

# Instructions for Infinity/ Transact Futures Data

(Updated 1/14/2020)

Please make sure that your computer has all the most current Windows updates.

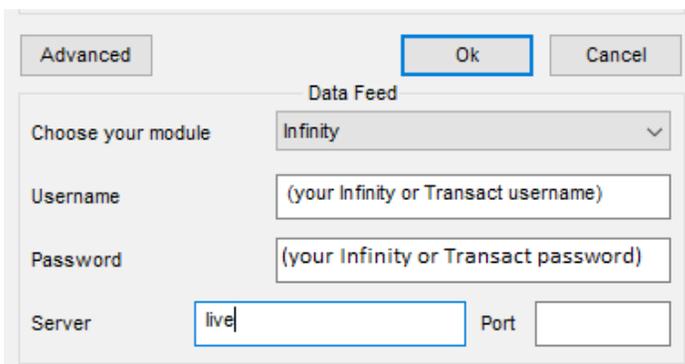
After installing AbleTrend, under the Choose Your Module box, select Infinity.

Username : Type in your Infinity/Transact username and password.

Password : type in your Infinity/Transact username and password.

Server and Port : Demo accounts, keep the Server and Port box blank.

Live/Funded accounts, type in the word “live” on the Server box. Port box is blank.



First time users, after you log-in. On the menu, click File > Open Workspace

Select the file, “Guidance\_Template (Symbol)\_Infinity.aws”, then click Open.

Those are pre-made templates to use with the Infinity data module.

## **Real time Futures symbol:**

Real time symbols on the Infinity module may only get up to five days of historical data. It uses the same format as Infinity and Transact.

(symbol)(month code)(year code) – with no spaces.

NQH0 = NQ March 2020 contract real time symbol

ESH0 = ES March 2020 contract real time symbol

## **Delayed symbol:**

There are delayed symbols on the Infinity module.

It uses a different format as Infinity and Transact.

NQ H0 = it has a space between the symbol and the month/year code – delayed symbol

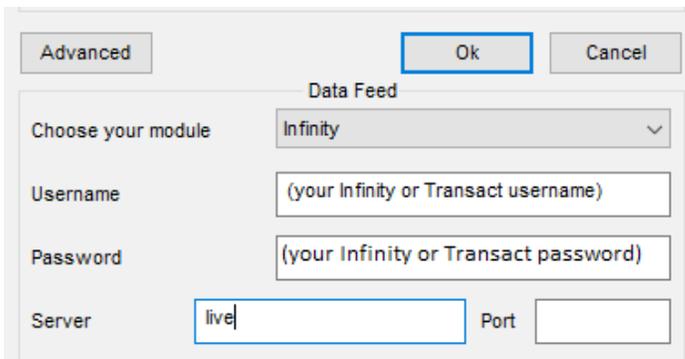
NQ #F = it ends with a #F – delayed symbol

## Troubleshooting Guide

1. If you're getting a "can only import from Files" error message, download and install the Microsoft VC 10.0 Redistributable package. You may download that file from here, [http://www.wintick.com/files/vcredist\\_x86\\_2010.exe](http://www.wintick.com/files/vcredist_x86_2010.exe)
2. If you're getting an invalid Username or Password error message,



Most likely it is caused by typing in the incorrect username and password on the log-in screen. Exit the program and go back to the log-in screen, click on Advanced. Double check your username and password.



3. If you get an Error Code message with a number, you will need to contact Infinity tech support to get that resolved.
4. If you are getting an "No Accounts" error box, that usually means that the Infinity/Transact account you're trying to connect with has expired or been canceled. Most demo accounts usually expires after 30 days. If you think this is a mistake, contact Infinity.