		28200	479	970	5548	5500 Processor, 48K Memory		10000	178	200
4620	6600 Processor, 5MB Disk Storage, Controller, Multiport interface D/S Software and Documentation	1-3 4-10 11-25 26 +	19950 18700 17700 16200	255	700	9350	Console Front-load 2.5MB Controller/Drive		2975	93	165
4623	6600 Processor, 5MB Disk Storage Controller	1-3 4-10 11-25 26 +	18700 17450 16450 15000	221	670	9351	Freestanding Front-load 2.5MB Controller/Drive		2975	93	165
4640/4644	Both: 6600 Processor, 50MB Disk Storage, Controller 4640: Multiport Interface, D/S Software, Documentation 4644: RIM, ARC Software, Documentation		36500	628 623	1000 1000	9354	2.5MB Extension, Removable Cartridge, (no controller)		2400	57	125
4643	6600 Processor, 50MB Disk Storage Controller, DOS Software and Documentation		35250	610	970	9356	2.5MB Extension, Fixed Cartridge		2400	57	125
4740	256K Processor, Dual Disks and Controller, 50MB Multiport D/S Software and Documentation		39100	644	1000	9357	Console Front-load 2.5MB Controller/Drive, 4K Buffer Memory		3075	86	175
4745	ARC File Processor 256K, Dual Disk and Controller, 50MB, RIM Adaptor, ARC Software and Documentation		39100	639	1000	9358	Freestanding Front-load 2.5MB Controller/Drive, 4K Buffer Memory		3075	86	175
1131	Diskette 1130 Processor, 1 drive		2875	64	165	9370	Freestanding 25MB Mass Storage Drive/Controller		9950	178	250
1132	Diskette 1130 Processor, 2 drives		3162	83	165	9371	25MB Mass Storage Drive Extension		7750	135	165
1133	Diskette 1130 Processor, 3 drives		3450	101	165	9373	Console 25MB Mass Storage Drive/Controller		9950	178	250
1134	Diskette 1130 Processor, 4 drives		3737	122	165	9291	60 LPM Printer, Parallel Interface		1995	56	165
1152	Diskette 1150 Processor, 2 drives		10950	87	175	9292	60 LPM Printer, Serial Interface		1995	56	165
1153	Diskette 1150 Processor, 3 drives		11250	104	175	9294	120 LPM Printer, Parallel Interface		1995	79	165
1154	Diskette 1150 Processor, 4 drives		11550	124	175	*9250	Console Servo Printer		1595	72	165
1172	Diskette 1170 Processor, 2 drives		11950	89	185	*9251	Freestanding Servo Printer		1595	72	165
1173	Diskette 1170 Processor, 3 drives		12250	108	185	9231/	80 CPS Freedom Printer (Serial)	1-3	1750	41	165
1174	Diskette 1170 Processor, 4 drives		12550	130	185	9232	80 CPS Freedom Printer (Parallel)	4-10 11-25 26 +	1600 1500 1395	41 41	165 165
9381	Console Diskette Controller, 1 drive		2150	37	165	9235/	160 CPS Freedom Printer (Serial)	1-3	1995	57	165
9382	Console Diskette Controller, 2 drives		2450	57	165	9236	160 CPS Freedom Printer (Parallel)	4-10 11-25	1850 1725	57 57	165 165
9383	Console Diskette Controller, 3 drives		2750	76	165	4640/9280**	4640 and 300 LPM Printer		41500	764	1000
9384	Console Diskette Controller, 4 drives		3050	96	165	4644/9280**	4644 and 300 LPM Printer		41500	759	1000
						4643/9280**	4643 and 300 LPM Printer		40250	746	970
						4540/9280**	4540 and 300 LPM Printer		34450	633	1000
						4543/9280**	4543 and 300 LPM Printer		33200	615	970
						Print Pac I**	5556 RIM and (3) 300 LPM Printers		23000	452	675
						Print Pac II**	5556 RIM and (3) 600 LPM Printers		38450	644	675
						4520/9232**	4520 and 80 CPS Printer		18500	275	650
						3601	Datastation Terminal		995	21	35
						3400	Acoustic Coupler		225	16	25
						9401	Comm Adaptor		450	18	25
						9402	Comm Adaptor		450	18	25
						9404	Comm Adaptor		450	14	25
						9408	DATASHARE Modem, 1200 baud transmit 150 baud receive full duplex		450	18	25
						9409	DATASHARE Modem, 1200 baud receive 150 baud transmit full duplex		450	18	25
						9420	Comm Adaptor		450	14	25
						9460	Comm Adaptor		450	18	50
						9551	9 Track 800 BPI 8.5 in. Reel		4500	77	165
						9581	9 Track 1600 BPI 8.5 in. Reel		7500	97	175
						9583	9 Track 1600 BPI 10.5 in. Reel		9000	91	175

** Special Ordering Information

Those offers that are bundled need to be ordered as individual lines items on Order Entry Form #60719.

* Temporarily out of stock.

Drop Those IEOS Widows!

For those of you not familiar with the terminology, a widow is the first line of a paragraph that appears as the last line of text at the bottom of a page.

Solution

The problem can be easily solved through the use of function keys. Assuming you are using the F-1 key, define the key in Primary Format as:

F1Cn p 4NnF1

F1 — initiates function
C — command key
n p 4 — new page 4
N — return
n — shift return
F1 — closes the function.

This would put a conditional new page command in, check for the required space (4 lines, 2 blank ones and two lines of text), and positions you at the beginning of a new paragraph

ANOTHER EXAMPLE

F1NCn p 3NTF1

F1 — initiates the function
N — return
C — command key
n p 3 — new page 3
N — return
T — tab
F1 — closes the function.

In this example (using the default format) you start by doing a return. When you put a new page command, or a conditional new page command, on an embedded command, the system automatically does an extra carriage return — eliminating the need for two returns or a shift return in the F-key definition.

Using a second example, the functions would be performed in the following manner. At the end of a paragraph, instead of doing the returns required, hit the defined F-key. It will then . . .

- do a carriage return
- perform the conditional new page command checking to make sure there is enough space (one blank line and two lines of text).
- puts in its own return
- tabs in for paragraph indent.

If this is done on each and every paragraph, even revisions will not cause widows to appear.

This method will even work on orphans (the last line of a paragraph that appears on the top of the next page).

GAYLE JOSEPH
MSS, East Central Region



The "D" logo, Datapoint, DATABUS, DATASHARE and INFOSWITCH are trademarks of Datapoint Corporation registered in the U.S. Patent and Trademark Office. ISX, PLM, SHARE, EMS, LightLink, KSX, ARC, RMS and LDCS are trademarks of Datapoint Corporation. All rights reserved.



January

SALESMAN	BRANCH	ISV \$
McDermott	Washington	1,469,679 -a)
Liggett	Missouri	951,375 -a)
O'Connell/O'Keefe	Boston	821,542 -a)
Megna	Nashville	564,569 -a) -b)
O'Connor	NY Commercial	537,152 -a)
Lawson	Houston	518,310 -a)
Rial/Rangitsch	Oakland/S. Fran.	412,273 -a)
West	New Orleans	387,998 -a)
Pape	Tampa	383,520 -a)
House Acct	Tulsa	377,098 -a)
Ganley	Hartford	368,263 -a)
Malang	New Jersey	368,105 -a)
Thompson	Denver	357,346 -a)
Kauffman	Los Angeles	353,719 -a)
Bazany/Schauf	Stamford	350,487 -a)
Earle	Houston	331,167 -a)
Jacobs	Penn.	327,947 -a)
Lockett	Houston	318,015 -a)
Bainbridge	Tampa	294,065 -a)
Blain	NY Commercial	268,614 -a)

Regions, Operations Areas Recognize Support Team

A new National Support Recognition Program to show appreciation to Datapoint's support personnel was implemented January 1.

The support team, which puts in long, productive hours, will now be spotlighted for their assistance to customers, prospects, sales and systems organizations.

All System Engineers, MSSs, MSRs, SSAs, CAs and other regional support personnel are primary candidates for this award. But this program is not limited to these positions, since new technical

support positions are constantly being developed.

Winning at the Regional Level

Each quarter, branch SE managers will evaluate the contributions of their support candidates. The regional manager and regional system manager will select the Quarterly Regional Award winner.

The winner will receive a plaque, a Cross pen and pencil set with the Datapoint logo, and a dinner for two, compliments of the RSEM.

At the Operations Area Level

At the end of each marketing quarter, regional award winners become candidates for the Quarterly Operations Support Award.

Operations directors and the director of marketing system support will choose the operations quarterly winner.

This winner will receive the operations award plaque and a weekend excursion to the resort of their choice (valued at \$1,000 per couple).

And On to Annual Award Winner

At the end of each fiscal year, the vice president of sales will honor Annual Award Winners for each operations area. These grand winners will receive an Annual Award plaque and a trip to a resort of their choice (valued at \$2,000 per couple).

Each support person has the capacity to be a winner. Competition among peers enhances individual levels of performance, and this contest will spark that competition.

— Carol Snell
Director, Marketing Systems Support

SALESMAN	BRANCH	ISV \$
Beverly	Atlanta	264,600
Siebert	Tampa	263,090 -a)
Briggs	Houston	247,880 -a)
Hoel	Denver	221,500
O'Connell/O'Keefe	Boston	217,750 -a)
Try	Tampa	207,356 -a)
Lawson	Houston	197,620
Waite	Los Angeles	197,009
House Acct	Tulsa	196,000 -a)
Brooks	Dallas	194,851 -a)
Wolfe	San Francisco	194,075
Lane	NY Commercial	185,412
Harper	NY Financial	184,000
Lane	NY Commercial	170,119
Pape	Tampa	168,518 -a)
Lee/Humblias	NY Commercial	166,157 -a)
Pape	Tampa	163,790
Cooke	Dallas	160,110 -a)
Barzilla	Houston	155,111
Pugh	Dallas	149,978
Andrews	Pittsburgh	148,774 -a)
Waite	Los Angeles	147,165
Scibona	NY Financial	144,200 -a)
Prevendar	Des Plaines	139,178 -a)
Pugh	Dallas	138,000 -a)
West	New Orleans	133,544
Beck/McGill	New Jersey	133,082
Wood	Atlanta	123,023 -a)
O'Connor	NY Financial	116,176 -a)
Luna	Oakland	114,000 -a)
Beverly	Atlanta	108,200
Prifogle	Indianapolis	107,985 -a)
Anderson	Minneapolis	107,950 -a)
O'Keefe	Boston	105,291 -a)
Brooks	Dallas	102,348 -a)
O'Connor	Boston	102,383
Kumpe	Tulsa	101,485 -a)
Baier	Memphis	100,700 -a)

(a — Total of multiple orders received in January.

(b — Inclusive of Roll-in.

IEOS Version 1.3 Lives!

The wait for IEOS 1.3 is now coming to a close. At the end of March the software will be available for general distribution (3800s and 1800s only, with 1500s to follow.)

The enhancements in this new release will increase both the flexibility and efficiency of the system.

A summary of new features include:

- Reorganization of the command menu — grouped into six sets of IEOS services arranged in a manner easy for the novice operator to comprehend while being simple and straightforward for the skilled user to invoke without irrelevant overhead.

- The Utility menu has been added, giving the user access to "maintenance" or "housekeeping" commands and programs, some of which are within DOS, without exiting IEOS.

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IEOS

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- Extended operator HELP feature displays the actual Product Specification of the desired menu command.

- The ability to specify SINGLE or MULTIPLE user libraries.

- Automatic document naming, implemented within a library.

- Default primary formats can be specified for a particular library.

- The CREATE, MODIFY or SCAN processes can be aborted by pressing the KBD key between the command and the Primary Format.

- CATALOG LONGFORM now shows the user how many sectors the library and documents are using.

- Enhancements of the LOCATE and SEARCH capability, so that output is displayed in the actual document format, showing all and upper and lower case letters. The user can specify that searches will occur between "break" regions (lines and paragraphs), and multiple keys can be separated by several different "operators", each producing different match results.

- A FORMS command has been added to allow the user to down-line load the page length and lines-per-inch settings to a 45CPS daisy wheel local printer.

- The user can specify the number of copies to be printed in the PRINT command.

- The ability to PACKUP in-place along with being able to specify the location of the AIM file during a PACKUP.

- AUTOTYPE can be directed to any particular output device, to utilize multiple data files, specify multiple line records and the position of the VARIABLE within that record.

- A BULLETIN command has been added, allowing the user to view a general system message.

- A RECOVER command has been added so that libraries, documents, text files, or scratch areas can be recovered after system failure, abnormal exits, or other problems.

- With the new COPY command the user can copy documents or stand-alone files into another library

or stand-alone file. This function allows unformatted stand-alone text or print files to be placed in a library where basic format controls can be added.

- The new PREPARE command lets the user prepare a message for subsequent pickup by the Electronic Message System Network Controller. The document is automatically placed in the user's OUTBOX library. The message can also be held for further editing and sent later. Any IEOS document or stand-alone data or program file can also be attached to the message. The attachment will be delivered along with the message itself.

- The new OVERPRINT command lets the operator overstrike one character with another.

- The ability to include any IEOS Command Menu command along with an END or ABORT command.

Look in future Out-Thinks for release dates and associated model code information.

SHANNON NEAL

Trade Shows 1981

Corporate Communications is happy to announce the expansion of its trade show participation with the addition of a second demo van. This addition will double our capacity of providing demo equipment for Datapoint OEM/Rep trade shows. Our demo van drivers, brothers Cecil and Dale Curtsinger, are preparing for a very busy spring schedule.

Unfortunately, due to increased expenses, it is necessary to increase the basic fee for demo vans to \$1,000 (effective April 1, 1981). Reservations should be made at least six months in advance to ensure availability on desired dates. Please notify us immediately if cancellation is necessary.

* Apr 12-15	Texas Oil Marketers Assoc (TOMA) (General Info Svcs Inc — GISI)	Houston, TX
* Apr 15-16	Computer Age Renaissance — Rocky Mountain Data Processing Expo (Datapoint Denver Branch)	Denver, CO
* Apr 29-30	Independent Agents of Wisconsin (Electronic Tabulating Corp)	Minneapolis, MN
* May 6-7	1981 RI Bus Equip & Svcs Expo (Diversified Data Services)	Providence, RI
* May 12-14	National Assoc of Durable Medical Equipment Companies (FPM Computer Services)	Las Vegas, NV
* May 19-23	SE Indp Oil Marketers (General Information Services Inc — GISI)	Nashville, TN
* May 21-22	ACA Data Processing Seminar (American Collectors Assoc)	Houston, TX
* May 31-Jun 3	Insurance Accounting & Statistics Assoc 59th Conference (IASA)	Atlanta, GA
c Jun 2-4	International Communication Association	Washington, D.C.
* Jun 6-10	American Newspaper Publishers Assoc (Whalen Computers)	Atlantic City, NJ
* Jun 11-13	Florida Independent Insurance Agents (MATRIX Insurance Svcs)	Disney World, FL
c Jun 23-25	Comdex/Spring '81 (OEM)	New York, NY

Trade Shows continued...

* Jul 8-10	ACA International Convention (American Collection Assoc)	Chicago, IL
* Jul 9-11	Texas Indp Insurance Agents Conv (MATRIX Insurance Services)	San Antonio, TX
* Jul 16-19	Professional Insurance Agents of Texas (MATRIX Insurance Services)	Dallas, TX
* Jul 21-24	Louisiana Oil Marketers (General Information Services Inc — GISI)	New Orleans, LA
c Jul 22-25	National Office Machine Dealers Association (NOMDA)	Las Vegas, NV
* Aug 5-8	National Shorthand Reporters Assoc National Convention (Baron Data Systems)	San Francisco, CA
c Sep 23-26	Telecommunications Association	San Diego, CA
* Oct 15-17	Professional Insurance Agents National Convention (MATRIX Insurance Services)	Washington, D.C.
* Oct 18-21	California Independent Insurance Agents Convention (MATRIX Insurance Services)	Palm Springs, CA
* Oct 19-21	Joint Meeting of American Society of Pathologists and American College of Pathologists (Medical Systems International)	Las Vegas, NV
c Oct 20-22	Communication Management Assoc.	Port Chester, NY
* Oct 25-28	Mortgage Bankers Assoc. (RADIX Corporation)	New Orleans, LA
* Oct 30-Nov 5	Annual Meeting of American Assoc of Blood Banks (Holly Cove Inc)	Chicago, IL
* Nov 1-4	DPMA San Francisco '81 (Datapoint San Francisco Branch)	San Francisco, CA
* Nov 4-6	National Oil Jobbers Council (General Info Systems Inc — GISI)	Philadelphia, PA
* Nov 9-12	U.S. League of Savings & Loan Assoc National Convention (RADIX Corporation)	New York, NY
c Nov 17-19	S.E. Telecommunications Assoc.	San Diego, CA
c Nov 19-22	COMDEX	Las Vegas, NV
* Dec 14-16	International Foundation for Employee Benefit Plans — EDP Conference (ADSERV)	Hollywood, FL

c - sponsored by Datapoint

* - sponsored by other than Datapoint

Any OEM or Datapoint Representative may rent the demonstration equipment, pending availability. Reservations are required six months in advance to ensure equipment usage on desired dates. For information, contact Bonnie Cushman at (512) 699-7059.



Hints to Make Ordering Process More Efficient

Great progress has been made in the accuracy of the orders reaching the home office for processing. Thanks to all of you for paying attention! I've been asked to advise you of a few items that will help orders be processed more effectively and efficiently:

1. Put all orders for hardware on EOS forms.
2. Put all orders for software on SOS forms. If there is an associated hardware EOS, and thus 98XX license fees may be waived, write the EOS number in the Field Document Number area of the SOS and staple all of the forms together.
3. 98XX software cannot be shipped without media. Write the model code for the media *immediately below* the software to be placed on it. If this procedure is followed scrupulously, there can be no doubt what software is to be shipped on which media. This explicit detail will really help fill orders the way your customers expect to receive them. Order Control will reject any order believed in violation of this rule.
4. See the information elsewhere in this OUT-THINK about the use of the 800 WATS number for ordering. Tell your customers that all orders for software and hardware must be processed through their local office and cannot be placed directly with the home office.

Be sure to call Product Marketing if you have any questions — Computer Systems products 7151 — Office Systems products 5191.

CAROLYN LUSK



Customer Education Course Schedule

CLASS	TIME	PLACE
DATASHARE	April 6	New York Los Angeles Honolulu
	April 13	San Antonio Seattle Des Plaines
	April 20	San Antonio Arlington Boston San Mateo Farmington Hills
	April 27	San Antonio New York Arlington
	Advanced DATASHARE	March 16 April 6 April 27
Introduction to Datapoint Programming	April 6	Arlington San Antonio
	April 13	San Mateo
	April 20	Atlanta
	April 27	Arlington Des Plaines

CLASS	TIME	PLACE
Word Processing	April 6	San Antonio San Mateo New York
	April 13	Des Plaines
	April 20	San Antonio
	April 27	San Antonio New York
	Disk Operating System	April 6
Disk Concepts and Operations	April 20	San Antonio New York
	April 6	San Antonio New York
Attached Resource Computer	April 13	Arlington
Resource Management System	April 13	San Antonio New York San Antonio
	April 27	San Antonio
	April 20	San Antonio
	April 27	New York
	Basic LDCS	April 6
Electronic Message System	April 13	San Antonio

Winners Named in Small Systems Sales Contest

Here are the winners of the recent small systems sales contest.



Top Operation Regional Marketing Managers

East Ops	Gary Hylton	SE Region	171 Points
West Ops	Neve Griffin	NW Region	117 Points

Top Operations Branch Managers

East Ops	Bob Churchville	Stamford Br.	127 Points
West Ops	Bob Longo	Pittsburgh Br.	75 Points
Fed Govt	Clint Newby	D.O.D.	35 Points

Top Salesmen

Elvin Ambler	Northeast Region	76 Points
Dick Vigrass	East Central Region	63 Points
Joe Metz	Southeast Region	56 Points
Bob Bliss	Fed Govt Region	35 Points
Roger Lewis	Great Lakes Region	32 Points
John Hewitt	Gulf Coast Region	29 Points
Frank Livini	Northwest Region	27 Points
Chuck Caughey	Southern Region	27 Points

Each of these winners will receive a \$1,000 bonus for their top performance during the term of this program.

Integrated Electronic Office:

Productivity for the Eighties

We've heard a lot about the "office of the future". But with increasing personnel costs and diminishing productivity facing contemporary business, most companies can't wait for the future to solve their information and communications problems. They need solutions today.

Implementing Integrated Electronic Office systems can significantly improve the productivity of a business. And the products to achieve this are available right now.

The Integrated Electronic Office isn't a dream. It's a real, operational system that links telephones, computers, data terminals, word processing workstations, and electronic mail into a single, multifunctional system. It gives companies the control, capabilities and connections they need to improve the flow of information in their organization.

A Choice of Networking Technologies

Coaxial cable networks or digital switching exchanges? Which is the ultimate answer for office automation? Our answer is both.

The ARC local coaxial network and the ISX, a third-generation PBX, combine to give complete flexibility in building the truly electronic office. ARC serves local communities of interest by integrating data processing, word processing, electronic message service, and communications management functions with a high-speed artery for information exchange.

The ISX, as the global connection in the electronic office, manages telephones, keeps comprehensive transaction records, and acts as a bridge between the various ARC networks in a business, allowing users to communicate with each other and with the outside world.

Adding Components to Build the IEO

Companies don't need all the functions to experience the benefits

of the Integrated Electronic Office. Start with data processing in a stand-alone system. Grow to an ARC local network with low-cost workstations sharing the system's memory, storage and other resources. Add word processing and electronic mail as they are needed.

Or start with an ISX telephone system, and add data processing, word processing and electronic message services. The Integrated Electronic Office grows with a business, meeting expanding requirements while maintaining the investment in equipment and software.

Benefits of Datapoint's IEO

Wherever a company begins, it gets the benefits of:

1. Functional integration of the machines that make information flow.
2. Compatible communications

over conventional twisted pair building wire; coaxial cable ARC local networks; optical and microwave communications links; and common carrier connections.

3. Stand-alone and clustered workstations with fully compatible software and data file structures.

4. Flexibility, with the freedom to place the machines people need in the locations where they're needed.

5. Modular, dispersed architecture to let a user purchase only the components he requires with future potential for virtually unlimited growth.

IEO: A Total Approach

In short, Datapoint's Integrated Electronic office is a total approach that lets a company start where they are now and grow in all directions, incrementally and with manageable expenditures.

MILLARD ALLEN

Datapoint Systems Education Class Schedule

April - June 1981

DOS/Disk	Apr. 22-Apr. 24
DATABUS/DATASHARE	Apr. 27-Apr. 31
Product Orientation	May 4-May 15
SE Orientation	Apr. 6-Apr. 10, May 18-May 22
Advanced DOS System	Jun. 1-Jun. 12
Data Communications 1	Apr. 13-Apr. 24, June 15-June 26
Data Communications 2	May 18-May 22
RMS1 - Transition	Apr. 27-May 1, June 8-June 12
RMS2 - DB/DS/COBOL	May 4-May 8, June 15- June 19
Assembler 1	Apr. 20-Apr. 24
Assembler 2	Apr. 27-May 1
Word Processing/EMS	June 1-June 5
EMS/Message Services	Apr. 6-Apr. 10
Basic LDCS	May 11-May 15
Basic ACD	May 18-May 22
Basic LDCS/ACD	June 15-June 19 (Designed for and recommended to Data Processing SE's)
Advanced LDCS	Apr. 6-Apr. 10
Advanced ACD	Apr. 27-May 1
CMS	Apr. 13-Apr. 17, June 22-June 26

The following classes will be scheduled pending minimum number (5) of student names requesting such:

DOS/Disk	ISL Conversion Seminar	BASIC
DOS/ARC	COBOL	FORTRAN
Assembler 3	RPG	Channel Adapter

All classes can and will be offered more often if sufficient students make firm commitments to attend and proper resources are available. Call Mike Burns at X7368 for more info & Debbie Schilling to enroll.



DATAPPOINT

OUT-THINK #T41
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San Antonio, Texas 78284