

# The LisaTalk Report

Premiere Issue  
September, 1985

# **“The LisaTalk Report”**

A Publication of The NetWorkers

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**"The LisaTalk Report"**  
**Premiere Issue**  
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# PERSPECTIVE

By Lewis Guice

Our society has traditionally maintained a habit of regarding our elderly as unproductive, burdensome and in the way, perhaps now more than ever. At the same time, other cultures of the world continue to place great value on and share great respect for their elders as wise and honorable members of the society, to be cherished even long after death. What I suggest is that our society's attitudes and behaviors about its elders has undoubtedly affected our society in various other ways, particularly in the ways we approach our everyday personal and business activities and the decisions we make. We tend to over-emphasize the new and ignore the value of the old. You may think my analogy is a little extreme, but if you consider the essence of the Lisa phenomena and its impact on computerization, you might see my point.

As a computer salesman in San Francisco shortly after Lisa's introduction, I spent endless days and nights with her. I was infatuated with the mystique and aesthetic appeal of this technological wonder. In fact, I started using a mouse and recognized the intrinsic, intuitive value of the Lisa/Mac XL interface before most had heard of a Macintosh. But alas, the unfortunate chain of events which led to the demise of the Lisa/Mac XL, from its parallel introduction with the IBM XT to its creators' very poor marketing management and advertising strategies, was more than any technological entity could survive. Yet, the fact still remains that Lisa:

- \* Is a mouse driven, bit-mapped, 32/16 bit computer;
- \* Has a 12 inch monitor;
- \* Has a built in numeric key-pad;
- \* Can simultaneously reside several operating systems, from Lisa to Xenix, and Mac on her hard disk, all being accessible with very little effort;
- \* Is incredibly easy to use;
- \* Is incredibly easy to repair;
- \* Is incredibly easy to expand;
- \* Is physically capable with little effort and at any moment, to be

- \* Is physically capable of addressing six Macintoshes on a Xenix multi-user, accounting, word processing and/or relational data base management system.
- \* Offers software development capabilities;
- \* Can run most Macintosh software;
- \* Is the most sophisticated microcomputer ever put on the market.

No matter what anyone says, the Lisa is the grandmother of user-friendly technology. Of course, there was the Xerox Star, but I don't believe that anyone would disagree that the Lisa was the first significant step towards introducing true computer technology to the masses.

We are a nation of waves and trends; today's wonder is tomorrow's obstruction of progress. My fear, of this way of thinking, is our occasional inability to distinguish the difference between technological and marketeering progress. However, some of us more romantic types refuse to discard those great innovations that have somehow enlightened us in our personal and business lives and activities.

In honor of Lisa, I would like to share my predictions of her fate, not necessarily in any order:

- 1) AST Research, Inc., announces a 68020 co-processing board which includes all of the necessary technology to make Lisa 100% Macintosh compatible.
- 2) AST Research, Inc., announces that the Lisa/Mac XL, Macintosh Operating System will now take advantage of 4 MegaBytes of Internal Memory.
- 3) Infosphere announces a Multi-User, Record Locking, Disk Management System with multiple disk access for the Lisa/Mac XL.
- 4) Blyth Software Corp. announces a Multi-User Omnis 3 Data Base Management System to take advantage of the 4 MegaByte Internal Memory Board.
- 5) Priam announces a 16 GigaByte Laser Disk Storage device that is compatible with the Lisa/Mac XL
- 6) The NetWorkers introduces a full line of top-quality, affordable business

When I was younger, I didn't think that my parents really understood what was going on in the world. As I grew up, however, I realized how incredibly insightful they were about things. Rumor has it that Apple Computer, Inc., will be introducing a Macintosh with a twelve-inch screen, built-in hard disk and expansion slots. Maybe it's just that Apple's growing up.

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The Title of the Activity is:

LisaTalk

Welcome to LisaTalk, the on line conference developed for Lisa users to discuss the fate of the Lisa and Mac XL Computer Systems.

For more information about The NetWorkers or The Peninsula

Lisa Users Group:

Call Lewis Guice @ (415) 550-1710, or

Ms. Joan Dickey @ (415) 728-5462.

Thank you,

The NetWorkers

[1] NetWorkers (Central)

Welcome To The LisaTalk TeleConference.

LisaTalk Will Begin At 5 PM-PDT On June 19, 1985.

The LisaTalk On-Line Forum is sponsored by The NetWorkers in cooperation with the Peninsula Lisa Users Group and has been organized to provide the Lisa community with the opportunity to electronically discuss concerns about the discontinuation of the Apple CIM) Lisa computer. This forum is being conducted on InfoMedia Corporation's DEC PDP- 11 minicomputer, located in San Bruno, California, on its NOTEPAD proprietary computer conferencing system.

The NetWorkers thanks Apple Computer, Inc., all participating Lisa users and third-party developers, and the press for joining us tonight. We hope we will all benefit from the exchange of information about to take place. If you have any technical problems in the course of this forum, you may call 415/550-1710 where we will be glad to assist you.

[2] NetWorkers (Central)

How To Write and Review Entries

To Write Entry:

- Strike key number 4.
- At the hyphen, begin typing your entry.
- Strike two Carriage Returns to send your entry.

To Review Entries:

- Strike key number 5.
- "Review Entries" will appear.
- Strike ? - a question mark, and all of the various Review options will appear.

To Quit:

- Strike key number 9.
- Hang Up & Turn Off Your Modem.

0 R... Strike Control key and C simultaneously. [3] NetWorkers (Central)

To Suspend an Entry (or Stop Scrolling):

- Text will stop scrolling.

To Continue Scrolling Entry:

- Strike Control key and Q simultaneously.

- Text will continue scrolling.

Please keep entries as brief as possible, in terms of lines per entry--if your entry fills more than 2/3 of your screen, other participants will not have ample time to read your complete entry. If necessary, list your thoughts in several brief entries.

[4] NetWorkers (Central)

----- Confirmed LisaTalk Participants -----

George Por	Moderator
Stephanie	Littell Apple Computer, Inc.
Tom Barnum	Computer Connection
David Baasch	Infosphere, Inc.
Lewis Guice	The NetWorkers
Alex Hoag	Blyth Software
Ash Jain	AST Research, Inc.
David D. Redhed	The DeskTop Junction
Fred Reitberger	Intersol Corporation
Joan D. Dickey	Peninsula Lisa Users Group
Gordon Stubbs	Washington Apple Pi Users Group
Harvey Morrison Ken	Silverman Apple 32 Users Group
Captain John Day	Washington Apple Pi Users Group
Rob Graner	Graner Oil
Richard Hart	KPIX - San Francisco
Gary Ingram	Nite & Day Wind Systems
Daniel Sabsay	Cybernetic Moments
Kurt J. Schmucker	Productivity Products International
Mary Cadloni	Personal Computing
Joe Kroeger	ICON Newsletter
Dan Farber	MacWorld Magazine

----- Invited Guests Who Declined to Participate in the LisaTalk Forum -----

Steven Jobs	Apple Computer, Inc.
(Was in Europe.)	
John Scully	Apple Computer, Inc.
(Reason Unknown.)	
Randy Battat	Apple Computer, Inc.
(Was skeptical about the NetWorkers intentions.)	
Ellen Nold	Apple Computer, Inc.
(Reason Unknown.)	
Bob Boyle	Brock Software
(Was busy preparing for local computer show.)	
Bill Leineweber	Videx Software
(Staff would not be available.)	
Jim Stephans	Jet Propulsion Laboratories
(Will be in Japan.)	



(Will be in Japan.)

Mike Gabrielson . . . . .Semaphore Signal

(Felt LisaTalk concept was "beating a dead horse.")

Robert Woodhead . . . . .Registered Lisa Developer

(Something unexpected came up.)

John C. Dvorak . . . . .InfoWorld Magazine / S.F.Examiner

(Reason unknown.)

[5] NetWorkers (Central)

The following entries are brief LisaTalk Participant Biographies as provided by individual participants. Please do not hesitate to discuss your responsibilities further throughout the LisaTalk forum. Also, we have specifically not provided your address and/or phone number(s) in these biographies in order that you may do so at your discretion throughout the forum. (NOTE: Some addresses have been provided in this transcript as requested by those individuals listed.)

[6] NetWorkers (Central)

\*\*\*\*\*MODERATOR\*\*\*\*\*

Mr. George Por  
42463rd Street  
Oakland, CA 94609  
Phone: (415) 655-8921

George is editor of the NETWEAVER, an electronic newsletter published by the Electronic Networking Association, telecommunications editor of the Bay Area Computer Currents, author of a forth-coming book on Macintosh telenetworking, and member of Metasystems Design Group, Inc. , an online think tank and consulting firm based in Arlington, Virginia.

\*\*\*\*\*APPLE COMPUTER, INC. \*\*\*\*\*

Ms. Stephanie Littell, Product Manager  
Apple Computer, Inc.  
10460 Bandy Drive, #3  
Cupertino, CA 95014

Stephanie had diverse responsibilities in the direct marketing of Apple's Lisa computer, including pricing and determining marketing position. As such, Stephanie has been available in the past to many Lisa users and developers by phone and through visits to local user groups. As an Apple product manager, Stephanie is currently working on various Mac XL products being developed by Apple. [7]  
NetWorkers (Central)

\*\*\*\*\*RETAIL DEALER REP. \*\*\*\*\*

Mr. Tom Barnum, Sales Representative  
Computer Connection  
214 California Street  
San Francisco, CA 94111  
(415) 781-0200

Tom has been a sales representative with Computer Connection-San Francisco, the largest single authorized Apple dealer in California, for 11 months, and he is especially knowledgeable about the Macintosh computer environment

\*\*\*\*\*LI SA DEVELOPER\*\*\*\*\*

Mr. David Baasch, Director of Marketing  
Infosphere, Inc.  
4730 Southwest MacAdam Avenue  
Portland, OR 97201  
(503) 226-3515

David is responsible for product specification and market definition for new Infosphere products. Infosphere developed an XL-based disk and print server (XL Serve). Other products include PDP-1 1 hardware and Real-time operating systems. Infosphere utilizes 6 Mac XL computers.

\*

[8] NetWorkers (Central)

\*\*\*\*\*LI SA DEVELOPER\*\*\*\*\*

Mr. Lewis Guice, President  
The NetWorkers - An Information & Consulting Service  
3500 Market Street, Ste. #103  
San Francisco, CA 94131  
(415)550-1710

Lewis, founder and President of The NetWorkers, has a strong background and experience in high-level retail and corporate sales and marketing in the computer industry. He is widely known for his expertise in Apple's family of 32/16 Bit Lisa, Macintosh and Mac XL computers. Lewis co-founded the Peninsula Lisa Users Group to enhance his support of Lisa customers during employment with Computer Connection of San Francisco.

\*\*\*\*\*LISA DEVELOPER\*\*\*\*\*

Mr. Alex Hoag, Vice President/Sales  
Blyth Software  
2655 Campus Drive, Suite 150  
San Mateo, CA 94403

Alex has been with Blyth Software (formerly Organizational Software Corp.) since its inception in September, 1984. His specialty is Mac development, specifically with screen interface/background design. As well, Alex' responsibilities have included handling technical support for the Lisa as related to Omnis 2 & 3 relational database programs, and most Lisa development ambitions are funneled through Alex. Blyth is currently working on a multi-user version for the XL-Serve network by Infosphere.

[9] NetWorkers (Central)

\*\*\*\*\*LISA DEVELOPER\*\*\*\*\*

Mr. Ash Jain  
Director of Independent Business Unit  
AST Research, Inc.

Irvine, CA 92714  
(714) 863-1333

Ash directs AST's Independent Business Unit which is chartered to develop, manufacture, market and sell enhancement products for all Apple computers. Products include: Multi IO multi-function card for Apple IIe, RamStak memory add-on card for Lisa-Mac XL; MicroStore, hard-disk-tape backup subsystem for Apple IIe.

\*\*\*\*\* LISA DEVELOPER \*\*\*\*\*

Mr. David D. Redhed, Owner/Organizer  
The DeskTop Junction/The ToolKit Users' Group  
712-35th Avenue  
Seattle, WA (206) 325-9670

As owner/organizer of the DeskTop Junction, David gathers product info. for Lisa users and publishes the information for subscribers. David also founded the ToolKit Users' Group after Apple dropped Lisa support. David also performs consulting under the name of Clear Skies Consulting.

[10] NetWorkers (Central)

\*\*\*\*\*LISA DEVELOPER\*\*\*\*\*

Mr. Fred Reitberger, Vice President  
Intersol Corporation  
75 Hancock  
Braintree, MA 02184  
(617) 848-7222

Intersol Corporation maintains the TechniCall Support Hotline, a subscription service offering individualized solutions by telephone 6 days a week, for Apple II, ///, Lisa and Macintosh computer users. formerly the Apple Hotline.)

\*\*\*\*\*LISA DEVELOPER\*\*\*\*\*

Mr. Kurt J. Schmucker, Member of the Professional Staff  
Productivity Products International

Kurt is author of "The Complete Book of Lisa" (Harper & Row, 84)--the only book about the 7/7 software, as well as "Object-Oriented Programming on the Apple Macintosh" Hayden, 85). Kurt owns 3 Lisa's & 1 Mac XL. Kurt is also a "toolkit." developer and instructor for courses in object-oriented Programming Lisa Toolkit, Clascal, MacApp, Smalltalk, Object Pascal). PPI is a registered Mac Developer and beta test site, now moving its Objective-C programming language to the Mac. Member of Washington Apple Pi User Group.

[111 NetWorkers (Central)

\*\*\*\*\*USER\*\*\*\*\*

John Day, Chairman-Lisa Special Interest Group  
Washington Apple Pi User Group  
7618A Thorn Street  
Fort Mead, MD 20755

As Chairman of the Lisa S.I.G. for the Washington Apple P1 User Group, John prepares many software and hardware evaluations for the Apple Pi Journal. which has circulation of 10,000. John and many of the other S.I.G. members (about 100 members strong) are some of the first Lisa users ever; John calls many of the 5.1.0. users "industrial strength users" as many are involved in buying equipment for large organizations. John uses his own Lisa indirectly for work as Captain for the U.S. Army, specifically LisaDraw and MacPaint for briefing slides for presentations to general officers. The Washington Apple P1 User Group has a variety of information services, including a telephone hotline number for Lisa users.

\*\*\*\*\*USER\*\*\*\*\*

Mr. Rob Graner, Director/Operations  
Graner Oil Company

Graner Oil Company, an oil producer and well servicing company, has been in business for 41 years. Rob is also a member of the MacOrange User Group, which consists of 4,500 Macintosh users and 12 Lisa users. Rob uses his Lisa 7/7 for in-house journalism, spreadsheet and accounting. He is also a Beta Tester of the Migration package.

[12] NetWorkers (Central)

\*\*\*\*\*USER\*\*\*\*\*

Mr. Richard Hart, Host  
KPIX - Evening Magazine

As co-host of the San Francisco KPIX television show, "Evening Magazine", Richard uses LisaWrite to write television scripts; LisaCalc to document the show's budget; LisaTerminal to communicate with producers to update scripts; and LisaDraw to plan the sets/shoot locations. Richard has been a member of the Peninsula Lisa Users Group since its inception in 1984.

\*\*\*\*\*USER\*\*\*\*\*

Mr. Gary Ingram, President  
Nite & Day Wind Systems

Gary has been developing and installing alternative energy systems for the last ten years. For the last six years he has been directly involved in the development of an inventory control system for a large lumber company on a DEC PDP- 11/44. Gary is an energy consultant for such companies as AT&T, PG&E and Pacific Bell. He is the Public Domain coordinator for MacNet/News and has been designated as a Beta Tester for the upcoming versions of Odesta Helix. He was recently the centerfold in the April issue of MacWorld.

[14] NetWorkers (Central)

\*\*\*\*\*USER\*\*\*\*\*

Mr. Daniel Sabsay, President  
Cybernetic Moments  
Cybernetic Moments utilizes three Lisas and several Macs to develop Mac Software. One such product is called MacPrompter, a program which simulates a teleprompter with smooth scrolling text for public speakers. Other products include Macintosh game software and Unix bridge software.

[15] NetWorkers (Central)

Ms. Joan D. Dickey, President  
Peninsula Lisa User Group  
P.O. Box 133  
Moss Beach, CA 941038  
Recorder: (415) 728-5462

Co-founded Peninsula Lisa Users Group in March, 1984. P.L.U.G. now represents over 125 users of Lisa and Mac XL computers. Joan also designs & implements day-to-day program templates on Lisa 7/7 and Omnis 3 as data management chief and consultant for small bussness users for The NetWorkers.

[16] NetWorkers (Central)

\*\*\*\*\*USERGROUP\*\*\*\*\*

Mr. Gordon Stubbs, Lisa-"Mac XL" Chairman  
Washington Apple Pi Users Group  
5414 Juliet Street  
Springfield, VA 22151

Gordon is responsible for membership, meetings, and review of articles on Lisa or Mac XL for publication in monthly meetings. Washington Apple Pi was founded in 1978 and has grown to over 7,000 participating members, mainly from Northern Virginia, District of Columbia, and Maryland, and now all over the world.

\*\*\*\*\*USERGROUP\*\*\*\*\*

Mr. Harvey Morrison, Executive Director  
John Lopresti, Technical Support  
Marin Conservation Corp.

The Marin Conservation Corp. is a non-profit conservation and youth employ-ment agency for which Harvey has planning and purchasing authority for its 2 Lisas and 1 Macintosh. Harvey and John are also representatives of the Ken Silverman Apple 32 Users Group.

\*

[17] NetWorkers (Central)

\*\*\*\*\*PRESS\*\*\*\*\*

Ms. Mary Cadloni, Editorial Assistant  
Personal Computing

Mary uses 1 of 3 Lisas at Personal Computing. She prepares reviews and the questions and answers in the Answer Column and organizes the staff using LisaWrite. Her office also uses LisaTerminal to send files to New Jersey. Other responsibilities include testing Macintosh software for compatibility with Lisa. Mary also owns here own Lisa at home.

\*\*\*\*\*PRESS\*\*\*\*\*

Mr. John C. Dvorak, Journalist  
InfoWorld and The S.F. Examiner

\*\*\*\*\*P R E S S\*\*\*\*\*

Mr. Joe Kroeger, Editor  
ICON Newsletter

Sunnyvale, CA 94087  
(408) 732-9988

As Editor for ICON Newsletter, a publication of the Ken Silverman Apple 32 User Group, and as Owner of Elkhorn Associates, a technical consulting, company, Joe performs his word processing, spreadsheeting and graphics work using both MacWorks and 7/7 on his Lisa.

\*\*\*\*\*PRESS\*\*\*\*\*

Mr. Dan Farber, Associate Editor  
MacWorld Magazine  
555 De Haro Street  
San Francisco, CA 94107  
(415) 861-3861

Dan utilizes one Lisa and one Mac XL, mostly using MacWorks.

[18] NetWorkers (Central)

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1) The NetWorkers owns the copyrights to the LisaTalk Forum; 2) The LisaTalk Forum was held in cooperation with the Peninsula Lisa Users Group; and 3) The LisaTalk Forum was held on Infomedia Corporation's host computer using its NOTEPAD proprietary computer conferencing system.

[19] Por (George)

Welcome to the first LisaTalk conference!

[28] Por (George)

Welcome to the first LisaTalk computer teleconference!

Pastry and coffee are in the back, on the coffee tables...

As you enter this room, look around to see who else is here... I suggest that we spend the first 10 minutes of the conference by walking around, greeting old friends, making new ones, and telling a few things about ourselves. Please provide the following information:

- From what location are you joining LisaTalk;
- Who else is in your company presently;
- Which organization are you representing; and
- List anything important about yourself in relation to Lisa/Mac XL computers which may have been left Out in your description in your participant biography.

[29] Por (George)

If you have any questions about forum protocol or specific questions about using this medium, please put them forward. Lewis Guice of The NetWorkers Central and I will answer all questions possible.

Telephone support is available at (415) 550-1710.

(NOTE: PARTICIPANTS IN ORDER OF JOINING CONFERENCE)

Por (George), Guice (Lewis), Littell (Stephanie), Jain (Ash), Reitberger (Fred), Schmucker (Kurt), Morrison (Harvey), Sabsay (Daniel), Day (John), Cadloni (Mary), stubbs (Gordon), Ingram (Gary), Graner (Rob), Dickey (Joan), EVREN ~ARY), Larry Rosenstein, Kroeger (Joe), Farber (Dan), Redhed (David), Hart (R.), MARY SATO, Baasch (David), Barnum (Tom), Hoag (Alex)

[20] Jain (Ash)

HELLO, MY NAME IS ASH JAIN, AND I'M WRITING TO YOU FROM THE IBU AT AST RESEARCH, INC., IN IRVINE, CA.

[21] Reitberger (Fred)

Hello, I'm Fred Reitberger from InterSol in Mass. InterSol was responsible for the Lisa Hotline under contract from Apple Computer. We are still providing service to many Lisa owners under a fee or subscription basis.

[23] Guice (Lewis)

- Hello. This is Lewis Guice, President of The NetWorkers.
- I want to thank everyone for helping out. I'm in San Francisco,
- California,

[25] Guice (Lewis)

- I'm accompanied by Ms. Roxane Schwabe, Vice President of
- The NetWorkers.

[22] Schmucker (Kurt)

Hello, I'm Kurt Schmucker from Productivity Products International. PPI is a registered developer of Macintosh software. I wrote the only book on the Lisa 7/7 package - not exactly a best seller considering recent events. I am now finishing a book on object-oriented programming on Mac and Lisa - a book that will cover both MacApp, the Lisa Toolkit, and Smalltalk.

[27] Littell (Stephanie)

Stephanie is accompanied by Larry Rosenstein who worked on the Lisa Toolkit and the 7/7 to Macintosh Migration path software.

[33] Ingram (Gary)

Hello,

This is Gary Ingram calling from high atop the infamous Pine Mountain, Just 6 miles north of Davenport Calif. (Davenport???)  
It's just north of Santa Cruz.

[31] EVREN (MARY)

Thank you George. I represent InfoMedia Corporation, provider of NOTEPAD, the confer-

a number of applications: heavy telecommunications, some database management for prospect lists, some graphics for promotional pieces and seminar announcements, and some word processing. If anyone needs help or tips on using Notepad, please drop me a note (At the ACTION: prompt, touch key 1 and type EVREN followed by a carriage return. Type the note and type two carriage returns to send.)

[38] Morrison (Harvey)

Morrison (Harvey) and John Lopresti have joined the conference and have caught up with all the other entries. We are participating from foggy Tiburon.

[39] EVREN (MARY)

Oops, I forgot to mention that I am logging in from the InfoMedia San Bruno offices near the San Francisco airport. It is sunny and nice out there, a great day for the beach. I hope it is a good day for the Mac too...

[35] Por (George)

Your guests--any people who are presently in your company and who do not have a user ID--are welcome and encouraged to participate in LisaTalk.

The only requirements are:

Guests should start each of their entries by typing their name followed by a colon, to prevent confusion about the party with whom we are talking.

The very first entry is putting his/her business card on the table and telling about the SPECIFIC interest in LisaTalk.

[41] Kroeger (Joe)

This is Joe Kroeger. Question: When Reviewing, how can I abort that activity and return to ACTION?

[36] Jain (Ash)

HI, THIS IS ASH JAIN AGAIN. JOINING ME IS MARY SATO. SHE IS RESPONSIBLE FOR MARKETING OF APPLE ENHANCEMENT PRODUCTS AT AST. BOTH OF US WOULD LIKE TO THANK LEWIS AND ROXANE AT NETWORKERS FOR THEIR HELP THROUGHOUT THE DAY TO GET US ON THE AIR AND GIVE US THE OPPORTUNITY TO PARTICIPATE IN THIS EVENT. (I'ARDON THE SPELLING ERRORS) WE KNOW SOME OF YOU LOGGING ON. HI, STEPHANIE!

[43] Ingram (Gary) Hi ,Fred

I've been pretty busy here with the new Helix agreements and building a business system that will work on this thing (I hope!)

[460] Ingram (Gary) Hi stephanie,

I wasn't able to contact you by voice line this week so how are you??

[42] Sabsay (Daniel)

Hello everybody, This is Daniel Sabsay from Berkeley, California, a little overcast and cool here. I am a Macintosh developer with a few friends who have Lisas (not present here or now)



we see today. I am concerned about conversion of Lisa files that I have on ice and porting of the Pascal development environment over to the Mac.

[44] Graner (Rob)

GOOD EVENING ALL; MY NAME IS ROB GRANER; WE ARE IN LONG BEACH CA., ON A LISA 2-5.I HAVE WITH ME MATT AND BARBARA GRANER.

[47] Farber (Dan)

HELLOMY NAME IS DAN FARBER-I'M THE ASSOCIATE EDITOR AT MACWORLD MAGAZINE. I'M INTERESTED IN ANY COMMENTS REGARDING THE LISA DEMISE THAT WE COULD SHARE WITH OUR READERS.

[57] Graner (Rob)

DAN, AS AN END USER OF THE LISA COMPUTER, I FEEL THAT THE TECHNOLOGY GAINED WAS REMARKABLE AND REVOLUTIONARY! WE ARE SAD TO SEE IT GO, WITH THE ADVANCEMENT OF BOTH MAC SOFTWARE AND HARDWARE, WE BELIEVE THE END USER WILL BOTH BENEFIT AND BE MORE INFORMED-WITH NEW SOFTWARE PRODUCTS (SUCH AS "GEM").

[52] Cadloni (Mary)

Hello, my name is Mary; I am the spokesperson at Personal Computing.

[51] Redhed (David)

This is Dave Redhed up in Seattle waiting to see all this important information about Lisa and the XL.

[55] Jain (Ash)

HI STEPHANIE. THIS IS ASH. I'M LEAVING THIS SATURDAY AFTERNOON, I HOPE!

[59] Redhed (David) I'm ready!!!

[34] Stubbs (Gordon)

We are joining the group from Washington Apple Pi in Rockville Maryland. Also here are Tom Warrick, our President elect. Bernie Urban, Editor. Will Long, plus 5 other members.

[65] Schmucker (Kurt) I'm ready too.

[45] Day (John) Hello, I would like to thank the NetWorkers for sponsoring this forum for the greater good of all Lisa/XL users. Forums such as this are important for all, since there is a great deal of confusion about the fate of Lisa owners and their machines. Ms. Littel has been most helpful with information about the development at Apple of future products, but many of us are still skeptical of continued support. Specific issues of concern are numerous. Many companies have been helpful to Washington Apple Pi, and we appreciate their cooperation. Specifically, AST (Mary Sato and Ash Jam), Blyth Software, Priam, Inc (Mark Taber) and others too numerous to mention. Such help is invaluable to groups like Apple Pi, because the "average" user is very cautious about buying new (and often unseen and expensive) products. The first issue I would like to raise is the issue of continued repair support for the Lisa. Stephanie, can we really expect parts and service to be available in the future, and if so, for how long and through who?

[53] Por (George)

Those of us who have not yet specified their reasons and expectations of being here, please do so, then we can set our agenda and get on with it...

[82] Morrison (Harvey)

AS A NON PROFIT END USER, WE ARE CONCERNED THAT THE CONSIDERABLE CAPITAL INVESTMENT THAT WE HAVE MADE IN LISA EQUIPMENT IS PROTECTED. WE HAVE HUNDREDS OF DISKS OF INFORMATION AND DOCUMENTS ALREADY IN 7/7 AND SPENT CONSIDERABLE TIME AND EXPENSE IN THE UPGRADE TO 2/10. OUR MOST RECENT COMPUTER PURCHASE WAS A PC-AT. THIS WAS OUR REACTION TO APPLES POLICIES. HOWEVER OUR LISA IS USED AN AVERAGE OF THREE TIMES THE HOURS THAT THE PC IS. WE ARE INTERESTED IN CONTINUED SUPPORT AND UPGRADE OF THE LISA SOFTWARE WITH ITS BETTER OFFICE CAPABILITIES THAN THE MAC

[94] Hart (R.)

Fred Reitberger may be able to talk a little about the relationship between Steve Jobs' wasting the Apple /// and what he did to Lisa.

I, for one think Apple is vulnerable to 2 things because of Jobs' impetuous and imperial handling of both cases:

- (1) bad publicity
- (2) a few law Suits.

The fact is Apple touted more than 100 developers preparing programs for Lisa almost the same month they alerted favored dealers to DISCONTINUE development in favor of Mac!!!

[100] Guice (Lewis)

- ARE THE FOLLOWING THINGS FIXED TO THE DEGREE THAT THE AVERAGE
- END USER WILL FEEL COMFORTABLE w[111] THEM:
- LISA 7/7
- MACWORKS
- THE MIGRATION PACKAGE?
- IT IS MY UNDERSTANDING THAT THERE ARE PROBLEMS WITH JAZZ,
- MAYBE ROB GRANER COULD ADDRESS THIS.

[84] Ingram (Gary) Stephanie, I realize that Apple is continuing to offer support for Lisa and I have experienced much of that first hand. However, if a person needs something a little Out of the ordinary it is very difficult to find it. I guess what I am saying is that the people that are supposed to know where to get the things that we need sometimes don't know.

[121] Day (John) Stephanie, Please don't feel like a moving target for our concerns, that is clearly not our intention, however we do have some legitimate questions that need answers. My next question is--I understand that Apple still considers the Lisa to be the sole developers system, and will continue to for the next year. Is this correct? And if it is, will there be new/updated versions of the Workshop? Where will we get the new versions of the Workshop from? Will the developer channels be the only way to get them or will the "normal" owner/user be able to get newer Workshops as well?

[61] Por (George)

So, it seems to me that there are three major issues that we can deal with in the time available

- 1) Interpretation of Apple's commitment to service and support Lisas/Mac XLs in SPECIFIC terms, including the Migration package, and bugs in MacWorks and Lisa 7/7.
- 2) Available and planned third party support.
- 3) The possibility of an international on-line Lisa/Mac XL user group.

Let's start with the first one. Can anybody recall what was Apple's SPECIFIC commitment?

[72] Guice (Lewis)

- Stephanie, you might be willing to just summarize Apple's
- official position and plans regarding The Lisa/Mac XL.

[105] Hart (R.)

I get the feeling from Apple that it will respond to complaints from users and from developers trashed by the Lisa demise only to the extent that those users and developers yell. In other words, if we demand file translations, that's all we'll get--if we demand hardware upgrade, we'll get that. If we demand equivalent software (NOT Jazz!), we ought to get that. But, to Apple's relief, I don't hear much yelling.

[106] Reitberger (Fed)

By the way. ...When Apple talks of Support (with a capital 'S') remember that they are turning off all end-user support phone lines as of the end of this month. All the end-user can do will be to go to a dealer for help! Or should I say support (small s). In fact the other day I asked a dealer about the Lisa 7/7 system as to price and availability, his answer "What do you want to buy a Lisa for when I can get you a Mac cheap?"

#### APPLE SUPPORT – MACWORKS

[89] Day (John)

The current version of MacWorks doesn't let XL users use external Profiles on the Mac desktop. MANY of us feel that this is a gross oversight, since we want to be able to use BOTH the Lisa software and the Mac software and one 10 meg hard disk doesn't have the space for 7/7, the Workshop, and Omnis 3 on the Lisa side and still have much, if any, room for Mac stuff. I can tell you that a partitioned 10 meg hard disk is -not-the right answer. People like Kurt Schmucker, Gordon Stubbs, and myself have more than one Profile and would like to 'be able to use them two or more at a time on the Mac side of the house! When, oh when, will MacWorks let us use Profiles attached to the parallel interface card???

[109] Ingram (Gary)

I agree with John Day in his comment about the overlooking of the use of the external profiles with the MacWorks. Even with the 10 MB disk and a Profile on the Parallel there isn't enough room to develop an effective business control system if you plan to use the Apple Talk.

[112] Morrison (Harvey)

WE AGREE WITH DAY'S COMMENTS ABOUT MAC WORKS .I HAVE FOUND OUR VERSION UNSATISFACTORY. WE WERE VERY ANGRY ABOUT NOT BEING ABLE TO USE THE PROFILE.

[95] Dickey (Joan)

consider publishing a maintenance manual for Lisa and XL owners with full hardware specs including schematics, or provide some sort of network or data center where a user can call for this information if service is needed. There is also some concern regarding the availability of parts and the mechanism Apple will use to provide maintenance as promised in their letter of May 7, 1985, for the next five years.

On the subject of better communications: While Apple is still working on "debugging" MacWorks, our members feel it would be of benefit if Apple could communicate with Lisa MacXL owners more often to let them know when updates are available by establishing some sort of communications vehicle that Lisa and MacXL owners could check to see if any further updates are available, thus helping relieve dealers from having to constantly handle this type of call. Possibly our various user groups throughout the nation could act as this type of resource, with Apple contacting each group on a regular basis.

Our members would like Apple to consider providing MacWorks XL version to Lisa owners at no additional cost.

On the issue of software/hardware for Lisa and MacXL: Our members would like Apple to consider 1) creating a hardware version MacWorks once a final debugged version has been achieved (or having a third party developer create a hardware version), 2) abandoning software protection for Lisa Office system informing owners how to unprotect the software, and 3) providing more information of where Apple stands on the subject of the file server for MacXL. Our users feel that third party software developers should label their products with statements regarding compatibility with Lisa and MacXL computers to avoid the frustration, expense and disappointment of purchasing a program that won't function on a Lisa. Our members are interested in learning what products third party developers are still intending to produce.

[114] Littell (Stephanie) Let's talk about MacWorks XL.

The completed version is in the process of being sent to all folks who ordered Macintosh XLs on or after Jan.24, 1985. We have met almost all backlog now, in fulfilling those orders free of charge. Additionally, upgrade units are available by mail order - dealers have received complete information regarding the ordering process.

By the way, this is the first official release of MacWorks XL. Please be sure that you have obtained the correct version.

[123] Redhed (David)

Stephanie - I received that package from Apple and the MacWorks is not the "final". I learned this from the local Apple Office who checked the status.

[124] Guice (Lewis)

- What is the rumored 30 dollar charge, and does the package
- have adequate documentation for Mac XL?

[163] Littell (Stephanie)

Since the Macintosh was released, Apple has been trying to focus the attention of developers on the Macintosh environment & OS. Apple does not have the resources to support both the Lisa OS and the Macintosh OS. It is also less confusing for customers and developers to support 1 environment. A lot of users consider the Macintosh XL with MacWorks XL to be an excellent business computer.

(We are using a Macintosh XL right now!)

[186] Littell (Stephanie)

One solution for managing disk space is to dedicate 1 hard disk (eg., the internal hard disk) to MacWorks and dedicate the other hard disk to 7/7 and/or Workshop.

[195] Redhed (David)

Stephanie - I have done this with my three profiles, but I am still losing my Lisa Preferences - when is the "final" MacWorks coming?

[196] Schmucker (Kurt)

Re: Managing disk space.

I am doing what Stephanie has suggested. It works OK, but I still want to use Profiles off of the parallel interface cards for Mac. Of my four external profiles, one is 7/7, two are the 3.0 Workshop, and one is the 3.1 Workshop with MacApp. My internal disk is completely Mac..

[199] Redhed (David)

Kurt - sure we all want more software on Lisa, but surely everyone has given up for reasons you have already listed

- no more developer support (i.e. toolkit)

[211] Redhed (David)

Kurt - I take it you never want to do a repair on Mac.

[194] Jam (Ash)

STEPHANIE - WILL MACWORKS XL BE AVAILABLE THROUGH DEALERS? IF SO, AT WHAT PRICE?

[19] Littell (Stephanie)

Re: MacWorks XL in dealerships

MacWorks XL is available for \$195 thru dealers. People who already have MacWorks can get an upgrade thru the mail for \$29. Dealers have details on the mail upgrade program.

[193] Guice (Lewis)

- John Zimmerman:

- Stephanie: Does Apple plan to introduce a method of "repairing"

- the hard disk for Mac XL to get rid of the "bugs", "trash"

- , "icon remnants" etc that are continuously left behind

- under MacWorks (similar to the "repair Disk" routine under

- Lisa 2.0, 3.0 & 3.1)? MacWorks is still very buggy (even

- the XL version which I have had several problems with.

[204] Littell (Stephanie)

Re: Repairing Macintosh Disks

There is no facility for repairing Macintosh disks in general; ie., it is not solely a MacWorks problem.

[214] Schmucker (Kurt)

I had to repair my Mac disk once. It was horrible. One of the things I have learned in this conference, though, was how lucky I have been. I haven't even heard of some of the problems many of you seemed plagued by.

[223] Littell (Stephanie)

The new Finder (version 4.1) was designed to handle large number of files. It is also much faster than the previous version. All MacWorks users should be using this version of the Finder.

[227] Graner (Rob)

STEPHANIE: THIS IS TRUE, BUT WE STILL CRASHED THE SYSTEM USING 4.1 FINDER.

[229] Littell (Stephanie)

We try to test all software (including the Finder) extensively. We tested the new Finder with 100's of files over a period of several months. If your problem is reproducible, then you should mail in a bug report

Mail it to: Software Resource Center, Apple Computer, 20525 Mariani Ave MIS 2-P, Cupertino CA 95014.

[230] Baasch (David)

I've noticed a lot of complaints about MacWorks and Finder problems. We've seen virtually none with the production release, and we run three asynchronous background tasks including print spooling! If a systems reformatted and generally sanitized before the production code's installed, and all system files are brought up to current rev, we run reliably even on old 2/5's. Production MW's got a great reputation here. The only problem is that it's hard to tell what version you have if it hasn't come off Apple disks.

[111] Redhed (David)

There is a bug in the most recent version of MacWorks which wipes Out part of the preferences you set in Lisa 7/7 When will the "final" MacWorks be sent out, Stephanie?

[95] Dickey (Joan)

On the issue of present problems with Lisa 7/7 and MacWorks:

Since the ability of the various generations of Lisas to function adequately with MacWorks is dependent upon the type of ROM chips used at the time of manufacture, our members feel it would be beneficial to know which versions of MacWorks are compatible with their particular computers and would like to see Apple start a program wherein ROM chips that are not compatible would be replaced so that MacWorks will function properly and allow Lisa to access 10 megabyte profiles (since at this point some will--and some won't). Since most of our users are operating in a business environment, much distress has been voiced over the fact that both 7/7 and MacWorks "bomb" frequently and we would like to see this problem addressed.

On the issue of documentation of system updates: Our members would greatly appreciate some written documentation from Apple and/or developers when receiving update through the dealers (such as the latest version of MacWorks, MacWrite and MacPaint) regarding the new enhancements. Perhaps a MacWrite document to accompany the update which can be copied by the user and printed Out or simply read on the screen would work.

[113] Guice (Lewis)

- What about the inconsistencies of the internal ROMs of the
- Lisa. As you all know the changes from D,H,A and on and
- on have created some very freaky bugs.

Steph, Joan makes a good point: Apple's definition of support is, "Let the dealer handle it Let the dealer contact users about updates. Let the dealer inform buyers what H/88 ROM means, etc...." If the user is in the dark, Apple shrugs and says, "Well, it ain't our fault. We told the dealer." The story of the Lisa has been one long litany of this kind of support. Lisa users weren't mailed notification of ROM changes, bugs, updates, etc. When you say, "We will continue to support..." do you mean The Same Old Support?

[160] Littell (Stephanie)

Re: ROM versions

The ROM for the Macintosh XL (Lisa 2/10) should be H/88. The ROM version for the Lisa 2 (with external hard disk) should be H/A8. These parts can be ordered by dealers.

[138] Cadloni (Mary)

I WAS THE SUPPORT INDIVIDUAL AT LIVING VIDEOTEXT AND THE NEW 512 VERSION OF THINK TANK STILL HAS SOME BUGS BECAUSE OF THE VERSIONS OF MACWORKS YOU USE WILL BE DEPENDENT ON THE COMPUTER CRASHING YOUR FILES. AS ANOTHER, THE AUTHOR OF THE THINK TANK BOOK FOR THE IBM, BY SYBEX , IS NOW CONSIDERING WRITING A 512K MAC BOOK BUT DOES NOT PLAN ON MENTIONING THE LISA COMPUTER IN CONJUNCTION WITH THIS PROGRAM.

APPLE SUPPORT - HARDWARE

(49) Ingram (Gary)

One of my major concerns, after having been directly affected by it in the Past month, is hardware support for the USA (as opposed to the MacXL. If I trade in my Lisa on a MacXL, I lose the parallel port AND have to put up with that irritating green phosphor trace on the new screen. Who is handling the USA hardware old or new?

[56] Jain (Ash)

STEPHANIE WOULD YOU LIKE TO RESPOND TO GARY INGRAM'S QUESTION?

[91] Redhed (David)

Will Apple provide support in the form of information about how to write new printer drivers for Lisa or hardware information that will allow 3rd party developer. to do something in a reasonable way?

(60) EVREN (MARY)

Is the hardware support of the Lisa going to be handled still via Apple or subcontracted to someone else, or just put out to the free enterprise of entrepreneurial computer companies?

[62] Uttell (Stephanie)

To answer the question on Lisa hardware support:

As we have said earlier, Apple will continue to provide support for the Lisa hardware.

[75] Reitberger (Fred)

Stephanie, I know that Apple's public position is to continue Macintosh XL X-Lisa) Support. BUT, three dealers in the Boston area I know are pulling XLs apart just for parts that are not coming from Apple! Hard disks are the most scarce and many are wondering just what SUPPORT REALLY means?

[85] Guice (Lewis)

- In addition, what is the precise definition of "SUPPORT"?

(79) Uttell (Stephanie)

Part of any Apple product plan is forecasting enough service stock to cover repairs for 5 years beyond the date for which manufacturing is discontinued. Thus, we anticipate that any future service requirements can be handled through authorized Apple dealers (as with any other Apple product).

[88] Guice (Lewis)

- Many Apple Dealers are not familiar and thereby not equipped  
- to offer the support necessary to establish a user comfort  
- zone. This, in fact, is a hotly touted issue.

[192) Stubbs (Gordon)

STEPHANIE: SORRY, I HAD HARDWARE PROBLEMS ON THE CLUB EQUIPMENT SINCE ALL 1700 MEMBERS USE IT FREQUENTLY. MY LISA/S AT WORK AND MY MAC AT HOME HAVE NEVER GIVEN ME ANY PROBLEMS. THANK ALL PARTICIPANTS FOR THEIR GRACIOUS CONTRIBUTION TO THIS ENLIGHTENING PARTICIPATION.

[217) Ingram (Gary)

In reference to hardware problems (again). I had this Lisa protected since day one with a ferroresant transformer and have had not one problem with it. On the other hand a friend of mine who bought his Lisa in the same week, had his for two weeks and the power supply for both the CPU and the Profile went at the same time. Apple replaced them for him and he bought a transformer before he put it on line again. He has not had another problem in two years.

APPLE SUPPORT - LISA 7/7 AND MIGRATION PACKAGE

[97] Por (George)

So, now we heard of Apple's support as far as servicing Lisa/Mac XL through Apple's dealer base. The quality of this support is still something to see, I guess it will be rather uneven due to dealers' uneven profit margins on service jobs...

When can we expect the Migration package, and debugging Mac Works and Lisa 7/7?

[76] Hart (R.)

THIS is Richard Hart in San Francisco. I am not happy with what I have heard so far from Apple regarding migration for Lisa users. I will not give up Lisa power (especially with my AST RAMstack 2 MB), until something equivalent is available. At the time it is available, I expect Apple to help me migrate. Mere file translation is unacceptable.

[120) Morrison (Harvey)

WOULD LIKE TO SEE SOFTWARE TO CONVERT MAC TO 7/7, AS WELL.

[134) Hart (R.)

The most crushing blow to me as a writer was that THINK TANK was not developed for Lisa. So, I use THINK TANK 512 under MacWorks to develop long scripts and even book-length documents. The problem is: How will the migration package help me put this stuff into LisaWrite? Harvey Morrison has a good point here.



checker is the best there ever was. But can I get to migrate BOTH ways with text?

[125] Reitberger (Fred)

For those that are interested in moving information from Mac to Lisa.... There is a tool that is floating around Apple that allows the cutting and pasting into a joint scrapbook between Lisa and Mac. The word I heard was that it WILL NOT be a product because people are ONLY interested in going to Macs not the other way. (How am I DOING John Dvorak?)

[133] Ingram (Gary)

I have used the Scrapbook and it works very well if you don't over load the RAM. And if you need an "Industrial Strength Spelling Checker" you can use it to bring Mac documents into LisaWrite, check the spelling, and then go back the other way to Mac.

[139] Morrison (Harvey)

I WOULD APPRECIATE IT IF FRED OR ANYONE ELSE KNOWS HOW TO GET A HOLD OF THE MAC TO LISA SOFTWARE.

[142] Guice (Lewis)

- The NetWorkers has the Mac to Lisa Software.

[165] Day (John)

There is no question that switcher is not \_true\_ multi-tasking the question or perhaps the answer---is that the \_best\_ alternative is to have BOTH the Lisa and Mac available and to be able to send things from Lisa to Mac \_or\_ from Mac to Lisa!!! I for one would like to see Apple develop a bi-directional Migration package. Who else agrees with me???

[174] Guice (Lewis)

- John, we have one!!!!!!!  
- The NetWorkers

[175] Schmucker (Kurt)

A bi-direction conversion package would be quite useful.

[178] Guice (Lewis)

- We have a bi-directional package.

[164] Schmucker (Kurt)

how do I get the Mac to Lisa conversion software that the Networkers has????

[168] Guice (Lewis)

Our Phone Number is 415-550-1710- for Lisa to Mac and back.

[177] Littell (Stephanie) Thanks for the Birthday Congratulations!

Re: Migration Kit

There is no plan to extend the Migration Kit to handle transfers from Macintosh to Lisa. The Scrapbook program that people have mentioned was a VERY early prototype and has never undergone any testing. people should use it at their own risk.)

APPLE SUPPORT - APPLELINK

[110] EVREN(MARY)

Question to Apple: Will Lisa support information be provided on "Applelink"?

As I understand it' Applelink will be a network providing support information for the corporate offices. In Scully's annual address to the stockholders, he mentioned an additional network, Dealertalk, to provide information to dealers. As the focus is now on Mac, will these networks then only provide Mac info? Or will they also support Lisa, Apple //e, etc.?

[155] Littell (Stephanie)

Re: Applelink

Applelink does contain information about ALL Apple products, including the Lisa, Apple //, Apple ///, and Macintosh.

## USER DISCUSSION

(145] Redhed (David)

I believe that Apple is not currently willing to give any significant support to those who would like to make life more tolerable for Lisa users over the next 5 years. If no current or future organization is willing to negotiate with Apple about taking over support, the only hope that exists lies with the people in this conference. If we think it is questionable support now, wait until they put out a Mac that is really competitive with Lisa!

[157] Schmucker (Kurt)

As the person who "wrote the book" on Lisa, it was a very difficult thing for me to make the (semi-)permanent conversion, but I have done it and I am glad. Mac now exceeds 7/7, I am using the LaserWriter, have many programming languages to choose from for either serious work or just learning. I probably wouldn't go back - except to use the spell checker.

[159] Hart (R.)

In response to David Redhed's comment, if they do release a Mac that is comparable to Lisa, I think Apple ought to offer it to Lisa users in some sort of swap. Obviously not for free, perhaps even hundreds of dollars plus your old Lisa. (After all, we've gotten use from them--even if we didn't get the promised software.)

[161] Redhed (David)

Kurt - I can't believe what you just said - If I had enough money to buy all the software all over again and spruce up a Mac to the point that it matches my Lisas, I might agree, but even then I think it is a poor trade - the switcher is no substitute for multi-tasking.

[162] Hart (R.) Kurt, I agree that MacWorks offers a superior environment For my money, the best microcomputer system in the world right now is an XL with the AST 2MB RAMstack and Switcher. You can put a spreadsheet, Word processor, Terminal program, THINK TANK 512K, and 4 other programs into memory at the same time and have room left over for a 1/2 MB RAMdisk. It will take IBM 10 years to duplicate that!

However, even though YOU may not go back, there are some things which are still only available on Lisa Such as color inkjet printing, spell checking, LisaProject, etc. Some of us STILL need our Lisa environment.

[166] Schmucker (Kurt) Dave,

The Switcher is a reasonable kind of multi-tasking. It takes me no longer to switch between Word and MacDraw than it did for the Lisa to switch contexts from LisaWrite to LisaDraw.

I can secure a copy of the Scrapbook for you if you will contact Roxane. Keep in mind that the Scrapbook is a "Dropped" program and not supported by Apple. After saying that, I can say that it works very well and has good on screen help.

[220] Barnum (Tom)

Geoff Schultz here

I really can't understand why my earlier message was edited out, I am really disappointed, Lewis.

[222] Guice (Lewis)

- DEAR MR. SCHULTZ, I AM THE LAST PERSON TO BE ACCUSED OF  
- CENSORSHIP. PLEASE HIT KEY HVE AND TYPE BARNUM, YOU WILL  
- SEE YOUR MESSAGE AND IT IS DOCUMENTED.  
- THANK YOU.

[225] Ingram (Gary)

Look for the Mac Out Back seminars soon.

We are now converting our 10 acre ranch in the Santa Cruz mountains to a country retreat for mac seminars. It should be done in about two months. Y'all come on up and see us.

N/C

[231] Dickey (Joan)

Tricia here - Gary - what's your phone numbs so we could talk more? Also, do we need a 4 wheel drive to get there? I'm at (415)-929-6912

[234] Ingram (Gary)

Tricia, you don't need a 4-Wheel drive to get here although the first time you come up you might wonder why anyone would want to live way out here. The PH. # is (408) 425-7636.

(235] Barnum (Tom)

GEOFF SCHULTZ- LEWIS, DID YOU SAY THAT JAZZ DOES NOT WORK WITH THE XL WITH ONLY ITS STANDARD 512K MEMORY BOARD?

[239] Guice (Lewis)

- Not as well as it should, but die same applies to the Macintosh  
- with 512k, one meg is certainly needed.

[244] Stubbs (Gordon)

RB JAZZ WORKS WLLL ON THE LISA/S ON MAC WORKS, BUT BOMBS ON THE MAC 10 meg. reason unknown. Just don't use the jazz update program as it then always Bombs.

#### USERS' TIPS ABOUT AVAILABLE SOFTWARE AND AVOIDING PROBLEMS

(108] Graner (Rob)

TO ALL: THE NEW JAZZ PACKAGE, ACCORDING TO LOTUS, MUST BE RUN WITH MAC XL FINISHED PRODUCT AND NOT ANY PRE-RELEASE OF MAC XL.THE PROGRAM WILL NOT LOAD PROPERLY OR RUN WITHOUT THIS FINAL VERSION.

USE CAUTION WITH MAC-XL--WHEN YOU APPROACH 175-200 FILES YOU MAY CRASH THE SYSTEM, WITHOUT MUCH PROVOCATION.

[241] Graner (Rob)

JAZZ IS SUPPOSED TO WORK WITH THE FINAL RELEASE OF MAC-XL ON A 512K XL OR LISA.

[243] Guice (Lewis)

- It is the memory constraints that create the problems with
- intensified usage of Jazz.

[245] Barnum (Tom)

SCHULTZ HERE-IS ANY BUSINESSPERSON OUT THERE USING JAZZ ON THE XL ON LINE IN THEIR JOBS TODAY?

[247] Graner (Rob)

19-Jun-85 7: 15PM-PDT

TOM NOT YET, BECAUSE WE CAN NOT GET THE FINAL RELEASE OF MAC-WORKS XL.

[136] Barnum (Tom)

Tricia Dines here - my question is: "How hard is it to make it so the the LaserWriter can be accessed from 7/7?" if it's not so hard, would somebody at least like to say how it might be done? I think that this would be valuable. Thanks.

[141] Schmucker (Kurt)

Making the LaserWriter work from 7/7 is technically easy. The laser fonts are already in your Lisa 7/7 font file. Developing the software would be easier than it was for the Mac, from a technical point of view. From a political point of view, that's another story.

#### GENERAL THIRD-PARTY,SUPPORT

[63] Guice (Lewis)

- What about you other developers out there, what kind of
- on-going support do you plan on giving Lisa/Mac XL Users.

[66] Guice (Lewis)

- Our company prides ourselves on our Lisa support and we will
- continue to support the product as long as one exists.

[70] Guice (Lewis)

- We would be more than willing to discuss handling some of
- the Lisa support for Apple. Things such as upgrades, product
- info and on-site consulting.

[67] Reitberger (Fred)

For all developers, InterSol has contact with over 3000 Lisa owners. If you have a product or service for Lisas, PLEASE let me know. Just call 1-800-HELP-OUT.

THIRD PARTY SUPPORT - AST RESEARCH, INC.

ALTHOUGH LISA/MAC XL MEMBER OF APPLE FAMILY IS BEING DISCONTINUED, WE DEFINITELY WILL CONTINUE TO SUPPORT WITH THE RAMSTAK. IN FACT WE ARE LOOKING INTO ADDITIONAL PRODUCTS THAT MAY BE OF USE TO THE LISA/MAC XL OWNERS.

[581 Ingram (Gary)

I am very' glad to see that AST is still on the go ahead with the big stacks of RAM for LISA. As we all grow into power users, more and more of us are going to need at extra power

[87] Hart Richard.)

Jain, not only do I think you have done a fabulous job with the 2MB RAM for Lisa and MacWorks (by the way, it is sensational with the Switcher!), but I'd like to acknowledge publicly here your support. The response and speed on the phone from AST is unheralded.

[64] Ingram (Gary)

I was just reading in John's mag (Infoworld) that IBM has now found a way to address 4 MB of memory by "Switching" They also mentioned that if the Lisa were to do the same that it could address over 60 Megabytes of RAM. Does AST have any plans to develop boards like this?

[73] Jam (Ash)

WE HAVE LOOKED INTO THE POSSIBILITY OF BEING ABLE TO USE 2 RAMSTAKS (4 MEGABYTES) IN LISA. OBVIOUS PROBLEM TO CIRCUMVENT IS THE NEED TO GENERATE AN EXTRAADDRESS LINE. THERE IS A SO~ON THAT APPEARS TO BE VIABLE, A LITTLE KLUDGY, BUT VIABLE. HOWEVER BEFORE GOING TOO DEEP INTO IT WE WOULD LIKE TO DETERMINE THE INTEREST LEVEL IN THE LISA COMMUNITY REGARDING THE NEED FOR 4 MEGABYTES OF RAM. ANYONE?

[83] Guice (Lewis)

- Ash, would the Lisa OS and The Mac OS take advantage of the -4 Meg Card.

[86] Jain (Ash)

LEWIS, IM NOT SURE ABOUT THE LISAAND MAC XL OS USING 4 MB. IF THE OS CANNOT WE MIGHT BE ABLE TO TAKE THE SAME APPROACH AS WE DID IN THE MODIFICATION OF MACWORKS 1.0 WHICH COULD ADDRESS ONLY UP TO 1 MB.

[92] Guice (Lewis)

- Ash, are you saying that your 4 meg board would only be  
- viable in a Xenix or Unix Environment, which would be good  
- for multi-user Systems in The Mac Office.

[96] Jam (Ash)

NO. THAT'S NOT WHAT I MEANT. WHAT I DID WANT TO SAY WAS THAT EVEN IF THE LISA OFFICE SYS 3.0 AND MACWORKS XL CANNOT RECOGNIZE MORE THAN 2 MB OF MEMORY WE MAY BE ABLE TO PROVIDE SOFTWARE PATCHES TO CIRCUMVENT THAT. HOWEVER I AM EMBARRASSED

[93] Cadioni (Mary)

AS A NOTE FROM A CALL I HAD WITH AN APPLE EMPLOYEE. THE LISA WILL NOT OR WAS NOT DESIGNED TO SUPPORT 4 MEG.

[98] Guice (Lewis)

- The 68000 will support up to 16-megabytes.

[99] Sabsay (Daniel)

I think the problem with software Operating System support is the size of tables and bit maps in the OS that provide the memory management services.

[151] Jam (Ash)

YES. AST WILL CONTINUE TO SUPPORT THE LISA/MAC XL USERS NOT ONLY WITH THE RAMSTAK BUT POSSIBLY OTHER PRODUCTS IN THE FUTURE AS WELL.

PARTY SUPPORT - INFOSPHERE

[118] Guice (Lewis)

- Can InfoSphere tell us about XL SERVE AND THE DEVELOPMENTS  
- YOU ARE MAKING WITH BLYTH SOFTWARE?

[122] Baasch (David)

INFOSPHERE has released XL/Serve to production and began shipping this week. The product does require the production MacWorks XL. We have noticed that a lot of Apple offices and dealers do not yet have production MacWorks.

Our initial release was designed for maximum user reliability... we chose not to provide unprotected, simultaneous access capabilities.

We are now planning and working on an upgrade that can support multi-user databases, such as OMNIS 3, that use controlled access and record locking techniques.

[149] Baasch (David)

We would like to say how helpful Apple was over the last few months as we put XL/Serve together, especially Stephanie...

A lot of the remarks here are directed towards 7/7 and problems of migration to the Mac environment. XL/Serve was designed to ease that migration by providing much of the system level support for 7/7 to the MacWorks environment. In conjunction with the products that are now coming Out for the Mac, we think it makes a friendlier and more productive machine.

We would also like to say that Apple has fixed every bug we found in MacWorks while we were in development! The production release has been very robust The new hard disk installer is a great improvement.

THIRDPARTY SUPPORT - BLYTH SOFTWARE

[203] Guice (Lewis)

- Alex of Blyth Software. Can you tell us what you are doing  
- in terms of support for The Mac XL?

- Alex what about developments with XL Serve? This is very
- significant

Note 46 From Hoag (A.) To Guice (Lewis) Blyth software has all but stopped Lisa development. The Mac market is absorbing all our efforts at present We are maintaining code files so that we could migrate the Mac product to the desktop, but the returns for that development seem to be less than other projects.

Note 47 From Hoag (A.) To Guice (Lewis)

We have talked with Infosphere about creating an XL serve multi-user partition for Omnis 3, and are awaiting details of their development plans. It seems that that kind of development is really more Mac than specifically XL.

Note 48 From Hoag (A.) To Guice (Lewis)

We have just finished a version of Omnis 3 that will access up to 4 MB of XL memory. Should be released in about 4 weeks, along with a couple general enhancements.

[218] Baasch (1)avid) Lewis-Alex seems to be gone. We have been discussing implementation details of adding OMNIS support to XL/Serve, but no planned release date as of yet.

[224] Baasch (')avid)

Mac XL no longer has a file limitation. XL/Server's partitions and the new finder that's distributed with MacWorks XL take care of the problem in all but the most ridiculous cases.

#### THIRD-PARTY SUPPORT - PRODUCIT~ PRODUCTS INTERNATIONAL

[71] Schmucker (Kurt)

I was developing a new software package for Lisa using the Toolkit - (a tool for computer security analysis). I am now continuing the development ONLY for Mac using the MacApp package - the Mac version of the Toolkit.

[74] Guice (Lewis)

- Kurt, why did you change your strategy, please explain what
- prompted you to do this.

[81] Schmucker (Kurt)

My reasons for discontinuing development of the Vague Data Analyzer under the Lisa Toolkit were (not in order of importance):

- 1) the size of the installed base of Macs
- 2) the fact that no one was going to continue support or future development of the Toolkit
- 3) the existence of Mac App
- 4) I felt like a "lone wolf" developing a Toolkit program, even though the Toolkit is a superb development path. There wasn't another Toolkit developer on the East Coast (at least it seemed that way.)

[77] Sabsay (Daniel)

Kurt, is MacApp a Pascal development environment compatible with the Workshop Pascal? What about "Clascal" support?

[101] Schmucker (Kurt) Dan Sabsay, As you can tell from my remarks, I think that the object-

development path is the best way for most software developers to go. On Lisa this meant using the Toolkit and Clascal; on Mac it means using MacApp and Object Pascal. Both are compatible with the Pascal Workshop (more or less). These paths mean about one-quarter as much work for the developer (Yes, one quarter) for the same result.

As much as it hurts to say so, Clascal and the Toolkit are really only of historical interest now and that is how they are covered in my next book, Object-Oriented Programming for the Apple Macintosh.

#### REGARDING PRIAM HARD DISK

[78] Stubbs (Gordon)

Washington Apple Pi LisaSig users group bought a 76 meg Priam hard disk. Will Apple support this drive with any future versions of MacWorks XL?

(90) Reitberger (Fred)

About the Priam DataTower.... Apple approached Priam for the development of the Lisa Data Tower. Priam invested many dollars creating the hardware and Apple loaned some software engineers for the interfacing. After it was all done and ready to sell Steve Jobs (Steve Who??) pulled the rug out from under the Lisa market (It's now a super MAC!!) and now there is no market for it! I do not believe that after the last blow (it's now obsolete!) ANYONE will invest in the Priam Lisa (MAC-XL) Data Tower.

[104] Stubbs (Gordon)

RE: Reitberger, Thanks for the information on the PRIAM, I work for the Food and Drug Administration and we tried to install about 80 of the 13 thousand dollar LISA's but could not get any action from any local dealer, so the powers that be installed Dec in desperation.

#### UNANSWERED QUESTIONS POSED TO THIRD-PARTY DEVELOPERS

[69] Redhed (David)

I know of one small company that was thinking of doing a 12 MH CPU for Lisa but has now been scared off - anyone else working on this?

[68] Sabsay (Daniel)

It seems to me that the eventual trend is to the Mac (MacXL) with Lisa file conversion aids to slowly bring the data Out of the Lisa into the present. Is that too cold?

[140] Graner (Rob)

WE ARE HAVING GREAT DIFFICULTY LOCATING THE PROGRAM LISA-PASCAL WORKSHOP IN THE SO. CAL AREA. DOES ANYONE HAVE SUGGESTIONS?

ALSO WE'D LIKE TO KNOW IF APPLE OR SOMEONE IS GOING TO OFFER DOUBLE SIDED 3-1/2 DISK DRIVE?

[156] Farber (Dan)

LOOKING at the business realities, it's difficult to imagine Apple finding the time and energy to support the Lisa people in a way that could be satisfying. It seems logical that a third party be contracted to provide the necessary support--alimony--for Lisa users. I think David Redhed makes a good point--a machine competitive with the Lisa would further complicate the issue.



## WAYS USERS ARE USING LISA'S AND MACXL'S

[144] Guice (Lewis)

- Please respond to Stephanie's questions; she's asking, are
- there serious business users out there, and do you want support?

[146] Guice (Lewis)

- WHAT WE MIGHT TRY DOING IS REITERATING WHAT WE USE OUR LIS AS
- FOR.

[147) Barnum (Tom)

I am a serious business user in real estate that needs large database integration, that is the reason I bought the Lisa compatible w/ Macintosh software. I was told before I bought this system that it would be continued(December '84), only to have the end-user line discontinued one week after purchase. after a hard disk failure, and a memory board failure, immediately after the Annual Stockholder's meeting that announced " Mac XL", i found this promising with the exception of a reduced \$1000 price, and that my system was only 512k and would not support Lisa 7/7, which I was not provided with on purchase. the announcement by Apple that the Lisa was to be discontinued was the final blow. I feel that Support or "support has been less than Poor", and quite frankly that Apple defrauded the public, while notifying support product manufacturers and software developers not to proceed with a Lisa based Mac-compatible product. does anyone else share this feeling? I am pursuing a course of action w/ Apple, " raising my voice for support and fairness". I will pursue lawsuit if necessary. Someone mentioned class-action suit in a Plug meeting this past February with Stephanie present, particularly if Apple didn't tell

the story straight, and make the Lisa fully compatible w/ the Macintosh environment. Please contact me if you are interested in my spearheading a solution? Geoffrey P. Schultz, Coldwell Banker Commercial Real Estate Services, One Embarcadero Center 5-2300, San Francisco, CA 94111 have discussed this with Richard Hart and would like him to also speak up thanks

[148] Ingram(Gary)

I am a serious business user that definitely wants support. I can see a very bright future for the Lisa (or could?) in the serious business world as my training time for new operators is cut considerable. It is very expensive to train new people. Lisa seems to keep the new people interested longer also because they can see results right away. However to continue my point from the beginning of the conference, I have had money in hand for over a month now and have called everyone in the country (yes, even Mark Wosniak) --I cannot even buy a Lisa 2/10 upgrade for the old price of \$2,400.00!!

[158] Graner (Rob)

STEPHANIE, I AM CURRENTLY USING MY LISA FOR GRAPHS, CHARTS, SPREAD SHEETS, ACCOUNTING, WORD PROCESSING. MY WIFE EXCLUSIVELY USES WORD PROCESSING FOR EXTREMELY LARGE MANUSCRIPTS FOR HER FREE-LANCE ~ING.I AM VERY ANXIOUS TO RECEIVE CONTINUED SUPPORT FROM APPLE IN ORDER TO MAINTAIN MY BUSINESS.

[171] Morrison (Harvey)

WE ARE STRONG USERS OF THE ~ TASKING, ITS ENCOURAGING TO HEAR OF THE SUCCESS IN MAC EMULATION WITH THE SWITCHER. BUT ALL THIS MEANS MORE INVESTMENT IN A SYSTEM THAT MANY

CUT LOSSES-- HOWEVER, I AM HERE BECAUSE I PARTICIPATED IN THE TRANSFORMATION OF AN ENTIRE STAFF OF COMPUTER DINOSAURS WITH THE USA AND A PERVERSE LOYALTY TO APPLE. IT WOULD BE A GOOD IDEA IF EVEN A PARTIAL SUBSIDY OF THIS CONFERENCING COULD BE OBTAINED.

[135] Por (George)

OK, we have 45 more minutes... let's get something done... And remember: no longer entries than 2/3 of a screen, otherwise you risk the possibility that other participants will not read your entry, particularly people at 1200 baud..

VIEWS ABOUT INVOLVEMENT WITHIN A REGULAR ON-LINE LISATALK FORUM

[116] Por (George)

I don't think that "yelling" at Apple serves our interests. Actually, Stephanie is receiving more questions in each minute than can be answered in such a short run...

And we're getting close to the end of the time slot for this conference. Let's start to think of transforming this conference into an ongoing online users group.

Stephanie would you be interested in participating in the continuation of LisaTalk, or making sure that we have somebody from Apple, here, if the participants decide to maintain this online contact, at least once a month?

[143] Littell (Stephanie)

Let me be quite frank with everybody out there - we have just gone through a company restructuring in the last week - and we cannot resolve all the issues at this time.

[152] Por (George)

Stephanie, we know about the "company restructuring", and I assume that nobody expects you resolving all the issues at once... What I hear here is that people like to be treated

32

as people, and your presence here is a good sign... If you don't record the whole session, I'm sure Lewis will be able to provide you with the transcript so that you and/or your colleagues will have a chance to review the questions and come back with answers to our next online meeting...

I believe, it will help Apple's public posture shine... Everybody: please speak up, and tell if you want to participate in future online meetings with Apple, and other developers and users.

Lewis and Stephanie, is there a chance that Apple can subsidize connect charges, or participants have to pay all?

[131] Morrison (Harvey)

WE ARE INTERESTED IN FURTHER PARTICIPATION IN SUCH A NETWORK THIS HAS BEEN INFORMATIVE IF A BIT SCATTERED SEEMS WE ALL WANT INFORMATION FROM APPLE THANKS STEPHANIE

We would consider a once-a-month forum like this if there is sufficient customer interest (We would like to communicate with as many actual Lisa users as possible.)

[137] Guice (Lewis)

- The NetWorkers, along with InfoMedia, are certainly willing
- to discuss implementing a monthly conference.

[170] Redhed (David)

I am in for future conferences as long as I can afford it.

[184] Por (George)

Stephanie, if this medium helps to clarify a controversial issue and clear positrons, hopes and rumors, wouldn't you believe, that Apple can use it as a public relation channel what should be attended by the brass... I don't speak only of the Lisa/Mac XL stuff, but new product discussions, online focus groups, online public access press conferees, etc... -

[169] EVREN (MARY)

George, I think you have made a good point that this type of conference goes a long way to helping people understand the issues, inform Apple of the areas people need attended to, and future on-line meetings of this Sort are very good for all, especially Apple. I support the suggestion that Apple pick up the tab on this, as I know they are on the Applelink program. Thank you, Stephanie, for your answers, and I hope that the "shakeup" will ultimately be to everyone's benefit.

As the computer field in general is in shakeup, sales down, it is becoming a buyers market, not a sellers market, and computer sales reps are having to improve their customer relations to keep their clients. I imagine this includes Apple...

[209] Por (George)

Can't you tell that I'm enthralled by the possibilities of computer teleconferencing? We, people at the Electronic Networking Association, have one goal: to promote electronic networking in ways that enrich individuals enhance organizations and build global communities...

I'd welcome any suggestions for new, innovative computer conferencing applications, and inquiries about the Association... George Por (415) 655-892

## CLOSING COMMENTS

[179] Por (George)

We have about 20 minutes left... please focus on what you not yet said...

[181] Redhed (David)

Lest I forget or run out of time, Thank you very much NetWorkers. Lewis, please send me all the info you have on your services to Lisa/XL people. I would be more than happy to give you a plug in MACazine.

[176] Ingram (Gary)

I don't share in the Militant attitude toward Apple that seems to persist in some circles that feel they haven't been treated with kid gloves. In the two years that I have been a Lisa And a Mac user I have had very good support from Apple in the software dept. The

I see it seems to start at the dealer who didn't tell you that the 7/7 didn't work on a 512 Lisa and 80% of the hardware problems (ie: power supplies and blown boards) are the fault of the power company and the user for not protecting his equipment from dirty power.

[190] Cadloni (Mary)  
I AGREE WITH GARY

[187] Graner (Rob)  
DAN, SEND ME A NOTE ON NETWORKERS ABOUT PACKAGE--ROB

[197] Morrison (Harvey)  
JOHN AND I WOULD LIKE TO SAY, THANK YOU, LEWIS, AND NETWORKERS, FOR ORGANIZING AND PUTTING THIS TOGETHER. OUR SPECIAL THANKS TO ROXANE FOR HER SPECIAL EFFORTS BOTH ON THE PHONE AND BY MAIL TO ENSURE OUR PARTICIPATION.

[200] Sabsay (Daniel)  
Thank you all, and especially, Joan and Roxane. I must leave now.

[201] Iain (Ash)

Thanks Stephanie. Happy Birthday! Also John - I'll be into touch with you regarding the July 13th meeting! Ash & Mary.

[202] Ingram (Gary)  
I too want to thank the Networkers for the time and support on this confab. I had some apprehensions at first about what could be said in such a short time, but it's amazing what can be said when everybody is talking at once and we don't have to listen till we are through talking. I hope many more of these will grow out of this one.

[205] Morrison (Harvey)  
'THAT LAST THANKS WAS FOR ROXANE

[206] Por (George) 10 more minutes...

[207] EVREN (MARY)  
Many thanks to Networkers and to Stephanie and Larry from Apple, thanks to George for moderating and summarizing, and thanks to ALL of you for using NOTEPAD to conduct this on-line conference! We provide this conferencing service to many types of businesses, if you would like more information please contact me at InfoMedia in San Bruno (415) 952-4487 or send a note.

[208] Guice (Lewis)  
- IF ANY OF YOU WANT TO KNOW WHAT THE NETWORKERS ARE UP TO,  
- PLEASE LOG-ON TO THE NETWORKERS BY HITTING KEY 3 THEN KEY  
-2 AND <CR>.

[172] Dickey (Joan)  
The members of PLUG want to agree with George Por in thanking Stephanie for supporting this teleconference and we would especially like to thank her for participating on her

Happy Birthday.

[173] Guice (Lewis)

- Happy Birthday To you, Happy Birthday to you, Happy birthday
- dear Stephanie, Happy Birthday to you.
- The NetWorkers

[185] Schmucker (Kurt)

My thanks to Networkers for setting this up. It has been very interesting and useful. I am surprised, however, that hardly anyone mentioned the fact that there is no additional software coming out for Lisa. Some hardware perhaps, but no new software. Are you going to be content with 7/7 forever? The pieces of 7/7 now missing (color printing, etc) will be filled in on Mac - Look what the last four months has done for Mac software availability.

[191] Redhed (David)

I was at developer's conferences in 83 and I think the problems are much deeper than dealers and power supply vendors. Apple made some very significant commitments which they did not keep. I am enough of a realist to go on from here, but I will not accept the idea that Apple is not responsible for some very questionable actions.

[182] Day (John) Stephanie, I will call you tomorrow again, to confirm that you can attend the Washington Apple Pi SigMac and Lisa/XL group meetings on the 13th of July starting at 9:30 AM to be held in the auditorium of Georgetown University here Washington D.C. The usual attendance at these meetings is 400-600. We also invite any of the rest of you to attend any of our monthly meetings, and to come and demonstrate hardware/software to our group. Please contact me (John Day) at HOME -ANSWERING MACHINE (301)672-1721 HOME -ME IN PERSON AFTER 6PM EST (301) 621-7543 WORK -8 AM TO 5 PM EST (301) 677A641 (ask for Captain Day) to get more information. We look forward to seeing you on the 13th.

[189] Dickey (Joan) yes-yes-yes

PLUG participants feel that LisaTalk has been useful in helping us communicate with fellow Lisa users--we are not alone. Comments from some of the people here: Tricia Here.... I agree that the militant attitude is the last sort. What I like about the possibility of a continuing conference that we can be productive instead of complaining. That's why Stephanie's presence is so important. I'd love to see this go on. At a reasonable cost, (I meant last resort) Thanks for everyone's effort to putting this event on.

[212] Dickey (Joan)

Tricia here - I would agree with the person who indicated that Apple has taken certain actions about the Lisa that have led to a certain lack of faith. Yes, we're going to go on with what we have - but I want Apple to know that I believe their word less, and I don't think I'm alone. They indicated a public commitment to a machine which was not substantiated by their next actions, and seemed uncaring about the investments that people had made based on their statements of commitment. I think that this is what upset people the most. And also - the Lisa is a great tool and is still amazing and useful in our lives. Does that state it well you guys?  
-Tricia Dines

[210] Day (John)

For everyone here at Washington Apple Pi, I would like to thank the NetWorkers for putting

For the info of those who are connected tonight, I have had a group of ten or so people with me tonight, and so has Gordon Stubbs, making our two connections service as many of our members as possible. We think that Apple has been very cooperative in almost every respect, and that Stephanie '5 presence here speaks well for Apple's desire to try and satisfy our needs. As I told her the last time we talked, I understand that time marches on. The Lisa/XL \_couldn't\_ last forever (like the // series HA-HA), however, know \_exactly\_ how and when we will get new goodies. We \_must\_ have new MacWorks versions when the new ROMs come out for the Mac. Comments???

[232] Guice (Lewis)

- THANKS EVERYBODY

[~26] Por (George)

Thank you everybody for the participation, and thank you

Lewis and Roxane for inviting me to moderate LisaTalk...

It was a great experience and I'm looking forward the continuation...

Please log out now, or hit 3 at the next ACTION prompt to select The Networkers activity, if you want to have a look at the "home11 of MacNet/Networkers Central...

[236] Guice (Lewis)

- Closing Comments Please

[238] Redhed (David) 19-Jun-85 6:55PM-PDT

Thanks again Networkers and I appreciate being a part of this dialog.

[233] Graner (Rob)

THANK YOU ALL FOR THE VERY INFORMATIVE GROUP--AND THANK YOU TO APPLE FOR THIS WONDERFUL MACHINE.

[237] Stubbs (Gordon)

GUICE THANKS VERY MUCH FOR ALLOWING WASHINGTON APPLE PI CLUB TO PARTICIPATE IN THIS CONFERENCE.

[240] Dickey (Joan)

Tricia: So George, do we get our doughnuts and coffee now? Or - how about a beer anyone?

[246] Guice (Lewis)

- Thank you very much for supporting LisaTalk and the NetWorkers

- will, as we always have, continue to support the needs of

- the Lisa Users around the World.

- Thank you

- Lewis

[242] Por (George)

OK, let's leave the room and go to The Networkers for a cup of tea or coffee... If they have screwdriver it would be even better... type 3 at the next A~ON prompt and select:

The Networkers

[238] Day (John)

Networkers- please get in touch with me about you products/services. We are most interested in showing them to our group here in D.C. That also goes for any of the rest of you as well. Once again, for Gordon Stubs, myself, and all of us here at Washington Apple Pi, thanks!

[239] Morrison (Harvey)  
WE ARE SIGNING OFF

[248] Guice (Lewis) 19-Jun-85 7:12PM-PDT Thank you all, again.

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# BitFixer™

## Macintosh® XL Computer Aspect Ratio Switch

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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 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:** (Installation is required and may cost extra.)  
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**\*\*\*\*\* R E V I E W \*\*\*\*\***

**AST RamStak  
By Richard Hart  
August 1, 1985**

How would you like to have a...

word processor –  
spreadsheet database manager –  
terminal program drawing program –  
project manager –  
accounting system THINK TANK

. . . all in memory at the same time? And have room left over for a ?  
RAMdisk of 1 MB (MegaByte)?

Sure, Andy Hertzfeld's Switcher allows you to load up to eight application programs into any Macintosh at the same time--but only in theory. You don't have to think about it long to realize that a 512K Mac only has room for about two serious applications at the same time, and with no room left over for a RAMdisk! And, as integrated as the Lisa 7/7 Office System is, you can only do this trick on Lisa with the first seven of the above programs--and even then only by using virtual memory (i.e., continually swapping programs in and out from disk.)

What makes the above dream practical at all is a device called the RamStak from AST Research. The RamStak is a printed circuit board containing extra memory chips--up to 2 MB (MegaBytes). It is usable on the Lisa/XL machine only--not on a standard Macintosh.

Once the extra memory is installed, it is recognized immediately and used automatically by Lisa's 7/7 Office System and all of its applications (and by Lisa's other Environments including the Pascal development system). The Macintosh office system, best known as the Finder, also makes use of the extra bytes automatically, even though not all Macintosh applications do this yet.



## Memory

The Lisa or Macintosh XL came from the factory with a minimum of 1/2 Megabyte, or 512K bytes, of RAM (Random Access Memory) and a maximum of only 1 MB. Inside the Lisa/XL are two slots labeled MEM 1 and MEM 2. In a 1/2 MB machine, MEM 1 contains a circuit board populated with 1/2 MegaByte's worth of 64K-bit memory chips. In a 1 MB machine, MEM 2 also contains one of these boards. The RamStak must use one of these slots, so, if you have a 1 MB Lisa/XL, you're going to have to pull out one of Apple's 1/2 MB and find someone who wants to buy it, hang it on your wall as conceptual art, or keep it around as a spare.

The AST board comes in four flavors:

*1/2 MB for	\$ 895.00
*1 MB for	\$1,495.00
*1 1/2 MB for	\$2,095.00
*2 MB for	\$2,695.00

The smaller-than-2 MB boards have the chip-holders for more memory already soldered on—they're just empty. So, if you're willing to install your own chips, you can save lots of money by buying the smallest version from AST. Since no soldering or special tool is required, installation is a snap. Well, maybe not snap—you want to avoid bending off the little prongs on the memory chips. Just be careful.

Buy only 256K bit chips certified for a minimum access time of 150 nanoseconds. Conroy-LaFointe (address below) sells the right ones in a 9-pak for \$79.95. This gives you enough for 256K bytes (8 bits for each byte plus a parity bit). It works out to about \$360 per MegaByte. And Microprocessors Unlimited (address below) sells them for half that price!

The instructions that come with the RamStak are very simple, with clear diagrams and illustrations. Seriously, you can do the whole installation with just your fingers in less than 5 minutes.

## Cautions

Don't be fooled by a 1 MegaByte upgrade in an ordinary Macintosh—it's not the same thing. A non-XL Macintosh can ONLY access 1/2 Megabyte as

by the Switcher. Only the Lisa/XL was built to address more than 1/2 MB directly.

What about adding 4 MB —2 MB in each slot? It won't work. Even though the Lisa/ XL's CPU, the Motorola 68000, is capable of directly addressing 16 MB, Apple crippled these machines in hardware so that they can address a maximum of only 2 Megabytes.

Earlier, I mentioned that the Office System and the Finder use all of the extra memory automatically. Be advised that, Macintosh programs, this applies only to the latest versions of MacWorks and the Finder. That means MacWorks 3.0 or better (XL), and Finder 4.1 or better. Also, versions of Apple's Switcher earlier than 3.0 will hang up the machine under certain conditions when you try to use the full 2 MB. AST makes available software utilities to modify earlier versions of MacWorks (1.0, 2.0, etc..) so that they see the extra memory, but I strongly advise forgetting about anything but the latest version of MacWorks (3.0) which requires no modification whatever.

Finder 4.1, and all of Apple's applications use the extra memory with no problem. But some other programs (Version 1.0 of THINK TANK 512K, for example,) don't see the extra RAM. However, AST had the integrity to contact software publishers to insure compatibility, so the situation is improving. For example, Living VideoText released Version 1.1 of THINK TANK 512K which uses ALL of the RAM beautifully.

### Joys

You know what is a great feeling? Pulling down "About the Finder..." and having the Finder tell you that you have 1.8 MB free memory! Or setting up a RAMdisk and seeing the little slide switch tell you have up to 1,841k of free RAM!

Since even the Finder can be an application under the Switcher, you can set up a Switcher configuration that creates a 1 MB RAMdisk and loads your seven favorite applications plus the Desktop from a hard disk-automatically, whenever you turn your machine on! Better yet, you could get by with a Lisa/XL with NO hard disk! Think about it: with 2 MB of memory and the Switcher configuration above, you can leave your computer turned on day and night and use the built-in disk drive only for file storage. Everything else happens lightning fast!

For 7/7 Office System users, the joy is in the shortened wait to go from window to window among different applications. And in much larger documents residing in memory. (But why would you want a 400 page novel in memory at

## Support

I cannot say enough about AST telephone support. AST has become one of the top three producers of add-on boards for IBM/clone PCs. Its engineers and sales people take your calls personally and treat you as an intelligent friend. This is particularly true of Ash Jam, in charge of the Independent Business Unit/Apple division.

AST Research, Inc.  
2121 Alton Avenue  
Irvine, CA 92714  
(714) 476-3866

Microprocessors Unlimited  
24000 South Peoria Avenue  
Beggs, OK 74421  
(918) 267-4961

Conroy-LaPointe  
120605W Garden Pl  
Portland, OR 97223  
(800) 547-1289

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\*ADDITIONAL MEMORY INSTALLED AND TESTED BY DAFAX!

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RamStak is a trademark of AST Research, Inc.

## RamStak

### By

AST Research, Inc.  
2121 Alton Avenue  
Irvine, CA 92714  
(714) 476-3866

RamStak from AST Research, Inc., the easy plug-in expandable memory board for your Macintosh XL (Lisa). Now you can fully utilize the latest higher level integration applications program, such as the MacWorks XL or Lisa 7/7. In addition to multi-tasking, you have faster data manipulation between the different applications.

Since RamStak addresses the maximum user memory configuration, you are able to start with 512k and add additional memory as needed. AST has socketed the board for easy upgrading. All memory is fully parity checked and compatible with your existing Macintosh XL (Lisa) memory.

The RamStak, as with other AST products, starts with the latest technology (256k chips), plus their unsurpassed reputation for quality, reliability, and after-the-sale support. Join the tens of thousands of satisfied AST customers worldwide. AST, known for setting the standard with enhancement products for IBM PC and Apple computers, has added the Macintosh XL (Lisa) family.

Ramstak, the Macintosh XL (Lisa) expandable add-on memory board, is designed to fully utilize the bit-mapped graphic display to your best advantage, plus pull-down menus, a mouse and boasts a higher level of technology in the integration of software and data. Additional RamStak memory allows user friendly interface and versatility in word processing, business graphics, communication, data bases and various other applications for professionals. RamStak makes it possible for business users to configure their Macintosh XL (Lisa) systems with up to two megabytes of memory which will open the door for support of multi-user applications and operating systems such as Unix and XENIX.

tee 100% compatibility with all versions of the Macintosh XL (Lisa). The RamStak has a One-year limited warranty on parts and labor.

## HARDWARESPECIFICATIONS

Size (approx.): 280mm W x 146mm H

Memory Configurations:

- 512kbyte
- 1 Mbyte
- 1 1/2Mbyte
- 2Mbyte

\*Note: Socketed board for later upgrading to full 2 Mbytes.

Power Usage (Typical):

- 1 amp @ +5VDC (1/2 Mb config.)
- 2amps @ +SVDC (2 Mb config.)

Warranty: One year limited warranty standard, optional additional year limited warranty available.

## QUESTIONS AND ANSWERS ABOUT RAMstack™

Q: How do I install RamStak in my Macintosh XL (Lisa)?

A: RamStak comes out of the box ready to be installed in any one of the two Macintosh XL (Lisa) memory slots. You may leave one slot empty or have the Apple Computer, Inc., 512 kbyte memory card in your machine. Please note that there is one configuration option, please see your RamStak User's Manual for additional information.

Q: If RamStak occupies only one of the two memory slots in my Macintosh XL (Lisa), can I have two 2.0 megabyte RamStak cards in my Macintosh XL and address 4.0 megabytes of RAM:

megabytes. This is a hardware limitation incorporated into the computer itself.

Q: If I have an Apple Computer, Inc., 512 kbyte memory card in my Macintosh XL (Lisa), can I add a 2.0 megabyte RAMstack card and use 2.5 megabytes of RAM?

A. No. Again, the maximum addressable memory of the Macintosh XL (Lisa) is two megabytes. Therefore, if you have an Apple 512 kbyte memory card in your Macintosh, you would only need a 1.5 megabyte RamStak card to upgrade your system to the full two megabytes.

Q: I currently have 1.0 megabyte of RAM in my Macintosh XL (Lisa), how do I upgrade my system to two megabytes?

A: If you currently have 1.0 megabyte of RAM in your Macintosh XL (Lisa), then you have filled both memory slots with the Apple 512 kbyte memory card. Therefore, you will need to remove one of the cards and install a 1.5 megabyte RAMstack card in the empty slot to upgrade your system to two megabytes.

Q: What are the different configuration options available for RamStak?

A: There are two different versions of RamStak available. The first version uses 64k DRAMs and provides 512k of RAM. The memory chips are soldered and the board is NOT upgradeable. The second version uses 256k DRAMs and provides from 512k to 2.0 megabytes of additional memory. These memory chips are socketed and the board is field upgradeable. This allows you to add 512k initially and upgrade your board as required.

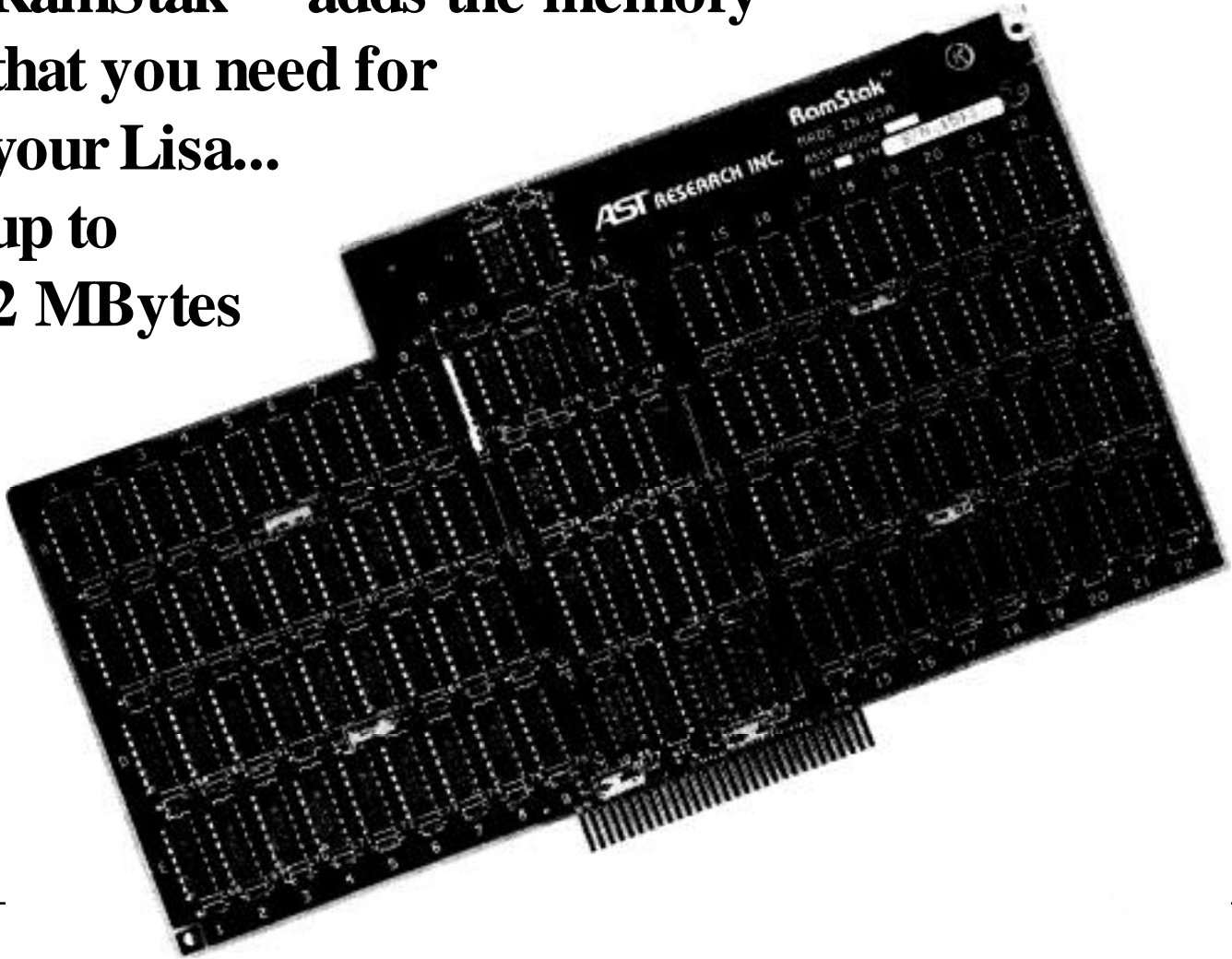
Q: Is RamStak compatible with MacWorks 1.0?

A: Yes. For the upgradeable version of RamStak, included in your package is the RamStak installation diskette which will allow you to modify your BACKUP copy of MacWorks to address up to two megabytes of RAM.

Q: Is RamStak compatible with the Lisa Office System?

A: Yes. RamStak has been tested with the Lisa Office System version 2.0 and is compatible without software modifications if used by itself.

# RamStak™ adds the memory that you need for your Lisa... up to 2 MBytes



RamStak™ from AST Research is the easy plug in memory expansion board for your Lisa™ (Macintosh XL™). The board makes it possible for professional users to configure their Lisa™ systems with up to two megabytes of memory.

With a RamStak™, you can fully utilize not only the Lisa 7/7™ and MacWorks XL™ operating environments, but also multi-user/multitasking applications and operating systems such as Unix™ and Xenix™. The additional memory allows user friendly interfacing and versatility in word processing, business graphics, communications, databases and various other applications for business users.

Because RamStak™ uses 256K DRAMs, it has the ability to address Lisa's two megabyte maximum user memory configuration. Therefore, you may start with a 512K board and add additional memory as needed. The board is socketed for easy field upgrading and all memory is fully parity checked and compatible with your existing Lisa memory.

Like all AST products, RamStak™ helps you get the most out of your personal computer. The board starts with the latest technology, has a one year warranty, and comes with the "AST Plus," our unsurpassed reputation for quality, reliability, and after-the-sale support. Contact your local retailer for more information.

*We help Apples™ grow!*

**AST**  
RESEARCH INC.

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Unix is a trademark of AT&T  
Xenix is a trademark of Microsoft, Inc.  
RamStak and We make Apples Grow! are trademarks of AST Research, Inc.

Q: Is RamStak compatible with the Lisa 7/7?

A: Yes. The Lisa 7/7 is compatible with RamStak and will address two megabytes without modification.

Q: Is RamStak compatible with Lisa Pascal Workshop?

A: Yes. For Lisa Pascal Workshop version 2.0, AST has the optional RamStak installation diskette which will allow you to modify your BACKUP copy of Workshop to address up to two megabytes of RAM. For Lisa Pascal Workshop version 3.0, no modification is necessary.

Q: Is RamStak compatible with Xenix?

A: Yes. RamStak has been tested by Santa Cruz Operations and is compatible with their Xenix package.

#### RamStak COMPATIBILITY LIST:

Software - The following software packages have been tested with RamStak and will address 2.0 megabytes of RAM:

MacWorks 1.0  
Lisa Office System  
Lisa 7/7  
Lisa Pascal Workshop  
Xenix  
FileVision  
Mac Memory Disk  
MITE

(Apple, Macintosh XL, Lisa, MacWorks, Lisa Office System, Lisa 7/7, and Lisa Pascal Workshop are trademarks of Apple Computer, Inc.) (IBM is the trademark of International Business Machines Corp.)

(Unix is a trademark of AT&T.)

(Zenix is a trademark of Microsoft, Inc.)

(RamStak is a trademark of AST Research, Inc.)



By Gary Ingram

\*Environments is located somewhere between Lisa and Macintosh.

With all of the great new magazines now out devoted to the Macintosh, it is hard not to feel a bit left out of the mainstream. If, however, you feel as I do, that the Lisa/Mac XL is the only serious business machine that Apple has ever produced, you can allow yourself to gloat a bit over those Mac owners that are constantly plagued with too little memory, lack of a good hard disk system, the tiny keyboard without the 10 key, the closed architecture, the itsy -bitsy screen, and on and on and on.... The Macintosh just can't compete with the Lisa/Mac XL in the business world. Apple, in a recent internal memo, wrote, "Even though Apple is not building any more XL machines, the dire reports in the media of the XL demise are exaggerated. XL owners have an excellent machine that will probably not be matched by new Macintosh hardware until well into 1986 or even later." The way things are going, "even later" would get my vote.

The day that Apple announced that Lisa had been discontinued, I started calling around to the computer dealers in the area to find out who had the latest version of the 2/10 upgrade for the Lisa (I had a 2/5 at the time). If the Lisa was not going to be available anymore, I was determined to get as much as I could into this machine before the supply dried up. I wasn't the only one either. All of a sudden, the kit got VERY hard to find. It seems that other users had recognized this Lisa as the power machine it is just as I had. When I finally did find a dealer that had one (only one!), I dropped everything and took the machine in. Now, that same dealer tells me that he is back ordered on the parts for 4 to 12 weeks. (Whew!!)

Anyway, the point here is that I, along with a great silent majority of Lisa owners, consider myself among the lucky few to get one of these machines while they were still available. Even the second hand machines in the newspapers are scarce these days. But more power has some drawbacks, too. In this case the Lisa/XL can get very complex —even Apple sometimes needs help with the problems that come up daily with the hardware and software. That, friends, is the purpose of this column. Most of the people that make up The NetWorkers have been dealing with these problems since the Lisa's introduction. If we can't find the answers right away, we generally know where to go or who to talk with to find them. I personally am one of those fanatics that can't get enough. If I discover a new trick or solution, I'll work at it into the wee hours of the morning to find out what good it is. (My wife just loves that!!!)

Each of these newsletters will expose more of the "Undocumented Features" of the Lisa/Mac XL (and some that are just hard to find). I know you're going to find

ware and hardware, these tips are not going to work on 100% of the machines out there, but I'll try to cover the majority. if you have a specific pet peeve or if one of these little gems doesn't work for you, let me know and I'll try to find out why.

Some of us still use the Lisa 7/7 System for most of the big jobs like scheduling, word processing, spread sheets and drafting —things the Mac hasn't quite mastered yet. However, even the latest version of 7/7 (3.1) has a very nervy little bug. If you like to leave the disk on, to avoid having to boot up whenever you need it' there is a persistent memory-depleting cancer that seems to erode away free blocks for no apparent reason, and eventually will lead to problems like the "Not Enough Memory" dialogue box appearing when you know there's plenty of memory there. This can be avoided by entering the "Environments Window" at least twice a week or whenever you are not using the machine. To get in, you just press down the "Apple" key and then push the Lisa "On/Off" button. You can let up on the "Apple" button right after you finish with "On/Off" button. Lisa will put everything away and transfer to Environments, where the dreaded disease can't get at your files. From here you can power off, restart the Office System, set the defaults, or restart the disk without shutting down to go into MacWorks (all with the Mouse). If you find the blocks disappearing in spite of your switching (some can't be avoided), you can get them back by "Repairing" the disk with the Office System 1 diskette. I've found that 3 is the magic number here. If you repair it 3 times, you've retrieved all of the stolen blocks that you ever will; more repairs don't seem to get any more back. If you haven't ever done a repair, the Office System Manual tells how.

If you have the MacWorks 3.0 installed on your hard disk (a disk devoted to Mac Only, a "Shared" disk must be started with the diskette) and if you've tried to play any of the games out for the Mac in MacWorks and had trouble getting them to (or just couldn't get them to) open from the hard disk window, it's because some of the Mac games are designed to boot only as the start-up disk in a Mac. The XL can, however, be forced to ask for a start-up diskette instead of always defaulting to the hard disk after you turn it on. If the XL is off, turn it on and as soon as it gets finished checking the last board in the start-up sequence (the fourth "click") — Push the "Option" key and hold it down. Timing is important here. If you push the "Option" key too soon, you will get the Lisa start-up choices dialogue box, not the little diskette icon. If you are just a little slow, it will default to the MacWorks hard disk. If you have those catlike reflexes the XL owners are famous for, you'll soon see a diskette icon with a flashing question mark in it. Put in your diskette and away you go. If it's early, or late, or Monday, or Friday, and your reflexes were more sloth-like than catlike, you'll be in the hard disk finder window instead. Don't panic and don't turn the machine off again. The MacWorks people have given us another choice. From the hard disk finder window — first push down the "Option" and the "Apple" keys (both together), and then push the Lisa "On/Off" button. This will instantly transfer you to the flashing Diskette icon. This kind of program will (most

return you to the finder window. To avoid having to use the restart button, or if you just want to get back to the hard disk — push the "Apple" key (only) and then press the "On/Off" button. This will take you right to the smiling Mac without having to go through the start-up diagnostics.

You can use this little trick to (in some cases) get back into the hard disk if the system file gets damaged and you get that horrible BLACK MAC on start-up. Your timing will have to be good here, though. If the system is trashed, you will not get to the finder window. You will have to force it to start from the floppy. After the "fourth click" (the diagnostics), push the "Option" (only) key and wait. If you timed it right, you will see the flashing disk icon. Put in the MacWorks System disk with the Hard Disk Install application on it. If your hard disk icon shows up, replace the system from your back-up disk (you did back it up didn't you?) and your hard disk is OK again. If your hard disk icon still isn't visible in the finder window, open the Hard Disk Install application and then cancel it. If your hard disk icon STILL isn't visible —go pour yourself a stiff drink and sit down somewhere else for a while. You have just lost your hard disk and until Apple gives us a good low level repair utility (don't hold your breath for that one), there's no way you're going to get it back.

If you're waiting for the Apple Migration Package (the one that will transfer some of your Lisa files to the Mac format) to appear and you haven't yet updated to the version 3.1 of 7/7 — do it now! The Migration Package will only work on the 7/7 Office System V.3.1. Better to do it now and find the bugs (especially if you are converting from 2.0!!!!) than to wait and have to deal with twice as many bugs after the Lisa - Mac conversion.

Now, you are just sitting down to the Lisa again after building the biggest spread sheet the world has ever seen in the 7/7 System. You double click on the Calc icon and wait while the window comes to life, but instead of the spread sheet, a message that says, "The Lisa is having technical difficulties "comes up. No matter how many times you click in the window or try to open it, the same thing happens. Well, don't jump off the ledge yet. Make sure there is nothing in the clipboard and with mouse in hand, resize the widow to 1" high by about 4" long (outside measurement). Now click in the window. Most of the time this little trick will open the file. Enlarge the window very slowly by degrees, stopping occasionally to see if the file will stay open. Now you can copy the information you need and get out before the file bombs again. If the resizing doesn't work, there is not much more you can do. (Now you can jump !)

Well, so much for this issue. There's never enough room to do it all. I'll be looking forward to seeing ya'll here next time though. Happy Computing.

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