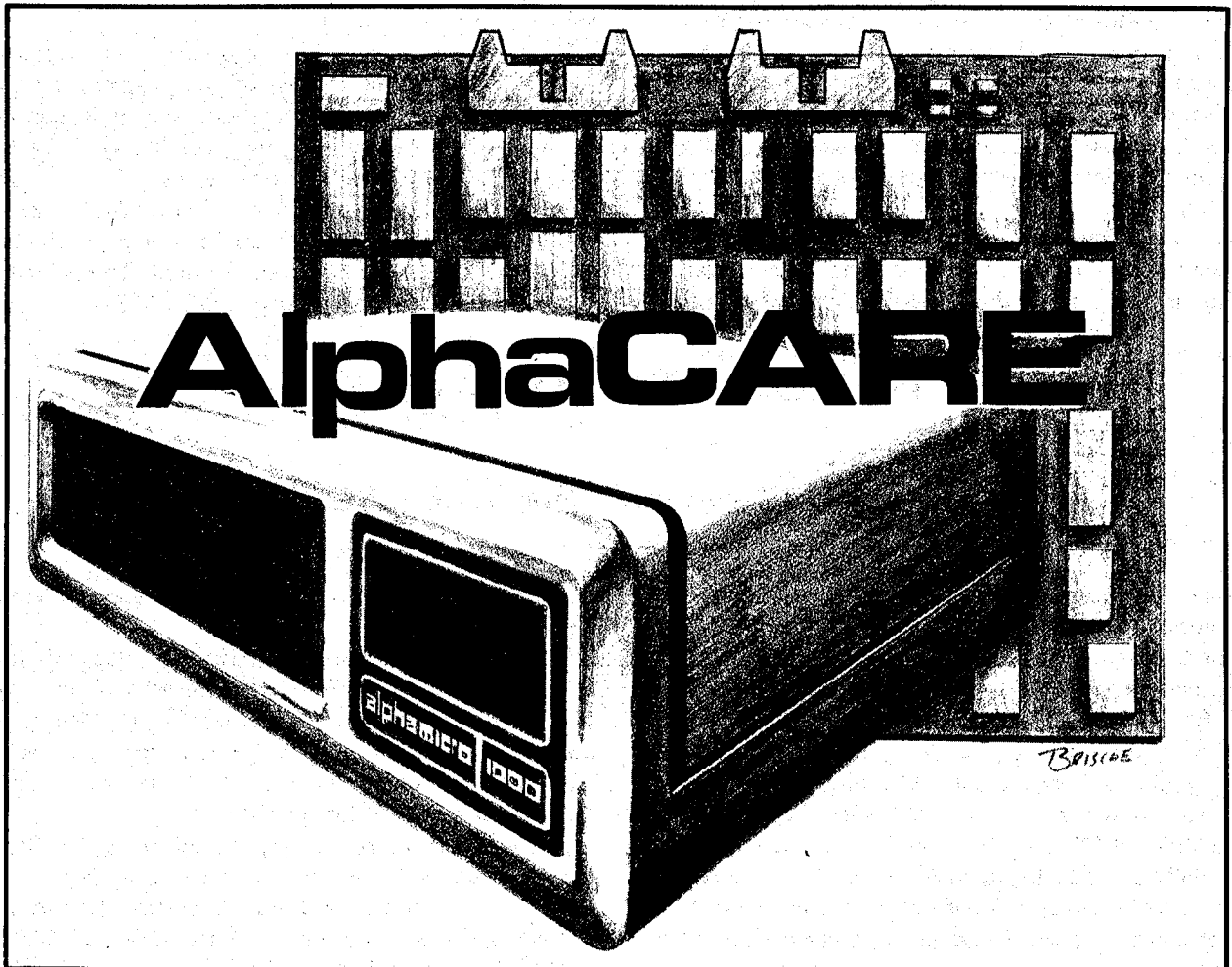


alpha micro

ISSG Newsletter

VOL.4 NO. 7 JULY 1982

Alpha Micro Announces AlphaCARESM



To complement the introduction of the AM-1000 Desktop Computer and the AM-100/L Central Processing Unit to our product line, Alpha Micro has developed a new and innovative service program - AlphaCARE. Designed to provide customer satisfaction through eliminating problems often associated with excessive turn-around times, AlphaCARE is our answer to a more expeditious and

prompt solution to these problems. Therefore, AlphaCARE will, during the standard 120 day warranty period, attempt to meet a forty-eight hour turnaround for replacement for the AM-1000 and AM-100/L for the domestic customer base. We anticipate expanding our international capabilities to include the AlphaCARE program in the near future.

Not only will this new program include the functions

ISSG Newsletter Index - Volume 4

SUBJECT	NUMBER	PAGE
ALPHALINK - Uses for the AM-110	5	4
ALPHAPASCAL - Software Notes	5	12
ALPHASERV - Network Expands	3	2
ALPHASERV - Network Expands	5	2
AM- 610 - Enhancements	2	8
AM-100/T and AM-120 - Jumpers for Use With AM-620	2	11
AM-1010/1011 - Drive Preventive Maintenance	2	5
AM-1020/1021 - Installation	1	6
AM-1041 - Installation	1	6
AM-1050/1051 - Drive Filter Change	2	2
AM-1060/1061 - Motor Control Board Enhancement	2	7
AM-110 - Uses for AM-110	5	4
AM-300 - Interrupt for 2nd in Winchester Systems	5	4
AM-410,420,610 - Controller Board Modifications	3	11
AM-422 - Subsystem Main PCB Modification	4	12
AM-610 - Enhancements	3	2
AM-610 - Video I/O Level Modification	6	4
AM-621 - General Discussion	1	2
AM-621 - Streaming Tape Subsystem Maintenance	5	8
AM-700 - When to Use the MPC	5	6
AM-710,700 - Parity Command Error Messages	4	9
AM-720 - 512KB Memory Circuit Board	4	2
AMOS - 4.6A Version Release Notes	6	10
AMOS MONITOR CALL - Generating a Shell Program	6	5
AMTEC - Communication/Information Link to ISSG	3	9
AMTEC - Update	2	1
BOOT PROMS - Reference Guide	1	7
CUSTOMER SERVICE - Defective Returns	1	1
CUSTOMER SERVICE - Customer Contact Program	3	2
CUSTOMER SERVICE - Returned Goods Policy	1	1
DEVTBL - Configurations for Winchester Systems	3	6
DOCUMENTATION - Adjustment for DSS-10000-24	6	10
MANUFACTURING - Consolidates Facilities	3	1
NEWSLETTER - Policy Changes	4	1
NEWSLETTER - Software Notes Consolidation	4	1
PACKAGING - Packaging Technology for Alpha Micro	6	1
PATCH - Implementing a Patch	6	11
PATCH - Patch to AM120.MAC	6	Sup.
PATCH - Patch to AM310.MAC	6	Sup.
PATCH - Patch to AX310.MAC	6	Sup.
PATCH - Patch to BADBLK.PRG	6	Sup.
PATCH - Patch to COMMON.MAC	6	Sup.
PATCH - Patch to COPY.PRG	6	Sup.
PATCH - Patch to CRT410.PRG	6	Sup.
PATCH - Patch to CRT420.PRG	6	Sup.
PATCH - Patch to DATA.PRG	6	Sup.
PATCH - Patch to DSKCPY.PRG	6	Sup.
PATCH - Patch to DSKPAK.PRG	6	Sup.
PATCH - Patch to FIXDVR.PRG	6	Sup.
PATCH - Patch to FMT210.PRG	6	Sup.
PATCH - Patch to MAP.PRG	6	Sup.
PATCH - Patch to RUN.PRG AND RUNSML.PRG	6	Sup.

SUBJECT	NUMBER	PAGE
PATCH - Patch to SERCH.SBR	6	Sup.
PATCH - Patch to SYSTEM.MON	6	12
PATCH - Patch to VUE.PRG	6	14
PATCH - Patch to WRMGEN.PRG	6	Sup.
SOFTWARE - Generaing a Shell Program	6	5
SOFTWARE NOTES - AMOS Version 4.6A Release Notes	6	10
SOFTWARE NOTES - CRT610	5	12
SOFTWARE NOTES - Documentation Adj. DSS-10000-24	6	10
SOFTWARE NOTES - Implementing a Patch	6	11
SOFTWARE NOTES - Placement of QUEUE Command	5	11
SOFTWARE NOTES - Software Hints	5	12
SOFTWARE NOTES - VCR and Streamer Subsystems	5	12
SOFTWARE NOTES - WRMGEN and Alternate Track Tables	5	11
STREAMER AND VCR SUBSYSTEMS - Software Notes	5	12
TRAINING - Schedule for March - September 1982	3	2
TRAINING - Video Training Tapes	5	1
VCR - CRT Options	2	1
VCR - Choosing and Maintaing a VCR	6	2
VCR - Save and Restore Program	4	10
VCR AND STREAMER SUBSYSTEMS - Software Notes	5	12
WINCHESTER SYSTEMS - General Discussion	1	9