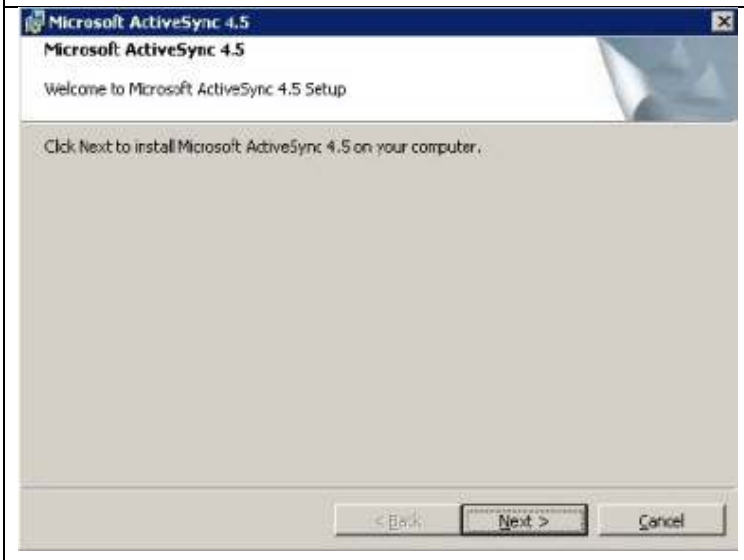
Installing a Scanner

If you have not already done so, download the installers for the AMS ticket program.

Expand the zip file to a convenient location and look at the folder.
You will see some folders and files that look like the image to the right.
If you plugged in the scanner to your USB port, please unplug it.

1. Double click the ActiveSync 4.5 installer. This is the first step in getting the program installed. This will only need to occur once, regardless of the number of scanners that you need to install the program on.
2.



A window similar to the one to the left will open. Please follow the instructions to Install Active Sync 4.5.

3. Click the **Next** Button.

4. After reading the terms:
   - Click the radio button to accept the license terms
   - Then click the **Next** button.

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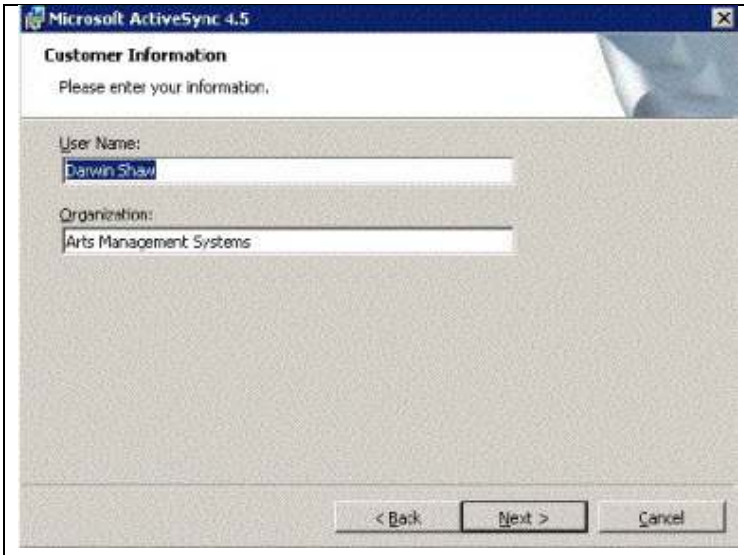
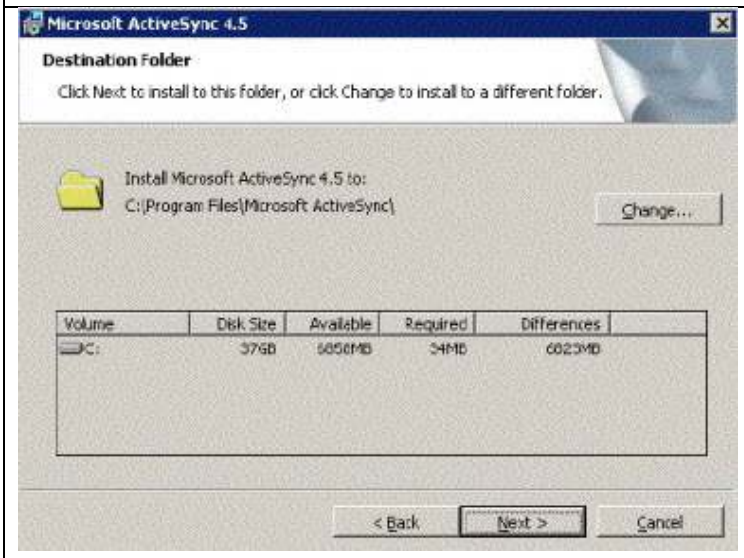
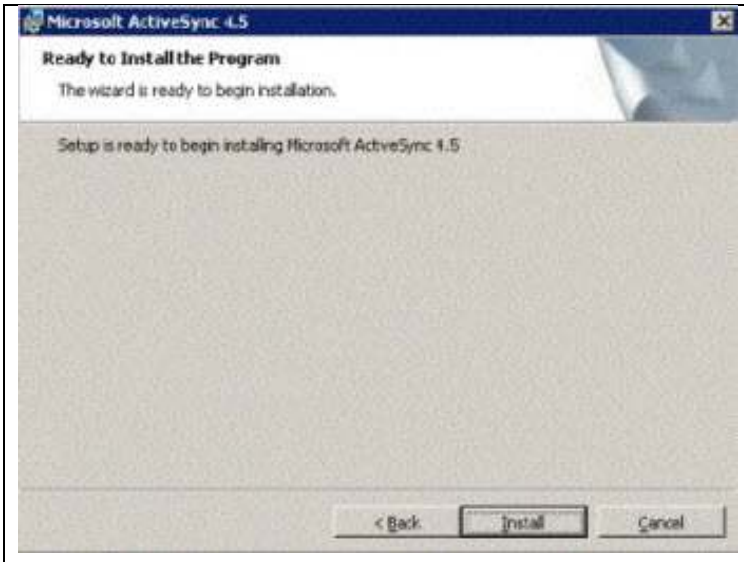
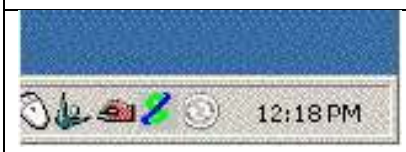
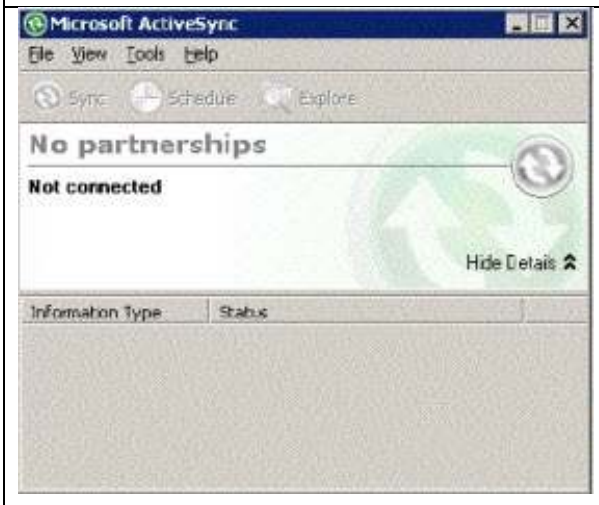


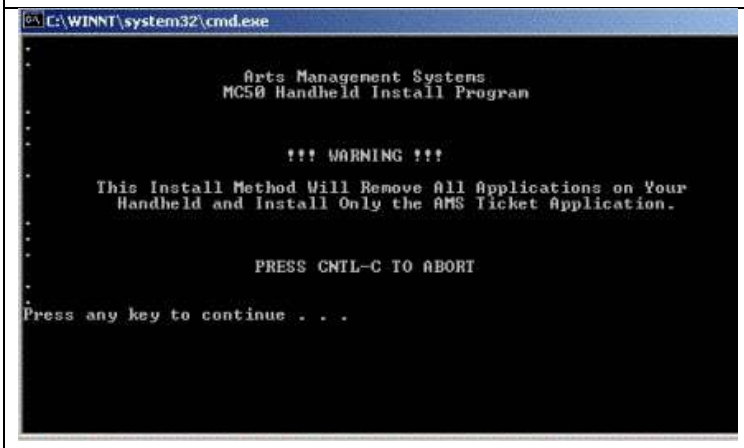
5. Enter your user name and customer information and click **Next**
(It may default this information for you).



6. Click **Next** again.

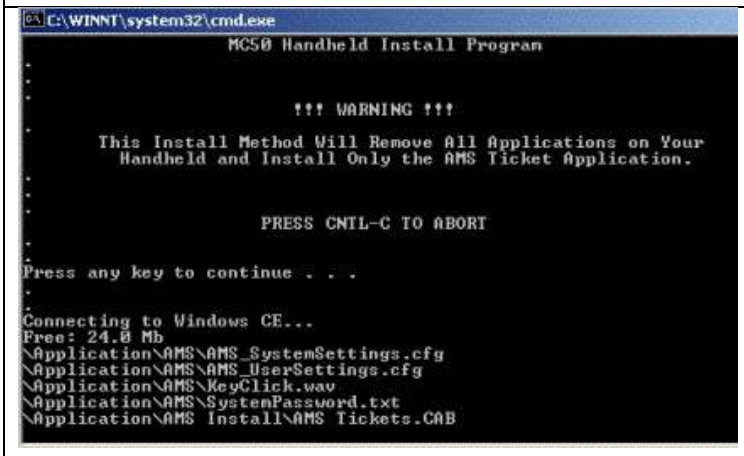
	7. Click the **Install** button and wait until the installer is finished doing its work. This may take a couple of minutes, depending on the speed of your machine.
	Once you have installed Active Sync, you should see an icon at the bottom left of your computer in the icon tray. It looks like a couple of 'arrows' in a circle. If it is grayed out (like this picture), the device is not in and not connected.
	If the scanner is its cradle and is connected, the icon is 'green' which indicates the connection.
	8. In either case, you can 'Double click' on the icon and open the active sync program and you will see a window like the one on the left.

If you have no connection after plugging in the device and USB cradle, go to **File->Connection Settings**.
This window has some settings that can be changed and should look like the image on the left. The default setting is to allow USB connections, but if you are having issues, please check the settings are similar. The important thing, is to get the 'Device Connected' message.

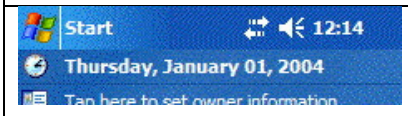


Once connected to active sync (the window does not have to be open), go back to the folder where the active sync 4.5 installer is.

9. Now click on the **install.bat** file. This will move a copy of the hand held ticket scanner program onto the actual scanner.
   You will see a window that gives you a chance to continue with the install program or to quit. Click any key to install.



As the install progresses, you will see the result of some dos commands and a file copy. This step can take time (perhaps 10 minutes) as it moves the data onto the hand held device.
Do not unplug the hand held device during the installation .



10. While the sync is occurring, the scanner device will show items being transferred with a set of left/right arrows on the screen near the time. There is no animation of the arrows while the transfer is happening.

When complete, the DOS screen will disappear from your computer and the screen on your mobile device will ask you if you want to reset the computer with a dialog as displayed.

11. Although it says 'all data and files will be removed', it actually means data that support the sage of TM or other programs. Click **Yes.**

After the restart of the device, you will need to follow through with the device initialization. This includes:

12. tapping the screen to start the setup process.
13. clicking on some X in the screen to align the stylus

The TM application should start up with a screen as displayed.