



CUSTOMER SERVICE

APRIL '91

Dear GEOS Owners:

Included with your GEOS package is an information pamphlet which contains answers to most commonly asked GEOS questions that were not included in the GEOS User's and Application manuals.

If you cannot locate the necessary information to a question after reviewing your manual, the information is more than likely included in this pamphlet. The pamphlet is divided into easy to follow sections such as compatible printer drivers and interface cards, GEORAM information and questions and answers on each of our available products.

If further information is required after reviewing the manual and the pamphlet, you may contact our Customer Service line at (415) 644-0926, Monday through Friday, from the hours of 9am-3pm Pacific Standard Time. We also have an on-line support service through QuantumLink (Q-LINK), the Commodore Telecommunications Service. On Q-LINK we have GEOREPS who represent Berkeley Softworks and can assist you with GEOS questions. They are on-line every night so you can receive a response to your question in a timely manner. Please refer to page 23 of this pamphlet for further details on QuantumLink. Unfortunately, we are no longer able to provide a personal response to written correspondence.

If you are inquiring about an order or seeking information on your replacement, you may contact our Product Fulfillment line at (415) 644-1372. This line is available 24-hours and allows you to leave a recorded message. One of our Fulfillment Clerks will contact you by letter or phone within three to five working days.

Thank you for your interest in GEOS and we hope you enjoy!

Sincerely,

A handwritten signature in cursive script that reads "Dennis Rowland".

Dennis Rowland
President

JUNE '91

\$ 25

HITCHHIKERS
GUIDE

2/18

Dear GEOS Owners:

Thank you for your recent inquiry. We apologize for not being able to answer you personally. This is an information pamphlet which contains answers to most commonly asked GEOS questions.


If you cannot locate the necessary information to a question after reviewing your manual, the information is more than likely included in this pamphlet. The pamphlet is divided into easy to follow sections such as compatible printer drivers and interface cards, GEORAM information and questions and answers on each of our available products.

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N.I.S
FEB 16/93

Sincerely,


Dennis Rowland
President

AREA CODE
415 now
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930-~~330~~ 1230

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Price Availability for Commodore GEOS Products

<u>Product</u>	<u>Status</u>	<u>Retail Price</u>	<u>Shipping</u>	<u>*CA SalesTax</u>
Commodore 64				
GEOS 2.0	Available	\$59.95	\$4.95	\$4.35
geoPublish	Available	\$49.95	\$4.95	\$3.62
geoFile	Available	\$49.95	\$4.95	\$3.62
geoCalc	Available	\$49.95	\$4.95	\$3.62
geoProgrammer	Available	\$69.95	\$4.95	\$5.07
geoBasic ¹	Available through RUN Magazine			
Commodore 128				
GEOS 128 2.0	Available	\$69.95	\$4.95	\$5.07
geoFile 128	Available	\$69.95	\$4.95	\$5.07
geoCalc 128	Available	\$69.95	\$4.95	\$5.07
Commodore 64 and 128				
geoChart	Available	\$29.95	\$4.95	\$2.17
FontPack Plus	Available	\$29.95	\$4.95	\$2.17
DeskPack Plus	Available	\$29.95	\$4.95	\$2.17
International FontPack ²	Available	\$29.95	\$4.95	\$2.17
Clip Art Disk ²	Available	\$ 9.95	\$4.95	\$.72
GEORAM ²	Available	\$124.95	\$4.95	\$8.75

GeoMouse and geoProgrammer 2.0 will not be released at anytime. The geoPrint cable has been discontinued. Please send payment to Berkeley Softworks, Fulfillment Department, 5334 Sterling Center Drive, Westlake Village, CA 91361. Our order number is (800) 525-4518, extension #1757. *California Residents please add 7.25% sales tax.

We have replacement manuals for sale if the one included in your GEOS Software package has been lost or damaged. The prices are set as follows:

GEOS 64/128 2.0 User Guide	\$15.00 plus \$4.95 for shipping and handling.
GEOS 64 1.3/GEOS 128 1.4 User Guide	\$10.00 plus \$4.95 for shipping and handling.
geoDex	\$10.00 plus \$4.95 for shipping and handling.
geoSpell	\$10.00 plus \$4.95 for shipping and handling.
DeskPack Plus	\$10.00 plus \$4.95 for shipping and handling.
FontPack Plus	\$10.00 plus \$4.95 for shipping and handling.
geoFile 64/128	\$15.00 plus \$4.95 for shipping and handling.
geoCalc 64/128	\$15.00 plus \$4.95 for shipping and handling.
geoPublish	\$20.00 plus \$4.95 for shipping and handling.
geoProgrammer	\$20.00 plus \$4.95 for shipping and handling.
geoChart	\$15.00 plus \$4.95 for shipping and handling.
geoPublish Addendum	\$10.00 plus \$4.95 for shipping and handling.
GEOS 128 2.0 Addendum	\$10.00 plus \$4.95 for shipping and handling.

Please refer all manual orders to Berkeley Softworks, Replacement Department, 2150 Shattuck Avenue, Berkeley, CA 94704.

¹ RUN Magazine has obtained exclusive distribution rights to GEOBASIC and will begin shipping on June 15, 1990. GEOBASIC comes with complete operations manual and sample applications on disk. You can receive GEOBASIC by sending your payment of \$39.95 to RUN Magazine, 80 Elm Street, Peterborough, NH 03458. You can order by credit card by calling (800) 343-0728. Operators are available Monday - Friday from 9-4, Eastern Standard Time.

² These products are not available in retail stores.

GEOS PRODUCT UPGRADE INFORMATION

GEOS 2.0

Price: \$25.00* plus \$4.95 for shipping and handling.

UPGRADE PROCEDURE: Send the cover of your GEOS 1.2 or 1.3 manual with a check, money order, VISA or MasterCard number with an expiration date and authorization signature. Please send your request to Berkeley Softworks Fulfillment Center, 5334 Sterling Center Drive, Westlake Village, CA 91361.

GEOS 128 2.0

Price: \$35.00* plus \$4.95 for shipping and handling.

UPGRADE PROCEDURE: Send the cover of your GEOS 128 1.4 manual with a check, money order, VISA or MasterCard number with an expiration date and authorization signature. Please send your request to Berkeley Softworks Fulfillment Center, 5334 Sterling Center Drive, Westlake Village, CA 91361.

GEOFILE 128 (From GEOFILE 64)

Price: \$20.50* plus \$4.95 for shipping and handling.

UPGRADE PROCEDURE: Send the geoFile 64 disk with a check, money order, VISA or MasterCard number with an expiration date and authorization signature to Berkeley Softworks, 2150 Shattuck Avenue, Berkeley, CA 94704 with a request of the geoFile 128 upgrade.

GEOCALC 128 (From GEOCALC 64)

Price: \$20.50* plus \$4.95 shipping and handling.

UPGRADE PROCEDURE: Send the geoCalc 64 disk with a check, money order, VISA or MasterCard number with an expiration date and authorization signature to Berkeley Softworks, 2150 Shattuck Avenue, Berkeley, CA 94704 with a request for the geoCalc 128 upgrade.

* California residents please add 7.25% for sales tax.

REPLACEMENTS

Berkeley Softworks will replace the disk(s) for free for reasons of material defect within the 90 day warranty period. (The warranty period begins from the day of purchase. See the GEOS manual for warranty details.) Please send the disk(s) with proof of purchase to Berkeley Softworks, Replacement Department, 2150 Shattuck Avenue, Berkeley CA 94704.

Upon receipt of the disk(s) and the proof of purchase, BSW will process the replacement order. (Please do not send the manual or packaging material along with the disk(s).)

If the disks are not functioning due to user error or the warranty period has expired, please send the disk(s) with a check or money order for \$5.00 per disk plus \$2.00 for shipping and handling in US funds. California residents, please add 7.25% (\$.36) sales tax to the \$5.00 per disk charge.

Before returning the disk(s), please check the SYSTEM REQUIREMENTS and INSTALLATION sections of this packet to determine if the disk(s) is not functioning properly because of a hardware incompatibility, user error, or if it is simply defective.

If your GEOS package contains incorrect disks or a defective manual, please return the incorrect material and proof of purchase within the 90 day warranty period to Berkeley Softworks with a short note of explanation. Upon receipt BSW will send you the correct items.

NOTE - If the GEOS disks were packaged with your Commodore computer, please return them to Commodore Customer Service. Since Commodore is licensed to manufacture and distribute the GEOS disk, they are responsible for replacing nonfunctioning disks and defective or missing material such as manuals. You can contact Commodore Customer Service by calling (215) 436-4200. You can reach them between the hours of 9am - 5pm EST.

REFUND POLICY

If you purchased the GEOS program or application programs directly from Berkeley Softworks, you may obtain a refund for reasons of incompatible hardware within 30 days of purchase. To receive the refund send the entire package with proof of purchase and a list of your computer hardware to Berkeley Softworks, 2150 Shattuck Avenue, Berkeley, CA 94704.

If you purchased the GEOS products from a retail outlet or mail order house, please return the product directly to them for the appropriate refund.

ALL ABOUT INSTALLATION

GENERAL EXPLANATION

The first time you boot the System disk the program prompts you to swap alternately the System disk and the Backup System disk. Once the installation procedure is complete, the disks contain the same serial number. The serial number is a disk identification that ties your GEOS boot disks to additional GEOS applications you purchase. When you install your additional applications, they receive the same number as your boot disks. After the installation procedure is complete, the initial messages will never again appear. The next time you boot, the deskTop will load without delay.

INSTALLING APPLICATIONS

To install an application such as geoFile, geoWrite 2.1, geoCalc, Graphics Grabber or any other GEOS application;

1. Boot GEOS.
2. Close the disk.
3. Insert the original application disk and open it.
4. Double click on the application file icon.
5. The message "Application Installed" will appear on the screen.

If the message "Cannot Install on the disk..." appears, be sure you have inserted the original disk. Copies of the application cannot be installed. If you are using a 1571 disk drive and are installing a 128 application such as geoFile 128 to the GEOS 128 system disk, you must configure the 1571 disk drive to 1541 during the installation procedure. You need to follow these instructions to configure your 1571 drive to a 1541.

1. Boot GEOS.
2. Open the Configure file.
3. Click on the "No drive" option under Drive A.
4. Click "OK" on the next dialog box that appears but do not unplug your disk drive.
5. Click on the "1541 Drive" option.
6. Access the "Quit" option under the File menu to return to the deskTop.
7. Follow the instructions listed above for installing the application.

After the application(s) have been installed, they will operate in both the 1571 and 1541 modes. After you have installed your application(s), you will be able to make back-up copies.

RE-INSTALLING APPLICATIONS ON NEW BOOT DISKS

If you purchase an upgrade GEOS System such as GEOS 2.0, GEOS 128 2.0, and GEOS 2.0r (which is included with GEORAM), you can re-install your current applications to your new boot set during the installation procedure. The message, "Have you ever installed a Berkeley Softworks application?" appears during the installation process affording you the opportunity to key in your previously installed disks. If you answer YES, you will be prompted to insert one of the installed application disks. If you own more than one application, (i.e. geoFile, geoCalc, or Desk Pack Plus), you will only be asked to insert one of them because all your previous applications have the same serial number. The System disk will then pull the serial number from the application disk. All of your GEOS disks, new and old, will have the same number enabling you to use your old applications with your new boot disks.

If you answer NO to "Have you ever installed a Berkeley Softworks application?" when the correct answer is YES, the System disks generate a new number and will not work with your previously installed disks. In an attempt to open a previously installed application after booting from the new System disk, the following message will appear, "Please Reboot Your System with the disk that was first used to run "application" i.e. geoWrite. In this case, you will need to send the GEOS 64 2.0, 128 2.0 or the GEOS 2.0r disks to Berkeley Softworks for replacement. Send the disks with \$10.00 plus \$2.00 for shipping and handling to Berkeley Softworks, Replacement Department, 2150 Shattuck Avenue, Berkeley, CA 94704.

If you are installing your GEOS 2.0r (GEORAM) disks with your GEOS 64 2.0 or 128 2.0 disks, you must insert the original Application Disk (Disk #2 side #2) which has geoWrite 2.1 on it. This will allow you to use GEOS 2.0r with all the applications on the GEOS 2.0 disks.

BOOTING PROBLEMS

If the GEOS System disk does not boot, follow the steps in this section for possible solutions and explanations.

1. Try booting the Backup System disk¹. Both disk 1 and disk 2 contain the booting properties of GEOS. If one disk boots and the other does not, you probably have a defective disk. In this case return only the nonfunctioning disk for a replacement. Return just the defective disk to Berkeley Softworks, Replacement Department, 2150 Shattuck Avenue, Berkeley, CA 94704. Please include the proof of purchase which should indicate the date of purchase. If neither disk loads, compare your computer system with the information in HARDWARE COMPATIBILITY.

¹If your GEOS package came with only one booting or system disk, you have GEOS 1.2. We are no longer selling GEOS 1.2 or providing replacements for these disks. We encourage you to upgrade to GEOS 2.0.

2. Be sure to check for compatibility with your disk drive, interface card and printer. Incompatible hardware can adversely affect the loading of GEOS. Disconnect all extra peripherals such as fastload cartridges when using GEOS. These devices do not allow the program to operate correctly, resulting in booting difficulties and program errors. Also try loading the program with the printer disconnected. Some printers cause incomplete loading of the deskTop.
3. Try loading the GEOS disks on an alternate computer system if you have access to one. If the disks load on the alternate system it is an indication that the problem resides in your system. You may need to check your disk drive for re-alignment.

Q. What did the error message "File not Found" mean when I was booting GEOS for the first time?

- A. If you get this message when booting GEOS for the first time, the door may not be shut on the disk drive or the disk may be damaged and must be replaced. If this occurs with a 1571 disk drive, the disk may not be seated in the disk drive correctly. Remove the disk from the drive, reinsert it back into the drive and tap the disk.

Q. Can I use write protect tabs with GEOS?

- A. Yes, but do not use the write protect tabs the very first time you boot GEOS. This will prevent proper installation of GEOS.

HARDWARE COMPATIBILITY

System Requirements

Commodore 64, 64C, 128, 128D Computer

Commodore 1541 or 1571 Disk Drive

High Resolution Monitor

Joystick or Commodore 1351 Mouse

Optional Equipment

Printer

Interface Card

Commodore 1764 RAM Expansion Unit

Commodore 1750 RAM Expansion Unit

GEORAM

Commodore 1581 Disk Drive (to use as a secondary drive with GEOS 2.0, GEOS 128, and GEOS 128 2.0. GEOS will not load from the 1581 disk drive.)

Note: Fastload Cartridges are not recommended when using GEOS. They can interfere with the loading and operation of the program.

HARDWARE QUESTIONS AND ANSWERS

- Q. Can I use the Commodore 1700 RAM Expansion Unit (REU) with GEOS as a secondary drive?**
- A. No. The 1700 REU does not have enough memory to create a second drive with GEOS.
- Q. How much extra memory is available with the Commodore 1764 REU and the 1750 REU?**
- A. The 1764 REU has 256K of memory, 165K is used in GEOS as a second drive and the remaining memory is used for DMA and RAM Reboot. The 1750 REU has 512K of memory, 331K is used in GEOS as a second drive and the remaining memory is used for DMA and RAM Reboot.
- Q. I recently purchased a Commodore RAM Expansion Unit. How do I set up the RAM drive?**
- A. If you currently have GEOS 1.2, you must use the GEOS Upgrade disk included in the Commodore REU package. If you have GEOS 1.3, GEOS 128, GEOS 2.0 or GEOS 128 2.0 activate the RAM drive by following these steps: 1. Insert the REU in the Expansion Port before turning on the computer. 2. Boot GEOS. 3. Open the Configure file and choose the RAM option under Drive B or Drive C. Go to the file menu and select **save configuration**. 4. Select **file** once again and **quit**. The deskTop will appear with a RAM drive icon in the upper right hand corner. Note - If you are using the 1764 REU select RAM 1541. If you are using the GEORAM or the 1750 REU, select RAM 1571.
- Q. I am using the 1581 disk drive with GEOS and am unable to save files on the 3.5 inch drive. What could be causing this?**
- A. If you are experiencing difficulty in utilizing the 1581 drive with GEOS, it is advisable to bring the 1581 drive to a local Commodore dealer to determine whether or not chips in the drive need to be updated. Give the dealer the following information: 1. The 1770 chip should be replaced with the Western Digital 1772 chip. 2. The Jumper J1 should be installed. 3. IC location 1010 of U10 should be grounded. Once the 1581 is updated, use the 2.0 version of the Configure file. GEOS 2.0 and GEOS 128 2.0 contain this version.
- Q. Is it possible to use a Commodore compatible disk drive with GEOS?**
- A. Some GEOS users have been successful with the Indus GT, BlueChip, Accelerator Plus and FSD-1 disk drives. However, Berkeley Softworks cannot guarantee compatibility with these drives. No other third party disk drives have been successful to our knowledge.

INFORMATION THAT NEEDS TO BE UPDATED IN THE GEOS 64, GEOS 128 2.0 OR GEORAM MANUAL.

- 1. All of our GEOS Product Manuals have our Customer Service number listed as (415) 644-0890 and service hours from 9am - 5pm Pacific Standard Time.**

Please make a notation that we have two updated Customer Service phone numbers. For technical support, you can reach us Monday through Friday from the hours of 9am to 3pm Pacific Standard Time at (415) 644-0926. Our Product Fulfillment (order and replacement tracers) number is (415) 644-1372. You will hear a recorded message that will ask you to respond to certain questions. One of our Fulfillment Clerks will do a follow-up on your inquiry. The Fulfillment Service line is available 24-hours.
- 2. On page 12 in the GEOS 64 2.0 Manual under "Step 2 Now Make the Backups", it indicates that you need to make a backup of the System disk and Backup System disk.**

It is unnecessary to do this procedure as you already have a Backup System disk.
- 3. The GEOS 2.0 and GEOS 128 2.0 Manual state that you can create or open a file on a different disk than the one on which you are currently working. The drive option does not appear in the dialog box.**

You may only use this option if your hardware set-up consists of two disk drives of the same type such as two 1541 or 1571 drives. You may also use a disk drive and a RAM Expansion Unit to receive the drive option box. GEOS cannot read two different drive types simultaneously.
- 4. In the GEOS 2.0 Manual on page 182 under NLQ (Near Letter Quality), it points out that you can use bold, italics, underlining, superscript and subscript with NLQ depending on the type of printer you're using.**

This statement is incorrect. You cannot use any of these features listed above when using NLQ printing.
- 5. On page 4, section 5 in the GEOS 64 2.0 Manual and on page 18 in the GEORAM Manual, it indicates "If you are using a DSI PPI interface, enter the following command to load GEOS: OPEN 4,4,25:, PRINT#4, CLOSE #4, LOAD 'GEOS',8,1...."**

Please make note that you do not have to type in the "Close #4" command. Also, this only applies to the Data Share Incorporated PPI Interface. You do not have to type in any BASIC commands when using any other parallel interface cards.

GEORAM

The geoRAM offers 512K bytes of memory for use with the Commodore 64, 64C, 128, and 128D Computers. Upon operation with geoRAM, you will notice a dramatic increase in speed because geoRAM will boost drive access 35 times faster.

The following software is included in the geoRAM package: 2.0r kernal, deskTop, and the Configure file. The operation of these programs are identical to that of the programs in GEOS 64 2.0 and GEOS 128 2.0. Documentation is included.

Q. Does geoRAM operate with other Commodore software products?

A. No. GeoRAM was developed to function exclusively with GEOS software.

Q. Although the geoRAM will not run with other software, is it required that I disconnect geoRAM when I am running other Commodore software?

A. It is not mandatory that you remove geoRAM when you use other Commodore software. The geoRAM will not affect other software unless specific instructions are given by the software manufacturers.

Q. Will I have the ability to run all GEOS applications with geoRAM?

A. Yes. GeoRAM was developed for compatibility with most GEOS software; with the exception of GEOS 1.2. If you currently have GEOS 1.2 you must first upgrade to GEOS 2.0 or GEOS 128 2.0. If you have GEOS 1.3 or GEOS 128 1.4 it is not necessary to upgrade to GEOS 2.0 or GEOS 128 2.0 since these versions contain the files for setting up the RAM drive. During the installation of the GEOS 2.0r disks, you will receive a prompt stating "Do you wish to install any previously installed applications?". If you answer yes to this question, you will be able to install additional applications.

Q. Do I need a power supply to run geoRAM?

A. If you are using a Commodore 64, 64C or 128, you will not need an external power supply. The power supply packaged with the computer is sufficient for use with geoRAM.

Q. Will geoRAM work with all Commodore disk drives?

A. Yes. GeoRAM will operate as a second or third drive device in conjunction with a Commodore 1541, 1541 II, 1571, 1571D or 1581 disk drive.

Q. What is the cost of geoRAM and how can I order it?

A. The cost of geoRAM is \$124.95 (CA. residents please add \$8.75 sales tax) plus \$4.95 for shipping and handling. You can place an order by calling (800) 525-4518 extension 1757. To order by mail, send your payment to Berkeley Softworks, Fulfillment Department, 5334 Sterling Center Driver, Westlake, Village, CA 91361. Payment can only be accepted by personal check, money order, VISA or MasterCard.

PRINTER QUESTIONS AND ANSWERS

- Q. What do I need to know before purchasing a printer for use with GEOS?**
- A. The best printers to use with GEOS are those that have 80 dots per inch (dpi) resolution. Most 80 dpi printers are parallel printers that require interface cards.
- Q. Why does the error message "Printer Inaccessible" appear when I attempt to print a GEOS document?**
- A.
 1. The wrong printer driver is selected.
 2. Your printer may not be "on line".
 3. The printer power is off.
 4. There is no paper in the printer.
- Q. What does the message, "Cannot find printer driver" mean and what can I do to avoid it?**
- A. The message indicates the printer driver has not been copied to your work disk. Even though the correct driver symbol appears in the border below the notepad (in the lower left hand corner of the screen), it is necessary to copy the printer driver icon from the System disk to the work disk. Check the GEOS User's Guide for instructions on copying a file from one disk to another.
- Q. Why is my document illegible when printed out?**
- A. There are a few possible causes of a illegible print out:
1. The printer and/or interface card may be incompatible with GEOS. To ensure that your printer is compatible check the GEOS User's Guide for a list of tested printers and check this pamphlet for a list of compatible interface cards.
 2. The correct printer driver for your printer may not be selected. Be sure to choose the driver for your printer on the System disk and copy that driver to all of your work disks.
 3. Once printing has started leave the power on until the page is finished.
- Q. Why do large blank gaps run horizontally within the lines of my GEOS documents?**
- A. Large gaps (1/3" or more from the top of one line of printing to the top of the next line of printing) are caused by the interface card, printer, or both. The printer or the interface card may be automatically adding line feed commands to any carriage return. Turn the line feed switch, on both the printer and the interface card, to the off position.

Q. How can I obtain Near Letter Quality (NLQ) printing with my geoWrite document?

A. An option for NLQ printing is including with geoWrite 2.1 which is available in GEOS 2.0 and GEOS 128 2.0 and geoWrite Workshop 64/128. To use NLQ you must use the Commodore 10 font included on the disk. You must also select NLQ spacing from the **page** command menu. If your document is already completed, highlight it, select the **page** menu and select NLQ Spacing. This will prevent the document from printing without the spaces. Please note that NLQ does not print out in bold, underline and italics.

Q. Why am I missing the right hand portion of my document?

A. If you have a 60 dpi printer such as the Okimate 10, a Commodore serial printer, Seikosha SP1000VC, Epson MX-80, Star Gemini II or Okidata 120, GEOS documents expand on the printed page. To print the entire document in geoWrite, set the margins to 1.2 inches and 7.2 inches. In geoPaint, fill the left 3/4 of the geoPaint page. In geoPublish, set the geoPublish right-hand guideline at 6 inches.

Q. Is GEOS compatible with any daisy wheel printers?

A. Since GEOS prints out in graphics mode it is not compatible with any daisy wheel printers. Daisy wheel printers uses full characters.

Q. How can I obtain the geoPrint Cable?

A. We no longer sell the geoPrint Cable. Please check the **Compatible Interface Cards** section in this pamphlet to determine which cards are compatible with GEOS.

Q. Why does my system lock up when I am booting GEOS?

A. With some of the printers that use the Commodore Serial Bus, you must disconnect the printer from the disk drive when booting GEOS. If you do not do this, the program will lock up when loading. When the deskTop appears, you can reconnect your printer. The lock-up problem does not occur if you are using an 80 dpi resolution printer with a centronics parallel interface.

Q. How can I obtain an updated printer driver disk?

A. To obtain a printer driver disk with updated printer drivers, send a check or money order for \$5.00 (CA. Residents please add 0.36 for sales tax) to: Berkeley Softworks, Replacement Department, 2150 Shattuck Avenue, Berkeley, CA 94704. Please include a letter requesting a Commodore Printer Driver Disk.

- Q. When I'm done printing using single sheet paper, my computer is locked up and the "cancel" box is still on the screen. What is wrong?**
- A. The printer is not finished printing. You should insert a sheet of paper into the printer and put the printer back on line. Typically, the printer will have just a few carriage returns and will feed the paper through the roller. You will then be returned to the deskTop.

- Q. Is GEOS compatible with 24 pin printers?**
- A. Yes. There are two 24 pin print drivers for GEOS, the Star NB-15 driver and the Epson LQ-1500 driver. GEOS 1.3, GEOS 2.0, GEOS 128, and GEOS 128 2.0 include the Star NB-15 driver. The Epson LQ-1500 driver may be obtained by sending a check or money order for \$5.00 (CA. Residents please add 0.36 for sales tax) to: Berkeley Softworks, 2150 Shattuck Avenue, Berkeley, CA 94704. Printers tested as compatible with these drivers are: Seikosha SL-80AI, Star NB-15, Star NB-24-10, Star NB-2415, Star NB-2400 and the Panasonic KXP-1124. It is possible that other 24-pin printers are compatible but they have not been tested at this time.

LASER PRINTING SERVICE INFORMATION

Mr. Skip Goetzinger of LaserDirect operates a laser printing service through the Q-LINK telecommunications network. Q-LINK members upload their GEOS document file via modem to a special area on the network. LaserDirect downloads the files, prints them on their Apple LaserWriter printer and returns the printed document to you by mail.

LaserDirect also provides laser service to GEOS users not currently connected with Q-LINK. Non-Q-LINK members may access the service by sending a GEOS formatted disk with document file(s) created with laser fonts. The disk must also include an information payment file that includes the customer name, address, telephone number, VISA or Master Card number with the expiration date and the name that appears on the VISA or MasterCard. It is not necessary to include the application files (such as the geoWrite 2.1 file) or the font file themselves. Once Mr. Goetzinger receives the disk(s), he prints the documents on his Apple LaserWriter and returns them via mail.

To access LaserDirect by mail send the GEOS disk(s) with the above information to:

Skip Goetzinger
Laser Direct
P.O. Box 20913
Milwaukee, WI 53220-0923.

Should you have any further questions or need more information, you may contact Mr. Goetzinger at (414) 543-9923.

COMMODORE GEOS PRINTER DRIVER LIST

<u>PRINTER</u>	<u>PRINTER DRIVER</u>	<u>PRINTER INTERFACE</u>	<u>DIP SWITCH SETTING</u>
Apple Dot Matrix	C. Itoh 8510	Centronics Parallel	SW1 1-8 Open SW2 1-8 Open
Apple ImageWriter	ImageWriter	RS-232c Serial	SW1 1-8 Open SW2 1-8 Open
Apple ImageWriter II	ImageWriter II	RS-232c Serial Color	SW1 1-8 Open SW2 1-2 Closed, 3 Open
Apple LaserWriter Laser Writer Plus	LaserWriter 2.1 geoLaser, geoPublaser	Laser, RS-232c Serial	Not available.
Apple II Scribe	Scribe	RS-232c Serial, Color	Not available.
BlueChip M120/10	BlueChip M120	Centronics Parallel	Not available.
BMC BX-80	BlueChip M120	Centronics Parallel	Not available.
C.Itoh 1550	C.Itoh 8510A	Centronics Parallel	Not available.
C.Itoh 8510 (ProWriter)	C.Itoh 8510	Centronics Parallel	SW1 1-8 Open (Down) SW2 1-8 Open (Down)
C.Itoh Riteman C+	Riteman C+	Commodore Serial	Not available.
Cal-Abco Legend	BlueChip M120	Centronics Parallel	Not available.
Citizen 120-D	Star NX-10	Centronics Parallel	#2,3 & 8 OFF
Commodore MPS 801 (1525)	MPS 801	Commodore Serial	Not available.
Commodore MPS 802 (1526)	1526	Commodore Serial	Not available.
Commodore MPS-803	MPS 803	Commodore Serial	Not available.
Commodore MPS 1000	MPS 1000	Commodore Serial	#1,2,6 & 8 OFF
Commodore MPS 1200	MPS 1200	Commodore Serial	#1,5,6,7 & 8 OFF #2 & 3 ON
Epson EX-800, EX-1000	Star NX-10	Centronics Parallel	SW1 #1 & 4 OFF #6,7 & 8 ON SW2 #1,4,5 & 6 OFF
Epson FX-80, FX-100, Epson FX-80+, Epson FX-100+ Epson FX-80+, FX-100+	Epson FX-80	Centronics Parallel	SW1 #1 & 5 ON 6,7 & 8 OFF SW2 #4 OFF
Epson FX-85, FX-185	Star NX-10	Centronics Parallel	SW1 #1 & 5 OFF 4,6,7 & 8 ON SW2 #4 OFF
Epson FX-86e, FX-286e	Star NX-10	Centronics Parallel	SW1 #1,4 & 5 OFF 6,7 & 8 ON SW2 #4 OFF
Epson JX-80	Epson JX-80	Centronics Parallel Color	SW1 #1 & 5 OFF 6,7,8 ON SW2 #4 OFF

<u>PRINTER</u>	<u>PRINTER DRIVER</u>	<u>PRINTER INTERFACE</u>	<u>DIP SWITCH SETTING</u>
Epson LQ-500	Epson LQ-1500, Star NB-15	Centronics Parallel	SW1 1,2 & 3 ON #6 OFF
Epson LQ-800, LQ-850	Epson LQ-1500, Star NB-15	Centronics Parallel	SW2 #1,4,7 & 8 OFF
Epson LQ-1000, LQ-1050	Epson LQ-1500, Star NB-15	Centronics Parallel	SW1 #1,2 & 3 ON, 6 OFF
Epson LQ-1500	Epson LQ-1500, Star NB-15	Centronics Parallel	SW2 #1,3,4 & 8 OFF
Epson LQ-2500	Epson LQ-1500, Star NB-15	Centronics Parallel	SW1 #3 & 4 OFF
Epson LX-80, LX-86	Epson LX-80, Star NX-10	Centronics Parallel	SW2 #1,2 & 3 ON,4 OFF
Epson LX-800	Epson MX-80	Centronics Parallel	Not available.
Epson LX-800	Epson LX-80, Star NX-10	Centronics Parallel	SW1 #1 & 4 OFF
Epson MX-80, MX-100	Epson MX-80	Centronics Parallel	6,7 & 8 ON
Epson RX-80, RX-100	Epson FX-80	Centronics Parallel	SW1 #1 OFF,6, 7 & 8 ON
Hewlett Packard LaserJet, LaserJet+	LaserJet SER.	Laser, RS-232c Serial	SW2 1 & 4 OFF
Hewlett Packard LaserJet, LaserJet+	LaserJet PAR.	Laser, Centronics Parallel	SW1 #3 & 4 OFF
IBM 5152+ Graphics Printer	IBM 5152+	Centronics Parallel	SW1 #1,4 & 5 OFF
Integral Data Systems IDS-480	IDS 480	Centronics Parallel	SW2 #1 & 5 OFF
Mannesmann Tally Spirit 80	BlueChip M120	Centronics Parallel	SW2 #3 OFF
NEC 8023	C. Itoh 8510	Centronics Parallel	SW1 #1 & 4 OFF
NEC P6, P7	Epson LQ-1500	Centronics Parallel	#6,7 & 8 ON
Okidata 120	Oki 120	Commodore Serial	SW2 #3 OFF
Note: Switch 5 "on" sets the Auto line-feed to "on", normally wrong, but necessary for this driver.			Not available.
Okidata LaserLine	LaserJet PAR.	Centronics Parallel	#2 & 3 OFF,4,5,6 & 7 ON
Okidata Microline 92 & 93	Oki ML 92/93	Centronics Parallel	Not available.
Okidata Okimate 10	Okimate 10	Commodore Serial, Color	Not available.
Okidata Okimate 20	Okimate 20	Commodore Serial, Color	Not available.
Olivetti PR2300	Olivetti PR 2300	Centronics Parallel	Not available.
Panasonic KX-P 1080	Star NX-10	Centronics Parallel	Not available.
Panasonic KX-P 1080i			
Panasonic KX-P1091,	Star NX-10	Centronics Parallel	Not available.
Panasonic KXP-1091i			
Sears SR-2000	Star NX-10	Centronics Parallel	#1,3,6 & 7 OFF #8 ON
Sears SR-5000	Epson LQ-1500	Centronics Parallel	Not available.
Seikosha SL-80AI	Epson LQ-1500	Centronics Parallel	Not available.
Seikosha SP-1000VC	Comm. Compat.	Commodore Serial	Not available.
Seikosha SP-1000A	Star NX-10	Centronics Parallel	Not available.
Star Delta, Radix	Gemini 10X	Centronics Parallel	Not available.
Star Gemini 10X	Gemini 10X	Centronics Parallel	#1-4 OFF

<u>PRINTER</u>	<u>PRINTER DRIVER</u>	<u>PRINTER INTERFACE</u>	<u>DIP SWITCH SETTING</u>
Star Gemini II Star NB-15	Comm. Compat. Star NB-15, Epson LQ-1500	Centronics Parallel	Not available. SW1 #1 ON SW2 #2 #1,5,6 & 8 ON
Star NB24-10, NB-24-15 Star NB24-10,NB-24-15	Epson LQ-1500, Star NB-15 Epson LQ-1500, Star NB-15	Centronics Parallel Centronics Parallel	Not available. Not available.
Star NL-10 Star NL-10 Star NP-10 Star NX-10	Star NX-10 Star NL-10 (com) Star NX-10 Star NX-10	Centronics Parallel Commodore Serial Centronics Parallel Centronics Parallel	Not available. Not available. #3,5,6,7 & 8 ON SW1 #1,4,6 & 8 ON SW2 #2,3 & 4 ON
Star NX-1000 If horizontal white gaps appear, try the MPS-1200 driver. Star NX-1000C If horizontal white gaps appear, try the MPS-1200 driver Star NX-1000 Rainbow (If you are using black ribbon, use the Star NX-10 driver) Star NX-1000C Rainbow (If you are using black ribbon, use the Star NX-10c driver) Star NX-10C Star SG-10/15, SD-10/15/ SR-10/15 Star SG-10c, SL-10c Toshiba P321, P341 & P351 Toshiba PA 7253	Star NX-10 Star NX-10C NX-1000 Rainbow NX-1000 Rainbow Star NX-10C Star SG-10/15, Gemini Comm. Compat. Toshiba P321 C. Itoh 8510	Centronics Parallel Commodore Serial Centronics Parallel Color Commodore Serial Color Commodore Serial Centronics Parallel Commodore Serial Centronics Parallel Centronics Parallel	SW1 #1 & 8 ON SW2 #2,3 & 4 ON #1,5 & 6 ON 3,4,7 & 8 OFF SW1 #1 & 8 ON SW2 #2,3,4 ON #3,4,7 & 8 ON 1,5 & 6 OFF #1 OFF #3,4,6,7&8 ON SW1 #1,2,3,6,7 & 8 ON SW2 #2 &3 ON Not available. Not available. SW1 1-8 Open SW2 1-8 Open

INFORMATION ON USE OF PRINTERS THAT HAVE NOT BEEN TESTED BY BERKELEY SOFTWARES

The following information has been supplied to Berkeley Softworks by helpful GEOS users. Berkeley Softworks has not directly tested the information listed below.

<u>PRINTER</u>	<u>PRINTER DRIVER</u>	<u>PRINTER INTERFACE</u>
Citizen MSP-10 Hewlett Packard ThinkJet MPS 1250	Epson FX-80 BlueChip M120 Epson FX-80	Centronics Parallel Centronics Parallel Comm. Serial Bus. (Dip Switch #2 & #3 ON, others OFF).
Epson Homewriter 10 Okidata 180 Panasonic KX-P 1124	Epson FX-80 Epson FX-80 Epson LQ-1500	Epson Printer Interface Centronics Parallel Centronics Parallel

COMPATIBLE INTERFACE CARDS

INTERFACE CARD

SWITCH SETTINGS/COMMANDS

Xetec Super Graphics Gold

Type in the following BASIC Commands before loading GEOS:

```
Open 1,4,15
PRINT#15,"SL"
LOAD"GEOS",8,1
```

For GEOS 128; auto-boot GEOS, go into BASIC from the **special** menu or options menu, and type:

```
Open 1,4,15
PRINT#15,"SL"
BOOT
```

Note: You may also obtain a patch file through Berkeley Softworks or by downloading through Q-LINK to eliminate the need for this command.

Dip Switches: 1-4 OFF, 5-7 Optional, 8 OFF

Xetec Super Graphics

Xetec Super Graphics Jr.

Dip Switches: 1 OFF, 2 ON, 3-4 OFF, 5-7 Optional, 8 OFF

Telesys Turboprint GT

Dip Switches: 1-5 ON, 2-4 Optional

Cardco Card ? +G, Cardco A

Dip Switches: 1-2 OFF, 3-4 ON, 5 OFF, 6-8 Optional

Cardco Super+G

Dip Switches: 1 OFF, 2-3 Optional, 4-5 OFF 6 Optional, 7 OFF, 8 ON

Cardco B

Dip Switches: 1 & 3 Up (ON), 2 Down (OFF)

Micrographics MW-350

Dip Switches: 1-3 Optional, 4 ON, 5-6 OFF

Data Share Incorporated P.P.I. Interface: For 64 & 128 in 64 Mode; type this in BASIC:

```
OPEN 4,4,25
PRINT #4
LOAD"GEOS",8,1
```

For GEOS 128; auto-boot GEOS, go into BASIC from the **special** menu or **options** menu, and type:

```
OPEN 4,4,25
PRINT #4
BOOT
```

Commodore User Port-to-RS232 Connector

Omnitronix Deluxe RS-232 Interface - Setting both switches to "Printer".

Jameco-JE-232CM - Switch setting are 1 & 4 OFF and 2 & 3 ON.

GENERAL QUESTIONS AND ANSWERS

ERROR MESSAGES

- Q. What do most error messages indicate and what should I do when one locks up the system?**
- A. Error messages appear for a variety of reasons. There could be a hardware incompatibility problem, a defective disk, or a bug in the software. When the system locks up, you must remove the disk from the disk drive and turn off the computer. Before rebooting GEOS, check the SYSTEM REQUIREMENTS to insure that your hardware is compatible. Unplug the printer, interface card and any other hardware peripherals. After rebooting, create a new file on a new work disk to see if the problem occurs again. If it does, insert the boot disk and select **validate** from the **disk** menu on the deskTop to locate the error; then validate the original application disk. If an error occurs during validation, return the defective disk with proof of purchase to Berkeley Softworks, Replacement Department, 2150 Shattuck Avenue, Berkeley, CA 94704.

GEOS 64 2.0 & GEOS 128 2.0

- Q. Is it possible to open, edit, copy and print files created with an earlier version of GEOS with GEOS 2.0 and GEOS 128 2.0?**
- A. Yes. The first time you open a previously created data file with the new version of GEOS, the new version automatically upgrades the old data file. The old data file must be opened with the new application file once it has been updated. For this reason we suggest that you make a copy of the old data file before you update it if you wish to continue using it with your older GEOS boot disk.
- Q. When using GEOS 2.0 and GEOS 128 2.0 the drive icons disappear from the deskTop. Why does this happen and what can I do to avoid it?**
- A. This problem occurs if you have two different drive types and no RAM drive. Add the Configure file to each of your GEOS disks (including work disks) if you have one of the following drive set-ups:
- | |
|---------------|
| 1541 and 1571 |
| 1541 and 1581 |
| 1571 and 1581 |
- GEOS cannot read both drive types simultaneously without the use of the RAM drive or the Configure file. If you have two 1541 drives or two 1571 drives, the above information does not apply.
- Q. How do I use fonts with my GEOS work disk?**
- A. Each font you wish to use with geoWrite, geoPaint, or geoPublish documents must be copied to your work disk, one font icon at a time. If you are using GEOS 2.0 or GEOS 128 2.0, you can use the multi file select feature to copy more than one font icon at a time. The fonts will then be accessible through the font pull-down menu within the application. Up to seven fonts will appear in the **font** pull down menu.

GEOWRITE 2.1

- Q. How can I obtain double spacing with GEOS?**
- A. GeoWrite 1.4 and earlier versions do not have a double space option. The best way to obtain this feature is to upgrade to either GEOS 2.0 or GEOS 128 2.0.
- Q. Is it possible to create a document with multiple columns using GEOS?**
- A. Yes. You can create multiple columns by using geoPublish or the Paint Drivers that are included with GEOS 2.0 and GEOS 128 2.0.
- Q. What is wrong if the tab settings do not work correctly in geoWrite?**
- A. Tabs do not work when the document is in full, right or center justification mode. The format must be set to left justification. Also, be sure to press the control key (located on the upper left hand corner of the keyboard rather than the Commodore key) plus the letter "I" when moving the cursor to the tab setting.
- Q. I purchased geoWrite Workshop 128 and the manual refers to Near Letter Quality (NLQ) drivers on the back of the disk. The back side of my disk, however, is blank. Do I have a defective disk?**
- A. The information in the manual pertaining to the NLQ drivers is erroneous. Regular print drivers may be used with the NLQ Commodore font and NLQ spacing selected from the **page** option in the command menu.
- Q. When I am converting a non-GEOS word processing document through Text Grabber, I receive a message "file not found", why?**
- A. You must have the document file and Text Grabber on the same disk in order for you to do the proper procedures.

GEOPAINT

- Q. When using geoPaint in GEOS 128 in the pixel edit mode, my program crashes. Why?**
- A. This was a software bug that occurred in this section of geoPaint. We have corrected this. You may send in your GEOS 128 2.0 disk #2 for a free replacement. Send disk to Berkeley Softworks, Replacement Department, 2150 Shattuck Avenue, Berkeley, CA. 94704.

GEOFILE

- Q. What is the most current version of geoFile and how can I determine which version I have?**
- A. The most current version is geoFile 1.4. In order to determine which version you have, check the geoFile **info** box under the **file** command menu. This is done from the deskTop by clicking once on the geoFile icon and then selecting **info** from the **file** command menu. If you have geoFile 1.3 or lower, send the disk to Berkeley Softworks for replacement (see Replacement section).
- Q. How many records can geoFile hold?**
- A. GeoFile can hold up to 3,000 records, however, it is advisable to limit a single document to 1,000 records.
- Q. How many fields can I have in my database?**
- A. Approximately 40 fields can be used in a single database.
- Q. On what size index cards and labels will geoFile print accurately?**
- A. GeoFile will print 3x 5" index cards and 1-inch labels on GEOS compatible printers. If you have a Star SG-10 printer or a Commodore 1526 printer, the labels print at 15/16 rather than a full inch causing a loss of text during a continuous printout. The result of this loss of accuracy is improper positioning of the printhead on the label.
- Q. After performing a search operation in geoFile and clicking on the ARROW icon, the next form of the database appears rather than one of the searched forms. What is wrong?**
- A. The instruction in the manual to click on the ARROW icon is an error. After performing a search in geoFile, you must use the FACE icons to bring up the first form of the search data, not the ARROW icon.
- Q. Is it possible to change a font in geoFile?**
- A. Although it is not possible to utilize fonts other than the BSW font in geoFile, you can transfer geoFile data to a geoWrite file and access other fonts from there. Once the information is transferred to geoWrite the font and style can be changed as desired.
- Q. Where is the Sample Label file located on the geoFile deskTop which the manual refers to?**
- A. The Sample Label file was never included in the geoFile software package. The manual states that there is a Sample Label file. This is incorrect.

Q. What does the "Buffer over flow" message mean when I am in the form design mode of my layout?

A. This message indicates the buffer in the program is full. It cannot accommodate anymore fields or field names within that particular layout. To overcome this, you can shorten the field names and possibly the fields. This will allow additional space in the buffer.

GEOCALC

Q. How do you delete or add rows or columns to a geoCalc spreadsheet once it is set up?

A. Add and delete rows and columns by using the geoCalc scrap feature to cut, copy and paste information within the spreadsheet. For example, you can cut a row (or column or a number of rows or columns) and then paste the scrap in another portion of the spreadsheet to leave as many empty rows as needed.

Q. Is there a way that I can print out my geoCalc document sideways?

A. No. Unfortunately, this feature is not available in geoCalc.

GEOPUBLISH

Q. When I follow the tutorial in geoPublish, I always lose the right quarter of the page. What is causing this?

A. This problem is common with printers that offer less than 80 dots per inch (dpi) resolution. The solution is to set your right margin at no more than 6 1/4 inches when creating your master page. While it will appear that you are limiting yourself on the screen, the printout will look correct. You may also use the Master Page and Page Layout libraries designed for 60 or 72 dpi printers. These files are located on the back side of the geoPublish disk.

Q. How can I obtain the latest geoPublish update?

You can obtain the two disk version of geoPublish by returning the blue card which should be packaged with the software. If it is not, you can return your geoPublish disk to Berkeley Softworks with \$7.00 and we will send the updated version.

Q. Is there a specific 128 80 column version of geoPublish available?

A. No. The current version takes advantage of all features in GEOS 128 2.0 with the exception of the 80 column viewing mode. Since the entire format of your geoPublish document is shown on the preview screen, the 40 column screen does not limit the amount of your document viewed. Additionally, there are no plans to develop an 80 column version.

DESKPACK1 AND DESKPACK PLUS

- Q. What version of GEOS can be used with the files in DeskPack Plus?**
- A. DeskPack Plus files can be used with both GEOS for the C64 and GEOS for the 128. The files will automatically use the appropriate version of the Kernal. Therefore, when they are opened with GEOS 64 they can be viewed in 40 column mode and when opened with GEOS 128, they can be viewed in 80 column mode.
- Q. When attempting to use Graphics Grabber from DeskPack1, a dialog box appears stating "Please re-insert the disk the Graphics Grabber was run on in Drive A". What does this mean?**
- A. The occurrence is a bug in the DeskPack1. If the above message appears, send the DeskPack1 disk in for a free replacement to Berkeley Softworks, Replacement Department, 2150 Shattuck Avenue, Berkeley, CA 94704.
- Q. The Autodial feature of geoDex on DeskPack Plus is not functioning. What may be interfering?**
- A. The Commodore 1670 1200 baud modem is the only modem compatible with the Autodial feature of geoDex. If you are using the 1670 modem and still cannot autodial, it is probable that you have the newest model of the 1670. DeskPack1 and some versions of DeskPack Plus cannot access this model. Send your DeskPack 1 or DeskPack Plus disk in for a free replacement to Berkeley Softworks, Replacement Department, 2150 Shattuck Avenue, Berkeley, CA 94704. The replacement disk we will send you is reprogrammed to fit the new 1670 model.

FONT PACK I/ PLUS/ AND INTERNATIONAL

- Q. How many fonts are available in each font package?**
- A. The first font package, FONTPACK I, contains 20 fonts with various point sizes. The second package, FONTPACK PLUS, contains 53 fonts with various point sizes. And the most recently developed font package, *International* FONTPACK contains 25 fonts, and again with various font sizes.
- Q. What is the smallest and the largest font size each Font package holds?**
- A. The smallest font available is 9 points and the largest available is 24 points.
- Q. Is there a Font designing program which will work separately from the current fonts and inconjunction with them? Will it allow me to make point sizes larger than 24 points?**
- A. Yes. GeoFont will allow you to design new fonts and modify the existing fonts. You can alter the point size as well as the shape of the current fonts. GeoFont is available on FONTPACK PLUS and *International* FONTPACK.

- Q. What languages are supported by *International* FONTPACK?**
- A. Software support is available for Danish, French, German, Italian, Spanish, Swedish, Swiss, English (U.K.) and English (U.S.) languages. The manual is written, in English, German, French, and Italian.
- Q. Do I need a 128 80 column version of any of the FONTPACK applications to run them on GEOS 128 or 128 2.0?**
- A. No. All FONTPACK fonts are designed to run in the 40 and 80 column modes as well as with all versions of GEOS. (GEOS 64 1.2, 1.3, 2.0 GEOS 128 1.4, and 2.0)
- Q. I cannot find the *International* FONTPACK in the retail stores. Where can I purchase it?**
- A. You can place an order for the *International* FONTPACK by sending a payment of \$29.95 (CA. residents please add \$2.17 for sales tax) plus \$4.95 for shipping and handling to Berkeley Softworks Fulfillment Center, 5334 Sterling Center Drive, Westlake Village, CA 91361 or by calling 1-800-443-0100 ext. 1757. Payments can only be accepted by personal check, money order, VISA or MasterCard.

GEOCHART

- Q. Can I use geoChart with either GEOS 64 and GEOS 128?**
- A. GeoChart files can be used with both GEOS 64 and GEOS 128. The files can be viewed in either the 40 or 80 column mode.
- Q. Can my geoChart file be expanded to occupy a full page instead of the quarter-page length that I am getting now?**
- A. No. Unfortunately the geoChart program does not allow you to perform this function.

CLIP ART DISK

- Q. What does the Clip Art Disk consist of?**
- A. The Clip Art disk contains 10 photo albums with a total of 100 Clip Art pictures.
- Q. How can I use the Clip Art?**
- A. The Clip Art pictures are stored in photo albums. Each photo album can be viewed through the photo manager desk accessory. It is also through the photo manager disk accessory where you can select and copy your desired Clip Art picture for placement into a GEOS application. The Clip Art pictures can be used with all GEOS applications (i.e. geoWrite, geoPaint, geoPublish, and geoFile).

QUANTUMLINK TELECOMMUNICATIONS

Q-Link (QuantumLink - a telecommunications network for Commodore computers) is a helpful source for obtaining knowledge on the usefulness and operation of GEOS. Each GEOS product has its own Product Support Board for questions and answers in an area specifically for Berkeley Softworks; the GEOS ARENA. Each Product Support Board has an individual GEOS Representative (GEO REP) to answer questions and monitor the activity of the boards. Direct communication with a Berkeley Softworks Customer Service Representative is available through an E-Mail service (Electronic Mail) by contacting GEOS STEVE, the Berkeley Softworks SYSOP.

Q-Link is most effective for communicating with other active and knowledgeable GEOS users. A good area for such communication would be the GEOS Chat Room. For those who are familiar with the GEOS ARENA on Q-Link, the GEOS Chat Room Area has been increasingly active. Come join us in the evenings if you need assistance with your GEOS software. A Berkeley Softworks representative is available in the evenings during the week. Berkeley Softworks also conducts Q-Link Forums once a month. Free GEOS Software is also given out to random participants during these montly forums. *Come join the fun!*

Please contact the QuantumLink Customer Service Department for information on connection; (800) 392-8200. For Canadian Residents please call (703) 883-0788.

GGEOWORLD

GGEOWORLD is a bi-monthly magazine which expands on the use of GEOS and GEOS applications. The magazine itself is produced by GEOS Users and GEOS applications. The magazine contains informative articles on new GEOS programs, enlightening programming news and creative new uses for GEOS. You can also receive the latest reports of what is taking place on Q-Link and in the world of Commodore and AMIGA. Information on how to intertwine data files between the Commodore, AMIGA, and Macintosh computers can also be obtained in this magazine.

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