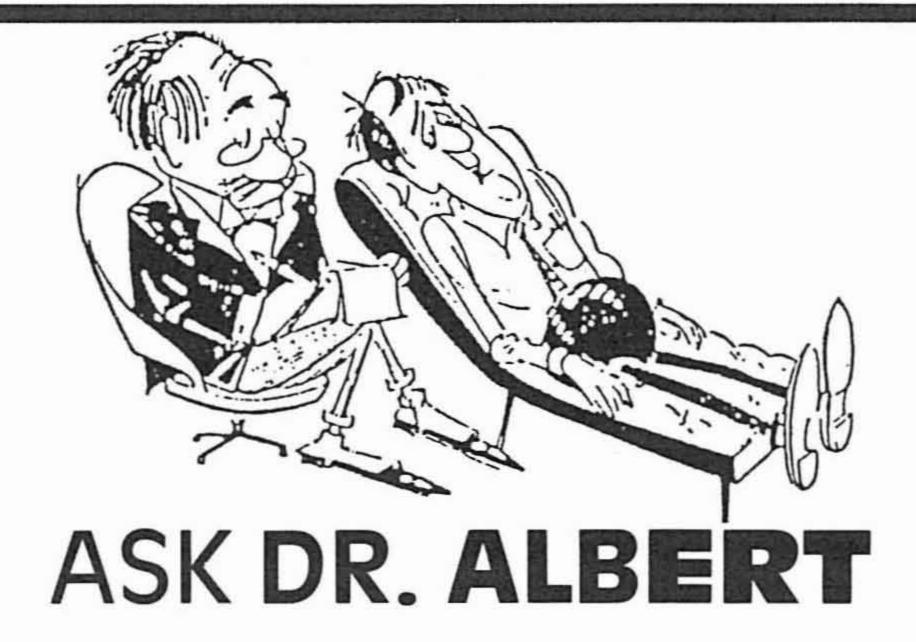
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#### Dear Dr. Albert,

After upgrading my operating system to 5.3et+2 on my Series 2000, I have been having problems with my TCU-8s, mostly printers. Is this a bug in this version of UNIX?

#### Dear Upgrader,

No. The new OS will not work with the old TCU-8s. You need to make sure that all of your TCU-8s are at least Version 007. You cannot mix different versions of TCU-8s. Also, just as a note, the new version of UNIX for the 1000-5.3et2 will support the new TCU/2. expected. I then found out that the high performance file processor was not sent with the system. Am I supposed to order that separately?

#### Dear Cheaper,

Altos is not shipping the HPFP at all. There is no date projected for when they will be.

Editorial Note: We had a question submitted to Latasha, Dr. Albert's wife, and she graciously consented to answer it.

Dear Latasha (I hope I may call you Latasha),

My Series 500 would not boot the other morning. After calling for warranty replacement parts for 3 days in a row and with the Series 500 still suffering from all sorts of strange problems, I was starting to become upset. To top it all, when I mentioned to the tech on the fourth day that it had been struck by lightning, he became rude and said some things that weren't very nice. Do you think I should have mentioned it before? Who's in the right here?

#### Dear Dr. Albert,

I just received a new Altos 5000, Model APS/5000. It came in \$2500 cheaper than I

Altos Joins the Acer Group

Altos Computer Systems and The Acer Group announced that they have signed a Merger Agreement; Altos will become a member of the Acer Group, a multinational group of companies focused on the microcomputer industry.

The transaction is valued at approximately \$94 million and has been approved by each company's board of directors. Altos will operate as an independent subsidiary of Acer, but the Altos identity will be maintained. Altos' existing products will continue to be marketed, and the company will continue to bring new products to the marketplace. Stan Shih, chairman and chief executive of the Acer Group, said, "The addition of Altos fits our long-range corporate strategy . . . an additional step in Acer's global strategy to increase its presence in, and commitment to, the worldwide market it serves." Ron Conway, president of Altos, said, "This merger adds stability and resources to Altos. We will have the 'critical mass' to succeed in an increasingly competitive industry." The merger will allow Altos to offer a variety of high-quality

#### Dear Zapped and Unhappy,

I think four days is unreasonable. Most techs have ESP and, even at that, if he didn't ask you specifically, "Did your computer get struck by lightning?", then it's his problem. (You may call me Latasha.)



personal computers for VARs to add to their product lines and integrate with multiuser systems and file servers. Altos will continue to design, manufacture, service and support current reseller products.

The Acer Group, founded in 1976 and based in Taiwan, is a multinational organization with more than 5,000 employees worldwide and revenues totaling more than \$700 million in 1989. Acer's full product line extends from personal computer systems and peripherals to data communications products, ASICs, and multiuser systems. The Acer Group is the largest PC maker in Taiwan.

## EDITORIAL COMMENTS

The Acer Group and Altos Computer Systems announced that they have signed an agreement under which The Acer Group will acquire Altos Computer Systems. Big News!! What does it really mean? Since the ink is still wet on the signatures, it is difficult to analyze the future of the agreement, but I have an opinion on it that I will share (what's new about that?).

Computer Support has worked with Altos since 1980 and with Acer since 1985, and my initial reaction is that two very good groups of people are coming together. I have been assured that the key players at Altos are staying in place. As I have previously expressed, I have personal confidence in the present management team and want to see them continue for the foreseeable future.

Acer has as solid a line of personal computers as any manufacturer in the world. They also have products that Altos will need in the future to flesh out a much more complicated product line. Altos will have access to X-terminals, ASCII terminals, and personal computers from one of the industry's most efficient producers. Acer will gain access to the 1,500 dealers that Altos has for their products and also to the



Don't forget! You are invited to join us at the 2nd UNIX Opportunities Seminar on August 9 to 10. You won't want to miss this chance to exchange ideas with other resellers and to learn about new technologies that can make your business more profitable.

Sample of Workshops:

Altos Heterogeneous Network Series 1000 w/TCP/IP and NFS linked with IBM PC w/TCP/IP and NFS

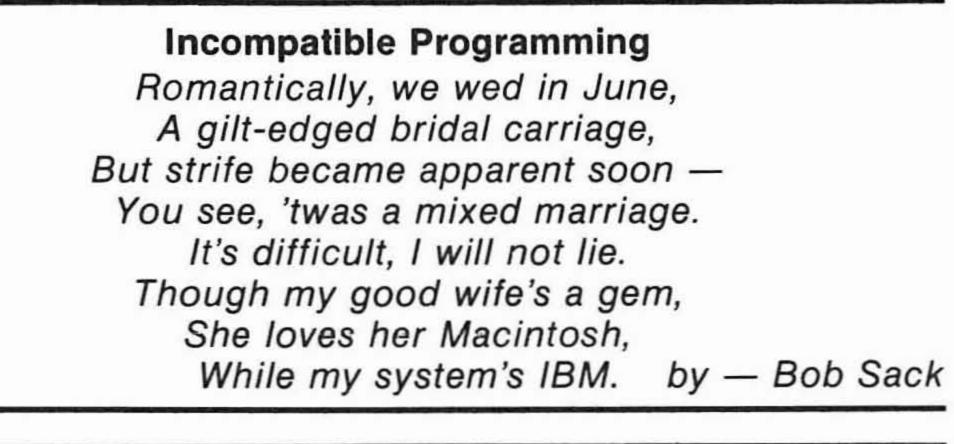
#### PC Peer Group Network

IBM PC w/ CD-ROM and software linked with

technology behind a product like the Series 5000.

It would be difficult to find a better fit than what these two companies seem to be. The combined companies will now have annual revenue of approximately \$1 billion dollars and a position within the market place that is surely among the top three or four. This combination is going to work!

You shouldn't expect any substantial changes for a few months, and I do not believe that the merger itself will cause any dramatic alterations in operating style. There were some changes already being planned that I expect to continue, but by and large, Altos will be allowed to continue to function as an independent subsidiary of Acer. They will not be faced with the quarterly pressure that being a publicly held company creates, and they will have a substantial increase in available resources. To me the acquistion is something like "having your cake and eating it, too". It's going to be a very fun party for the next year or so.



"Client" IBM PCs over TOPS Network

Erasable Optical Disk

Neal Nelson Benchmarks: 80386 and 80486

Sound interesting? We think so. Come join us and share your experience.

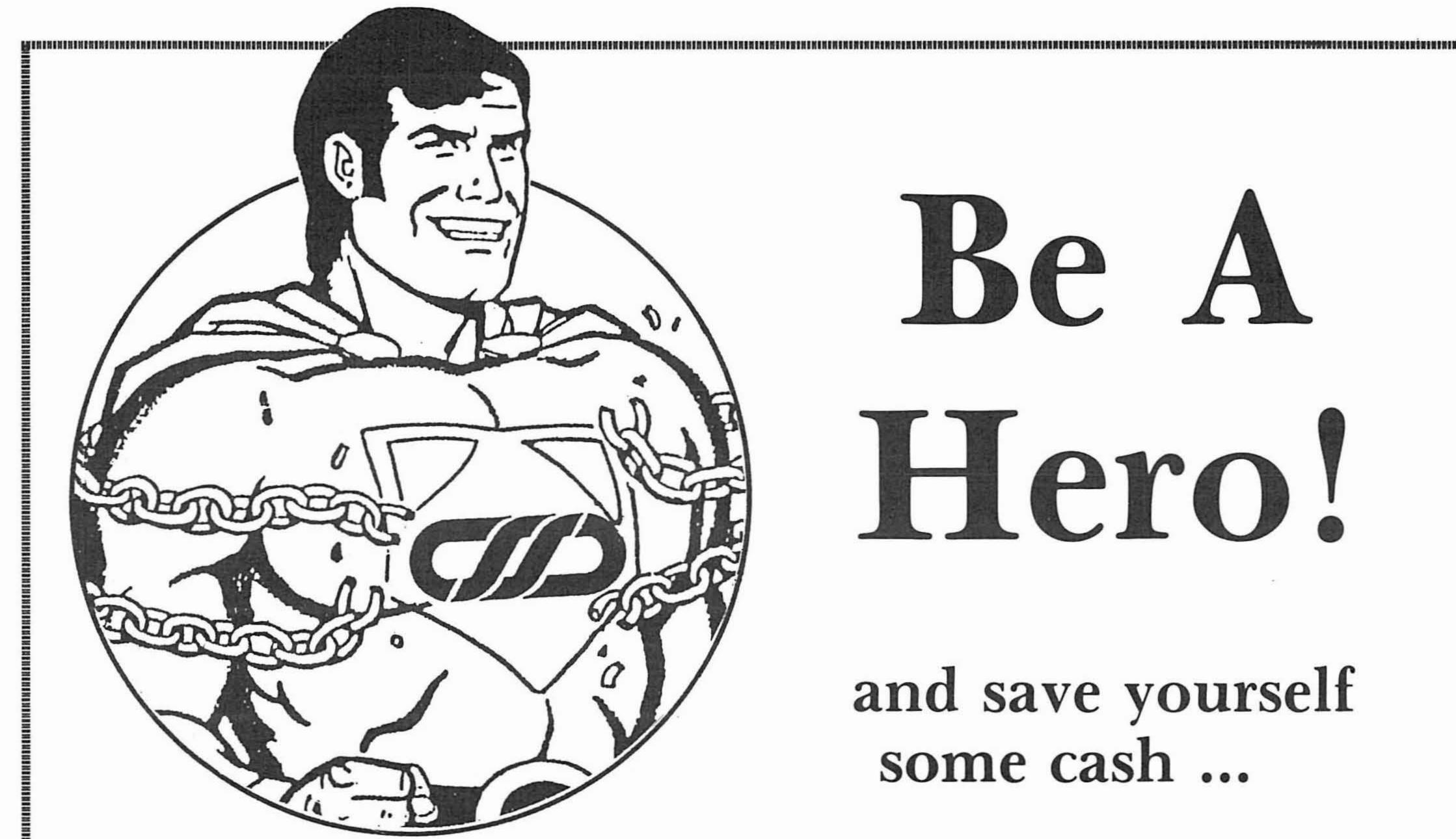
Inventory Clearance ALTOS® All Balle
Machines and Inventory
486   \$150     586-40  375     886-T50  950     886-T80  1100     986-T40  600     1086-80  1700

ALTOGETHER is published monthly by Computer Support of Sioux City, Ltd., for UNIX/ XENIX multiuser computer dealers. If you wish to submit an article for publication, send to:

#### ALTOGETHER

P.O. Box 2159 Sioux City, Iowa 51104

We reserve the right to edit all articles for space and style. Deadline is the first of the month of publication. CSSC also publishes **Bull'sEye** for Bull products dealers.

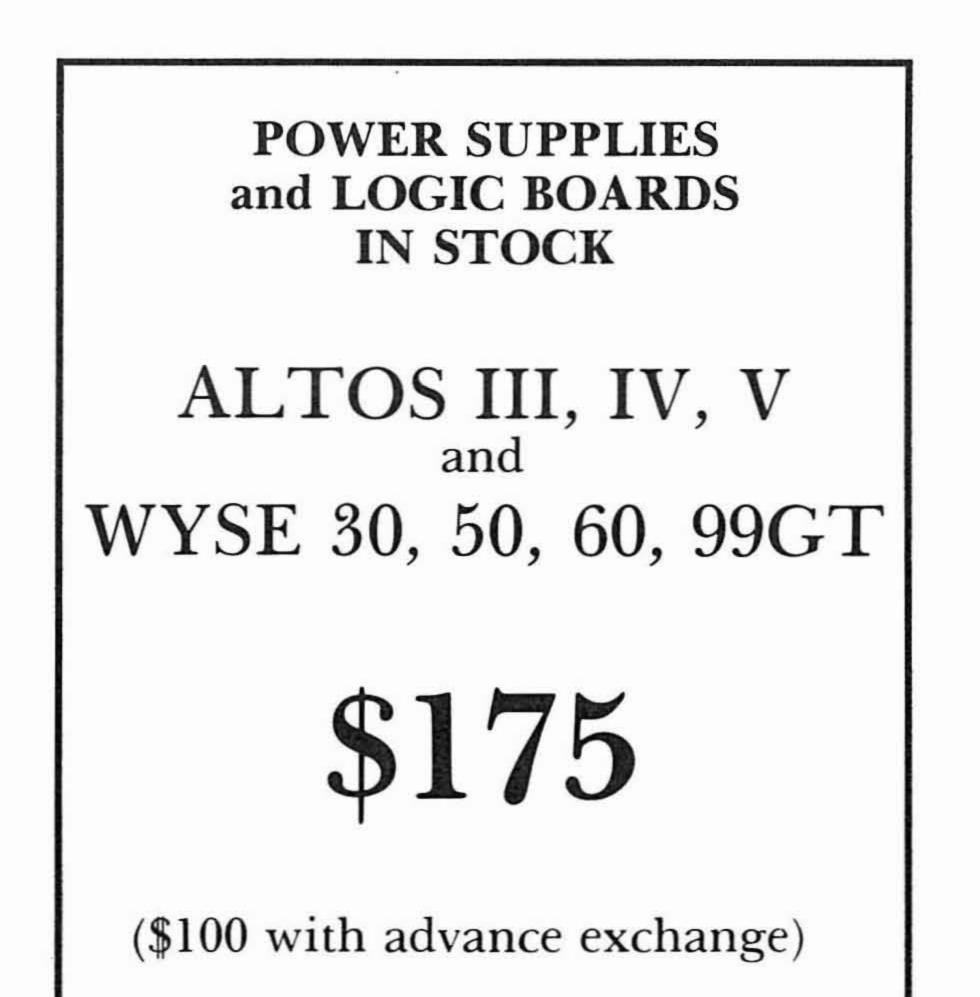


### The Problem ...

- Your customer needs an new power supply - *immediately*!
- You don't have one in stock.
- You order one from CSSC, overnight delivery. Pay full price and extra shipping.
- Customer is without a computer for 1 • to 2 days ...
  - ... Unhappy Customer!

The Solution ...

Order several power supplies NOW



and have them on hand. Save on freight because you are not in a hurry!

Fix your customer's computer TODAY!

... Happy Customer and you are the hero!

Discount available on each board if we receive an exchange board first. Call Steve for details.



## COMPUTER SUPPORT OF SIOUX CITY, LTD.

4200 W. Gordon Drive, Sioux City, IA 51109

Order Desk (712) 258-8888 FAX (712) 277-2638 Tech. Support (712) 258-7777 General (712) 277-0095

# FOR YOUR INFORMATION:

# Return Merchandise Authorization (RMA)

If you've ever returned something to Computer Support, you are at least partially familiar with Computer Support's RMA (Return Merchandise Authorization) procedure. An RMA number is issued for each item returned to Computer Support for **any reason**. RMAs are used to track your merchandise when you send it to us for repair, exchange, warranty replacement, etc.

When the merchandise arrives in the shipping department, each item received is logged in our database. All known information - customer or vendor name, part number, part description, serial number, RMA number - is entered.

Exchange and Repair RMAs are delivered to the tech room to be handled. Exchanges occur when you send in a nonworking part, and we send you a working part with the same part number. (If you want a different part number as a replacement, we consider that to be a trade or purchase RMA.) A description of the problem is very helpful in speeding up the process. For example, if we know that your computer was hit by lightning, then we don't need to spend time trying to determine what the problems are and can concentrate our efforts on repairing your computer. Trade and Purchase RMAs are expected to be in working order. After testing, these items are returned to the shelf as used merchandise. We reserve the right to refuse a trade or purchase RMA if it fails to test "good". In this situation you will be contacted. Our policy for trading merchandise is to charge full price for the item we send you, then buy the trade item from you after testing it. It usually takes 10 days to complete the testing and send you the check. Whether you exchange or trade an item does not affect the quality of the item you receive, but it does affect how we handle what you send us and the price we can quote you. Items returned for credit are tested immediately if they have been opened; unopened items are returned to the shelf. Paperwork for credit RMAs goes directly to accounting so that your refund can be processed as quickly as possible. If you are returning an item and you want credit for it, you must have preauthorization!!. If you don't, the item is handled differently, and there may be lengthy delays in receiving your refund. Also note that a 10% restocking fee will be deducted in this situation and freight charges are non-refundable.

To avoid losing your item or being invoiced for ours, follow these guidelines:

- No merchandise should be returned to Computer Support without a Return Merchandise Authorization, RMA. This authorization will be issued by a customer service representative after verifying the problem.
- The following information is required to receive a warranty RMA.
  - A. Company Name
  - B. Invoice/Packing List Date
  - C. Model Number
  - D. Serial Number
  - E. Description of Problem
  - F. Action Expected from CSSC
- 3. Please pack all merchandise in the original carton with the original material. If the item must be returned without the original carton and packing, please include a letter on your letterhead absolving Computer Support of any liability from shipping damage due to

Parts that come without an RMA number or the wrong RMA number need special handling, involving the time and talents of Dorothy, our RMA administrator. These items need to be tracked down -- who sent it to us? is it defective? do they want credit? Our administrator tells horror stories of parts sitting on her shelf with no identification. If after 30 days, she can't resolve the matter, your part becomes our part. RMAs are also used to track our parts sent to you for whatever reason, including parts that we are exchanging with you in a cross-ship situation. We allow 10 days from the issue date for RMAs to be returned to us. Sometimes there are extreme circumstances and the RMA administrator, Jim, Ken or Harry will allot extra time. If an RMA becomes delinquent, contact is made with you - first with a reminder letter and then a phone call. If after these contacts are made the RMA is still "open", you will be invoiced for the item. At this point, the RMA is completed as if it were an outright sale.

the improper packaging. No repair will be processed without this waiver.

- Write the RMA number on the shipping label NOT ON THE BOX. A delivery may not be accepted from the freight company without this number.
- 5. All returns must be shipped freight prepaid.
- Return Authorizations are maintained in our database for thirty days after issuing. Please be prompt.

Editorial Note: You might want to clip this article and put it in a prominent place.

# ALTOGETHER ALTOGETHER

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Camera-Ready Ads: Quarter Page (3-1/2" w x 5"h) - \$60 Half Page (7-1/2" w x 4-1/2" h) - \$100 Full Page (8-1/2" w x 11"h) -\$150 Classifieds Are Free! Call 712-277-8639 or Fax 712-277-2638

# ATTENTION

## NEW PRICES - Effective July 17, 1990

Please make these changes to your Price List dated April 15, 1990. A complete new Price List will available in August.

<u>ties 1000</u>		Part #	
SCSI-440 SCSI-990	440 meg disk 990 meg disk		\$2451 5063
Serial I/O with AXB	8 port	615-20640-001	488 443
	SCSI-440 SCSI-990 Serial I/O	SCSI-440 440 meg disk SCSI-990 990 meg disk Serial I/O 8 port with AXB	SCSI-440440 meg diskSCSI-990990 meg diskSerial I/O8 portwith AXB615-20640-001

830

Acumen memory 2MB, 16MHz

## Altos Towers

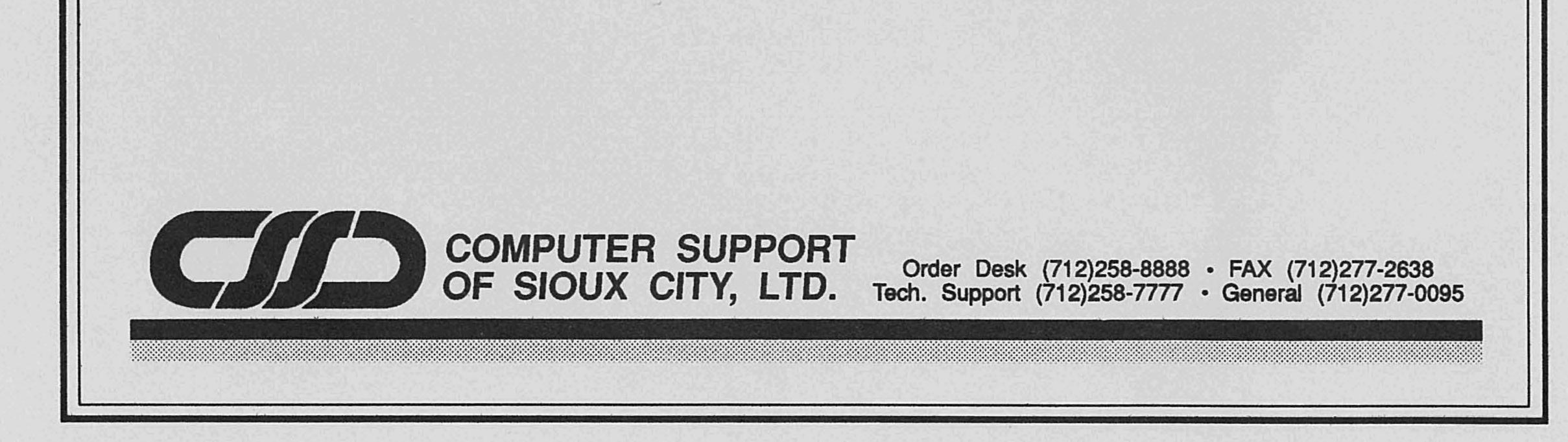
Tape Drive	60MB	410-15599-001	exch 219
ACPA 2000	Comm. Bd.	615-20877-002	1115
All CPU Boards		Call for Pure	chase Price
	ACPA 2000	ACPA 2000 Comm. Bd.	ACPA 2000 Comm. Bd. 615-20877-002

## Altos Model 686,686T,886T

ChangeTape Drive60MB410-15599-001exch 219Note:Special pricing on 686,886 memory boards is<br/>no longer available. Please use \$603 when quoting<br/>these boards.

## Altos Model 586, 586T

Change	Tape Drive	60MB	410-15599-001	exch 219
Ŭ	Tape Drive Tape Backup	MTU-4		650



# We Invite You To Attend

## The 2nd UNIX OPPORTUNITIES SEMINAR - AUGUST 9-10

"..we can help each other through a sharing of experiences." Jim Sloan, Custom Business Software, URN Chairman.

Here is the schedule of what we have planned for the UNIX seminar. We think you will find the time spent valuable and energizing. There will be simultaneous sessions allowing you to select a subject of interest and skip that which does not apply to your operation. The times will be flexible as we want to meet your needs and interests. For more information and to make your reservations, call (712)277-0095 or FAX (712)277-2638. Ask for Margie.

## Schedule of Activities

Thursday, August 9

9:00 am Registration (with coffee and rolls) Tour CSSC and meet the staff

		Tour 0350 and meet the stan
	10:00 am	URN Meeting (For paid members)
	12:00 Noon	Lunch (open to all)
	1:00 pm	Golf or tennis at Dakota Dunes C.C.(optional)
		Vendor exhibits and software demos
	5:00 pm	Social hour & Barbecue
	7:30 pm	"Free-for-all" A variety of sessions on areas of interest.
Friday,	August 10	
	0.00	Ooffee (additional veristration)
	8:00 am	Coffee & rolls (additional registration)
	8:30 am	Formal presentations and discussion
	12:00 Noon	Lunch at Dakota Dunes Country Club
		Guest Speaker, Neal Nelson
	1:00 pm	Formal presentations and discussion
	4:00 pm	Official wrap up

Vendor exhibits will be open Thursday and Friday.

After the official wrap up you are welcome to stay and enjoy informal visits with other resellers and the staff of Computer Support It promises to be an informative and worthwhile event. We hope you will attend.

Please Respond by July 30

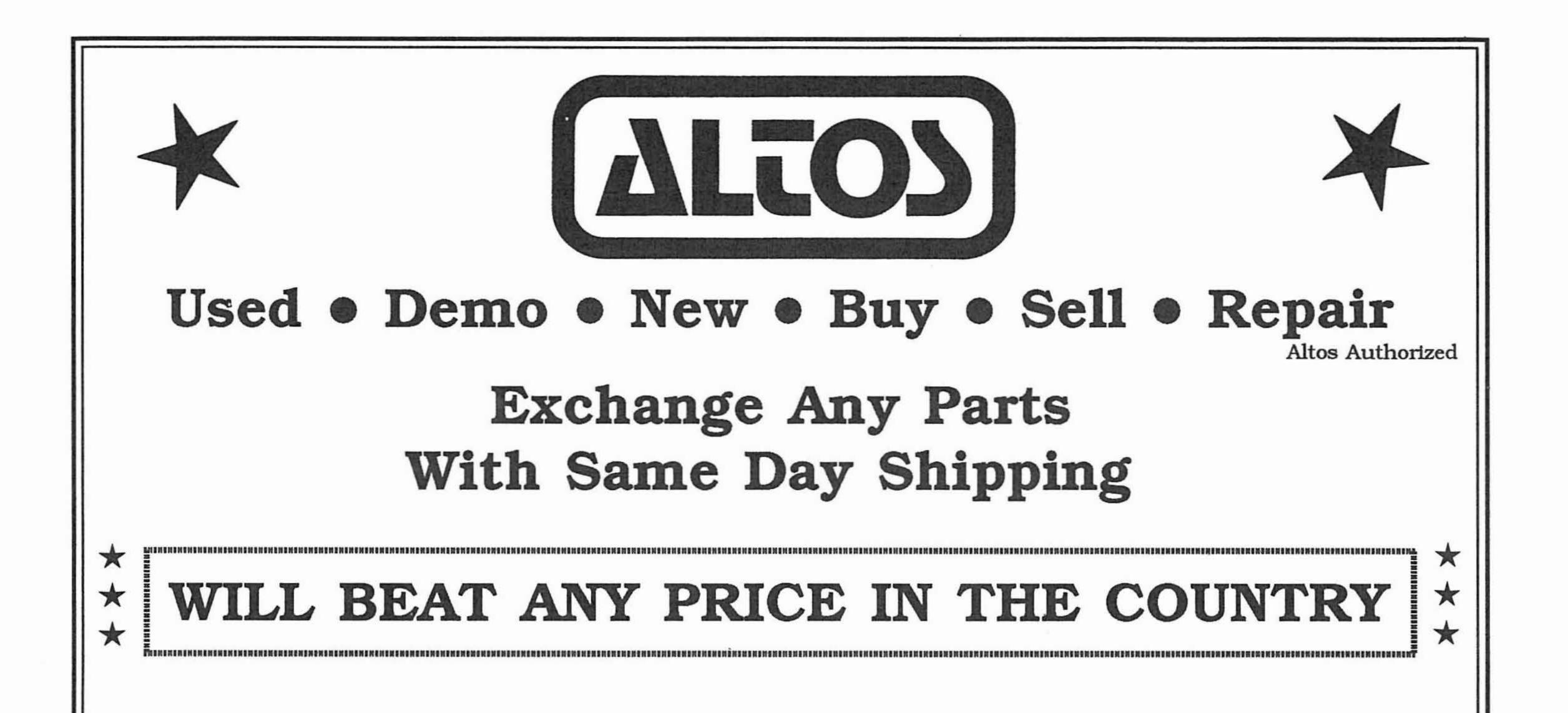
Name(s).....

Business Name.....

URN Meeting (\$200) enclosed......Golf......

Meals attending: Lunch....Barbecue....Friday Lunch.....

Lodging at the Holiday Inn is available. Call Margie for reservations.



# Hard-to-get Altos parts and upgrades available for all systems: **Repair, Exchange or Sale!!**

# \$2 Million+ inventory on hand to ship immediately.

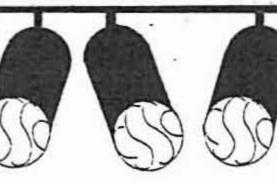
Software support is now available, and a large assortment is now on hand for many old and new models.





Dave Leonard caught in the act of working.

## **CSSC SPOTLIGHT**



He stacks them, he tracks them, he weighs them, he loads them. He tapes them shut, and he cuts them open. He is Dave Leonard, Computer Support Shipping Manager, and he packs and unpacks customer orders every day.

Participating in sports is the way Dave chooses to relax. He bowls for the Computer Support team and, with an average of 198, has helped the team to the League victory 3 years in a row!! He also bowls in a Mixed League that has done equally as well. You should see the CSSC trophy case!! "But we're not very popular at the lanes," he observes. Dave plays golf, (practicing his short game, rain or shine, on the CSSC Loess Hills Course and basketball (practicing his dunk shot on the CSSC hoop. Don't ask the height of the net). Dave is definitely relaxed.

Dave came to Computer Support from Emery Air Freight almost two years ago, when we only shipped 15 to 20 boxes a day, and the salesmen sometimes pitched in to help. His coworkers find him to be fun, (prerequisite for working at CSSC), capable, conscientious, resourceful and able to solve problems for customers (another prerequisite). His experience makes him a valuable asset to the CSSC team. Call Dave if you have questions about shipping your order. He will offer UPS Ground, Red or Blue, or FedEx Priority One or Second Day Air or . . . Then he'll pack it and weigh it and seal it and send it.

One look at the neat, organized shipping room at CSSC and you will understand why your orders reach you in such good condition. Dave has shelves filled with uniquely shaped foam and a special carton for each item he ships. Along with cartons of various shapes and sizes, there is also plastic foam: pink for half-height drives, white for IN units, and gray for other drives. The shipping containers work so well protecting the merchandise that Dave no longer needs to use insurance on shipments. What a saving for CSSC and our customers! Dave and his "shipping-mate", Randy Thomas, (the Spotlight photographer incidently), prefer to track customer orders themselves rather than assign a track number to the customer. "I like to know where the order is," says Dave, "and it's a nice service for our customers."

#### Lose Your ALTOGETHER?

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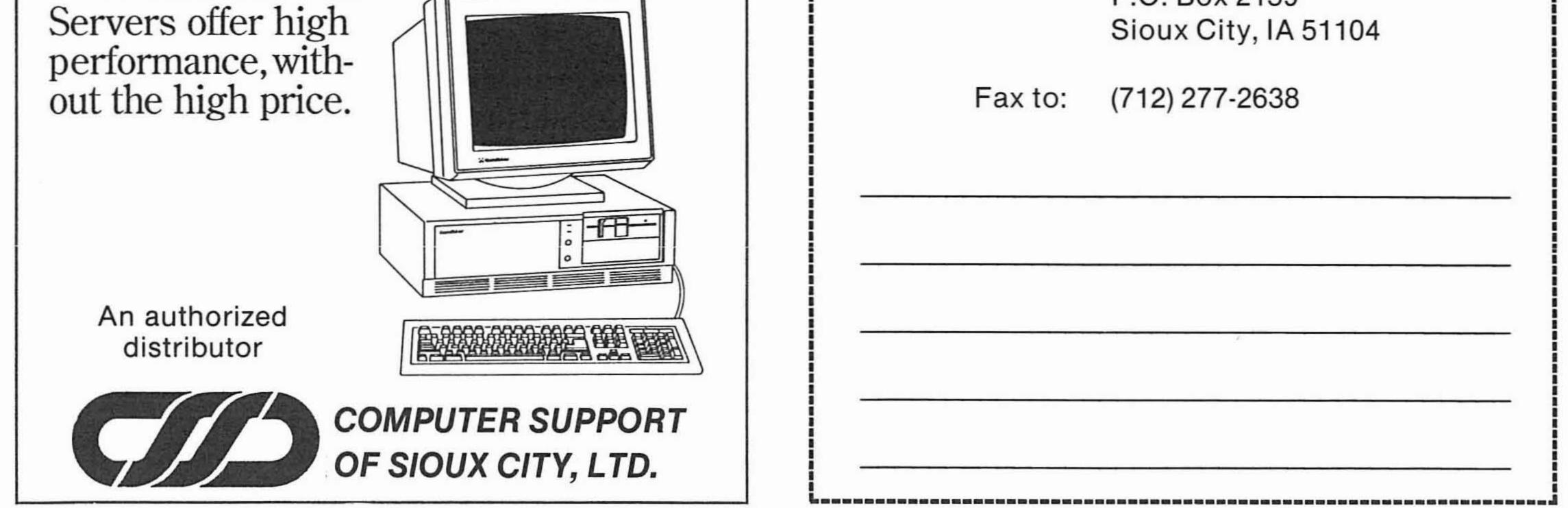
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# So You Want to Be a Salesman . . .

Some of your customers may hear of the recent purchase of Altos Computer Systems by The Acer Group, and you will need to be familiar with the circumstances to sell effectively. Selling the new Altos position should be a breeze - if you can deliver your pitch with an international perspective. You can now talk about a multinational enterprise with sales of approximately a billion dollars and some of the best manufacturing facilities in the industry. You can talk about a product line that includes some lovely low-end personal computers, and goes up to the most incredible 80486-based system available from anyone.

As we move further into the '90s you will see substantial consolidation and restructuring in the computer business. There are substantial advantages, particularly in a service intensive business, to reaching a size that offers an economy of scale adequate to enable a support department to cover the entire USA. Very small companies will no longer have a market niche free of competition where they can develop highly profitable sales! The larger companies will be pressed to produce profits. Attacking these niches is going to be very fashionable.

they will be able to efficiently produce and support products anywhere in the world. I haven't made a study of the field, but I would guess that they are pushing into the top twenty and have put about 90% of the manufacturers behind them.

As UNIX moves into the mainstream, it will become more of a commodity product, probably not the same as MS-DOS, but still a very competitive market area. Having the ability to produce sufficent quantities to justify modern manufacturing capabilties will be of paramount importance. Altos' new relationship with Acer gives them a substantially stronger position for the '90s. They will operate as an independent company, but will have access to the many strengths of the larger Acer group. We aren't giving up anything, but we are gaining substantial new clout. We are now selling for one of the "big boys" in the computer business.



The Acer/Altos combination now has the manufacturing and marketing resources to butt heads with the best of them. Even at a billion dollars in revenues, they won't be a giant, but

Sales Desk	(712) 258-8888
Technical Support	(712) 258-7777
General Business	(712) 277-0095
Fax	(712) 277-2638

**Unclassif**ied Unclassified Unclassified Unclassified Unclassified Unclassified Unclassified Unclassified Unclassified **Unclassif**ied **Unclassif**ied **Unclassif**ied **Unclassif**ied **Unclassif**ied **Unclassif**ied **Unclassif**ied **Unclassif**ied Unclassified Unclassified **Unclassif**ied Unclassified Unclassified Unclassified Unclassified Unclassified Unclassified **Unclassified** 

**AUTOMATED UPS MANIFEST SOFTWARE:** AutoFest is a United Parcel Service-approved shipping and manifest system which can automate the weighing, computing charges, labeling (including C.O.D. tags) and printing of shipping manifests. Autofest can be tied directly to RealWorld Order Entry or the modified Synchronics Order Entry software providing a turnkey ordering and shipping system. Used alone, it still can eliminate time consuming tasks of preparing UPS shipments and tracking C.O.D. payments. Available for DOS, Novell, UNIX and XENIX. Only \$495-595. Dealer pricing and Demos available. MBS, Inc. (402) 333-8801, FAX (402) 334-8079. WANTED : DEALERS for manufacturing software; THE SHOP-FLOR Material Planning (MP), Shop Work Orders (SWO), Resource Management (RM), Production Control (PC), Estimating (EST). Complete inventory management capacity planning, shop floor control. Better product, better price than all competition. Call Bill Burns (215) 364-2528 or write: Shopman, Inc., 63 York Rd., Jamison, PA, 18929. DEMO available.

FOR SALE: Altos 1086-T80 - \$2,000. 886-T80 -\$1200. 586-40's - \$400. Mannesmann Tally 645 450LPM Printer (new) - \$3,000. Altos 4 Terminals (new) - \$150. Multitech V32 Modems - \$300. 1086 2MB Memory - \$400. 1086 10 port - \$400. NEC 3500

**ALTOS 586,** 40MB hard drive, tape backup, 4 terminals (keyboard and monitors). This multi user XENIX 3.1a system is preprogrammed with word processing, accounting and electronic mail. Excellent condition, company phase-out, must sell. Interested? Call (203) 263-4046 or FAX (203) 263-4048.

ALTOS 68000, MTU-5's, lots of them. Great shape. Very clean. Call for Tom at MCS, (317) 788-5728 or (317) 783-6194. LQ Printer - \$100. 1086 12MHz CPU - \$500. Contact Bill at Computers For Business (708) 459-0181.

AVAILABLE FOR TEMPORARY ASSIGNMENTS: Last of the independents. Thirty years in computers. Looking for contract work as installer, analyst or consultant. Familiar with most Altos computers, IBM RTs, RS6000, clones, Novell, MS-DOS, packages. Program in Subject Wills DB/C. Will travel. Contact Jim Baker, (806) 744-4992.

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