

## Technical Support

### Recommended configuration of PC

Operating System:	Microsoft Windows XP with JAVA Virtual Machine
Processor:	Pentium III 500 MHz or above
Display setting:	1024 × 768 resolution
Memory:	128MB
Modem:	56Kps
Web Browser:	Microsoft Internet Explorer 6.0 or above

Java VM is normally installed in Microsoft Windows, you may also update your existing version to have better performance.

In case you cannot login to the trading engine of Ping An via [www.pingansec.com.hk](http://www.pingansec.com.hk) or [www.平安證券.公司.hk](http://www.平安證券.公司.hk) please try the following link as for contingency:

[https://trade.infocast.hk/pingan\\_iWeb/login.do](https://trade.infocast.hk/pingan_iWeb/login.do)

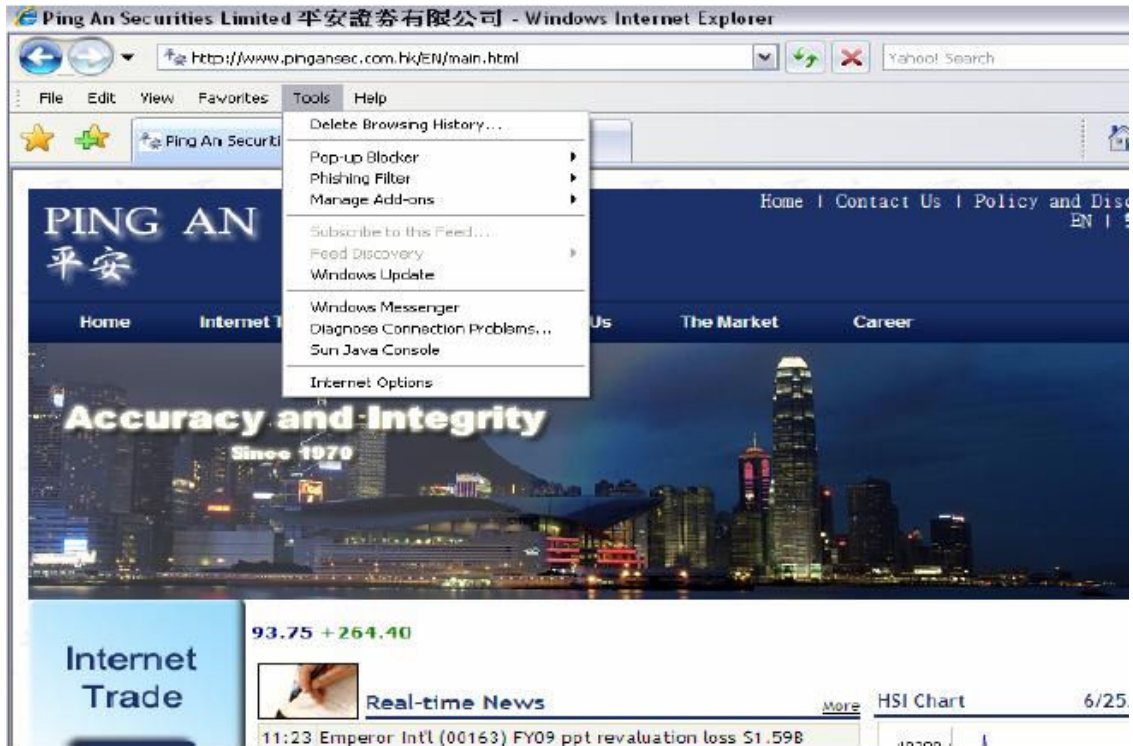
Then login as usual procedures.

If there is any technical problem, please feel free to contact us at (852) 2522-0330 or email to [cs@pingansec.com.hk](mailto:cs@pingansec.com.hk) for assistance.

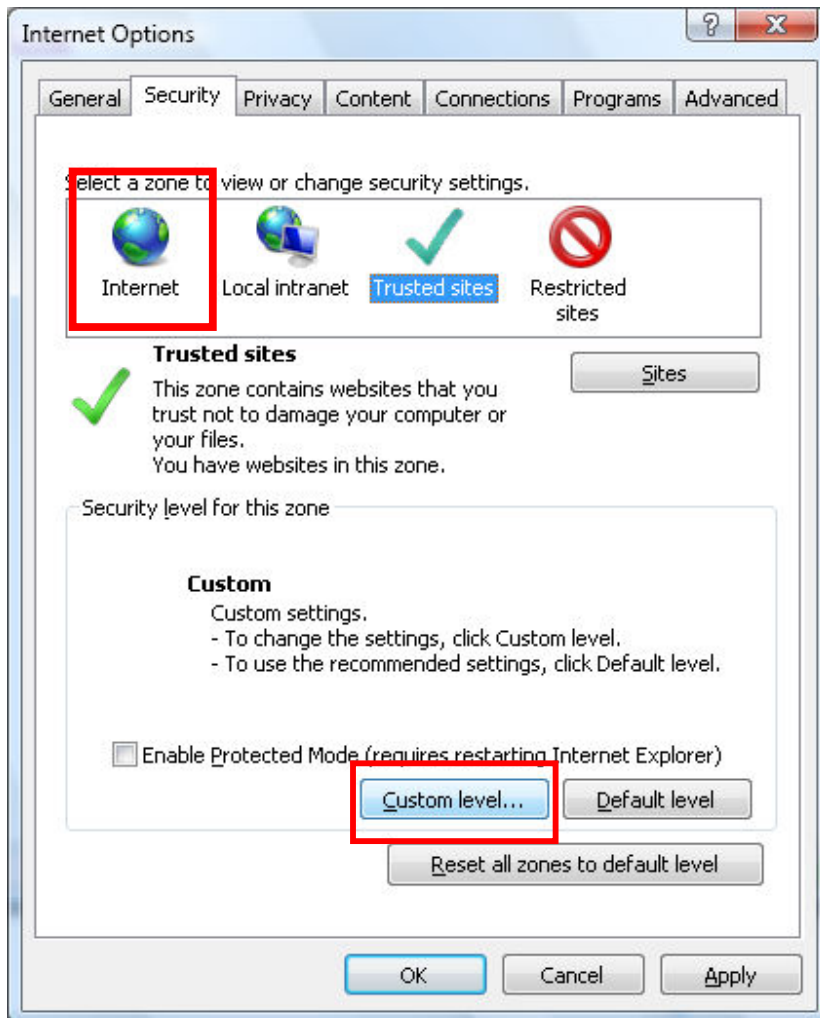
## Run iWeb under IE 7

Procedure:

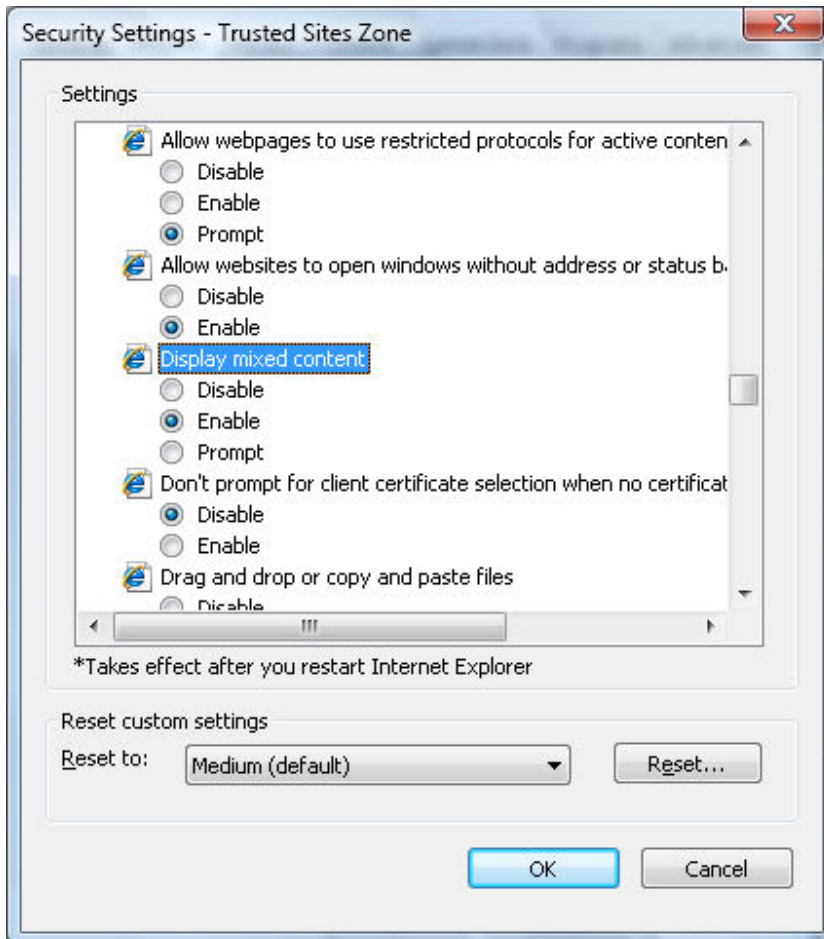
1. Open Internet Explorer 7, Choose Tools -> Internet Options

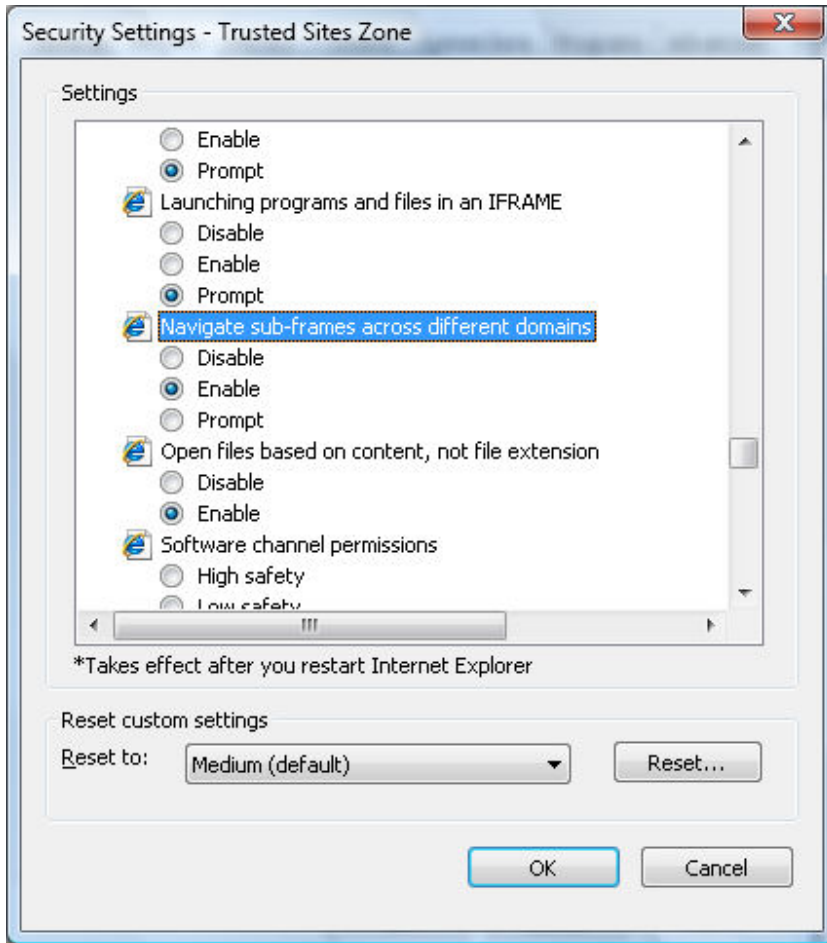


2. Select "Security" tab, and then choose "Internet" and "Cutomer level"



3. "Display mixed content" Choice "Enable" and "Navigate sub-frames across different domains" Choice "Enable"





4. Click "OK" button.  
Then Click "Apply" button and then "OK" button to close the "Internet Options" dialog
5. Close all browser windows.