



Dear GEOS® Owners:

Included with your GEOS package is this information pamphlet which contains answers to most commonly asked GEOS questions.

If you cannot locate the necessary information to your inquiry after reviewing your manual, the information is probably 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.

As you may have noticed, we have changed our company's name from Berkeley Softworks to GeoWorks to reflect our expanded product line. We have a software package called GeoWorks Pro™ designed for IBM PC and PC-compatible computers. As an owner of Commodore GEOS, you may upgrade to GeoWorks Pro™ at an excellent price. For product and upgrade information on GeoWorks Pro™ please refer to pages 5 and 6 or you may call us at (510) 644-0883. Please be assured that we will continue to provide sales and customer support for the existing Commodore GEOS product line.

If the pamphlet has not answered your questions or further customer service information is needed, you may contact our Customer Service line at (510) 644-0926, Monday through Thursday, from the hours of 9:30AM - 12:30PM Pacific Standard Time. We also offer on-line support through QuantumLink (Q-LINK), the Commodore Telecommunications Service. On Q-LINK we have GeoReps who represent GeoWorks and can assist you with GEOS questions. The GeoReps are on line every night so you can receive a response to your question in a timely manner. We also have GeoHosts who host the Chat Room area from Monday through Saturdays.

Thank you for your continued interest in GEOS!

Sincerely,

Angela F. McKenna
Customer Service Manager
Commodore/Apple

This letter and pamphlet was created using GeoWorks Ensemble™

2150 Shattuck Avenue, Berkeley, CA 94704 (510) 644-0926 Fax: (510) 549-0538

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Printed in the United States of America.

3rd Edition

May 1991

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Please refer to page(s) _____ for the answer(s) to your GEOS question(s).

PRICE/AVAILABILITY FOR COMMODORE GEOS PRODUCTS

Product	Status	Retail Price	Shipping	CA Sales Tax
Commodore 64				
GEOS 2.0	Available	\$59.95	\$4.95	\$4.20
geoPublish	Available	\$49.95	\$4.95	\$3.40
geoFile	Available	\$49.95	\$4.95	\$3.40
geoProgrammer	Available	\$69.95	\$4.95	\$4.90
geoCalc ²	Available	\$49.95	\$4.95	\$3.40
geoBasic ¹	Available through Run Magazine			
Commodore 128				
GEOS 128 2.0	Available	\$69.95	\$4.95	\$4.90
geoCalc 128	Available	\$49.95	\$4.95	\$4.90
geoFile 128 ²	Available	\$69.95	\$4.95	\$4.90
Commodore 64 and 128				
DeskPack Plus	Available	\$29.95	\$4.95	\$4.90
FontPack Plus ²	Available	\$29.95	\$4.95	\$2.10
International Fontpack ²	Available	\$29.95	\$4.95	\$2.10
Clip Art Disk ²	Available	\$ 9.95	\$4.95	\$2.10
GEORAM ³	Available through TENEX.	\$124.95	\$4.95	\$2.10

GeoMouse and geoProgrammer 2.0 will not be released at anytime. The geoPrint cable and geoChart have been discontinued. Please send payment to GeoWorks, Commodore Order Processing Center, 5334 Sterling Center Drive, Westlake Village, CA 91361.

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 \$3.00 for shipping and handling.
GEOS 64 1.3/GEOS 128 1.4 User Guide	\$10.00 plus \$3.00 for shipping and handling.
geoDex	\$10.00 plus \$3.00 for shipping and handling.
geoSpell	\$10.00 plus \$3.00 for shipping and handling.
DeskPack Plus	\$10.00 plus \$3.00 for shipping and handling.
FontPack Plus	\$10.00 plus \$3.00 for shipping and handling.
geoFile 64/128	\$15.00 plus \$3.00 for shipping and handling.
geoCalc 64/128	\$15.00 plus \$3.00 for shipping and handling.
geoPublish	\$20.00 plus \$3.00 for shipping and handling.
geoProgrammer	\$20.00 plus \$3.00 for shipping and handling.
geoChart	\$10.00 plus \$3.00 for shipping and handling.
geoPublish Addendum	\$10.00 plus \$3.00 for shipping and handling.
GEOS 128 2.0 Addendum.	\$10.00 plus \$3.00 for shipping and handling.

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

¹RUN Magazine has exclusive distribution right to GEOBASIC. GEOBASIC comes with complete operations manual and sample applications on disk. You can receive GEOBASIC by sending in your payment of \$39.95 to RUN Magazine, 80 Elm Street, Petersborough, 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.

³ GEORAM is available through Tenex Computer Express. To place an order by credit card, you may call the order number at 1-800-776-6781.

GEOS PRODUCT LINE

GRAPHIC ENVIRONMENT OPERATING SYSTEM

GEOS 2.0 & GEOS 128 2.0

GEOS 2.0 runs in 40 column mode.

GEOS 128 2.0 runs in 80 column mode.

deskTop:

- View files as icons or text; sort files four ways.
- Manage "non-GEOS" files.
- Support for 2 drives and a Ram Expansion Unit.
- Recover most recently deleted files.

geoPaint:

- Create charts, diagrams or images up to 8"x 10".
- 16 colors, 16 tools, 32 brush shapes and 32 patterns.
- Cut, copy and paste images into other GEOS documents.
- New graphic shapes.
- Overlay effects.

geoWrite 2.1:

- Expand margins to a full 8".
- Customize headers and footers.
- 10 fonts in 7 styles and multiple sizes.
- Insert, delete or copy text.
- Other features: word wrap, full page preview, decimal tabs, search and replace and pagination.

geoSpell:

- Automatically scan the 38,000+ word geoDictionary alongside your personal dictionary.
- Employ global search and replace options.
- Create and update personal dictionaries.

Text Grabber:

- Import text from most Commodore word processors - Word Writer™, PaperClip™, Easy Script™, PaperClip II™, Fleet System IV™, Word Writer 128™ and others.

geoMerge:

- Create customized form letters.

Desk Accessories:

- 4-function calculator; 127-page notepad; alarm clock.
- Screen preference manager; color pad manager.
- Photo/text managers and albums for saving and transferring graphics and text.
- Cut and paste options.
- Name photo album pictures.

PLUS:

- diskTurbo runs applications 5 to 7 times faster.
- Keyboard shortcuts and input device options (mouse, joystick and others).
- Q-LINK telecommunications software.

FONTPACK PLUS

For the use with GEOS 64 and GEOS 128 programs.

- FontPack Plus offer 53 font styles. Use these exciting fonts in multiple point sizes to enhance your personal letters, banners, newsletters and invitations. If you cannot find the ideal font for your document, use geoFont to modify an existing font or create an entirely new font. FontPack Plus is compatible with all GEOS applications, including GEOS 2.0, GEOS 128 2.0 and GeoPublish.

geoFont:

- Create new fonts as well as modifying existing fonts.
- Mix font styles and point sizes.
- Use a full range of font sizes up to 48 points.

GEOS PRODUCT LINE

GRAPHIC ENVIRONMENT OPERATING SYSTEM

INTERNATIONAL FONTPACK

For the use with GEOS 64 and GEOS 128 programs.

- International Fontpack supports nine different languages. Each font brings its own unique character to all your printed presentations. Pick a font, point size and language that address your foreign language needs.

GEOPUBLISH

For the use with GEOS 64 and GEOS 128 programs.

- Create custom multi-column layouts or utilize the library of 21 predefined layouts.
- Layout headlines, columns and graphic regions.
- A complete object oriented draw program with over 25 diverse tools and 32 patterns.
- Full page and zoom display modes.
- Includes clip art library of over 50 graphics.
- Use Text Grabber to import text from other word processors.
- Use Graphics from Print Shop, PrintMaster and Newsroom.
- Support for over 80 GEOS compatible fonts in point sizes ranging from 4 to 192 (.05" to 2.6").
- Over 7 typestyles (plain, **bold**, *italic*, underline, outline, superscript and subscript) in any font. Create documents up to 16 pages.

GEOFILE and GEOFILE 128

- Design custom forms up to 8"x 10".
- Add new or rearrange existing field at any time.
- Import graphics from geoPaint.
- Print address labels, index cards - anything you choose.
- Save up to 3,000 records per file.
- Print database forms 16 different ways.
- Print multiple forms on the same page.

geoMerge:

- Create personalized form letters with pre-set instructions using geoWrite.
- Produce inventory reports, price tags, date list, etc., using geoFile.
- Merge groups of address information (using geoDex, in Deskpack Plus, for example).

SPECIAL 128 FEATURES

- View the screen in 80-column resolution.
- Take advantage of the additional memory, 2mhz processing speed and numeric keypad.

GEOCALC and GEOCALC 128

- Use up to 28,672 cells in one spreadsheet (256 rows x 112 columns).
- Intelligent recalculation of data formulas.
- Adjust cell width and alignment (justification of data within each cell).
- Perform over 24 advanced mathematical functions to 9-place accuracy (financial, trigonometric, statistical, logarithmic, etc.).
- Perform basic arithmetic functions to 12-place accuracy.
- Cut and copy data between cells and spreadsheets.
- Print in draft, high quality and near letter quality mode.

SPECIAL 128 FEATURES

- View the screen in 80-column resolution.
- Take advantage of the additional memory, 2 mhz processing speed and numeric keypad.

GEOS PRODUCT LINE

GRAPHIC ENVIRONMENT OPERATING SYSTEM

GEOCHART

For the use with GEOS 64 and GEOS 128 programs.

- Choose from 9 different chart types: column bar, area, pie, point, line, unibar, scatter point and scatter line.
- Supports charting of up to 80 data points.
- Changes fonts, point sizes and styles and for all text including chart title, legend and axes labels.
- Add, delete or change text at any time.
- Choose from 32 marker patterns and 14 formats for displaying axes label values.
- Imports data from other GEOS programs.
- Prints charts from within geoChart to any GEOS compatible printer.

GEOPROGRAMMER

For the use with GEOS 64 program.

geoAssembler:

- Supports macros, complex expressions, conditional assembly and nested include files.
- Create source code in geoWrite and paste graphics from geoPaint into your source code.

geoLinker:

- Generates GEOS sequential applications, VLIR applications, desk accessories and standard Commodore applications.
- Supports dynamic overlay modules, allowing programs to be larger than the available memory.

geoDebugger:

- Supports full symbolic disassembly and line assembly using the labels from your program.
- Press one key to switch from your program to the debugger screen. Recognizes over 80 powerful commands for assembling, disassembling, single-stepping, setting breakpoints, etc.
- Create macros to customize the debugger.

PLUS: Over 400 pages of documentation, complete listings of GEOS equates and macros, and documented source code for sample GEOS applications.

DESKPACK PLUS:

For the use with GEOS 64 and GEOS 128 programs.

Graphics Grabber:

- Convert Print Shop, PrintMaster and Newsroom artwork and graphics libraries for use with geoWrite, geoPaint, GEOPUBLISH and GEOFILE.

Icon Editor:

- Customize icons or modify existing icons.

geoMerge:

- Create personalized form letters with data from geoWrite, GEOFILE and geoDex.

geoDex:

- Store names, address and more by group or alphabetically.
- Perform searches; utilize the autodialing feature.
- Print phone lists, address labels and geoDex data.

Calendar:

- Record upcoming events; "cut and paste" calendar pages.

Blackjack:

- True 52-card deck for card-counting accuracy.
- Includes hand splitting, double down and insurance.

GeoWorks Ensemble

P/C GEOS:

- P/C GEOS is an easy to use yet powerful state-of-the-art graphical windowing environment • Preemptive Multitasking • Multithreading • Motif compliant user interface. • "Single Imaging Model" for true WYSIWYG and superior printing • Express button to manage desktop • Background printing • Pull-down menus • Tear-off menus • Clipboard • Cut, copy, paste between files and applications • Print queue management • Document safeguarding • Background bitmaps • 3 menu font sizes • 32 character file names • Automatic screen blanking • Use expanded or extended memory

GeoWrite:

GeoWrite is a robust WYSIWYG word processor that delivers advanced outline font technology, sophisticated formatting and layout options, unparalleled printed output and superior ease of use • 9 outline fonts • 7 text styles • 16 text colors • 4 text halftones • 788 text sizes (4-792pt) • 16 border colors • Automatic page numbering • Multi-lineheaders and footer • Import/Export ASCII files • Portrait or landscape display and printing • collate • Custom paper sizes

GeoDraw:

- Object-oriented draw program • 8 tools - pointer, rotate pointer, text, rectangle, circle line, connected lines, polygon • Import .PCX and .TIFF. • Rotate text, objects and fused objects and bitmaps to any angle • 6 editing views - 12.5% to 400% • 7 line widths • 5 line styles • 16 line patterns • 16 line color • 16

- area patterns • 16 area colors • Solid or see-through areas • 9 outline fonts • 7 text styles • 16 text color • 4 text halftones • 788 text sizes (4-792pt) • Cut, copy, drawings and text • Collate

GeoManager:

- File management • Directory management • File notes • Expand/collapse trees • Direct manipulation of files, directories and trees • 3 viewing modes • Multiple directory windows • 3 sort orders • Show hidden files

GeoDex:

- 3 view modes • 7 phone numbers per entry • Automatic phone dialing (modem required) • Search GeoPlanner events from GeoDex • Print names, address, phone number • Print 1 across or 3 across mailing labels

GeoPlanner:

- 3 view modes • Quick View day, week, weekend and month • Global and event-at-a-time alarms • Repeating events • Event notes (up to 10k characters per event) • Search for text in events • GeoDex lookup from GeoPlanner • Name and manage multiple calendars • Print events by day, month, or year • Print calendar

Software Appliances:

- Address book appliances • Type names and address • Dial phone numbers automatically (modem required) • NotePad appliance • Type notes and lists • 3 text sizes • Cut, copy and paste • 1 button printing • Planner appliance • Schedule events

- and meetings • Quickly go to day, month and year • Calculator appliance • Add, subtract, multiply and divide • Percentages • Precedence operators • Banner appliance • Banners over 100 feet long • 9 fonts • 5 text styles • 4 shadow effects • 3 border styles • 1 button printing • Solitaire • Standard or Las Vegas rules • 3 help levels • Timed games • Automatic scoring

GeoComm:

- Emulates TTY, VT52, VT100, WYSE 50, ANSI, IBM 3101 and TV 1950 • Full or half duplex • Word wrap • Auto linefeed • 6 baud rates (300 to 19,200) • 5 parity options • Hardware handshaking • Stop remote: DTR, RTS • Software handshaking (XON/XOFF) • Send/receive XMODEM • Capture to text file • Save buffer • Cut, copy and paste • Message editor • 15 keyword scripting language

America On-Line:

- Download shareware • Travel service • Electronic shopping • Games and entertainment • News and finance • Educational services • Send FAXes

DOS Programs:

- Create and name buttons for DOS programs • Choose icons • Assign command line options • Create batch files • Edit batch files

To receive product information on GeoWorks Ensemble, you may call (415) 644-0883.

GEOWORKS PRODUCT UPGRADE INFORMATION

GEOWORKS ENSEMBLE

Upgrade Price: \$79.00 plus \$5.95 for shipping and handling - Total: \$84.95
(CA residents please add \$5.53 for sales tax.)

UPGRADE PROCEDURE: Send a photocopy of the front cover of your GEOS User's Guide with payment to GeoWorks, CBM/Apple Upgrade Offer - 91CAU, 5334 Sterling Center Drive, Westlake Village, CA 91361. To place your order by VISA, MasterCard or American Express, please call our order number **(800) 772-0001**. When you're speaking to an operator, please indicate that you are requesting the upgrade and give them the product code #91CAU.

GEOS 2.0 and GEOS 128 2.0

Upgrade Price: \$20.00 plus \$5.00 for shipping and handling.
(CA residents please add \$1.40 for sales tax.)

UPGRADE PROCEDURE: Send a photocopy of the front cover of your GEOS 64 1.2, 1.3 or GEOS 128 1.4 User's Guide with a check, money order, VISA, MasterCard or American Express Card with the credit card number and expiration date. Please send your request to GeoWorks, Commodore/Apple Order Processing Department, 5334 Sterling Center Drive, Westlake Village, CA 91361.

GEOFILE 128 (From GeoFile 64)

Upgrade Price: \$20.00 plus \$5.00 for shipping and handling.
(CA residents please add \$1.40 for sales tax.)

UPGRADE PROCEDURE: Send a photocopy of the front cover of your GeoFile User's Guide with a check, money order, VISA, MasterCard or American Express Card with the credit card number and expiration date. Please send your request to GeoWorks, Commodore/Apple Order Processing Department, 5334 Sterling Center Drive, Westlake Village, CA 91361.

GEOCALC 128 (From GeoCalc 64)

Upgrade Price: \$20.00 plus \$5.00 for shipping and handling.
(CA residents please add \$1.40 for sales tax.)

UPGRADE PROCEDURE: Send a photocopy of the front cover of your GeoCalc User's Guide with a check, money order, VISA, MasterCard or American Express Card with the credit card number and expiration date. Please send your request to GeoWorks, Commodore/Apple Order Processing Department, 5334 Sterling Center Drive, Westlake Village, CA 91361.

* All orders placed should be submitted in U.S. Funds.

REPLACEMENTS

GeoWorks 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. Refer to the GEOS manual for warranty details.) Please send the disk(s) with proof of purchase to GeoWorks, Commodore Replacement Department, 2150 Shattuck Avenue, Berkeley, CA 94704.

Upon receipt of the disk(s) and the proof of purchase, GeoWorks 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 because of something you've done wrong 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 U.S. funds. California residents, please add 7% (\$.35) 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, something you've done wrong, 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 GeoWorks with a short note of explanation. Upon receipt, GeoWorks 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 GeoWorks, 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 GeoWorks, Commodore Customer Service, 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 act as 1541 during the installation procedure. You need to follow these instructions to configure your 1571 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 to the 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 giving 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 DeskPack 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 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 disk to GeoWorks for replacement. Send the disk with \$10.00 plus \$2.00 for shipping and handling to GeoWorks, Commodore 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 B) 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 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 replacement. Return just the defective disk to GeoWorks, Commodore 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**.

¹ If 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. For upgrade information, please refer to page 6.

2. Be sure to check for compatibility with your disk drive, interface card and printer. Incompatible hardware can adversely affect the loading of 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. Why did the error message "File not found" appear 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 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, GeoWorks cannot guarantee compatibility with these drives. The CMD Hard Drive is compatible with GEOS. To receive more information, contact Creative Micro Designs, Inc. at (413) 525-0023.

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

- 1. All of our GEOS Product Manuals have our Customer Service hours from 9am - 5pm Pacific Standard Time.**
Please make a notation that we have changed our Customer Service phone hours from 9am - 3pm, Monday through Friday.
- 2. On page 12 in the GEOS 64 2.0 Manual under Step 2 Now Make the Backups, it states "Use the following procedures to copy the master disk onto the disk you have formatted..."**
It is unnecessary to do this procedure with your GEOS System Disk and Backup System disks as you already have a Backup System disk. However, you will need to make a backup of the Application, Write Utilities and geoSpell disks.
- 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.**
The 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 any commands in BASIC when using any other parallel interface cards.
- 6. On page 4, section 6 in the GEOS 64 2.0 Manual it states "....Remove the System disk from the disk drive and insert the Backup System disk which is located on the back side of the geoPaint disk."**
There is no geoPaint disk. GeoPaint is located on side B of GEOS disk #2. The Backup System Disk is on Disk #2, Side A.
- 7. On page 3, under Step 1: Boot GEOS, it states "NOTE Never boot GEOS with more than one disk drive on."**
This statement is incorrect. In order for two or three drive icons to appear on the DeskTop, the GEOS program must be loaded with the disk drives on.

GEORAM

The GEORAM offers 512K bytes of memory for use with 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 the GEORAM when I am running other Commodore software?**
A. It is not mandatory that you remove the 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 the GEORAM?**
A. Yes. GEORAM was developed for compatibility with most GEOS software; with the exception of 1.2. If you currently 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 your computer is sufficient for use with GEORAM.
- Q. Will the GEORAM work with all Commodore disk drives?**
A. Yes. The GEORAM will operate as a second or third disk drive device in conjunction with a Commodore 1541, 1541 II, 1571, 1571D or 1581 disk drive.
- Q. What is the cost of the GEORAM and how can I order it?**
A. The GEORAM retails for \$124.95. You can order the GEORAM through Tenex Computer Express. Their toll free order number is (800) 776-6781. They accept VISA, MasterCard and Discover credit cards.

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 onto your 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 an illegible print out:
1. The printer and/or interface card may be incompatible with GEOS. To ensure that your printer is compatible, check this pamphlet for a list of tested printers and 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 included with geoWrite 2.1 which is available in GEOS 2.0 and GEOS 128 2.0. To use NLQ, you must use the Commodore 10 font included on the disk. You must also select NLQ spacing from the **page** menu and select NLQ spacing. This will prevent the document from printing without the spaces. Please note that the 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 dots per inch (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 6 - 7.2 inches. In geoPaint, only 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.
- 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 compatible 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 \$10.00 (CA. Residents please add 0.70 for sales tax) to: GeoWorks, Commodore Replacement Department, 2150 Shattuck Avenue, Berkeley, CA 94704. Please include a letter requesting a Commodore Printer Driver Disk.

Q. When I am 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 \$10.00 (CA. Resident please add 0.70 for sales tax) to: GeoWorks, 2150 Shattuck Avenue, Berkeley, CA 94704. Printers tested as compatible with these drivers are: Seikosha SL-80AI, Star NB-15, Star NB-2410, 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 Laser Direct 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 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) create 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

(414) 543-9923.

COMMODORE GEOS PRINTER DRIVER LIST

PRINTER	PRINTER DRIVER	PRINTER INTERFACE	DIP SWITCH SETTING
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 Apple II Scribe BlueChip M120/10 BMC BX-80 C.Itoh 1550 C.Itoh 8510 (Prowriter)	LaserWriter 2.1 geoLaser, geoPublaser Scribe BlueChip M120 BlueChip M120 C.Itoh 8510A C.Itoh 8510A	Laser, RS-232c Serial RS-232 Serial, Color Centronics Parallel Centronics Parallel Centronics Parallel Centronics Parallel	Not available. Not available. Not available. Not available. Not available. SW1 1-8 Open. (Down) SW2 1-8 Open. (Down) Not available. Not available. #2,3 & 8 off.
C.Itoh Riteman C+ Cal-Abco Legend 800, 880 Citizen 120-D If white horizontal gaps appear, use the MPS 1200 driver.	Riteman C+ BlueChip M120 Star NX-10	Commodore Serial Centronics Parallel Centronics Parallel	Not available. Not available. #2,3 & 8 off.
Comm. MPS 801 (1525) Commodore MPS 802 Commodore MPS-803 Commodore MPS 1000 Commodore MPS 1200	MPS 801 1526 MPS 803 MPS 1000 MPS 1200	Commodore Serial Commodore Serial Commodore Serial Commodore Serial Commodore Serial	Not available. Nor available. Not available. #1, 2, 6 & 8 off. #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	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 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.
Epson LQ-500	Epson LQ-1500 Star NB-15	Centronics Parallel	SW1 1,2 & 3 on. #6 off. SW2 #1,4, 7 & 8 off.
Epson LQ-800, Epson LQ-1000 Epson LQ-1500	Epson LQ-1500 Star NB-15 Epson LQ-1500 Star NB-15	Centronics Parallel Centronics Parallel	SW1 #1,2&3 on, 6 off SW2 #1,3&4 on, 8 off SW1 #3 & 4 off. SW2 #1,2 & 3 on, #4 off.
Epson LQ-850, LQ-1050 Epson LQ-1050	Epson LQ-1500, Star NB-15	Centronics Parallel	SW #1-6 off. SW2 #1,3,4 & 8 off.

<u>PRINTER</u>	<u>PRINTER DRIVER</u>	<u>PRINTER INTERFACE</u>	<u>DIP SWITCH SETTING</u>
Epson LQ-2500	Epson LQ-1500 Star NB-15	Centronics Parallel	Not available.
Epson LX-80, LX-86	Epson LX-80 Epson MX-80	Centronics Parallel	SW1 #1 & 4 off. 6,7 & 8 on. SW2 3 off.
Epson LX-800	Epson LX-80	Centronics Parallel	SW1 #1 off,6,7& 8 on SW2 1 & 4 off.
Epson MX-80, MX-100	Epson MX-80	Centronics Parallel	SW1 #1,4 &5 off. SW2 #3 off.
Epson RX-80, RX-100	Epson FX-80	Centronics Parallel	SW1 #1 & 4 off. #6,7 & 8 on. SW2 #3 off.
Hewlett Packard LaserJet LaserJet + Hewlett Packard LaserJet LaserJet + IBM 5152+ Graphics Printer	LaserJet SER. LaserJet PAR. IBM 5152+	Laser, RS-232c Serial Laser, Centronics Parallel Centronics Parallel	Not available. Not available. Not available.
Integral Data Systems Mannesman Tally Spirit 80 NEC 8023	IDS-480 BlueChip C. Itoh 8510	Centronics Parallel Centronics Parallel Centronics Parallel	#1,2,3,5,6,7 & 8 off. Not available. SW1 #1-8 Open. SW2 #1-8 Open.
NEC P6, P7 Okidata 120	Epson LQ-1500 Oki 120	Centronics Parallel Commodore Serial	Not available. #2 & 3 off 4,5,6&7 on
Note: Switch 5 "on" sets the auto line-feed to "on", normally wrong, but necessary for this driver.			
Okidata LaserLine	LaserJet PAR.	Centronics Parallel	Not available.
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 PR2300	Centronics Parallel	Not available.
Panasonic KX-P 1080	Star NX-10	Centronics Parallel	Not available.
Panasonic KX-P 1080i			
Panasonic KX-P 1091	Star NX-10	Centronics Parallel	Not available.
Panasonic KX-P 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.
Star Gemini II	Comm. Compat.	Commodore Serial	Not available.
Star NB-15	Star NB-15, Epson LQ-1500	Centronics Parallel	SW1 #1 on. SW2 #1,5,6, & 8 on.
Star NB24-10,NB-24-15	Star NB-15, Epson LQ-1500	Centronics Parallel	Not available.

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

INFORMATION ON USE OF PRINTERS THAT HAVE NOT BEEN TESTED BY GEOWORKS

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

PRINTER	PRINTER DRIVER	PRINTER INTERFACE
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 HP DeskJet (Printer driver is located on Q-LINK or you may send in \$10.00 to GeoWorks to get an HP DeskJet Printer File).	Epson FX-80 Star NX-10 Epson LQ-1500 HP DeskJet	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, and type:
Open 1,4,15
PRINT#15,"SL"
BOOT
```

Note: To eliminate the need for this command, you may obtain a patch disk through us by sending in \$10.00 to GeoWorks, Commodore Ordering Processing Center, 2150 Shattuck Avenue, Berkeley, CA 94704. You may also download the file from Q-LINK. The patch file is located in the GEOS Arena Software Library under the printer section.

Xetec Super Graphics

Dip Switches: 1-4 off, 5-7 optional, 8 off.

Xetec Super Graphics Jr.

Dip Switches: 1 off, 2 on, 3-4 off, 5-7 optional, 8 off.

Telesys Turboprint GT

Dip Switches: 1on, 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).

Cardco G-Whiz

Dip Switches: 1,2 & 5 off. 3&4 on, 6,7&8 optional.

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 or option menu and type:
Open 4,4,25
Print #4
BOOT

Commodore User Port-RS232 Connector

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

Jameco JE-232CM - Switch settings 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 message occurs during validation, return the defective disk. Please refer to page 7 for replacement instructions.

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 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.

GENERAL QUESTIONS AND ANSWERS

GEOWRITE 2.1

Q. How can I obtain double spacing with GeoWrite?

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 geoWrite?

A. You cannot do a multiple column document with geoWrite alone. However, you can create multiple columns by using geoWrite with 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 2.0 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 GeoWorks, Commodore Replacement Department, 2150 Shattuck Avenue, Berkeley, CA 94704.

GENERAL QUESTIONS AND ANSWERS

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 menu. If you have geoFile 1.3 or lower, send the disk to GeoWorks 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 3 x 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 instructions in the manual to click on the ARROW icon are in 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 Disk 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.

GENERAL QUESTIONS AND ANSWERS

- Q. What does the "Buffer overflow" 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 any more fields or field names within that particular layout. To overcome this, you can shorten the field names and possibly the field. 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 or 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?**
- A. You can obtain the two disk version of geoPublish by returning the green card which should be packaged with the software. If it is not, you can return your geoPublish disk to GeoWorks with \$10.00 plus \$2.00 for shipping and handling and we will send the updated version.
- Q. Is there a specific 80 column version of geoPublish available for GEOS 128?**
- 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 can be used with both GEOS for the C64 and GEOS for the 128. 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 GeoWorks, Commodore 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 DeskPack1 or DeskPack Plus for a free replacement to GeoWorks, Commodore Replacement Department, 2150 Shattuck Avenue, Berkeley, CA 94704. The replacement disk we will send you will dial with the new 1670 modem.

FONTPACK 1, FONTPACK PLUS AND INTERNATIONAL FONTPACK

- Q. How many fonts are available in each font package?**
- A. The first font package, FONTPACK 1, 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 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 font available is 24 points.
- Q. Is there a Font designing program which will work separately from the current fonts and in conjunction 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 version of GEOS. (GEOS 64 1.2, 1.3, 2.0 GEOS 128 1.4 and 2.0)
- Q. I cannot find the *International* FONTPACK package 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 \$2.10 for sales tax) plus \$4.95 for shipping and handling to GeoWorks, Commodore Order Processing Center, 5334 Sterling Center Drive, Westlake Village, CA 91361 or by calling (800) 772-0001, extension 1012. Payments can only be accepted by personal check, money order, VISA, MasterCard or American Express.

GEOCHART

- Q. Can I use geoChart with both 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 desk accessory that 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

QuantumLink (Q-LINK) - a telecommunications network for Commodore computers) is a helpful source for obtaining knowledge on the usefulness and operations of GEOS. Each GEOS product has its own Product Support Board for questions and answers in an area specifically for GeoWorks: the GEOS ARENA. Each product Support Board has an individual GEOS Representative (GeoRep) to answer questions and monitor the activity of the boards. Direct communication with a GeoWorks Customer Service Representative is available through an Electronic Mail service (E-Mail) by contacting GEOS STEVE, the GeoWorks 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 GeoWorks GeoHost is available in the evenings during the week. GeoWorks also conducts Q-LINK Forums once a month. Free GEOS Software is also given out to randomly selected participants during these monthly 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.

You can subscribe to GGEOWORLD by writing to: 38 Santa Ynez Street, Santa Barbara, CA 93103. The subscription costs are: 12 issues - \$20.00, 1 issue - \$2.50, Canada - \$30.00 and Overseas - \$50.00. GGEOWORLD is a separate entity from GeoWorks.

