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PCjr Training Guide



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*Personal Computer
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PCjr Training Guide



First Edition (October 1983)

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Welcome to IBM PCjr training!

This introductory booklet will help you use the training materials in the IBM PCjr Sales/Service Training package.

This training package is intended to train sales personnel on the features of the IBM PCjr and to train service personnel on how to service the IBM PCjr.

In this booklet you will find descriptions of the training materials, suggested training paths, and a summary reference chart to use as a selling aid.

Good Training! Good Selling! Good Servicing!



*Taking the time to
learn all about
IBM PCjr
has benefits*

**Becoming
top salesperson**

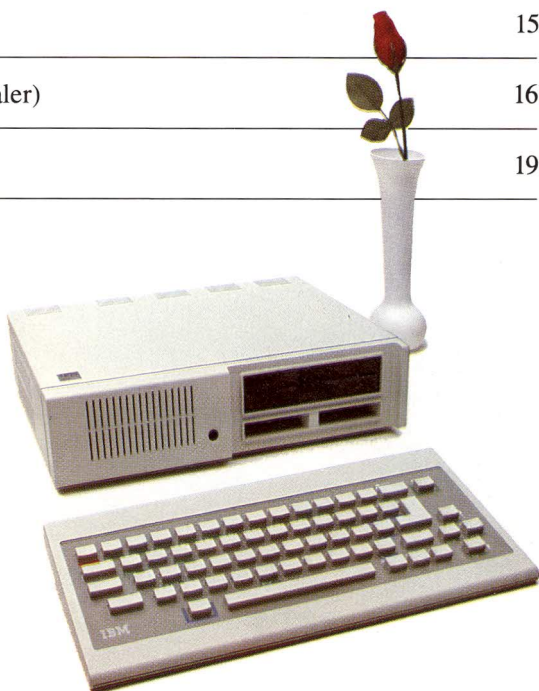
**An
increase
in your
sales**

**Being recognized
as the in-store
expert on
IBM PCjr**



Contents

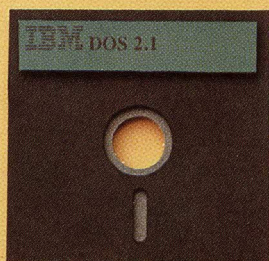
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Equipment and materials you will need



IBM PCjr Enhanced System (with 128KB capability, Basic cartridge and diskette drive)

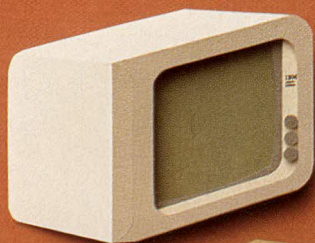


DOS 2.1 and IBM-supplied demonstration programs

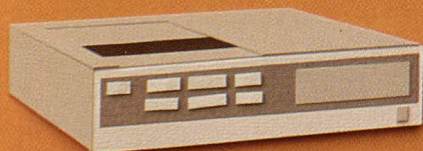
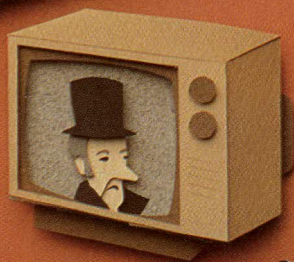


PCjr Sales/Service Training package

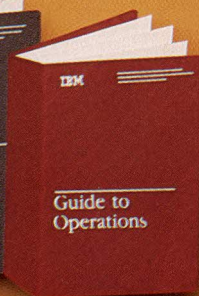
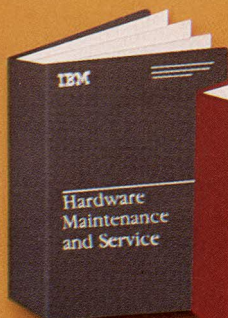
- PCjr Training Guide (this booklet)
- PCjr Sales Training videotape (½" VHS) (optional)
- PCjr Sales Training Diskette
- PCjr Sales Practice Diskette (Face-to-Face game)
- PCjr Service Training booklet



IBM Color Display
(recommended) or
other RGB-type
monitor and Color
TV set



$\frac{1}{2}$ " VHS Videotape
playback device
(optional)



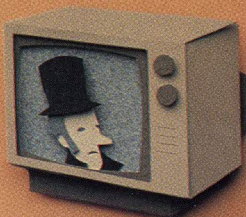
IBM PCjr *Guide to
Operations* manual

IBM PCjr *Hardware
Maintenance and
Service* manual and
service plugs (for
Service Training only)

PCjr training contents

We have developed a variety of entertaining and informative training materials on the IBM PCjr for you. A number of presentation techniques have been used to provide you with enjoyable and effective training.

Content includes:



Presentation type

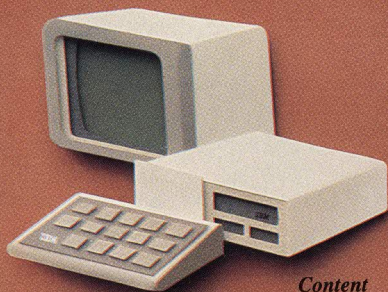
PCjr Sales Training Videotape (½" VHS) (optional, but suggested)

Content

Product Overview

Purpose

- Covers key features, functions, and benefits of PCjr, as well as a sample sales situation
- Presented in an entertaining, story-type format
- Useful for in-store training seminars



Presentation type

Demonstrations (IBM-supplied, but packaged separately from this training package)

Content

"Keyboard Adventure" (resides in PCjr)
location of keys
function of keys

Purpose

Acquaints you with the keyboard

Content

"Exploring the IBM PCjr" (on diskette; packaged with the *Guide to Operations*)
common applications
PCjr capabilities

Purpose

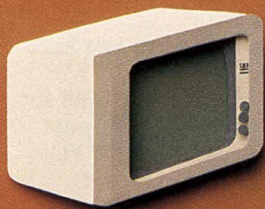
Acquaints you with the keyboard, demonstrates some of PCjr's capabilities, and shows how PCjr can be used in the home, school, and business

Content

IBM PCjr Demonstrations (available on Customer Support System and/or on diskettes)

Purpose

Demonstrate PCjr graphics capabilities, educational games, home productivity products, and overview of PCjr features and applications



Presentation type

PCjr Sales Training Diskette (Computer Assisted Instruction)

Content

- PCjr hardware and software information
- Comparison of IBM PCjr to the PC and PC XT
- Overview of customer support available including customer support system and warranty information
- IBM PCjr features, functions, and benefits
- Tips on selling IBM PCjr

Purpose

Provides you with an interactive experience with PCjr, enabling you to learn what is necessary to effectively sell the IBM PCjr



Presentation type

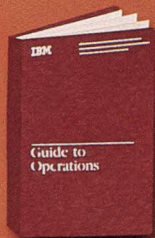
PCjr Sales Practice Diskette "Face-to-Face" game

Content

Customer scenarios, in game fashion, for practice in selling PCjr using customer-oriented selling techniques

Purpose

Gives you, the player, exciting practice in customer-oriented selling



Presentation type

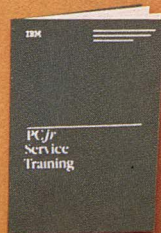
PCjr Guide to Operations (publication)

Content

- Installing your IBM PCjr and options
- Operating your IBM PCjr
- Moving your IBM PCjr
- Problem determination procedures

Purpose

Shows you how to set up, install, and operate PCjr and its options. Easy-to-use with an enjoyable format



Presentation type

PCjr Service Training (booklet)

Content

- Overview of IBM PCjr
- Locating field replaceable units in PCjr
- Customer-level diagnostics
- Service-level diagnostics and troubleshooting

Purpose

Shows you how to isolate and repair the IBM PCjr to the field replaceable unit. (Requires IBM PCjr Hardware Maintenance and Service publication.)

Student training path

We think you will find this training package worth the investment of your time. Not only is it enjoyable, but it provides you with the information you will need to answer customer questions, to sell IBM PCjr, and to service IBM PCjr.

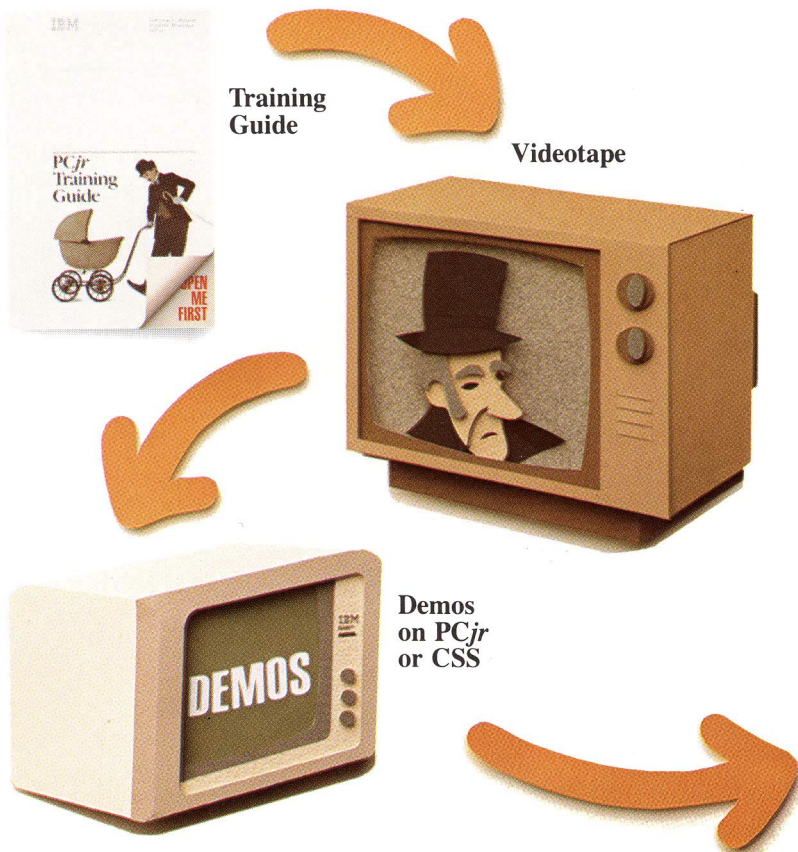
The training materials are designed to be used in a variety of ways in the store or even at home. They are organized so that you can look at

short segments whenever you have time available.

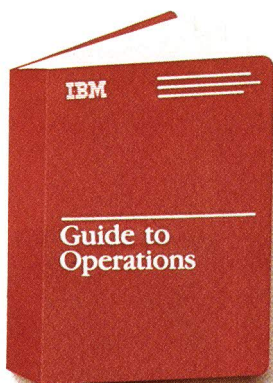
Following is a suggested path for Sales Training that you may want to follow to learn about IBM PCjr. (Alternative training paths for your store are presented later in this booklet.)

For Service Training, reading the IBM PCjr Service Training booklet will prepare you to service IBM PCjr; however, we suggest you also view the videotape and view the IBM PCjr demonstrations either on IBM PCjr or on the Customer Support System (CSS).

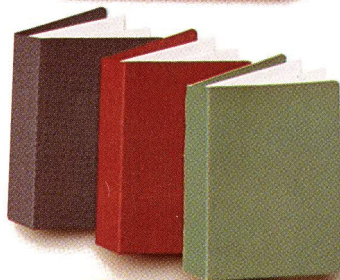
Follow this path



Guide to
Operations



REVIEW
(as necessary)



Face-to-Face
Game



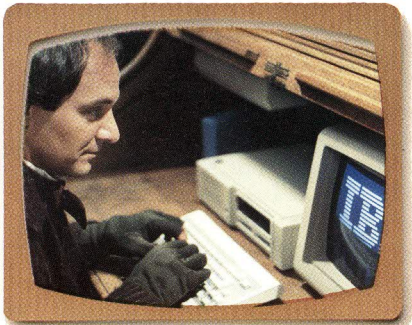
Sales
Training
CAI



The videotape (optional)



All you need to do is acquire the proper playback equipment, relax, and enjoy this short overview of PCjr.



PCjr demonstrations



In addition to the training materials provided in the IBM PCjr Sales/Service Training package, there are a number of informative and entertaining IBM PCjr demonstrations which we suggest you run.

One demonstration, "Keyboard Adventure," resides in both models of the IBM PCjr. With this demo, you will quickly learn the locations and functions of the keys on the IBM PCjr keyboard.

To run "Keyboard Adventure"

1. Power on the system unit.
2. When "OK" appears on the screen, press ESC.
3. To stop the demo, press CTRL, ALT, DEL simultaneously, or turn the system off.

Another demonstration, "Exploring the IBM PCjr," is diskette-based, and is shipped in the *Guide to Operations* with the Enhanced System. With "Exploring the IBM PCjr," you will learn about the keyboard, as well as some common applications and the capabilities of the IBM PCjr.

To run "Exploring the IBM PCjr"

1. Remove the diskette from the PCjr *Guide to Operations*.
2. Insert the diskette into the diskette drive (label side up) and close the diskette door.
3. Power on the system unit.
4. Follow the directions on the screen.

Also, there are other exciting demonstrations available; some of these run on the Customer Support System (CSS) and PCjr, and some of these run just on the PCjr. These demos show the IBM PCjr's graphics capabilities, educational games, some home productivity tools, and a continuously-running overview of the IBM PCjr's features and product offerings.

Sales Training CAI



In your PCjr training package, you will find Computer Assisted Instruction (CAI) on the Sales Training Diskette. This CAI presents basic facts about the IBM PCjr which will enable you to sell it comfortably. While it is not required, we suggest that you first look at the IBM PCjr demonstrations before beginning your CAI lessons.

To run the Sales Training CAI

1. Insert the Basic cartridge.
2. Insert the Sales Training diskette.
3. Power on the system unit. Follow the instructions on the screen to sign on.
4. Begin with the first topic on the menu. (To go to a different topic, follow the directions on the Main Menu screen.)

After this procedure:

5. To bypass the sign-on when redoing the CAI, be sure to use the identical name you used for your initial sign-on.



MAIN MENU

1. IBM PCjr Product Information
2. PC Family Comparison
3. Customer Support for PCjr Users
4. Selling the IBM PCjr
5. Return to Sign-on

Face-to-Face game



Included in your training package is a diskette-based game called "Face-to-Face." With this game, you will have an excellent opportunity to review and practice your selling skills in customer scenarios for the IBM PCjr.

To play Face-to-Face

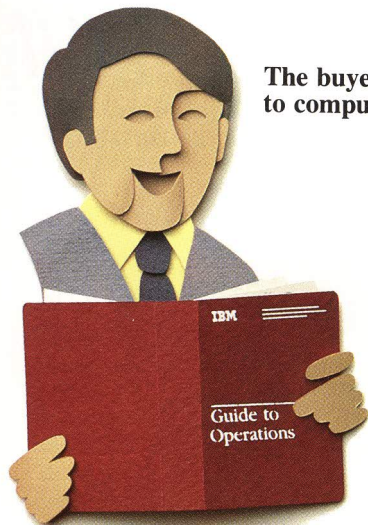
1. Insert the Basic cartridge.
2. Insert the Sales Practice diskette.
3. Power on the system unit.
Follow the instructions on the screen to sign on.
4. Practice your selling skills and see how many points you can score!



Guide to Operations

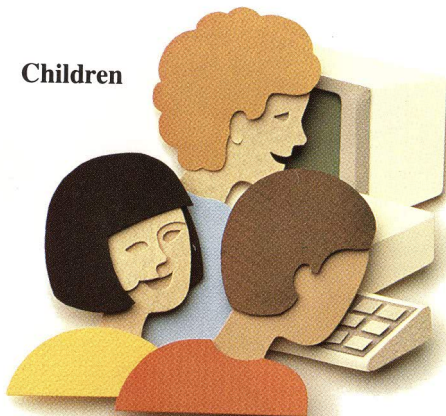


The IBM PCjr Guide to Operations is not a traditional technical manual. This book is very easy to read, is well-organized for ease of use, and is filled with colorful graphics. After reading parts of this book, we think you will agree that the PCjr Guide to Operations will be attractive to:

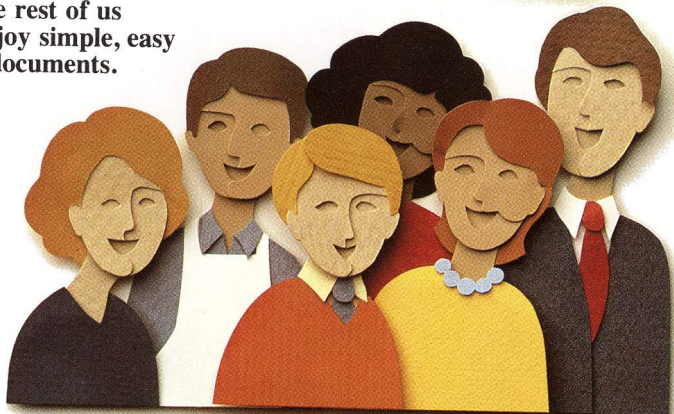


The buyer who is new to computers

Children



And the rest of us who enjoy simple, easy to use documents.



Showing the Guide to Operations to potential buyers will give them one more reason to buy an IBM PCjr!

PCjr sales features chart

IBM PCjr Enhanced System

System Unit
Transformer
62-key cordless keyboard
Program cartridge slots (2)
Diskette drive
64KB memory and display expansion option

IBM PCjr Entry System

System Unit
Transformer
62-key cordless keyboard
Program cartridge slots (2)

Hardware options

Diskette drive (included in Enhanced System)
64KB memory and display expansion (included in Enhanced System)
Keyboard cord
Cordless keyboard overlays (5)
Internal modem
Joystick
IBM PC Compact Printer
IBM PC Graphics Printer
Adapter cable for cassette
Adapter cable for IBM Color Display
Adapter cable for Serial Devices
Carrying case
IBM Color Display
Light pen
Parallel printer attachment
Connector for TV (RF modulator)

Warranty provisions

12-months (hardware)
90-days (programs, diskettes)
IBM Program License agreements—software products

Service provisions

Within 1 year of purchase, if parts fail (or if the tests in section 6 so indicate) parts will be REPAIRED OR REPLACED at NO charge.
After 1 year, Dealer Service Option available to extend warranty past 1 year on PCjr and PC Compact Printer.

IBM PCjr software

Monster Math
Animation Creation
Mouser
ScubaVenture
HomeWord
Crossfire
Mine Shaft
Bumble Games*
Juggles' Butterfly*
Bumble Plot*
Personal Communications Manager
IBM PCjr BASIC
Turtle Power
Adventures in Math
DOS 2.1
Home Budget 2.0 for the IBM PCjr

*Trademarks of The Learning Company.

Comparing IBM PCjr, IBM PC, and IBM PC XT

	IBM PCjr	IBM PC	IBM PC XT
RAM	64KB	64KB	128KB
expandable to:	128KB	640KB	640KB
ROM	64KB	40KB	40KB
Processor	8088	8088	8088
Maximum auxiliary storage	360KB	20,720KB	20,720KB
Configuration required	no	yes	yes
Keyboard	62 key	83 key	83 key
Function keys	yes	yes	yes
Cartridge support	yes	no	no
Infrared link	yes	no	no
Fixed disk support	no	yes	yes
Expansion slots	no	yes	yes
Color display	yes	yes	yes
Diskette drives	0 or 1	1 or 2	1 or 2

Common IBM PCjr applications

Home	Schools	Business
Management Education Word processing Recreation	Computer training Education Word processing	Accounting Word processing Scheduling Managing

Features of IBM PCjr and benefits

Functional capability	Has enough memory in storage to handle applications programs.
Price-performance	Makes computing affordable in the home, schools and small businesses.
Many programs available	Wide variety of applications can be performed.
12-month warranty	Worry-free, economical operation
BASIC Language	Easiest language for novice programmers
IBM PCjr <i>Guide to Operations</i>	Clear, easy to follow and understand

Selling Refresher

Step	Example question/statement
1. Opening	1. "Hello. What brings you to our computer store?"
2. Qualifying (to identify customer's need)	2. "What do you hope to accomplish with a computer?"
3. Summarizing	3. "You wish to use an IBM PCjr in your home for personal use. Is that correct?"
4. Stating objectives, features and benefits	4. "With a PCjr, you can easily set up a household accounting system."
5. Handling objections	5. "No, it won't take you long to set it up."
6. Closing the sale	6. "HOW would you like to pay for your IBM PCjr?"

Sales training checklist

Have you looked at:

- ☐ the Sales Training videotape
- ☐ the demos on IBM PCjr and on CSS
- ☐ the CAI Sales Training diskette
- ☐ the "Face-to-Face" Sales Practice game
- ☐ the *Guide to Operations*
- ☐ the "PCjr Sales Features Chart" in this booklet?

Can you do the following:

- ☐ answer customer questions
- ☐ run the IBM PCjr demos
- ☐ discuss IBM PCjr options, features, and benefits
- ☐ explain benefits in terms of concrete customer uses?

Using this training package will make your job as easy as pie!



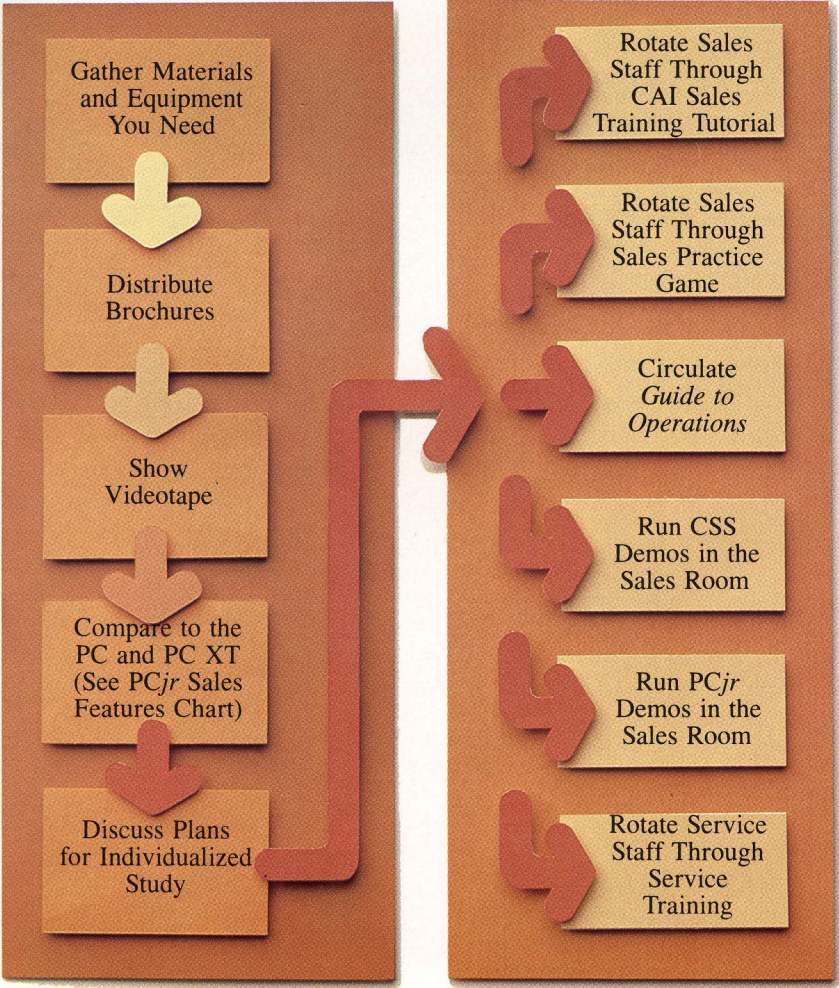
Alternative training paths

This section is intended for the retail store owner/manager. On the next two pages, we've suggested two training plans that you may want to use after announcement day to train your store personnel quickly on PCjr.

Plan 1: day after announcement

Morning group meeting

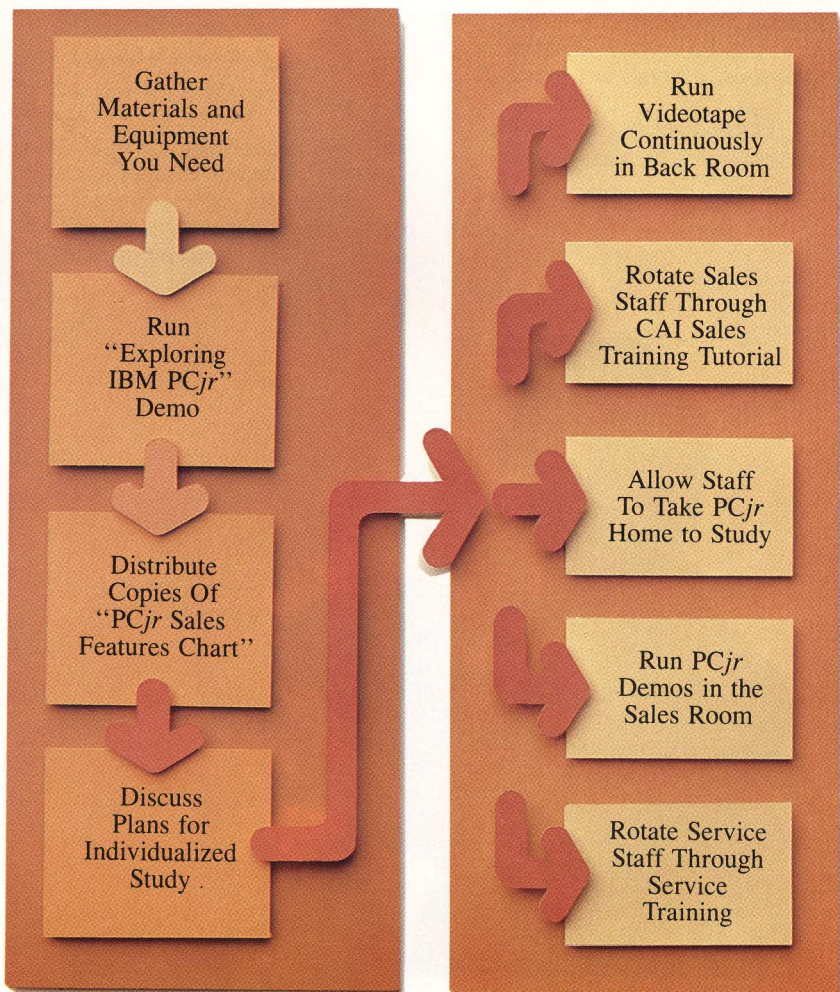
Throughout the day individualized study



Plan 2: day after announcement

Morning group meeting

Individualized study



Service Training

We haven't forgotten service training. This training package includes a booklet for the service technician. This booklet, called PCjr Service Training, teaches you how to isolate problems and repair the IBM PCjr to the Field Replaceable Unit (FRU).

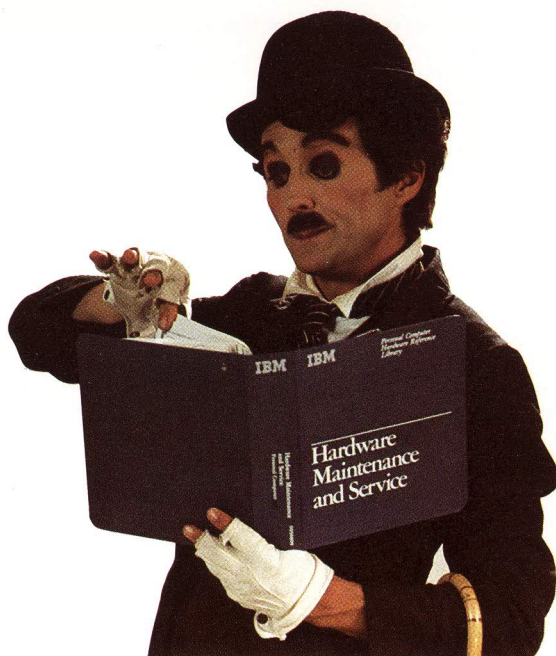
The course is divided into five topics arranged to make learning easy for you:

- Hardware and options overview
- Locating the Field Replaceable Units
- Diagnostics overview
- Customer-level diagnostics
- Service-level diagnostics

Once you complete the course, in those infrequent instances where service is required, you will be able to have your customers up and running in no time.

To take the PCjr Service Training course

1. Locate the IBM PCjr Service Training booklet in this training package, the *PCjr Hardware Maintenance and Service and Guide to Operations* manuals and the service plugs.
2. Read the Service Training booklet.
3. Wait. An occasional PCjr may be brought in for service.



Date: _____

1502144

IBM PCjr SALES/SERVICE TRAINING PACKAGE

Your evaluation of this training package by answering this optional questionnaire will help us improve the training you receive in the future—and, in return, help you to increase your sales.

After answering the question, please mail this form back to us at your earliest convenience.
Thank you.

1. Place a check mark next to each Training component you *completed*.

ALL COMPONENTS _____ TRAINING GUIDE _____ SALES CAI _____

VIDEOTAPE _____ SERVICE TRAINING _____ SALES GAME _____

2. How much *time* did you spend on each of the Training components? Please write in the amount of time for each component (in minutes).

ALL COMPONENTS _____ TRAINING GUIDE _____ SALES CAI _____

VIDEOTAPE _____ SERVICE TRAINING _____ SALES GAME _____

3. How do you feel about the amount of *time* needed to do this Training? Check the statement that best expresses your feelings.

_____ Appropriate for the product _____ Too long for the product

_____ Too brief for the product

4. As a salesperson, which of the *sales* components were most helpful to you?
Explain your choices.

5. Evaluate this training package by circling the appropriate "X" for each of the qualities below:

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
EDUCATIONAL VALUE	X	X	X	X	X
PRACTICAL USEFULNESS	X	X	X	X	X
EASE OF USE	X	X	X	X	X
CLARITY	X	X	X	X	X

6. Do you have additional *comments or suggestions* about this training?

THANK YOU FOR PARTICIPATING IN THE EVALUATION OF THIS TRAINING. IF YOU CARE TO, PLEASE INCLUDE THE FOLLOWING INFORMATION.

NAME _____ JOB TITLE _____

STORE NAME _____ STORE ADDRESS _____

Tape

Please do not staple

Tape

Cut Along Line

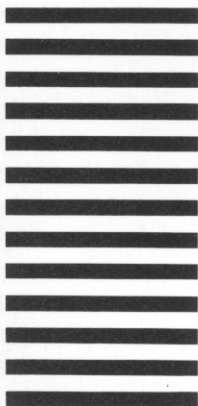
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