

DIALUP SETUP ON COMPAQ DEMONSTRATOR FOR MSN

MSN RAC Setup Procedures

Before you can start selling the MSN Rebate Offer, you need to install the Remote Account Creation (**RAC**) software on your Compaq demonstrator. To install the RAC, follow the steps below:

1. Disable the Compaq Demo
 - a. Exit the Compaq Demo and return to the Desktop.
 - b. Right Click the mouse.
 - c. Go to Properties.
 - d. Click on Screen Saver Tab.
 - e. Click on the down arrow in the Screen Saver box and select (**None**).
2. Click on "Install MSN RAC Software on Compaq Demonstrator Only" from the Store Display CD's main menu.
3. Click on the "Local Access Phone Numbers" button. This will have the list of phone numbers for connecting to the MSN RAC. Find and write down the local phone numbers for your area. After selecting two correct numbers for your area close the phone number list.

Phone Number 1 _____ Phone Number 2 _____

4. Click on the "Install Internet Explorer 5" button to begin the installation. This will take about 10 minutes. Re-boot your system. If Store Display CD Menu does not automatically appear, then eject CD and then close the CD drawer to activate the auto-run command.

5. Click on the "Install MSN RAC Software on Compaq Demonstrator Only" button from the Store Display CD's main menu.

6. Click on the "Install MSN Dialup RAC Software for Compaq Demonstrator Only" button.

7. Click on "Properties"

8. In the Phone Number blanks, type in the local MSN RAC phone numbers you selected.

Note: Put the correct amount of digits needed for your area, depending on whether the number is local, long distance, or if your area requires 10-digit dialing:

EXAMPLE:

For a store using the access number 214-210-0645:

- If the call is local, simply enter 210-0645.
- If the call is long distance, enter 1-214-210-0645.
- If your area requires 10-digit dialing, enter 214-210-0645.

9. Click OK. You will be returned to the previous screen.

10. Type in User Name: PSR/msnrac and Password: register.

Note: These are case sensitive.

11. Click on Save Password and Connect Automatically. This will place a checkmark in these boxes and eliminate the need to repeat this step the next time you use the RAC. Then, click on Connect.

- a. 12. Your Demonstrator will connect to the secure MSN RAC web page.

13. This completes the set up stage. You may now sign up a new MSN customer or disconnect from the RAC system.

To Disconnect from the MSN RAC, close the window by clicking on the "X" in the upper right-hand corner. Then, double click on the RadioShack Icon in the bottom right-hand corner of your screen and select Disconnect.

14. Congratulations! You have completed the installation process. When you need to sign up a MSN customer in the future, all you will need to do is double click on the **MSN@RadioShack** icon on your desktop.

Take a moment to make sure the Compaq Demo has been reactivated. Repeat step 1 and make sure the Screen Saver box says "**CLS Demo**".

For Technical Support of the RAC software during installation, call 1-888-215-8890. Select Option 2 (Demonstrator and Fixture Support), then Option 1 (Demonstrator Support) and, finally, Option 1 for Hardware Support.

TROUBLESHOOTING

Once you have completed the install of the MSN RAC and you are not getting a modem connection check the following settings:

1. Click on **Start**.
2. Click on **Programs**.
3. Click on **Accessories**.
4. Click on **Communications**.
5. Click on **Dial-Up Network**.
6. Right Click on **MSN@RadioShack** connection.
7. Click on **Properties**.
8. Make sure that the **Rockwell HCF 56K Data Fax PCI Modem** is the Connecting with box.
9. Click on **Configuration**.
10. Click on **Connection** tab.
11. Remove check from the box that say "**Cancel The Call If Not Connected Within..**"
12. Click on **Port Settings**.
13. Click on Default to make sure the check is in the "**Use FIFO Buffers**" box.
14. Click **OK**.
15. Click on **Advanced**.
16. Under "**Modulation Type**" make sure it says "**Standard**", if not Click on the down arrow and select "**Standard**".
17. Put a check in the "**Use Error Control**".
18. Click **OK**.
19. Click on **Server Type** tab.
20. Make sure the **TCP/IP** box is checked. Also, make sure the Log on to Network and Software compression boxes are checked.
21. Click **OK**
22. Close the **Dial-Up Network** box by click on the X on the right hand side.
23. Double Click on the **MSN@RadioShack** ICON on the desktop.
24. Click on **Properties**.
25. Check the phone number to make sure that you have the dashes, for example, 817-555-1212.
26. In the Connect Using box, make sure **the Rockwell HCF 56K Data Fax PCI modem** is selected. If not, click on the down arrow and highlight the above modem.

27. Click on **OK**.
28. Verify the login name and type in the password.
29. Click on **Connect**.