## POEMS Professional PTA Installation and Setup

Step by step guide to install POEMS Professional PTA

1. Download POEMS Professional PTA zipped folder from the link below:
   http://www.phillipfutures.com.sg/downloads/POEMS%20PRO%20PTA%201.8.11.zip

   Upon clicking, you will begin downloading the POEMS Professional software.

2. The download folder, **POEMS PRO PTA 1.8.11.zip**, can be found in your Downloads folder. Double click this zipped folder to unzip it. Next, extract the unzipped folder on to your desktop. After you have extracted the files, to install the trading platform, double click on '**pta-setup.exe**' file.

3. A window will pop-up to request permission to 'Run' the installation software. Click 'Run' to proceed.
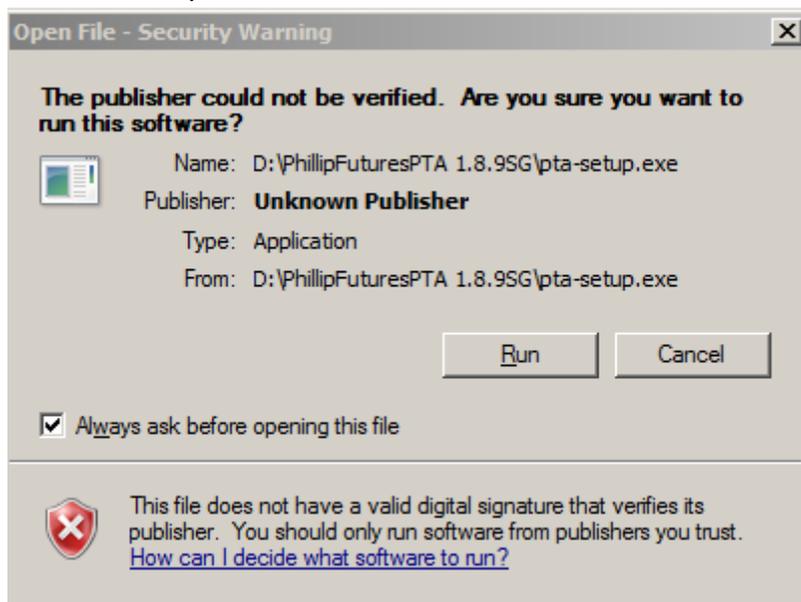
4. Next a window will prompt requesting for your preferred language. Click 'OK' to continue.
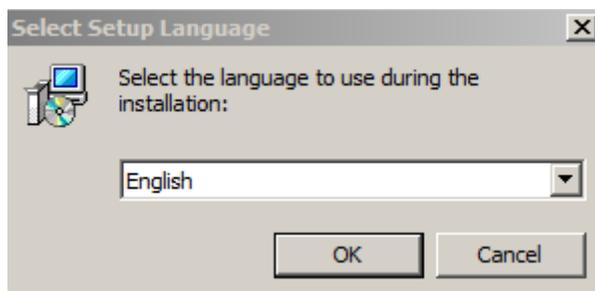
5. After selecting your language, an install wizard will appear to guide you through the installation process.

6. After installation is complete, you may click on the shortcut on your desktop to launch the platform

7. When the login page appears, enter your login credentials. Select '**Phillip SG C5**' from the 'Environment' and click the 'Login' button to login to the platform
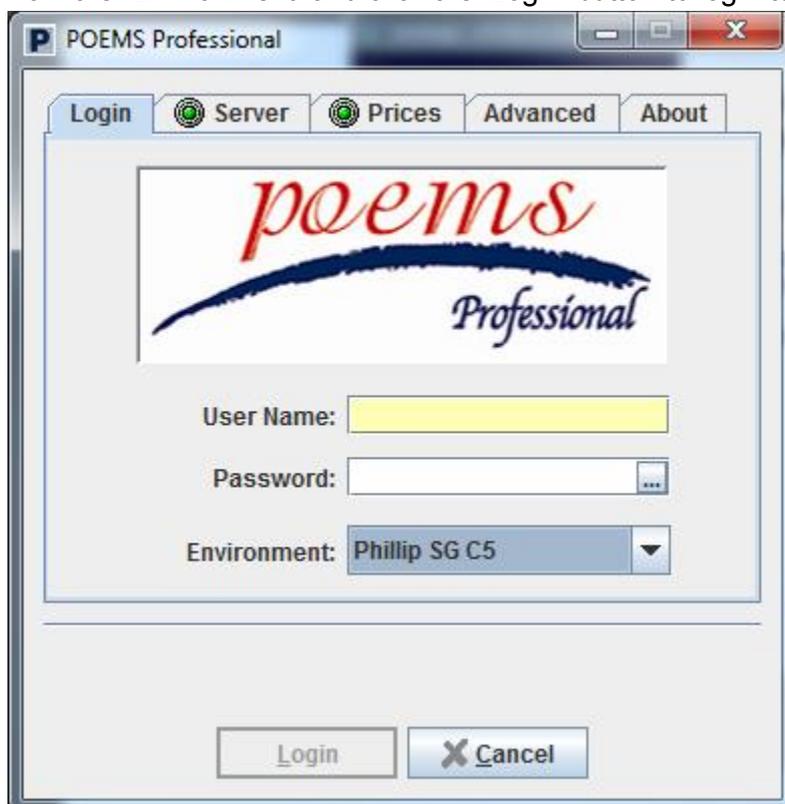
1. **What should I do if the Server or Prices indicator is not in green?**

Normally, both the Server and Prices indicators would be in green. However, if they appear in red or black, kindly check your internet connection.

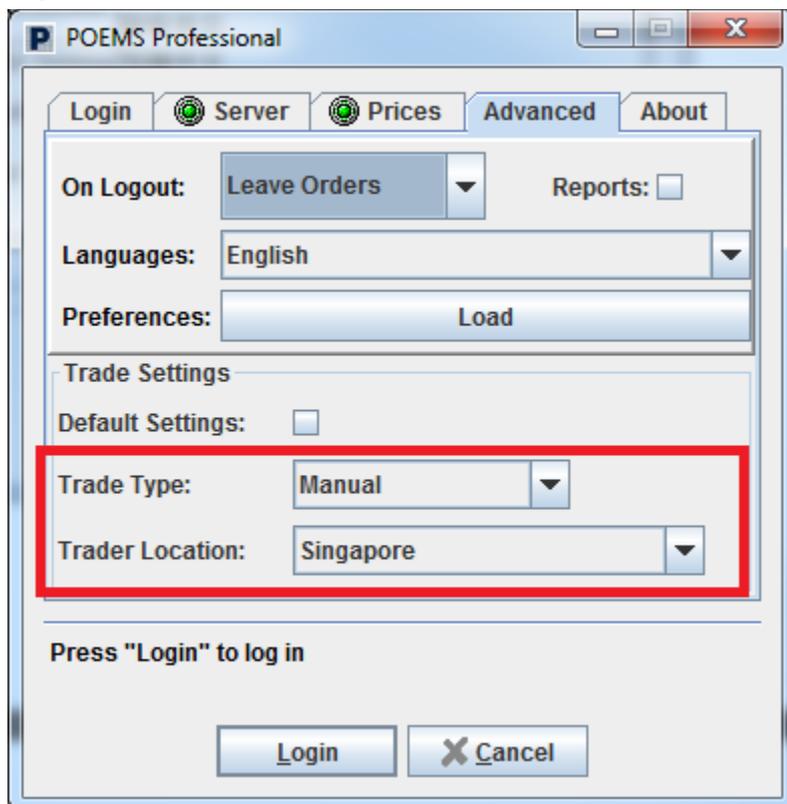You can also check that you have selected the correct Environment, '**Phillip SG C5**'

Should you have any issues connecting, you may contact our Technical Support Desk at 6531 1788 or email futures_techsupp@phillip.com.sg

2. **Where can I chance the language?**
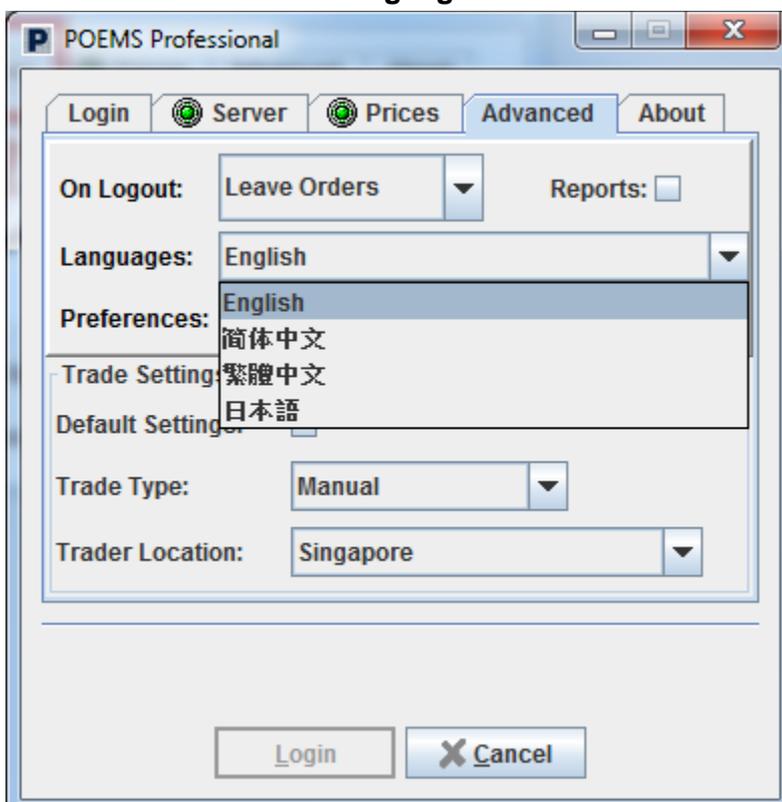
After launching the POEMS Professional, click on the Advanced Tab, you will see a Languages field and there will be drop down selection for Simplified Chinese, Traditional Chinese and Japanese.

3. **What should if the 'Login' button is still greyed out after I have entered my login credentials?**

In the Advanced Tab, ensure that you have selected 'Trade Type' as '**Manual**' and the correct 'Trader Location'.

4. **I have installed the software correctly but when I click on the shortcut, the Login page does not appear.**

If you are using Windows 10 and above operating system and your computer system is 64 bits, you will need to install Java 64 bits. You may download Java 64 bits from Java website.

5. **What should I do if I have trouble installing the software?**

Should you have any technical issues installing the software, you may contact our Technical Support Desk at 6531 1788 or email futures_techsupp@phillip.com.sg