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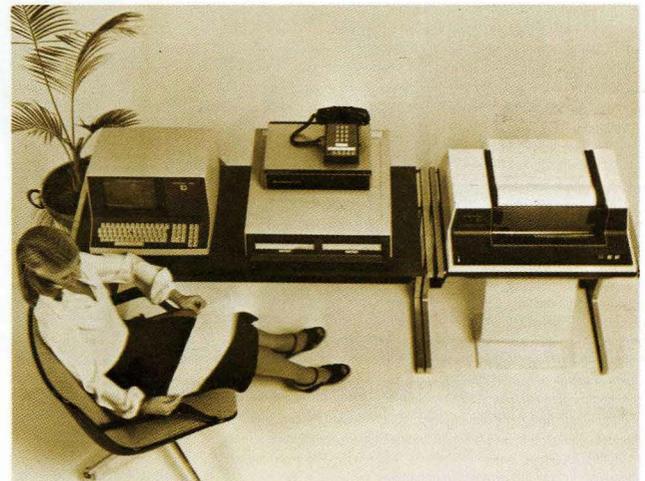
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a capsule look at Datapoint Corporation



DATAPOINT CORPORATION



The leader in dispersed data processing™



The leader in dispersed data processing™

Datapoint -- The Leader in Dispersed Data Processing

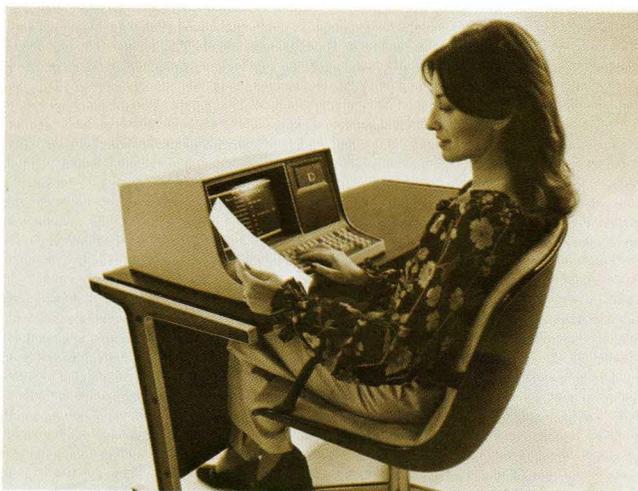
Datapoint Corporation has achieved an enviable reputation in the computer marketplace as the leader in Dispersed Data Processing. Datapoint's wide range of dispersed processing equipment enables businesses to put powerful computing capabilities in those locations where they can function most productively: field sales offices, warehouses and parts depots, regional manufacturing sites, the home office and many other key facilities.

Complementing these products is Datapoint's extensive line of voice communications management systems. These systems are designed to control local and long distance telephone usage and costs, as well as provide their users with detailed management reports.

Datapoint's success is no accident. It's the result of a carefully coordinated sequence of products and systems designed for the small and large business alike. Datapoint's entire product line is backed by a national field service organization which assures immediate attention to your service needs.

This book lists in capsule form the Datapoint product line, ranging from the least expensive cassette system to the powerful Attached Resource Computer™ System.

Datapoint products and systems are available through purchase, and 1-, 2-, and 3-year lease plans. A wide variety of brochures and catalogs describing the entire Datapoint product line are available from your nearest sales office -- see office list on back cover.



Copyright 1977 by Datapoint Corporation. The "D" logo, Datapoint, DATASHARE, DATAFORM, DATABUS, DATAPOLL, Scribe, The Leader in Dispersed Data Processing, Attached Resource Computer, MULTILINK, MULTIFORM, DSNET, and DASP are trademarks of Datapoint Corporation. Registered in the U.S. Patent Office. Printed in U.S.A. Model Code No. 60313

A Capsule History of Datapoint

Datapoint Corporation designs, develops, manufactures, markets and services a compatible family of computer systems and related equipment oriented to dispersed data processing and communications management applications.

Incorporated in July, 1968 under the name Computer Terminal Corporation, the company's first product, the Datapoint 3300 interactive video display terminal, was introduced in 1969. In fiscal 1971, the Datapoint 2200 processor was introduced. To reflect the shift from video display terminals to computer-based dispersed data processing systems, the company changed its name to Datapoint Corporation in December 1972.

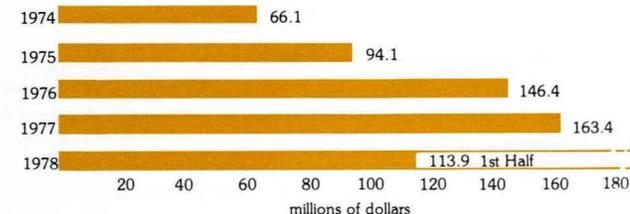
In 1974, Datapoint announced the Diskette 1100 -- a compact, but powerful dispersed system designed to combine local data processing and storage with communications to a central computer. In an effort to expand the ways in which computer power and efficiency can serve businesses, Datapoint introduced its INFOSWITCH line of voice communications management systems in December of 1976.

In 1977, there were more than 15 new hardware and software additions to the Datapoint family line of computer systems. Among the products released were three new INFOSWITCH communications management systems, the 1500 Dispersed Processor, and the revolutionary Attached Resource Computer System.

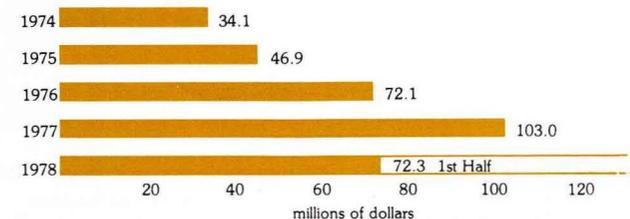
Datapoint's growth into a leadership position within an evolving and dynamic market is evidenced by an increase in revenues from \$5.4 million in fiscal 1972 to \$103 million in fiscal 1977. Earnings before taxes during the same period moved from a reported loss of \$2.2 million in 1972 to a positive \$8.4 million in 1977. Datapoint is well-positioned in both financial resources and professional management to continue its leadership role in the computer marketplace. Annual and quarterly financial reports are available from your Datapoint sales office.

Internationally, Datapoint products are marketed through a network of sub-distributors appointed by TRW Datacom International, a subsidiary of TRW Inc., who holds the master distributorship agreement.

Shipments (Based on end-user purchase prices)



Revenue Growth



Datapoint Software

In the selection of data processing equipment, the availability of software plays an equal role with hardware selection. To meet business' demands for productive systems, Datapoint licenses a wide variety of software which includes powerful operating systems, a wide selection of high-level languages, general purpose utilities, communications packages, diagnostics and application packages.

The Operating Systems

With Datapoint computers, a powerful operating system forms the foundation of a program generation system and also becomes the master program under which the final applications program will operate. The operating system provides the programmer with a convenient and efficient means of file control and maintenance and assures compatibility among all data processing files. It also assures easy operator procedures.

It's important to notice that each operating system is fundamentally similar in syntax and structure. This conformity allows programmers and operators familiar with one operating system to easily understand another.

Datapoint offers two basic categories of operating systems:

Disk Operating Systems Six disk operating systems specifically designed for the disk media (diskette, cartridge or mass storage) are available. The structure and usage of all these systems is essentially identical, ensuring consistent product compatibility. These operating systems offer totally dynamic file management facilities for physical sequential, random and index sequential (ISAM) disk access.

Cassette Tape Operating System An interactive program designed for the cassette storage medium. A file structure for cassettes is defined so that programs or multiple data files and programs may be cataloged onto the CTOS tape.

File Compatibility

As all programs run under the same operating systems, the file formats for the various storage devices, such as cassettes, diskettes or disks, are determined by the operating system. This concept has many advantages in that files created with one programming language can be utilized in a program written in another. This approach eliminates tedious and error-prone file conversion tasks and keeps costs to a minimum.

Programming Compatibility

All Datapoint systems are modular, utilizing a "building block" technique that can be augmented and increased in power as the field office workload increases. Programs are generally upward-compatible -- that is, programs written for a less powerful system can be run, in most cases without modification, on a more powerful Datapoint system.

Programming Languages

Several high-level programming languages are available, as well as an assembly language:

DATABUS[®] A family of business programming languages that offers a wide variety of powerful file handling and data manipulation facilities.

DATAFORM[®] A straightforward forms generation program, complete with editing and error-checking facilities.

MULTIFORM[™] The versatile forms generation capabilities

of DATAFORM extended to three simultaneous users on a diskette-based processor.

DATASHARE[®] An interpreter that permits simultaneous execution of independent DATABUS programs, directed from up to 24 independent workstations.

DSNET[™] A powerful enhancement to DATABUS and DATASHARE programming languages, enabling remote disk files to be accessed and processed as easily as local files.

MULTILINK[™] Another enhancement of DATABUS and DATASHARE that allows real-time telecommunications to a host computer.

COBOL A popular, widely-used business data processing language with interactive capabilities.

RPGII A language specifically designed for business report preparation, compatible with other RPG languages.

BASIC A fully interactive, mathematically oriented language with line-at-a-time entry and immediate execution.

SCRIBE[®] A text processing language which provides extensive print formatting capabilities.

ASSEMBLER Datapoint's machine language.

Communications Software Packages

Datapoint's wide range of communications software packages allows Datapoint processors to communicate with each other or with other central mainframe computers.

DATAPOLL[®] This series of packages transfers data files from one Datapoint processor to another, synchronously (at 2000, 2400 or 4800 baud) or asynchronously (at 1200 baud full duplex). Auto-dial and Auto-answer may be used.

EMULATORS Where communications with a large mainframe computer is desired, Datapoint offers a wide range of packages that emulate various communications disciplines. IBM HASP/360, 2780, 3780; CDC200, and UNIVAC DCT2000 are among those offered.

General Purpose Utilities

These utilities aid in the generation of programs by providing handy modules that are commonly used in most computer applications.

General Purpose Editor Facilitates the generation and updating or correction of any type of program or data file on cassette or disk.

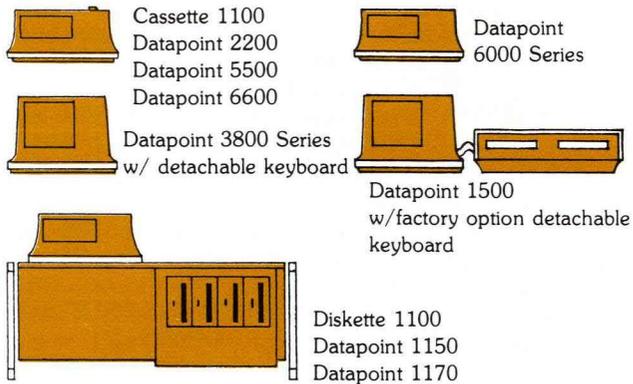
Input-Output Routines For use with assembly language programs. SORT and LIST are examples.

Math Routines Used as stand-alone programs or as assembly language subroutines; provide extensive mathematical functions.

Diagnostics

Processor and peripheral diagnostic programs are available to both customers and Datapoint's Customer Service Division. With these diagnostic programs, the user has an effective means of recognizing hardware problems and the necessary steps toward correction.

The Datapoint Family of Processors



Datapoint computers are designed to enhance an office. Their clean, uncluttered design, together with their distinct family resemblance, allows them to fit practically into any business environment.

All Datapoint computers incorporate a variety of features which make them easy to operate by non-technical personnel. Among these features are typewriter-style keyboards, alphanumeric key groups, system control keys, and large, non-glare video displays.

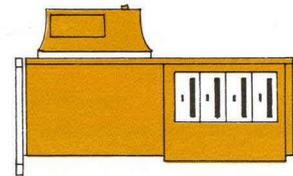
Datapoint processors also accommodate a wide range of peripherals, including printer and storage devices (such as magnetic tapes and disks), video display workstations, and a variety of communications devices.

The attractive appearance and easy operation of these systems masks a highly sophisticated and powerful computing capability. Datapoint processors are recognized for their speed and flexibility which permits them to be used in a wide variety of applications -- including those where more conventional and expensive computing equipment normally would be required.

The Datapoint Processor Family

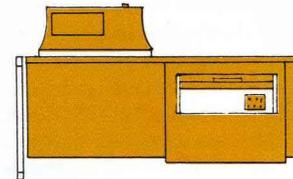
Processor	User Memory Size	Internal Storage Media	Cycle Time (microsec.)	Number of DATASHARE Workstations
Datapoint 6600	120K	Cassettes	0.6	Up to 24
Datapoint 6000	60 or 120K	uses ARC file processors	0.6	Up to 24
Datapoint 5500	48K	Cassettes	0.8	Up to 16
Datapoint 3800	60 or 120K	uses ARC file processors	Variable timing	N/A
Datapoint 2200	4, 8, 12 or 16K	Cassettes	1.6	Up to 4
Datapoint 1170	48K	Diskettes	0.8	Up to 4
Datapoint 1150	24K	Diskettes	0.8	N/A
Diskette 1100	16K	Diskettes	1.6	N/A
Datapoint 1500	32K	Diskettes	High level language only	N/A
Cassette 1100	4K or 8K	Cassettes	1.6	N/A

Datapoint Peripheral Equipment



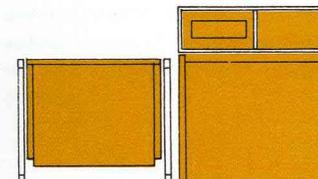
Diskette Memory

Standard on the Datapoint 1150, and 1170, and available as an option to the Datapoint 2200, 5500, and 6600, the diskette memory stores 256,000 characters of data per diskette. Access is completely random with typical times of under one second. Up to four drives can be used. Diskette memory is a highly cost-effective storage medium.



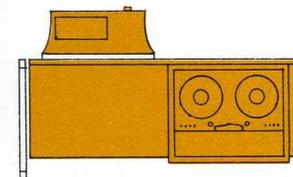
Cartridge Disk Memory

For applications requiring more storage and faster access, Datapoint's cartridge disk systems are both practical and versatile. Available in 2.5 or 10 million character sizes, these cartridge disks provide on-line data storage of up to 160 million characters. Access time is typically 70 milliseconds.



Mass Storage Memory

Where data volumes are high, this multiple platter disk supplies 25 million characters of storage per drive. Up to eight drives may be used with the 5500 or 6600 processors, providing up to 200 million characters of storage. Two drives may be used with the 2200 processor, providing 50 million characters of storage.



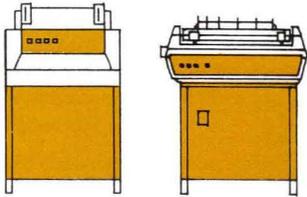
Magnetic Tape Systems

For applications where magnetic tape is required for file backup or data transfer to a mainframe computer, Datapoint offers a wide choice of magnetic tape systems. 556 and 800 bpi 7-track and 800 and 1600 bpi 9-track are available. A 10.5 inch reel magnetic tape drive (not shown) is also available.



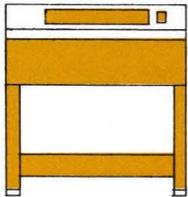
Freedom Printer

The 5x7 matrix printer features a dual tractor option, modular design for easy servicing, adjustable print impression, adjustable forms length and line feed controls on each tractor, and excellent print quality on up to 6-part paper. The internal processor allows the printer to print at rates often exceeding the rated 80 or 160 characters-per-second.



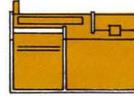
Belt Printer

Compact, yet fast, the 120 column belt printer produces text at 60 to 120 lines per minute. The 132 column version of this printer (pictured) prints at 120 to 340 lines per minute. Characters are fully formed with upper and lower case fonts.



Line Printers

For applications requiring high volumes of printing, three models of line printers are offered with print speeds of 300, 600 or 900 lines-per-minute. A drum method of printing is used which yields excellent reproduction on either single sheets or six-part carbon-interleaved multipart forms. The freestanding printer unit allows easy access for paper changes.



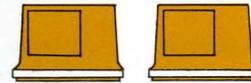
Card Reader

For applications requiring punched card input, Datapoint's card reader offers 300 cards per-minute input. It is highly tolerant of bent cards or errors in punch registration. The card reader can be mounted on any flat surface and connected directly to any Datapoint processor.



Communications Adapters

Asynchronous, bisynchronous, and synchronous communications adapters allow transmission at rates up to 9600 baud. The advanced multifunction communications adapter accommodates ASCII, EBCDIC, and other code sets with automatic CRCC error checking. Datapoint also offers a multiple port communications adapter, a Bell system 103 compatible data coupler, and a CCITT communications adapter.



Video Display Terminals

The 3600 Datastation is a low cost video terminal intended for use with DATASHARE and Attached Resource Computer systems. A special version of the 3600 is available with special control keys for use with the MULTIFORM multiple-user forms generation package.

Intelligent Data Entry

Datapoint processors can be programmed to literally "hand-guide" an operator through data entry operations, signalling errors and relieving the operator from tedious and error-prone arithmetic and indexing operations. A wide variety of forms -- for sales order entry, accounts payable, and so on -- can be kept in storage and retrieved at any time. The system designer can elect to have data checked for format and text-type considerations only. Or, the full power of the internal computer can be used to apply more complex error checking techniques to assure valid data entry.

Intelligent Data Entry involves four aspects:

Local Data Entry Data is entered where the transactions occur. The processor, with an appropriate applications program, checks the entered data for validity and format and eliminates troublesome and costly errors at the source.

Local Data Storage Entered data is stored on a variety of media, including cassettes, disks, diskettes or tapes. Datapoint's operating systems provide full file handling, data retrieval and editing facilities.

Local Data Processing Personnel at field locations can run comprehensive data processing application programs to generate reports, checks, statistical surveys and other information without having to wait to use the home office computer. Data can be extensively preprocessed before being transmitted.

Data Communications Locally captured source data can easily be transferred to other Datapoint computers or the home office mainframe.

This concept of placing computer power where it is actually needed can result in substantial economies both from an operational and management viewpoint. Operational savings are seen immediately, as expensive and time-consuming keypunching operations are eliminated. Management savings are realized by virtually error-free data due to the editing and preprocessing power of the Datapoint processors. This reduction in input errors can eliminate costly and time-consuming mainframe computer "edit" runs, and avoid the delays that occur when information is returned to field offices for rechecking.



DATASHARE

DATASHARE is Datapoint's multiuser, multitask, business data entry and processing system. DATASHARE allows up to 4, 16, or 24 simultaneous users to share the full capabilities of a Datapoint 1170, 2200, 5500 or 6600 processor. Many different programs can be executed at one time. One user may be updating inventory, another running payroll, and still another using the system for order entry.

Programs written in the powerful DATABUS language can be shared among some or all of the users. They can be restricted to certain users through security passwords.

DATASHARE allows local or remote terminal connections. Some DATASHARE users may be in the same room as the processor while other users are located across the country, linked by standard dial-up telephone lines.

Under MULTILINK extensions, DATASHARE programs can communicate in real-time to each other or to a host computer. This is a valuable tool when not all information is available on the DATASHARE system data base.

The DSNET module of DATASHARE allows the system's users to access the data files in a remote disk system by telephone connection. The remote system is treated as another data station by the DATASHARE program, eliminating the necessity for file transfers.

A variety of DATASHARE configurations is available to suit user needs, including a version that runs on the diskette-based Datapoint 1170. DATASHARE may be used as a remote processing facility or as the home office computer center. DATASHARE also offers a convenient means of expanding a single-user facility into a multiuser operation.

System Number	Central Processor	Central Memory Size	Virtual Memory Size	Disk Size (Min.)	Disk Size (Max.)	User Terminals (Max.)
1170	Datapoint 1170	48K	128K	1MB	1MB	4
4220	Datapoint 2200	16K	128K	5MB	10MB	4
4520	Datapoint 5500	48K	512K	5MB	10MB	16
4530	Datapoint 5500	48K	512K	20MB	160MB	16
4540	Datapoint 5500	48K	512K	50MB	200MB	16
4620	Datapoint 6600	120K	768K	5MB	10MB	24
4630	Datapoint 6600	120K	768K	20MB	160MB	24
4640	Datapoint 6600	120K	768K	50MB	200MB	24

THE ATTACHED RESOURCE COMPUTER

Based upon an innovative attached processing concept, the Attached Resource Computer system is a totally integrated computing facility that links together an arbitrary number of functionally dispersed smaller computers by means of a high-speed electronic pathway or "bus" and a fully compatible library of system software. Because of its functional design, each user of the ARC system has complete and immediate access to all system components -- data processing units, common database facilities, and various peripheral devices -- no matter where they are physically situated in the system.

One of the key elements behind the Attached Resource Computer system is its modular architecture. The system can grow, both in terms of power and tasks to be performed, as the business it is serving grows. More importantly, system reconfiguration and expansion can be implemented while the system remains in operation and does not necessitate changes in existing system application programs or operating system software.

ARC systems, whether large or small, incorporate three basic components:

File Processors Dedicated to the management of data and data storage units, these processors locate and deliver remotely stored data to the applications processors as fast or faster than this data could be retrieved from local disk storage areas. File processors may be any 4000 series (excluding the 4220) and include:

6600 Advanced Business Processor; 120K user memory, 8K system memory.

5500 Business Processor; 48K user memory, 8K system memory.

Applications Processors These processors perform the actual computing in an ARC system. Applications processors, an almost unlimited number of which may be contained within the system, allow for data entry and communications, execute programs, and direct printer operations. Disk drives may be attached directly to an applications processor to provide a local, restricted data base. Applications processors may be any 5500 or 6600 based system as described below:

6600 Advanced Business Processor; 120K user memory, supports local disks and up to 24 DATASHARE 3600 workstations.

5500 Business Processor; 120K user memory, supports local disks and up to 16 DATASHARE 3600 workstations.

6000 Series Attached Processors; 60K and 120K user memory, support local disks and up to 24 DATASHARE 3600 workstations.

3800 Series Attached Processors; 60K and 120K user memory, support all peripherals except user workstations and disk storage.

1170 Dispersed Processor; 48K user memory, supports up to 4 DATASHARE 3600 workstations.*

1150 Dispersed Processor; 24K user memory, supports up to 2 MULTIFORM 3610 workstations.*

* Diskettes are not supported by ARC systems but can be used for file transfer to and from ARC system disks.

Interprocessor Bus The ARC system interprocessor bus is a sophisticated electronic pathway that provides for the transfer of data between the file and applications processors at extremely high speeds. Among the software and hardware components in the bus are:

Resource Interface Module (RIM) Attaches to the I/O bus of each ARC system processor. The RIM uses a small, high-speed processor to monitor, control, and buffer data moving through the interprocessor bus.

Active Hub Allows up to sixteen RIMs or additional active hubs to participate in an ARC system. The active hub contains an integral power supply and provides signal amplification and conditioning.

Passive Hub Allows up to four RIMs to be linked as an ARC system. Requires no power supply.

Bus Inexpensive coaxial cable provides the necessary connections between the RIMs and active (or passive) hubs. No run of cable in an ARC system may be longer than 2,000 feet without an active hub for signal amplification.

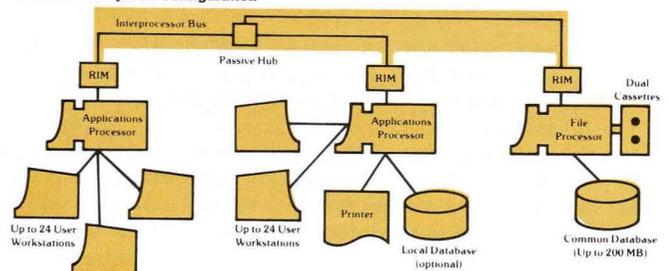
ARC system software is completely compatible with that being used with existing Datapoint systems. ARC utilizes Datapoint's standard Disk Operating System (DOS) as its basic operating system. Applications programs written in any Datapoint supported language -- DATABUS/DATASHARE, BASIC, RPGII, DATAFORM/MULTIFORM, COBOL and SCRIBE -- will execute in the ARC system without modification.

In addition, ARC will support a full range of communications and emulator software in a variety of disciplines so that user communications with other computer systems (including other ARC systems) may be easily accomplished.

Under ARC system architecture, each peripheral -- printers, magnetic tape devices, video terminal workstations, and many others -- can be sized exactly to the particular needs of the business. And these peripherals can be accessed by many users of the system, thus ensuring maximum usage and productivity.

Another important feature of ARC system architecture is the optional capability it provides to interface with large central mainframes. By means of Datapoint's Direct Channel Interface Option (DCIO), an IBM 370/360 is permitted to come on-line as an applications processor. Acting as any other applications processor within the ARC system environment, the IBM 370/360 can utilize data stored in the common database to execute a variety of mainframe applications programs running in any language, including COBOL, RPG, BASIC, and PL/1. The DCIO -- consisting of dedicated applications processor, RIM, and channel adapter -- operates on the byte multiplexer channel of the IBM machine.

A Basic ARC System Configuration



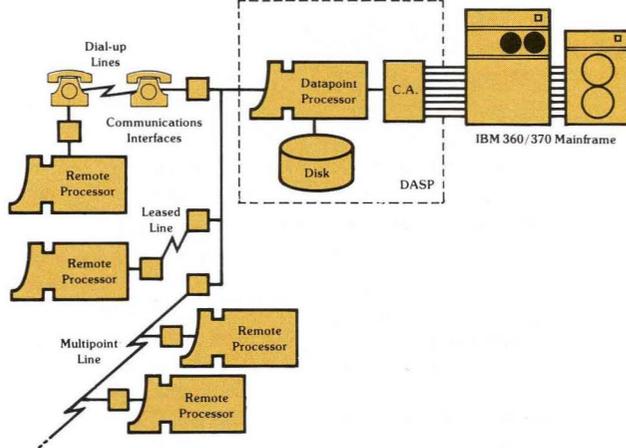
Direct Mainframe Communications

The transfer of business data to a central mainframe facility and the return of summary reports and management information is an important aspect of computer network operations. For efficient handling of this task, Datapoint has developed several powerful communications systems that can provide for or enhance the teleprocessing capabilities of your mainframe, without requiring the addition of mainframe hardware or software equipment.

Datapoint Attached Support Processor (DASP^{1M}) DASP allows IBM System 360/370 and equivalent computers which lack teleprocessing features to engage in remote batch telecommunications. DASP permits any application now executable on an IBM Series 360/370 to be submitted to it for processing by a Datapoint computer via telephone from a distant location. DASP requires no IBM telecommunications hardware or software, and imposes no telecommunication or disk retrieval overhead on the IBM system to which it attaches. DASP, which appears to the IBM system as an IBM card reader, card punch, line printer, and alternate system console, can handle thousands of records per minute as opposed to the standard card reader speed of 500 records per minute.

Comprised of both hardware and software components, DASP performs batch teleprocessing functions by simultaneously controlling up to four telephone lines from remote locations. The four telephone lines managed by DASP can be any combination of multipoint, leased point-to-point, or direct dial facilities. DASP will accommodate a large number of remote sites; when call volume exceeds the capacity of a single DASP system, additional systems can be easily attached to the IBM system.

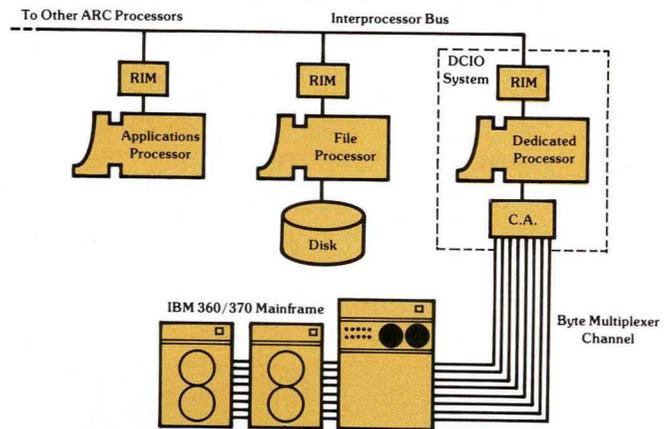
Datapoint Attached Support Processor (DASP)



Direct Channel Interface Option (DCIO) Allows an IBM System 360/370 mainframe computer to participate as an applications processor in Datapoint's Attached Resource Computer system. This option enables the IBM system to access all ARC system resources, including the common database and other peripheral devices, for use in a variety of user applications. The complete DCIO system combines Datapoint hardware and software -- including a 6000 Series Attached Processor, Resource Interface Module (RIM), channel adapter, and DCIO software package. The DCIO requires no modification of either operating system, and attaches directly to the IBM mainframe and the high-speed ARC system interprocessor bus. The transfer of data from an ARC system common database to the IBM system is ac-

commodated over the IBM byte multiplexer channel. Utilizing the DCIO, the IBM computer can run as many as eight applications programs concurrently using data from the ARC system database. The DCIO processor is capable of supporting all eight IBM programs in a full duplex mode. Transfer of data requires no operating system modifications to the IBM mainframe. In those situations where the IBM system is not functioning within the ARC system environment, the DCIO processor may be used to perform data processing tasks other than those associated with DCIO operations.

Direct Channel Interface Option (DCIO)



Data Communications

For effective and economical handling of data communications tasks, Datapoint offers an extensive line of software and hardware products.

On the software side, the DATAPOLL communications package will automatically dial, receive, and transmit data asynchronously or synchronously with complete error checking. DATAPOLL is used for Datapoint-to-Datapoint processor communications.

To ensure ready compatibility with existing network operations, emulation packages are also available that enable the Datapoint processors to duplicate the transmission codes and line disciplines commonly recognized by mainframe computers.

Available packages include:

- DATAPOLL (Datapoint-to-Datapoint)
- IBM 360/320 workstation
- IBM 3780, 2780, 2741
- UNIVAC DCT2000
- CDC 200UT
- Teletype
- and a variety of others

Additionally, MULTILINK is available for real-time communication between DATASHARE ports, or 1150, 1170, 5500, and 6600 systems and a host computer.

A variety of asynchronous and synchronous communications adapters, multipoint communications adapter, and data coupler are available to speed data along standard telephone lines or over dedicated lines.

Communications Management Products

Datapoint's INFOSWITCH product line includes several systems, all of which are aimed at major problems requiring telephone management control: long distance cost control, long distance and local control, message unit control, centralized control of dispersed telephone systems, and in-bound automatic call distribution. Each system is available in a variety of configurations, on a complete "turnkey" basis.

Each of the systems utilizes the advantages of hierarchical mini- and micro-computers to provide flexible management control. Call processing is performed by highly reliable, micro-computer controlled switching or metering subsystems. Management control is from a Datapoint host computer system performing the functions of data base management, optimization of routing decisions, of management and facilities utilization reports.

Among the systems offered are:

INFOSWITCH/LDCS™ The INFOSWITCH Long Distance Control System is a computer-based control and management system for outbound long distance communications. It can be utilized with any standard PBX or Centrex telephone system and will control Direct Distance Dial (DDD) and all types of WATS, Foreign Exchange, Tie Line, and other telephone facilities to optimize call placement. It comes in 24 configurations ranging from 6 to 83 trunks with disk storage for call record retention.



INFOSWITCH/SMDR™ INFOSWITCH Station Message Detail Recorder systems extend an INFOSWITCH/LDCS system to account for all local and long distance telephone communication. The system includes an INFOSWITCH/LDCS for long distance control and an intelligent metering subsystem to perform the functions of a passive line monitor on the station side of any standard Centrex or PBX system. It can be configured with 250 to 2000 lines. INFOSWITCH/SMDR systems can be upgraded in increments of 16 station lines.

INFOSWITCH/SHARE™ INFOSWITCH/SHARE systems allow a company to centralize telecommunication management and control over remote sites. INFOSWITCH/SHARE systems build on the INFOSWITCH/LDCS and can accommodate up to seven additional, remotely located INFOSWITCH/LDCS intelligent switching substems and INFOSWITCH/SMDR intelligent metering subsystems. Remote subsystems can be geographically separated by hundreds of thousands of miles. For network reliability in larger INFOSWITCH/SHARE systems, a back-up host computer and disk is available.

INFOSWITCH/ACD INFOSWITCH Automatic Call Distributor systems provide fully automatic call distribution with complete management information collection and reporting. The 45 basic system configurations accommodate from 4 to 110 telephone trunks and 4 to 72 agent positions. INFOSWITCH/ACD incorporates an agent instrument designed and manufactured by Datapoint to provide each agent with a very simple yet powerful terminal for accepting, placing or redirecting a high volume of incoming calls.



infoswitch 

Nationwide Service

The ability to provide timely and competent service for your business system can spell the difference between success or failure. Datapoint realizes this and has built one of the most comprehensive and efficient service and parts networks of any computer manufacturer.

Dispersed data processing puts computer systems in remote locations as well as metropolitan centers. Datapoint customer service is geared to fully service these widespread users with a professional staff of service engineers controlled and scheduled from a national customer service center.

This center, located in San Antonio, is staffed 24 hours a day, 365 days a year. Users in any part of the continental United States needing service can call a single toll-free number.

Operators then locate the closest service engineer and secure a time commitment. The user is then called back (within the hour) and informed of his service time. By use of a large ARC/DATASHARE system, all system information such as equipment installed at a site and previous service history is immediately available to the operator.

Part of this nationwide service includes a communication test facility. This facility is used to determine if a system is communicating effectively and, if not, to obtain a diagnosis of the problem. The test facility is available 24 hours a day, year round and operates completely unattended from the user's site.

Industry Programs

To meet certain specific industry requirements, several specialized applications packages are licensed.

DATAACCOUNTANT packages are designed for the information processing functions of the accounting office. The DATACOUNTANT packages include Client Accounting, Comprehensive Payroll, Professional Time Accounting, and Accounting Utilities.

Datapoint's On-Line Business Systems provide businesses with real-time access to important management information, while furnishing a powerful data processing facility. Packages include Payroll and General Ledger processing.

Contact your local sales office for details.

Software Vendors

Datapoint offers the user a complete line of operating systems, high-level languages and other utilities to create applications programs.

In some instances, however, the user or prospective user will require an application package that is written to a specification for his business. In those cases, Datapoint offers a list of professional programming companies that do application programs tailored to an individual customer's needs.

A Guide to Software Vendors, a booklet available from your local sales office, is offered as a courtesy only; Datapoint makes no representation or warranty as to the quality or availability of such service.

Datapoint Literature

The following literature can be obtained from your local sales office;

- Equipment Catalog
- Software Catalog
- Systems Catalog
- Annual Report
- DATASHARE Simplified User's Guide
- DATABUS Simplified User's Guide
- DATAFORM Simplified User's Guide
- DATAPOLL Simplified User's Guide
- Datapoint 1500 Brochure
- DASP Brochure
- DCIO Brochure
- ARC Simplified User's Guide
- ARC Brochure
- ARC Systems Catalog
- Business Programming Concepts
- Executive's Guide to Dispersed Processing
- DATACOUNTANT Brochures
- On-line Business Systems Brochures
- Software Brochures
- Pre-installation Guide
- Applications Software Catalog
- A Guide to Software Vendors
- A Guide to Operating Datapoint Equipment
- Price Lists
- INFOSWITCH User's Guides
- INFOSWITCH Brochures