



How to Download TickeTracker data to your devices?

Try the following steps in order on your MC5590, one at a time:

1. Ensure that the MC5590 handheld computer is securely in the cradle.
In ActiveSync on the computer: Select guest partnership when prompted.
ActiveSync should now show connected on the computer.
If not use the ActiveSync Help guide to troubleshoot the problem.
2. Click the **Start Menu** on the MC5590 handheld computer.
3. Click **TickeTracker by ESC**.
4. Click on **Download Data**.
5. Log in to TickeTracker using your username and password.
The download will take approximately 12 seconds per one thousand customers.
6. TickeTracker will prompt you when the download is successful.

Try the following steps in order on your computer, one at a time:

1. Ensure that the computer has an internet connection.
2. Click on the TickeTracker icon on the desktop.
4. Click on **Download Data**.
5. Log in to TickeTracker using your username and password.
The download will take approximately 12 seconds per one thousand customers.
6. TickeTracker will prompt you when the download is successful.