ASAP

Automated Standard Application for Payments

AT&T Passport
Communication Software
Installation, Setup, Logon and
Logoff Procedures

WINDOWS ′95/′98/2000/NT

FOREWARD

Passport is the communication software that you will use to dial into the Automated Standard Application for Payments (ASAP) system. Included in this document are instructions that will enable you to easily install and operate the software. If you follow the instructions step by step, you should not have any difficulties. If you do encounter a problem, contact the ASAP Customer Support Team (phone numbers are on page 11).

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EQUIPMENT REQUIREMENTS

Please take a few minutes to review the following information to help make the installation process go smoothly.

PERSONAL COMPUTER

Memory: Minimum of 4 MB RAM

Hard Drive Space: 2 MB free

Floppy Drive: 1.44 MB

SOFTWARE

Operating System: Windows '95, Windows '98, Windows 2000, Windows NT

Communications: AT&T Passport software supplied by the RFC

MODEM

Type: Hayes or Hayes compatible asynchronous

Speed: 1200 - 56K bps

DATA LINE

Type: Standard Analog Telephone Line

INSTALLATION INSTRUCTIONS

1) Before starting installation, make sure all programs are closed. Insert the Passport Diskette into **DRIVE A:**. *Windows NT Users*: Check that you have administrative rights to install software on your PC.

2) From the Windows desktop, click on the **START** button (located on the bottom left corner of the screen), click **RUN**… from the pop-up menu. The Run dialog box will appear. Type **A:** if it does not appear at the command line prompt and press **ENTER** or click **OK**. **A:\ Directory** screen will appear and will remain on the screen during the entire installation process. Double-click on the **PASYNONE.EXE** icon. The **AT&T Passport for Windows 95** screen will appear with the following message: **Initializing Wise Installation Wizard**.

3) When the initialization process is complete, the **AT&T Passport – Install Directory** screen appears. The directory path (**C:\PAS13**) will be shown. This is the default directory where the Passport files will be installed. Press **ENTER** or click **OK**.

4) **License Information** screen appears. Use the scroll bar to read the text. When finished press **ENTER** or click **OK**.

5) **AT&T Passport – Install Options** screen appears. If not done, check ☑ **AT&T Passport Async**. You may only install the Async Version of Passport (not the TCP/IP Version). ASAP cannot be accessed via TCP/IP, because ASAP doesn't have an IP address for security purposes. Press **ENTER** or click **OK**. *Windows 95/98/2000 Users*: If the 32-Bit HLLAPI Support window appears, click **YES** for 32-Bit to continue.

6) **AT&T Passport – Install Group** screen appears. Specify the program group where the icon should be installed. The group name "**AT&T Passport for Windows 95**" is the default. Press **ENTER** or click **OK**.

7) Installing box will appear. The program files will be unpacked onto your hard drive. Please be patient while the files are being transferred since it will take several minutes. Click on the box to close the **A:\Directory** screen.

8) To start Passport, click the **START** button, highlight **PROGRAMS**, highlight **AT&T PASSPORT FOR WINDOWS 95**, and click **PASSPORT ASYNC**.

9) About Passport Screen appears. If you would like to look at the Help Screens before starting the program, click on **GETTING STARTED**. If you click on **CONTENTS**, you will receive an alphabetical listing of various topics of information you can view. If you are interested in the License Agreement, click on **LICENSE AGREEMENT**. To exit each help screen, close each window. When finished, click **OK** to continue with the installation.

10) The **Connect Set-up** Screen appears. If not, click **SETUP** from the toolbar and click **CONNECTION SETUP** from the drop-down menu. Both Country Selections should be set to United States. A phone number listing will appear. It is listed in alphabetical order by state and then city. If listing isn't shown, to display it click on the ⬇ to the far right of the primary phone field. Either type the city name until it appears in the box, arrow down, or use the scroll bar on the right of the box. If your city is not listed, check the listing for a nearby city to which calls are local. If neither is found, then you may use the **Nationwide Toll free 1-800** number (the first number in the phone number listing). You can also specify a Backup Phone Number in case the primary dial number is not available. **NOTE**: Be sure to delete the "1" and area code (if not needed) from the number if it is a local call. If you must dial a "9" or other number(s) to get an outside line for your modem, put the number(s) followed by a comma(,) before the telephone number in the Primary Phone AND Backup Phone fields. Click **OK**.

11) The **Passport Information** Screen appears. You need to identify your modem by selecting its **Manufacturer and Modem** Type. If you don't know what kind of modem you have, select Generic as the Manufacturer. One of the Modem Types in the set should work with your modem. Click **OK** or press **ENTER**.

12) An additional **Passport Information** Screen will appear. Use the **Test** button to check if a particular Modem Type will work with your modem if you are not sure what kind of modem you have. This option is available only if you have selected **Generic** as the Manufacturer. You should select the lowest numbered Type for the appropriate speed that will work with your modem. Click **OK** or press **ENTER**.

13) **Modem Set-Up** Screen appears. If not, click **SETUP** from the toolbar and click **MODEM SETUP** from the drop-down menu. Indicate the type of modem you have in the Manufacturer field and the model/speed in the Modem Type. You may display selection listings by clicking on the ⬇ at the far right of the Manufacturer and the Modem Type fields. From the listings, click on your selections. There is no need to adjust the Dial Speed, it will automatically change when you select the Modem Type.

   NOTE: If your Manufacturer and Modem Type are not listed - select GENERIC, as stated in Steps 12 and 13. Click on the ⬇ to the far right of the Serial Port field and select the serial port to which your modem is connected. **HINT: External** modems are usually on **COM1**, and **internal** modems are usually on **COM2**.

14)   If you know the Manufacturer, Modem Type and Serial Port - enter information, click **OK** or press **ENTER**, and skip to Step 16. If not, click **DETECT** and a **Passport Question** screen will appear. Click **YES** for assistance in detecting an accurate modem setup. Please be patient, as this function may take several minutes. When complete, a **Select Modem** screen will appear with a listing of detected modem selection(s) from which to choose. Select the one you wish to use and click **OK** or press **ENTER**.

15)   A **Modem Setup** screen reappears. This allows you to test the setup. Click **TEST**. Click **SETUP TEST**. A **Passport Information** screen will appear informing you that the setup test is complete and that you may perform a dial test. Click **OK**. Click **DIAL TEST**. When the dial test is complete, you will be advised that your modem appears to be compatible with the selected modem definition. Click **OK**. Click **CANCEL**. Set the Modem Speaker Volume to **Low**. Click **OK** or press **ENTER**.

16)   From the toolbar, click on **SETUP** and click **SESSION SETUP** from the drop-down menu. Leave the Title field blank. Account Country and Language Country fields are set to United States. In the Account field, type **TRES**. Leave the User ID, Password, and Product Name fields blank. You will enter them when you establish a successful connection to the network. The session size will default automatically for you. Check the box in front of ☑**LOGON WHEN ACTIVATED**. Also, confirm that the box is checked in front of ☑**ACTIVATE WHEN CONNECTED**. Once you have filled in this information click **OK** or press **ENTER**. Remove diskette from the disk drive.

CONGRATULATIONS! You have successfully installed the Passport software. The remaining procedures will instruct you on how to logon and logoff of AT&T Global Systems and ASAP.

INITIAL LOGON PROCEDURES

1) **Passport-A** window should be on your screen. If not, click the **START** button, highlight **PROGRAMS**, highlight **AT&T PASSPORT FOR WINDOWS 95**, then click **PASSPORT ASYNC**. Once the Passport-A window is open, click **TERMINAL** from the toolbar and click **CONNECT** from the drop-down menu. A box appears stating "**Connecting to AT&T Global Network**".

   NOTE: See Problem Determination Hints if the connect fails

2) You will see the "**Welcome To The AT&T Global Network**" screen. Your **AT&T Account (TRES)** will be displayed on the screen. If **TRES** is not displayed in the Account field, type it in. You may now type your User ID and temporary password provided to you over the telephone by the Federal Reserve Bank in their respective fields and press **ENTER**.

3) The **Password Maintenance** screen appears. Type the password provided to you by the Federal Reserve Bank in the Current Network Password field. Choose a new password and type it in the New Network Password field, then re-type your new password in the Verify Network Password field and press **ENTER**. The password you select should be **8** characters and should be a combination of letters and numbers. This will be helpful when selecting a password for the FRAS screen in Step 5. Since each screen works independently, the same password can be used on both screens.

4) The **Product Selection** screen appears. To access **Production**, type the number of the **ASAPPROD** menu option on the command line and press **ENTER**. To access the **Test** Region, type the number of the **ASAPTEST** menu option on the command line and press **ENTER**.

5) The **FRAS** (Federal Reserve Automation Services) sign-on screen appears. Enter your User ID and temporary password provided by the Federal Reserve Bank (**NOT** the password you selected on the Password Maintenance screen – step 3) in their respective fields. Press **TAB** to move the New Password field. Type a new password in this field and press **ENTER**. You may choose the same password that you chose on the **AT&T** Password Maintenance screen. You will be prompted to re-type your new password to verify it. After doing so, press **ENTER**. The password you select must be **8** characters with a combination of both letters and numbers.

6) You will see the **Format Request** screen. Type **ASAP** at the format prompt and press **ENTER**.

7)   The **ASAP Main** Menu will appear.

-- If you are accessing the **Test Region**, there will be a **T** beside the date in the upper left-hand corner of the screen. Type in the ASAP ID and Organization Access Code from the test data provided with your enrollment package. **TAB** to "Enter a Selection Number", type in the menu option number you wish to select and press **ENTER**.

-- If you are accessing **Production**, there will be a **P** beside the date in the upper left-hand corner of the screen. Type in your organization's ASAP ID and Organization Access Code provided with your enrollment package. **TAB** to "Enter a Selection Number", type in the menu option you wish to select and press **ENTER**.

NOTE: During the next sign on, you will not need to enter the ASAP ID and OAC if you will be using the same ID and OAC. You will just **TAB** to "Enter a Selection Number" and make your menu selection. If you don't recall the last ID you used, press **ENTER** while the Selection Number is blank and the ID will appear. You may change if necessary. The OAC will not appear on the screen for security purposes.

PLEASE NOTE: These are initial logon procedures. In subsequent logons, you will use the passwords that you selected (**NOT** the temporary password provided by the Federal Reserve Bank) on the **AT&T** screen and the **FRAS** screen.

LOGOFF PROCEDURES

1)   Within ASAP, navigate to the **ASAP Main** Menu. Press F2 to exit.

2)   You are returned to the "**Welcome to the AT&T Global Network**" screen. Click **TERMINAL** on the toolbar and click **DISCONNECT** from the drop-down menu.

3)   Click **TERMINAL** on the toolbar click **CLOSE** from the drop-down menu.

PROBLEM DETERMINATION HINTS

1.   *Passport will not install successfully.*

      Passport for Windows was developed to run with standard Microsoft Windows
      3.1 running in 386 enhanced mode. Passport does require a minimum of 4MB
      free RAM.

2.   *When clicking on the AT&T Passport Icon, Passport crashes with a fatal internal
      error*.

      Passport only uses monospaced fonts. Therefore, if you have Windows
      configured to use only true type fonts, Passport will not load. To check this
      Windows option, open the Main folder, then the Control Panel, select Fonts, then
      the True Type button. Make sure the second option called Show Only True Type
      Fonts is not selected.

3.   *Modem never dials: PASDL12E "failed to connect - modem command..."*

      You need to be sure the Serial Port specified in the Passport Setup matches the
      Serial Port used by your modem. If you do not know what serial port your modem
      is installed on, try **COM1** for **external** modems and **COM2** for **internal** modems.

      Also be sure that the Manufacturer and Modem Type selected in your Passport
      Setup matches your modem and that it is properly connected to the phone line. If
      you are using an external modem, be sure that your modem is powered on.

      To change the Serial Port, Manufacturer or Modem Type in Passport: click on
      SETUP from the toolbar, and click on **MODEM SETUP** from the drop-down
      menu. Change the desired fields and click **OK**. Another option would be to
      select the Detect feature and allow the software to make proper modem selections.

4.   *Modem pulses the digits, but nothing happens. No dial tone.*

      No dial tone before the digits is a hardware problem. Check the connections from
      the modem to the phone jack to be sure they are properly connected and not loose
      or faulty. Also be sure that the phone jack being used is for an analog phone line
      and not a digital phone line. You can check to be sure that you have dial tone at
      the wall jack by plugging a phone into the jack and listening for dial tone.

5.   *Hear dial tone and digits from modem, then an operator message.*

      Be sure you are not dialing the **"1"** and **area code** (if not needed) when placing a
      local call. Be sure you add any required dialing prefix in front of the phone
      number necessary to dial an outside line. For example, "9", where the "9" is for
      an outside line and the comma (,) for a two second pause.

6. *Modem dials and IBM modem answers, but modems fail to synch-up. PASDL50E, host gateway not responding, or modem synchronization error*

   Make sure that your Manufacturer and Modem Type in the Passport Setup matches your modem. If no choice on the modem selection list matches your modem, then try the **GENERIC** types until you find one that works. Another option would be to select the Detect feature and allow the software to make proper modem selections.

7. *Modem connects, but host screen is blank except for the bottom colored information line.*

   Problem could be one of the following:

   a. Timing problem. Try **CTRL** and **R** for screen refresh.

   b. Modem setup problem. Be sure that the Manufacturer and the Modem Type specified on the Passport Modem Setup window match your manufacturer and modem type (modem speed, not FAX speed). Another option would be to select the Detect feature and allow the software to make proper modem selections.

ASAP CUSTOMER SUPPORT TEAM CONTACT LIST

If you have any problems or questions about using the IBM Passport software or the ASAP system, please contact the ASAP Customer Support Team in your area.

If the capitol of the state in which you are located is in the Eastern time zone, you may contact the ASAP Help Desk at the Philadelphia Financial Center between the hours of 7:30 a.m. and 5 p.m. at (215) 516-8021.

If the capitol of the state in which you are located is in the Central time zone, you may contact the ASAP Help Desk at the Kansas City Financial Center between the hours of 7:30 a.m. and 5 p.m. at (816) 414-2100.

If the capitol of the state in which you are located is in the Mountain or Pacific (or beyond) time zones, you may contact the ASAP Help Desk at the San Francisco Financial Center between the hours of 7:30 a.m. and 5 p.m. Pacific Time at (415) 871-7182.