FREQUENTLY ASKED QUESTIONS ABOUT PINPOINT

WHAT IS THE BEST WAY TO REACH PINPOINT PUBLISHING?

If you have questions not answered here, Pinpoint Publishing is eager to help. There are several ways to reach us. If you need technical support, be sure to read our technical support policy to make sure that you are eligible. If you don't have a copy of this policy, let us know and we'll send you one.

Telephone: Please try to keep your conversations short, otherwise everyone will be treated to continuous busy signals. Before calling try to isolate the element in your system or procedure that is causing you difficulty or confusion. Have the version numbers of all your software ready.

Technical Support: (415) 654-0286
9am to 5pm Pacific

General Info: (415) 654-3050
9am to 5pm Pacific

24 Hour Sales: (800) 633-2252 / Ext. 582
(for Pinpoint Customers Only)

Mail: Send your questions to our address and we will respond in less than three weeks. Please included as much information as possible, especially the version numbers of all your software. Currently the average response time is 10 days.

Electronic Mail: We are usually able to answer E-Mail within 3 days.

CompuServe: Mailbox 76244,123 Or type GO APPLE for the Apple MAUG: Leave a message in the AppleWorks section. Identify the message as "About: Pinpoint" so we can search for it even though your message is not specifically addressed to our mailbox. This is helpful, especially if your comments could benefit other Pinpoint users.

GEnie: Address your E-Mail to PINPOINT, or better yet, browse through our special category in the American Apple Round Table and leave a message. Our category is number 20 and you will find a wealth of information about all of our products along with the latest information from technical support.

MCI Mail: PINPOINT
TELEX: 245-5879 MCI

If you haven't already sent in your Registration Card, now would be a good time to take care of it. That way, we'll be able to send you more information about using Pinpoint.

WILL PINPOINT WORK ON AN UNENHANCED APPLE IIe?

NO. Pinpoint uses the new, expanded instruction set of the 65C02 microprocessor used in both in the Apple IIc, and the Enhanced Apple IIe (standard model shipped since March 1985, or upgraded older Apple IIe's). Pinpoint also uses an improved video display character set for pop-up windows, menus and crisp hi-res and double hi-res graphics with icon characters.

Almost all programs that run on the old IIe will run on the Enhanced IIe. Visit your Apple Dealer and ask for a copy of the Apple II Compatibility Guide that lists the Apple II programs the Enhancement Kit may affect.

YES. Pinpoint can be run on unenhanced 128K Apple IIe's with the simple addition of Pinpoint's Apple IIe Upgrade Kit. Our IIe upgrade kit offers the same 65C02 micro processor and character generator ROM that Apple provides in their IIe Enhancement Kit, and priced at a mere $29.00 it represents a cost-effective alternative to enhancing your IIe. The Pinpoint Apple II Upgrade Kit does not "enhance" your IIe as defined by Apple, but it runs any Pinpoint software and most software that requires the Enhanced IIe. Our upgrade does not include the new proprietary CD and EF ROMS provided in the Apple Enhancement Kit. Pinpoint and most other programs do not address these new ROMs, but some programs that require the Enhanced IIe may not run on a Pinpoint-upgraded machine for this reason. Apple Computer requires us to inform you that you use our Kit at your own risk; the Kit is only for Apple IIe computers; the Kit contains copyrighted material owned by Apple Computer used with their permission.

Certain older software may display highlighted uppercase characters as icons; a superficial difficulty that does not affect program operation.

I HAVE AN APPLE IIe WITH THE EXTENDED 80 COLUMN CARD. ISN'T THIS AN ENHANCED APPLE IIe?

NO. Pinpoint requires the improved 65C02 microprocessor and new video display ROMs. Either visit your Apple Dealer and have them Enhance your Apple IIe, or order the Pinpoint Apple IIe Upgrade Kit.

CAN I LOAD THE PINPOINT ACCESSORIES INTO RAM?

YES. If you have an extended memory card with more than 128k on board, you can configure your system so that the Pinpoint accessories appear in the blink of an eye. Pinpoint accessories can be run from any valid ProDOS storage device. These include 5.25" floppy disks, 3.5" disks, hard disks like the ProFile and the Sider, and RAMdisks. A RAM disk is a portion of electronic memory that has been configured to behave exactly like a physical ProDOS disk drive.

There are two basic types of RAM cards, RAM cards that configure themselves automatically, and RAM cards that depend on extra software for configuration. The Apple II Memory Expansion Card, the AST SprintDisk, and the Applied Engineering RAMFactor card all reside in slots one through seven and use on-board firmware to configure themselves as a RAM disk each time the computer is turned on. Pinpoint will automatically copy the accessory files onto any of these RAM cards when you start up your system.

The additional memory offered by the Applied Engineering RAMWorks and ZRAM, and the CheckMate MultiRAM E and C, can only be accessed via special software provided by the manufacturers. But don't worry, it is quite possible to configure a Pinpoint system that will load the accessory files onto any of these cards. If you are using a RAMWorks card, you will need version 4.7 or later of the Applied Engineering Desktop Expander. If you have a Checkmate MultiRAM card you should have version 4.3 or later of the Checkmate AppleWorks Memory Expander.

Both CheckMate and Applied Engineering now provide instructions detailing how to use their software to automatically copy the Pinpoint accessories to RAM upon start-up. Many of our customers have found these routines to be difficult to follow and awkward to execute. We think the simplest way of configuring an extended RAM system is to use our RAM Enhancement Kit. This leads us to the next question . . .

WHAT IS THE PINPOINT RAM ENHANCEMENT KIT?

The RAM Enhancement kit allows you to tailor your extended memory to your exact needs. After leading you through a simple menu-driven configuration routine, the RAM Enhancement Kit creates an AppleWorks start-up disk that automatically loads the Pinpoint accessories and up to sixteen additional ProDOS files into RAM. If your RAM card requires partitioning or other software modifications, the RAM Enhancement Kit will manage all the complicated third-party software for you. All you have to do is put the start-up disk in a drive and turn on the machine, forget about cumbersome start-up commands! It also includes an easy to use "point and shoot" program selector, the "RAM Switcher," that permits you to exit any non-copy-protected ProDOS application (such as AppleWorks) and then immediately begin running another. In fact, you can use the RAM Enhancement Kit to copy several programs into RAM and use the RAM switcher to choose between them. With the RAM Enhancement Kit you're RAM Disk becomes an integrated high-performance work space.

NOTE: There are some reports that not all ProDOS applications work in a partitioned RAM Disk. Consult your software manufacturer for details.

WHEN I TRY TO FIND GRAPHIC FILES IN GRAPHMERGE, THE PROGRAM KEEPS SAYING, "NO FILES FOUND." WHAT GIVES?

Try putting the disk that contains the graphic file in a different drive. Graphmerge needs to be able to get to your word processing file and your graphic file at the same time. The disk containing the graphic file and the disk containing the word processing file must be in separate disk drives. If you have only one disk drive, both files must be on the same disk.

WHEN PINPOINT BOOTS UP MY SCREEN LOOKS GARBLED. WHY?

Sounds like the double hi-res jumper on your Extended 80 Column Card is missing (open). Look at the card at the keyboard end for a two-pin jumper called J1. This should have a jumper (clip) across the two pins. If the jumper isn't there, you've just found the problem. If you don't have any jumpers see your Apple dealer and get one. Be careful not to disturb anything else inside your Apple IIe.

PINPOINT SOMETIMES ASKS ME FOR A "WORK DISK," WHAT SHOULD I DO?

Every time you call up a Pinpoint Accessory Pinpoint needs to write a temporary work file. If there is not enough room on any of the disks in your drives, the program will prompt you for a "Work Disk." This disk can be any ProDOS disk with 40k of free space.

WHAT'S SO GREAT ABOUT VERSION 1.3 OF PINPOINT?

Version 1.3 contains many new features not provided in the earlier versions of Pinpoint. When we first released Pinpoint we asked our customers to send us comments about the program and changes and enhancements they would like to see. Our users, being a vociferous lot, responded enthusiastically and we appreciate it! We tried to incorporate as many suggestions as possible in version 1.3 of Pinpoint. We widened the terminal window in the communications accessory, and added the ability to send control characters and imbed wait time in the logon macros. We made the installation simpler by incorporating the third-party printer drivers that used to be sold separately as the Printer Enhancement Kit. We also improved performance of Pinpoint with extended memory cards. For a complete list of the changes, contact Technical Support.

DO I GET NEW FEATURES WITH PINPOINT VERSION 2.0?

NO. There are no new accessories or additions to existing accessories. What you do get is compatibility with the new Apple IIGS and the ability to install Pinpoint onto WordPerfect and AppleWriter. That's two new programs that can benefit from Pinpoint's pop-up world of convenience. Thanks to those of you who let us know that you wanted to see Pinpoint on your word processor.

WILL PINPOINT WORK WITH APPLEWORKS 2.0?

YES. Any version of Pinpoint will work with any version of AppleWorks.

IS THERE ANYTHING I SHOULD KNOW ABOUT WORKING WITH PINPOINT ON THE APPLE IIGS?

YES. As you may have noticed, the old familiar "Closed-Apple" key is not on the new GS keyboard. To call up the Pinpoint accessories, hold down the "Option" key and press "P".

WILL I HAVE ANY PRINTING PROBLEMS WITH PINPOINT?

PROBABLY NOT. Pinpoint supports just about every popular printer/interface combination for text printing. As of version 1.3 Pinpoint supports most combinations for printing Graphmerge. Exceptions are parallel printers that have been connected to the built-in serial interface on the IIc via a serial-to-parallel converter.

Pinpoint supports the following printers for both graphics and text: Apple ImageWriter I & II, DMP, and Scribe; C. Itoh ProWriter; NEC 8023 PC; Epson FX, RX, LX, MX, and MX w/ Graftrax+; Panasonic KX-P1091; Smith Corona D-200; Hewlett Packard ThinkJet; Star Micronics SD-10. The Okidata 84,92,93,192,193 are supported for text printing only, contact technical support for a Graphmerge work-around.

Pinpoint supports the following printer interfaces: Apple Super Serial, IIc internal, and Parallel; Orange Micro Grappler + and Serial Grappler; Microtek Dumpling GX and RV-611C; Interactive PKASO/U; Practical Peripherals Printerface; Star Micronics Grafstar I & II; Apricorn Parallel; Slot Buster serial and parallel; Spies NicePrint; Epson APL; TextPrint Print-it!. Generic Pascal 1.1 standard or generic Basic 1.1 standard options accommodate most unlisted interfaces, (for text printing only).

WHAT MODEMS DOES PINPOINT SUPPORT?

Pinpoint supports all 100% Hayes 'AT' command set compatible external modems including Apple, Anchor Automation, Prentice, Prometheus, and U.S. Robotics with standard interface cards. Also most manual dial external modems with standard serial interface cards are supported.

As of version 1.3 Pinpoint will also work with the following internal modems: Cermetek AppleMate 1200; Hayes MicroModem II and IIe; Zoom Modem IIe; MicroCom Era II (Communications only, Dialer requires Modem Enhancement Kit); Prometheus 1200a.

To use the Novation AppleCat or the Avatex 1200, you will need the Modem Enhancement Kit.

WHAT IS THE MODEM ENHANCEMENT KIT?

The Modem Enhancement Kit provides substantial benefits to advanced communications users. The Modem Enhancement Kit is required if you wish to use Pinpoint with the Novation AppleCat, and the Avatex 1200. It is also required if you wish to use the Dialer accessory with a Microcom Era 2.

Features include:
- Ability to set new default terminal settings
- Define handshake characters
- Keyboard macros
- Keyboard and video character remapping for encryption.
- Selective incoming and outgoing character filters
- Change dial command

HOW DO I FIND OUT WHAT VERSION OF PINPOINT I HAVE?

Every time you start up an application that has Pinpoint installed on it, the version number of Pinpoint will appear briefly in the upper left corner of the screen. You may also start up the Pinpoint install disk and select "Tutorial," the version number will flash by in the left hand corner of the screen.

WHAT IS YOUR UPGRADE POLICY?

If you purchase a Level Three support contract, you will be sent all updates as soon as they are released. You will not have to send us any disks and there will be no extra charge. See our newsletter or our Technical Support Policy sheet for more information.

Without a Level Three contract the charge is $10.00 per program for all product updates. Return your MASTER DISK along with a check or a credit card number. California residents should add 6.5% sales tax. Unless you have purchased a Level Three support contract, we cannot send out updates unless we receive the master disk. Contact Pinpoint for the latest version numbers of all your Pinpoint software.

If you have just purchased one of our programs and you find that a more recent version is available, you are eligible for a free update if you act within 30 days. To receive the update, send us your master disk, your registration card, and proof of purchase indicating that you have received the product within the last 30 days. Please make sure that a newer version is actually available before sending in your material. After 30 days all updates will cost $10.00 unless you have purchased a Level Three support contract.