

The LisaTalk Report

A SERVICE AND SUPPORT JOURNAL

INFORMATION ON OPTIMIZING YOUR LISA & MAC XL COMPUTER SYSTEMS

Spring Issue 1986

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THE LISA AND MAC XL: PROVEN BUSINESS SOLUTIONS

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FEATURES INSIDE:

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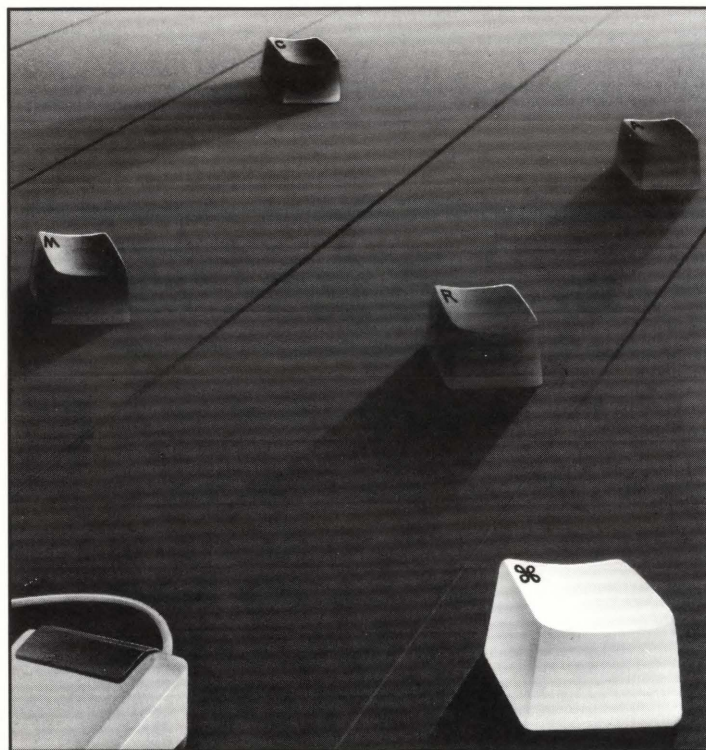
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The LisaTalk Report

INFORMATION ON OPTIMIZING YOUR LISA & MAC XL COMPUTER SYSTEMS

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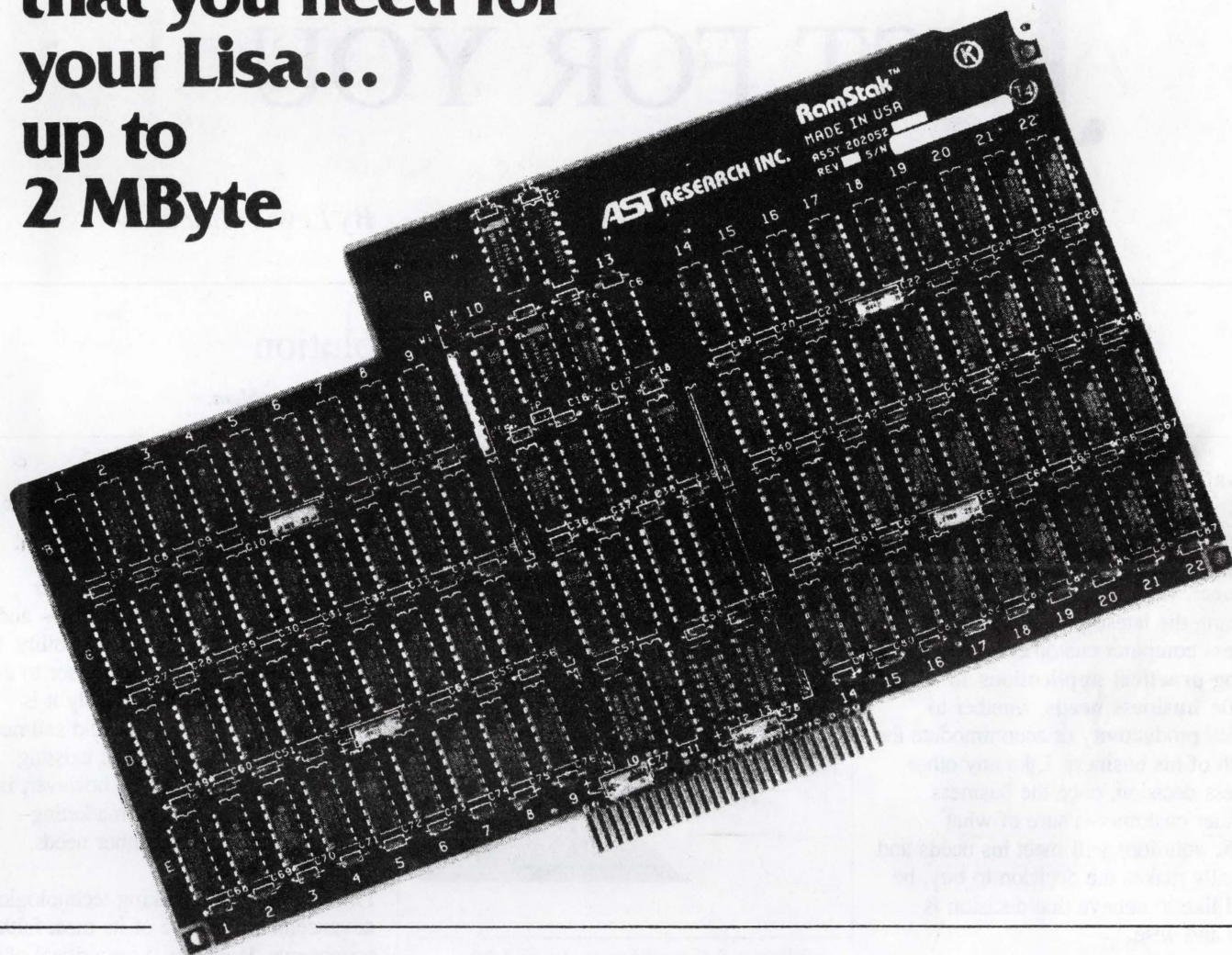
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JUST FOR YOU

By Lewis Guice

The Lisa/Mac XL: A Proven Solution

Webster's dictionary defines a solution as: The act or process of solving a problem.

Innovation Versus Solution

Unlike the home electronics consumer, who is typically interested in obtaining the latest gadgetry, the business computer customer is typically seeking **practical applications to solve specific business needs**, whether to enhance productivity or accommodate the growth of his business. Like any other business decision, once the business computer customer is sure of what specific solutions will meet his needs and he finally makes the decision to buy, he would like to believe that decision is sound and wise.

Unfortunately, in many cases in the computer industry, the priority is on rapid technological advancement more than on solutions. Like the home electronics industries, the computer industry is constantly driven to produce the **latest esoteric technology**, both in the forms of hardware and software. The nature of capitalism has always promoted innovation for industry as a way of maintaining a competitive edge. Consequently, little time is ever allocated by the computer industry to applying *present technology to existing practical needs*, i.e., "solutions." As a result, the computer customer feels caught in a bind where, generally, he either has a working system, or an advanced system, but not both. Thus, the customer can never



achieve a full working system which meets his automation needs before being faced with the anxiety associated with potential obsolescence.

Although many businesses do require the latest in automation, specifically in fields such as military, industrial robotics, and academics, on a practical level the majority of small- and mid-sized businesses can find long-term solutions among the available computer systems. Added software applications and peripheral devices can offer added functionality and performance; but despite what some might say, total hardware turnover is less required than is often advocated. The same marketing principles applied in selling cars and home electronics equipment are often

used in selling computers. Every year a new computer system is introduced which provides the same practical application as a previous computer system but with added features — and all too often, because of incompatibility, the new system sends its predecessor to the computer graveyard. Obviously it is more profitable to develop and sell new systems rather than enhance existing configurations. This trend, however, is based more on sales and marketing objectives than on consumer needs.

I'm certainly not knocking technological advancement; I'm one of its most faithful proponents. However, I am critical of the prevalent lack of concern for the computer customer, and the waste demonstrated by a number of software and hardware manufacturers. The most interesting thing is how the analysts attempt to determine why people have all but stopped buying computers, and they try to come up with all sorts of analytical reasons for the decline in micro-computer sales when the reason is pretty obvious: the consumer is not stupid. The consumer wants reasonable assurance that the system will meet his or her requirements. In addition, the consumer is concerned that the computer will be supported and maintain reasonable longevity.

People have caught on to the computer marketing game, and they are waiting for the manufacturers to stop futzing around so they can again feel that they can make wise buying decisions rather than get caught up in marketing hype. People are tired of wasting money, and this attitude is not exclusive to small- and mid-sized business owners; it is also prevalent in large corporations. Financial managers are keeping a close eye on their MIS departments and scrutinizing MIS recommendations considerably more often than they have traditionally. In many cases, the head of an MIS department who was once revered as the company's automation guru, sitting on top of a recluse mountain whose every whim was to be granted, is now watched over as a potential cause of unjustifiable cost overruns.

Competitiveness and Arrogance Blinds Apple to the Lisa as a Solution

Apple has been characterized by a relentless drive to use their technological prowess as a way of gaining deserved attention as having a viable product line, and firmly establish itself as a viable contender in the computer industry. This, unfortunately, has forced them to stray away from some very fundamental facts which are the very basis of the success of the products themselves — in particular, that the Lisa and Mac XL are proven business solutions.

This has lead to the predicament that Lisa/Mac XL users face today. The Lisa failed in the market to which it was originally targeted, the Fortune 500 world, for many reasons. The underlying reason Lisa failed lay with the arrogance of Apple, who did not feel it necessary to co-exist with the established IBM computer base and chose instead to go head-on with IBM. The Lisa's inability to run IBM programs and share information between operating systems made the system unattractive to MIS/DP heads of Fortune 500 companies. Apple tried to create the image that Lisa was a

technologically-advanced machine that would *supercede* the IBM PC and XT, in terms of power and ease of use, and did not work *with* them. The resulting failure of this positioning and marketing strategy was difficult for many of those directly involved in the development of the Lisa to accept. This attitude further blinded Apple from the technical significance of what they had in fact achieved: having developed a viable business solution which could have been successfully marketed. To this group, whose ambitions were high and enthusiasm overwhelming, all they could see was that they had failed.

The development of the Macintosh offered them an opportunity to attempt to sweep their unwanted failure under the carpet. A portion of the new Macintosh group, many members of which had spilled over from the Lisa team, developed a negative attitude towards the Lisa, and this attitude leaked out into the public and the press. This new group of Apple saviours felt that they would save the company and the user interface concepts through this new and better machine, the Macintosh. Well, that didn't work either, and corporate America was still not impressed — even though MacCharlie provides the Mac with IBM compatibility, the Mac still lacks some of the features that the Lisa/Mac XL had, such as the large screen and expansion slots.

Lisa As A Proven Business Solution

We are convinced that the Lisa/Mac XL is a present and long-term business solution, and there are thousands of users who will attest to this. Lisas, Mac XL's and Macintoshes are an integral and crucial part of our business. We have used them since they were put on the market and have found that they meet our business needs as working, viable solutions. However, having used both the Macintosh and Lisa/Mac XL extensively, we have found that for business use (specifically in terms of

functionality, productivity and applicational practicality) the Lisa/Mac XL is a better business solution. There are features that the Lisa/Mac XL configuration offers, which meet our needs, that are just not offered in the Macintosh.

- **Larger screen:** This feature is of tremendous value in meeting our needs. The ability to view more spreadsheets, graphics, word processing, etc., is not presently replaceable by the Macintosh.
- **Expansion slots:** Just knowing that the physical constitution of the Lisa/Mac XL allows for easy firmware and peripheral adaptability is a lot more reassuring than knowing that this is not available without external component implementation on the Macintosh. The internal modular design of the Lisa/Mac XL offers a lot more potential than the closed case of Macintosh.
- **Memory:** The ability to increase the internal memory of the Lisa/Mac XL is a relatively easy and inexpensive proposition.
- **The Internal Hard Disk Assembly:** The only Macintosh product comparable to the internal XL hard disk drive is the Hyperdrive; however, installation and repair of the Hyperdrive is a lot more difficult.

At The NetWorkers, we use a variety of high-level business productivity software tools. Our computers are networked via AppleTalk through XL/Serve. The basic programs that we use are: Excel, Omnis 3, Microsoft Word, MacDraw, MacTerminal, and Switcher. We use all of these programs daily and extensively, and I must confess that we never have any problems. We are very pleased with our system, and we are constantly expanding it. As of yet, neither the Macintosh nor the Macintosh Plus offers us the features necessary to make a hardware transition attractive. In fact, I would prefer to spend \$1,500 on a new Mac XL than give up my system for

something that is less suitable to meet my needs.

When the Macintosh was introduced, it was to become the business standard, second only to IBM. The Macintosh user interface was to offer a new element into office productivity, unsurpassed by any existing systems on the market. However, this did not happen. Although I believe that Macintosh technology is a sure winner and its effect on automation will be subtle, there are certain concerns in the business community that must be addressed by Apple Computer, Inc.

The business community has not responded to the Macintosh as intended for many reasons. Three main features that the business community is demanding from the Macintosh are: a larger screen, expandability and IBM compatibility. Apple recently announced it is still intent on penetrating this market and that they are a market-driven company. This must mean that they will eventually implement these features. My question to Apple is, "When, and how?" The Macintosh computer can never have a larger screen in its present configuration. Expansion slots could only be implemented with peripheral devices or components. When MacCharlie (a device that offers IBM compatibility) is installed on the Macintosh, it looks very much like a Mac XL.

It seems to me that Apple is sending conflicting messages to the market. On one hand, they are telling us to keep up with Macintosh technology by "graduating" into the Macintosh Plus. On the other hand, they are saying that in order to penetrate the business market, they will have to implement features necessary to appeal to business buyers, such as those now found in the Mac XL. Does this mean that they want me to trade in my Mac XL for a Macintosh Plus, only to have to trade again in the future for a computer that is essentially a re-manifestation of the Lisa? And

what about those 500,000 Macintosh users — will *they* be faced with the same dilemma with which the Lisa/Mac XL user is faced today, when Apple announces a new machine for which there is no physical upgrade path from the Macintosh?

What distinguishes the Mac XL from any other discontinued computer system on the market is its unprecedented technical similarities to the company's latest product. In fact, with minimal R&D the Macintosh XL could become the "SUPER MAC" before Apple could produce one. It has all of the characteristics and attributes that a SUPER MAC should have, those features mentioned earlier in this article. The Mac XL is 68000-based, already has a big screen, and its modular design caters to tremendous expansion capability, including IBM compatibility and large, fast internal hard disks, etc.

There are certainly situations where a Macintosh would be more suited for business use than a Mac XL, but in a practical sense there are very few. If you need sound or digitization, you need a Macintosh. There are situations where certain software applications will not run on the XL, but usually the question here is not the capability of the hardware, but the quality of the software. In most cases, when a software application does not run on the XL, it is a strong indicator that the developer did not fully follow Apple's guidelines for software development to stay consistent with the Macintosh interface. The truth is surfacing now because many Macintosh applications are also posing problems on the Mac Plus and the Hierarchical File Structure now implemented on The Macintosh. (In fact, in a recent discussion with a Macintosh developer, I learned that part of the criteria for testing Macintosh-compatibility on the Mac Plus is whether the application will run under MacWorks 3.0.)

The bottom line for us, and for many business people with whom we have

talked, is that the Lisa and Mac XL are solutions for us. The Macintosh has not yet evolved into the business machine that we need, and when it does, it will be what we already have. I have yet to see a significant number of users throw their Apple II's, Osborne's, Apple II's, or any other so-called technologically-outdated machines, in the garbage. In fact, with little effort I could produce a list of users with these machines who have had them for years and who will swear by them; this is how we feel about the Lisa and the Mac XL. I personally feel that the Apple Trade-In Program is truly a positive step and offers the user a positive option: if you have a Lisa or Mac XL and it is NOT the solution that you intended it to be, then we recommend that you trade it in. Otherwise, if the Lisa/Mac XL has proven to be a solution for you, then it would be senseless to trade it in. If you want a Mac Plus, go and buy one.

The LisaTalk Report, Providing and Enhancing Solutions

In the past few weeks we've received many inquiries from concerned Lisa/Mac XL owners regarding the Trade-In Program, all different yet substantial. One concern which has arisen a great number of times is whether this program represents the total eradication of support for the Lisa/Mac XL by Apple, and everyone else.

First, Apple is still committed to their initial policy of five years of parts and service, which is discussed in more detail later on in this issue of *The LisaTalk Report*. Additionally, since we began publishing *The LisaTalk Report*, many developers have contacted me and told me that they have either designed or begun development on new products which are exclusively for the Lisa and Mac XL. However, recent announcements by Apple Computer have left these developers somewhat skeptical about the success of any further product introduction. This skepticism is certainly justified. Nevertheless, we are very

JUST FOR YOU • LEWIS GUIDE

excited to discover new products, and we would like to see efforts to support these companies. In addition, without mentioning names, many folks at Apple have agreed with my inferences relative to the Mac XL's potential and the blundering of previous management in the case of the Lisa/Mac XL.

It is critical that we Lisa/Mac XL owners continue writing letters to Apple and third-parties in our campaign to show our support for continued Lisa/Mac XL enhancements and products. We need to let these people know that we want to keep our machines and that we are interested in purchasing future products which might be introduced for the computer.

Show Your Support!

Following is a list of important people who can make things happen within particular companies, but they need to know how you feel and what it is exactly that you want. Please remember that these people are willing to help; however, they are very busy. Calling them on the phone will not help your situation at all; in fact, it could make the situation worse. So please, write letters so these people can have the opportunity to effectively evaluate and respond to your concerns.

John Sculley, President-CEO-Chairman
Bill Campbell, Vice President of Sales and Marketing

Joe Hutsko, Technical Advisor to Mr. Sculley

Jackie Whitting, Co-Author Trade-In Program

Carol Jinks, Product Support Supervisor/Lisa Task Force

Ed Goodwin, Project Director Service/Support Training Development
(Involved with co-ordination of MacWorks upgrades and enhancements)

Apple Computer, Inc.
20525 Mariani
Cupertino, CA 95014

Ash Jain, Director - IBU
AST Research, Inc.
2121 Alton Avenue
Irvine, CA 92714
(4 Meg memory; possibly production of SCSI ports)

John Post, Principal
Orphan Technology
4370 A Broad Street
San Luis Obispo, CA 93401
(Device to switch back and forth from Lisa screen to Apple screen fix)

Edwin Rosenzweig, President
pTerodactyl Software
200 Bolinas Road #27
Fairfax, CA 94930
(Basic compiler for the Lisa)

Thomas G. Matherly
300 Huntington Place
Lompoc, CA 93436
(Wire wrap board for Lisa or Mac XL)

Joel Ronning, President
Mirror Technologies
2209 Phelps Road, Box 304
Hugo, Minnesota 55035
(Possible 800K drive and hard disk for XL)

Larry Goldman, President
All Star Computers
3822-19th Street. #5
San Francisco, CA 94114
(Bit-Fixer; possible interface for larger internal disk drive)

Steve Vollum, President
Scientific Enterprises
7460 S. W. Hunziker Road
Figaro, OR 97223
(12 MHz 68000 Co-Processor)

Susan C. Firestone, Marketing Director
Waterborne Environmental Labs
200 North 3rd Avenue
Minneapolis, MN 55401
(SCSI port and 68020 Co-Processor, plus 2 Meg memory cards)

Howard Pearlmutter, President
Softweaver
P.O. Box 7200
Santa Cruz, CA 95061
(Digitizing Tablet for the XL)

Samuel Neulinger, President
Dafax Processing Corporation
14 North Drive
Malba, NY 11357
(Quality product distributor, specializing in Lisa/Mac XL)

Rob Graner, President
Migration Services
5620 Anaheim Road
Long Beach, CA 90815
(Migration Services)

David Baasch, Director of Marketing
Infosphere, Incorporated
4730 Southwest MacAdam Avenue
Portland, OR 97201
(MacServe disk server for the Mac and Mac XL)

Evan Solley, President
Infosphere, Incorporated
4730 Southwest MacAdam Avenue
Portland, OR 97201
(MacServe)

Doug Hughes, Owner
Micro Systems Designs
P.O. Box 1187
Loomis, CA 95690
(Print Buffer; Lisa Schematics)

Bob Cook
Sun Data
(Sales, Service & Support)

As we are all aware, the Lisa/Mac XL situation has certainly typified the notion of a large body of beta-test sites. Since its introduction in January, 1983, and through today's announcements, the Lisa/Mac XL experience has offered the computer industry a variety of lessons to be learned. However, most Lisa/Mac XL purchasers did not bargain for this escapade. From the very first Lisa customers who spent up to \$15,000 per

system, to the present Mac XL customers, each customer took a gamble that Apple had in fact offered them the opportunity to gain the latest technological edge, and also meet their business and professional needs for a long time to come. They certainly felt, with good sound reason, that the Lisa and Mac XL were "solutions" which would enhance and grow with their businesses. I would like to attempt to comfort you by saying, "You were right, and your decision was sound." The Lisa/Mac XL computer system is the most advanced micro-computer system ever put on the market, and it offers a variety of "solutions" that are proven and available.

The NetWorkers, through *The LisaTalk Report* and extensive surveys, has developed a relatively clear picture of our audience. The Lisa user profile includes business owners and professionals, with a large percentage being engineers, scientists, architects and software and hardware developers. Consequently, as a result of our effort to offer solutions to Lisa/Mac XL customers, we will be directing *The LisaTalk Report* towards providing "solutions" to these areas of use. As a result, over the next two years *The LisaTalk Report* will be focusing on the following subjects:

- **Apple's Announcements**
- **Migration**
- **Optimum software and hardware solutions on the Lisa/Mac XL in the areas of:** Business (general applications, accounting, finance, word processing, data base management, etc.); Engineering, Architecture (drafting, graphic production, CAD/CAM); Science (statistics, number crunching); Programming and Development; and Software and hardware developments in the Lisa, Workshop, Xenix, Unix, and MacWorks environments.
- **Expansion:**
 - Assimilation into Macintosh technology
 - Hardware
 - Software
 - Communications
 - Networks

The majority of our material will be contributed by professionals in their respective fields. We are presently setting up test sites for XL-compatible products around the country, and we are interviewing users who are presently using their systems as proven "solutions" to specific needs. We are still very interested in Lisa or Mac XL users out there who have success stories or solutions for our readership. If you are interested in contributing information, or in fact writing an article, please contact Roxane Schwabe, our new Editor-In-Chief. Or write us a letter, and we will publish it in *The Users' MailBox*.


If you're not prepared to give up your computer system, *The LisaTalk Report* will certainly provide you with the support that you need to optimize your system for the next few years. You will find in this issue and following issues that solutions and support do exist for the Lisa and the Mac XL, and your computer is the powerful business solution you expected it to be.

Finally, I would like to leave you by telling you a story that I think is pretty funny. About a month ago (late February) an administrator of a psychiatric clinic in Oregon called me in distress. The hospital had owned their Lisa for about two years, and they had originally invested about \$16,000 into it. When they bought the system, they were convinced by the salesperson that it was the best thing going and it would grow with their needs. However, when the administrator called me, he explained the time had come for him to expand their system and that he was considering purchasing additional Macs to be networked with his Mac XL. He had heard it could be done; however, he was unsure how. Prior to calling us, he had already contacted his local dealer where he originally purchased the computer, for some advice on achieving his objective. To his surprise, the salesperson suddenly became exasperated when his client told him that he was an XL owner, and he

immediately began to tell him that he should seriously consider trading in the machine for a Mac Plus.

Well, at this point he was a bit disgruntled, but he maintained his composure and decided to call Apple, where he thought surely he would get the information he needed. Instead, the Apple representative on the phone began to tell him the same thing the computer salesperson had told him — that he should consider trading in his Mac XL for this wonderful new Macintosh Plus. By this time, the caller was genuinely upset. He began to ask the person on the phone why they felt he should trade in. "What?! Are you kidding?!?! Why should I trade in my \$16,000 system for a little \$5,000 system that can't provide me with what I need?! That's *totally* irrational! Listen. We have a nice, quiet room available — maybe you'd like to come take a little rest for a while . . ."

Well, he finally got *our* number, and (after we finished laughing) we gave him a few suggestions on achieving his objective, and therefore keep his Mac XL. Reassured and returned to sanity, he happily went on his merry way.

In closing, you might have noticed in our publisher information that Roxane M. Schwabe is now the Editor-In-Chief of *The LisaTalk Report*. It became obvious during production of our Winter, 1985, issue that she was well-suited for the position, and upon shifting a number of responsibilities here at NetWorkers Central, we finalized agreements. Roxane is very enthusiastic about her new position, and she and her assistant, Patricia Dines, are pulling a great number of 20-hour days to provide you with the type of quality editorials that you demand. In addition, The NetWorkers is also very excited to announce that we recently set up a European distribution office for our European subscribers, and we will be seeking their contributions to *The LisaTalk Report*. Again, thank you for your support. 

EDITOR'S COMMENTS

Greetings, and welcome to the only exclusive technical service and support journal dedicated to the support of Lisa/Mac XL owners, users, and followers! It is very exciting for me to be able to say there is finally a place where the Lisa/Mac XL community can turn for up-to-date, computer-related business information. We are especially happy to report that we have received an overwhelming response from Lisa/Mac XL owners around the world. *And, why not?!* There's a lot to know about the rapidly growing base of products and support becoming available for the Lisa/Mac XL!

For our new subscribers, we at *The LisaTalk Report* sincerely hope this issue will mark the beginning of a very important relationship between you and your Lisa/Mac XL. For those of you who have supported us in the past, we thank you once again for your support and friendship as we endeavor to reach our full computing potential. We at *The LisaTalk Report* have dedicated many hours of research, testing, surveying, and editing, to provide you with the kind of information you need to keep current with the marketplace and to grow with your system. And in this *Special Edition of The LisaTalk Report*, you will find we have taken special care to answer important questions surrounding Apple announcements, programs and goals, as well as current Lisa/Mac XL developments.

- Lewis Guice drives home a powerful statement to the Lisa/Mac XL

community in *Just For You/The Lisa/Mac XL: A Proven Solution*, with more than enough facts to justify keeping your Lisa/Mac XL. In *Lisa/Mac XL Support: Report of Events of the First Quarter, 1986*, yours truly presents an inside-out review of the exciting new communication channels serving to enhance Lisa/Mac XL support. Mix with *Macintosh Plus and the The Mac XL Compared*, another informative contribution by Lewis Guice, and you will have all the ingredients (including comparisons of the Mac XL and the Macintosh Plus with Apple Hard Disk 20) to make an informed decision regarding Apple's Trade-In Program.

- It's almost impossible to picture a Lisa/Mac XL owner *not* using graphics. Whether you're a professional architect, engineer, manager, scientist, developer, graphics artist, or businessman or businesswoman, there are some interesting things you will want to know about using your Lisa/Mac XL graphics as an additional medium for business communications. In this issue, Jon E. Benjamin has scoped out some winning ways to use graphics in *Lisa 7/7 With LisaDraw* to effectively communicate ideas. Using master templates, Jon has developed some interesting procedures to enhance your own design and layout projects. And speaking of architects, meet with Walter Brooks in a special place in *MacDraft on the Mac XL*, and put some "zoom" into your life! Key illustrations will provide you with just the right perspective for architectural layout and design.

- And if you are of a mind to buy analytic statistical software for your Mac XL, be sure to pick up a few valuable pointers from Sherwin Steffin in *Evaluating Statistical Software*.
- And don't forget to take time to read Dave Redhed's charming piece *The Time Has Come* and venture to explore the question of what can be done in Lisa/Mac XL Userland to ensure smooth transition to the Macintosh environment.
- If ever you wondered if there's an easier way to making lists, check Windor Johnson's *Review of LabelList* for an efficient, new way to while away your LisaListing blues.
- Looking for an alternative to Lisa 7/7 and MacWorks? Find out Part I of the best-kept secrets in the UNIX Users' Corner about *UNIX on the Apple Lisa* by Tim Monroe, and look forward to Part II for more information about specific UNIX products in the Summer, 1986, Issue of *The LisaTalk Report*.
- Shifting gears with Sam Neulinger is always a pleasure in *Computing in the Potentially Fast Lane*, and in this issue Sam is all keyed up to tell you about some exciting things in store for the Lisa/Mac XL. And as if that weren't enough to get you rolling, you can always relive with Rob Graner and Company the exciting developments and shocking announcements of MacWorld Expo '86 in *What's New in the MacWorld?*

EDITOR'S COMMENTS

- And while your tastebuds are still watering, Gary Ingram serves up a fact-filled review of soon-to-be released MacServe in his special menu of the *Environments* portion of this issue. Gary has also cooked up some helpful procedures and product information to whet your appetite and enhance your productivity.

- And, of course, you can always count on the *User Groups' Corner* and the *Users' Mailbox* portions of *The LisaTalk Report* for your special fix of facts and friends. As an added bonus, share in the special *User Groups' Session of MacWorld* with Joan D. Dickey for a glimpse into the future of Apple Computer. And once you've done all that, you're sure to find out what's new for Lisa/Mac XL in *Lisa's Latest* and the *Developers' Corner*.

- Please continue to show your support! The NetWorkers has published an in-depth survey in this issue of *The LisaTalk Report*, requesting any


information Mac XL users can offer regarding MacWorks-related problems. It is critical that we receive your completed MacWorks survey as soon as possible, as this information will be included within presentations to Apple officials responsible to investigate potential problems with MacWorks.

In light of the significant number of events which have occurred in the past few months regarding Lisa/Mac XL support, and the abundance of letters we have addressed in the *Users' Mailbox* in this issue of *The LisaTalk Report*, we had to bump *Users' Profile*. However, you are sure to meet many interesting Lisa/Mac XL owners in this issue and in future issues of *The LisaTalk Report*.

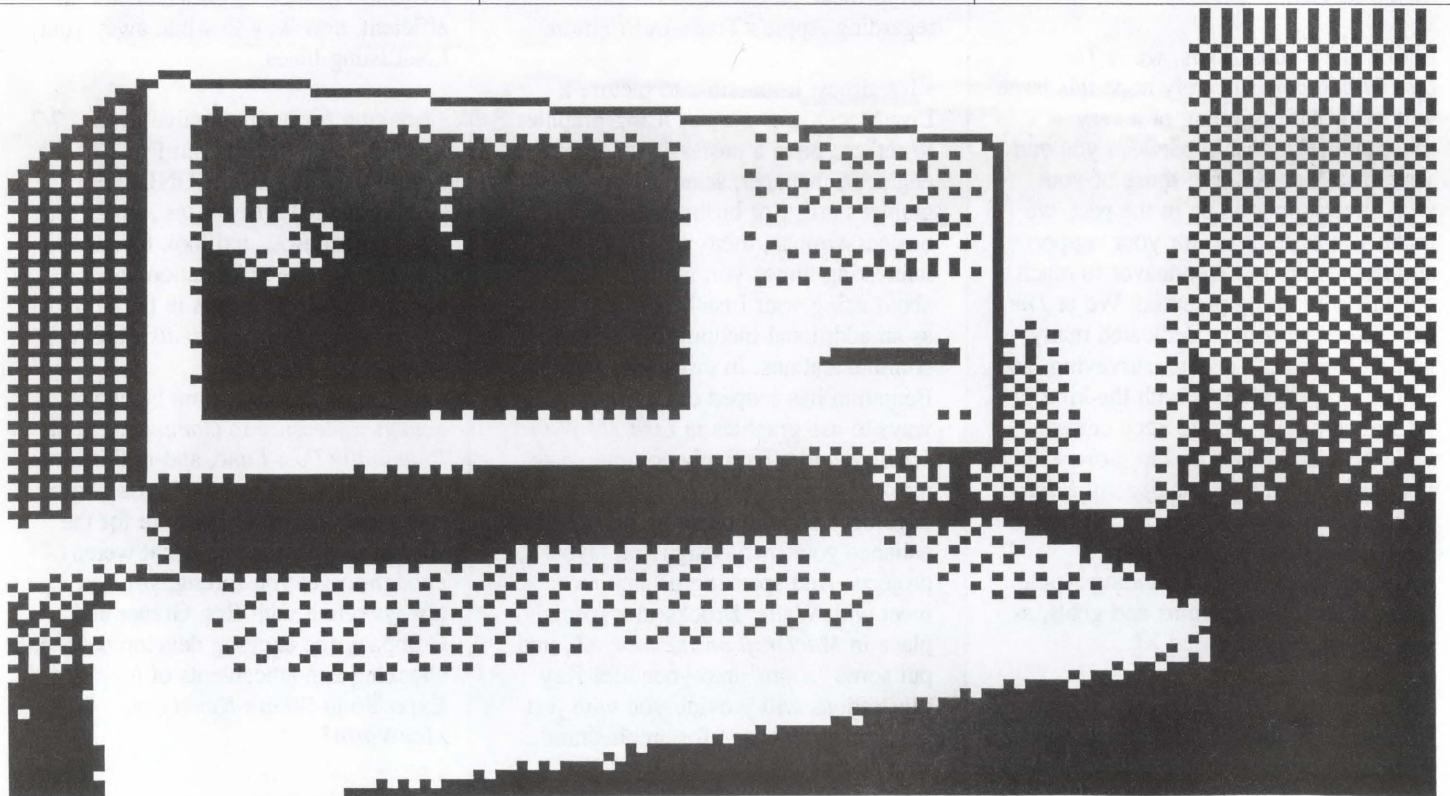
I would like to thank our many past, present and future contributing editors for their thoughtful contributions and support — they deserve applause for their energy and stick-to-it-iveness in keeping *The LisaTalk Report* exciting, rich and information-packed. It is clear that the success of *The LisaTalk Report* depends

greatly on the valuable contributions and input from expert Lisa/Mac XL users. If you would like to contribute information to *The LisaTalk Report*, please contact me at (415) 258-9152.

Special thanks also goes to my Editorial Assistant, Patricia Dines, for her eager assistance and valuable ability to polish our own thoughts to a shine of meaningful works.

In closing, I would also like to thank all of our subscribers, advertisers and third-party developers for their support and contributions to ensure that the Lisa/Mac XL continues to be a working solution. Keep the faith, and keep the letters coming. 

Sincerely,



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—Kaare Christian, PC Magazine

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LISA/MAC XL SUPPORT:

REPORT OF EVENTS OF THE FIRST QUARTER, 1986

By Roxane M. Schwabe

INTRODUCTION

The Apple Lisa/Mac XL is one of the most powerful micro-computers ever designed and has proven again and again to be a complete working solution for approximately 50,000 owners worldwide. Through polls, surveys and direct contact with Lisa/Mac XL customers, The NetWorkers has discovered the following information about Lisa/Mac XL customers:

- (1) Lisa/Mac XL owners' experience with computers range from the complete novice computer user to the very experienced computer developer;
- (2) Lisa/Mac XL owners are generally key decision makers and/or owners of small- to mid-sized businesses, and a majority of Lisa/Mac XL customers include managers, engineers, architects, scientists, computer developers, manufacturers, and financial analysts;
- (3) there are also numerous Lisa/Mac XL's being used within large companies in a variety of departments;
- (4) Most Lisa/Mac XL owners are achieving their original computer system goals; and
- (5) over 75% of Lisa/Mac XL customers polled in recent surveys want continued Lisa/Mac XL support from Apple and third-party developers.

Lisa customers (and now Mac XL customers) have also experienced a very turbulent and uncertain history. Some of the puzzling pieces of Lisa's history which have not yet been answered to many customers' satisfaction include:

- (1) numerous "bugs" with the Lisa's 7/7 Operating System to which Apple reluctantly provided numerous "fixes";
- (2) introduction of Macintosh and Apple's admission that the Lisa was no longer the "flagbearer" it was originally intended;
- (3) subsequent discontinuation of the Lisa and introduction of the Mac XL;
- (4) numerous "bugs" within MacWorks, still in question today;
- (5) discontinuation of the Mac XL; and
- (6) indiscreet political confrontations within Apple divisions.

While Lisa/Mac XL owners have been burdened throughout their ownership by these many questions, at this very moment, a new question arises as to what Apple really intends to do to support Lisa/Mac XL owners. The foremost question in customers' minds: Should I totally abandon my Lisa/Mac XL computer and trade in for a Macintosh Plus with Apple's Hard Disk 20? Also, what is available, in terms of Lisa/Mac XL support and Lisa/Mac XL developments?

Following is information we at *The LisaTalk Report* have compiled relative to our communications with Apple, numerous third-parties, and LisaTalk subscribers, over the past several months regarding Lisa/Mac XL support. We hope that this information will answer many of your questions about Apple's commitments to future support efforts, as well as what The NetWorkers and third-party developers are doing to enhance Lisa/Mac XL support.

THE NETWORKERS MEET WITH JOHN SCULLEY

As reported in our *Winter, 1985, issue*, on December 16, 1985, Lewis Guice, President of The NetWorkers-Publishers of *The LisaTalk Report*, had the opportunity to meet briefly with John Sculley, President and CEO of Apple Computer, as well as one of Mr. Sculley's technical advisors, Joe Hutsko. During this meeting, Lewis submitted an in-depth proposal to Mr. Sculley regarding the service and support needs of the Lisa/Mac XL community (see accompanying pages). Lewis explained that the information within his proposal was based on The NetWorkers' findings through contact with thousands of Lisa/Mac XL owners over the past year, and he offered to discuss any questions Mr. Sculley or Mr. Hutsko might have once they had a chance to review the proposal.

Within moments of Lewis' return from Cupertino, Lewis received a phonecall from Joe Hutsko, Sculley advisor, who asked Lewis what he had said within his proposal to

LISA/MAC XL SUPPORT

The NetWorkers
NetWorkers Central
21 Canyon Road
San Anselmo, CA 94960
Phone: (415) 258-9152

December 13, 1985

Mr. John Sculley, President - CEO
Apple Computer Corporation
20525 Mariana Avenue
Cupertino, CA

Dear Mr. Sculley:

First of all, I would like to commend you for your company's efforts in pursuing solutions to your current problem with your Lisa/Mac XL customer base via the organization of Apple's Lisa Task Force. Your decision to establish a task force to research and recommend solutions to better support Lisa/Mac XL users has put smiles on a vast amount of faces of people who would otherwise be disillusioned and disappointed with your company.

As you may well know, The NetWorkers began publishing a quarterly journal, entitled *The LisaTalk Report*, which is dedicated exclusively to the support of the Lisa/Mac XL community. The primary objective of our publication is to offer Lisa/Mac XL users, internationally, ongoing support and information regarding their computer configurations. In addition, our efforts have been successful in developing a channel of information exchange between users and third-party developers, including AST Research, Inc., and Infosphere Inc. Based upon information received through our polling of our existing subscriber base of approximately 4,000 users, we have developed a reasonably accurate sample of the existing Lisa/Mac XL user profile. We have succeeded in pinpointing their qualifications, problems and needs. This new flow of information has stimulated a significant amount of interest by both large and cottage-industry third-party developers in addressing the needs of the Lisa/Mac XL users.

Many companies whose personnel have a keen eye for a good marketing opportunity have recognized the inherent value of a market of 40,000+ users as well defined as the Lisa/Mac XL user. As you well know, the Lisa/Mac XL has been the most controversial, misunderstood microcomputer ever put on the market. It was the most powerful and expensive micro ever introduced, and strangely enough, any time the Lisa/Mac XL is mentioned, it carries with it a distinct amount of conversation and attention. However, Mr. Sculley, the discontinuation and subsequent misinformation of which this business reeks has sent the Lisa/Mac XL and its followers into an abyss of disarray. This, however, as we see it, is an opportunity.

We at The NetWorkers feel that with a minimal amount of resources, in terms of time and money, the problems within the Lisa/Mac XL community can be resolved. In addition, those participants in the efforts we address in this proposal would gain either profits or an increased credibility, in terms of overall public appeal. The bottom line is that with the right actions, the Lisa/Mac XL user could be pleased (and in today's business, no business person can deny the value of a satisfied existing customer base of 40,000), a few companies could generate a little revenue, and one large company, in particular, could rise out of this smelling like a rose. In fact, we think that the salvaging of the Lisa/Mac XL customer could be historical in nature and be noted as one of the most significant public relations decisions ever made.

Our enthusiasm at this point might seem overwhelming, but please hear us out. If Apple Computer, Inc., were to fix the bugs in MacWorks, upgrade all existing Lisa/Mac XL hardware with the latest ROMs and I/O configurations, and in addition, support the handful of companies willing to take over support and development of the Lisa/Mac XL, it would be a "first," worthy of media attention. There are few things more powerful than changing a negative situation to a positive one, and with all of the negative rhetoric which has surrounded the Lisa/Mac XL in the past few years, a positive move would certainly unfound the critics.

The Scenario

Again, the Lisa/Mac XL community is probably the most well-defined, well-qualified market in the industry. Based upon our samples thus far, approximately 75% to 85% of the Lisa market are small and mid-sized business owners or decision makers.

Those 40,000 or more customers who made the significant investment into an unproven computer system, we feel, would certainly be qualified to make further Apple purchases. We suggest that by supporting this client base, and those vendors who are willing to provide ongoing support to Lisa/Mac XL users, Apple Computer would send a positive message to the overall public and gain positive public relations that would result in positive publicity and increased sales.

The Issues

MacWorks has significant bugs which can be incredibly damaging to the Lisa/Mac XL systems. When subsequent system failures occur due to these bugs, the Lisa/Mac XL mimicks a hardware failure in the form of an HDA failure. Apple's technical support has spent much time addressing this issue only to find that the problem is software-related, which could in time be remedied with relative ease.

The most severe outcome of this problem is the fact in many cases when this bug occurs, the system is seemingly unfixable, and the user is left with a down system that many Apple dealers are unable to fix. The problem is in most cases remedied by installing the 3.0 Lisa OS (Office System) and reconfiguring preferences and then reinstalling MacWorks, a relatively simple solution. However, many Mac XL users and Apple dealers, alike, were never familiarized with the Lisa Operating System and are unable to address the issue. This results in endless parts-swapping and head-scratching and ultimately ends with a computer that still does not work.

In addition, somewhere along the production of the Lisa, there was a variation of the I/O boards installed and the internal ROMs varied from Lisa to Lisa. These problems have interfered with MacWorks' functionality, as MacWorks was designed to work with the most recent hardware configuration.

Other issues include: Future compatibility with future updates of the Mac Operating System; future hardware compatibility, specifically in terms of the double-sided drive; and additional hardware support. Finally, the issue of customer support is a critical situation.

Proposal

1.) We suggest that Apple Computer, Inc., fix both the hardware and software problems to which it was originally committed regarding future compatibility and support. We understand that Apple has been discussing these issues with third-parties. However, we are working to further enhance these efforts by developing an association, entitled *The International Lisa/Mac XL Task Force*. The goals and objectives of this association will be to develop and implement strategies to succinctly service and support the Lisa/Mac XL community. We have already begun to contact companies, and there is a great deal of enthusiasm for this project. The companies contacted so far have been:

- All Star Computers
- AST Research, Inc.
- Dafax Processing Corp.
- Infosphere, Inc.
- MACazine, The
- Micro Systems Design
- Santa Cruz Operations
- Sun Data

These companies have expressed a genuine interest in support of our efforts to form an alliance for the purpose of solving the unique problems within the Lisa/Mac XL community, and they have tentatively agreed to meet on January 10, 1986, at The NetWorkers' Burlingame office to discuss these efforts. We

would also like Apple to participate in these discussions as Apple's input would be invaluable. There are so few third-party vendors for the Lisa/Mac XL that we feel that this task force will be able to establish a firm plan without duplicating efforts.

2.) Upon my meeting with Apple's Lisa Task Force, the possibility of my company receiving the privilege of becoming a part of *Apple Link* arose. I believe that this is absolutely essential, as we would use this tool to inform your company of the results of our polling and provide your dealers with support information regarding the Lisa/Mac XL as it materializes. We feel that all previously mentioned vendors should be logged into *Apple Link* to further reinforce our unified support and service efforts. In addition, *Apple Link* would allow us the opportunity to better our publication *The LisaTalk Report*, and offer up-to-date information to our subscriber base.

3.) We would also like to have access to the Apple Lisa/Mac XL mailing list in order that we may offer those users the opportunity to subscribe to our publication for the unique support it offers.

4.) Upon discussing the issues of ongoing support with various third-party vendors, we find that it is absolutely essential that technical information regarding both hardware and software be made available to vendors. Without this data, developers are left with their hands tied behind their backs, leaving "reversed engineering," an expensive and impractical proposition, as the only solution.

5.) If, in fact, we can address these issues and develop some working solutions, the benefits to all will be invaluable. The NetWorkers, along with The MACazine, have committed to a media campaign to turn the negative misinformation regarding Apple Computer's and other vendors' positions on the XL to a more positive note. We have already started a momentum in this area, and it is growing rapidly.

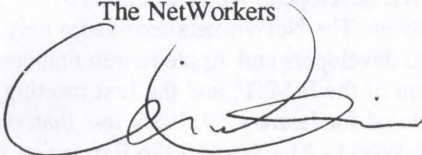
In Summary

By Apple's taking a role of leadership in this effort and by supporting those companies willing to commit resources to servicing the Lisa/Mac XL user, Apple will relieve much tension in the market regarding industry instability and customer disregard. The public relations possibilities of such an effort are quite interesting and can be achieved with minimum resources.

We will be looking forward to your response to this proposal. In addition, we will keep you informed of all developments and specific plans as they relate to these goals.

Respectfully Submitted,

The NetWorkers



Lewis Guice
President

CC: Larry Goldman, All Star Computers
Ash Jain, AST Research, Inc.
Sam Neulinger, Dafax Corporation
David Baasch, Infosphere Corporation
John Buquoi, MACazine
Doug Hughes, Micro Systems Designs
Bruce Steinberg, Santa Cruz Operations
Bob Cook, Sun Data

Sculley. Mr. Sculley had apparently begun instructing numerous Apple officials to give top-priority to investigating and solving problems relative to Apple's support of the Lisa/Mac XL. Mr. Hutsko's call was followed by more calls from numerous Apple representatives throughout the week (The NetWorkers was currently under contract by Apple's Creative Services Division to develop an Omnis 3 system and set up a network of 50 Macintoshes on a Corvus network), and the word was spreading rapidly about Lewis' meeting with Mr. Sculley and about Apple's new interest to introduce support plans for Lisa/Mac XL customers.

Among these calls, Lewis Guice also received a call from Larry Fisher (from Apple's Service/Support Training Development Team), who invited Lewis to attend a meeting of the newly-formed Apple Lisa/Macintosh XL Task Force. Apparently, the Apple Lisa/Macintosh XL Task Force was formed just prior to Lewis Guice' meeting with Mr. Sculley, in response to discussions regarding Lisa/Mac XL Support at a sales meeting in San Diego. In that meeting, Mr. Sculley and numerous Apple retailers had agreed there was clearly a need for "results" for both Lisa/Mac XL customers and dealers.

MEETING OF THE APPLE LISA/MACINTOSH XL TASK FORCE

When Lewis Guice entered the conference room chosen for the Apple Lisa/Macintosh XL Task Force meeting in Apple's Cupertino Headquarters, he noticed five officials from various Apple Support Divisions were present, and each one of them had a copy of the Fall, 1985, promotional issue of *The LisaTalk Report* before them. The Task Force members present were Carol K. Jinks, Steve A. Smith, Larry Fisher, Bob Forrest and Dan Fitch. Lewis recalls feeling somewhat taken aback at first, as his initial impression when Larry Fisher invited him to attend the meeting was that other third-parties would also be present. However, Lewis immediately learned that this meeting was primarily organized to address specific areas noted within the promotional mailer of *The LisaTalk Report*.

Carol Jinks, the head of the Apple Lisa/Mac XL Task Force, explained the primary goal of the Apple Lisa/Macintosh XL Task Force was to define the problems which Lisa/Mac XL owners were facing and to develop and promote strategies to remedy those problems. This Task Force was interested primarily in achieving customer satisfaction. Members of the Task Force asked Lewis Guice numerous questions regarding users' contributions and responses to the promotional issue of *The LisaTalk Report*. Lewis was, of course, glad for the opportunity to represent Lisa/Mac XL owners, and he discussed the status of activities planned for *The LisaTalk Report* with the group. Lewis also discussed many topics of concern submitted to him by associate third parties prior to the meeting,

particularly regarding the ways in which developers are affected by Apple's discontinuation of the Lisa/Mac XL product lines. The meeting lasted about two hours, and overall, Lewis felt that the meeting was very positive and was confident that the members of the group were sincere in wanting to achieve the group's goals, as well as maintain communication and work with The NetWorkers.

As The NetWorkers receives hundreds of phonecalls and letters every week from Lisa/Mac XL owners frustrated by the lack of information and support available, we were not surprised by the overwhelming amount of questions from excited Lisa/Mac XL developers and owners upon announcement of the formation of Apple's Task Force in our Winter issue of *The LisaTalk Report*. The formation of an Apple Task Force dedicated to the Lisa/Mac XL brought most of us new hope that there would soon be a clear definition of Apple's commitment to "... five years of support and service for Lisa/Mac XL," as announced by Apple on May 7, 1985, and later reiterated by Stephanie Littel during the *LisaTalk Conference* on June 19, 1985. However, it was also very obvious there were many users and developers who, after all of the problems they had encountered in terms of lack of support, would not let their hopes get too high.

THE 1st MEETING OF THE INTERNATIONAL LISA/MAC XL TASK FORCE

The NetWorkers knew it was critical to follow up immediately after the Apple Lisa/Mac XL Task Force meeting with members of Apple's Task Force and with developers. Now that Apple was serious about its mission to remedy support problems for Lisa/Mac XL owners, it was clear there was a lot of work in store for Apple, and for The NetWorkers. The NetWorkers soon began coordinating an organized effort by third-party Lisa/Mac XL vendors who had committed to providing enhanced Lisa/Mac XL support. This organization is called The International Lisa/Mac XL Task Force (ILMTF) and consists of key third-party Lisa/Mac XL developers, Apple representatives, and user group representatives. The NetWorkers received a very positive response from developers and Apple representatives regarding the formation of the ILMTF, and the first meeting of the ILMTF was scheduled for January 10, 1986, less than one week before the AppleWorld - MacWorld 1986 Exposition in San Francisco.

The first meeting of the International Lisa/Mac XL Task Force was held at The NetWorkers Financial Office in Burlingame, California. Almost every invitee was in attendance, including three Apple representatives. A total of 16 company representatives joined together to share their commitment to enhanced Lisa/Mac XL support. (See *Minutes . . . for more details.*)

It was at this meeting that Carol Jinks revealed that Apple had committed, for the first time in its history, to a sustaining

Product Engineering & Development Group, as a direct result of Lewis' proposal to Mr. Sculley and reaction from the field. In addition, there would be some very exciting news during the AppleWorld - MacWorld Exposition for Lisa/Mac XL customers and Apple Dealers supporting Lisa/Mac XL customers.

APPLEWORLD - MACWORLD EXPOSITION 1986: ANNOUNCEMENT OF APPLE'S TRADE-IN PROGRAM

The AppleWorld - MacWorld 1986 Exposition, held January 16th - 18th in San Francisco, proved to be as exciting for Lisa/Mac XL owners as it was for Macintosh owners. Over 500 Lisa/Mac XL owners visited the *Lisa—Mac/XL Orphanage*, where their questions and concerns were addressed by representatives of *The NetWorkers-The LisaTalk Report*, Dafax Processing Corporation, All Star Computer Services, Open Systems, and Santa Cruz Operations. Without question, the *Lisa—Mac XL Orphanage* was a major success, and all participating vendors left with a greater understanding of users' needs and concerns and many newly-established business relationships.

However, despite the presence of the *Lisa—Mac XL Orphanage*, Lisa/Mac XL owners were in need of some serious reassurance that they were not being forgotten. News of John Sculley's announcement at the AppleWorld Conference of Apple's new Trade-In Program for Lisa/Mac XL owners spread rapidly. Lisa/Mac XL owners were very confused and curious about the announcement, and many visitors at the *Orphanage* couldn't help but be skeptical about Apple's commitment to future support of the Lisa/Mac XL. And they were not alone.

Prior to John Sculley's announcements at AppleWorld '86 regarding the Trade-In Program, we contacted Carol Jinks, Head of the Apple Lisa/Mac XL Task Force, by phone to find out the truth behind rumors (which had been circulating at the Developers' Conference two days prior) regarding the Trade-In announcement. We were especially concerned that this offer was *all* there was behind the Lisa Support Program to which Carol had referred at the ILMTF meeting one week prior.

Carol stated that the Trade-In Program had, in fact, been one of several options discouraged by the Apple Lisa Task Force, but the decision to introduce the Trade-In Program had been Mr. John Sculley's personal decision. In respect to the current Trade-In Program, Carol indicated that from April 15, 1986, through August 30, 1986, all Lisa/Mac XL owners can trade in any Lisa/Mac XL system for a Macintosh Plus with an Apple Hard Disk 20 for an additional \$1,500.⁹⁹ (through as yet unnamed participating dealers).

When asked how many trade-ins were expected to occur under the Trade-In Program, Carol Jinks stated that Apple projects

approximately 6,000 Lisa/Mac XL owners will participate in the Trade-In Program.

INTRODUCTION OF APPLE'S SUPPORT PROGRAM

At this point, we all breathed a sigh of relief (several of us *Orphan* representatives had gathered around the phone by this time), knowing that if Apple anticipated such a low number of trade-in customers, Apple would surely have an alternative option for the 50,000+ owners who would *not* find the trade-in option attractive. Carol Jinks then explained there was an alternative to the Trade-In Program, referred to as the **Support Program**. The Support Program was, in fact, established as an option for Lisa/Mac XL owners who will not trade in for a Macintosh Plus and Hard Disk 20, and more specifically, to encourage Lisa owners to migrate from Lisa 7/7 to the MacWorks environment. Carol explained that foremost, the Support Program would provide all Lisa/Mac XL owners with a special Support Package, which would include, *absolutely free*, MacWorks 3.0, Apple's Migration Kit and Screen Modification Kit, and a one-year warranty. Like the Trade-In Program, this program would also be handled by participating dealers.

In response to our questions regarding incentives being offered to dealers to encourage them to support the Trade-In Program and the Support Program, Carol Jinks stated that Apple was developing a Dealer Sign-Up Program which would be included in Apple correspondence and sent out to dealers on March 1, 1986. Among the dealer incentives which were currently being discussed by the co-authors of the Trade-In Program, Amy Magnuson and Jackie Whiting, were free technical seminars. These seminars are planned to cover Lisa/Mac XL hardware repair, software support, and migration, to technicians for all dealers who participate in the Support Program and/or the Trade-In Program. (It is important to note that only authorized Apple dealers will be allowed to participate in the Support Program — Carol Jinks disclosed that she found this requirement discomforting, as it will prevent more dealers from supporting migration.)

It was also discovered that upon the establishment of the Trade-In Program, the Apple Lisa/Macintosh XL Task Force had been divided into two separate task forces: The Trade-In Program Task Force, headed by Amy Magnuson, and the Support Program Task Force, headed by Carol Jinks.

As John Sculley had not discussed any information relative to the **Support Program** in his January 16th announcement, we knew it was critical that Lisa/Mac XL owners in attendance at the MacWorld Exposition were informed about the Support Program. In addition, we were very interested in Lisa/Mac XL owners' responses to the trade-in offer, as well as what type of developments or enhancements for the Lisa/Mac XL would

encourage Lisa/Mac XL owners to keep their computers. To determine the answers to these questions, organized members of *The International Lisa/Mac XL Task Force (ILMTF)* developed a survey for Lisa/Mac XL owners to express their viewpoints regarding their support needs. (See *Survey Response Tables*.)

ILMTF SURVEY AT MACWORLD '86

Basically, two options were offered within the *ILMTF* survey:

1) Would you prefer the option to trade your Lisa/Mac XL in (and pay an additional cost of between \$1,000 and \$2,000 for the option to trade it in) for a Macintosh Plus with an Apple Hard Disk 20? ☐ YES ☐ NO

OR

2) Would you prefer to keep your Lisa/Mac XL and receive ongoing support by Apple Computer and third-party developers who manufacture products as described below, and in addition, receive a package which would include the updated MacWorks, the Migration Program and a one-year warranty to your Lisa/Mac XL, absolutely free? ☐ YES ☐ NO

(Ed. Note: The *ILMTF* did not indicate an exact dollar amount for the trade-in as this information was still sketchy.)

The possible products for selection listed within the survey were: • Larger Hard Disk Capability • Internal and External 800K Floppy Drive Capability • Up to Six Other Expansion Ports To Take Advantage of Lisa/Mac XL Slots, such as SCSI • Digitizing Tablet • Tape Backup • 4 Megabytes of RAM • Macintosh Hard Disk Adaptor • Standard Hard Disk Adaptor Card • and Adjustable Aspect Ratio Switch. In addition, respondents were requested to list their likes and dislikes about the Lisa/Mac XL.

As you can see from the Survey Response Tables, out of 279 Lisa/Mac XL owners polled, 54.8% decisively would not accept the Trade-In Program, but would prefer the mentioned Support Program and enhanced product development. Added to that the 14.7% of owners polled who would prefer the mentioned Support Program, but who did not indicate YES or NO on the Trade-In Program, that's a total of 69.5% Lisa/Mac XL owners who did not consider the Trade-In Program to be a viable alternative.

On the other hand, only 6.8% Lisa/Mac XL owners indicated decisively that they would prefer the Trade-In Program as a viable alternative to the Support Program. Added to that the 10.8% owners who would prefer the Trade-In Program, but who did not indicate YES or NO to the mentioned Support Program, that's a total of 17.6% of Lisa/Mac XL owners polled who considered the Trade-In Program to be a viable alternative.

APPLE'S JANUARY ANNOUNCEMENT TO SELECT DEALERS REGARDING ORIGINAL SUPPORT PROGRAM AND TRADE-IN PROGRAM

Following are excerpts within Apple's announcement to select authorized Apple Dealers regarding the new Trade-In and Support Programs. This announcement further supported statements made by Carol Jinks during the AppleWorld - MacWorld Expo:

LISA/MACINTOSH XL SUPPORT PROGRAM LISA/MACINTOSH XL TRADE-IN PROGRAM

Apple is pleased to announce two programs that reflect our commitment to owners of the Lis/Macintosh XL product line:

- 1) an enhanced support program for customers who wish to continue using the Lisa/Macintosh XL hardware; and*
- 2) a trade-in program for Lisa/Macintosh XL customers interested in migrating to the Macintosh Plus.*

LISA/MACINTOSH XL SUPPORT PROGRAM

Between April 15, 1986, and August 31, 1986, Lisa/Macintosh XL owners may take advantage of the Support Plan described below:

- Lisa owners can make an appointment with a participating authorized Lisa/Macintosh XL dealer, to convert their Lisa 7/7 files to the Macintosh Operating System. (Although MacWorks XL, including MacWrite and MacPaint is free, customers will have to purchase any additional Macintosh software necessary to run their applications.)*
- Lisa/Macintosh XL owners may, for no charge, order the XL Screen Modification Kit and have it installed by a participating authorized Lisa/Macintosh XL dealer.*
- Lisa/Macintosh XL owners who take advantage of the above offers will be given a free one-year warranty on their CPU and ProFile (if any).*

Under the Lisa/Macintosh XL Support Program, the following incentives will be made available to participating Lisa/Macintosh XL dealers beginning April 15, 1986:

- Service stock pricing and the Macintosh XL spares kit will be reduced by 30-40%. In addition, dealer service stock will be price-protected.*
- Migration instructions and support will be provided to Apple certified dealer technicians at participating Lisa/Macintosh XL dealers.*
- Apple will increase a warranty/AppleCare labor reimbursement to \$40 per repair.*
- Apple will provide a \$100 reimbursement to participating dealers who migrate Lisa customers over to MacWorks and install the XL Screen Kit. For customers who require only the*

LISA/MAC XL SUPPORT

SURVEY RESPONSE TABLES

TRADE-IN VERSUS SUPPORT

	TOTAL BALLOTS	TOTAL RESPONSES	TOTAL PERC%
TRADE-IN YES:	279	30	10.8%
TRADE-IN YES, ADD. SUPPORT NO:	"	19	6.8%
TRADE-IN YES, ADD. SUPPORT YES (UNDECIDED):	"	26	9.3%
TRADE-IN NO:	"	4	1.4%
TRADE-IN NO, ADD. SUPPORT YES:	"	153	54.8%
ADDITIONAL SUPPORT YES:	"	41	4.7%
MISCELLANEOUS, UNREADABLE, NO ANSWER, ETC.:	"	6	2.2%

ADDITIONAL LISA/MAC XL PRODUCTS IN DEMAND

Of the 279 ballots received, the following percentages of Lisa/Mac XL owners would be interested in the following additional products:

	TOTAL BALLOTS	TOTAL RESPONSES	TOTAL PERC%
• Larger hard disk capability:	279	142	50.9%
• Internal and external 800K floppy drive capability:	"	149	53.4%
• Up to six other expansion ports to take advantage of Lisa/Mac XL Slots, such as SCSI:	"	133	47.7%
• Digitizing Tablet:	"	53	19.0%
• Tape Backup:	"	79	28.3%
• 4 Megabytes of RAM:	"	128	45.9%
• Macintosh hard disk adaptor:	"	87	31.2%
• Standard hard disk adaptor card:	"	46	16.5%
• Adjustable aspect ratio switch:	"	88	31.5%

LISA/MAC XL CUSTOMERS' LIKES VERSUS DISLIKES

A majority of Lisa/Mac XL owners surveyed like the following about Lisa/Mac XL:

- Ease of Use
- Large screen
- Integrated 7/7 package
- Graphics - LisaDraw/LisaGraph
- Numeric keypad
- Better keyboard
- Expansion Slots
- Lisa Pascal Workshop
- Real multi-tasking
- Xenix-compatible

A great number of Lisa/Mac XL owners surveyed dislike the following about Lisa/Mac XL:

- System is slow
- Slow speed with 400K+ files
- Want faster CPU 68020
- 7/7 LisaCalc slow
- Single floppy
- Hard drive unreliability
- Lack of Support
- Limited product availability
- Bugs in MacWorks 3.0
- Non-integration with Macintosh
- Aspect ratio
- No battery clock
- No Mac sound
- No digitizing video equipment

LISA/MAC XL SUPPORT

XL Screen Modification Kit, the standard labor reimbursement will apply.

• *Unopened Lisa 1 service spares kits may be exchanged for Macintosh XL service spares kits.*

DETAILS OF THE LISA/MACINTOSH XL SUPPORT PROGRAM, INCLUDING DEALER SIGN UP, WILL BE IN YOUR MARCH APPLEGRAM AND MARCH SERVICE MAILING.

LISA/MACINTOSH XL TRADE-IN PROGRAM

Apple is committed to Macintosh technology and architecture as the foundation of its long-term, 68000 based product development strategy. The latest and most powerful member of the Macintosh family is the Macintosh Plus. Between April 15, 1986, and August 31, 1986, Lisa, Lisa 2/5, Lisa 2/10 and Macintosh XL owners may trade-in their computers for \$2600 worth of credit toward the purchase of a Macintosh Plus and Hard Disk 20. Since the suggested retail value of the new product is \$4098, the customer will pay a suggested net trade-in price of \$1498. The program will be available through participating Lisa/Macintosh XL dealers.

NOTE: In the future, Apple or third-parties may offer Macintosh Plus enhancements to the existing Lisa/Macintosh XL product lines. We cannot comment on any future Apple product or speculate on any third-party product development.

MAJOR CHANGES TO THE SUPPORT PROGRAM

Despite the good intentions and hard work behind Apple's Support Program, we soon discovered that **numerous, drastic changes were made in respect to the Support Program.** Following is an account of several conversations with Carol Jinks, Head of the Support Program Task Force, and Jackie Whiting, Co-Author of the Trade-In Program, regarding the status of the Support Program after Apple's announcement to select authorized Apple Dealers in January.

• Shortly after AppleWorld - MacWorld 1986, Carol Jinks clarified that under the current version of the Support Program, Apple would only provide a free one-year warranty (ending April 14, 1987) to actual *MacWorks* users and no longer to *Lisa* users. Unchanged was the fact that both Lisa 7/7 and MacWorks users would receive the Migration Kit, MacWorks, and Screen Modification Kit, absolutely free.

• In late January, Carol Jinks informed us that upon review by the Support Program Task Force, the recently reduced Support Package for 7/7 owners (i.e., Free Migration, MacWorks and Screen Mod. Kit) had now been *completely cut* from the Support Program. However, in a total shift, a free one-year

warranty would be available for both MacWorks and Lisa 7/7 owners. Apparently there had been a lot of inquiries within Apple regarding the logic behind introducing products around which there were still questions about bugs (i.e., MacWorks and the Screen Modification Kit) to an even larger base of Lisa/Mac XL owners. In addition, the Support Program Task Force realized 7/7 owners might feel penalized by not receiving a one-year warranty; and although the Migration Kit was scheduled to begin shipping that same week, most dealers were still not properly familiarized with the Migration Kit, and therefore were not yet prepared to support Migration for all 7/7 owners.

During this same conversation, Carol Jinks informed us that the Lotus+Migration Kit and the Microsoft Word/Excel/File+ Migration Kit offers would possibly be enhanced, to include, at no additional charge, MacProject and MacDraw, as per her discussions in later meetings with Lewis Guice.

• By early February, the Support Program, as we knew it, was **TOTALLY CUT**, including the new one-year warranty for both Lisa 7/7 and MacWorks owners. Dealers were informed of this change via an insert in Apple's February 15th AppleGram.

When asked **WHY** all the changes had occurred within the Support Program over the course of the last two months, Jackie Whiting stated that the many proposed procedures had originally been set up with the hopes that the majority of Lisa/Mac XL users would migrate to MacWorks, and all incentives were based on this. However, Apple later realized there are a lot of customers running 7/7, and Apple did not want to disregard these customers. Instead of focusing only on MacWorks, Apple is attempting to go out with a plan that will support both Lisa 7/7 and MacWorks customers.

In addition to the Support Package being totally cut from the Support Program, Jackie Whiting stated that Apple had since decided against including free copies of MacProject and MacDraw within the Lotus-Migration Kit and the Microsoft-Migration Kit, as well.

CURRENT STATUS: SUPPORT PROGRAM TASK FORCE

When asked what the Support Program Task Force is *now* doing for Lisa/Mac XL owners, Carol Jinks reiterated that Apple will stand by its commitment to five years of support and service for Lisa/Mac XL hardware and software. In addition, by signing up as many Dealers as possible to participate in the Trade-In Program and the overall servicing of Lisa/Mac XL customers, Carol said that an easily accessible Lisa/Mac XL service and support network (through dealers and backed by Apple) is being coordinated and will be available to Lisa/Mac XL owners. Jackie Whiting added that Sign-Up applications and information were

provided to Dealers in Apple's March 15, 1986, AppleGram, and any additional information regarding Trade-In and Support Programs will be provided to Dealers in Apple's April 15th AppleGram.

Apple's current Technical Support Staff will also continue to support Lisa/Mac XL owners to their best ability; however, critical problems which dealers might encounter will be directed to the FSE program (Field Service Engineers), which consists of many of the same Apple people who were involved in Apple's Lisa Hotline.

In addition to the planned technical support seminars (mentioned earlier), Carol Jinks said that Apple is also putting together new technical procedures for dealers with emphasis on troubleshooting and symptom-cure description. These procedures will be distributed to dealers in April in Apple's technical procedures mailing, and will also include a diagnostic Lisa test, Lisa/Mac XL compatibility chart, and Lisa/Mac XL hardware configuration chart.

CURRENT STATUS: MIGRATION TUTORIAL/KIT

Under the direction of Amy Magnuson, Jackie Whiting and Carol Jinks, an improved Migration Tutorial was written by John Love from an Apple Product Support Division. Carol Jinks explained that this new Migration Tutorial is sure to enhance Migration Support by Dealers and will be shipped within actual Migration Kits (sold via the Apple Processing Center). However, this new tutorial was still not printed by the date of this publication, and it's unclear how users who have already ordered and received the Migration Kit will receive this new tutorial. (Jackie Whiting stated that the Migration Kit began shipping the end of January, and she and Cathy Olson, Product Manager for the Apple Processing Center, are working together to ensure that Migration shipments run as smoothly as possible.) *If you have already received your Migration Kit but have not received the updated version of the Migration Tutorial, be sure to contact Apple to order the update to the Tutorial.*

Procedures to order Migration Kit:

- A. Pick up the ordering procedures sheet for the Lisa 7/7 Migration Kit from Dealer. (Ed. Note: a copy of this form is also included in this issue in Rob Graner's *What's New in Macintosh World?* department.)
- B. Check which package you are ordering: Either the Macintosh XL Migration Kit at \$30.00, the Migration-Lotus Package at \$450.00, or the Migration-Microsoft Package at \$450.00.
- C. Fill out a check or money order payable to Apple Computer for the appropriate amount, plus local sales tax, or enclose a major credit card number for the designated amount, plus local

sales tax. MasterCharge and Visa are accepted.

D. In a sturdy envelope, enclose the original Lisa 7/7 System Disk 2 Diskette P/N 682-0097-A or 682-0097-B. Also enclose the form and check or money order.

E. Seal envelope and attach the appropriate postage and mail to:

APPLE COMPUTER PROCESSING CENTER
ATTN: MIGRATION KIT
P.O. BOX 6720
SAN FRANCISCO, CA 94101

It takes four to six weeks for delivery. The offer is good only within the Continental U.S., Hawaii, and Alaska.

CURRENT STATUS: MACWORKS ENHANCEMENTS

In regards to the Support Program Task Force exploring the possibilities for future enhancements to MacWorks, Carol Jinks shared that it is questionable whether Apple will enhance MacWorks V3.0. Apple has not made an official decision about this. Apple is still not certain that complaints of "bugs" in MacWorks 3.0 *do* actually exist, or if in fact the "bugs" are related to Macintosh software which was not developed as directed in Apple Guidelines. Another important consideration is whether Apple wants to continue adding features to MacWorks, and thereby increase the possibility of more "bugs" or related problems. Of course, the financial implications of continued development are also an issue. At best, the group feels it would take someone really dedicated to finding out and solving MacWorks-related problems; it is the group's opinion that an outside developer under contract could not effectively perform this task.

It is important to note that Apple has not committed to fixing MacWorks 3.0. It is up to you, the Lisa/Mac XL customer, to let Apple know how you feel about Apple developing an enhanced version of MacWorks.

Apple says they have not forgotten MacWorks users, however, and any feedback from MacWorks users regarding MacWorks-related problems can be provided to Apple Customer-Relations Supervisor, Tony Tamacci, who, among many other Apple people, will be involved in the investigation of MacWorks-related problems. (Ed. Note: *The Spring LisaTalk Report Survey* within this issue will be an excellent vehicle for *LisaTalk* subscribers to provide feedback on this issue during Apple's investigation. Be sure to complete and return your survey to *The NetWorkers* as soon as possible.)

CURRENT STATUS: TRADE-IN PROGRAM

1. Trade-in dates have been changed slightly. Trade-In actually

begins April 14, 1986, and ends August 29, 1986. This change was made to accommodate the actual business week, Monday through Friday — April 15, 1986, falls on a Tuesday, and August 30, 1986, falls on a Saturday.

2. All Lisa, Lisa 2/5 Lisa 2/10, and Macintosh XL owners may trade-in their computers, regardless of condition — computers do not have to be running, but all pieces which came with the computer must be in tact — for a Macintosh Plus and Apple Hard Disk 20.

3. The *suggested* net trade-in price is \$1,498. Note that this suggested net trade-in price will exist throughout the life of Trade-In Program. In the event the suggested retail value of the Macintosh Plus with Hard Disk 20 changes, the suggested net trade-in price of \$1,498 will not change.

Although Apple stated within its January announcement to select dealers that "... Lisa/Mac XL owners may trade-in their computers for \$2600 worth of credit toward the purchase of a Macintosh Plus and Hard Disk 20 ..." Apple has since denied that the difference between the suggested retail value of the Mac Plus with Hard Disk 20 (\$4098) and the suggested net trade-in price (\$1498) actually represents "\$2,600 worth of credit" to Lisa/Mac XL owners for their machines. Apple would not, however, disclose how they otherwise arrived at the suggested net trade-in price of \$1,498. (Our estimation is that the suggested net trade-in price actually represents a \$7,200 debit.)

4. If a Lisa/Macintosh XL Customer had AppleCare on his/her system, the coverage can be transferred over to the new system at no additional charge.

5. Jackie Whiting has stated that the Trade-In Program will be monitored by the Trade-In Program Task Force. If enough Dealers do *not* sign up to participate in the Trade-In Program, Jackie stated that Apple's Trade-In Program Task Force will try to modify the program again.

APPLE ANNOUNCES TRADE-IN PROGRAM TO LISA/MAC XL CUSTOMERS ON APRIL 14TH

The following letter is scheduled to be sent within a direct mail piece announcing the Trade-In Program to retail Lisa/Mac XL customers on April 14th. (We are publishing this letter for those Lisa/Mac XL customers who are not currently on Apple's mailing list.) Apple will also be sending slightly revised letters to developers and university customers (although the details for that mailing had still not been worked out upon publication of this issue of *The LisaTalk Report*.) It is important to note that: (1) the Trade-In Program is being viewed as a one-time offer from Apple; (2) the Trade-In Program is a U.S. program only; and (3) the Trade-In Program does not apply to international customers, or customers in Canada and Australia.

April 14, 1986

Dear Macintosh XL or Lisa owner:

Apple Computer recently announced the Lisa/Macintosh XL Trade-in Program. Since the announcement, we have received a positive response from you in support of the program. This letter discusses what you can expect from Apple and how you can participate in the trade-in.

Several unique factors contributed to Apple's decision to offer the trade-in, but the one overriding factor is that Apple feels a special commitment to our customers who supported Apple in a new and different product direction.

Those of you who want to continue using your Lisa or Macintosh XL should know that you own the most powerful Macintosh workstation Apple has ever sold. We will continue to service and support your hardware and software for the standard five years. In addition, we will be providing additional technical support and training to our servicing Lisa/Macintosh XL dealers so that they can continue to handle your support needs.

For those of you interested in migrating to the new Macintosh Plus and Hard Disk 20, Apple is offering any Lisa or Macintosh XL owner a special trade-in offer. The suggested retail price of these new products is \$4,098.00, however, by participating in the trade-in program the suggested retail price is only \$1,498.00.

In addition, if you had AppleCare for your system and decide to participate in the trade-in, your AppleCare coverage can be transferred over to your new Macintosh Plus and Hard Disk 20 at no additional charge.

The trade-in program is available through participating authorized Apple Macintosh dealers from April 14, 1986, through August 29, 1986. For complete details on each program and how to participate, please contact the participating authorized Apple dealer nearest you. The names of participating dealers are available by calling 800-538-9696 x 874. You may also call this number for the names of dealers who are servicing and supporting Lisa/Macintosh XL systems.

We thank you for your support and hope that you continue to enjoy your Apple products.

Sincerely,

Apple Computer, Inc.

FUTURE TRADE-IN PROGRAMS

Neither Carol Jinks nor Jackie Whiting were at liberty to discuss future Apple developments or could speculate on the likelihood of a different Trade-In Program being introduced to Lisa/Mac XL owners at a later date. They could not speculate on any plans by Apple to release a system more similar to the Lisa, i.e., with larger screen, expansion capabilities, integrated software, etc.). Both officials maintained that this Trade-In Program represents a one-time option for Lisa/Mac XL owners.

THIRD-PARTY LISA/MAC XL SUPPORT

We at The NetWorkers will present ILMTF survey results and LisaTalk Survey results in future correspondence to current members of The International Lisa/Mac XL Task Force and within future issues of *The LisaTalk Report*. We will also solicit ideas from ILMTF members regarding enhanced Lisa/Mac XL Support, as well as reports on their companies' support strategies. In addition, there are plans to hold an on-line conference among direct ILMTF members, to be announced within future ILMTF correspondence.

The NetWorkers is also currently coordinating a technical support network with Grapevine Communications of Portola Valley, California, called, *LisaTalkin'*. This service will be maintained by The NetWorkers, and our System Operator will be Dave Redhed. *LisaTalkin'* will initially be used by The NetWorkers, Lisa/Mac XL developers, ILMTF members, and Apple representatives to gather, compile and exchange technical data regarding Lisa/Mac XL hardware and software problems and solutions. This data will include survey results, beta test results, software documentation, product announcements, and current support contacts. If you are a developer, programmer, or hardware specialist, and you are interested in more information about becoming an ILMTF member, please send your background information and inquiry to: The NetWorkers, 21 Canyon Road, San Anselmo, CA 94960.

In addition, we at *The LisaTalk Report* will be performing a "hands on" evaluation of a Macintosh Plus and Apple Hard Disk 20 which will be on loan from Apple, and we will provide the results of our evaluation of the Macintosh Plus and Apple Hard Disk 20 in our Summer, 1986, issue of *The LisaTalk Report* (to be released July 1st, 1986). We hope this information will help subscribers who are still contemplating the Trade-In Program as an option at that time.


SUMMARY

The first quarter of 1986 has been a most eventful quarter for Lisa/Mac XL customers. For the first time ever since the discontinuation of the Mac XL, key Apple officials have

publicly acknowledged the need for an enhanced, well-defined support program by Apple for Lisa/Mac XL customers. As a result, Apple is attempting to establish stronger ties and lines of communication with Apple Dealers, and this most certainly will help some Lisa/Mac XL customers. In addition, Apple's Trade-In Program also provides an important option to Lisa/Mac XL customers who are thinking twice about keeping a discontinued computer and/or who might prefer the Macintosh Plus and Hard Disk 20 to their current configuration(s).

Apple has stated that Apple will stand behind its commitment to provide five years of support and service to Lisa/Mac XL customers. Still unknown is the exact way in which Apple will meet this commitment. If a majority of authorized dealers do not "sign up" to support Lisa/Mac XL customers as a result of the Trade-In and Servicing Programs, which we think is likely, Apple will clearly have to find another way to encourage Dealer support. If, in fact, only a small number of Apple dealers actively support Lisa/Mac XL, Apple will inevitably have to make a decision to set up support centers specifically equipped to service and repair Lisa/Mac XL's, as well as shipment procedures and policies.

It is clear that it would be to Apple's advantage if they worked more closely with third parties within the International Lisa/Mac XL Task Force (ILMTF), especially in light of Apple's recent commitments to pursue the business market. The organization of the International Lisa/Mac XL Task Force represents a serious commitment by third-party Lisa/Mac XL developers to enhance technical support for the Lisa/Mac XL, and ILMTF participants are very serious about gathering and compiling technical data to explore possible future developments for the Lisa/Mac XL product line.

Yes, there are still questions about Lisa/Mac XL support which remain unanswered. But through your support, we at The NetWorkers have established some very strong relationships within the community of Lisa/Mac XL developers, and we are confident that *The LisaTalk Report* will continue to offer you up-to-date solutions throughout the life of your Lisa/Mac XL system. 

Roxanne M. Schwabe is a partner and Vice-President Operations of The NetWorkers.

MEETING OF THE INTERNATIONAL LISA/MAC XL TASK FORCE



Some Participants in the ILMTF: Steve A. Smith, Apple Computer, Alex Kozero, Apple Computer, Samuel Neulinger, Dafax Processing, Larry Goldman, All Star Computer Services, Marty Gilman, Open Systems, Carol K. Jinks, Apple Computer, Lewis Guice, The LisaTalk Report.

Following are the minutes of the first meeting of the International Lisa/Mac XL Task Force, held on January 10, 1986, at The Networkers Financial Office in Burlingame, California. Respectfully Submitted by Roxane M. Schwabe, Vice President Operations, The NetWorkers.

Called To Order:

The meeting was called to order at 11 a.m. Lewis Guice, President of The NetWorkers, chaired the meeting. The agenda was informal.

I. Introduction of Participants and Products or Services Offered

In his opening statements, Lewis Guice reiterated that it has not been cost-effective for participating third-party development companies to pursue the Lisa/Mac XL customer base of approximately 60,000. One reason it has been difficult for these developers to pursue and service the user base is that there has never before been a complete, organized list of Lisa/Mac XL customers or an organized channel representing these customers.

MEETING OF THE INTERNATIONAL LISA/MAC XL TASK FORCE

The ILMTF, however, offers third-party companies the opportunity to share technical and marketing information in order to cost-effectively reach and support the existing Lisa/Mac XL user base. In addition, combined efforts to organize communication channels among developers and customers by *The LisaTalk Report*, third parties and Apple Computer, will alleviate many customers' frustrations.

Before opening group discussion and asking participants to introduce themselves and their products, Lewis Guice introduced the Winter, 1985, issue of *The LisaTalk Report*. Lewis explained that this quarterly publication is actually a technical service and support journal dedicated to the Lisa/Mac XL community, focusing primarily on: meeting the special needs of Lisa/Mac XL owners within the business community; migration to the Macintosh environment; up-to-date reports of Apple Support Programs; and third-party Lisa/Mac XL developments and services. Lewis also stated that no products will be advertised in *The LisaTalk Report* which are not thoroughly tested for Lisa/Mac XL-compatibility.

- *Carol Jinks is the Product Support Supervisor of the Product Support Group and Service Organization of Apple Computer, Inc.* Carol was also leading Apple's Lisa/Mac XL Task Force. This Task Force was currently proposing an Apple "Support Program," which, it was hoped, would encourage dealer support of the Lisa/Mac XL product line to ensure customer satisfaction. The details of this program could not be disclosed at this meeting, but Carol explained that the program would be announced in the following week at the Apple World-MacWorld Exposition. Carol did share that she personally feels that Apple abandoned users in the face of discontinuation, but she and her counterparts are very eager to enhance support. In addition, Carol said that Apple anticipated a lot of enthusiasm and excitement by users and developers as a result of next week's announcements at the exposition.

- *Marty Gilman is a Representative of Open Systems.* Marty explained that Open Systems has developed numerous computer products for a variety of operating systems. One product is the Open Systems Accounting Software. There are two versions (versions 2 and 3) of the Open Systems Accounting Software. The Open Systems Accounting Software version 2 runs on the Lisa, in conjunction with Santa Cruz Operations' Xenix System. Although Open Systems does not plan to develop future Lisa products, they have definitely not discontinued support and do continue to sell this product for the Lisa. (Pre-Sales Number: 1-800-328-2276.) Open Systems has also just introduced accounting software for the Macintosh called Open for Business.

- *Larry Goldman is President of All Star Computer Services.* All Star Computer Services offers the adjustable aspect ratio switch for the Lisa/Mac XL, called The BitFixer.

- *Samuel Neulinger is President of Dafax Processing Corporation.* As a Value-Added Retailer which sells only products for the Apple Lisa/Mac XL, Dafax Processing Corp. currently markets the RamStak by AST Research, Inc.; XL/Serve (and soon, MacServe) by Infosphere; and BitFixer by All Star Computer Services. Dafax will also be the exclusive firm representing the up-and-coming line of digitizing tables for Mac XL called, PenMac Works XL, developed by Softweaver. Dafax also provides free support to any Mac XL users who happen to call.

- *Alex Kozero is a Representative of Apple International.* Alex Kozero is working with The NetWorkers to market *The LisaTalk Report* internationally, and thereby enhance international Lisa/Mac XL support.

- *Steve A. Smith, Service/Marketing Programs for Apple Computer, Inc.* Apple's Service/Marketing Programs provide direct service program channels for national accounts, including VARs, educational institutions/universities, etc.

- *John Zimmerman, is a partner and Vice President Finance of The NetWorkers, serving primarily as The NetWorkers' financial arm.*

- *Ash Jain is Director of the Apple-Independent Business Unit for AST Research, Inc.* AST Research, Inc., develops and manufactures the RamStak, a memory upgrade board for the Lisa. RamStak's success within the Lisa/Mac XL community has gained AST Research excellent customer visibility among Lisa users, and Ash Jain said AST has experienced a lot of pressure from Lisa/Mac XL customers to develop new products for the Lisa/Mac XL as a result of this distinction.

- *Dave Redhed is contributing editor for the MACazine.* Dave also founded the Toolkit Users Group, the first ever Lisa-oriented programming group.

- *Doug Hughes is Owner of Micro Systems Designs.* Micro Systems Designs manufactures hardware schematics, as well as custom hardware and software (including both small and large-sized buffer products) for both the Lisa and the Macintosh.

- *Sam Toll represents a Sacramento Apple dealer, NetProfit Computers.* Sam also holds a marketing position with Micro Systems Designs.

- *David Baasch is Director of Marketing for Infosphere, Inc.* Infosphere's first product for the Mac XL, called XL/Serve, provides a disk server and printer server node for Mac XL's within AppleTalk networks. XL/Serve was announced in 1985, and the success of this product has gained Infosphere an excellent reputation within the Mac XL

community. Dave shared that Infosphere has definitely found the Lisa/Mac XL market to be a viable market. Dave also said that XL/Serve will soon be enhanced to support Macintosh hard disks, as well. Also, MacServe will totally replace XL/Serve, and an upgrade program is currently underway. Dave says, however, that Mac XL owners using XL/Serve should not be concerned about moving to MacServe, and customers can expect the same high-quality performance to which they are already accustomed. In Dave's words, "Now that other Macs have grown up, we have decided to support them, too."

Robert W. Johnson is a "silent partner" in The LisaTalk Report.

Joan D. Dickey is co-founder and President of P.L.U.G., the Peninsula Lisa Users Group. Joan is also the Data Management Chief for The NetWorkers.

Patricia Dines is the Editorial Assistant for The LisaTalk Report. Patricia also performs consulting for The NetWorkers and is a Lisa/Mac XL user.



Patricia Dines, Editorial Assistant for the LisaTalk Report, and Joan D. Dickey, President of Peninsula Lisa Users' Group.

Howard Pearlmuter is President of Softweaver, a software development firm for over eight years. Among other endeavors, Softweaver developed Mastertype for the IBM PC, the number one educational and training title for the PC, outselling Word Star, Dbase and the PFS series in one month on the IBM charts. Softweaver was one of the first Certified Apple Developers. As such, Softweaver attempted to get Mastertype over to Lisa, upon Lisa's introduction. However, Softweaver encountered numerous barriers to achieving this in light of Lisa's hardware differences. After much discussion with Apple, Softweaver decided not to work on custom software and recently developed its line of PenMac Works XL digitizing tablets for the Mac XL. Although Softweaver lacked one piece of critical technical data necessary to complete development of the PenMac Works XL, Howard was very confident this new line of products would be introduced in the near future.

II. Proposed Organizational Objectives of The International Lisa/Mac XL Task Force

A. Objectives of the ILMTF

I. The International Lisa/Mac XL Task Force (ILMTF) is an association comprised of representatives of companies worldwide who develop, manufacture and/or otherwise service and support products for the Apple Lisa/Mac XL computer system. ILMTF members participate in advisory capacity via written and in-person communication channels to meet the organization's goals for improved service and support of the Lisa/Mac XL user base.

II. The goals of the International Lisa/Mac XL Task Force (ILMTF) are based on ideas, problems and needs expressed by individual ILMTF members, through user polls, and as otherwise established in meetings of ILMTF members. The following outlines several proposed goals of the ILMTF:

- A. To share resources, i.e., technical and marketing information, etc., with established vendors and implement strategies to enhance support of Lisa/Mac XL users.
- B. To locate the existing Lisa/Mac XL user base through combined marketing efforts.
- C. To enhance development efforts within ILMTF-affiliated companies.
- D. To enhance sales of products and services.

Chairman discussed the proposed organizational objectives of the ILMTF, stating that they are only informal, conceptual guidelines for involved third-parties. He encouraged those present to share their experiences, in particular with marketing and development problems, regarding their companies' positioning within the industry; offer any ideas regarding what third-parties can achieve together, as a whole, to enhance

MEETING OF THE INTERNATIONAL LISA/MAC XL TASK FORCE

support; and establish individual companies' commitments to enhanced product development and support.

III. Viewpoints Contributed by Lisa/Mac XL Developers and Supporters'

In Lewis Guice' opinion, "The Lisa/Mac XL is not obsolete but is, in fact, an excellent machine. In most cases, a proven solution is better for a business person, than is 'the latest technology'. The Lisa/Mac XL is a proven solution for a majority of customers." Additionally, Lewis noted that most of the third parties present have discerned that Lisa/Mac XL customers want to keep their computers and are qualified users who will buy more products if they feel that someone is behind them. Lewis also believes that the efforts of the ILMTF, in combination with increased exposure within quarterly issues of *The LisaTalk Report* and the monthly 'Orphan Support Column' in *The MACazine*, can serve to resolve many users' feelings of abandonment and meet support needs.

AST Research, Inc., Survey Results

Ash Jain explained that AST Research, Inc., does not want to ignore the current Lisa user base. One approach, which AST has taken in forecasting support needs within the Lisa/Mac XL community was presentation of a one-page survey for Lisa/Mac XL customers, distributed in conjunction with the October, 1985, promotional sample of *The LisaTalk Report*. Ash has received approximately 500 extensive surveys as a result of the earlier mailing. In his report, Ash finds that a majority of the survey respondees want 800K floppies, hard disk and tape back-up, Apple Macintosh-compatibility, and oddly enough, users also want sound capability. Users also indicated a strong desire for an aspect ratio switch, a digitizer, and enhanced internal memory. In the many surveys AST has performed throughout the computer industry, there was less response by Lisa users. However, it was determined that most Lisa owners who have responded are very vocal, dedicated Lisa users and very professional and business-oriented.



Sam Toll, Micro Systems Designs, Dave Redhed, The MACazine, and Ash Jain, AST Research, Inc.

Relative to Ash's observation of the caliber of professional people who own and use Lisa, Dave Redhed shared that he received an incredible response from Lisa/Mac XL customers in his early, modest ad in *Byte Magazine*. Respondee were generally owners, presidents or vice-presidents of small- to medium-sized companies, and Dave continued to get foreign responses for six months after the ad ran.

The Question of Continued Development

In response to Lewis Guice' question whether there is an opportunity for continued development by third-parties, Ash Jain offered that as a result of ongoing discussions with Apple Computer over the past six months regarding enhanced product development for Lisa, Ash has come to believe there is a limited opportunity in anything that can be done regarding Lisa/Mac XL, as it has always been that new products get a higher priority, in terms of development. Ash agreed, however, that the residual effect far exceeds the immediate gain developers can achieve. "For Apple Computer, Macintosh compatibility is extremely important, because if the Lisa/Mac XL can be oriented towards full Macintosh compatibility, then Apple has an opportunity to sell Macintoshes to the existing Lisa/Mac XL base . . . The people who own the Lisa/Mac XL are business users, which is, in 1986, the most important market, and from AST's point of view, this is what we would like to see happen, because that is our market, as well."

Ash Jain further added that for third-parties to continue to develop products, two key issues need to be addressed:

(1) **"Important technological information is needed to continue developing products.** It is very difficult from a legal and management point of view, to define where the technology base is going to come from for developers to develop Lisa/Mac XL products, and I'm not sure if Apple will agree to pool their information with a consortium as a neutral party. It is in the interest of Apple Computer, as well as AST and all other third-party companies, to provide some sort of support in a most efficient way that does not detract our resources from developing new products. And that's a difficult thing to do, because there is no well-structured technical information about the Lisa that would help in developing new products; and compared to the time spent in developing new products, it would probably be too hard to further extensive development for the Lisa/Mac XL product line."

In respect to AST's own development of RamStak, Ash Jain stated that the RamStak was developed with absolutely no hardware or software information, and reverse engineering was the only means to develop this product. One minor resultant pitfall was that until several months ago, AST was not aware that the original version of the CPU had different timing versus

the new CPUs, and AST recently had to change the RamStak timing a little bit.

Ash further added that it will also be difficult for Apple to compile the necessary information for dispersal among third-parties, and the direction has to ultimately come from Apple because Apple has more information than anyone. He believes that through a very simple, straight-forward plan, in keeping with what the majority of users want, including Macintosh compatibility, there is potential for continued development, but only for a few products. Ash also stated that although there are a few people who want 68020 co-processors, AST believes this would be a very *major* development. He did suggest that it might be possible if they could take the CPM in the new 3rd quarter Macintosh and put it in that slot of the Lisa, however, he did not know if it would be worth it, considering that a 68020 co-processor for the Lisa/Mac XL does not appear to be in great demand.

(2) **"As a business operation, we have to operate profitably, at the least, at a break-even level.**

Although we couldn't make a lot of money on individual Lisa/Mac XL products themselves, there would be a residue effect as a result of making a marketing decision to develop products for the Lisa/Mac XL. Down the line, people who have bought Lisa/Mac XL products from us will tend to buy products



Ash Jain, Director of AST's Apple IBU, offers valuable insight to ILMTF participants.

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for the Macintosh, as well. We also need a clear understanding of what direction Apple will take in terms of having a very clearly defined plan for bringing the Lisa/Mac XL to make it work like a Macintosh. Of course, our final objective is to bring to users 100% Macintosh compatibility."

Ash then shared that AST would certainly like to develop something that is easy to transport from Macintosh to the Lisa (for instance, 800K floppies, hard-disk tape backup, and memory card storage products).

Lisa/Mac XL products would take too long and, in the long run, would not pay off. However, it would definitely be very valuable for developers if additional technical information was made available. If this information were made available, then, yes, continued development would be possible."

Sam Neulinger offered that the lack of availability of development information is only one part of the picture. Another important factor to consider is the fact that the end user feels that he is being left out. "Users do not know where they stand, and they need reassurance that they are not going to be left behind technologically . . . Once they understand that they will be supported, I don't think money or time is a problem, even with all of the problems inherent in MacWorks. I agree 100% with Ash Jain that 800K floppies, together with software to make [800K] work, will make customers happy. It doesn't have to be a hardware ROM, but if it runs under MacWorks and it gives Lisa/Mac XL owners specifically what the Macintosh user is given, the XL user will be happy."

In response to Lewis Guice's question as to whether a floppy could be interfaced to the new ROM if AST had the necessary technical information, Ash Jain said it would be relatively simple with that information. He also added that the best approach would be to take MacWorks and give it cleaner Macintosh compatibility through hardware interface. However, with the difference that the slots are transparent but take advantage of the Lisa/Mac XL slots. In order to do that, a person would have to be intimately familiar with hardware architecture for Lisa.

In response to John Zimmerman's question regarding the feasibility of putting the *correct* ROM in the XL and doing away with MacWorks altogether, Steve Smith said this would be tough for Apple to do for two reasons. Namely, (1) the engineering to do it would be cumbersome and time-consuming, and (2) with both existing boards and new boards coming in for repair, Apple would basically double its inventory relative to the XL's.

Peripheral Devices

Sam Neulinger offered that, "In light of the fact that we have expansion slots and Apple does have a parallel card which has two ports, ideally we would like to see the SCSI interface (a standard interface enabling you to interface in other environments) accessing other peripheral devices. Together with the floppy disk expansion port, we could expand the Mac XL, visavis a hardware board fitting into those slots, and being addressable under MacWorks. We could then have a card that could have either two, three or four ports, perhaps an extra serial port, a SCSI (Small Computer Systems Interface) port, or more



Steve A. Smith, Apple Computer, Alex Kozero, Apple Computer, and Samuel Neulinger, Dafax Processing Corp.

Hardware Schematics

In response to Lewis Guice's question regarding what hardware schematics are available, if any, to aid in the continued development of peripherals for Lisa/Mac XL, Doug Hughes responded, "One of the reasons the Apple II and IBM PC were such successes was because of disclosure of both hardware and software documentation. Micro Systems Designs provides hardware schematics, but these do not tell you what's in the ROMs, custom chips, etc.—Micro Systems Designs can't afford to find these things out . . . It would be possible to develop products as Ash mentioned, at a reasonable cost, but without knowing the intimate details of the Lisa architecture (even those people who do know something about this are somewhat ill-informed themselves), the reverse engineering which would be involved in developing additional specific

importantly, a port for a second floppy disk. We have the expansion slot, so we are not talking about taking something out of the machine and reprocessing it. But, in fact, we would be adding something to the machine, and addressing it, much like we are now able to do by adding ProFiles under MacWorks."

Apple's Support of Third-Party Lisa/Mac XL Support

In response to Lewis Guice's question as to whether it is realistic to assume that we can get the technical data necessary to accomplish this objective, Ash Jain said that it would be more than just a matter of getting the data. Apple would have to collect and compile the data available at Apple, and determine how that data would be fairly dispersed to developers. "In addition, Apple would have to determine how to make MacWorks, in its final form, look like Macintosh from a user point of view, and then provide developers a hook into the slots for plugging in peripherals. This would require engineering resources by Apple. Even if the raw data is given, the third-party developer would find it hard to come up with a usable product."

Carole Jinks stated that a budget has been approved by John Sculley for a sustaining engineering and product development group, a first such group ever established in Apple's history. In response to Dave Redhed's question as to how much energy will be focused on the Lisa/Mac XL within this group, Carol Jinks stated that the formation of a this group was a direct result of Lewis Guice's meeting with John Sculley, as well as reaction from the field, and this group will do everything in its power to provide effective Lisa/Mac XL support. (No one has yet been selected to head this group.)

In response to Lewis Guice's comments regarding the importance that the Lisa/Mac XL customer has a central dealer who can relate to them, Steve Smith said Apple was currently working to develop a specialized list of dealers supporting Lisa/Mac XL, but Apple had not yet solicited these dealers. Lewis shared he would be wary of any dealer programs in which dealers are not provided with proper incentives to support the programs, and he asked whether there are feasible financial incentives for Apple dealers under the coming Support Program. Carol Jinks reiterated that one of the goals of the Apple Lisa Task Force is to try to come up with a plan that will indeed make Dealers' support of Lisa/Mac XL profitable for Dealers. At this time, Sam Toll, NetProfit Computers, noted that he has noticed a strong change on the dealer floor, in that he is seeing a lot of big corporate buyers coming to dealers rather than going directly to Apple for product and support.

In response to Sam Neulinger's comments regarding the importance for Apple to recognize developers who support the Lisa/Mac XL, Ash Jain offered, "It's not that people at Apple do

not appreciate what everybody's been doing, because, in fact, they do. It's just that in a company as large as Apple, there is so much pressure in the 85/86 marketplace; it's very hard to come up with a decision as to where their priorities are. I think, from Apple's perspective, it does make sense for Apple to form a very small group to try and make an effort to collect the technical information to examine the possibilities for enhanced development, especially from the point of view of selling Macintosh Computers to existing Lisa/Mac XL owners in the future."

Plans to Gather and Disseminate Technical Information

Going back to the question of the means in which technical data could be compiled upon Apple's release of this data, Dave Redhed offered, "I'm sure that no where inside Apple is there a nice bound volume that says, 'here's what a LisaWrite document really looks like,' for instance, but maybe somewhere at Apple there's somebody's handwritten note talking about it. All it would take is xerox copies of those notes, etc., put in the hands of guys who love that kind of information. Compuserve or other such networks could serve as an excellent vehicle for Lisa/Mac XL programmers to gather and exchange this type of information and then information could be published within, perhaps, *The LisaTalk Report*."

Doug Hughes replied "It seems like that if the Lisa/Mac XL's obsolete, Apple has nothing to lose in making the information available." Dave Redhed added, "There are certainly a lot of programmer-types who would jump at the opportunity to get ahead of raw, unorganized technical information relative to Lisa development. There are over 125 such programmers who use the Toolkit and the Workshop, who are involved in the Lisa ToolKit Users' Group, alone, and these people are not your 'average' users. Although I feel bad saying it, there is, of course, a negative side to this, and that is that it clearly is not in Apple's interest to prolong the life of the Lisa 7/7 system: almost certainly, with the right information, someone would start work tomorrow on a Lisa Office System LaserWriter Driver, or various other things.

"One of the most critical questions for users to ask themselves now is, 'How do I relate to the Mac XL versus 7/7, and when do I establish in my mind that I'm going to have to get off 7/7?' Everyone intellectually knows if they hang onto their 'box,' for three years, they won't necessarily be using 7/7. What they haven't figured out is *when* they should make the transition from Lisa 7/7 to Mac XL, or *how* they will adjust to that transition. A lot of people just don't even want to think about migrating."

At this time, Lewis Guice stated that the Developers' Corner department within *The LisaTalk Report*, will provide ILMTF

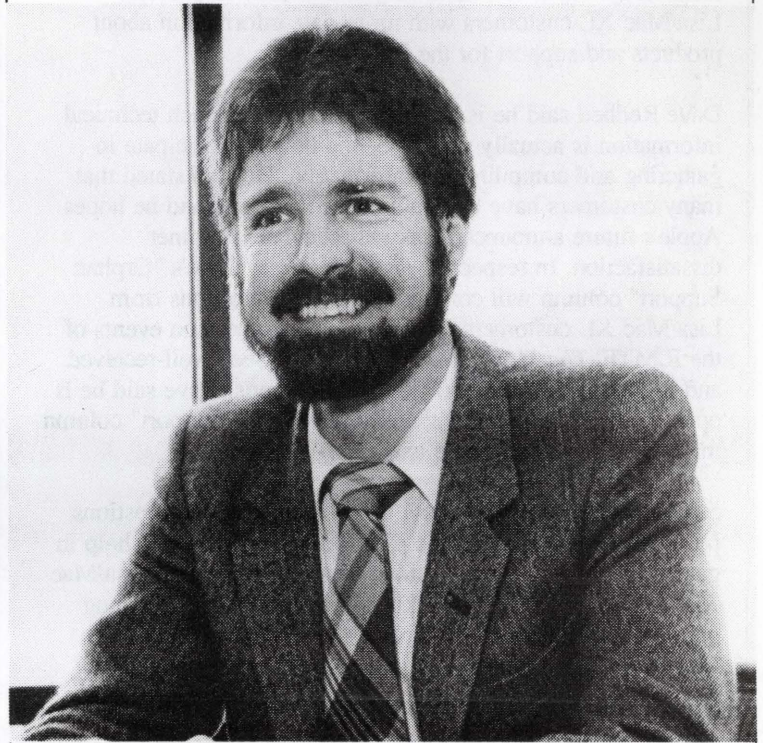
members and other third-parties a vehicle to exchange this type of information and, in addition, The NetWorkers is working to set up an electronic network for direct communication among ILMTF members regarding technical development information about the Lisa/Mac XL. It is also possible that areas within this network will later be made available to subscribers of *The LisaTalk Report*. The NetWorkers is also discussing the possibility of a special area on *AppleLink* which would be accessible to engineers at Apple, people involved in the ILMTF and other select technical experts. This medium would offer these participants the opportunity to begin gathering and compiling technical information. Overall, the group was very confident that important technical information which is currently lacking can be found using the above-mentioned strategies, and that with this information, numerous software developers can continue limited development for and continued support of the Lisa/Mac XL. In addition, participating members of the ILMTF established the objective to work together to gather and compile information in conjunction with other efforts of ILMTF-affiliated companies.

Individual Companies' Commitments to the ILMTF

Although Ash Jain said he does not really know about Lisa/Mac XL architecture, he will be glad to provide participating ILMTF members with notes on his experiences in supporting user difficulties and will provide a list of all dealers who carry RamStak. Ash also offered to publish AST's October, 1985, survey in *The LisaTalk Report*, and stated AST will support *The LisaTalk Report* in every way they can. They will also tell Lisa/Mac XL customers to subscribe to *The LisaTalk Report*.

As Bob Cook from Sun Data could not make the meeting and share information about Sun Data's role, in terms of Lisa/Mac XL support, Lewis Guice asked Steve Smith to share this information. Sun Data is apparently buying and remarketing products, including the Lisa/Mac XL, however, Sun Data is better known for supporting Apple II's. Sun Data has an agreement with Apple Computer to provide service and support to all end users to whom these systems are sold. Sun Data is also selling software, and they have their own toll-free '800 phone line.

In respect to establishing an actual phone support service, The NetWorkers, as like most new companies, cannot afford to spread itself too thin, but The NetWorkers will not turn customers down. The NetWorkers probably handles as many calls as do AST, Dafax Processing, or Infosphere, however, Lewis Guice estimated that at least 50% of the support problems reported by Lisa/Mac XL customers to The NetWorkers are very basic and easily fixed. He further added that by design, *The LisaTalk Report* will serve to eliminate a majority of these problems. In addition, the network which The NetWorkers is setting up will also make possible an



David Baasch, Director of Marketing, Infosphere, Inc., shares enthusiasm to support the Lisa/Mac XL customer base.

immediately accessible direct channel of information for all third parties who support Lisa/Mac XL customers. (Although there will be long distance phone charges, hourly usage of the network itself will be very low, no more than \$10 per hour.)

IV. Final Comments

Carol Jinks shared her appreciation to be able to participate in the ILMTF's efforts to enhance Lisa/Mac XL support. She believes that together we can all work to turn things around for Lisa/Mac XL customers through the communication channels established as a result of this meeting.

As a developer, Larry Goldman explained that he would like to know *everything* there is to know about the Lisa/Mac XL. He said that although he knows a lot about what's going on with Macintosh, he knows nothing about MacWorks, the differences between MacWorks and *Inside Macintosh*, etc. Larry expressed his commitment to participate in gathering and compiling technical data, or in any other projects, if he can help to preserve Lisa/Mac XL customers' investments.

Sam Neulinger stated that he believed this meeting was a "milestone," in terms of resurrecting Lisa/Mac XL support. Sam said that the work is really cut out for developers who will

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be producing new equipment with the current Macintosh technology. However, he is very enthusiastic to provide Lisa/Mac XL customers with up-to-date information about products and support for the Lisa/Mac XL.

Dave Redhed said he is interested to see how much technical information is actually available, and he will participate in gathering and compiling the information. He also stated that many customers have lost confidence in Apple, and he hopes Apple's future announcements will alleviate customer dissatisfaction. In respect to *The MACazine*, Dave's "Orphan Support" column will continue to address questions from Lisa/Mac XL customers, as well as update them on events of the ILMTF. *The MACazine* has definitely been well-received, and it has just recently moved to news stands. Dave said he is open to any ideas regarding how the "Orphan Support" column might otherwise contribute to the ILMTF.

Steve Smith offered to follow up on the numerous questions posed by third parties at this meeting, and he will also help in gathering and exchanging information relative to the Lisa/Mac XL. Also, Steve will be working personally on determining appropriate incentives for dealers to effectively support the Lisa/Mac XL.

Ash Jain stated he 'would be very interested in pursuing future AST developments, however, he believes it will be very difficult to obtain pertinent, usable information. Also, he believes there's only a 50-50% chance that this information can be fairly dispersed.

Sam Toll looks forward to sharing information with ILMTF participants on The NetWorkers up-and-coming network.

Doug Hughes thought this meeting was an excellent forum. He looks forward to seeing what Apple's support program is exactly, and how Apple intends to support Lisa/Mac XL customers.

David Baasch thought it was very admirable that Apple officials, Carol Jinks, Steve Smith and Alex Kozero, could attend. He said he "wouldn't want to be in Apple's shoes," because of Apple's business priorities and the political conflicts about Apple's support of the Lisa/Mac XL. Dave is particularly interested in finding out more information about MacWorks, and especially to write a new driver.

Lewis Guice said that The NetWorkers-The LisaTalk Report is working very diligently to support Lisa/Mac XL customers and keep up to date with Lisa/Mac XL developments. The NetWorkers will stand by its commitment to set up a technical information network for ILMTF members and will report events of the ILMTF to subscribers of *The LisaTalk Report*.

Adjournment:

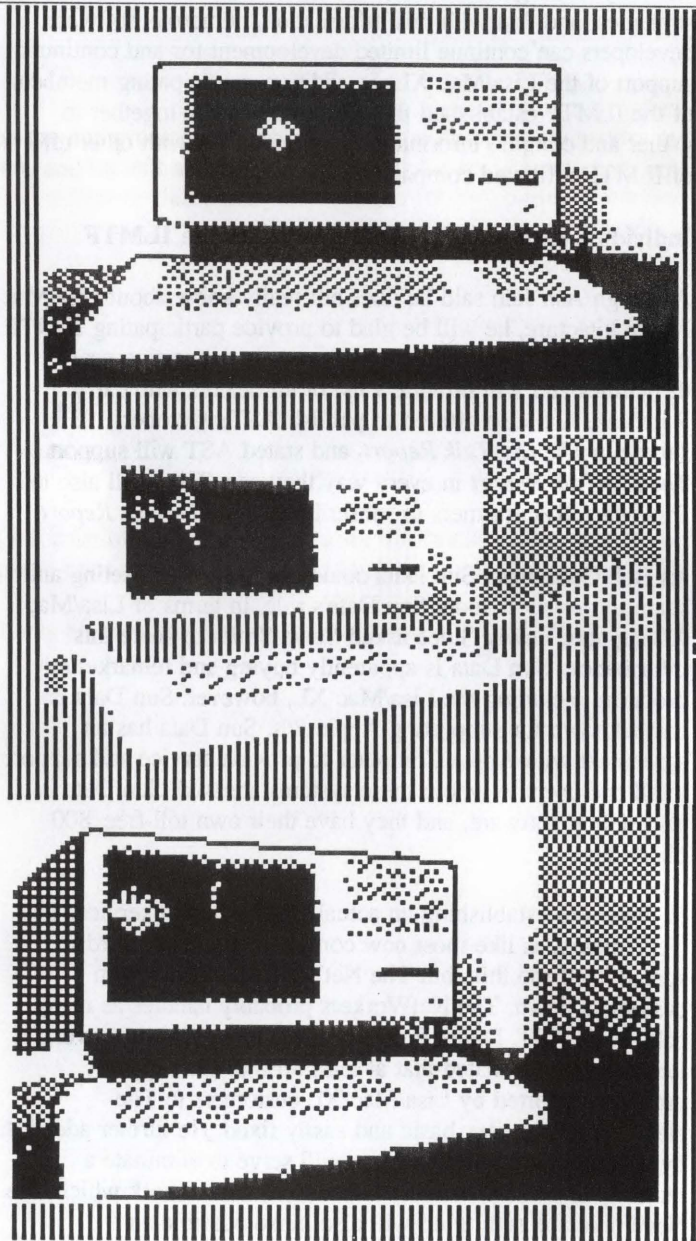
The meeting was adjourned at 3 p.m.



Respectfully Submitted,

The NetWorkers-The LisaTalk Report

Roxane M. Schwabe
Vice President Operations, Editor



THE MACINTOSH PLUS AND THE MAC XL COMPARED

By Lewis Guice

The Macintosh Plus is another example of the ways that the Macintosh is beginning to resemble the Lisa/Mac XL. Unfortunately, like the Mac XL, the Macintosh Plus is also experiencing Mac software incompatibility problems. And, although the Macintosh Plus is being positioned by Apple Computer as the more powerful alternative to business to its predecessor, the Macintosh 512K, it still lacks some of the necessary features that the business community is demanding from Apple and its Macintosh computer system.

For those of you considering buying or trading in for the Macintosh Plus, we have included here a brief explanation of the Mac Plus features. Additionally, we have included a comparison between the Mac Plus and the Mac XL, in terms of features, speed, and software compatibility.

MACINTOSH PLUS FEATURES

- **Standard 1 Megabyte internal memory (RAM):** The Mac Plus now uses 256K chips that will support a 2 to 4 Meg upgrade in the near future.
- **800K double-sided internal disk drive:** This drive will still read older formatted disks (i.e. single-sided).
- **New keyboard:** More like industry-standard keyboard, the new keyboard includes a built-in numeric key pad for quick numeric entry and four cursor keys, allowing movement within applications via the keyboard rather than the mouse.
- **Built-in SCSI Interface:** The Small Computer Systems Interface (SCSI, pronounced "scuzzy") has evolved as an industry standard for linking computers with hard disk drives (and other peripherals requiring high transmission speed). A SCSI port will increase the number of new peripheral devices the Mac Plus can use, including IBM peripherals in the future (once the drivers have been written).

• Enhanced 128K ROM:

1. **Disk Caching:** Disk Caching is a feature that makes certain operating routines quicker. It does this by storing these common routines in RAM, so that the Macintosh Plus doesn't have to access the disk drive every time these routines are called. For example, opening and closing documents have been made quicker with this technique.

2. **Improved QuickDraw routines:** By supporting faster redrawing of the screen, the operating speed is again increased.

3. **HFS:** The new HFS, or Hierarchical File System, is a system which makes file management, particularly in a hard disk environment, much more efficient. It allows the user to organize files and folders so that retrieval of files from the OPEN FILE dialogue box is much more direct. Although this is an excellent feature, and greatly needed in a hard disk environment, Apple admits that there are problems with HFS and several applications already on the market — partly because of copy protection, and partly because of developers who haven't followed Apple's development guidelines for the Mac.

4. **Drivers:** Drivers for the Hard Disk-20 and 800K double-sided disk drives.

5. **Mathematical features:** Some of the new mathematical features speed up processes that involve calculations, and some make incorporating calculations easier.

• **Enhanced Desk Accessories:** The controls for selecting your key-repeating speed and double-click reaction time, both done through the Control Panel Desk Accessory, have been made more understandable. Additionally, the Key Caps Accessory now allows you to see all of the characters available in all fonts (rather than just the system fonts).

THE MACINTOSH PLUS AND THE MAC XL COMPARED

APPLE Hard Disk-20 FEATURES

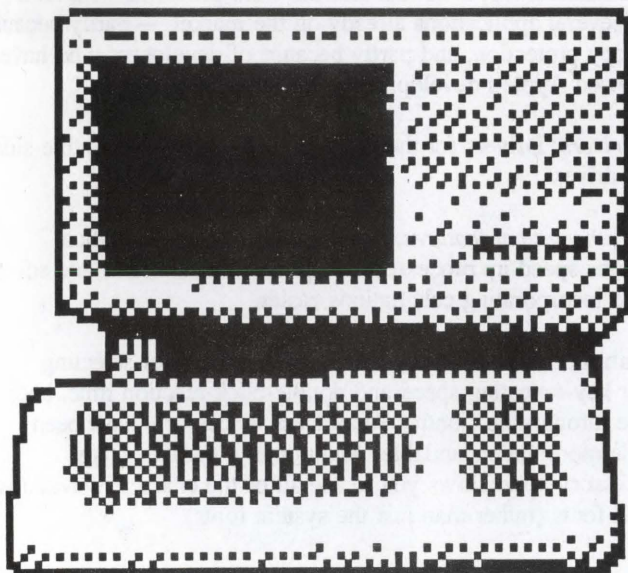
(Data Extracted From Apple Sales Brochure)

A complete, self-contained mass-storage system, the Hard Disk-20 provides 20 Megabytes of storage capability — the equivalent of fifty 3-1/2-inch disks. Included in this single, compact, plastic housing are all the major parts — head-disk assembly, analog-to-digital board, power supply, and intelligent controller board. The Hard Disk-20 uses reliable, state-of-the-art Winchester hard-disk technology, and comes complete with all the necessary cables and software for successful operation with your Macintosh 512K and the Mac Plus.

The Hard Disk-20 increases the storage capacity of your Macintosh system to a dramatic 20 million bytes, which means thousands of pages of files. You can store many application programs, as well as all your data files, on one centralized, easily-accessible location. And with the Hard Disk-20, you gain the added advantage of retrieval and storage that is two to three times faster than your 3-1/2-inch disk drive.

The Hard Disk-20 comes with its own complete operating system, designed specifically for use with the Macintosh. The system includes the Hard Disk-20 driver, Hard Disk-20 Finder, ImageWriter driver, and Hard Disk-20 File System.

The File System is structured in a hierarchical (or branching) form, which provides an efficient and easy-to-use method for managing large numbers and multiple levels of files.



System Configuration

The Hard Disk-20 with Startup Disk can be used with any Macintosh 512K or Macintosh Plus (or any Macintosh with greater memory).

Technical Specifications

Storage Characteristics:

Data Capacity: 20.77 megabytes (formatted)

Data Surfaces: 4

Heads per Surface: 1

Block Size: 532 bytes (512 bytes user data, 20 bytes system data)

Tracks per Surface: 305

Track Spacing: 600 tracks/inch

Sectors per Track: 32

Sectors per Surface: 9,760

Drive Characteristics

Average Seek Time: 85 milliseconds

Data Transfer Rate: 7.5 MHz

Rotational Speed: 2,744 RPM

Drive Startup Time: 15 seconds

Drive Spin-down Time: 25 seconds

Interface

Cable: DB-19 connector(to Macintosh External Disk Drive Port)

Expansion Port: DB-19 connector

Transfer Rate: 500 kilobits/second (serial)

Physical

Dimensions:

78.5 mm H x 246 mm W x 266 mm D

(3.1 in. H x 9.7 in. W x 10.5 in. D)

Weight: 3.2 kg (7 lb.)

COMPARISON OF MAC PLUS AND MAC XL FEATURES

	Macintosh Plus		Macintosh XL w/ XL/Serve	
	Yes	No	Yes	No
1 Megabyte Internal Memory (RAM)	X		X	
Upgradable to 2 Megabyte of Internal Memory	X		X	
Upgradable to 4 Megabyte of Internal Memory	X		X	
800K Internal Drive	X			X
Built-in SCSI Interface:	X			X
128K ROM	X			X
Disk Cacheing	X		X	
Quicker QuickDraw Routines	X			X
Hierarchical File System	X			X
HD-20 Support	X			X
Built-In Numeric Key Pad	X		X	
Cursor Control Keys	X		X	
Apple Built-In 10 meg Hard Disk		X	X	
12" Screen		X	X	
9" Screen	X			X
3 Expansion Slots		X	X	
68000 3Mhz Processing Speed		X	X	
68000 8Mhz Processing Speed	X			X
25 PIN Serial Ports		X	X	
25 PIN Parallel Ports		X	X	
AppleTalk Support	X		X	
LaserWriter Support	X		X	

BENCH MARK TESTING OF MAC PLUS AND MAC XL

The conditions for the following tests were as follows:

- 1) A Mac Plus and Hard Disk 20 with Finder 5.1.
- 2) A Mac XL with 2 Megabytes of internal memory, Finder 4.0, and XL/Serve.
- 3) The timing is accurate to 1/2 a second.

(Mac Plus results provided by Tom Barnum, Computer Connection of San Francisco, California.)

	Mac Plus & HardDisk 20	Mac XL With XL Serve	Difference In Seconds	
	Secs.	Secs.	+	
Open To Minifinder	6	6	0	
Open To Finder	17	17	0	
From Finder (DeskTop):				
Open MacWrite	10	14	-4	
Quit MacWrite	14	14	0	
Open Excel	16	21	-5	
Quit Excel	15	17	-2	
With 256K Ram Cache:				
Open Macwrite :				
First Time	11	15	-4	
Second Time	9	14	-5	
Third Time	6	14	-8	
Fourth Time	6	14	-8	
Open Omnis 3	15	20	-5	
Close Omnis 3	15	13	2	
Open Pagemaker	7	11	-4	
Quit Pagemaker	12	10	2	
Open Word	11	10	1	
Close Word	16	16	2	
From Mini-Finder:				
Open MacWrite	10	13	-3	
Quit MacWrite	3	3	0	
Open Omnis 3	14	17	-3	
Quit Omnis 3	3	4	-1	
Open Pagemaker	7	10	-3	
Quit Pagemaker	2	3	-1	
Open Microsoft Word	9	9	0	
Quit Microsoft Word	5	9	-4	
Open Excel	15	19	-4	
Quit Excel	3	4	-1	

THE MACINTOSH PLUS AND THE MAC XL COMPARED

SOFTWARE COMPATIBILITY

The following data was extracted from an Apple Product Testing Document by Dan Allen of Apple Computer, Entitled: The HD 20 Hierarchical File System Application Compatibility Report, Dated November 6, 1985.

Application:	Macintosh Plus:			Mac XL:		
	Yes	No	Almost	Yes	No	Almost
PageMaker 1.0	X			X		
Finder 5.0	X					X
Font/DA Mover 2.5	X			X		
MacDraw 1.9	X			X		
MacWrite 4.5	X			X		
Omnis 3 3.10			X	X		
Statview 1.0	X			X		
MacDraft 1.1			X	X		
ThinkTank 512K 1.1	X			X		
Microsoft Chart 1.0	X			X		
Microsoft Excel 1.0	X			X		
Microsoft File 1.0		X			X	
Multiplan 1.02	X			X		
Helix 1.13			X	X		
Crunch 1.0			X	X		
Overvue 2.0b			X	X		
Filevision 1.0			X	X		

Proven Performance and Reliability . . . AST RamStak™!

Join the established base of power users...Powerrrr up with RamStak™!

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MacServe™... Partitioning, Disk Cache, Print spooling, and much, much more!

MacServe™ is an upward compatible superset of Infosphere's field-proven, highly reliable XL/Server™ network software. Use MacServe™ for stand-alone use or AppleTalk networks on the Mac XL, Macintosh, Macintosh Plus or Macintosh Office.

Desk accessory convenience gives all users full control of operations. Divides hard disks into as many as 16 partitions. Volume partitioning allows mixed MFS and HFS file systems for greatest software compatibility. Per-volume passwords secure sensitive data. Accesses up to 16 MacServe™ hosts on a network, with each host supporting many users. Disk caching improves system performance. Takes advantage of up to four megabytes of Ram. Spools serial printers (such as ImageWriters) so documents can print while you resume work. Operates in the background of your Mac while you retain its full capabilities for applications. Stand-alone use does not pre-empt any serial ports. Supports most popular hard disks, and includes all software for single users or networks; just add AppleTalk connectors and cables. Suggested Retail Price \$250. Special...\$199 with any RamStack™ purchase. Call for other specials.

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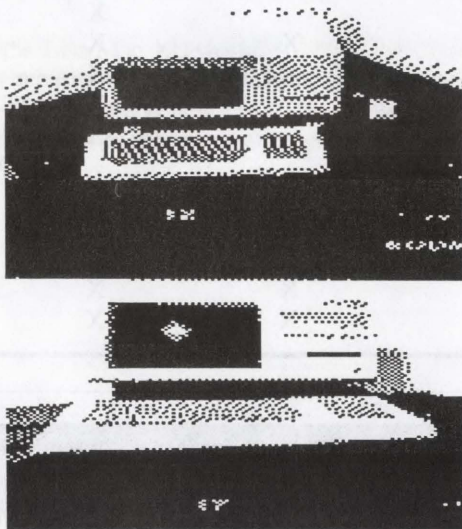
COMPUTING IN THE POTENTIALLY FAST LANE

by Sam Neulinger

We in the Lisa/Mac XL world, have grown accustomed to being last in line for most products and new technology. But this is changing; computing in the fast lane is coming out of the realm of mere possibility and entering the realm of exciting reality. For the first time there is a bevy of activity centered on bringing the available new technology to the Lisa/Mac XL user. Some of these innovative products are just now becoming available. Others are at the threshold of being released, or in the final development stages.

Much new enthusiasm was generated at MacWorld Expo, where an overwhelming majority of Lisa/Mac XL users affirmed their determination to retain their systems and not trade for a **Mac Plus** and **Hard Disk 20**. This decisive vote of confidence in the Lisa/Mac XL demonstrated to many developers and manufacturers that perhaps they had underestimated this important market. Keep the momentum moving; continue to let developers, manufacturers and Apple Computer, Inc., know of your commitment, support, and needs.

The first of the innovative new products now available to us is the **PenMac Works XL High Resolution Graphics Digitizer Tablet** (which operates through the serial port of the XL). This is a major hardware and software development breakthrough by Softweaver, Inc. The pen of the tablet



replaces all the functions of the mouse under all software, including tracing, but the connection remains active as long as the pen is one or two inches away from the tablet. The full capabilities and functions of the PenMac Works XL are described in detail elsewhere in this issue, so they will not be repeated here. Suffice it to say that for professional users, i.e., architects, engineers, draftsmen, artists, as well as the average user, this product provides more precise control over input to the screen than has heretofore ever been available.

The next major development will be the breaking of the 2Mb (Megabyte) barrier; 4Mb of Internal RAM is just around the corner! There is an excellent probability that we will have 4Mb before the Mac Plus, which has 4Mb capability

but only comes with 1Mb of RAM. Switcher now uses all of the RAM available to it, and it will only be a matter of time before memory-intensive software which does not currently address all available RAM, is modified to do so.

The 800K internal drive replacement for Lisa/Mac XL will probably come from a third-party vendor. The question still remains as to whether the new 128K ROMs will be hardware based, or software included as part of **MacWorks 4.0**. Either way, we will be keeping pace with the Macintosh Plus technology.


The predominantly Lisa user will not be left behind either. Almost ready for release is a **piggyback board** able to hold both sets of ROMs, and switchable between the Lisa Operating System and MacWorks. This eliminates the problem of having to convert your entire computer to the MacWorks environment in order to obtain Apple's screen fix ROM. It will enable both systems to be fully accessed to their maximum potential. The ability to use the Office System, Workshop and MacWorks on separate hard disks is now being utilized by many users; often they configure MacWorks on the internal HD or the parallel port of the Lisa 2, and add dedicated ProFiles via the expansion slots and Apple Parallel Cards. This enables them to run any Lisa software and

COMPUTING IN THE POTENTIALLY FAST LANE

additional MacWorks ProFiles using 2Port Disk Install. On boot-up, holding down the space bar brings up the "Startup Up From" dialog box, giving you full control over either system.

The most exciting breakthrough will be the SCSI interface for the Mac XL, providing mass storage on the XL with optional streaming tape back-up, at much greater speed, and at lower cost than is now available. There will be many sizes to choose from, and with the piggyback feature of the SCSI HD, your investment will not become obsolete. With a SCSI Hard Disk and dynamic software such as MacServe, which takes advantage of up to 4Mb of memory, the XL will retain its large screen, disk server position in the Macintosh office. Alternatively, as a single-user workstation with a SCSI HD, MacServe, 4Mb of memory and the PenMac Works XL . . . sheer dynamite.

Then, of course, there is the 68020 co-processor board, the mere thought of which, brings tears to one's eyes. The question is whether the tears are for joy, or for despair over the anticipated cost. Until there are enough high volume users to bring the high price of the 68020 chip down (through their enormous purchasing power), the co-processor board, when it becomes available, will be expensive. However, if it is of any consolation, it is rumored that the 68020 co-processor board coming out for the Macintosh with the 68881 math chip will cost in excess of \$5,000.

Finally, I reflect once again upon Lewis Guice's *Perspective* column in the first issue of *The LisaTalk Report*, and marvel at the accuracy of his product predictions . . . way back then. 

Sam Neulinger is President of Dafax Processing Corp., a value-added retailer, providing hardware and software support specific to the Lisa XL and the Macintosh office. Sam has been involved with computers for over eight years, and has been an avid admirer of the Lisa since its inception. He now uses a Lisa 2/10 exclusively and is Chairperson of the New York Macintosh Users Group (NYMUG) Lisa/XL SIG.

The Pen is Mightier than the Mouse !

Finally . . . A High Resolution Graphics Tablet for your Mac XL!

New !!! High-performance, high-resolution, cost-effective tablet digitizers for the Mac XL, operating under MacWorks XL. The pen connected to the tablet substitutes, or co-exists with the mouse, providing precise control over graphic input of any kind under all applications for the average user. Architects, engineers, designers, planners & graphic artists will find precise CAD/CAM work a pleasure.

The PenMac Works XL graphic tablet is available in three popular sizes and offers a ratio of active-to-total area of up to 70%. The microprocessor based tablet with special software and cable to enable operation on the Mac XL, provides up to 200 PPI resolution with accuracy of $\pm .035$ inches.

PenMac Works XL Tablet

8.5" x 11" List \$ 895. Special \$ 799.
12" x 12" List \$1095. Special \$ 995.
12" x 17" List \$1495. Special \$1299.

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Expand your Lisa/XL System !!!

Dafax offers expansion in all aspects of your operating environment, starting with guaranteed used 5Mb and 10Mb Apple ProFiles™ for your Lisa or Mac XL, through the Apple Parallel Card. 7/7 and MacWorks shared hard disk users can attain additional HD space and the full benefits and speed of which their computer is capable, by dedicating one HD to MacWorks XL, and another to 7/7, and/or the Workshop. We offer new Priam DataTowers for the Lisa System and the new AST 4000 SCSI HD for the Mac Office equipped with a Mac Plus™. We also offer a limited number of excellent used guaranteed Lisa 2, Lisa 2/5, Lisa 2 with 10Mb External HD and Mac XL computers. We have sold more used Lisa/Mac XLs since Apple's trade-in announcement than we sold all of last year. *Dafax offers you Great Products, Great Service, Great Prices!*

Used Equipment Prices

Used Apple ProFiles™ 5Mb \$695. . . 10Mb \$995
Apple Parallel Card (New) List \$195. . . \$155
Apple 512k Memory Board. . . \$250
Used Guaranteed Lisa/XL's. . . Call
BitFixer™ List \$95. . . \$85. . . with purchase \$79
AST 4000 and Priam DataTower. . . Call

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WHAT'S NEW IN THE MAC WORLD

By Rob and Barbara Graner

THREE DAYS AT THE EXPO

After many months of anticipation and with great enthusiasm, the fact-finding team from McMATT Computer Consulting (Rob and our son Matt) made the northward trek from Long Beach to San Francisco to The MacWorld Exposition, January 16-18, 1986. Our Datsun 280 ZX was loaded front to rear with computer equipment, food, Perrier water, etc. The computer safari had begun . . .

We arrived early on opening day of the MacWorld Expo to receive a startling revelation for Lisa owners from Mr. John Sculley, President and CEO of Apple Computer, Inc. Sculley announced that Apple would upgrade (?) the Lisa/Mac XL computer for a small sum of \$1,500. For this gratuity, Lisa/Mac XL owners can trade in their computer and receive a Macintosh Plus and Apple's Hard Disk-20 Meg hard disk. (Trade-in's will be handled by participating Apple dealers around the country between April 14, 1986, and August 29, 1986.)

The immediate reaction from people in attendance at MacWorld Expo ranged from amazement to shock and disbelief. A large majority of Lisa/Mac XL users at MacWorld Expo indicated that at that moment their response would be to decline Apple's offer. They are interested

in having more Lisa hardware and software developed by outside vendors.

We have mixed emotions about giving up our Lisa. She's become such a faithful friend and permanent fixture in our household, she would be sorely missed. If our Lisa broke down, we would have a true crisis with little or no support available from Apple dealers. Apple Computer, Inc., should, however, be commended for offering Lisa users an alternative to being obsolete. Apple's offer could represent salvation to stranded business users, though loyalty to Lisa runs deep . . .

NEW DEVELOPMENTS

There were so many exciting exhibits at MacWorld Expo, we were quickly distracted from Apple's bombshell announcement about Lisa. The star attraction was Apple's **Macintosh Plus**, which has improved 128K ROM, 1 Megabyte of RAM, a new **Small Computer System Interface** port or a SCSI (pronounced scuzzy), and a new business-oriented keyboard with a built-in numeric keypad. All of these new features will be made available to present 512 Mac owners as upgrades for approximately \$1,000.

General Computer released an improved internal hard disk for Macintosh. Iomega Corporation unveiled their new

Bernoulli box with dual 10-MB removable cartridges. Levco's release of their **Super 20 Macintosh**, using a 68000 co-processed with a 68020 and a 68881 math processor, seemed to steal the show due to its incredible speed.

We were very impressed by Odesta's presentation of **Helix**. Layered's new accounting package, **Insight**, and Silicon Beach's **Silicon Press** also proved to be very popular at the Expo. But of all of the fantastic developments showcased at the Expo, **Mach** version 1.0 by Palo Alto Shipping Company took the cake! Mach version 1.0 is the new programming language in the form of a multi-tasking disk for the '83 Mac which will run and compile on the XL.

MacWorld Expo was well organized, presented and attended. We personally had a great time greeting old friends and meeting new ones. We were sad to see those three fun-filled and information-packed days come to an end. We can hardly wait for the next MacWorld Expo . . .

OFFICIAL MIGRATION KIT

Apple's Official Migration Kit serves a dual purpose now that Apple has offered the Lisa upgrade: not only can the Kit be used to transfer Lisa documents for use in *MacWorks*; it can also be used to get them to the *Mac itself*. Apple's release of

the Lisa to Macintosh Migration Kit, version 1.0, is quite different from version 0.9 which was described in the last issue of *The Lisa Talk Report*. Lisa-To-Macintosh version 1.0 must be used with the 3.1 version of Lisa 7/7 Office System and MacWorks version 3.0, and it is the correct version that Lisa owners should now be us. (To obtain an update to Lisa Office System 3.1, contact your local dealer who can in turn contact his Support Center or AppleLink to obtain the update for you — or call (415) 258-9152, and The NetWorkers will tell you how to get an update.)

Lisa to Macintosh 1.0 comes as a three disk set; two disks contain the software to modify the Office System, and the third disk contains the tools to convert undeclared Macintosh documents. A **NOTE OF CAUTION:** Sometimes the official Lisa To Macintosh program will not modify the Office System the first time, and you might have to run the application twice. The screen that follows "Choose Hard Disk" will ask you if you want to "Erase" or "Don't Erase" the hard disk. **It is imperative that you choose "Don't Erase" or you will lose all information on that hard disk.** Also, you must use computer common sense and have your hard disk completely backed-up in the event problems associated with migration or possible hard disk failure occur. When using XL/Serve by Infosphere, Inc., the server must be disabled before the conversion tools are used under MacWorks 3.0.

The most important difference between version 0.9 and version 1.0 is that the latter will transfer Lisa Calc documents; and unlike release 0.9, text, formula, and formatting, (in most cases) will be correct. A list of possible errors will be printed on a separate document with each conversion, to alert the user. We recommend using Lotus Jazz or Microsoft Excel rather than Microsoft Multiplan, as fewer errors are encountered. A list of functions, constants, and operators are included in the appendix to the documentation.

LisaWrite, LisaCalc and LisaProject all transfer as complete text-saved documents. **LisaDraw, LisaGraph and LisaList** transfer as documents, not as text files. Any pictures in a LisaWrite document must be transferred to a LisaDraw document and then migrated. The documents can be reconstructed in MacWrite or Microsoft Word by pasting the migrated picture document to the clipboard from MacDraw.

LisaGraph documents should not be transferred but should be recreated using spreadsheets transferred into Jazz or Excel, due to better graphing abilities of these applications. LisaList documents can be entered after migration into data bases such as Odesta's Helix, Blyth's Omnis 3, or ProVUE's Overview.

Whether you are a 7/7 user exclusively, you use both the 7/7 System and MacWorks, or you use MacWorks exclusively, the Migration Kit is a valuable program to have. At \$30, the Lisa-To-Mac Migration Kit makes a variety of tools available at a very reasonable price. One advantage to having the Migration Kit is that literally hundreds of additional fonts and text sizes are available to you in the event you wish to transfer particular LisaWrite documents to MacWrite or Microsoft Word. Additionally, if you want better charting ability than LisaGraph affords, for instance, you can transfer to Microsoft Excel, or you can transfer Microsoft Chart to Microsoft Excel.

For your convenience, we have provided a copy of the form used to order the Migration Kit below. Remember, the Migration Kit version 1.0 will only be available through May 31, 1986, or while supplies last.

SUPPORT OF THE PRE-RELEASE (V0.9) MIGRATION AND SCRAPBOOK

Numerous questions have arisen regarding the pre-release 0.9 version of the Migration Program. (As some of you

might be aware, my company, Migration Services, has been contracted by The NetWorkers to support version 0.9.) Following is a list of questions commonly asked by 0.9 users, along with answers to these questions:

Q. What should I do if I get an icon that says it's a Lisa-to-Macintosh Paper?

A. These are not usable and need to be discarded.

Q. Can the Scrapbook or Lisa to Macintosh 0.9 applications be installed under MacWorks?

A. No, they must be installed in the Lisa Office System, version 3.1.


Q. Will version 0.9 transfer LisaCalc documents?

A. Unfortunately, no. You must use version 1.0.

Q. Have you heard about any interesting new products for the Mac XL?

A. Yes, three new Mac XL products look promising. A new software product called 2 Port Disk Install by an undisclosed (as yet) author, is currently being tested. 2-Port Disk Install allows the Mac XL to address seven10 Megabyte Hard Disks simultaneously. This program is in early development and is not completely stable. More information will follow later as it becomes available.

Another product is the replacement for XL/Serve by Infosphere, Inc., called MacServe. MacServe will be upgraded free without documentation through XL/Serve dealers, or for \$50 with documentation directly from Infosphere. Replacement will be available soon.

Thirdly, a new product line of digitizing/drawing tablets for the Mac XL have been developed by Softweaver, called PenMacWorks XL. 

Rob and Barbara Graner own a Lisa and a Macintosh, which they use for both business and pleasure. Rob is a Beta tester of Macintosh programs, and he and his son, Matthew, provide technical advice for Los Angeles and Orange County Lisa

WHAT'S NEW IN THE MAC WORLD

and Mac owners through their company, *McMatt Computer Consulting*. Rob Graner also provides migration service and support through his company, *Migration Services*.

MIGRATION KIT ORDER FORM

1. Please place a check next to the package you are ordering (check only one item per system disk being returned).

<input type="checkbox"/> Macintosh XL Migration Kit	\$ 30. ⁰⁰
<input type="checkbox"/> Macintosh-Lotus Package	\$450. ⁰⁰
<input type="checkbox"/> Macintosh-Microsoft Package	\$450. ⁰⁰

2. Fill out a check or money order payable to **Apple Computer, Inc.**, for the appropriate amount plus local sales tax, or enclose a major credit card number for the designated amount plus local sales tax. For credit card, circle one:

Please circle credit card used: MC VISA

Number: _____

Expiration Date: _____

Signature: _____

3. In a sturdy mailing envelope, enclose the original Lisa 7/7 system Disk 2 diskette, part #682-0097-A or 682-0097-B. (The part number is located on the reverse side of the diskette on the lower right corner of the diskette label.) Enclose this form and the check or money order.

4. Seal and attach the appropriate postage. Mail to:
Apple Computer Processing Center
Attn: Migration Kit
P.O. Box 7003
San Francisco, CA 94120

Apple should send the Migration Kit package indicated above to:

Name: _____

Company Name: _____

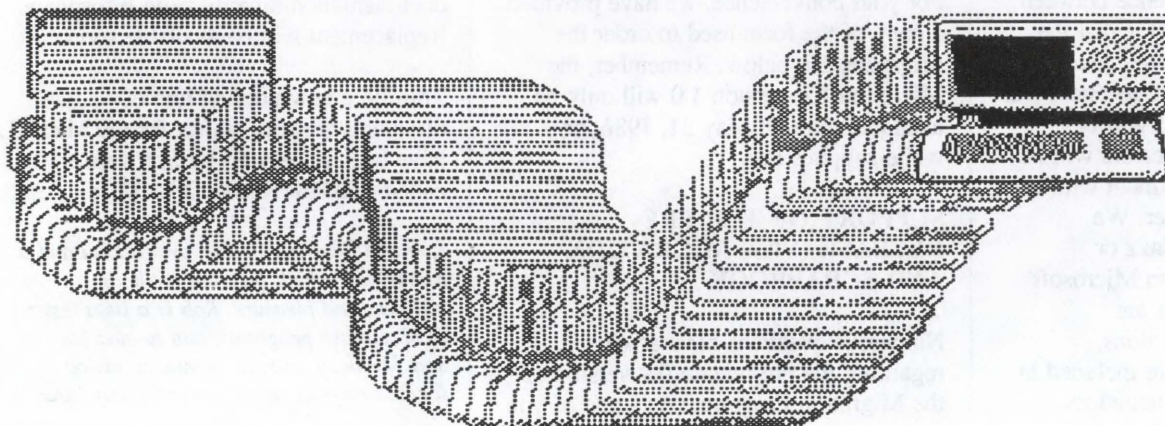
Address: _____

City/State: _____ Telephone: _____

This offer valid until May 31, 1986, or while supplies last.

Please allow four to six weeks for delivery.

This offer is good only within the Continental U.S., Hawaii, and Alaska.



ENVIRONMENTS

By Gary Ingram

This story got in a little late, folks. It's not that I'm getting lazy in my old age, or that I'm just too busy zapping the nasties and trying to beat my five-year old daughter in Grid Wars — No Way! (I can't even touch her!) We've been busy fixing the damage here. I'm sure that you all heard about the "Great Storm of '86," out in California. Well, we were in the middle of it, and what I wouldn't have given for a *FAST* plane to Florida! The 130 MPH winds knocked our Lisas out for a week, and I went stir crazy! You know, as strange as it might seem to some of us, there are people out there who still can't find any good reason to get a personal computer. Something about them not really being useful? Well bring 'em on — after I've been without one for a week, I feel we could have a VERY long talk. (Is this dedication or just nuts? Anyway . . .)

THE NEW MACSERVE!

I'm going to start out this story with a sequel. "What! Not another sequel, you say . . ." Well, 99% of them don't compare well to the original, but this time we have a good one. The original I'm referring to is called *XL/Serve*. The sequel is *MacServe* (*XL/Serve II?*). Because most of you have read the original review of *XL/Serve* in the first issue of *The LisaTalk Report* — and you don't want to have to read the good parts all over again (do you?) — I'm going to just discuss *MacServe* here .

MacServe is *Infosphere's* newest disk server for the Mac XL family; it replaces

and enhances their *XL/Serve* disk server. In this second generation, the people at *Infosphere* listened to some (not all) of the things we had to say, and followed up with some good solutions. Here are some that we feel are the most important:

Changes/Enhancements

(1) **Name Change:** The first and most obvious difference about *MacServe* is the new name. Even though they owe the whole idea to Apple's *XL*, it wouldn't do to put the name of an officially "dead" machine on the box. No, this isn't a cop-out, just common sense — like most of the rest of the program.

(2) **Partition Limit Removed:** One of the things that had always bothered me about *XL/Serve* was the 2000K limitation to the partitions. It just wasn't enough for the big data bases or the power programs. Anything larger than the limit had to be put into the "Root" partition, and that defeated one of the prime reasons for the partitioning — to cut down on the number and size of the files that Apple's *Finder* had to manage. In *MacServe*, *Infosphere* has removed that limitation, so now we can grow our partitions as big as our data bases.

(3) **Disable Spooler Function Added:** Speaking of Data Bases, another of the problems with *XL/Serve* was its nasty habit of canceling a print job if it took too long to copy to the Print Spooler. You might remember this as the infamous "ID=-1". This would always happen to me while I was trying to print a nice, long report or a list in *Helix*. Then I would have to grind my

teeth and quit *Helix*; go into the Manager and "Pause" the Print Spooler and choose the "Local" printer (that's the one attached to the *XL*); and quit the Manager and Etc., Etc. . .

Well, *Infosphere* fixed that, too. Now, when you select *MacServe* from the Desk Accessories (hereinafter referred to as the D/A) Menu, there is a little box entitled "Close Job". If you click once on this little box, the X will disappear, and the "Time Out" function of the print spooler will be disabled. This means that no matter how long your file takes to write to the disk (you can take a lunch break on some of them), you won't get canceled.

(4) **New Bug:** While we're on the subject of the printer, there's a bug that popped up in *MacServe* that wasn't in *XL/Serve*. If you have a modem attached to the printer port via an A-B Switch and you make a call, or even if you just dial the phone with one of those D/A dialer programs — it will do very nasty things to the printer driver and you will have to re-install *MacServe* to be able to print again. And NEVER (or an alligator will sleep under your bed and eat your feet in the morning) try to print with the A-B Switch in the modem position. Your Lisa will lock up, and if you didn't save the file (heaven forbid!) before you tried to print, it's gone. Of course, the way to avoid all this tragedy is to go into the Manager and "Pause" the Print Spooler before using the modem. The folks at *Infosphere* told me that this little problem should be solved by the time *MacServe* is released.

(4) **Archive Disk Protection:** It seems like at least once a week I get a call for *HELP!* because someone wanted to look at something on one of their XL/Serve Archive (back up) disks, and now their machine won't recognize it as a Mac disk, or all of their files are gone. This little (little, he says) problem is due to an oversight in the writing of the Archiver on XL/Serve. It seems that Infosphere forgot to give the Archiver the ability to create a "Desktop" (that invisible file that determines what you see when you boot a disk) on *each* back up disk. That means that if you are *not* in the Archiver, and you insert an XL/Serve back-up disk that doesn't have a "Desktop" on it while, the System will try to create one.

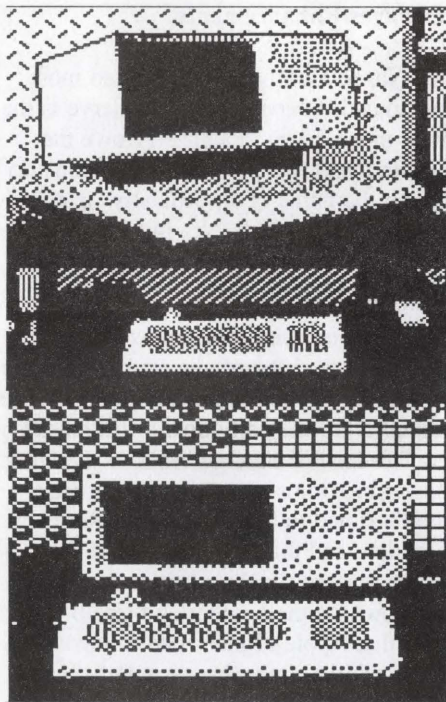
If the disk contains a split file (one that was too big to fit on just one disk) or is just very full, the System will write over some of your files to create a Desktop. In some cases a Desktop cannot be created, but some of your files get trashed anyway (Arrgh!). In MacServe, Infosphere fixed this one, too. Now, if you watch as each disk is copied in the MacServe Archiver, you can see a Desktop being copied to each disk before it spits it out and asks for a new one. What a relief. Now you still might not be able to open a split file from the Finder, but at least you know it's safe if someone puts the disk in by mistake.

(5) **"Stand Alone" Option:** Another new addition to MacServe (they don't really go on forever) is the option of operating as a "Stand Alone" user. This option is chosen when you install MacServe. If you're not using your XL on a Network, "Stand Alone" doesn't install Apple Talk on the modem port, so you are free to use your modem port for a modem (of all things). (This will also eliminate that little problem I mentioned with the printer driver.)

(6) **Multiple Macintosh and Mac XL "Server" Capacity:** Last among changes and enhancements, but not least (no applause please), is the option of

installing MacServe as a "Server" on most Macintosh hard disks. XL/Serve only allowed Lisa/Mac XL's to act as servers, or "hosts." Now, MacServe allows most Macintosh hard disks on the network to be configured as "host" Servers, as well. Everyone can store and access any files on any other hard disk in the network, whether Macintosh or Mac XL. (Of course, there is Password protection to keep "the nozies" out of your private files.) For a multiple server network, you have to buy a separate copy of MacServe for each machine — but that's a pretty cheap way to expand your hard disk capacity.

You see, with access to all files on the network, each time you add a hard disk to the system, you also add that much more



hard disk space for all to use in storing files and applications. If you have two XL's on the network, you can have up to 40 Megabytes (yes, really, 20 meg per XL, but I digress; I'll get back to that later . . .) of storage in your network. With three hard disks on the network, you can have 60 Megabytes, and on and on and on . . . Boy! For a "Dead" machine, these Lisas seem to be doing pretty well.

(7) **Help Menus:** In MacServe, both the Manager and the Installer have Help Menus. The Help files are pretty well organized, and do offer help in some of the stickier situations you get into when networking. However, there is not (at this time) nearly enough support in trouble-shooting techniques; in particular, explanation and possible fixes to a variety of error codes when installing or updating printfiles would be very useful.

(8) **Best System and Finder Combination:** MacServe will *run* under Apple's new System 3.0 and the Finder 5.1 — but not very well on MacWorks; it's a step backwards. On the XL, with or without MacServe, these *new* versions of the System and the Finder seem to work slower than the *older* ones did. They will also "lock up" once in a while when you do something real simple (like open an application). This is one case of, "They just don't make 'em like they used to."

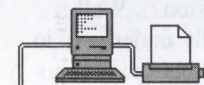
I've tried all of the combinations (3.0 & 5.1, 3.0 & 4.1, 2.0 & 5.1, etc.), and the best at this point seems to be the regular 2.0 System (the most *currently-released* version) and the standard 4.1 Finder (also the most *currently-released* version).

(8) **Summary about MacServe:** Altogether, I think that Infosphere did very well in updating and improving their XL/Serve program. I wish more companies would listen as well to the people that keep them in business. If you own XL/Serve, I would strongly recommend updating to MacServe now, while they are offering special trade-in pricing.

(9) **Complaint about Infosphere:** Before I go on to other things, I have a very large bone to pick with Infosphere. When they supplied us with the Beta (or test) copies of their MacServe program (the reviewers always get the Beta copies), they never got around to mentioning the little worm that they installed in the Beta versions. Now, in

The MacServe Theory of Networking.

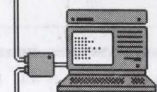
1+1>2



Connect your Macs (and your Bobs, Sallys and Toms) with MacServe™ and you'll quickly rediscover the old adage, "The whole is greater than the sum of the parts."

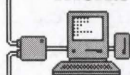
We mean *quickly!*

You and your colleagues will *immediately* realize that



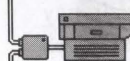
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order to properly test *any* program, Beta or otherwise, you need to use REAL data and REAL files. Could you see trying to make up 10 Megabytes of phony data just for a test? While there is a certain amount of risk involved in any Beta testing situation, if the preliminaries work out all right, you acquire a certain amount of confidence in that program. Well, to make a long story much shorter — this particular worm was set to "BOMB" the hard disk on a certain date. There were no warnings either on screen or from Infosphere. Well when B-Day came — Zappo!! — no more hard disk. It completely disappeared along with all the data. I could go into more detail here, but let's just suffice it to say, "There is no excuse on God's green earth for this kind of tactic. If you can't trust your beta testers, who in hell can you trust!?" I hope that they've learned their lesson, after the barrage of angry phone calls they got on that fateful day. We always learn more from our mistakes than from our successes, though, so I'm sure that the released version of MacServe will be so much the better for it.

HARD DISK DRIVER

Did you hear you can now get **20 MB of disk storage per Lisa**? It's true. A fairly anonymous software developer has finally gone and produced a driver for that extra ProFile you've had hanging around since the XL/Upgrade. Now this is for MacWorks, folks, just in case you're thinking, "He's crazy, Lisa already does that!" (Give the Mac another year, and it just might catch up with Lisa.) I've been using this application for a few months now, and except for the weird little tricks you have to perform to install it while running MacServe, it runs perfectly. I have one 2500K volume on the Profile just for artwork, and with the Art Grabber (a great little D/A sold by Hayden Software for the Mac and MacWorks), the Scrapbook has become obsolete. Of course the potential for this simple little driver is mind boggling. Not only could you run extra ProFiles (only *one* is supported now), but the new SCSI (Scuzzy) Port comes to mind.

XL SCSI PORT

That's what I said, the new **SCSI Port**. During the last MacWorld Expo in San Francisco, I was talking to a friend by the name of Chris Griffin, owner of Centa Systems in Augora Hills, California. Centa was one of the first companies to offer the 512 memory upgrade for the Mac, outside of Apple. The topic eventually came around to the new SCSI port on the Mac Plus. I asked Chris if it would be difficult for him to put together a SCSI card for the Lisa/XL (after all Lisa *has* Slots). He said it would be a cinch! Imagine my surprise! I think I might be able to live with one of those nifty 80 Megabyte AST hard drives, with enough increased speed to give you whiplash. But before you spill your coffee getting to the phone to order one of these babies, the SCSI card for the Lisa is still in the R&D stage. A card or letter might not hurt, though. The street address over there is: 5308 Derry Ave., Suite C, Augora, California. As usual, Chris is a little reluctant to develop a product if no one is going to buy it.

XL ROM BOARD

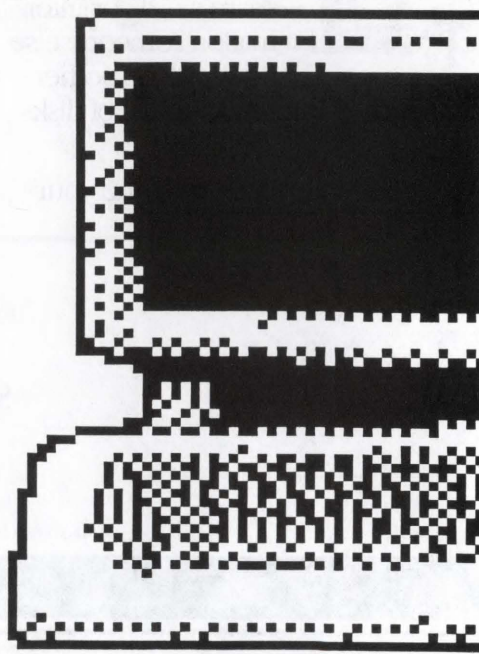
Chris is not the only one thinking of boards for our Lisas. Apple is taking their commitment to 5 years of support to the Lisa *very* seriously. I know some of you might be having a difficult, nay impossible, time getting help for some pretty serious problems, but most of that can be blamed on poor lines of communication and dealer apathy. (And anyway, that's what *we're* here for). If, by some miracle of nature, you can get to the right person for your particular need, it will get resolved. I only mention this because it's in this spirit that an obscure department within Apple is now in the first stages of making a new **ROM board for the XL**; this board will handle the new HFS file system developed for the Mac Plus, and the expanded ROM (128K) that will soon be the norm in the Mac XL world. They've already sent the prototypes to be tested,

and nobody has any idea when these gems will be released. The 7/7 Office System will have to be checked at the door here, though. This new ROM set will not support 7/7. But if you are going to go this far into the world of Macintosh, you probably won't be using 7/7 much anyway, right? In this same vein, it's only a matter of time before we get an **800K internal floppy** either from Apple or from third parties. (Is there any such thing as "Terminal Optimism"?)

MACWORKS UPGRADE (?)

Our new **MacWorks 3.0** is getting a face-lift, too. In the last issue, I mentioned a few (Few?) of the problems (Problems?) with this most current (Current?) version (Version?). Well it seems that work is finally under way in another department of Apple to give us yet another version of this pivotal program. Again, there is absolutely no release time scheduled for this new addition to our ever-growing family of Lisa/XL peripherals. Patience is again in order. (We should all be sainted by now.)

UPDATE ON EXPECTED

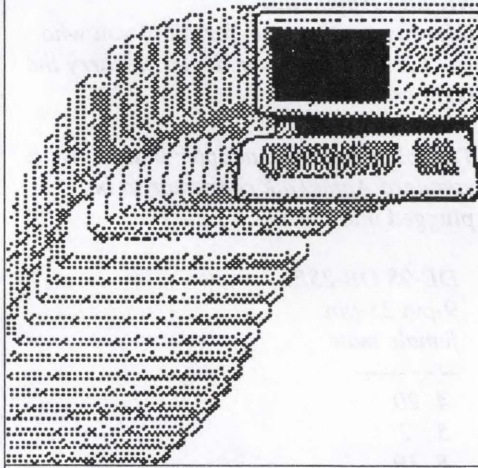


REFURBISHED LISAS

Also in the last issue of *The LisaTalk Report*, I mentioned the possibility of getting some new and newly-refurbished Lisas from the Apple warehouse in SillyCone Valley. That hinged on the official dropping of the Lisa from the Apple price list. Well, it still hinges on that event, which hasn't happened yet (anyone want to start a Pool?). On the brighter side, though, Apple's Official 5-Year Support commitment doesn't start until the dropping ceremonies, so the longer they delay the Lisa's demise, the longer we can depend on them for parts & stuff. On the not-so-brighter side, Apple has thrown a curve ball at themselves, again. With all these great Lisas and XLs getting ready to go out the door at good prices — someone decided to offer the "unhappy" Lisa owners the option of trading up (UP?) to the new Mac Plus. You're way ahead of me, aren't you? In order to protect themselves against people buying Lisas cheap and then turning them around for a Mac Plus, they have to keep the prices high until the trade-in campaign is over. "Ouch!" — I think I just short-circuited a neuron with all this circular logic. Well, at least Apple's stock has managed to come up out of the dungeon and is climbing steadily — they must be doing something right!

MACWORKS COMPATIBILITY

Some of you have written in and asked, "With all of the new Mac software coming out every day, how do I know which will work in MacWorks?" (Really, some of you *did* write in about that.) That's a very good question, but not at all difficult. You see, even though some of the software developers can't get their act together enough to follow specific criteria for MacWorks compatibility when writing the programs, some of the Mail-Order software dealers *do* recognize the Lisa owners as a very good market. One of the best ways I've found to check whether a program will run for me is to open just about any Mac magazine to the



MacConnection ad (usually in the center-fold). They test all of the software they handle for problems on the Mac *and* on the Lisa. Any software they've found to work well on the XL will have a little check (✓) next to it. If you get a program and then find that it won't work in spite of their endorsement, they'll give you your money back (including the shipping charge!!!). In case you haven't noticed, MacConnection has been doing this for almost a year now. This kind of ethics deserves support; give them a call.

As an aside, at the last Apple Developers' Conference, held at the same time as the last MacWorld Expo, Apple told all developers to be sure that all future programs will run in MacWorks. This is not totally for the benefit of Lisa/XL owners; they want all new programs to be able to operate with massive amounts of memory, such as in the new Mac Plus. But why not get two birds with one directive? You should be seeing more good programs that will work well on the XL and MacWorks for a long time into the future.

COLOR PRINTOUT FROM
MACWORKS

The new Imagewriter II driver (program) DOES work on the XL (with or without MacServe, but not with XL/Serve), and I have the 49-color printout to prove it. **AT LAST!!!** Color from the Mac! I know some of you were getting color with Lisa Draw

and the Cannon Ink Jet long ago (I have a beautiful freehand Christmas card done by Barbra Schwartz in Lisa Draw), but there is something lacking in the resolution department with an ink jet printer. You just can't get those clean, crisp edges that the Imagewriter II gives. The programs to make the colors are out there, too. With MacPublisher II you can produce full-color newsletters. Other programs that will print in color are MacWrite, MacPaint, and MacDraft

Another one worth mentioning is a great little \$20⁰⁰ (that's almost free) program from Esoft Enterprises called Color Print, and it works great on the XL. These folks also sell the ImageWriter II color ribbons and pens for making T-Shirt transfers out of your pictures. I've already made some outrageous shirts for myself and lots of my friends. One of the problems associated with getting the ImageWriter II to run on the Lisa, though, (and I'm sure you've all had lots of experience with this one) is getting the right cable to hook it up. Why doesn't anybody carry these things in stock? Well, fortunately this one has an easy solution. The ImageWriter II cable for the Apple IIe will work for Lisa, if you also hook in a Modem Eliminator cable. Both of these cables are very common in the computer stores, and most any technician can make a Modem Eliminator cable if they don't have it in stock.

LISA ON-LINE

If you have a modem connected to your machine, then you already know about the amazing world of databases and bulletin boards out there for you to use. If you are a member of Compuserve or the Source, then you've probably visited the sections they now have devoted to the Lisa. The Lisa section in Compuserve is called Lisa Lives! They have some very interesting discussions and programs (yes, programs!) that can be downloaded and converted to 7/7, Workshop, or MacWorks programs, via some special

tools also available on-line. If you have a problem that you've been trying to live with or a solution that you are especially proud of, you can leave it on-line, and someone just might get back to you. It's a lot of fun, and I'll bet you never thought you'd be able to get Lisa programs on-line. I thought I'd include a little tidbit I downloaded just to whet your whistle — I don't know how much use you will get out of it. I also don't know who wrote it.

Lisa Service Mode, For Diagnostics

(Downloaded; author unknown)

If the boot time diagnostics on the Lisa detect what appears to be a hardware problem, they display a screen with an X-ed out Icon and a 2-digit error code. It also displays three options which may be chosen by mouse click or by typing "Apple" #. They are: 1. Restart (cycle power and start over) 2. Continue (ignore it and hope it will go away) 3. Startup from . . . (show the "Startup from . . ." screen). The Startup error messages are documented in Appendix B of the Lisa 2 Owners guide. The accompanying beeps are listed in chapter 2.

Anyway, if you type 'Apple' S instead of a number, you will get something called "service mode" which appears to be a primitive debugger. You can read and write memory, jump to a location and begin execution, loop on one of the ROM tests, and, of course, exit.

What follows is a rather disjointed list of what I've learned about this mode so far. Additions and corrections are solicited.

1. The only entry point I've found is the "It's broken" screen.
2. The MMU may be in use: When I get there via a Mem 2 error 70 Ram is mapped from 0 to 1 Meg with the boot ROM superimposed on locations 0 to N k.
3. There's more hidden waiting to be found.

XL and AppleTalk

(Here is another one, for all of you who can't seem to get your dealer to carry the right parts.)

The following is an adapter that allows a standard AppleTalk connector to be plugged into the XL:

DE-9S DB-25P

9-pin 25-pin

female male

4 20

5 2

8 19

9 3

Leads should be kept short — a few inches at most.

It's incredible how much there is to discover about this machine! There isn't a day that goes by that I don't discover something new about it. It isn't just a great business machine; it's fun. And just in case some of you didn't get a chance to read the premiere issue of *The LisaTalk Report*, I thought a review of a few of the handier key combos would be in order:

MACWORKS: SPECIAL KEY COMBINATIONS

1. "Apple" + On/Off Switch = This combination will go from any program or problem to an instant re-boot of the hard disk.

2. "Option" + On/Off Switch = This combination will also go from any program or problem to an instant re-boot to a diskette. This one comes in handy if something screwy happened and you're afraid you might lose the hard disk to good old MacWorks. If you re-boot to the MacWorks System Disk before the hard disk has to be re-booted, sometimes you can save it.

3. "Option" key pressed after Memory Diagnostics on Booting = If you have any reason to bypass the hard disk, this will take you directly to the floppy diskette boot.


4. Press and hold the M and S

keys down when booting the hard disk = (Feature added since last LisaTalk Report) If you have MacServe installed, this combination will keep MacServe from being loaded. (This one used to be useful when MacServe would rip itself out if the clock wasn't set (Beta 1.7). I'm not sure what you can use it for now.)

LISA 7/7: SPECIAL KEY COMBINATIONS

1. "Apple" + On/Off Switch = This combination will take you from anywhere in 7/7 to the Environments (sound familiar?) window. If you leave your Lisa on all the time, exit to Environments when it's just sitting. This will keep the number of errors written to the disk down. Environments is also a good way to exit 7/7 without turning off the hard disk when you want to get into MacWorks.

2. Window Sizing = This is not a combination, but I've gotten so many calls on it lately that I thought I'd mention it. If you should run into the all too common message "Lisa is having technical difficulties . . .", and the window won't open — an almost sure-fire remedy for this bugger is to re-size the window. Bring the window down to 1 inch high by 4 inches wide and then click in the window again. Unless there is something very seriously wrong, your document should open. Slowly (a little at a time) open it again (no more than half its original size) and be careful with it; it should be fine.

Well that's 30 for this issue (CB Talk). As always it's been a pleasure, and if you have any specific questions, give us a call. 

Gary Ingram is an engineer and President of Nite & Day Power Technologies. Gary also provides Lisa/Mac XL technical support through the *The NetWorkers*.

THE TIME HAS COME

By Dave Redhed

**"The time has come," the Walrus said,
"to speak of great change;
of Mac and Works and pixel switch;
of Migration Kits and other things
quite strange."**

Once upon a time in the land of Computernicks there lived a few outcasts who believed that many people from the foreign country of Userland would like to use computers without having to understand much about them. Most Computernicks simply could not understand such strange ideas. One day, however, through a set of events that has never been explained, the most amazing thing happened — these outcasts of the land of Computernicks were allowed by the manufacturer-king to build their imagined unique computer system.

Just as the outcasts of Computernicks anticipated, when some of the dreamers made contact with this strange new computer, called Asil (pronounced ay-seel), they exclaimed, "Wow! This is like a fairy tale come true! We always thought it ought to be like this, but we never expected our dreams to come true."

Of course, dreamers always have their critics, and soon the regulars from the land of Computernicks began to point out to the world at large how slowly and awkwardly this strange Asil system behaved. Not only that, but many of the regulars from Computernicks felt that it just wasn't right for the uninitiated citizens of Userland to acquire sophisticated computers and actually use them. "After all, if you don't pay your dues, you shouldn't be allowed in the club."

The outcasts of Computernicks, somewhat miffed at the contempt of their peers, decided to show the world that they could create a computer that met even strict Computernick demands. Soon they presented to the world their "hysterically terrific" Cam computer. The new little Cam was loved by many Computernicks and Userland Citizens, alike, but the Asil Citizens could not understand why the Cam Citizens and Computernicks preferred to make do with less. "Maybe Computernicks just like puzzles and challenges, and the Cam Citizens just don't realize Asil's power," they reasoned. And they returned to their Asils. This mattered little to the Asil Citizens, as the manufacturer-king had promised an on-going line of products and support for Asil.

However, soon the manufacturer-king revoked the Asil Charter and declared that the Asil was to be dropped in favor of the Cam. "We cannot support both, and the Cam sales prove that *it* is the computer of the future," said the on-high management (who have *never* been known to make a marketing error with any of their other computers). "Besides, we will give the Asil people the ability to run all the Cam software on their Asil, and they will love it," said management in a most magnanimous voice.

Since that day, some Asil Citizens have really tried to follow management's dictates. Feeling the shift in the wind, they sighed and sought to love the Cam. Others decided that the fantasy was in fact a nightmare; having never gotten what was promised to them, they went back to the systems they had had before the Asil came into their lives. But most of the Asil Citizens, having opened their hearts to the outcasts (now revealed as princes), could not believe that they and their manufacturer-king would lead them to a life of heartbreak and unfinished system software. Having given up the hope for the castle in the air of continued product development, they awaited the day when *at least* the cracks in the existing programs would be sealed. Confused, they wandered and wondered who they could believe and what to do next. Where was their happy ending?!?!?

"The time has come . . ."

Yes, friends, this user has decided that the time has come to face the facts. Staying current with Apple means using the Macintosh Operating System. Those of us who wish to hang onto the Lisa Operating System can do so at moderate expense by saving a ProFile or two with the Lisa System and its files. Periodically we can start her up and do a little reminiscing — something like the *Golden Days Of Radio*.

I know that many of those who have heard me complain about Macintosh and rave about Lisa will not believe that I am actually saying this. I hardly believe it myself, but it has happened. If I were independently wealthy, I would take the development software I have for Lisa and form a team of programmers who would turn out additional tools for Lisa, keeping Lisa people happy for years to come. But I'm not, and this will never be. There will be several of us who might develop software, but it will only be an interesting pastime.

In the meantime, there is work to be done and I for one will have to do it on the Macintosh system or . . . an *ordinary* system. I expect that this will be (almost) the last time I will allow myself a slight groan as I look ahead to using the Macintosh environment the majority of my time. I really do want to do some useful things with my computer. There are a lot of very good programs on Mac at this point that can run under MacWorks, and I know that there will be many more in the future. Most of all I need, as quickly as possible, to get to the point where my *normal* environment is Macintosh. I do not see the day that the Mac environment will be my only environment, but it will become the system that is running 80% or 90% of the time.

So, given that you have decided as I have to move to the Mac environment, it is important to consider the question, "Should I transfer to MacWorks, or completely to the Mac hardware?" As some of you might already know, it is important to consider this question NOW. Beginning April 14, 1986, and ending August 29, 1986, certain Apple dealers will offer Lisa owners a Macintosh Plus along with Apple's Hard Disk-20, in exchange for your Lisa and \$1,500. (See article, *Lisa/Mac XL Support: Report of Events, First Quarter 1986*, for more information.)

If you are not adamant about a large screen, do not have a "souped-up" Lisa (extra memory and drives), and your applications can be transferred to the Mac — by all means, consider signing up for the trade-in. Some conversion work will have to be done, but you will save yourself some extra money and trauma later on. (Editor's note: Although you can do the conversion yourself, it is a time-consuming task. Therefore, it appears that dealers and third-party vendors will be offering Lisa-to-Mac conversion services.)


Those of us wanting our large screens can only hang on and hope that a trade-in will be offered for a large screen Mac. (I have nothing on which to base this hope for a large-screen Mac, other than my inability to face life with the Macintosh Plus screen. I personally believe that Apple *has* to announce a large screen computer in less than a year.)

For those of us who have decided not to trade in for a Mac Plus, but to transfer to MacWorks instead, we can keep our larger screens, still stay current with Apple, and have access to the Macintosh software base.

I think that there are three major questions to be answered when weaning oneself from the Lisa Operating System:

- 1.) Do I ever want to run Lisa software again (Lisa 7/7 or The Workshop)?
- 2.) How do I migrate Lisa documents to Macintosh documents?
- 3.) What Macintosh programs are equivalent to my current Lisa programs?
(See accompanying chart for additional details and possible answers to these questions.)

One of the really nice things that All Star Computer Services, or someone else, could do for Lisa owners would be to come out with an enhanced screen modification kit. My ideal would allow you to switch between the MacWorks and Lisa environments (like BitFixer does), while making full use of the Lisa screen (like Apple's Screen Kit does).

So there you have it: my recipe for how to come to peace with the XL in your future. Just remember — whatever strategy you employ — keep smiling and keep repeating, "I love it!" 

Dave Redhed is the founder and President of the ToolKit Users' Group and contributing editor for the Orphan Support Column in The MACazine.

Question #1

**Do I Ever Want To Run Lisa Software Again?
(Lisa 7/7 or The Workshop)**

No	Yes
<p>Get Apple's Screen Conversion Kit</p> <p>Initialize everything to Mac after migrating onto diskettes.</p> <p>If you have extra ProFiles, you will need the new hard disk install that will install on parallel ports, if and when released by Apple.</p>	<p>Get BitFixer from All Star Computing</p> <p>Keep one ProFile (or get one) for the Office System and The Workshop.</p> <p>Put Macintosh on the internal disk (or the disk on the parallel port) and put the Lisa disk on a parallel card.</p>

Question #2

How do I migrate Lisa documents to Macintosh documents?

A	If you only have a few documents to migrate, the migration process will be rewarding.
B	If you have a lot of documents to migrate, you must make some hard decisions and convert only documents that you <u>absolutely know</u> you want to keep.

Question #3

What Macintosh programs are equivalent to my current Lisa programs?

LisaCalc, LisaGraph	Get Jazz or Excel if you have LisaCalc documents to migrate; otherwise, any other spreadsheet you like.
LisaDraw	Make do with MacDraw (it's not easy) or get MacDraft.
LisaList	You won't be hurting here — almost any data base program on Mac will be better than LisaList.
LisaProject	MacProject is not bad, but it does not have parallel scheduling — you could try something more elaborate, like Mac Planner.
LisaWrite	MacWrite is fine if you did not use many of the special functions of LisaWrite. However, you will certainly miss the spelling checker. You might want to try Word if you need more than MacWrite. You might want to use the WP in Jazz if you need less than MacWrite.
LisaTerminal	You won't be hurting here either. If you get either the Microsoft or Lotus+Migration Package, you will have an adequate replacement. (I have heard of some trouble with MacTerminal on the XL, but I have not confirmed a consistent problem.)

Note: There are many potential answers to Question #3.

LISA 7/7 WITH LISADRAW:

THREE YEARS OLD AND STILL THE BEST

By J. E. Benjamin

Several years ago, I first encountered Apple's brand-new Lisa. At that time my role was that of Beta-tester, evaluating the computer for my own organization and for Apple. Today, looking back, it seems that this system is the ONLY one I've ever known where my actual beneficial experience exceeded the expectations engendered by introductory promotions and "hype." Ironically, a combination of IBM dominance, politics at Apple, high initial price, and market confusion prevented Lisa from attaining the critical user volumes necessary for economic success.

Rather than crying about market realities, however, I intend here to present some of my positive experience with this outstanding LisaDraw package. In doing this, I also hope to add as much as possible to the effort to preserve Lisa and to further the associated ease-of-use concepts pioneered with this system.

LisaDraw, by itself, is a fine program. Nevertheless, its most effective application lies within its environment (the hard disk-based desktop), and in conjunction with two other applications — **LisaCalc** and **LisaGraph**.

As an Industrial Engineer involved with complex production, organization, facility, and human factors issues for over twenty years, I have come to regard Lisa and LisaDraw as my most effective support in three areas: problem definition/documentation, analysis/review, and communication/recommendation. Taking these three in order, I will briefly describe several effective methodologies.

I. DEFINITION/DOCUMENTATION

The first step in problem solving is, of course, defining the problem. To do this, data must be gathered and converted to usable information. Further, the information must be prepared and presented in such a way that its message is both clear and convincing. Initially, I used **LisaWrite** for text and **LisaDraw** for graphic depiction — with support from the other

tools, **LisaList**, **LisaProject**, **LisaGraph** and **LisaCalc**. However, I soon found that for maximum flexibility and effective display, my focus was with **LisaDraw**. In particular:

- **LisaWrite** had too many limitations and did not function intuitively enough.
- **LisaGraph** worked well, but its output was most attractive when enhanced by **LisaDraw**.
- **LisaCalc** was excellent for data "mashing"; but again, its output was often best understood by passing it through **LisaGraph** and then to **LisaDraw**.

It seemed that all roads led to **LisaDraw**. Eventually, I found myself using it as a word processor — from one-page memos to hundred-page reports. (I suggest turning off the auto-grid when the primary use is word processing, as this can throw off the line spacing.)

When I have pages with similar page content or formatting (headers, footers, page numbers), I often save time by employing the notion of a "master" or "template" document. Just as you might set up a blank form that you photocopy and fill out for specific cases, I set up a blank "master" document which I duplicate and rename for each specific case. It's not even necessary to decide beforehand what the "generic" items will be.

- A. I just start writing the first version of the document, setting it up as I like.
- B. When I reach the bottom of the page, I select the parts that will be identical on succeeding pages and lock those down.
- C. I then return to the Desktop, duplicate the document, and rename it.
- D. To make this duplicate into a generic master, I open it, Select All, and Clear. This will clear all but the locked items, giving me a blank master for next time.
- E. Then, each time I want to "tear off a piece of this stationary," I duplicate the master and give the duplicate an appropriate name.

The LisaTalk Report

Quality Information and Support For Today's Lisa And Mac XL Computer User.

For almost one year, The LisaTalk Report has provided Lisa and Mac XL owners world-wide with information and support on optimizing their computer systems. In addition to providing the Lisa/Mac XL community with an effective vehicle to share computing experiences and address specific concerns with Apple Computer, Inc., The LisaTalk Report has also generated new interest by third-party product developers to continue offering products and providing enhanced Lisa/Mac XL support. This quarterly technical service and support journal is dedicated to providing solutions to assist Lisa/Mac XL owners in meeting their specific automation needs.

If you have not yet subscribed to The LisaTalk Report, we hope that this Special Edition—Spring Issue of The LisaTalk Report has provided you with a lot of valuable and much-needed information. And while you consider subscribing, remember that The LisaTalk Report is the ONLY exclusive Service and Support Journal available for Lisa and Mac XL user's in the world today!

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Please see the next page for more information on how to subscribe to
The LisaTalk Report and how to get The Disk of the Spring Quarter.

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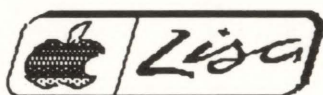
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How Many How Many
I Own _____ Lisa's _____ Mac XL's. Primary Use Is _____

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Creating and duplicating documents with four pages arranged vertically speeds up this "mastering" process. I avoid making documents larger than a few pages though because too frequently they seem to overtax the system, especially when numerous documents are simultaneously open in the desktop. Another reason for staying with vertical four page documents is that I can get temporary extra space for "spill over" text and graphics (to use while composing) by adding four additional pages to the right of the existing four. Moreover, this added room provides temporary storage while rearranging things. (Of course, the extra side-pages must be eliminated upon reaching the final draft stage.)

Once the data has been captured and used to help define the problems or issues needing resolution — a process made faster and simpler by the Lisa tools — the second phase can be undertaken, building upon the work already completed.

II. ANALYSIS/REVIEW

Probably the best way to discuss LisaDraw's usefulness in problem analysis is to walk through specific examples.

Example 1 — A Facility Layout

LisaDraw works precisely enough that you can experiment and present detailed layouts to true scale. Step One is to obtain definitions of the existing facility dimensions either via an engineering drawing (if you're lucky) or a self-prepared sketch with dimensions noted.

Step Two is to add to the sketch the existing furniture and equipment (with dimensions).

Step Three is to decide on the LisaDraw display scale. It's best to make the scale at least 1/4 inch to the foot, and at worst, 1/8 inch to the foot.

Step Four is to set up the LisaDraw document for input of the sketched information. To create a working grid, set the document to "autogrid," draw one vertical line from top to bottom of the layout area, and then duplicate the line with 1/4 inch spacing clear across the layout area. Repeat this process with horizontal lines, thus forming a grid representing one-foot squares. After making the lines less prominent with the "Pen" menu, Group them (this is important), Lock them down, and proceed to Step Five.

Step Five is to draw the unchanging items (external walls, permanent internal partitions, windows, doors, heavy machinery, etc.); this is made simpler if you turn the "Show Size" option on, and use the grid. I've found that a two- to three-thousand square foot layout can be "Framed" on LisaDraw in about six to eight hours. (See *Illustration 1* for an example of the layout at this stage.)

I then make a duplicate of the file while it still contains just these unchanging items. In this way, I can always return to the blank "shell" to start a design again from scratch.

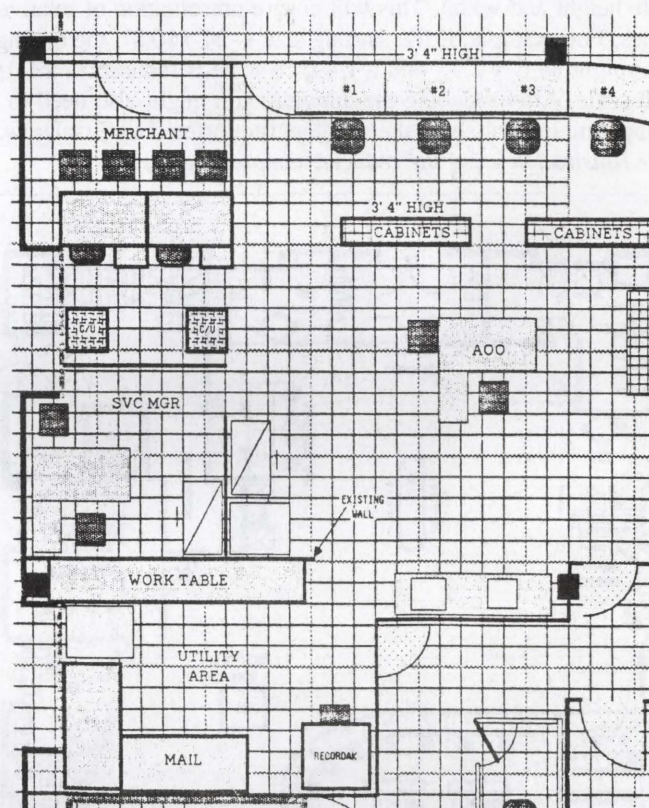


Illustration 1

For Step Six, fill in the existing layout with the appropriate furniture. If you notice certain objects that you use a lot, you might want to start a separate LisaDraw document for storing a library of common items. You can keep this document open when you're working, and copy objects in and out as needed.

Now, you can print out the existing layout, and also the blank shell for use in analysis and playing the famous "what if" game. Once you settle on your possible alternatives and are ready to include them in a final report/recommendation, you can add titles, labels, scale definitions, etc. You can also easily remove the grid. (Select the grid, Unlock it and Clear.)

The final step, seven, involves reducing the final layout(s) to a size convenient for inclusion in a report. After removing the grid, "Select" the entire drawing and "group" it. Then (with the "Show Size" option turned on) move the mouse pointer to the

lower right group dot and hold the mouse button down without moving the mouse. Note the vertical and horizontal size figures now visible. Determine a final dimension which will fit within an 8-1/2 by 11 inch frame, and re-adjust the grouped layout such that the ending height and width are in the same ratio as the full scale height and width. This will ensure preservation of relative scales. For example, if the starting size is 24"x10.8", the ending size might be 6"x 2.7", and a 1/4 inch scale is reduced to a 1/16 inch scale. After reducing the drawing, you might also need to change internal labels to the smallest font offered by LisaDraw. (See Illustration 2 for the reduced sample layout.)

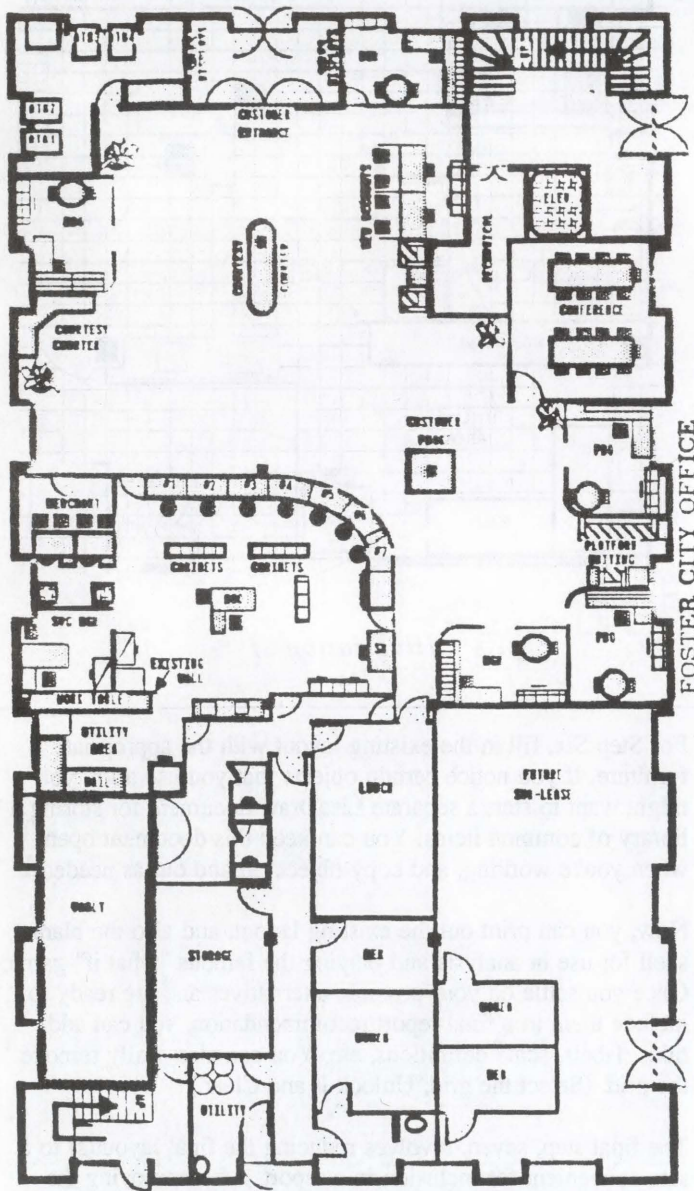


Illustration 2

Example 2 — Questionnaire Preparation and Presentation

A survey or questionnaire must effectively communicate in order to establish a basis for accuracy. LisaDraw's graphics make the process of preparation easy, quick, and effective. Once the survey forms have been completed, I enter the data into LisaCalc along with summary formulas. Result cells can then be copied into LisaGraph to generate information summaries.

The next step is to copy the graphs and paste them into LisaDraw. After using numerous combinations of entering, copying and pasting, I've found a way to speed up this process when copying many pages of charts to LisaDraw. This is based on the same "master" concept that I've discussed before:

Step One is to create the first page of charts — depending on your wishes, this page might contain quite a few graphs. My last set had four quarter-page sized images on each page. You are not limited to the sizes offered by LisaGraph. When you first paste the chart (whatever the size), immediately "Group" the image. You can then adjust the height and width for the most pleasing arrangement.

In Step Two you create a template or master layout from the setup you just made. This gets you ready for "mass production."

- A. First, at the desktop, duplicate the file with the page you like. This copy will be the new master.
- B. Then, in the new master, identify and select each standard non-chart element (titles, headers, footers, etc.), lock them down, lay thin line boxes right on top of the existing chart boxes and lock these also (don't lock the existing charts).
- C. Next, "Select" the entire page and hit the "Clear Key."
- D. At this point, you should see a page with only locked objects — your standard headers, labels, etc., and your empty boxes. All the details will be gone. This is your blank template, now ready to be filled in.

In Step Three, to use the template, you make a copy of the template file and rename it. Then you copy in the next sets of graphs onto the new template, and adjust their size to fit the template boxes as appropriate.

The above steps can be simplified further if your charts are ordinary bar graphs. All you need do is copy your first page master, then select each bar and manually re-adjust the height for different responses to different questions. Of course, you must also select and change each chart's individual title, while taking care that the scaling remains consistent and appropriate for each modified chart. (See Illustration 3.)

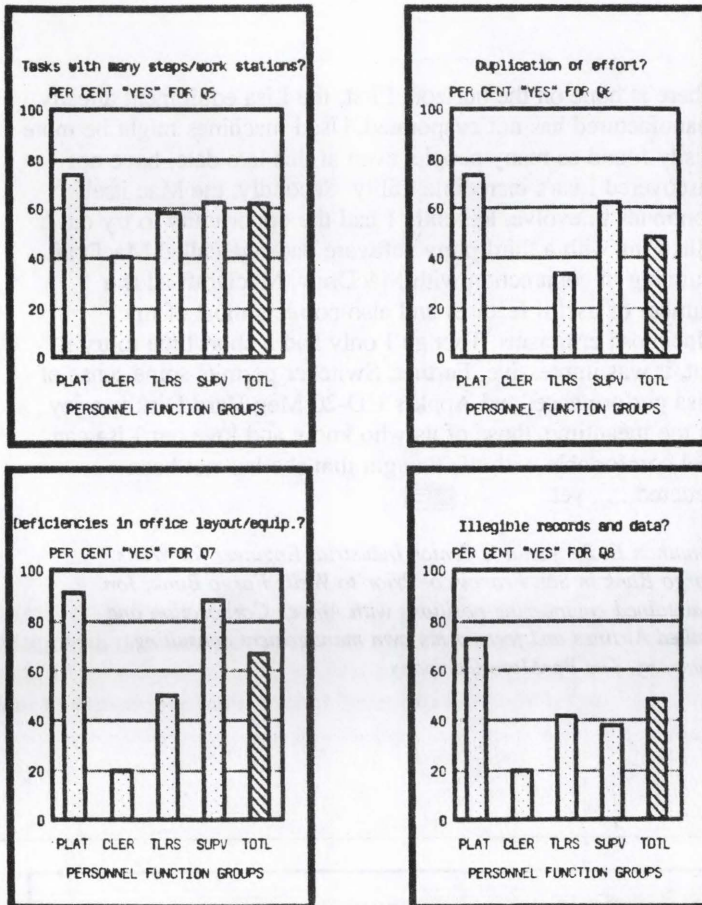


Illustration 3

III. COMMUNICATION/RECOMMENDATION

This process becomes much easier because the earlier stages have left you a legacy of attractive and finished analysis documents. All that remains is to arrive at your conclusions from the data analysis, and then tie everything together with brief summary pages, viewfoils, and additional supporting explanations as needed. (See Illustration 4.) LisaDraw is better at supporting this task than any other tool I've ever seen. For example, let's say that you want to include a sidebar or box within the text of your final explanation document. You can start typing the words and sentences to be boxed with little regard for line spacing. After the box content is typed, select the lines, group them, and then adjust the grouped object to fit the box size you have chosen. The box interior can then be lightly shaded for further emphasis. (See Illustration 5.)

RETAIL PROCESS ENGINEERING

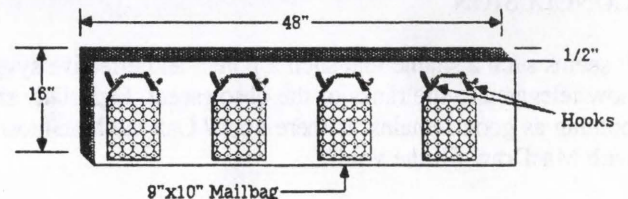
FOSTER CITY BRIEF

FINDINGS AND CONCLUSIONS (Cont'd)

FUNCTIONAL/OPERATIONAL ISSUES (Cont'd)

9. Operations staff have no convenient spots for organizing mail.

- Mail responses are occasionally delayed.
- Records and documents are sometimes misplaced.
- Extra steps and searches are often required.
- + Provide six smoked plastic "in-basket" racks about 18" wide by 12" tall by 2" deep. These may be attached to the operations cabinets.
- + Provide a plywood backboard for the mail area, as shown below. Mount on wall in mail area near the recordak.



10. Branch signage is mostly non-existent.

- Customers interrupt staff to ask directions.
- Reduces the visibility of service.
- + Provide the following signs:

** CUSTOMER SERVICE PHONE	** NEW ACCOUNTS
** BUSINESS BANKING	** MERCHANTS
** PERSONAL BANKING OFFICERS	** SAFE DEPOSITS

Illustration 4

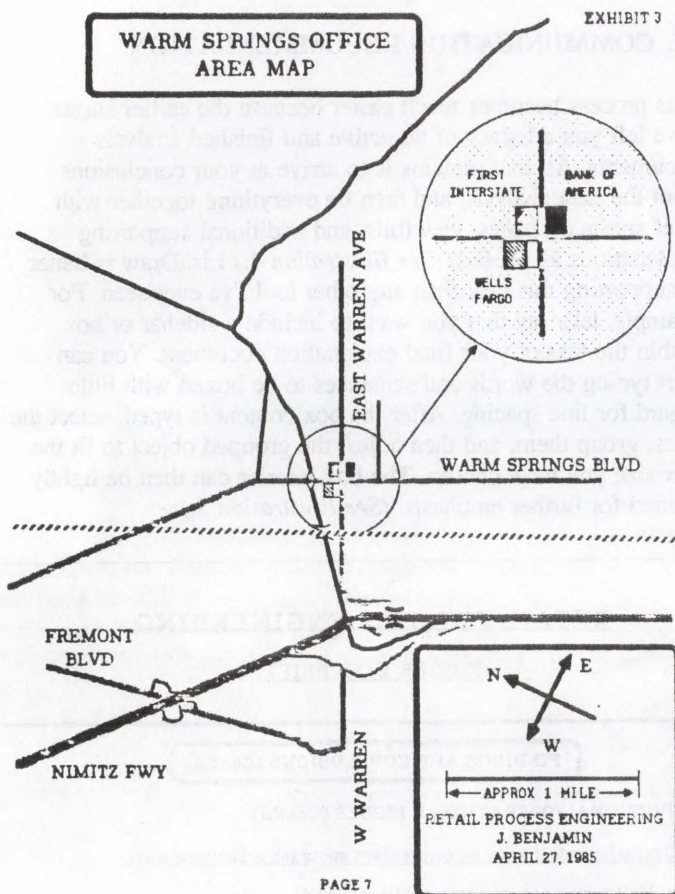


Illustration 5

CONCLUSION

It seems such a shame that such a potent and effective system is now relegated to the ranks of the obsolescent. Especially since nothing as good remains. Is there hope? Can the Macintosh with MacDraw fill the void?

I have worked with the Macintosh and with MacDraw. Not a lot, but just enough to conclude that, although it can do the things LisaDraw does (and numerous new things), it cannot do them as rapidly or as conveniently. In fact, taking just the layout application described earlier in this article, my efforts to accomplish the same result with MacDraw were completely unsatisfactory. The *look and feel* is not as effective; scaling is extremely awkward; one cannot work actively with a full-scale page; moving around the document is inconvenient; object selection is more difficult; the screen is too small; and the operating system is glacial.

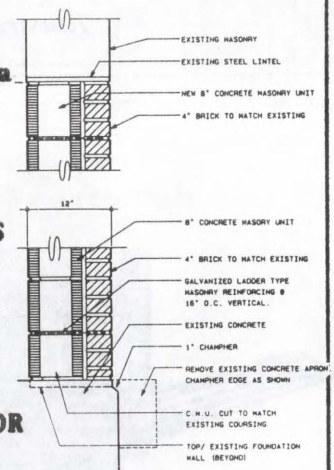
There is hope on the horizon. First, the Lisa equipment already manufactured has not evaporated. Used machines might be more easily found as many people, even at this late date, have not discovered Lisa's incredible utility. Secondly, the Mac itself continues to evolve. Recently I had the opportunity to try out a Mac Plus with a third-party software package called MacDraft. Running in conjunction with MacDraw, MacDraft adds a number of useful features and also corrects most of my Macintosh criticisms. Though I only had a short time to try it out, it was impressive. Further, Switcher permits some sense of Lisa performance, and Apple's HD-20 Meg Hard Disk is a joy. In the meantime, those of us who know and love our Lisa can feel comfortable with the thought that she has not been bettered . . . yet.

Jonathan E. Benjamin is Senior Industrial Engineer for Wells Fargo Bank in San Francisco. Prior to Wells Fargo Bank, Jon maintained engineering positions with Ampex Corporation and United Airlines and formed his own management consulting company, The BenMore Company.

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MACDRAFT ON THE MAC XL

By Walter Brooks

MacDraft

Innovative Data Design, Inc.
1975 Willow Pass Road, Suite 8
Concord, CA 94520
(415) 680-6818

Price: \$239.00

If there ever were need for a program that uses the large screen and high resolution capability of the Mac XL, that need is certainly more than satisfied by Innovative Data Design's MacDraft. While adequate on the Macintosh's 7-1/2"x5-5/8" screen, this object-oriented drafting and design program (not dot-oriented like MacPaint), is superb on the Lisa's 9"x6-1/2" screen. For there is, on these extra 18 square inches of surface, the capability of producing finely detailed technical drawings that will satisfy the standards of any discerning design professional. (See Exhibits A and B.)

One would think that any computer environment would be limiting to the artist, especially those used to working freely on large paper surfaces. But, with MacDraft's ability to create four-feet by four-feet drawings on the XL, that is not the case. As to the constraints of the computer's technical medium, even the highest-flying artists must eventually come down to earth and transform their three-dimensional ideas into two-dimensional nitty gritty. MacDraft will keep them happy. With its ability to set drawing size, to zoom in and out, to provide rulers and compasses and pens of all widths, it should become the favorite brush in their paint box.

The Drawing

Using MacDraft is like sitting down at a visual feast. Sizes can be established, grids inserted, tools selected, scales and rulers set. But it is MacDraft's ability to focus in and out that makes the program function in an exceptionally professional manner. When having both the long view and the detail view is

important, the MacDraft Zoom feature allows details to be magnified to a point where they are as much as eight times their normal size. (See Exhibit C.) Even selected parts of a drawing can be magnified. (See Exhibit D.) This means, for example, that an architect can zero in on the parapet detail of a building, zoom further to set roofing and flashing details, then (with a click of a mouse) zoom back out to the original big picture.

MacDraft's toolbox is full of goodies: "T" squares, protractors, rulers, compasses, stencils, printing machine, eraser, even drafting paper, in plain or grid. Menus and Dialog Boxes afford a multitude of choices. For instance:

- A *Set Scale Box* lets you choose your ruler. (The choice: twelve metric and sixteen foot and inch scales.)
- A *Line Box* lets you set the width of lines.
- With *Show Size*, the measurements of objects are shown on the screen as they are drawn — the length and angles of lines, the radii or diameter of circles, the height and width of rectangles and ovals, and the angles of arcs.
- Lines can be drawn mechanically or freehand, in a variety of thicknesses, plain or dashed (nine types in all), and with dimensions and arrows placed on them.
- There are "T" Squares, or parallel rule cross hairs, that span the screen in both directions. As drawing lines are created, the screen scrolls automatically to that portion of the drawing where you wish to go.
- Even more, objects can be overlaid, copied, cut, pasted, flipped, rotated, taken apart and put together as artistic elements, as well as enlarged, reduced, superimposed, and filled.
- And *lettering*! Use your elegant Helvetica fonts to explain your drawings and 48 Pt. Boston for titles.

MacDraft does it all. Gone are the eraser crumbs, the pencil dust, the lead sharpeners, the dirty fingernails, and the rub-on letters (perhaps even the sore back). In short, Mr. Lead Pencil, anything you can do, MacDraft can do better, more exacting and neater and faster than you!

Comparisons

Comparisons are inevitable. Remember **LisaDraw**, under 7/7? Well, **MacDraft** matches it and more. Same with **MacDraw**. Nevertheless, I still look nostalgically at my old **LisaDrawings**. They will never be migrated. If **MacDraft** is the offspring, then Lisa is the real mother of this precocious child.

Some of **MacDraft's** obvious improvements over **MacDraw** and **LisaDraw** are the improvement in scales and dimensioning, the flexibility to rotate, and the ability to zoom. But it has one drawback when compared to **LisaDraw**: on the Mac XL, the **MacDraft** drawings are distorted. But then, that's not really the **MacDraft** software's fault, but the XL's fault. When the Lisa shows Mac documents on the screen, they are elongated, or stretched, vertically to fill the Lisa screen. The result is that in a **MacDraft** drawing on a normal Lisa, squares appear as rectangles, circles as ovals, and the resulting vertical legs of the grid appear taller than the horizontal. The reality is that in printing, this distortion is repaired.

Of course, there is always **BitFixer**, an aspect ratio switch which, for a reasonable sum, gives you the choice of rectangular or square pixels. With **BitFixer**, the 6-1/2" high Lisa screen is shrunk down to 5-1/2" high, with the top and bottom borders made black. The screen width stays the same. While this does give a smaller screen size, it corrects the screen distortion. **BitFixer** is probably a must for graphics artists using **MacDraft**; however, as for myself, a practicing architect, screen conversion for using **MacDraft** is not an absolute requirement. And the truth is, I like my big, high-resolution Lisa screen. (I'd be happy with one even bigger!) Besides, people in our profession are used to working with different vertical and horizontal scales. As long as I can have the rules and the grid in front of me, I am happy. After all, for most of us Lisa owners, it is the screen size that is important, the very reason we purchased the computer in the first place. So I keep my large screen, merely start my **MacDraft** drawing in the XL mode, set the drawing size, scale, and grid, keep the rulers visible at all times, and live with the distortion. Dealing with distortion is what life is all about.

MacDraft & the Mac XL Hard Disk

There are other advantages to using **MacDraft** on the XL: (1) the added storage; and (2) that the application can be placed on the hard disk, as long as you're willing to put up with the nuisance of inserting the Master Diskette (though only once) to prove you're an original **MacDraft** owner.

Even when the 10 Meg hard disk is split between the Mac and the Lisa, there is room to house and catalogue a plethora of **MacDraft** documents, as well as others — for instance, **MacDraw**, **MacPaint**, **Filevision**, even drawings not originally formatted on a computer. Using a borrowed

Macintosh & **Thunderscanner** (someday they'll get **Thunderscanner** working on the XL), I have created a library of past architectural jobs, including perspectives, floor plans and details, which I have stored on both the original diskettes and the XL hard disk. These drawings can be neatly fed into any current **MacDraft** application. I can foresee the time when all design offices will have multi-megabytes of hard disk storage devoted to constructing libraries of past and present work, the originals backed up by diskettes, all occupying a fraction of the space they would have otherwise taken in the dusty backrooms of an office. The implications for cost and space savings are tremendous.

Printing With MacDraft

It is essential that the professional office is able to print large-sized drawings, such as **MacDraft** drawings, with relative ease. Taping together a dozen or so 8-1/2"x11" Imagewriter printouts to make a single large drawing is not my idea of an efficient office procedure. It is, however, being done. Small offices are sending their dot matrix drawings to a professional print house where they are then converted to a single Xerox tracing. There are other disadvantages to this procedure — this process is expensive, and also, once you give up the **MacDraft** original for a master paper tracing, changes can no longer be made on the computer.

In an attempt to eliminate this headache, I decided to purchase a plotter. Fortunately, I purchased the software first, **MacPlot Professional Version 1.7**. (In the meantime, **MacPlot** has forwarded a revised version (2.0) that is more compatible with **MacDraft**.) From the very beginning there were problems, first in interfacing the XL with a **Hewlett Packard Plotter**, then in getting the plotter to recognize the designer fonts and complicated fill patterns of **MacDraft**. Finally, after many trials, **MacDraft** drawings were reproduced, the end result being a combination of lines and shaded fill areas that, although precise and mechanical, had none of the sparkle of the original documents as viewed on screen. Any resemblance was purely coincidental. I came to the sudden realization that for strictly line work, floor plans, elevations, and site plans, the plotter is satisfactory. It does not, however, recreate the free line shapes and fill patterns of **MacDraft**, the kind that might normally appear in architectural detail drawings. Nor can it change the drawing in the computer without going through the elaborate plot procedure again. In desperation, I began looking for another way.

In the wide carriage Imagewriter, I found it. By trading in my ten-inch dot matrix model for the fifteen inch, I found the capability to produce my thirty-inch wide by four-foot long drawings by printing them in two split sections, each fifteen inches wide. These skinny halves were then sent to the printer and Xeroxed onto a master tracing, which when printed,

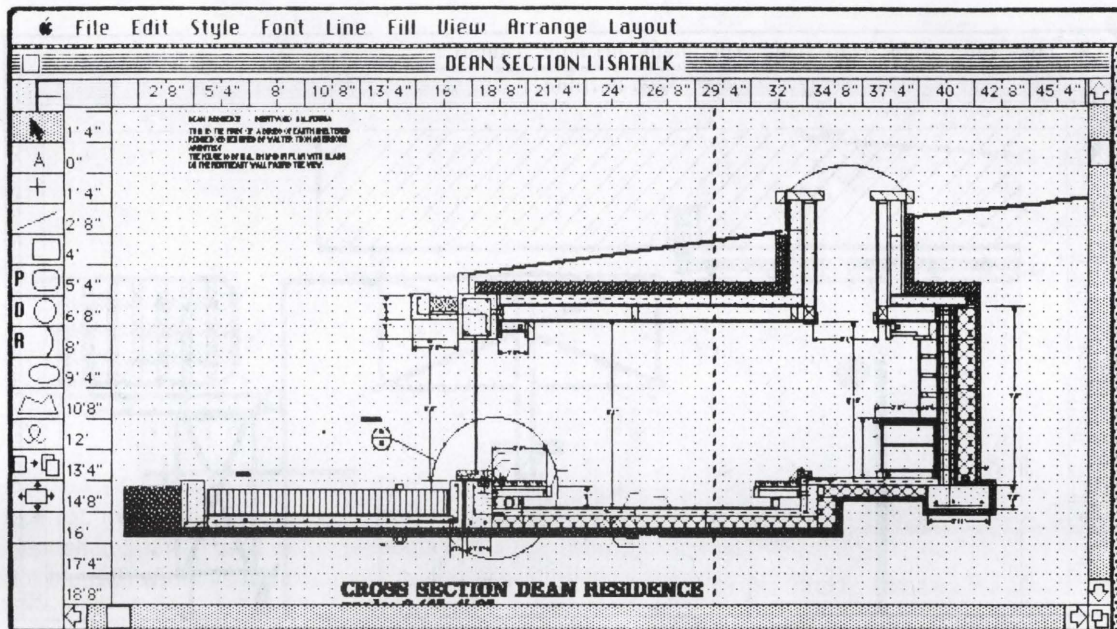


EXHIBIT A

Lisa Size on Lisa Screen

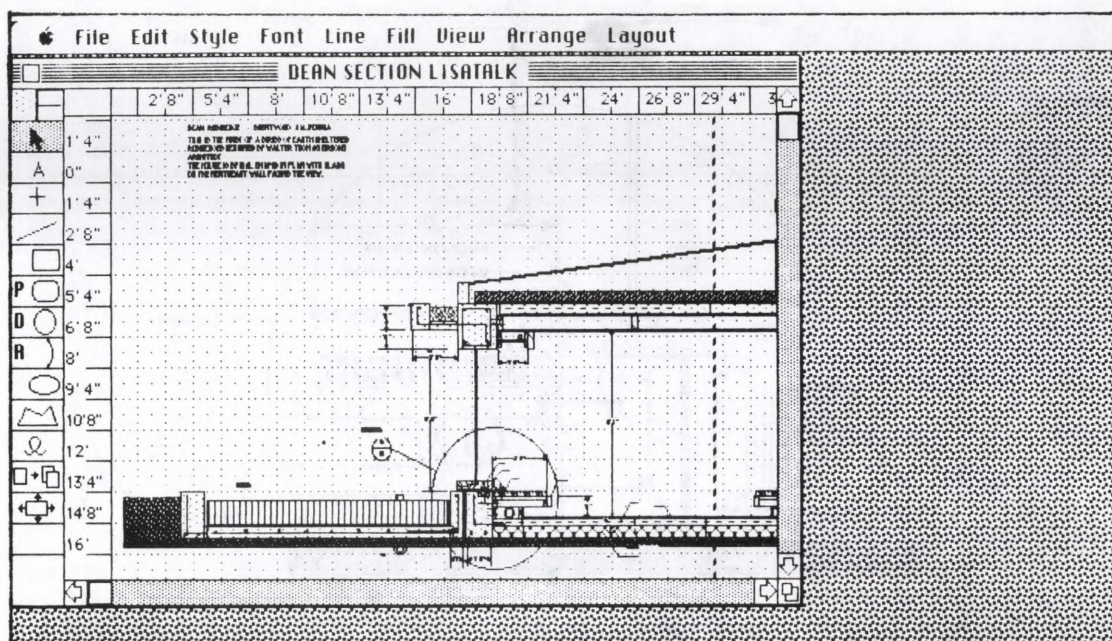


EXHIBIT B

Macintosh Size on Lisa Screen

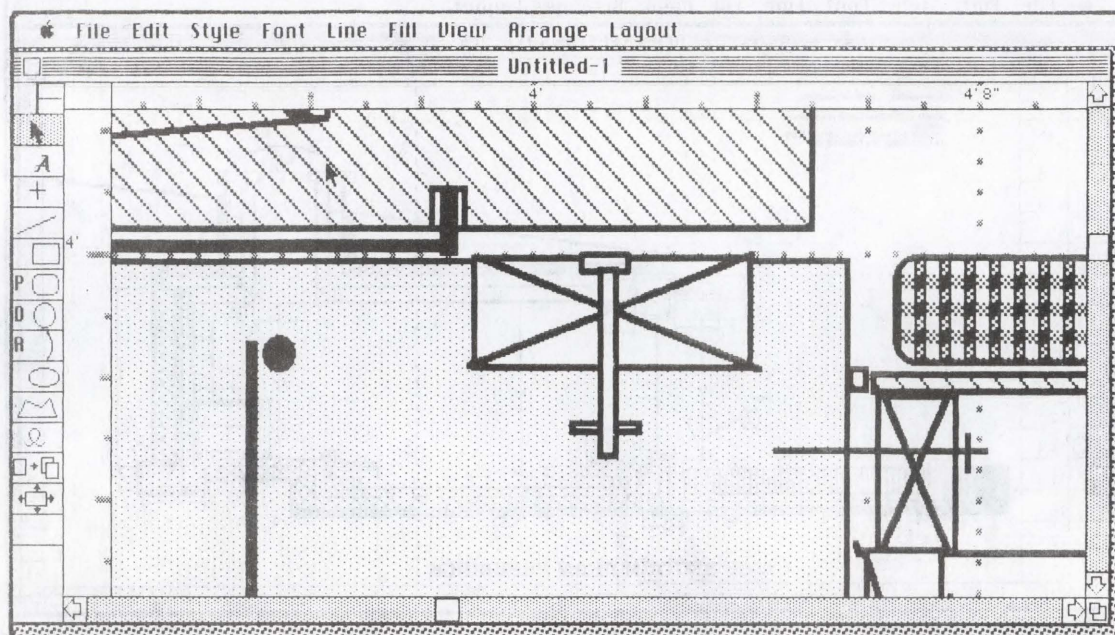


EXHIBIT C

Actual Screen View on XL showing capacity for zoom

DETAIL

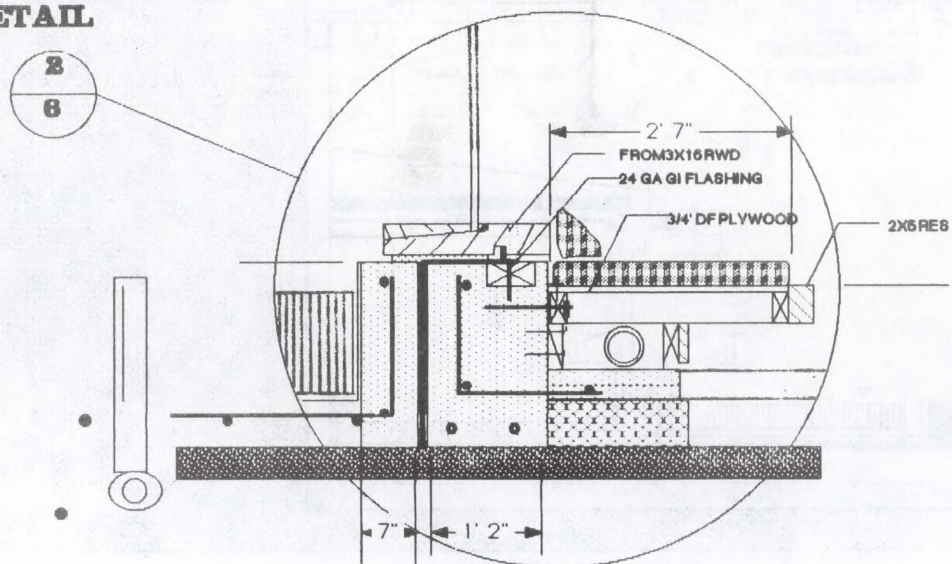
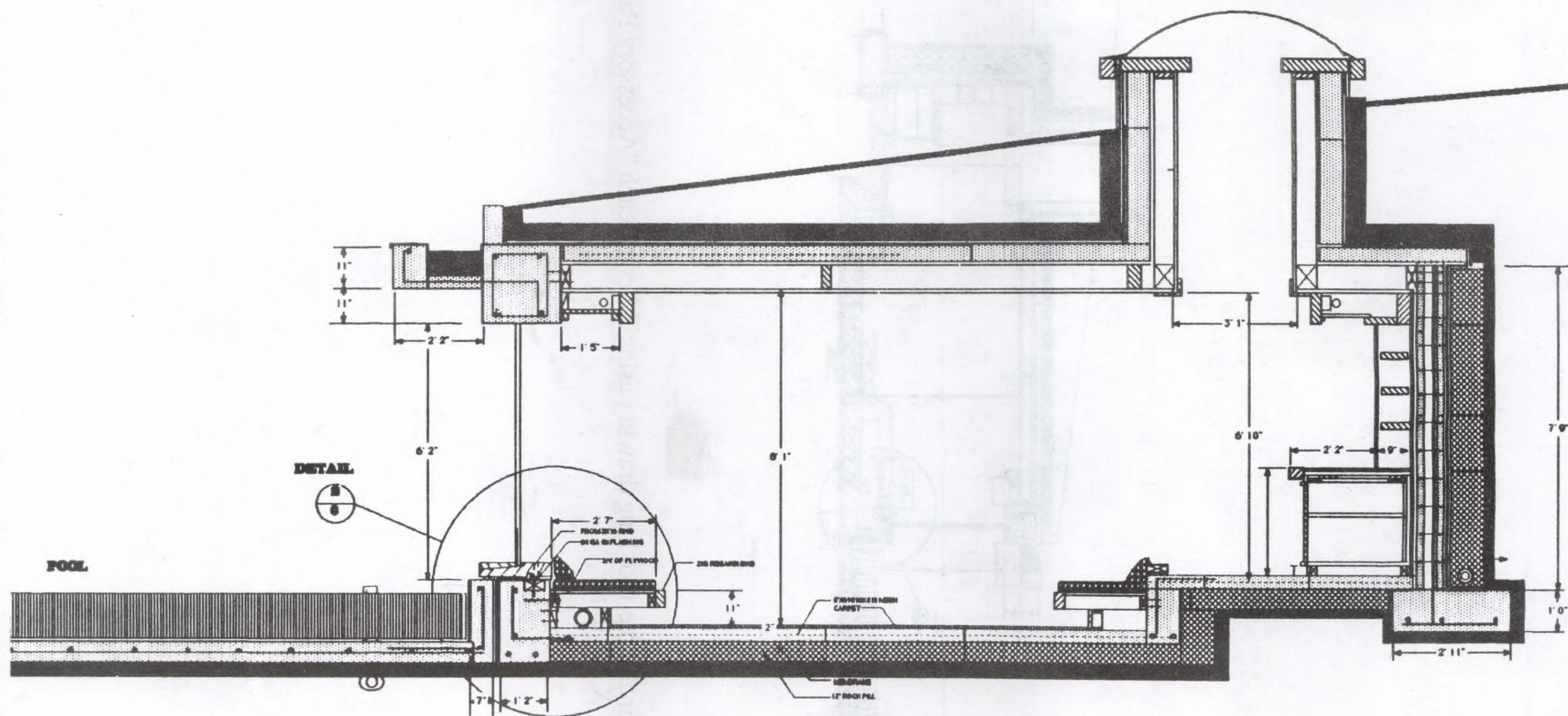


EXHIBIT D

Details can be selected from larger drawing and printed separately



CROSS SECTION DEAN RESIDENCE
scale: 3/4" = 1'-0"

EXHIBIT E

Actual drawing (Reduced 64% in the Xerox process)

MACDRAFT ON THE MAC XL

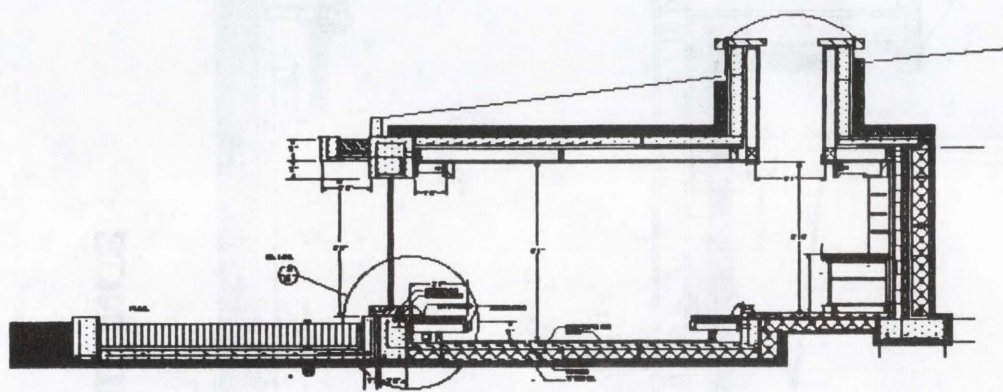


EXHIBIT F

Reduction of original three-foot long drawing using Silicon Beach "Accessory Pak" software to insert an 8 1/2" X 11" letter

MACDRAFT ON THE MAC XL


preserves all the pizzazz of the original MacDraft creation. Still, I could not change the original in the computer without going through this same process again.

"Why not," I thought, "print my plans right in the computer itself, use the 50% reduction mode that MacDraft offers, and put out reduced high resolution dot matrix or LaserWriter originals?" Turns out that it really works. By creating the original MacDraft drawings at as large a scale as possible within the final desired sheet size, I was able to produce drawings of greater detail with parts that could be dimensioned to the nearest eighth of an inch. And the final reduction has greater resolution! (See Exhibit E.) What's more, the original can be revised in the computer, and even (with the help of Silicon Beach's Accessory Pak) reduced again to fit in an 8-1/2"x11" letterhead, then printed out again. (See Exhibit F.)

The Future

MacDraft and its innovators still have challenges ahead. Needed are procedures for working with bit-mapped graphics and a symbol generator to create fill patterns to meet professional needs. (Engineers and architects use fill patterns as material

symbols — concrete, wood grain, gravel fill.) There is need for a better freehand drawing tool, perhaps teaming with a digitizer tool like Summagraphics MacTablet stylus. (The Mac XL is not far away from getting its own compatible tablet, the Dafax PenMac Works XL). To the graphic artist, all these drawing tools are sorely needed.

But there is one single million-dollar invention that, although the development for it is out of their hands, would put the MacDraft innovators in all the design studios of America. That is the production of a superwide carriage Imagewriter (or LaserWriter). You know, the one that will run at rapid speeds, replace the need for black-line printing, and push out three-foot-wide drawings at a single bound. It is coming. Out of Cryptonite, it is coming. 

Walter Brooks is a practicing architect in Berkeley, California, where he specializes in earth-sheltered architectures. He is designer of many national award-winning buildings, and his works have been published in NewsWeek Magazine and numerous



BitFixer™

Macintosh XL Computer Aspect Ratio Switch

One of the advantages of using a Macintosh XL computer is the large screen. But with graphics programs such as MacPaint or MacDraw, things don't look quite right. Circles get printed as ovals; text looks stretched out. The problem is the aspect ratio: the width vs. height of the dots which compose the screen. The Mac XL computer has rectangular dots, while Macintosh software expects them to be square. There wasn't much you could do about it...until now. BitFixer is a hardware add-on installed inside your Macintosh XL computer. With it, you can switch instantly between the full screen view composed of the usual rectangular dots, and a graphics screen made up of square dots. BitFixer is compatible with MacWorks XL, the 7/7 Office System and Lisa Workshop. With BitFixer, what you see on the screen is what you really get on the ImageWriter, LaserWriter or any other Macintosh-compatible printer.

Suggested Retail Price: \$95. (Installation is required and may cost extra.)

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Dealer inquiries welcome.

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01-85-15

EVALUATING STATISTICAL SOFTWARE FOR THE MACINTOSH XL

By Sherwin Steffin

Analalytic statistical software and the XL user are ideally suited to one another. The demographics of XL users make them ideal candidates for purchase of this *genre* of software system. By no means is the XL a "home" computer. Instead, as all of its users know, the XL's increased memory and 10 Mbyte hard disk made it (until only very recently with the release of the Macintosh Plus) the Macintosh with the greatest potential for the utilization of productivity software.

Readers of *The LisaTalk Report* have occupational involvement in the sciences, engineering, financial management, market research, social sciences, and academia. It is these very professions which can best utilize the features of statistical software.

Looking for the right software can be an unpleasant task unless you are armed in advance with a set of criteria with which you can make an evaluation. Choosing statistical software is made even more complex by the need for assurance of accuracy of calculations. What follows is a structure for evaluating statistical applications which will help you make the best choice for yourself.

Compatibility with the XL

As an XL owner, the very first thing you must determine is whether the product will be fully operable on the XL. In many instances you will be purchasing the product from a source other than a retail specialty store, so you will not be able to test the program prior to purchase. There are several alternatives available: Check the promotional literature to determine if XL usage is specifically mentioned. If not, call Customer Support at the publisher's office to make this determination.

Inclusion of Necessary Statistics

Before beginning your search, prioritize the statistics most important for your needs. It is unlikely you will find a single

program which will meet all of your needs, but there is a high probability that there are several which will meet most of them.

You can categorize analyses into several groups: Descriptive statistics include: mean; standard deviation; standard error; variance; median; mode; frequency distributions with unlimited, user-specified intervals; and histographic representations. Comparative statistics should cover t-tests; simple, multiple, and polynomial regressions; ANOVA; and ANCOVA.

The following will probably also appear in your list of needed non-parametrics: Chi-square; Wald-Wolowitz Runs; Mann-Whitney U; Kolmogrov-Smirnov; Wilcoxon Matched Pairs; Spearman Rank Order Correlation Coefficients; Kruskal-Wallis; Friedman; and Sheffe.

Multivariate analyses might well include techniques for exploratory factor analysis with orthogonal and oblique transformations.

Computational Accuracy

After determining whether the package you are evaluating includes the stats you need, accuracy of computation will be among your most important concerns. Trial runs at a retail showroom will not afford the resources you need to conduct a full benchmark test of the computational integrity of the program. There are two methods to assure yourself of needed accuracy. The first is to search for technical reviews of the software under consideration. These typically will be found in professional journals. Reviews appearing in many of the popular trade books are often written by people with little technical expertise and with high incentive to keep publishers (a.k.a. advertisers) happy.

The second method is more time consuming, but can be highly rewarding. Query the publisher about the background and

credentials of the author(s). Ask about the alpha and beta test procedures which were employed. In alpha test, did the publisher use standard statistical benchmarking tools such as Langley Data? Did the publisher employ outside consultants to validate the product? Finally, is this product representative of a broader product line supported by the publisher? If not, how well-equipped is it to successfully support professional and vertical applications products?

Data Storage Capacity

Having established that your minimum functional requirements can be met and that computational integrity is assured, turn your attention to the data capacity of the system. Data capacity is a complex function of available memory, number of real and integer variables being processed, and the efficiency of the programming algorithms employed. After you make a determination of the maximum size of data sets you will be using, determine either from the promotional literature or the publisher if the product will meet these needs. If your data will involve a large number of variables and the system has flexibility, you might be able to split data sets so that you can store data in multiple files that can be used as needed.

Hands-On Evaluation

All of the above-mentioned information is accessible from the publisher. The next steps of your assessment require you to have hands-on time with the product. Demonstrations at a retail store are one way to accomplish this, but an even better way is to test a demonstration disk of the system at your workplace. If the publisher does not offer a demo disk, be wary of its lack of foresight regarding the manner in which it expects customers to assess its products.

Demo disks come in two flavors: the first is simply a walk-through "tease" which presents selected elements of the system for consideration; the second, and far more utilitarian, is a "crippled" version of the real system. You can expect these demos will not save data or copy and paste it to other applications. Typically, there will also be severe limitations on the size of the data sets which you can introduce into the system.

Using the demonstration system (the second type of demo disk), you can make judgments about user interface. As a Macintosh user, you will want to determine the degree of faithfulness to Mac protocols which the system employs. See that the File and Edit menus are fully implemented (even though they might not be functional on your demo).


Ease of Data Entry and Editing

Next, examine the ease of data entry and editing. Can large data sets be handled easily? Is there provision to include or exclude data at will? Can data be transformed; can variables be combined? Can alpha characters be entered in data? If so, can the characters be used to sort, code, and group data, or are they merely internal identification devices?

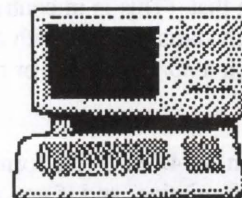
Display

The graphic display capabilities of the Mac make the interpretation of analysis results a far-easier task than it has been before. Here are some features you might expect for maximum utility: composite graphics to let you compare results of analyses or compare plots of multiple data column values on the same axis; interactive graphs to let you adjust features of graphic views; graphic view-windows expandable to full screen size; a variety of views including line charts, bar charts, scattergrams, pie charts, box plots, and error bars.

Summary

In summary, you should consider the purchase of statistical software as an investment which, if made correctly, will have utility for years to come. Give it the attention you give to any other long-term investment. In this article, an evaluative framework to employ in assessing products has been presented. Compatibility with the XL; inclusion of necessary statistics; computational accuracy; data storage capacity; ease of data entry and handling; and display are factors to use as a framework to drive your purchasing decision. 

Sherwin Steffin is the founder, President and CEO of BrainPower, Inc., developers of Statview. Sherwin was formerly the founder and chairman of Edu-ware Services, Inc., has held academic psychology positions with 3 different universities, and has published more than 50 educational and computing articles.



LABELIST

By Winder Johnson

Consortium of Associated Schools & Educational Resources
University of Nebraska at Omaha - Television Dept.
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Labelist Is Operable Only On Lisa 7/7 Using LisaList

Despite the fact that one-third of my hard disk is turned over to MacWorks, I remain very stubborn about abandoning any more of my Lisa. Therefore, it was a pleasure to find new software that is usable only on Lisa.

Labelist is a program which allows you to print **LisaList** file data in a label format (though it does not display this information to the screen). It was developed by Dennis Wallen for in-house use; outside interest moved him to market **Labelist** as a product.

You start **Labelist** in the basic horizontal table (rows and columns) format of **LisaList**, and then create your vertical (label) grouping from that. (This is in contrast to the usual database design, which starts you out with a *vertical* listing on the screen, from which a *horizontal* list or report can be developed.)

Labels can be made in 3-, 4-, or 5-line formats. You can choose a format for any given printing, and if you already have a **LisaList** document with the appropriate columns in the appropriate order, nothing further need be done to the list format. Otherwise, it might be necessary to Cut and Paste columns using the regular **LisaList** rules. The basic **Labelist** rule is that *the first LisaList column becomes the first Labelist line, etc., in the order indicated below.*

A simple 3-line format would be:

LisaList Column		Labelist Line
1	First Name	[1]
2	Last Name	[1]
3	Street Address	2
4	City	[3]
5	State	[3]
6	Zip Code	[3]

Since a blank spot in a **LisaList** column appears as a blank on the label, the 5-line format is probably most useful:

LisaList Column		Labelist Line
1	Header (any type)	1
2	First Name	[2]
3	Last Name	[2]
4	Title	3
5	Street Address	4
6	City	[5]
7	State	[5]
8	Zip Code	[5]

The **Labelist** Master Diskette is accompanied by only a single page of "Documentation," and a time-saving point should be made here: it is not necessary to place duplicates of either the Instruction Manual or the examples on your hard disk as advised. These can be worked perfectly well from the Master Diskette, since they are not items for which there is any constant need.

The Instruction Manual is one of four icons which appear when the **Labelist** Master Diskette is opened. Using a Lisa 2/10 with ImageWriter I, it took me 55 minutes and 21 pages to print the Instruction Manual. This is not a great burden, since it only needs to be done once; the finished manual is simple, fully-

detailed and crystal clear, including some hints and short-cuts that an experienced **LisaList** user might not remember.

Before attempting to print any labels, the most important thing to do is to make sure that your **LisaList** is in proper shape; in this regard, the most vital matter is that the columns are in the right order as outlined in the examples above. If you want the first and last names printed in reverse, the columns can be in reverse order; but otherwise, the column order *must* be maintained. Sort order, type size, column titles and column widths are of no consequence. Only the width of the label itself must be kept in mind, i.e., a street address 4-1/2" long in a 6" wide column will print fine on a 5" label, but will not work on a 4" label.

In the event that you do not already have a list of your own, or just want to experiment, there is an Examples folder on the Master Diskette containing short actual sample lists, as well as padded blank sample paper. Use these, the instructions, and plain paper, and you can become an immediate expert without wasting any labels.

For most tests I printed 5 lines on 15/16" tall labels, which is about as tight a squeeze as one can get. The vertical positioning of the sheet of fanfold paper is so vital that it is probably best to roll the first label or row past the bails in order to avoid a starting jam. (This is a good spot for a test run with plain paper.)

Set the printer and paper at "Ready" and open your **LisaList** document. Take the following steps, in order:

1. Select All of the Document and Copy. This will store your **LisaList** information to the Clipboard
2. Save and Put Away (just to clear screen).
3. From the **LabelList** Paper pad, tear off and open a sheet to screen.
4. One at a time, answer the five questions that appear on the screen; they regard details about your label: width, height, number of labels across sheet, number of lines per label, and type style.
5. The sixth question asks if your answers (now listed at the top of the screen) are satisfactory. The seventh gives you time to test print and adjust the label paper if you want. The last tells you to go to the Edit menu and Paste List (the information copied in step 1 above and now in your clipboard); at this point, you may also Quit.
6. Make sure your printer is ready, then paste the list data into **LabelList**. When the Paste is made, printing will begin.

From the start of Item 1 (Copy List) to the start of printing (just after Paste List) takes not over 3 minutes. After you have selected Paste List, the list does not appear on the screen as it was on **LisaList**. Instead it runs across the bottom of the

screen as each item is fed to the printer buffer — one line per label and one line at a time.

When printing is finished, the last label reads *****END OF LIST***** and "Number of labels printed." At this point the actual sheet of **LabelList** Paper that was on the screen and used for the job is of no further use and *must* be filed in the Wastebasket in order to clear the printer. (The printer actually emits a happy sigh when the **LabelList** icon hits the Wastebasket.) At first this sounds like a wasteful nuisance, but on reflection it seems that it would be of little consequence in practice. Duplication is easily handled by going through the 3-minute procedure that begins with copying the same list that is on file.

Pertinent information that is in the instructions and/or might be useful to a Lisa user:

1. Copying the **LisaList** Info.:

- A. When Copy and Paste are used on the whole List, other information that lies outside the range of what is needed to print a label is neither printed nor disturbed;
- B. Copy just the contiguous columns that contain the label information; OR
- C. Sweep the pointer over just what is to be printed, and Copy only that. This should save transfer and printing time. But at all times, remember that the list columns must be in the proper order (as described previously).

2. Label Sizes:

The label sizes that can be selected vary from 2-1/2" to 5" wide and 15/16" to 3" tall. Whereas I did not test all of the sizes available, enough of the more common sizes were offered for me to be satisfied that the ranges are workable. The Documentation letter warns that each Master Diskette is usable on only one Lisa, and I found that to be true.

Certainly there are other uses for labels besides mailing lists, and with a little ingenuity, a determined Lisa user could adapt the rigid **LabelList** format to meet their needs. From its clear instructions, through its ease of use and excellent results, to the more than reasonable price, **LabelList** is highly recommended.



Windor Johnson is an avid Lisa/Mac XL user and has contributed time and input to The LisaTalk Report since its inception.

UNIX ON THE APPLE LISA

By Tim Monroe

One of the best-kept secrets in the Lisa marketplace is that the UNIX operating system, complete with a wide variety of third-party applications software, is available for the Apple Lisa. One of the reasons that this is not well-known within the Lisa community is that Apple itself has never officially released UNIX as a product for the Lisa, even though Apple was instrumental in porting one version of UNIX to the Lisa. Nonetheless, there are approximately 3,000 Lisas currently licensed to run the UNIX system, and this figure is likely to grow sharply now that Apple had discontinued Lisa O.S. and 7/7 development. So one might ask: What is the UNIX operating system, and why would such a great number of people want to put it on their Lisas? This article will address these questions.

A Bit of History

UNIX is an operating system that was originally developed at Bell Labs starting in 1969. At that time, most computing was done on relatively large machines using what is known as "batch processing." One job (or program) would be entered into the computer at a time, probably via punch cards or hard-copy teletype terminals. While the job was processing, the entire resources of the computer were devoted to that particular job. There was nothing intrinsically wrong with that, but it did mean that you rarely had *instant* access to the system. More likely, you would have to submit a job and then wait several hours for your resulting printout.

UNIX was, in part, a reaction against that kind of computing. UNIX grew out of an earlier project called "Multics," whose goal was to allow multiple simultaneous access to a single computer. UNIX, in other words, was designed as a "time-sharing" operating system. Under UNIX, several users can access the computer facilities at once. This is probably UNIX' most distinctive feature.

Throughout the 70's, UNIX developed and matured, both within Bell Labs and in the academic world, particularly at the University of California at Berkeley. UNIX benefitted greatly from this joint scientific/academic heritage; while Bell Labs gave UNIX a sleek and efficient foundation, workers at Berkeley added important facilities, such as the ability to manipulate video display terminals. It was not until the late 70's and early 80's, however, that UNIX became a contender in the commercial world. Nowadays, AT&T is aggressively marketing their UNIX product, and a host of software firms have implemented UNIX on a variety of machines. On the hardware side, every major computer manufacturer, *except* Apple, actively supports versions of UNIX on their machines.

What is UNIX?

UNIX is fundamentally an *operating system*. This means, in part, that it is the software that manages basic hardware operations, like reading files and programs off disks and allocating memory to programs. It manages the interface between the program and the hardware (i.e., your program "talks" to the O.S. which talks to the hardware). UNIX thus falls into a class with other operating system software, such as CPM, MS-DOS, Apple ProDos and their countless ilk. What sets UNIX apart from these other systems is that it provides an environment that is both multi-tasking and multi-user.

To say that UNIX is *multi-tasking* is to say that a user has the ability to run more than one program at a time. This is an ability shared by the Lisa 7/7 Operating System, but not by Macintoshes or Lisas running MacWorks. Under UNIX, for instance, you can be editing a letter at the same time that you are printing a report, at the same time that you are sorting a database, at the same time that you are observing stock quotes on a remote computer, etc. Or, you might be compiling a program at the same time that you are looking at the source code. UNIX cleverly ensures that your tasks don't bump into each other and that they deliver the results you intended.

To say that UNIX is *multi-user* is to say that it has the ability to let several users access the machine at the same time. This means that several users can edit files and run programs on a single host machine, plus being able to communicate with users at other terminals in the system. Users can also share any peripheral equipment attached to the machine, such as printers, modems, hard disks, and the like. Neither the Lisa 7/7 nor the MacWorks environments will support multiple users.

As an operating system, UNIX is strong in that it provides maximum hardware utilization. But UNIX is more than just an operating system. It is also a large collection of utility programs that enable the user to accomplish complicated tasks with very little work. A standard UNIX implementation includes powerful screen-oriented text editors, text formatters, printer drivers, programming and debugging tools, games, sorting utilities, file manipulation utilities, communications software, database facilities, and much more. UNIX also has state-of-the-art typesetting facilities, capable of interfacing with production typesetters and laser printers (including Apple's LaserWriter).

In addition to all this, UNIX is commonly regarded as the ideal software development environment. There are two general reasons for this. First, many of the hundreds of UNIX utility programs are geared towards simplifying software development. For instance, there is a program (the *make* program) which automates software development by recompiling only those portions of a program which have been changed since the last compile. There are also utilities which allow you to reconstruct any earlier version of a program, without requiring you to fill up your disk with multiple files.

The second, and perhaps more important, reason that UNIX is a nice place to write software is that UNIX is intimately connected with the very efficient and powerful C programming language. C was also developed at Bell Labs, primarily as a machine-independent way of implementing the UNIX operating system. Largely because UNIX source code is written in C, it is easy to implement on a large variety of hardware configurations. In this sense, UNIX is a very "portable" operating system. The major advantage of this portability is that data and applications

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developed on one machine running UNIX can easily be moved to any other machine running UNIX. Computer users are no longer restricted to a particular hardware configuration. If a business grows to a point that a faster, more powerful machine is needed, there is no need to undergo an arduous conversion procedure in order to make data and programs accessible on the new machine. Files can be moved easily from machine to machine with no loss in functionality. (By comparison, consider the trouble that Lisa 7/7 users report with the MacWorks migration package.)

Enhancing the Lisa with UNIX

Installing a multi-user, multi-tasking environment on the Lisa is certainly a step up from the 7/7 environment or from MacWorks. When you also consider the feature that programs and data files developed under UNIX will never outgrow their hardware, you have quite a little powerhouse sitting on your desk. In addition to the intrinsic afore-mentioned advantages of the UNIX system, adding UNIX to the Lisa can help overcome several of the Lisa's hardware limitations. For instance, under UNIX it is an easy matter to add hardware to Lisa's serial ports and expand your access to the system. For example: 1.) You might want to use a keyboard with additional features; 2.) you might use video displays (or monitors) which are more to your liking; 3.) or you can inexpensively expand the concurrent number of system users by adding on inexpensive terminals; and 4.) you can use your Lisa to access incoming logins.

1.) Consider first the keyboard. Because Apple was committed to a certain type of user interface, coupled with the mouse, the keyboard was slimmed down to the absolute minimum character set (a trait that the Macintosh inherited with a vengeance). There are no programmable function keys of any sort, and no Break, Delete, or Backtab keys. Also, the Lisa's placement of certain keys, especially the Escape key, can be annoying. With UNIX operating the Lisa, however, you are free to add to the system virtually any keyboard you choose.

2.) Enhancement possibilities are even more dramatic when we consider limitations of the Lisa's black and white video display. Although the Lisa has a video-out jack on her backside, there is (to my knowledge) only one thing you can do with that jack — spend about \$2,500 to add a 23-inch Conrac black and white monitor. That might be enticing if you need to give presentations to roomfuls of people at a time, but for normal use, I can't imagine that such a behemoth is a real upgrade. What we *would* like, and what UNIX allows, is to add an amber or green phosphor monitor. When I am running UNIX on my Lisa, I usually give input from an external terminal which is equipped with function keys and a green screen. The screen is easier on the eyes than black and white, and can be tilted or swiveled to choice.

Related to this is the possibility of adding a color monitor to the Lisa. UNIX can easily support color monitors, and there are software packages available which capitalize on this ability to display text and data in appropriately-colored ways. Lisa or Mac/XL owners will, of course, never see color from the built-in monitors; and color on improved Macintoshes is probably several years in the future. If you need color output, then UNIX is a real possibility.

3.) With price wars raging in the terminal business, we have a wide range of inexpensive but highly intelligent terminals to enhance the input/output capabilities of our Lisas. Although the UNIX system performs exceptionally well for one user, there can be added (in theory) as many users as there are serial ports available, with the appropriate serial cable. For instance, up to six or seven users could actually be supported simultaneously by one UNIX system through the TecMar 4-Port Serial Card (a hardware add-on by TecMar), a host Lisa and another terminal from a remote location via modem. It is important to note though that each additional user slows down the host, and this many users would significantly tax the power of UNIX and operations would be very slow. Realistically, three users could be supported reasonably well under the same UNIX system, as long as all three were involved in minor operations, such as text editing simultaneously.

4.) Another nice feature, intimately connected with UNIX' multi-user capability, is the ability to add modems and take logins over phone lines. While a Lisa running LisaTerminal (or MacTerminal under MacWorks) can dial *out* to other computers and information services, UNIX adds the ability to allow **dial-in access** to your Lisa. This is a very useful feature for those who need access to their computer data from a remote location. Or, your friends and associates can dial in and leave messages.

There are no doubt certain sacrifices to be made when using UNIX on the Lisa instead of Lisa/Macintosh software. Foremost among these is the loss of the icon-based desktop environment. So, if the "user-friendly" desktop environment is the only reason you bought your Lisa, you probably don't want UNIX. UNIX, in its basic dressing, is a command-line oriented system, the type of user interface against which the Mac was a reaction. There are, in fact, implementations of UNIX that employ a graphics interface similar to that of the Mac, but (as far as I know) there is none yet available for UNIX on the Lisa.

You should realize, though, that adding UNIX to the Lisa does not preclude you from using the Lisa to run either the 7/7 system or Macintosh software under MacWorks. UNIX must reside on a hard disk, either the internal 10 Megabyte or an external disk, such as Apple's ProFile. But you are always free to boot from a MacWorks diskette or a ProFile containing 7/7 software. So, adding UNIX to your system does not *prevent* you from using the Apple-type interface when you wish.

Conclusions

The distinctive features of UNIX are its multi-user and multi-tasking capabilities. It is hard to overstate the tremendous increase in power and flexibility to be gained from having both of these features available. Lisa owners, however, have an additional reason to consider adding UNIX to their hardware, which is simply that development of the Lisa operating system software has ceased. Apple is not likely even to fix known bugs in the 7/7 software, let alone develop new applications. Lisa owners are, therefore, presented with a very real question: What software is going to be available for this machine?

I suspect that most Lisa owners are (perhaps unhappily) migrating to the MacWorks environment. After all, this seems to be what Apple would have us do with our machines. But MacWorks is far from giving us perfect Macintosh compatibility on the Lisa; a good portion of Mac software simply will not run under the current version of MacWorks. Important capabilities of the Mac, such as the sound, are not available under the current version of MacWorks. And, there is no multi-tasking under MacWorks. If you're considering a move to MacWorks, you might consider the option of moving to UNIX instead.

No one would deny that the final word for any piece of hardware is software. Happily, UNIX software development is skyrocketing. Due to the popularity of the 68000 CPU, there is a great number of 68000 CPU-based systems running under UNIX. This, combined with the fact that UNIX is such a nice system in which to write software, means that there will be an un-ending stream of high-quality UNIX software which will run on the Lisa. Already there are numerous database packages, spreadsheet, word-processing, printing, and communications software available from third-party vendors, and a wealth of Public Domain software written in source code. There are, consequently, several ways Apple Lisa UNIX users could obtain future UNIX software. For one, a Lisa UNIX users' group would provide an excellent vehicle for UNIX users to distribute custom-designed programs directly on Lisa-formatted disks. (See *User's Group Corner* for more information.)

Additionally, UNIX offers several different ways to log onto remote systems; this will allow you to copy binary or executional (compiled) programs across phone lines and into your Lisa.

What more could a Lisa owner want? How about a choice of UNIX systems for the Lisa? In fact there are two different implementations of UNIX which can be purchased for the Lisa. Since AT&T discourages use of the trademark "UNIX" on all but its own versions of UNIX, the two systems available for Lisa are sold commercially under the trade names "XENIX" and "UniPlus+". There are differences between these two UNIX systems, but they are both derivatives of the original Bell Labs UNIX, and both provide a multi-user and multi-tasking environment. In Part 2 of this article, to be published in the Summer, 1986, issue of *The LisaTalk Report*, I will compare these two versions of UNIX for the Lisa.

(Editors Note: Some of the non-Lisa-specific UNIX software might need to be re-compiled in order to run on the Lisa. While this is not something most non-technical users will do, it is relatively easy for a technical person with the right knowledge and tools. Therefore, some software companies might see this as an excellent opportunity to open another market for their product (i.e. more sales!) with a limited time investment, or if you have a package you want converted, you might be able to hire someone to do the conversion. For more information on software availability and conversion, contact one of the UNIX vendors, or the The Lisa/UNIX User Group in Tennessee.)

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Tim Monroe is a translator and philosophy graduate student living in Oakland, California. In 1983, he founded his own UNIX-based graphic design firm which produces and markets UNIX posters. Currently he is employed with UniSoft Systems of Berkeley, CA, as a graphic designer and technical writer.

Lisa - XL SIG at the Association of A32 Users

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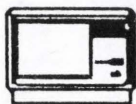
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The ToolKit Users' Group is moving from a dedicated support of the Lisa ToolKit to an involvement with all aspects of object-oriented programming. Initially TUG will be focusing on MacApp and the Smalltalk which Apple has made available for the Macintosh. Early in 1986 Professor Overrider's Almanac (the TUG newsletter) will have an article by Kurt Schmucker explaining how to convert your ToolKit applications to MacApp.

If you are interested in developing software with these tools of the future, and you would like to associate with others moving in the same direction, you can write for more information to

The ToolKit Users' Group, 712 35th Ave., Seattle, WA 98122



NATIONAL X/LISA USERS GROUP

P. O. Box 450676 / Miami / Florida 33145-0676 / BBS Information: 305 / 445-6481

FREE MEMBERSHIP FOR 1986

Just send your name, address and telephone number to the address above for your free membership. An application form will be sent to you immediately.

BBS use, which is highly recommended, costs \$20 per year.

Our bbs is operated by CSbbs Link, 24 hours each day, Monday through Saturday. Call any time and you may browse free for 15 minutes. If you like what you see, you may leave a message for the Sysop with your name, address and password. After the Sysop receives your fee, your bbs membership will be validated. Special X/Lisa Calculator DA available free to members. Download it from bbs or send disk with application.

Peninsula Lisa Users Group

Meeting at Computer Connection, 214 California St.
San Francisco, CA 94111 - Salesman Contact: Tom Barnum

Members are Lisa and MacXL business users.

Membership Dues: Regular (Receive both notes & notices) \$22.00

Associate member (Receive notes only) \$18.00

Notices only member (Reduced Lisatalk rates do not apply) \$6.00

Contact Joan Dickey, PLUG for membership application
c/o DIQ DOC, P.O. Box 626, Moss Beach, CA 94038 (415) 728-5462

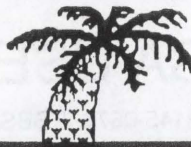
Meetings are held on the second Wednesday of
the month, meeting starts at 6:15, program at 6:45 pm.

Rochester Area Macintosh

USERS' GROUP, Rochester Minnesota

WITH OVER 15 LISA/MAC XL USERS

Contact: Larry Kvols, MD, at: (507) 284-2511



San Diego Mac XL-Lisa SIG

Meetings held first Wednesday of month
UCSD Basic Science Bldg.

Rm. 2000

6 p.m.

or call:

Keith Adair-(619) 453-0616

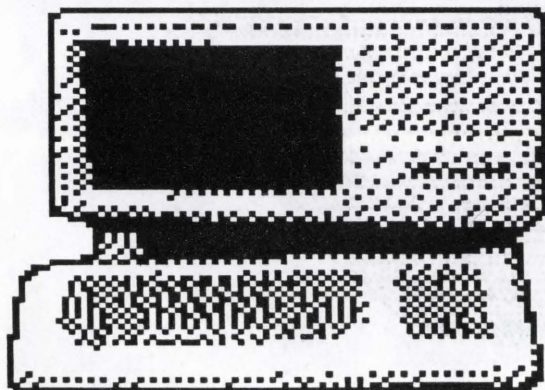
USER GROUPS' SESSION OF MACWORLD CONFERENCE

By Joan D. Dickey

I attended some special User Groups' sessions of the MacWorld Conference on January 15 and 16, 1986, where I represented the Peninsula Lisa Users' Group.

NEW GOALS AND NEW DIRECTIONS FOR APPLE COMPUTER, INC.

The program began with a welcoming speech to all participants by John Sculley at the Concourse Building in San Francisco. Among Apple's special guests were the press, dealers, educators from numerous universities, and users' group representatives, as well as a special teleconference hookup that joined 22 cities. Apple is endeavoring to create a new era of cooperation with and responsiveness to its consumer-base — both in the United States and abroad. Apple has changed its future goals from "one person, one computer," to "one person, one computer connected to each other (or at least the ability to connect)." Many universities have already been experimenting with linking their entire student body together in a single network, and administrators and educators are beginning to communicate with students electronically, as well as in the classroom. Apple is making a special commitment to developers who are working on projects which will serve to bring the disabled and handicapped into the mainstream of the workforce.



ANNOUNCEMENTS

On a subject closer to our own interests, Mr. Sculley announced that Apple is going to provide access to *AppleLink* to allow User Groups to communicate with Apple and each other by the end of 1986. Lisa owners will be offered the opportunity (?) to trade in their Lisa, in addition to \$1,500⁰⁰, to receive the new Mac Plus with HD-20 Meg Hard Disk. This might not appeal to all Lisa owners, but for some it will be an opportunity to upgrade to the Mac Plus and link together other Macintosh equipment. Also announced was a LaserWriter Plus, 3 Com (a 3 server that will link Mac to *any* other computer), four different upgrades for the Mac, GEISCO BusinessTalk, and closer Apple ties with Dow Jones and MCI to improve telecommunications possibilities.

Del Yocam was introduced to give us an overview of Apple's future product developments. We can expect a steady incremental change in Mac — Apple II's and Macs will be able to communicate, so hold onto that old II you have sitting around the house (or office). Apple is acquiring a CRAY computer to allow them to simulate future hardware and software solutions. This purchase will greatly improve Apple's ability to bring products to the marketplace.

Jean Louis Gasse predicted that 1986 will be Apple's richest new product year. The new Mac Plus has 1 Mbyte of RAM, 800K disk drive, 128K of ROM with a hierarchical file structure, SCSI port, and an integrated keyboard with cursor keys. RAM can be increased to 4 Mbyte. The LaserWriter Plus will have 35 typefaces and 7 new typestyles.

A MEETING WITH APPLE'S USER GROUPS' EVANGELIST

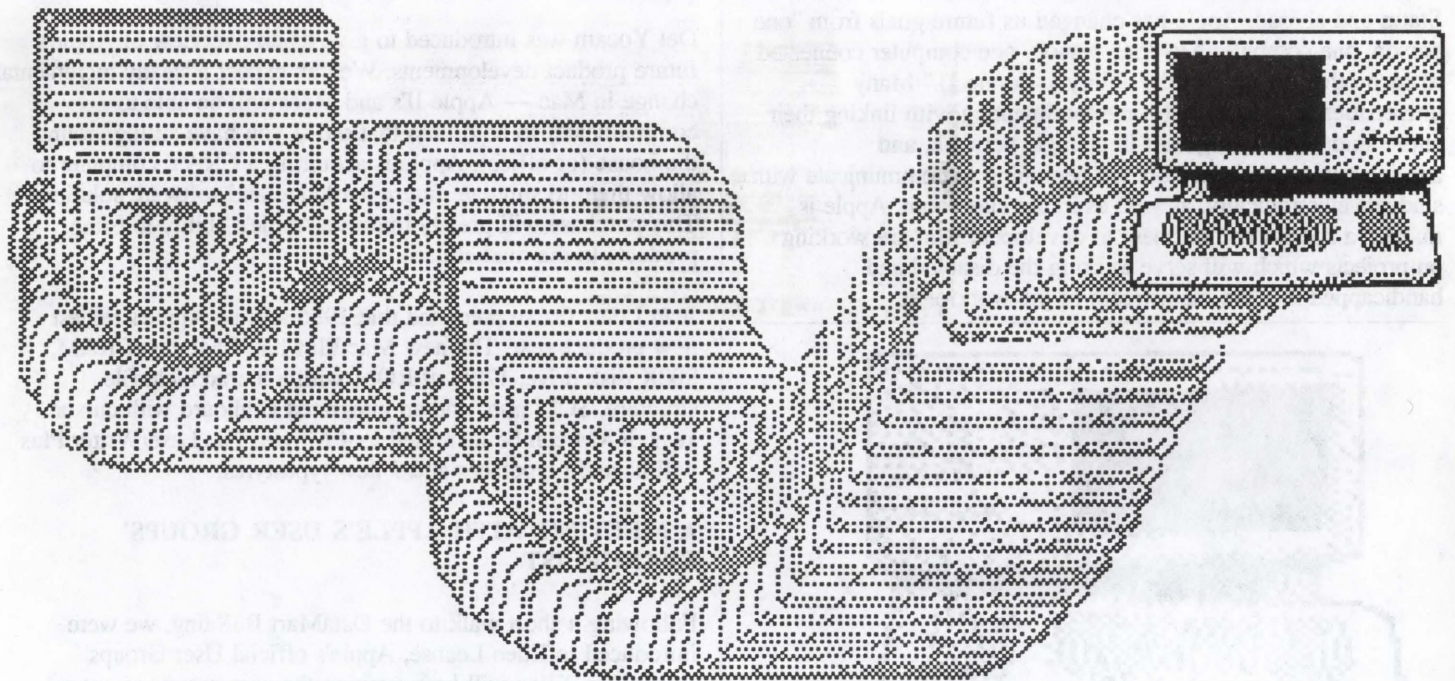
Following a short walk to the DataMart Building, we were introduced to Ellen Leanse, Apple's official User Groups' Evangelist. Ellen will be surveying the user groups to get a better idea of what is happening in the consumer market. Apple

will be providing better communications between groups and itself through extension of the use of *AppleLink* by the end of 1986. This will enable us to obtain answers to some of our technical questions, and product information regarding compatibility, as well as improved communication with other User Groups. It will keep us posted on new products and programs for Mac (and Lisa?). We will be allowed two hours a month of free time on this network.

Apple will also be providing speakers for user group meetings and assistance with amenities like large screens. In an effort to keep us posted, we will be sent many of the communications formerly restricted to dealers and some of Apple's in-house news. Apple will also be providing an 800 number for new users to call for referral to existing User Groups. We have been invited to send Ellen Leanse any ideas we have for improvements in Apple products. Apple will be attempting to create a bridge between the User Groups, Dealers and the Dealer Advisory Council through use of *AppleLink*. Apple will also be developing an equipment buy/loan program to assist Users Groups in participating in the *AppleLink* hookup. *AppleLink* will also open up access to some Public Domain software for Macintosh.

DISCUSSIONS BY ALLAN KAY AND STEVE WOZNIAC

In the afternoon the group was treated to a talk by Allan Kay, Apple Fellow. Mr. Kay provided us with a look into the future, as well as a look at his past history with computers and how our own Lisa evolved from the Dynabook project he was working on while at Xerox. He commented that we should be mindful of the fact that, if we are creating a new office structure, we should provide adequate cabling capacity in the walls to avoid having to reconstruct when installing computers in the future — he feels that within the next ten years, there might not be any more "boxes," but instead giant databases from which we will be able to draw our information (personally, I can see this in large corporations, but small businesses will still be using smaller versions unless they can afford to use timesharing on larger computers). Mr. Kay also pointed out that logic only works when you are in the right context. Images are not "quick learning"; they are "no learning." An application and what the application can do is more important than how it is achieved. Mr. Kay is currently involved in an Apple-funded project called the "Vivarium," which takes place in an experimental classroom in Southern California. This project involves understanding how



USER GROUPS' SESSION OF MACWORLD CONFERENCE

animals think and then teaching children to construct a life-like model on a computer; this is only a basic research project, and it is not yet clear what, if anything, will actually be produced as a result of the project.

The evening event was a dinner at Maxwell's Plum, where Steve Wozniak was the guest speaker. Steve gave a very entertaining speech about his own involvement with a user group and the start of Apple as a computer manufacturer.

PANEL DISCUSSIONS

The sessions on the second day centered around a panel discussion comprised of Joe Hutsko, Aid to John Sculley, Mark Hill, Sales/Support Analysis, Ellen Leane, User Group Evangelist, Pat Kerney, Manager of Dealer Operations, and Ken Johnson, AppleLink, moderated by Sue Berman. Some of the suggestions which arose in this session were that Apple consider providing Co-Op advertising for user group meetings, and that user groups representatives be included in new product presentations conducted for Dealers by Apple. It was announced that a technical manual will be available soon through Addison Wesley Publications.

A second panel gave us an opportunity to address Guy Kawasaki, Software Product Evangelist, Randy Battat, Hardware, and Peter Hirshberg, Communications. Of interest were announcements that 'C' assembly language and Pascal will be released in the Fall of 1986; the Lisa Trade-In Program will run from the mid-April to mid-August (so you have some time to consider the offer); *Inside Switcher* will be released "soon"; SCSI will become the major interface for storage in the future; there will be external, as well as internal disk drive upgrades for the Mac; VHS connections are still not really possible with Mac without possible damage to the Mac — but you can use one easily through one of Lisa's external ports; 3 COM will be available through special Apple dealers; a product called "MultiMac" allows multi-tasking on Mac; Mac is compatible with other desktop publishing equipment with Post Script interfaces.

Jean Louis Gasse spoke to the user group representatives about future products. Three years from now you can expect to see 10 Meg of RAM, and more intuitive systems. Operating systems will go through more evolution with VSLI and the CRAY modeling capabilities, speeding up production. Software will be more easily copied, but will be tied to a "Smart Card" that will prevent software piracy, thus helping to lower the cost of software when producers won't be loading in the cost of unauthorized copies into their software prices.

The final session was an interview of John Sculley, and an address to the entire group of conference participants by John Naisbitt, author of *Megatrends*. Sculley's interview centered

around Apple's future marketing strategy and direction now that Steve Jobs was no longer with the company. Sculley stressed that they had been negotiating with Jobs for an amicable settlement to their dispute, that Apple had been dealing with their re-organization, and that now they were starting to move ahead. They have changed their marketing strategy, in that they will no longer introduce new products at their Annual Stockholders' Meeting; this will become a more business-like meeting, and their new products will be introduced at MacWorld (at least this year).

Mr. Naisbitt spoke of the future and what it holds in store for us. Due to "zero population growth," there will be fewer new workers in the job market, thereby drastically reducing unemployment in the job market. We will be learning to do more with computers than manipulate text and data. More of our environment will be controlled or controllable through computers. The world will change so rapidly that it will be even more important that we continue to seek additional education on a life-long basis and keep ourselves open to new ideas.

Most of the speakers who addressed the User Group representatives had been or are still active members of user groups. Since Apple has made a commitment to provide speakers to user groups, I hope to be able to secure their services in the near future.

I am sorry to say that I was unable to attend the final gala party which Apple hosted for conference attendees, since I have been told by several of my associates that the event was well-organized. I was able to meet some of the User Group representatives from other cities throughout the nation, many of which have been established since the Apple II days. I am hopeful that communications will improve with Apple and with other groups as a result of this conference. We will begin sharing newsletters with some of the larger groups, such as Washington Apple Pi, and hopefully this will help us lobby with Apple for improvements in opportunities for Lisa products and support. ☐☐☐

Joan D. Dickey is President of the Peninsula Lisa Users' Group, and Data Management Chief for The NetWorkers.

USERS' MAILBOX

Questions and Answers • Open Forum • Helpful Hints • The AnswerMan

SUPPORTIVE READERS

Dear Editor:

I recently received my first copy of *The LisaTalk Report*, and all I can say is FANTASTIC! This is what I've been looking for — a published forum for information on the latest software and hardware products for my XL.

Congratulations to the people who conceived the idea and brought it to fruition, and thanks to the contributing editors for their inciteful reports and comments.

It has been approximately one year now since I purchased my XL, just prior to Apple's announcement to abandon further production (and support?). At the time there was little doubt in my mind that for its price the XL was by far the most versatile, easy-to-use, professional machine available on the market. Indeed, it is the combination of versatility, graphics-oriented user interface and professional construction and look which make this micro stand out even today.

My decision to purchase the XL over the 512K Mac, however, was based primarily on the XL's potential for expandability compared to the Mac. Interestingly, the Mac's limited space has not in any way hindered its expandability, and new products which further enhance the Mac's capabilities are emerging at a rapid rate, leaving the XL far behind. These developments, coupled with Apple's announcement to abandon production of the XL, have left me in a quandry. For those of us who have been accustomed to operating strictly in the Macintosh

environment with MacWorks, the dilemma is further complicated by Apple's recent offer for a trade-in on a Mac Plus. It would be instructive for *The LisaTalk Report* to provide an in-depth discussion of the differences between the Macintosh Plus and Mac XL, outlining the advantages and disadvantages of each.

Clearly, my continued interest in the XL relies heavily on the development of new products which keep it at the forefront of technology. The availability of extensive upgrades which take advantage of the XL architecture in the next few months will be the deciding factor for myself and many other XL owners. I can only hope that third-party developers will take us seriously and prevent a further decline in the XL market.

Sincerely,

Robert Rousell
Los Alamos, New Mexico

Dear Robert:

Please read Just For You and Macintosh Plus and the Mac XL Compared in this issue for more assistance in making your migration decisions. Thank you for your support and enthusiasm.

Editor

LISACALC / MIGRATION / JAZZ

Dear Editor:

My belief is there are a lot of people who will support pressure, beyond subscriptions, to acquire as promised a

stable, backed-up, ongoing, parts-supported and phone-assisted helped computer system. If some of the glitches were removed from my Lisa 2/10 / H88, and parts/service items continue to be available, I would love it. Go to a Mac? I was bit once, and that's enough. Besides hard-used, old eyes need big screens.

I do not want to spend more on Apple products and end up replacing the whole system later. I am in a quandary as to what to do, as is evidenced in the following questions:

My biggest question at this point: Is it better to dump (forget) Lisa or buy an IBM/AT? (It might be less expensive in the long haul to dump?) Additionally, what are the odds that Lisa parts/service will continue to be available?

Does Office System version 3.1 eliminate a little or a lot of problems still in Office System version 3.0?

Will increase of RAM make LisaCalc extend? 1.0, 1.5, or 2.0?

Does the Migration-Lotus offer work? Is it Lotus 1-2-3?

Thanks, again.

Edward J. Zoeller
Louisville, Kentucky

Dear Edward:

Remember, Edward, the IBM AT has had and still has problems of its own. In fact, I have yet to see a micro-computer system launched without any problems.

USER'S MAILBOX

Regarding Office System 3.0 versus 3.1, please contact us and we will put you in contact with Fred Reitberger for more information.

Increased memory does not extend LisaCalc — this is a software limitation. I'm not quite clear on your question: Does Migration-Lotus offer work? Lotus Jazz is not like Lotus 1-2-3 but more like Symphony. Jazz is an integrated program which has Word Processing, Spreadsheet, List Management, Graphs and Communications. Unlike 1-2-3, Jazz does not support Macros in the spreadsheet, which is a powerful feature. In fact, Excel is far more similar to 1-2-3. Certain applicable Lisa 7/7 files can be converted into both Jazz and Excel. In addition, both programs can read 1-2-3 files.

Contributing Technical Editor, Lewis Guice

SUBSCRIPTIONS / MACWORKS 4.0 / MIGRATION / TRADE-IN

Dear Editor:

On January 26, 1986, I mailed a check for \$42.00 and a request for a one-year subscription to *The LisaTalk Report* to your Burlingame Office; I sent \$42.00 believing that the time limit for your \$32.00 subscription offer had expired on November 15, 1985. When I received my copy of the Winter, 1985, Issue of the *LisaTalk Report* last week, I discovered a series of centerfold cards indicating that the \$32.00 subscription offer had been extended to January 31, 1986, and (on page 68) an advertisement indicating the availability (for \$10.00) of copies of the Premier issue of the *LisaTalk Report*.

Please contact your Burlingame office and advise them that, since I was eligible for the \$32.00 subscription rate, they should use my \$10.00 overpayment to cover the cost of a copy of the Premier Issue. That will help them straighten out their bookkeeping and satisfy my desire for a copy of the Premier Issue without the need for an additional check changing hands.

I have read the Winter Issue from cover to cover and have several questions:

1. The John C. Draper article *Lisa 2/10 Versus Macintosh/Hyperdrive*, makes mention of Pascal Workshop 3.9. Was this a "typo" or is there such a version? I have Version 3.0; but, I've never heard of any subsequent versions. If there are, in fact, subsequent versions, how do I get a copy of the most recent one?
2. What is the status of *MacWorks 4.0*? I have had no KNOWN problems with my *MacWorks* (Note: I don't use it very much at all), so I was startled to read all the horror stories about *MacWorks 3.0*! Are those stories true of *MacWorks XL*. Release 3.0, Part Number 682-0087-D?
3. Are copies of the Migration Kit, pre-release version (VO.9) with the "Scrapbook" feature, still available? If the answer is "yes" do I just send you a check for \$6.90 — or do I also need to send a blank micro-floppy diskette?
4. I have gradually ferreted out information on the *Macintosh Plus* exchange offer for *Lisa/Mac XL* owners, but have NO concrete details on what Apple intends to offer me in the way of hardware, software discounts, etc. My dealer expected more information in the February 15 *AppleGram* — but it also contained little of substance. Do you have any details yet? What particularly disturbs me is an article I read in the latest issue of *Personal Computing* (page 25, March, 1986). The article (UPDATE/Trends and Developments: "A Fatter, Faster Macintosh") refers to the *Macintosh Plus* as a "water-treading machine" which has the "earmarks of an interim step." It also states that "the 'real' new Mac — an open computer in a new case, with a faster microprocessor, maybe even with color — is expected out around mid-1986." I'd certainly appreciate knowing the details of Apple's proposed exchange (in what appears to be a fairly reasonable offer) of my beloved *Lisa 2/10* for a *Macintosh Plus* and whether or not I'm going to get "burned" with an "interim step" if I accept their offer. I would be especially annoyed if the follow-on "real" new Mac winds up looking a lot like the *Lisa 2/10* that I might have just traded in!!!

As a follow-up for my letter of January 25, 1986, I was finally able to get information from my dealer about the "official" Migration Kit offer. He was able to pull it off his AppleLink connection for me. I still have heard nothing personally from Apple. Please convey to Mr. Sculley that if he's relying on his Apple dealers to make sure that his registered *Lisa/Macintosh XL* owners are kept informed of new *Lisa/Mac XL* developments and indications of his company's commitment to support us — he should rethink his procedures. My local dealer is a good dealer — but there are only five *Lisa/Mac XL's* in his whole service area (and I have the only one configured as a *Lisa 2/10*)! Accordingly, my dealer has little need to stay on top of developments for machines which have a local density of five or one (depending on how you want to figure it) — and it's certainly not profitable for him to spend too much time keeping abreast even if he wanted to. Apple should consider corresponding with us directly — I'd even be willing to help defray the cost of such correspondence. As it is — *The LisaTalk Report* (thank you very much — your Winter Issue, alone, was worth the annual subscription price to this information-starved user!) — is just about my only source of reliable news on what's happening in the "Lisa world."

Thanks for your continued interest and your fine report. I've enclosed my input to the survey contained in the Winter issue.

Michael S. Jindra
Jacksonville, Florida

Dear Michael:

First of all, we would like to apologize for the confusion. Of course, we will send you the premier issue of The LisaTalk Report. This situation has, in fact, arisen a number of times, and each time we have extended this courtesy. Anyone else who might have paid \$42 for a subscription is entitled to a premier issue. For those subscribers who might have paid \$42 for subscription and, in addition, already paid \$10 for the premier issue, we will gladly extend their subscription by one issue. If subscribers have any questions or comments about this offer, please write to

USER'S MAILBOX

The NetWorkers at 21 Canyon Road, San Anselmo, CA 94960, or call (415) 258-9152.

Please contact Dave Redhed, ToolKit Users' Group, 712 - 35th Avenue, Seattle, WA 98122, for more information about Pasa! Workshop version 3.9.

There is no official release of MacWorks 4.0. Apple is presently working on a fix to the boot block problems and considering HFS implementation. I believe that Apple might be persuaded to implement additional features if users demonstrate their desires and needs through correspondence. So far, the main software bug in MacWorks has only affected a relatively small number of users.

At this time we are re-evaluating our decision to distribute the pre-release 0.9 version of the Migration Program in its entirety. It was not our intention to support the pre-release, however, we have had to assist numerous callers requiring additional support of the V0.9 pre-release. Apple's official Migration Kit is a much better version than the pre-release; however, many users would also like to take advantage of the scrapbook portion of the V0.9 pre-release. Therefore, we are considering distributing the "scrapbook" alone to be used with Apple's Official Migration Kit. We will have more information in the Summer, 1986, Issue (to be released July 1, 1986) regarding distribution of the "scrapbook."

You will find more information about Apple's Trade-In Program and additional Lisa/Mac XL support in this issue of The LisaTalk Report. Thank you for your support and confidence.

Editor

Dear Editor:

I have been in possession of the Winter, 1985, issue of *The LisaTalk Report* for some weeks now, and am impressed with your knowledge of the Lisa system. I have several concerns which I hope you can address. First, I would like to obtain a copy of the bit copier utility for the 7/7 environment (Copy Sony).

Secondly, after having installed the AST RamStak 1.5 Meg. board, to my delight graphics particularly run much faster. However, a problem with LisaTerminal 3.0 still persists. After accessing a remote data base manipulation of large files (> 1500 lines) seems to damage the files so that they cannot be copied and pasted to LisaWrite. Repairing the floppy or the hard disk does not make them accessible again, yet they can be transferred and they *Attributes* read. Can you help, as the maneuvers suggested in the Office System Manual are useless? My system is a Lisa 2/10 (H/88 ROM) running under the 3.0 release of 7/7 Office System.

Third, can some documentation of the multi-digit error codes be obtained for the 7/7 Office System? My local dealer has tried to obtain information from Apple with little useful response. This documentation must surely be available.

In closing, I am including the users' survey for your use. Keep up the good work. We Lisa owners already have in our possession the "next generation workstation," as described in *Science* February 24 issue. Keep us supported until the rest of the world catches up. I can never go back to A>.

Sincerely,

Philip S. Gibbs, M.D.
Lebanon, Indiana

Dear Philip:

Unfortunately, Copy Sony is still an undistributed product. As such, it cannot be distributed at this time. We will keep your request on file, and in the event we receive authorization to distribute Copy Sony, we will let subscribers know how to receive a copy.

In regards to your problems with LisaTerminal, you might want to try Gary Ingram's suggestions in his Environments column in the Winter, 1985, issue. Size the window to about 1 inch vertically and 4 inches horizontally; scroll the document, then "Select All" and "Copy." Also, make sure you have reinstalled your LisaTerminal tools.

We are planning to publish the error codes in the Summer, 1986, issue of The LisaTalk Report.

*Contributing Technical Editor,
Lewis Guice*

WINTER SURVEY

Dear Editor:

I am concerned that the multitude of suggested *Lisa/XL* enhancements listed in the survey in the last [Winter, 1985] issue of *The LisaTalk Report* will result in an insufficient count of interested buyers for each individual item to make its development economically viable. I would like to propose a strategy that I believe will satisfy most user needs, even for features required by a small number of users only, which can be economically interesting to a hardware accessory manufacturer, and that may improve Apple's tarnished image as a company who breaks promises and abandons its customers.

We really need only two hardware products: An 800K-diskette-drive upgrade and a 68020 co-processor card.

- 1) We must convince Apple that they have an obligation to make available an 800K-diskette-drive upgrade that includes the ROM chips and a bug-free release of MacWorks XL, which must also have the following enhancements:
 - a) Access to the three historical *Lisa* expansion cards (2-port parallel, Tecmar 4-port serial, and Priam Data Tower);
 - b) Support of multiple ProFiles, Apple parallel dot-matrix and letter-quality printers, and Canon PJ-1080 color ink-jet printer;
 - c) Control panel for all software controllable hardware settings (including brightness, contrast, dim delay, dim rate, dim level);
 - d) It would also be nice to have use of the soft switch with automatic file-saving and desktop restoration from a hard disk as in Lisa 7/7, particularly for those users having to switch between environments frequently.

USER'S MAILBOX

2) If we get a **68020 card** that provides full Macintosh-Plus compatibility, including SCSI, Apple disk drive, and mouse interfaces as well as sound, we will not need any additional hardware developed specially for the Lisa/XL. The mouse port is particularly important since the Lisa mouse port is not compatible with such Mac accessories as trackballs and digitizing tablets. Care must be taken by the developer that the 68020 card retains compatibility with all Lisa/Mac XL environments (Lisa 7/7, Workshop, UniPlus+, Xenix, MacWorks), if necessary through mode toggling (hopefully under automatic software control). Another important feature would be support of two RamStak cards for a total of 4Mbytes of RAM (and 16Mbytes after a future chip swap—I hope the RamStak was designed to accommodate one meg chips). It would be a great marketing plus if the 68020 card would also provide compatibility with Apple's rumored 68020-based next generation machine.

Such a single card would provide access to all the capabilities mentioned in the survey and more. We need to focus our efforts on such a simple two-point strategy and act quickly because the market potential is highest right now. If the enhancements do not become available soon, the users who need them most and can afford them best will be forced to switch to other machines.

It is with sadness that I see the great Lisa 7/7 environment being supplanted by the mediocre Macintosh environment, but with the lack of developer interest there is no point even trying to get bug fixes for the existing Lisa software. It would only distract resources from more promising efforts.

Whereas the Lisa 7/7 market has died for all practical purposes, there could be a considerable potential in the UNIX market for second-hand Lisa/XL's enhanced with a reasonably priced 68020 card. Such a configuration would provide a very affordable and reasonably powerful 3-5 user machine.

Given AST Research's knowledge of the Lisa, the quality of the RamStak, and their

excellent track record of providing superior user support, they are predestined to take on the task of designing the 68020 card. I hope that they will take on this challenge without delay.

Sincerely,

Wolfgang Naegeli
Oakridge, Tennessee

Dear Wolfgang:

First of all, I would like to thank you for the genuine enthusiasm you have shown in support of Lisa/UNIX and Xenix Users around the world. This is a need that has existed for two years now, and you are filling that gap, and it is greatly appreciated.

In terms of your comments on the questionnaire in the Winter, 1985, issue of The LisaTalk Report, I would like to clear the record by saying that these suggestions were not simply pulled out of a hat of wishlists! These product recommendations resulted from either the fact that they are currently in development by small, independent companies, or they were included in response to a significant amount of user interest.

It's true that the Lisa/Mac XL market is a limited market. However, it is probably one of the most qualified, focused market in need of these types of products in the micro-computer industry. You will find that when we publish the results of that particular survey in the Summer, 1986, issue of the The LisaTalk Report, the response will be quite interesting and attractive for small developers.

Traditional marketing in the micro-computer industry has been based on what is called "impressions per dollar." In other words, if a hardware or software company invests \$100,000 into advertising, they are guaranteed by an advertisement agency or publication that their advertisement will be seen by a certain amount of potential buyers in a given amount of time. The problem with this is very obvious. The developers' "Break Even Point," which will result in a certain number of leads, is high as a result of their initial capital investment into

advertising. This results in unreasonably expensive products and makes markets like the Lisa/Mac XL market unattractive to these types of marketers. The interesting thing about this is that many companies who market this way to Macintosh customers are not making a profit because this process is only profitable in a rapidly growing market, and the Macintosh market is sliding tremendously in volume sales. This is one of the reasons why you are now hearing rhetoric and buzz words like "vertical markets," "solutions," and "market driven."

Companies are now taking a more direct, vertical approach in marketing their products. They are defining these markets, establishing niches and focusing on providing specific solutions with less emphasis on high volume. This, of course, could be deadly for larger companies who grew without planning, depending on volume, and do not have the capital reserves to stay afloat. However, for smaller companies with relatively low operating costs, these new vertical marketing methods are ideal.

Most of the products mentioned in the survey have already been researched and are in the process of development. Some, in fact, are almost completed by small companies and individual engineers. Large companies like AST, which is an A-1 quality company, can justify production of these products for two reasons: 1) relatively low R & D costs; 2) The LisaTalk Report provides an inexpensive means for these companies to get their products exposed to a focused market of a significant number of well-qualified Lisa/Mac XL users.

Our job now is to re-establish the confidence in developers and manufacturers that the Lisa/Mac XL customer will buy products. We also have to convince Lisa/Mac XL users that they will continue to get products and support, although not necessarily in that order. However, it is a catch-22 situation. I believe we can cross this bridge, and I touch on how I believe this can be done in my editorial, Just For You, in this issue. You're right — images are tarnished and loyalties damaged, but it is

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up to us, not Apple, to make our own bed or move on, and that is the goal of The LisaTalk Report.

As I also mention in Just For You, an 800K drive for the XL is being considered by Mirror Technologies. Apple is, in fact, presently working on a bug-free version of MacWorks. There is a beta-version of 2Port Disk Install which supports an additional ProFile for MacWorks on the 2-port parallel board. Macworks 3.0 presently comes with an Apple dot matrix driver, and of course, Microsoft Word under MacWorks supports a multitude of letter quality printers, including the Apple Letter Quality Printer. The Lisa 7/7 environment supports the Canon PJ 1080A; otherwise, there is very little, if any, color-inkjet support on the standard Macintosh. Control panel enhancements are good suggestions, and we will definitely present these to Apple. Read about all the other products you mention in my Just For You editorial. I certainly appreciate your comments. However, please know, there is some method to our madness.

*Contributing Technical Editor,
Lewis Guice*

Dear Editor:

We have enclosed The LisaTalk Survey from the Winter, 1985, issue of *The LisaTalk Report*. We find that the 'pre-recorded' choices didn't suit us very well; so we have included a brief look at our Lisa/Mac XL history.

We purchased the Lisa 2/10 late in 1984. Although we purchased MacWorks (w/ MacWrite and MacPaint) at the same time, we used Lisa 7/7 for most of 1985 while we waited for reasonable accounting software and '7/7 replacement software' to be offered for the Mac. The 7/7 system is a remarkably capable set of integrated software which we found very friendly and accomplished most of our computing needs. Therefore, we didn't really use the Mac capability until we purchased PageMaker late in Summer of 1985. The capability of PageMaker and other recently released software convinced us that, while we loved the Lisa's multi-

tasking environment and 7/7's integration, Mac software was catching up and surpassing the capabilities of Lisa software. This led us to purchase a LaserWriter to take full advantage of PageMaker's capabilities at desktop publishing. Which, in turn, led us to fill in our Mac software library with Excel (to replace LisaCalc & LisaGraph), MacDraw (to replace LisaDraw), and FileMaker (to replace LisaList). We have MicroPhone and Turbo Maccountant on order. We have MacWrite w/ MacSpell+, but we're still looking for a LisaWrite w/American Dictionary replacement.

We now use the Mac XL 80% of the time and expect that percentage to increase to 99% in a few months because our LaserWriter is currently useless to the Lisa 7/7 software. We've converted the most current/important documents from Lisa 7/7 to Mac XL. This conversion has mainly been to get LisaWrite and LisaDraw documents available for output via PageMaker and/or the LaserWriter. However, we converted several large LisaCalc documents to Excel, because of its superior speed and capabilities for graphing; and several LisaList documents to FileMaker, because of its more flexible reporting capabilities. The conversion process is so cumbersome and time-consuming that we can't justify converting the majority of our Lisa 7/7 documents; so we plan to maintain Lisa compatibility indefinitely (i.e., we aren't going to trade it in on a Macintosh Plus, and we aren't going to install the Apple Screen Kit).

We love the Lisa 2/10 and like the Mac XL. We don't want to give up our Lisa software and hardware investment. BUT, we can't see spending significant amounts on additional Lisa hardware. For example, why spend \$2,500 to make our Mac XL 100% Mac compatible, when we can buy an additional Mac+ for less? We'd rather invest in interface cards to go into our Lisa/Mac XL to attach 100% Mac compatible external hardware that we can use/share with additional Mac's in the future. For example, an interface card(s) for Apple's 800K micro floppy and/or 20 MB Hard Disk.

Our most pressing need is for additional disk space; a 10 Meg hard disk shared 50/50 Lisa/Mac XL leaves a barely functional Lisa and a mediocre Mac. We need at least 5 Meg of hard disk space for the Lisa and 10 Meg for the Mac XL. The 10 Meg of Mac hard disk needs a reasonable backup facility and a hierarchical file system (neither of which are available on the internal disk). Coupled to this is our resolve to invest in Lisa hardware/software only if it a.) is also useful in the Mac XL environment or b.) allows us to use our existing equipment on the Lisa. So here's our wish list:

- 1.) Interface card to support Mac (and Lisa, if possible) compatible external disk drives. For example, Apple's External 20 Meg Hard Disk and Apple's 800K Micro floppy disk drive for the Mac. This card should be functionally equivalent to the Mac's disk port.
- 2.) Software to backup the Mac XL's Internal Hard Disk to micro floppies (e.g. changes only).
- 3.) Apple's hierarchical file system for the Mac XL's Internal Hard Disk.
- 4.) Mac XL compatible Thunderscan.
- 5.) Battery backed up Ram for Clock / Control Panel / MacWorks start up.
- 6.) AppleTalk / LaserWriter interface and driver for Lisa 7/7.

Re: Mac XL Problems

I have recently been experiencing problems starting up the Mac XL with MacWorks XL 3.0. About 30% of the time I get a white screen with the message "Couldn't Locate CONFIG.DATA" in the center of the screen. I have a Lisa 2/10 with H/88 Roms, 1 Meg of Apple Memory, the hard disk partitioned 50/50 Lisa / Mac XL, and preferences set to start up from the hard disk (which I manually over-ride with a keypress after the first click). When the Mac XL fails to boot, I can usually get it started by 1.) Resetting the Lisa from the rear panel, 2.) Allowing it to boot up as a Lisa, 3.) Reading a Lisa disk or initializing a Lisa disk, 4.) Returning to the Environments window (with the Apple Key-On/Off button combination), and 5.) Restarting w/ a keypress after the first click. Since the problem is intermittent, I have not

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taken the Lisa in for repairs. Have others had this same problem? If they have, is it a hardware and/or software problem?

Re: Mac XL Help

Running MacWorks XL 3.0, you can usually restart the Mac from the hard disk by holding down the Apple Key and pressing the On/Off button or get it to boot a micro floppy disk by holding down both the Option & Apple Keys and pressing the On/Off button.

PageMaker takes full advantage of the Mac XL's extra screen width and depth; you can view a full 17 x 11 inch (Tabloid or two page) spread in its "Fit in Window" mode with little or no distortion on the Lisa screen (i.e., without the Screen Kit or BitFixer), and still have room for the rulers. With the larger screen, the Mac XL (without the Apple Screen Kit) seems to be the best hardware for PageMaker.

Thank you,

LaRay Geist
Houston, Texas

Dear LaRay:

In terms of additional mass storage, we're looking at three options. Apple's 2-Port Disk Install will allow you to add up to a 10 Mbyte ProFile with the Apple 2-port parallel board. Although we are attempting to get authorization to distribute the beta-release of 2-PDI, which works quite well, the official release is still not available.

I have talked to at least two engineers and heard of one who is days away from introducing a Small Computer Standard Interface card for the XL. The only problem seems to be writing the necessary drivers and having them linked into MacWorks to drive the SCSI Port. However, my understanding is that this is a small task. The only problems is that the SCSI is having problems even with the Macintosh Plus. This solution, however, is very close to becoming a reality.

The final option which is more remote at this point than the previous two options is an interface device that will support increased internal mass storage capacity. The company considering this firmware is mentioned in my Just For You editorial.

Again, I can't talk enough about XL/Serve and the soon-to-be released MacServe. Not only does it support networking, printservicing and disk cacheing, it also has an archiving feature which will back data which exceeds 400K onto a series of floppies. MacServe is one of the best software values available today for both Macs and Mac XL's.

Apple is presently working on MacWorks; they have looked at many options which could be implemented within MacWorks, including HFS (Hierarchical File Structure). This feature moved from priority number 1 to number 3 or 4, however. What I am suggesting, not only to you, but to all XL users, is that we all write to Ed Godwin of Apple, who is one of the coordinators of this project. (See Ed's address within my Just For You editorial.) It's important to let Apple know what features we want.

I have heard a variety of conflicting stories regarding digitizers and why they don't work on the XL. As with many product problems with the XL, however, I believe that the case of the Thunderscanner problem stems mostly from lack of knowledge within the market, and therefore a lack of incentive on the part of the Thunderscanner's developer. I feel strongly that the software was well-written, considering it was written by Andy Hertzfeld. I've heard that the problems stem from some sort of mis-match on the impedance levels of the ports. However, I've heard that this should not be a problem to fix. Again, I recommend that you and others contact Thunderware, 21 Orinda Way, Orinda, CA 94563, or call 415/254-6581.

The original Lisa was supplied with a built-in battery pack. The batteries were there basically to keep the clock current when the power was disconnected. However, there is no specific development direction towards RAM for the Control Panel and MacWorks Startup. I have been

told that these features are possible, and we will see what we can come up with.

Finally, although I hear it can be done, there is presently no effort to have AppleTalk and LaserWriter support in the Lisa Operating System. Unfortunately, it does not look like there will be. Migration is a solution for documents which need to be Laser-written.

As far as your MacWorks problem is concerned, I believe you need a new copy of MacWorks. It sounds like you have a bad disk.

*Contributing Technical Editor,
Lewis Guice*

Dear Editor:

First, congratulations on the Winter, 1985, issue of *The LisaTalk Report*: There is a lot of really useful information there, well worth the price of admission. I intend to patronize several of your advertisers and will tell them where I heard about them.

My user survey is enclosed, but I would like to add some information and suggestions. First, my MacWorks usage is skewed by a publishing project which requires MacWrite for compatibility with other participants; otherwise I use LisaWrite for the business-like fonts. The remainder of MacWorks usage is Red Ryder; LisaTerminal appears to be a beta-test version of the inadequate MacTerminal.

Second: My big need is storage; I have (Lisa) Omnibus 3 waiting for a ProFile to provide room for the 3 Meg catalogue of my book collection I want to build. And then where do I put the Toolkit? It is my understanding that the Priam Tower is off the market, and in any case, \$8K is a bit high for an individual. An SCSI Host Adaptor would allow the use of low-cost (back of Byte) devices, and allow many different peripherals without hardware development or inventory costs to the developer.

Third: Speed. The X/Lisa is even slower than the Mac, which doesn't set the world on fire. Besides a 68020 coprocessor card

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(which, depending on the Lisa software, might be a processor replacement card), a 2 card processor/memory set built around a 10 Mhz 68000 also appears feasible. This should be totally software transparent and probably less expensive. (Going to 4 or 15 Meg of Ram is possible, but might well require software surgery.) Likewise, any disk should be DMA; program transfer is a real loss in a multi-tasking environment.

Finally, some additional information for the Users' Mailbox:

XL Copy, an MS Basic program by Bill Cook, is a bit copier for both Mac and Lisa disks. It will even back up MacWorks. It is available on Compuserve/Maug.

The May '85 Macintosh Software Supplement included an update from **Workshop 3.0 to 3.9**. Most, if not all, of the files, and a later update to the Lisa native mode SANE are available on CIS.

I have been told that RSI, 520 Weddell Drive, Suite 8, Sunnyvale, CA 94086, is no longer distributing the **Lisa ToolKit**, as orders were minimal and Apple did not, of course, promote sales of the **Lisa ToolKit**.

Additional Mac software that runs under MacWorks:

Infocom Games
MS Word
MS Basic version 2.1
Capilano Computing "Logimac"
 (nb. a toy, suitable for freshman level teaching, not serious work)
Red Ryder (highly recommend)

Lastly, if anyone out there knows how to link I/O drivers to either MacWorks or Lisa OS, I would be very interested in the information and/or to cooperate in developing hardware to go with their software.

Frank Richards
 Reading, Massachusetts

Dear Frank:

The NetWorkers is presently setting up a network to gather and compile technical information as it relates to the XL. If you are interested in becoming a member of the International Lisa/Mac XL Task Force (ILMTF), please contact Lewis Guice at: 21 Canyon Road, San Anselmo, CA 94960.

Thank you for your valuable input and supportive comments. (P.S. to readers, nb. is the abbreviation for "note well.")

Editor

Dear Editor:

I began to fill out the survey form on page 67 of the Winter, 1985, Issue of *The LisaTalk Report* and found myself trying to choose among a list of things that would be nice to have, but not necessary. My frustration crystallized when I realized that the list lacked coherence and failed to address what I think is the central point affecting most Lisa owners: How to extend the investment that we have made in the Lisa and at the same time tap into the wellspring of innovation and excitement that infects the Macintosh world. The hardware items listed would improve the Lisa environment, but few would extend it. There are no software items listed.

There is only one element of the Lisa Office System that sets it apart from the Macintosh environment and that is multi-tasking. The ability to run multiple windows (albeit slowly) on the desktop, print while doing several other things, and not having the clock disappear every time the application is changed is the hallmark of the Lisa. On the other hand, the Lisa being the abandoned prototype, suffers from an antiquated look, maintains the faults and shortcomings that have, and continue to be corrected in Macintosh land, and provides little in the way of new affordable goodies.

And I also feel that there is little to motivate a manufacturer or software developer to put in any effort into a product that has a limited market. Those that are happy with the Lisa have

applications that are meeting their requirements. Those that are unhappy can find a better, cost-effective solution by moving onto the Macintosh environment. I doubt that any of the items you listed will appeal to a sufficient number of owners to make the effort in development profitable.

However, I do not feel that all is lost. A buck can be made and Lisa land can again become the promised land. To accomplish this, let's look at my wish list:

Wish List:

- **Source** to the operating system and the Lisa Office. Apple isn't going to put any effort into documenting the internals of the Lisa ala *Inside Macintosh*, so Source is necessary if any cost-effective progress is going to be made.
- **Schematics** of the hardware and listings of the read only memories (PROMs) and programmable logic arrays found in the box. It's really mickey mouse to have to trace out circuitry in order to do anything.
- **A Small Computer Systems Interface (SCSI)**. This will allow Lisa owners to make use of the inexpensive interfaces that will proliferate now that Apple has put one on the Mac. At the present time there are many manufacturers of SCSI peripherals and the opening of the Macintosh architecture will motivate those manufacturers to provide the software necessary to get a foot in the door.
- **Virtual Macintosh Machine (VMM)**. Ah, shades of IBM. This product would provide icons for the Lisa Office that would represent Macintoshes. Clicking on the icon would open a window that would be a Macintosh environment. The desktop would be there just like on a Mac, but you could mix office applications as your heart desired (or your memory allowed, or your patience permitted . . .). You say it isn't possible?
- **Cadmus Computer Systems**, a manufacturer of UNIX-based workstations has the Macintosh environment ported to the UNIX operating system. Multiple windows (read that multiple Macintoshes) can be opened and manipulated. The Lisa operating system certainly has the features to support such a system.

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The first two items in the list depend on Apple. Gathering together the hardware drawings and the source to the software and packaging them up in a release requires little effort on the part of Apple. Such an effort would do much to restore confidence in Apple and their products. Further, I don't believe it will cost them much in lost business due to failure of individuals to trade up (or down).

The SCSI interface is doable now and should be done. This device should be fairly inexpensive and will provide a window into a wide range of inexpensive products. The only hardware items that should be manufactured expressly for the Lisa are those that provide enhancements of existing features or functions required to run Macintosh applications.

The VMM is a project that I am surprised that Apple didn't execute; MacWorks is a cheap and dirty way of placating Lisa owners. The Lisa operating system is a well-known, stable environment in which to try a multi-tasking version of the Macintosh environment; something that will be demanded by users in the future.

The effort to extend the Lisa system into the Macintosh realm and yet retain the features that make the Lisa a great environment is the only viable approach. Let's face it, folks, if we don't go in this direction, we will find ourselves in a year or so not with an orphan, but with a boat anchor.

Sincerely yours,

Claude R. Ceccon
Tuscon, Arizona

Dear Claude:

You have raised some interesting issues, and I will try to answer them as coherently and succinctly as possible.

Many of the items listed in the survey are now offered or close to being offered for the Macintosh Plus, to enhance its functionality and performance. For example: Levco in Southern California offers a 68020 co-processor which apparently increases processing to about 20 or 30 Mhz. Apple will offer 4 Meg upgrades for the Mac Plus, when the chips

are available at a reasonable price. Hyperdrive offers a 20 Megabyte internal drive for the Macintosh, and there are a variety of external drives available with storage capacities up to 125 Megabytes. These hard disks are interfaced through AppleTalk, the modem port or the SCSI ports. LoDown Corporation in Pleasanton, Calif., is presently introducing a tape backup facility for the Macintosh. MacCharlie is a peripheral device that allows the Macintosh to run IBM software. There are a variety of digitizing tablets and digitizers available for Macintosh.

These products are on the market to increase and extend the functionality and performance of the Macintosh, and they would undoubtedly provide the same type of extended performance to the Mac XL. Yes, it is true that multi-tasking is the hallmark of the Lisa, and unfortunately, the fact that Mac does not have multi-tasking is one of the Mac's many drawbacks. Switcher is a nice program, but it is still not comparable (in terms of interface) to Lisa 7/7.

As far as your comment regarding the antiquated look of the Lisa, I suppose I need clarification of exactly what you mean. If the question of looks is aesthetic in nature, then I would respond by saying that it is a matter of taste. If, on the other hand, your comment is directed towards the physical functionality of the Lisa, the Lisa is far better suited for hardware expansion. In fact, the Macintosh suffers from a limited expandable physical condition, specifically in terms of the monitor and expansion slots. In terms of manufacturer incentive within such a limited market, please read my response above to Wolfgang Naegeli.

The reason we did not list software products on the survey is that we are certain that there will be no further development of software for the Office System. Approximately 85% of the Macintosh software available for Macintosh will run on the Mac XL. In addition, a significant number of Public Domain programs will also run on the Mac XL. Most of the software that will not run on the Mac XL, other than those that are sound-related, will not run because they were poorly written. In other words,

in the frenzy to get the 500+ software programs for the Mac to market, a number of developers took shortcuts to complete the products and did not follow the guidelines set forth by Apple to fully implement the protocols for proper operation with the MacWorks OS. To me, that's bad business. When MacWorks was written, it was intended to be an ongoing product, and it was written under defined Apple Guidelines. Personally, these improperly developed products are unacceptable; because I cannot afford to jeopardize the integrity and safety of my data, I would not use them on any computer, whether they "worked" or not. Again, I reiterate that the truth about these programs is finally surfacing because they will not run on the Mac Plus, and again, I find that absolutely hilarious.

I really like your (VMM) idea — it's real neat. I've always wanted a little television icon that, within a doubleclick, I could have a television window. I gather through your sophisticated knowledge that you and/or an engineer or programmer could possibly develop some of your ideas. If so, please write me if you are interested in becoming a member of the ILMTF to assist in gathering the Lisa source and share it on an electronic network.

Thank you for your contributions. I hope this letter has shown our basis for the materials listed within our Winter Survey.

Contributing Technical Editor,
Lewis Guice

TRADE-IN OFFER

Dear Editor:

CONGRATULATIONS!!

The LisaTalk Report is really beginning to take shape! You can feel the excitement building in the helpful articles, and in the Users' Mailbox. Your publication is obviously the first real glimmer of hope for Lisa & Mac XL users.

I can't help but comment on Apple's recent announcement of the Macintosh

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Plus, especially concerning their "liberal" trade-up policy, where a Lisa owner can trade for a Macintosh Plus and 20MB Hard Drive for \$1,498. This proves all that much more how much Apple wants to bury the Lisa in some dark, damp place. Most heavy users of the 7/7 software package wouldn't (& just plain CANT, in some cases,) trade it for just about anything, in spite of Lisa's shortcomings and bugs.

If Apple wants to patch up a lot of holes in their **Lisa Customer Relations** policies (and image, in general), an appropriate alternative gesture would be for Apple to offer Registered Lisa or Mac XL original owners a generous one-time discount on the Macintosh system of their choice. A discount percentage comparable to the student discount available on some college campuses would still allow Apple to make a few bucks. This would allow sentimental and practical Lisa users like myself to make a less painful transition to a Mac system and still be able to use their Lisa and update her as the opportunities become available. The Lisa would also make an acceptable backup in the event that the new Mac should decide to croak. The bottom line is that my Lisa 2/10 is certainly worth more to me than the \$2,599 that Apple is currently offering as trade-in value. Enough said!

Lately, my Lisa has been becoming a little temperamental. Occasionally during 7/7 operation, my screen will instantaneously flash white, then goes black. The system then remains locked up under this condition, requiring a reset. Each time this happens, 200 to 500 blocks of open space are gobbled from the Lisa partition of my hard disk, requiring a "repair" operation to reclaim it. I have re-entered the Office System software a couple of times, assuming that it might have gotten messed up. This type of crash has not yet happened to me when operating under MacWorks! The only thing I have not yet tried is re-formatting the entire hard disk and starting from scratch with a fresh copy of the operating system. The problem should not be input-power oriented; the system is running on a ferroresonant regulator and a Sola UPS. Anyone have any ideas?

Keep up the great work!

P.S. My Lisa crashed twice in trying to get a printout of this letter. If it turns out that I have a hard disk problem, I would much rather put \$400 toward a new larger capacity drive rather than getting a rebuilt 10BM drive. Do you know if anybody is going to market something like this?

Thanks again.

Bob Ziller
R. H. Ziller & Co., Inc.
Brea, California

Dear Bob:

Although Apple might have misplayed this one, I am absolutely sure that there are good, smart folks running Apple, and their intent upon announcing the Trade-In was benevolent. Key Apple officials lack the detailed, specifically technical, knowledge of the Lisa/Mac XL. Their decisions are made based on a more general picture of the company. The variables that they considered when they made this decision were: 1) customer complaints regarding specific XL-related problems, such as HDA failure; 2) the proportion of allocated resources to servicing and supporting Lisa/Mac XL relative to the overall direction of Apple; 3) the expense of manufacturing the Lisa, and 4) just a basic overall decision on tightening the ship.

Previous management at Apple made some bad decisions, and this is one of the reasons that Apple went through its major reorganization. These bad decisions were also reflected in their lack of establishing a low-cost engineering group to support the Lisa/Mac XL. Although there was random effort towards support the computer, there was no significant sanctioned group solely organized to support the Lisa. Randy Battat and Stephanie Littell were assigned as product managers for Lisa, but I don't think they were getting much support from upstairs. There was too much excitement around the Mac, and Randy, Stephanie and a few others were about the only people genuinely concerned about us Lisa folks. During this period, technical documentation was low and the various developer and customer relation groups didn't have any support.

I think that your discount price suggestion is an excellent idea.

In regards to your problems: although LisaTest was never a great diagnostic program. I believe you should at least take your system in and have it checked. There are generally four areas where Lisa hardware typically fails, and the technician should focus on these areas: 1) the power supply; 2) the I/O board; 3) the CPU board; and 4) the hard disk assembly. Board swapping is a recommended way to really determine failure.

There are a lot of wonderful, well-thought-out features that came with the Lisa Office System that you just don't find on a lot of hard disk-based systems. On, of course, is the repair feature.

An absolutely essential part of system maintenance of the Office System is to repair the disk with the Office System 1 Diskette. This should be done once a week, and it should be done three consecutive times. The result will be faster processing and less operating problems. What happens is static electricity builds up on the disk and you begin to notice disintegrating blocks on the disk. Repairing fixes this and reorganizes the directory.

Thank you for your contributions and support

*Contributing Technical Editor,
Lewis Guice*

Dear Editor:

I am writing this letter out of sheer frustration. I own a Lisa 2/5 and presently share it with MacWorks. We have integrated the Lisa programs with our business and almost all of our personal business. Recently, I told my wife that our days with Lisa seem numbered and she is, as well as I am, very upset.

We spent over \$7,000 purchasing this equipment, plus we spent more buying the associated software. When it became apparent that no more Lisa software would become available, we went out and got Macintosh software. I have learned through MacWorks to use Jazz and

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various other programs, but continually find that Lisa just does a better job on many things. I do not wish to knock Macintosh because there are some things that I like about the new software. However, nothing stands up to the Lisa hardware.

I chose Apple, like many others, because I felt they had a better product. Again, like everyone else who owns a Lisa or Mac XL, I have waded through all the excuses from Apple for lack of support and lack of new software that would make the Mac software compatible. Now, where I live, there is not even an Apple dealer within a hundred miles who is willing to even work on our Lisa if it breaks down.

Apple's latest announcement about trading in our Lisa or Mac XL, **plus giving an additional \$1,500** to get a Macintosh Plus and the HD 20 Meg hard disk, is just the last straw. I really feel cheated and very angry. I like this machine and do not want to part with it. What I really want is a 10 Meg internal hard disk and upgrade the system that I have. But it seems obvious, (since I cannot get the parts, and the value of the machine is worthless), that even though Apple is offering a weak alternative, I will have little choice and, according to Apple's plan, will be forced to make a trade against my will. **I do not like it at all.**

I supported Apple in every way, including "word of mouth" conversation (advertising) whenever the opportunity prevailed. I felt an allegiance because it was like "David against IBM the Goliath." As an Apple customer and consumer, I now know what the word "orphan" means. It used to be a joke, but now it is very real.

I wonder how many Apple product users are now seriously considering **switching to IBM** because of the lack of consideration received by those who helped Apple during its pioneering years. There is more that I could say, but it only frustrates me even more.

I hope Apple reconsiders its position before it is too late for both them as manufacturers and us as customers.

Keep up the good work.

Sincerely yours,

Thomas M. Hill
Truckee, California

Dear Thomas:

No matter how many problems a number of Lisa/Mac XL customers are having, I don't think many of them are prepared to convert to IBM. Once you have become familiar with the Lisa or Macintosh interface, it is difficult to go to the cumbersome interface of IBM. Again, if your Lisa is doing the job for you, then you should keep it. The LisaTalk Report will provide you with solutions to enhance its functionality.

Thank you for your support!

*Contributing Technical Editor,
Lewis Guice*

The Answer Man

The following letters to the editor were specifically answered by our Answer Man, Fred Reitberger, whose technical support background includes a two-year position as Director of the Lisa Hotline (Phone Support), which was contracted to Intersol Corporation for Apple Computer, Inc., until November, 1985.

PRINTERS

Dear Answer Man:

I am the happy owner of a LISA with the Office System, Pascal Workshop, MacWorks and two disk drives. Due to my working habits, a large backlog of documents, the screen presentation, etc., I should prefer to stay within the LISA environment for some time to come rather than migrating totally to the MacWorks environment. However, I do have a problem, because I should like to take advantage of the superior printing

quality of a laser printer, either Apple or Hewlett Packard; so my question regards whether you are aware of a product or a procedure, that will allow printing of Office System documents on a laser printer.

I have developed a procedure to transfer text-only documents from the LISA to MAC environments via the clipboard — small conversion program (QuickPort) — workshop utility, MacCom-diskette. After this (rather complex) procedure, the document can be read by MacWrite via the text option, and subsequently it has to be reformatted. Alternatively to the direct support of the laser printer from the LISA environment, I am looking for a better procedure that allows conversion of complete LisaWrite and/or LisaDraw documents.

I am looking forward to hearing your comments on the above subject, and also if you have any information on any other products enhancing the LISA environment, I should be happy if you will let me know.

Kind Regards,

Jens Henriksen
Vedbaek, Denmark

Dear Jens:

Unfortunately, the Lisa 717 Office system does not support the Apple LaserWriter. There are no patches or additional software to make it work either. The best way to move something down to Mac for printing is to use the migration tools. Then most if not all of the formatting will transfer.

The Answer Man

Dear Answer Man:

We have had the distinctly unsatisfactory experience of trying to find a printer to work with our computer. Our system includes the following:

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LISA 2/10 with O.S. MB RAM
LISA O.S. 7/7 Office System
MacWorks
XENIX by Santa Cruz Operations
Microsoft Word/File/Excel

In addition, we own the following accessories (presently used with our CPM-80 based Apple II Plus):

NEC 7710 Spinwriter (Serial Printer)
NEC 3510 Spinwriter (Serial Printer)
Printer Optimizer by Applied Creative Technology

Our problem is, in fact, two problems:

1. We need to use the same letter-quality type appearance for work combined from two computer systems. Some claim we can use our 7710/3510 Spinwriters with the LISA. Others say we cannot.

2. We need draft and near-letter-quality graphics from the LISA under all of the listed operating systems.

We have been unable to get anyone to solve these two problems even with partial answers. Somehow, I have got to get a set of straight answers that allow me to use the systems we have purchased. It is my sincere hope that you can answer the questions raised in this letter and provide some solutions to our problems. I am sure that others are dealing with the same frustration and could use the same solutions.

The ideal (cost effective) solution would be the 7710/3510 for letter-quality, and the Imagewriter for graphics. If that is not possible, then a very high-resolution dot matrix or Apple Daisy Wheel Printer would be required.

I would sincerely appreciate any thoughts that you can offer. Thank you for your consideration.

Very truly yours,

Wayne T. Peterson, P.E./Vice President
Master Engineers and Designers, P.C.
Richmond, Virginia

Dear Wayne:

First, the Lisa 7/7 Office system will only use the Apple Letter Quality, Imagewriter or Cannon Ink Jet printers. No other printers are supported by the Office system. If a printer, like an Epson, will emulate the Imagewriter, then it will work. Under MacWorks it is a different matter. Many printers are supported, and the NEC's you have will work with Microsoft Word. They will not work, however, with MacDraw, MacPaint and most other software. In fact, if you include graphics in your Word document, they will not print out on the NEC printer. Lastly, most any printer will work under Xenix but will not give graphic output.

The Answer Man

Dear Answer Man:

I have found that the ImageWriter II driver can be erratic when used on the Lisa under MacWorks XL (ver. 3.0-D) with the old ImageWriter. MacPascal will not print out programs at all, it just hangs up; MacPaint will print sometimes and other times not, but will hang up. (After reading your Winter Issue, the MacPaint problem seems to resemble the system resource deterioration problem. But this problem has gone away and has not returned — I did try to put the ImageWriter II driver back and the problem reappeared). Microsoft Word seems to function well, except in the draft mode; MacDraw just hangs up. (This is when I try to print any file of any size.)

After reinstalling the older version of the ImageWriter driver, everything so far has worked alright. Can you figure this thing out, it's crazy? I have MockPrinter installed in the System and this will take up the slack and print any text file that cannot be printed out in draft mode in Word and MacWrite.

I had the older version of MacWorks (ver. 2.0) running just fine for awhile (four months) without any hangups to speak

of and absolutely no major crashes. I changed it to the newer version because of repeated system failures (not hard disk crashes!!) that locked me out of the Macintosh environment completely. I received the version 3.0-D and wanted to install it — so I did.

I neglected to say that I am running XL/Serve over MacWorks, and it is superb! I will be purchasing the cable for the ImageWriter II soon and will test this to see if the problems crop up again. "MacServe," an upgrade of XL/Serve, may repair some of the shortcomings that I have experienced—we shall see!

I think that the ImageWriter II is a far superior printer than the old ImageWriter and any problems until MacWorks 4.0 comes out will be worth working around. I do have the advantage, though, of having a 512K Mac that I can access the Lisa 2/10's HD using "XL/Serve" and printing through the modem port. (This is how I printed this letter.)

The graphics in Word are much better than what was available on the old ImageWriter in the past. You can observe this by looking at the letterhead.

I will write to you again to give you an "official report" from the "testing apparatus" of my "laboratory." Thanks for a great magazine!

Sincerely,

Jordan M. Cherkinsky, D.D.S.
West Bloomfield, Michigan

Dear Jordan:

Yes, it is true that the old IWP driver works better with XL/Serve for the IWP. However, I've used the new Imagewriter driver for the past three months with no ill effects. I believe you might have a bad copy of the driver. Check the creation date. Mine reads Saturday, January 9th, 1986.

The Answer Man

USER'S MAILBOX

Dear Jordan:

Thank you for your support and your graphics presentation of the numerous DA's and interesting fonts you have been able to use on your Lisa 2/10.

Editor

Dear Answer Man:

I have just received the first quarterly copy [Winter Issue] of *The LisaTalk Report* and think it is absolutely great. The service it provides us orphans is invaluable. For all of our sakes, I wish you every success.

I do have a suggestion which I am sure will help me and will probably help a few others. In all of your articles you refer to the machine as Lisa/Mac XL and rarely do you indicate which application you are referring to. For example, in *Mac XL and the LaserWriter: A Royal Match*, Burns and Venit talk about use of the LaserWriter with the Lisa/Mac XL but never answer the question of which operating system it will work with. In *Lisa 2/10 Versus Mac/Hyperdrive*, by John C. Draper, I could find no indication if Hyperdrive could be installed in a Lisa machine or, if so, if it would work in the Lisa environment. In *Priam Data Tower*, Fred Reitberger does an excellent job of telling the reader exactly what applications will work with the Data Tower.

I am looking forward to the Spring Issue and more articles to assist us in fully using our Lisa. Keep up the good work.

Sincerely,

William J. Grennan
Bellevue, Washington

Dear William:

The Hyperdrive and most other brands of Mac hard disks will not

work on the Mac XL (or Lisa for that matter). The Hyperdrive for instance connects directly to the Mac motherboard, which is not remotely like the Lisa motherboard. As for most drives that attach to the serial port, they will not work because the driver software is not written for the Lisa/Mac XL hardware.

The Answer Man

Dear Answer Man:

I am a Lisa user, and like other Lisa users, I am extremely disappointed in the manner in which Apple has discontinued development of this fine machine, which, with its 7/7 package, has proved to be an extremely popular office tool within my department.

Even though we are on the other side of the globe, we would like, if possible, to subscribe to your group and though we do not expect the same real-time support that you seem to provide to your other subscribers, we would welcome any literature and newsletters presumably showing how Lisa users, as a whole, are coping with this situation and with converting to Mac Software and accessories.

For example, to my surprise, I have found out that the 'Bernoulli Drive' storage device cannot be operated on a Lisa under a MacWorks environment. Probably as we go along, we shall find that other packages and hardware are not Lisa-compatible or do not operate as efficiently as they should.

In my opinion, a user base of 50,000 plus is a strong enough group to put pressure on manufacturers of various sorts to consider potential Lisa users in their development program, especially since most Lisa users seem to be business-orientated and perhaps might have more funds available to spend than most Mac users.

Yours sincerely,

B. Muscat, Financial Controller
For Foster Clark Products Limited (Food Manufacturers)
Birkirkara, Malta

Dear B. Muscat:

Thank you for your comments. As to your comments on the Bernoulli Drive, please refer to the above response regarding the Hyperdrive.

The Answer Man

OFFICE SYSTEM PROBLEMS

Dear Answer Man:

We have a Lisa 2/10 with a 5MB Profile. We are currently running the 7/7 software version 3.1., along with BPI Systems, Inc., General Accounting version 3.1 software.

In the premiere issue of *The LisaTalk Report*, there was note of the bugs in the 7/7, yet not much information on what these "bugs" were. Our company is barely computer literate and could use some easily understood information on these "bugs." We feel that these "bugs" might be the cause of all our problems.

Currently, our Lisa Office Systems (ver. 3.1) is installed on the 2/10 along with BPI G/A (ver. 3.1). We have our Lisa tools (List, Calc, Write, Draw) on the Profile.

Wasted paper on the LisaCalc and LisaList is the least of our worries. Our system locks-up or shuts off completely on a regular basis. Typical problems are as follows:

Error Messages: Cannot find working tool. Disk is damaged. Various numbered errors. Reinstall tools. Reinstall office systems. Repair office systems.

USER'S MAILBOX

We were told it was unable to throw away a document that we were not trying to throw away. It has told us it is unable to display a document that it has on display. When working with Calc and List, it almost always fails, sometimes requiring just a repair, but often requiring reinstallation of everything. As previously noted, it is frequently locking up, there is no way out except the reset button. We have also had the frustrating problem of the system turning itself off, for no apparent reason.

We would like to mention, so you will have all the facts, that we have replaced ALL the hardware at one time or another . . . (I/O, MEM, CPU, INTERNAL, PROFILE). Prior to our dealer filing Chapter 11, we received an entirely different system. We are currently using a Saft Standby Power System, have moved our copier to a different location, keep phones away from the system, and have replaced all of our software.

We should also note that we also own a Macintosh that has never given us any problems.

As you can see, we are in desperate need of useful information regarding the Lisa 7/7 bugs or anything else that might help us resolve our problems. At this point, we have not purchased the MacWorks, as we feel that additional investment in the Lisa would be a waste until we can solve the current problems. We do, however, agree that when the Lisa system works properly, it is an excellent system. Our problem is that our Lisa has never worked properly for more than a few days at a time. Surely, our problems are not exclusively ours. I would think that there are many more Lisa 2/10 users with similar problems that are anxiously waiting for The NetWorkers help.

We applaud The NetWorkers' efforts and hope that our input will be beneficial to *The LisaTalk Report*. We have never

received adequate support for our Lisa system and hope the The NetWorkers is the answer to our prayers.

Sincerely,

Lisa Gnuse Everett
Trinity Landscape Contracing Company,
Inc.
Dallas, Texas

Dear Lisa:

One of the major problems of the 3.1 update program is that it did not ensure that good copies were distributed. A good example is that out of two original copies I received, one set had a bad LisaWrite disk and the other had a bad Office System 3! I would believe that most, if not all, of your problems lie in bad Office System. I would contact Apple Customer Service and request a 3.1 update.

The Answer Man

MYSTERIOUS DOCUMENT

Dear Editor:

I have just gotten my first look at *The LisaTalk Report* [Winter Issue], and I'm impressed. I'm trying not to let my enthusiasm get the best of me, but it actually looks like there's hope for us orphans. You've got my support.

I do have some questions for you, some of general interest, some specific to my situation. I've received the Premier Issue, and now the Winter Issue, but I get the impression I'm missing something. If there's another issue (or more) that I haven't gotten, please tell me what I need to do to get it.

My Lisa is a 2/10 with the most up-to-date (7/7) software. My hard disk is partitioned about 30% MacWorks, but I never use it (the next time it's down, I'm going to go back to 100% Lisa). I have a

document on my desktop that I can't get rid of. It's not locked, has no blocks of memory, but when I drag it to the trash, the icon ghost stays there for about 5 seconds, then returns to its desktop position. Got any suggestions for getting rid of it?

Thanks for your help. I'm glad I have the best personal computer available at any price.

Cliff Turnbull

Dear Cliff:

I am assuming that the errant icon is in the Office System, not Macworks. If that is so, then the problem you have is a damaged catalog. The Lisa holds a file of all the file names, called the catalog, on the hard disk. If this file is damaged, then a repair must be done. Make sure you are running 7/7 3.1 Office System first, and then do a repair as explained in the Office System manual. This might be the best time for erasing and reinstalling to return to 100% Lisa.

The Answer Man

Dear Cliff:

There were, in fact, two other promotional mailers of The LisaTalk Report which we published. The first was a letter sent in mid-1985 to specific users on the Intersol mailing list and our own original lists of Lisa users; this included an invitation from Lewis Guice for users to submit information for discussion during The LisaTalk Conference. The only other piece was a promotional mailer sent in October, which included coming attractions for The LisaTalk Report, Users' Mailbox, and review of AST's RamStak and additional helpful information. We will publish these reviews again in coming issues. Thanks for your support!

Editor

MACWORKS SURVEY

The LisaTalk Report SPRING, 1986, SURVEY

It is our belief that the Lisa/Mac XL market is a viable, qualified market. However, it is very important for us, Apple Computer and third-party developers to know the exact needs and problems which Lisa/Mac XL owners are experiencing in order to effectively support Lisa/Mac XL owners. By answering the questions within this survey, you will help: 1) The NetWorkers to further develop *The LisaTalk Report* into an effective Lisa/Mac XL service and support journal; 2) third-party developers and manufacturers to better understand the Lisa/Mac XL market and provide enhanced software and hardware; and 3) Apple Computer and third-party developers to address problems relative to MacWorks.

Please take a moment to answer the questions on both sides of this survey, detach from *The LisaTalk Report* (photocopies are also acceptable), and return to: The NetWorkers, 21 Canyon Road, San Anselmo, California 94960. If you wish to provide more information about your needs, feel free to include them by letter with this survey. Your support and cooperation is greatly appreciated.

☐ Mr. ☐ Mrs. ☐ Ms.: _____

Company Name: _____

Your Title: _____ Principal? ☐ Yes ☐ No

Mailing Address: _____

City: _____ State: _____ Zip: _____

PROFESSION:

☐ R&D ☐ Mfg. ☐ Wholesale ☐ Retail ☐ Service ☐ Consulting/Information

☐ Other: _____

SYSTEM:

How Many:

Percentage of System Used:

System Owner:
You / Employer

• Lisa: _____	• On Lisa (OS): _____ %	• On MacWorks: _____ %	<input type="checkbox"/> / <input type="checkbox"/>
• Lisa 2/5: _____	• On Lisa (OS): _____ %	• On MacWorks: _____ %	<input type="checkbox"/> / <input type="checkbox"/>
• Lisa 2/10: _____	• On Lisa (OS): _____ %	• On MacWorks: _____ %	<input type="checkbox"/> / <input type="checkbox"/>
• Mac XL: _____	• On Lisa (OS): _____ %	• On MacWorks: _____ %	<input type="checkbox"/> / <input type="checkbox"/>

Other Hardware Used:

• Hard Disk: _____

• Printer(s): _____

• Other: _____

SOFTWARE USED / CURRENT SYSTEM OBJECTIVES:

(List All Software Used For Each Category)

Primary Use, (#1 being highest):

☐ Word Processing _____

☐ Accounting _____

☐ Financial _____

☐ Data Base Mgmt. _____

☐ Graphics _____

☐ Programming _____

☐ Communications _____

MACWORKS SURVEY

☐ Other: _____

Additional Software Used:

1 _____	2 _____
3 _____	4 _____
5 _____	6 _____
7 _____	8 _____
9 _____	10 _____

• Hardware Problem(s) with: ☐ MacWorks ☐ Lisa ☐ Both _____

• Software Problem(s) with: ☐ MacWorks ☐ Lisa ☐ Both _____

• Problems of Uncertain Origin: _____

Currently-available software you are considering purchasing:

1 _____	2 _____
3 _____	4 _____
5 _____	6 _____
7 _____	8 _____
9 _____	10 _____

Currently-available hardware you are considering purchasing:

1 _____	2 _____
3 _____	4 _____
5 _____	6 _____
7 _____	8 _____
9 _____	10 _____

Additional enhancements you would like to see offered by Apple or by third-party vendors? _____

Are you going to trade in for a Macintosh Plus with HD-20? ☐ Yes ☐ No

If you answered Yes, how many Lisa/Mac XL's will you trade in? _____

What features would you like to continue to see in *The LisaTalk Report*? _____

Are there any suggestions you would like to make regarding *The LisaTalk Report*?

DEVELOPERS' CORNER

CORRECTIONS TO WINTER, 1985, ISSUE: MIGRATION

*Contributed by Larry Rosenstein,
Apple Computer, Inc.*

Dear Editor:

I received a copy of the Winter, 1985, Issue of *The LisaTalk Report* at the recent MacWorld Expo. In reading through the magazine, I noticed a couple of errors, concerning the Migration Kit and MacApp, that I would like to bring to your attention.

On page 36, you reply to a letter by stating that "The Migration Program is an Apple product developed by Microsoft Corporation." Actually, Apple developed both the Lisa-to-Macintosh application, which runs in the 7/7 environment, and the LisaWrite-to-MacWrite application, which runs in the Macintosh environment. (In fact, I was the Apple software engineer responsible for both of these programs.) Microsoft developed only the LisaWrite-to-Microsoft Word and LisaCalc-to-SYLK applications. The LisaProject-to-MacProject and LisaCalc-to-Jazz applications were done by third-party developers under contract with Apple.

Rob Graner, in his article *Migration*, talks about the 0.9 version of the Migration Kit. There were three important changes to the Migration Kit between that version and the final product.

First, users can transfer a LisaWrite document to either MacWrite or Microsoft Word without losing its formatting characteristics (e.g., font changes, margins, line spacing). There is no longer a 32,000 character limitation on this type of transfer. Second, the help information reproduced in the article was substantially revised for the final Migration program. Finally, the conversion programs for LisaProject, LisaWrite, and LisaCalc documents are provided as part of the Migration Kit.

In the same issue of *The LisaTalk Report*, you refer to the "Scrapbook" program. That program (also written by me) was a very early prototype of the Migration program. People who use the Scrapbook program should realize that it was never tested by Apple, and undoubtedly has bugs. As Rob Graner mentioned in his article, this program is not included in the final Migration Kit. There are no plans to continue development of the program.

Regarding MacApp, following is a letter that I sent to Dave Redhed. It corrects a couple of inaccuracies in his article entitled *From the Toolkit to MacApp*.

CORRECTIONS TO WINTER, 1985, ISSUE: TOOLKIT/MACAPP

*Contributed by Larry Rosenstein,
Apple Computer, Inc.*

Dear Dave:

I recently read your article entitled *From*

the Toolkit to MacApp, which was published in the Winter, 1985, issue of *The LisaTalk Report*, and wanted to bring to your attention a couple of factual errors.

First, the term "Macintosh Toolbox" refers to the set of high-level calls in the Macintosh ROM, for example the Quickdraw and the Window Manager routines. The Toolbox is not a development environment. The Lisa had a similar library of high-level calls. All of the Lisa 7/7 applications were written in a "conventional" way; their internal structures were very similar to that of current Macintosh applications. Both the Lisa Toolkit and MacApp sit on top of these high-level calls.

Second, you state that the Lisa Toolkit used separate tasks for controlling various aspects of the user interface. This is not true. The standard behavior of a Toolkit program was to use a single task to handle all the documents belonging to that program. Functions such as handling the mouse and displaying the pointer on the screen were handled by low-level operating system code, as is done on the Macintosh.

It is true that the MacApp design allows programmers to use the Toolbox routines directly. This was an intentional design decision, and has nothing to do with the "lack of generality in the multi-tasking functions in the Macintosh design." In the Toolkit, we needed many "cover procedures" to hide the Lisa libraries from the programmer, because the libraries were not documented. Since the

DEVELOPERS' CORNER

Macintosh Toolbox is well-documented in *Inside Macintosh*, there was no need to prevent programmers from using those calls. The MacApp design allows the programmer more flexibility in designing his/her user interface, while still achieving overall user interface consistency. We consider this an important advantage of MacApp over the Toolkit.

Third, you talk about limitations in the document structure of MacApp. Actually, the document structure of MacApp is much more general than that of the Toolkit. Contrary to what you wrote in the article, it is possible to have more than one document type in a MacApp application, something that was impossible in the Toolkit. This means MacApp can be used to build "a multi-purpose program that handles a spreadsheet, word processor, graphics, and accounting package." Included with the MacApp release is a sample program that demonstrates this feature of MacApp.

Finally, you mention that Clascal was used to implement the Office System as the Toolkit. In fact, none of the Lisa 7/7

applications used the object-oriented features of Clascal. I did use Clascal and the Toolkit, however, to implement part of the Migration Kit.

I hope that you can use this information in future articles that you write. If I can answer any further technical questions about MacApp, please let me know.

Yours truly,
Larry Rosenstein, Apple Computer, Inc.

RESPONSE TO CORRECTIONS (NOTED ABOVE) TO WINTER, 1985, ISSUE: *From The Toolkit to MacApp*

Contributed by Dave Redhed

Dear Larry:

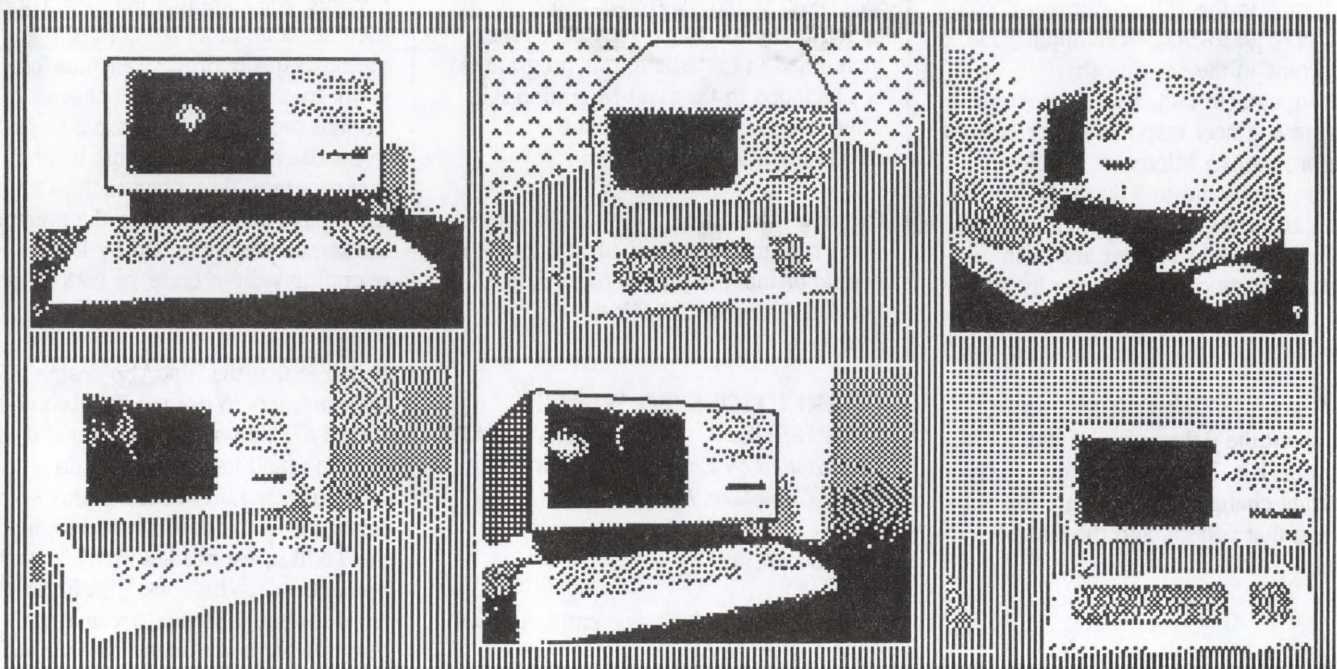
Thank you so very much for your letter. Most of all I am encouraged that someone at Apple not only reads *The LisaTalk Report*, but is willing to take the time to critique it and write a response. Had I known of your willingness earlier, I would have gotten your comments while I was still preparing the material.

I don't know what else to do but take your comments one at a time and give you my side of it.

(Paragraph 2) If we could agree that the Lisa Workshop is a development environment, I will grant you that the Toolbox is not a development environment. I was certainly using the term in a loose sense, and I should have called it a development tool, as I did the Toolkit.

(Paragraph 3) I have assumed that the out of sequence behavior of the Office System user interface could only be explained by multiple tasks. I do know that editing operations are not always done in the same sequence in which I press the keys. I cannot easily visualize how this happens in a single task. Hopefully, you will explain that to me.

(Paragraph 4) I cannot comment on whether or not certain design decisions were made, but I certainly disagree with your conclusions. If you say that the consistency built into the Toolkit was not the result of an overt decision but is solely due to the lack of an "Inside Lisa" document, I will obviously have to take



your word for it. You are certainly free to consider the MacApp approach to be superior, but I do not believe that you are free to say that the resulting Mac user interface will be consistent. User interface consistency will not be present when a design "allows the programmer more flexibility in designing his/her user interface." The existing Mac products make that abundantly clear. Of course it could be that your and my granularity of measuring consistency is quite different.

(Paragraph 5) I am really embarrassed by this one, and I have no excuse for my error. I know perfectly well that MacApp handles more than one document type and that this was a particular limitation of the ToolKit that was overcome by MacApp. All I can think is that I duplicated the ToolKit's graphics as I was building the chart and did not go back and change it. In any case, it is certainly wrong. Besides yourself, Kurt Schmucker is going to be unhappy — he and I talked about this subject at some length and I am sure that he believes he got me straightened out. Also, I did not intend the text to imply that MacApp's limitations were greater than the ToolKit's, but I certainly agree that this is the impression that my words give. My apologies for a real blunder.

(Paragraph 6) I know that I have been told that Clascal was used in parts of the Office System development, but I cannot remember the source. After a while it is hard to remember what you know from good sources and what has come from sources that are hard to verify.

I appreciate your offer to help with technical questions about MacApp. I am certain that future activities of the ToolKit Users' Group could benefit from assistance from someone such as yourself. Thanks again for the time and effort it took to go through my article and straighten it out.

Regards,
David D. Redhed

WIREWRAP INTERFACE BOARD FOR THE LISA/MAC XL

Contributed By Thomas G. Matherly

I have designed a wirewrap interface board, as a hardware development tool for the Lisa/Mac XL. It provides a means of designing breadboard I/O enhancements quickly, so that software can be developed using the actual circuitry plugged into the appropriate Lisa interface slot. It would also be an easy solution for short run or one-of-a-kind hardware in its final form.

The board is identical in outline to the Parallel Interface Card sold by Apple Computer, Inc., and has an edge connector which mates with any of the three available slots in the Lisa. All of the connector positions are available on wirewrap pin positions, and there are overall +5 volt (Vcc) and ground planes on opposite sides of the board. There are two DB-25 S connector positions, which are located in the same relative positions as those on the Apple card, and these also have wirewrap pin locations next to them. The wirewrap area consists of 14 vertical rows of 82 locations, and one vertical row of 78 locations. The rows are lettered and numbered on both sides, to facilitate wirelisting and component location. There are alternate Vcc and ground wirewrap locations between every other row, at half-inch vertical intervals. With 1,226 wirewrap socket locations, and 147 voltage and ground locations, it is possible to mount about 24 each 28 pin devices on 0.6 inch centers, or about 56 each 16 pin devices on 0.3 inch centers.

This board is designed so that the components mount on the opposite side from the components on the Apple card, and, if 2 level wirewrap socket pins are pressed into the board, it should be possible to use these cards in all three slots simultaneously, or in combination with the Apple cards.

I am presently in the process of having prototype cards fabricated at a local P.C. house, and should have them back and checked out in two to three weeks. If sufficient interest is shown in these cards, I will consider producing them for sale in the near future. In market-realistic quantities, I would imagine that I could sell bare boards in the \$50-\$60 each range. Fully populated boards (i.e., 1,475 ea. Augat or equiv. pin sockets, 102 ea. I/O wirewrap pins, and 2 ea. DB-25 connectors) would of necessity be considerably more expensive, (those little pin sockets are about \$0.18 each X 1,475 = \$265.50). I'd imagine most people would want to stuff their own sockets as needed.

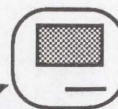
I am also interested in developing other boards to fit those slots; one that comes to mind is an EEROM board which could be loaded with MacWorks, to free up that 92K or so which it occupies in RAM. This seems possible because the Apple Parallel Interface Card contains an EPROM which allows the system to boot from the outside world. I wonder if one could do this. Perhaps someone out there in Lisa Land understands the hardware/system well enough to advise me.

Anyone interested in the wirewrap boards, or possible collaboration on product development, may call me from 6:00 p.m. to 9:00 p.m. weeknights or during the daytime on weekends at (805) 735-3970. Or you may write me at: 300 Huntington Place, Lompoc, CA 93436. Incidentally, my area of expertise is in hardware, packaging, printed circuit design, and circuit design, and I purchased my Mac XL 2/10 primarily for CAM-CAD use.

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LISA'S LATEST

CORRECTION: MICRO SYSTEMS DESIGNS PHONE NUMBER

*Contributed by
Roxane M. Schwabe, Editor*

We regret we provided an incorrect phone number for Micro Systems Designs in Lewis Guice's article *Just For You* (in the Winter, 1985, Issue of *The LisaTalk Report*). Micro System Designs, a Sacramento-based development company, has developed a **Print Buffer** which interfaces with the Lisa/Mac XL, the LaserWriter, the Imagerwriter and most other RS232 devices. In addition, Micro Systems Designs repairs Lisa/Mac XL's, and they have plotted out the schematics for the Lisa/Mac XL (these are for sale to developers.) The correct phone number is: (916) 888-7110. Their address is: P.O. Box 1187, Loomis, CA 95690.

Also, we would like to express our condolences and best wishes to Micro Systems Designs, and all of the other businesses and home owners in California who were hit by the devastating floods in February.

CORRECTION: TOPS FILE-SERVER SOFTWARE

*Contributed by Valerie Kuletz,
Centram Systems West, Inc.
2372 Ellsworth Avenue, Berkeley, CA
94704 (415) 644-8244*

Correction to Gary Ingram's article *Environments* in Winter, 1985, Issue of *The LisaTalk Report*. In Gary's

article, he mentions that Centram Systems West, Inc., is developing the TOPS File Server to work with the Lisa 7/7 Operating System. However, the only way this could be done is if a Lisa/Mac XL developer obtained a license agreement with Centram to add the 7/7 Operating System to the TOPS system, as Centram is not otherwise prepared to invest the time or development to add the Lisa 7/7 OS to the TOPS system. (Approximately 20 Lisa owners responded by letter to Centram regarding their desire to see the TOPS system compatible with Lisa 7/7.)

As Gary said, the TOPS system (which has been in development for two years) is a distributed file server which allows machines with different Operating Systems to share files on the same disk. This means that a group of users could store both their Mac and IBM PC files on one hard disk (file server), with all files from both machine types accessible by both machines. Even more, each could view all files in the interface style of the machine they were on — i.e., IBM PC files would be displayed as Mac icons while in the Macintosh O.S.!

TOPS currently runs on IBM XT, AT and PC compatibles. As well, the TOPS file-server software is available for the Macintosh Operating System and is compatible with the Lisa/Mac XL under MacWorks. Additionally, Centram is currently beta-testing a PC-to-Mac version of TOPS, to be released in May, and a version which will work under UNIX is also in development.

CURRENT RELEASES OF APPLE-LABEL MACINTOSH SOFTWARE

*Provided within *Wheels for the Mind*, an Apple University Publication prepared at Boston College, Vol. 2, No. 1:*

<u>Application</u>	<u>Current Version</u>
Finder	4.1
Macintosh 6800 Development System	1.0
MacDraw	1.7
MacPaint	1.5
Macintosh Pascal	1.0
MacProject	1.0
MacTerminal	1.0
MacWrite	4.5
MacWorks XL	3.0

SOFTWEAVER ANNOUNCES: PenMac Works XL

Contributed By Roxane M. Schwabe, Editor

Softweaver
Howard Pearlmutter, President
P. O. Box 7200
Santa Cruz, California 95061
(408) 425-8700

LISA'S LATEST

Wouldn't it be great if using your XL could be as easy as using a pencil? Now, thanks to Softweaver, electronic pen and paper are available for your electronic desktop! When Sam Neulinger, Dafax Processing Corp., first introduced us to Howard Pearlmuter in January, 1986, the **PenMac Works XL** line of digitizing tablets were still in development. Although we were not sure if the product would actually become available (Softweaver was lacking a critical piece of technical information), we knew a digitizing tablet for the Lisa/Mac XL would be a welcome addition to the Lisa/Mac XL market. Well, it's finally a reality — Softweaver announced the PenMac Works XL series of digitizing tablets in February, and the first three of its seven digitizers are now shipping through Dafax Processing Corp. (Dafax Processing: 14 North Drive, Malba, New York 11357; Telephone: (718) 746-8220.)

The Pen Is Mightier!!!

The concept behind Softweaver's line of **PenMac Works XL** "premium quality" digitizers is deceptively simple

— a tablet, a pen-like instrument — but to us the implications are impressive. Anything you can do with a mouse, you can do with these digitizers; they translate directly into mouse signals, and appear no differently to the machine than a mouse does. But that's not a *mouse* in the hand on the icon; it's a *stylus*! (Hint?)

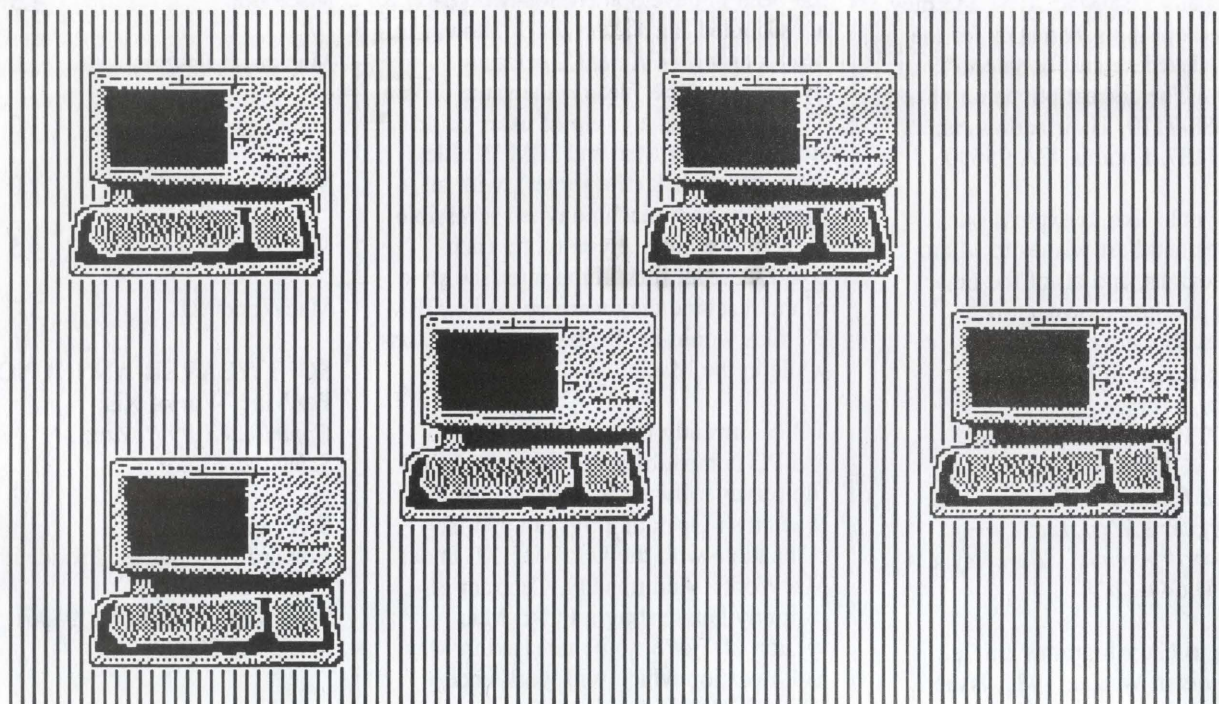
Inside the PenMac Works XL stylus, is an inkless **Fisher Space Pen Cartridge**. If you wish, you can easily replace the empty cartridge with Space Pen Cartridges in a variety of colors for less than \$2.00. This feature will allow you to trace through items that are up to 3/4" thick — now we can trace items in thick books and bound magazines without destroying the binding — and everything you write shows up **both on paper and within your XL**. This should be welcome news for those professionals using (or seeking to use) the Mac XL for drafting, technical drawing, design, graphics, or desktop publishing. The pen also allows you to transfer handwriting into the Lisa/Mac XL. This might be used for longhand, for

shorthand, and for signing your name — take notes, save them and print them, and send them thousands of miles away to friends and associates via modem.

Those we recommend look at this new product include: Architects, engineers, cartographers, surveyors, planners, contractors, and estimators (to expedite tracing, drafting, measurement and CAD work); desktop publishers, mouse haters, and professional artists, designers, illustrators (for electronic paste-up, free-hand sketching, pointing, clicking, and even handwriting with a new ease); and those seeking ways to increase their business communication effectiveness.

According to Softweaver, this tool is ideal for technical and artistic professionals for:

- Designing Graphics • Drawings • Drafting • CAD • CAD/CAM • Desktop Publishing • Illustration • Drafting • Technical Drawing • Freehand Drawing • Tracing • Sketching • Measurement • Spatial Analysis • Blueprints • Maps • Diagrams • Roughs • Calligraphy • Handwriting • Portraiture • Electronic Blackboarding • Etc!



PenMac Works XL digitizing tablets will work with MacWorks 1.0, 2.0, and 3.0, and are currently available in three sizes: 8 1/2"x11", 12"x12", and 12"x17". (Note that this new line of digitizing tablets are not to be confused with tablet-style mouse replacements; these are true, high-quality digitizing tablets — the same exact hardware that is used on CAD/CAM systems priced over \$1,000.⁰⁰)

- The 8-1/2"x11" size is the favorite of illustrators and those working on individual technical drawings. (\$895.⁰⁰)
- The 12"x12" size offers a full square foot of high-precision digitizing surface, perfect for desktop publishing applications where a person would like the freedom to layout 8-1/2"x11" pages in both **portrait mode** and **landscape mode**. (\$1,095.⁰⁰)
- The 12"x17" size is the choice of independent professionals such as architects, engineers and cartographers. It is also perfect for newsletter publishers due to its ability to lay out two 8-1/2"x11" sheets, side by side. (\$1,495.⁰⁰)
- Even larger, full-sized PenMac Works XL drafting tablets will become available in the future. Though much more expensive, larger models in the Pen Mac Works XL series of tablets will provide up to one-thousand per point resolution.

For all applications, the tablet can emulate the mouse, so that no changes to existing software are necessary to get coordinates at maximum resolution. Therefore, Mac XL owners will enjoy a decisive advantage, due to the fact that PenMac Works XL can make use of the **full 720 pixels across the Mac XL screen — at full resolution.**

If a user or developer is interested in specifically taking advantage of the tens of thousands of pixels across the PenMac Works XL tablet surface, they can work with Softweaver and interface to the PenMac Works XL driver directly. This

would give access to 32 Bit X and 32 Bit Y coordinates which are scaled, translated and rotated through a 32 Bit transformation matrix. This means that every coordinate coming from the tablet is processed at high precision through a matrix which can be altered by programmers.

McBALL

*Contributed By Gary Ingram,
Contributing Technical Editor*

There is a new controller available for the Apple IIc, Macintosh, Lisa and Mac XL — **McBall!** McBall is larger than Turbo Controller. And, in addition to the standard mouse button, McBall also features a *drag button*, enabling you to select text and graphics with enhanced mouse control. Contact: Interfirm Systems Corporation, 110 Pioneer Way, Building H, Mountain View, California 94041, (415) 964-4464.

FEB. 12TH MEETING NOTES FROM P.L.U.G.'S PRESIDENT

*Contributed By Joan D. Dickey,
President - Peninsula Lisa Users'
Group*

Tom Barnum, assisted by PLUG members Larry Goldman and Jock Whidden, gave a short demo of a shareware utility called **Fedit**. A copy of this program is available through several sources, such as user group libraries or information utilities, since it is a shareware-type program. But, as with all shareware, if you decide to keep the shareware, payment is sent to the owner of the copyright. Although it is possible to use **Fedit** without documentation, payment of \$30.⁰⁰ to John Mitchell, Suite 122, 939 El Camino Real, Sunnyvale, CA 94087, entitles you to receive the latest version of **Fedit**, as well as proper documentation and notification of updates and enhancements as they are available.

Fedit is a Macintosh utility program that allows the user to actually look into the insides of a file and gives you the

option of altering the attributes of the file. This can be of value when you wish to copy programs to your hard disk that are copy-protected. You simply look at the file structure by using the *Display File Finder Attributes* menu selection and change the special file attributes from "invisible, locked, protected, and Bozo" files by removing the "X's" in the appropriate boxes while you are installing the master program on your hard disk. However, you must remember to go back and return the program to its original state after you have installed the program or it will not function. Please contact Jock Whidden if you want a copy of his check list. His address is 3685 17th Street, San Francisco, CA 94114.

Thank you, Tom, Larry and Jock for this look into the internal workings of Macintosh files. As a Lisa user who is slowly migrating over to the Macintosh desktop, I found the information of particular value, since I am used to being able just turn on Lisa and get on with my job without having to worry about swapping disks, etc. However, a word of caution, if you decide to install copy-protected software on your hard disk, remember that it is still no substitute for having the master disk available for backup in case of a crash.

Speaking of crashing the Macintosh desktop, remember that the Mac has a built-in feature for reconstructing the Desktop file if it crashes when you insert a disk while using the Finder. Just hold down the Command and Option keys and insert the suspect disk. Release the keys when you see the disk's icon jappear on the desktop. The Desktop file is reconstructed, though with Finder version 1.1, your files are no longer in their folders. With Finder 4.1, your folders remain intact, but their names are changed to Unnamed 1, Unnamed 2, etc.



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WANTED- ProFile 5 & 10MB HDs, Lisa 2/5's, Lisa 2/10's and Mac XL's under Apple Care Wty.

FOR SALE- 512K Apple Memory Boards. Conversion Kit from Twiggy to Lisa 2. Fine Used Lisa 2/5's, 2/10's, XL's ProFiles. SEND SAE for full list. **DAFAX Proc. Corp.** 14 North Dr., Malba, NY 11357 (718) 746-8220 10am-2pm EST.

FOR SALE: Apple Lisa 512K RAM Boards: \$175. Contact: Nathan B. Forrester, Ph.D. Sandhill Systems, 58 South Shaker Road, Harvard, MA 01451 Phone: (617) 772-5565

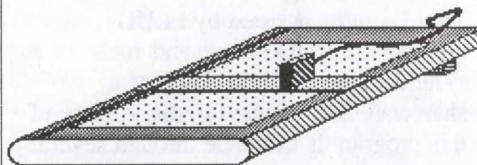
FOR SALE: 5 Mbyte ProFile. Excellent Condition. Will Accept Best Offer. Contact: Michael Feder. Phone: (213) 476-5568.

WANTS TO BUY: Lisa 2/5 or 2/10 or Mac XL. Will accept best offer. Contact: John E. Benjamin. Phone: (415) 541-3569 or (415) 367-1133.

Omni-Reader

For Sale

I have a **brand new Omni-Reader** with Mac software and cables to connect to a Mac. I got this reader for review and no longer need it. It will read most standard type-written pages with very few mistakes. The software reads directly into MacWrite. You can read into LisaTerminal without special software and transfer to LisaWrite. The retail price for these readers now is about \$600⁰⁰. Make me a good offer for money or for a 10 Megabyte Profile, and it's yours!!! I also have an **Apple Modem 1200** that



I no longer use and will settle for the same terms. Contact: Gary Ingram, 634 Swanton Road, Davenport, CA 95017 (408) 425-7636

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The LisaTalk Report

Premier Issue

Optimizing Your Lisa/Mac XL Computer

On June 19, 1985, The NetWorkers, along with The Peninsula Lisa Users' Group, conducted a nation-wide electronic conference, entitled, "The LisaTalk Forum."

The objective of The LisaTalk Forum was to offer the Lisa community, representatives from Apple Computer, Inc., third-party developers, and members of the press, an opportunity to electronically discuss the discontinuation of the Lisa/Mac XL and alternative, on-going support.

Participants of The LisaTalk Forum Included:

George Por, Computer Currents
Stephanie Littell, Apple Computer
Lewis Guice, The NetWorkers
Fred Reitberger, Intersol Corp.
Joan D. Dickey, Peninsula Lisa Users Group
Gordon Stubbs & Captain John Day,
Washington Apple Pi Users Group
Harvey Morrison, Apple 32 Users Group
Gary Ingram, Nite & Day Power Technologies
Kurt J. Schmucker, Productivity Products, Int'l.

Alex Hoag, Blyth Software Corp.
Ash Jain, AST Research, Inc.
Rob Graner, Graner Oil
Richard Hart, KPIX-San Francisco
Daniel Sabsay, Cybernetic Moments
Tom Barnum, Computer Connection
Mary Cadloni, Personal Computing
Joe Kroeger, ICON Newsletter
Dan Farber, Macworld Magazine

Subjects Discussed In The LisaTalk Forum Included:

- Apple's Commitment To 5 Years Of Support And Service For The Lisa/Mac XL.
- Migration Of Lisa 7/7 Data Into The Macworks Environment And Back.
- Third-Party Support
- Software Expansion
- Fixing Bugs In Lisa 7/7 And MacWorks
- Hardware Expansion

In light of users' tremendous support of and interest in this event, The NetWorkers decided to publish an edited version of the transcripts of The LisaTalk Forum, along with product reviews and other valuable information, and the Premier issue of The LisaTalk Report was born. The NetWorkers received an overwhelming response to the premier issue--orders are still coming in--and we began to think about the viability of an on-going, quarterly publication. This is how The LisaTalk Report began. We believe that with the continued support of Lisa/Mac XL users around the world, the Lisa/Mac XL community will actualize to its greater potential and continue to enhance the way we do business every day.

Take advantage of the Premier issue of The LisaTalk Report today. Order your copy by sending a check or money order in the amount of \$10.00 to The NetWorkers, 345 Lorton Avenue, Suite 200, Burlingame, CA 94010. Phone: (415) 258-9152.



ORPHAN SUPPORT

The MACazine is the only national publication to feature monthly support of the Lisa/Mac XL.

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Orphan Support



This is an exciting time to be writing about a discontinued computer, new information for Lisa and XL users is showing up at a rate that makes it difficult to stay within the bounds of this column. I now have some details about Apple's screen modification and some specifics about the Lisa to Macintosh Migration Kit from Apple.

The Macintosh XL Screen Modification Kit

Now let's talk about the Screen Modification Kit which Apple should have released in September. When I first saw the details of their modification means that you will never again run Lisa software (Office System or Workshop). Oh sure, people to whom I mentioned this responded with a very casual, "Oh sure, didn't you know that?" I had heard some rumors, but I really didn't believe that Apple would do it. (Wrong again!) Enough of the rumors, on with the facts. There are two parts to the modification, and the other eliminates the imbedded serial number of the Lisa. Needless to say, the Screen Kit will be installed by dealers for you on my computer. This is a product which I will never review for you on my computer.

Screen Specifications

Computer	# of Pixels Per Inch
Mac (128K or 512K)	72
Normal Lisa XL	60
Modified Lisa XL	72

The MACazine

Lisa and Mac Screen Comparisons

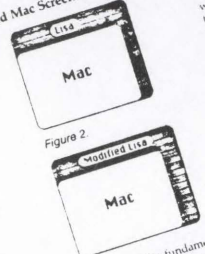


Figure 2

Let us now look at the fundamental differences between Apple's solution and the LisaVision solution. (See the August column) The LisaVision solution works only with the video controls to change the size of the video pixels on the screen. This means that LisaVision in Macintosh mode gives you (roughly) a Macintosh-height and Lisa-width image (4.75" x 8"). Thus you will see an additional 1/2" or so of black background at the top and bottom of the window.



Figure 1

# of Pixels on Screen		Visible Image Dimensions	
Vert	Horiz	Vert	Horiz
72	342	4.75"	7.1"
60	364	6.1"	8.0"
72	431	6.0"	8.4"

Lisa Vision/Mac Mode To Lisa Screen Comparison

What Apple has done with their solution is to make the Lisa pixels square and at the same time adjust the number of pixels to try to maximize the size of the visible image on the screen. They have been willing to sacrifice two things: Lisa software resolution is 20% less than Lisa (72 inch versus 90 inch) but, of course, the vertical resolution is 20% greater than Lisa (72 inch versus 60 inch). Those who are used to working with a Macintosh will notice some difference in horizontal resolution, but clearly screen Lisa users will notice some difference in vertical resolution.

One thing very nice about these two different solutions is that they are almost no overlapping much easier. In this case I believe the only real issue is Lisa software. If you have worked with Lisa but are now ready to accept all the Macintosh solutions, take Apple's Screen Modification Kit (unless you just don't want to spend the money to make your screen look better). This choice does carry the extra burden of converting your Lisa documents over to Macintosh in a significant task for most people. Lisa users who also want to run Macintosh software can put up with the funny looks or shell out the \$62 for LisaVision and get their XL images back into proper proportions.

The Last Installment Of The Lisa Workshop Supplement

I want to give a 10 out of 10 rating to Apple for the job they have done with the Lisa Workshop Supplement (the Mac development software that runs on Lisa). Over a year ago I paid but more software of such value. Besides the hundreds of files of development software, I have gotten more than \$100 worth of reviewable diskettes. I have received many of the key utility programs in pre-release form to test, and Apple has done a marvelous job of synchronizing a dynamic set of documentation. The final update came in July and contained such things as:

- Release 3.0 of MacWorks (I think this is the final one)
- Lisa Workshop 3.9 update diskettes with instructions and Workshop documentation updates
- Freeform with documentation (a Mac terminal program that can be used to download files from Computers)
- Switcher 3.0 and 10 pages of documentation
- Specifications of the new screen format

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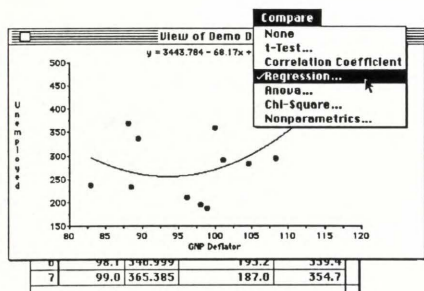
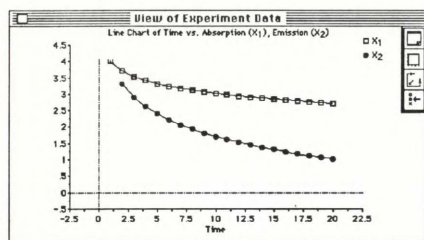
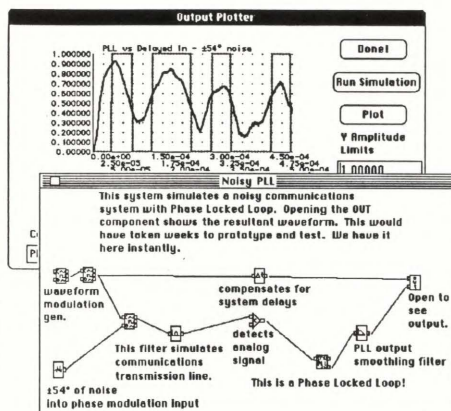
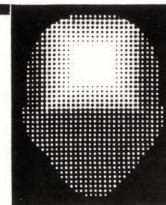
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