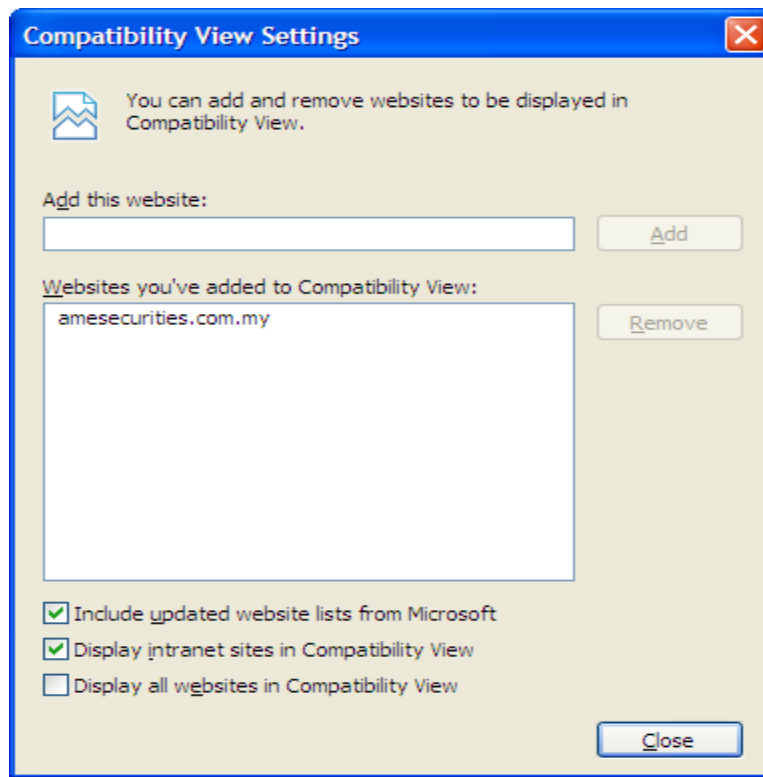**AmInvestment Bank**

New Trading Hall (TC Lite) Troubleshooting Guide

Please follow the below guide if you are unable to access to TC Lite Trading Hall
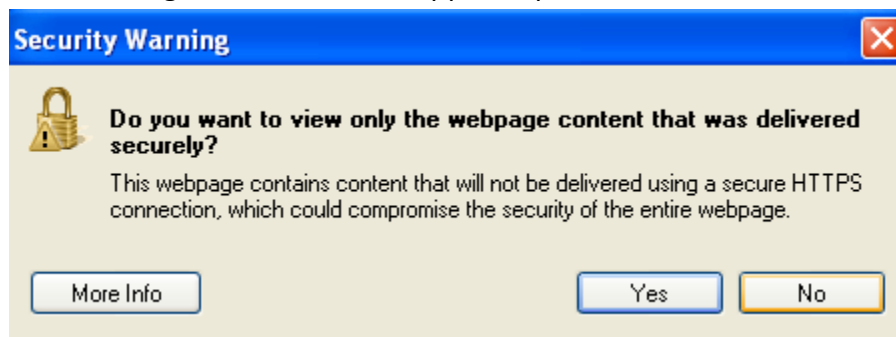
1. **INTERNET EXPLORER**
   a. Only **Internet Explorer 8 and above** are able to support the TC Lite platform.
   b. Compatibility View must **always be disabled**.
   Disable it by clicking on Tool > Compatibility View Settings. If the following screen shot appears, please highlight *amesecurities.com.my* and click on the Remove button.
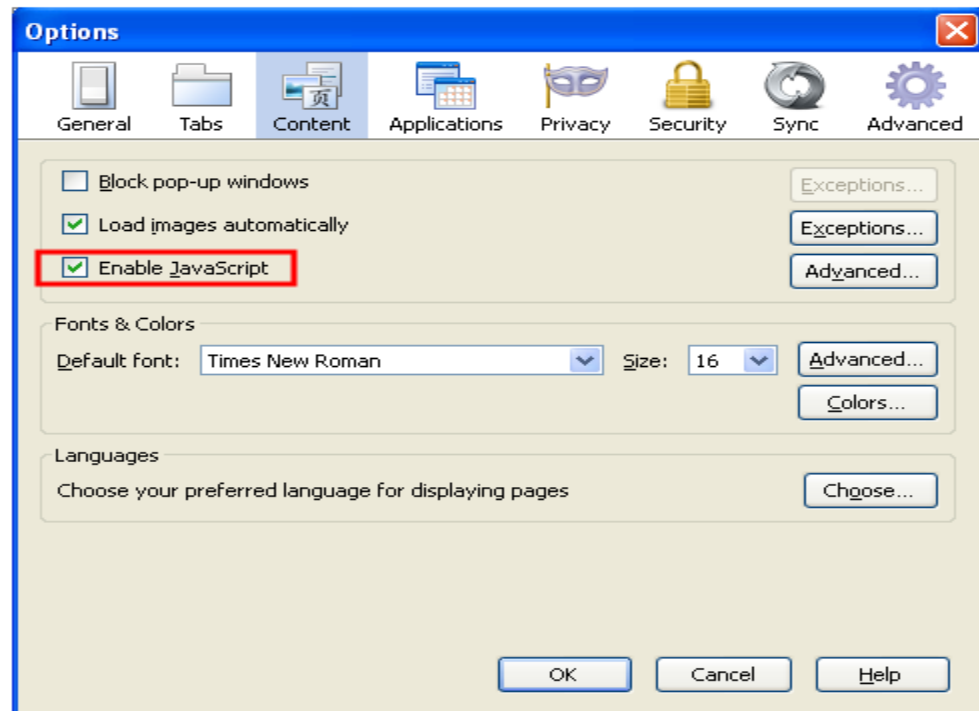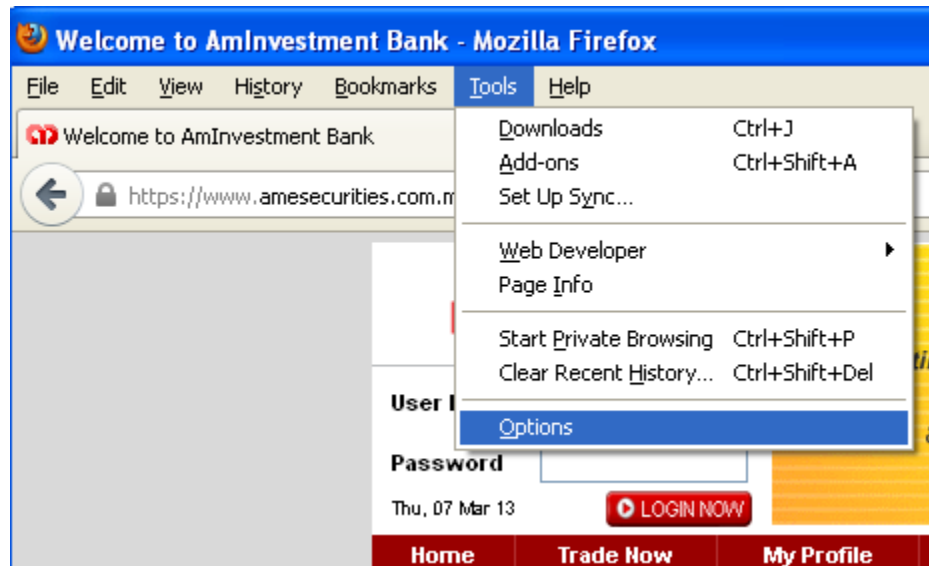

   c. If the message as shown below appears, please click the "No" button.

2. MOZILLA FIREFOX

    a. "Enable JavaScript" function must **always be enabled.** Please follow the steps below:-

        i. Click on Tools > Options.

        ii. Under the "Content" tab, tick on Enable JavaScript check
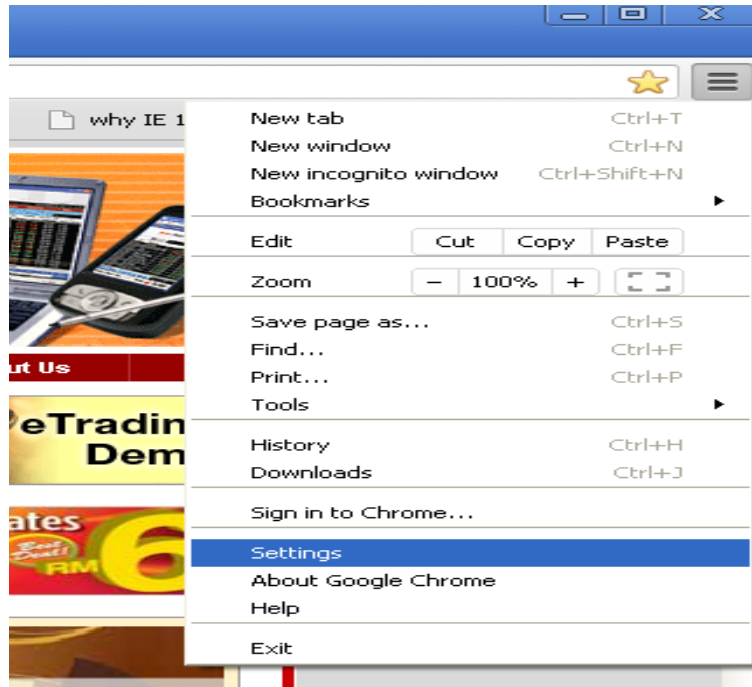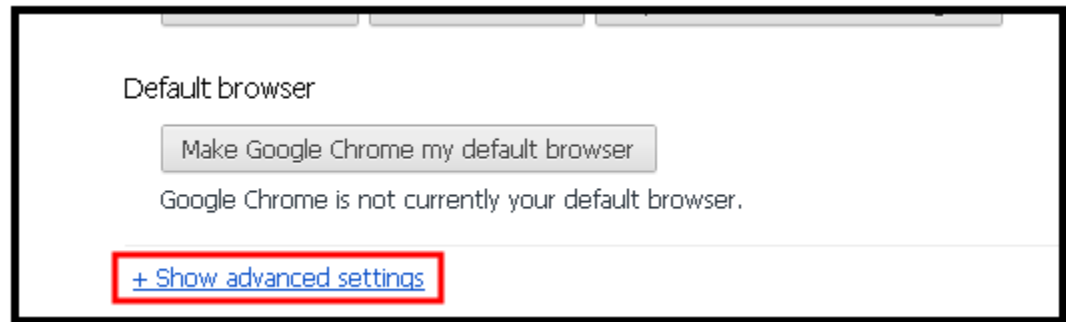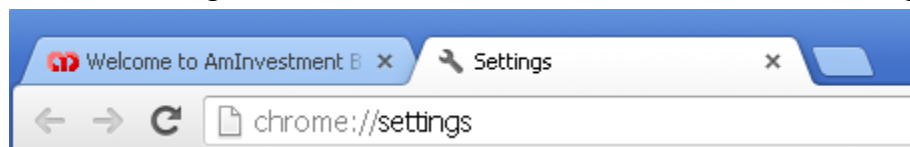
3. GOOGLE CHROME

   a. Cookies and JavaScript setting must be enabled in Google Chrome. Please follow the steps below:-
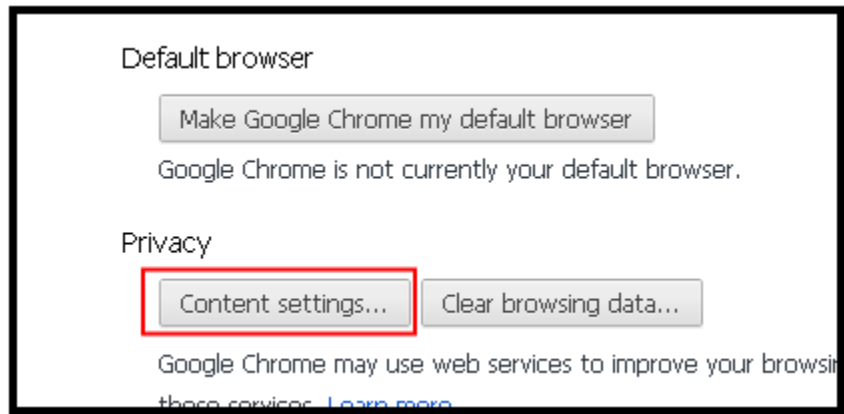
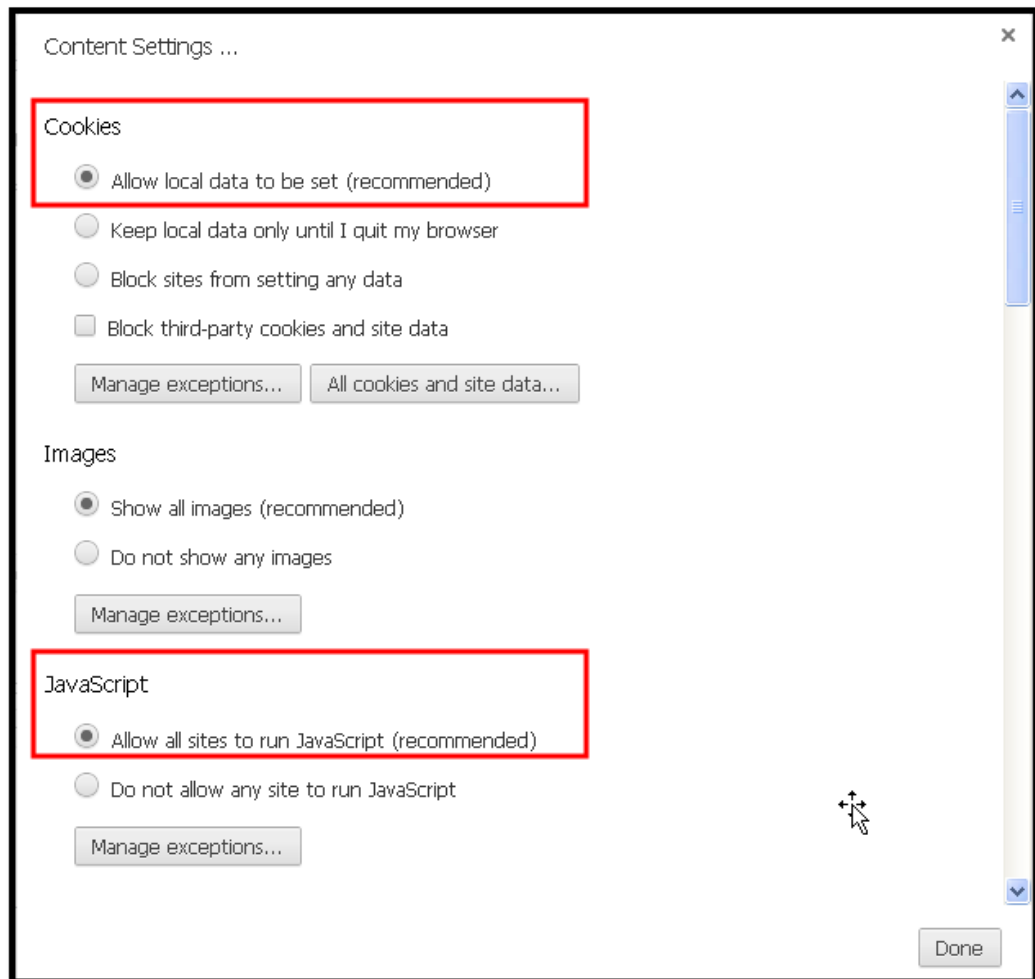   i. Click on the Option button at the end of the address bar and click on Settings.

   ii. Under Settings tab, Scroll down and click on Show advanced settings.

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iii. Click on Content Settings… under Privacy option.

iv. Please ensure that the settings are the same as below screenshot.

4. **TABLETS**

    a. Please ensure that the browsers are configured to "Always accept cookies".

    b. Options to allow JavaScript to run must also be enabled