

TeleTrader Professional

Installation and First Steps



TeleTrader Software AG



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Installation

The installation guide will show you how to download and install TeleTrader Professional on your computer. Before you start the installation, make sure that your computer meets the system requirements below.

System Requirements

| Computer | |
|----------------------------|--|
| Hardware | PC with 1,66 GHz or higher |
| Operating System | Windows 7 (recommended) Windows Vista, Windows XP or Windows NT 4.0 (supported) All operating systems need MS .NET framework and the most recent service packs. Some functionalities of TeleTrader Professional need components from Microsoft Internet Explorer 5.5 (or higher). |
| RAM | 1 GB We recommend at least 2 GB for large time series or a high number of charts and time and sales documents. |
| Free Disk Space | ca. 80 MB of free hard drive space for a complete installation |
| Internet Connection | Persistent Internet connection with a recommended bandwidth of at least 64 kbps |

| Firewalls | |
|--|--|
| Either port 80 or 2088 need to be open for TCP/IP traffic to the market data server (allowing HTTP traffic is not sufficient) | |
| <ul style="list-style-type: none">▫ Some functions (automatic updates, fundamental data) require a HTTP connection▫ Personal firewalls have to be set up to allow traffic for TeleTrader Professional. You can either enable all outgoing traffic from TeleTrader Professional, or enable outgoing TCP traffic on port 2088 and HTTP traffic on port 80▫ SOCKS proxies are supported | |

| Antivirus software | |
|---|--|
| For better performance, we recommend configuring your antivirus software so that it does not scan the TeleTrader Professional folders. The Professional folders are usually located at the following paths: | |
| <ul style="list-style-type: none">▫ Program data: <i>C:\Program Files\Teletrader\Professional\</i>▫ Personal settings:<ul style="list-style-type: none">- Windows XP: <i>C:\Documents and Settings\[user]\Application Data\Professional</i>- Windows Vista: <i>C:\Users\[user]\AppData\Roaming\Professional</i> | |



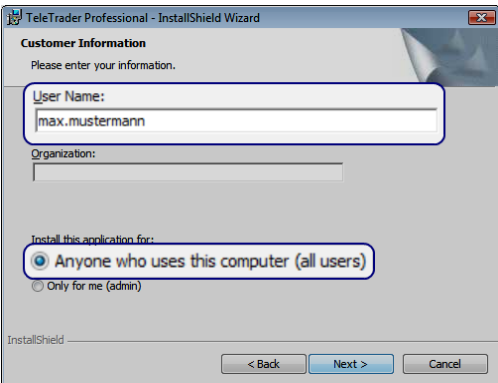
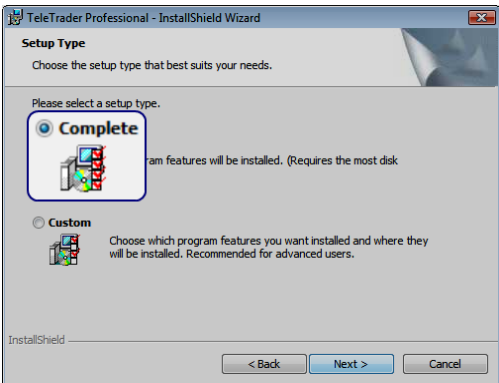
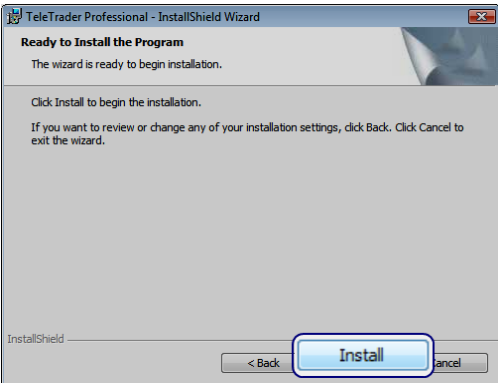
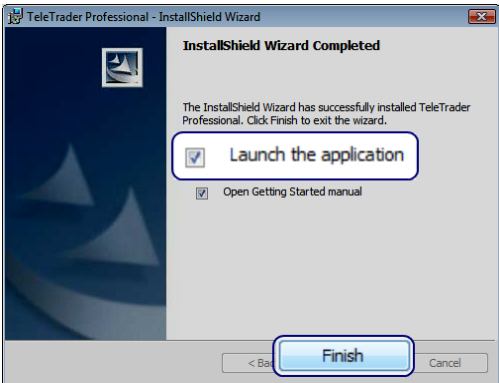
The Professional executable file is called *Professional.exe*.

Downloading TeleTrader Professional

You can download Professional from the download section of the TeleTrader Professional website under <http://professional.teletrader.com/download> .



Installing TeleTrader Professional

| | |
|--|---|
| <p>1 Choose the language for the interface</p>  <p>You can later switch to other languages from within the program. Click Next in the InstallShield Wizard.</p> | <p>2 Choose "I accept the terms..."</p>  <p>Select I accept the terms in the license agreement and click Next.</p> |
| <p>3 Enter your name and choose the account</p>  <p>Enter your real name, not your Professional user name. If you are not sure about the second option, choose Anyone who uses this computer.</p> | <p>4 Choose the option "Complete"</p>  <p>All components will be installed into the default directory <i>C:\Program Files\Teletrader\Professional\</i>. If you want to enter another path, select Custom.</p> |
| <p>5 Click "Install" to start the installation</p>  <p>The installation process might take some time. Please do not interfere with the ongoing installation.</p> | <p>6 Installation is completed</p>  <p>Check Launch the application to run TeleTrader Professional right away and click Finish.</p> |



TeleTrader Professional
The Professional Trader's Workstation

TeleTrader Software AG
Salzgries 15, A-1010 Wien, Österreich
Tel +43 1 533 16 56 - 0 Fax +43 1 533 16 56 - 20
E-Mail office@teletrader.com
Internet <http://professional.teletrader.com/>



First Steps with TeleTrader Professional

If you have not used TeleTrader Professional before, this *Getting Started* guide will show you how to log in and start working with Professional. With the use of some practical examples we will take you on a guided tour of the program and show you how to display securities, use different document types for visualizing quote data, retrieve news stories for a specific security, analyze charts with drawing tools and analysis tools, organize documents into virtual pages and much more.

Before we start, take a look below at the overview of the most important parts of the TeleTrader Professional main window, and examples for the different document types.

The screenshot shows the TeleTrader Professional interface with several key components labeled:

- Menu Commands:** File, Edit, View, Chart, Insert, Format, Tools, Trade, Window, Help.
- Symbol Search:** A search bar for finding securities.
- Price Pages:** A table listing securities with columns for Name, Last, Change, Change%, GraphBar, Vol, and Time.

| Name | Last | Change | Change% | GraphBar | Vol | Time |
|-----------------------------|--------|--------|---------|----------|----------|-------|
| ADIDAS AG O.N. | 24.50 | +0.81 | +3.00% | ▲ | 2392269 | 17:35 |
| BAY. MO. TOPIEN WERKE AG ST | 56.45 | -0.75 | -1.33% | ▼ | 5493214 | 17:35 |
| BAYER AG O.N. | 29.19 | +0.95 | +3.26% | ▲ | 9332746 | 17:35 |
| COMMERZBANK AG O.N. | 41.81 | +1.47 | +3.52% | ▲ | 7457161 | 17:35 |
| CONTINENTAL AG O.N. | 6.500 | +0.300 | +4.64% | ▲ | 9713483 | 17:35 |
| DAIMLER AG NA O.N. | 39.00 | +0.12 | +0.31% | ▲ | 338867 | 17:35 |
| DAIMLER AG NA O.N. | 24.180 | +0.450 | +1.90% | ▲ | 9713836 | 17:35 |
| DEUTSCHE BANK AG NA O.N. | 24.200 | +0.900 | +3.72% | ▲ | 14724531 | 17:37 |
| DEUTSCHE BOERSE NA O.N. | 54.50 | +2.47 | +4.51% | ▲ | 2275818 | 17:35 |
| DEUTSCHE POST AG NA O.N. | 10.710 | -0.085 | -0.79% | ▼ | 10249827 | 17:35 |
| DEUTSCHE POSTBANK AG NA | 15.45 | -0.38 | -2.45% | ▼ | 852487 | 17:35 |
| DEUTSCHE TELEKOM AG NA | 10.990 | -0.170 | -1.55% | ▼ | 3967082 | 17:35 |
| E.ON AG NA | 27.31 | -0.71 | -2.57% | ▼ | 1677699 | 17:35 |
| FRESHEN MED CARE RSKA ST | 35.92 | -0.47 | -1.30% | ▼ | 1358103 | 17:35 |
| HEINEL AG-CO. MGR A VZO | 22.71 | +0.72 | +3.17% | ▲ | 1764911 | 17:35 |
| HYPO REAL ESTATE HLDD | 2.85 | +0.24 | +8.20% | ▲ | 3316594 | 17:35 |
| INFINEON TECH AG NA O.N. | 2.070 | +0.150 | +7.11% | ▲ | 15451164 | 17:35 |
| K+S AG O.N. | 31.90 | +2.15 | +6.74% | ▲ | 2659643 | 17:35 |
- Charts:** A candlestick chart for DAX P-IN with indicators like MA(20) and TRIGG.
- Drawing Tools:** Tools for drawing lines and shapes on the chart.
- Indicators:** A window showing various technical indicators.
- Alerts:** A window for setting price and time alerts.
- Watch Lists:** A table listing securities with columns for Name, Last, Change, Amount, Buy Date, Buy Price, Multiplier, Total P/L, P/L, P/L Perc, and Asset Value.

| Name | Last | Change | Amount | Buy Date | Buy Price | Multiplier | Total P/L | P/L | P/L Perc | Asset Value | |
|---------------------|--------|--------|--------|------------|-----------|------------|--------------|--------|----------|----------------|---------|
| COMMERZBANK AG O.N. | 6.500 | +0.35% | 1.0000 | 25.11.2008 | 6.5000 | 1.0000 | 0.000 | 0.000 | 0.000 | 6.500 | |
| BASF SE O.N. | 25.15 | +3.96% | 1.0000 | 25.11.2008 | 25.1900 | 1.0000 | 0.000 | 0.000 | 0.000 | 25.190 | |
| Google Inc. | 777.00 | +7.50% | | | | | 3.2100 | 1.0000 | 1.750 | 0.650 | 277.000 |
| Total | | | | | | | 1.750 | | | 308.690 | |
- Market Depth:** A table showing bid and ask orders for DAI.
- Time and Sales:** A table showing trade history with columns for Date, Time, Last, Vol/Last, Bid, BidSize, Ask/Size, Ask.
- Ticker:** A row of market data including USD 1,3026 1, DAX 4560.42 0, ATX 1797.86, EURUSD 1,3026 1, and DAX 4!
- Status Bar:** Shows page information and local email configuration.

TeleTrader Professional Version 8.5

Logging in to TeleTrader Professional

When you start TeleTrader Professional for the first time, you will be asked to log in. This is because TeleTrader Professional must connect to the Market Data Server to get the latest quotes from the exchanges. You should by now have received an e-mail with your login data (user name and password).

Note If you do not know your login data yet, you can click on the link **Sign up for a Demo Account!** in the **TeleTrader MDS Login** dialog to sign up for a free trial account of TeleTrader Professional. If



you have signed up already, but have lost your password, click on the link **Forgot your Password?** and enter your user name in the form that appears. Your account data will be sent to the e-mail address that you provided during the registration process.

- Double-click the TeleTrader Professional icon that you find on your desktop. Alternatively, you can also click on the **Windows Start** button, and then select **All Programs > TeleTrader Professional**.
- To log in, you just have to enter the user name that you have received into the field **User Name**, and the password into the field **Password**. You can copy the password from the e-mail and paste it into the text box to make sure you don't mistype any character.

- Click **I accept the terms in the license agreement**. If you want to, you can read the End User License Agreement by clicking on the button **EULA**.
- You can see that there are several other possible settings in the dialog. We recommend that you keep the default settings:
 - The **Save** check box should be selected. The next time you log in, you don't have to enter your user name and password again.
 - The **Reopen last workspace** check box should also be selected. When you start Professional, the workspace that you worked with last will be opened automatically. (You will learn about workspaces later.)
 - The **Always show login dialog** check box should be cleared. The login dialog will not be displayed again on future logins, and Professional will automatically log you in using your last login information. You can however still bring up the login dialog during startup if you press the **SHIFT** key while starting Professional.
 - The field **Server** should be set to **mds*.ttweb.net**. This is the address of the TeleTrader Market Data Server.
- Click **OK** to start Professional. You should now see the main window of the program with the **Quick Introduction** page.

Note Professional only displays the Quick Introduction on the first start of the program. If you want to read it again later, go to the **Help** menu and select **Quick Introduction**.

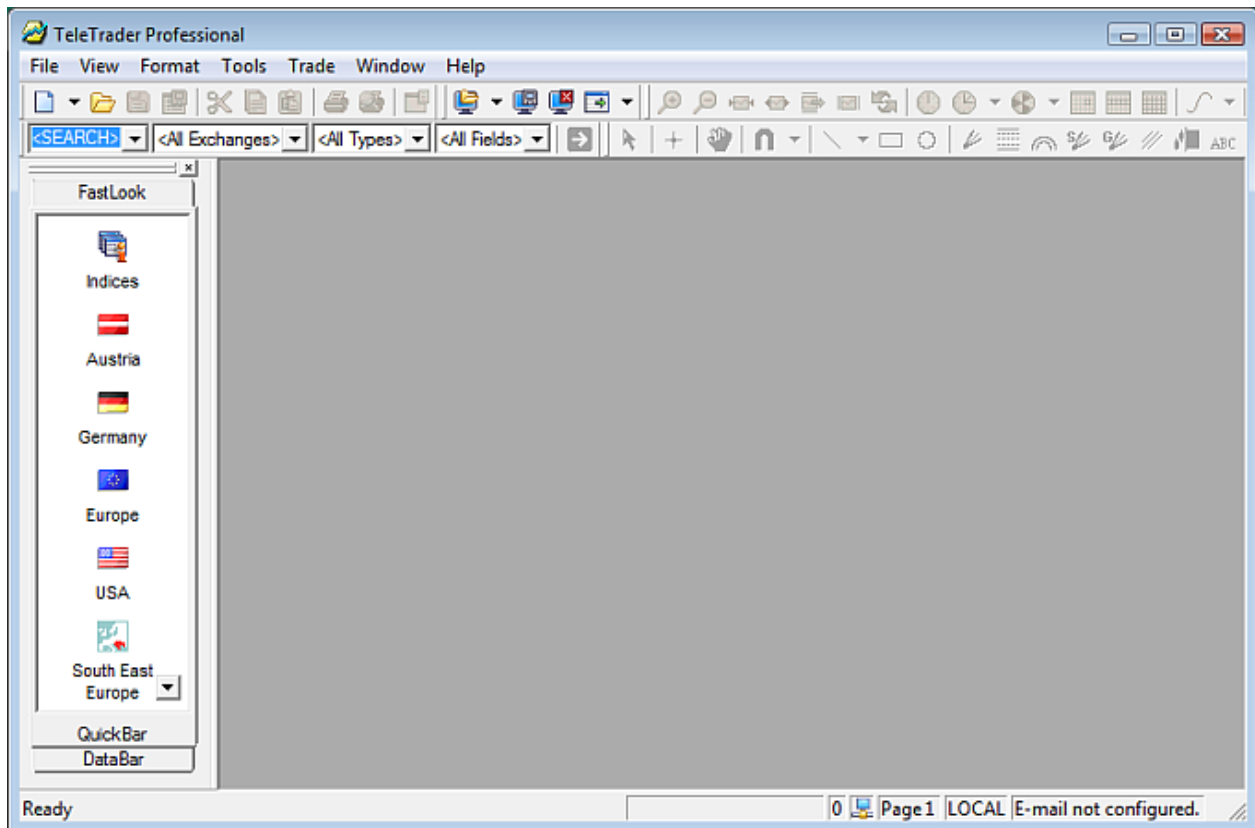
Help! Something went wrong

If you don't see the main Professional window by now, your computer probably has a problem with connecting to the TeleTrader Market Data Server. Do not despair – there are several things that you can do. Read about them in the section on [troubleshooting connection problems](#) on page 31.



QuickBar and Documents

Now that you have successfully started TeleTrader Professional for the first time, we will take you on a little guided tour of the program. We will start with the empty screen that you see when first starting Professional, and start to fill it with different documents, organize these in so-called virtual pages, and save them in a workspace. At the end of this tour you should be able to use the most important features and tools of Professional.

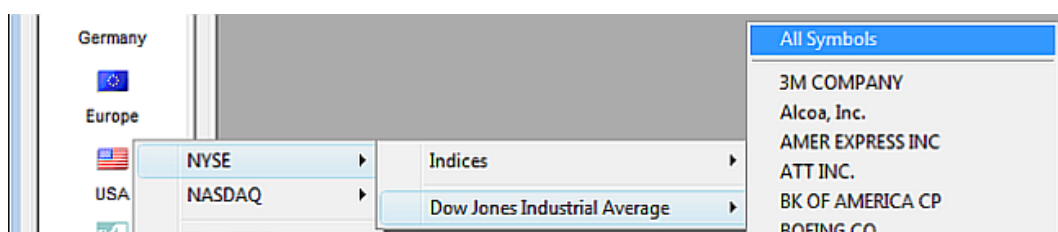


If you need further information at some stage, you can always refer to the TeleTrader Professional User Guide.

The QuickBar holds popular security lists

When you look at the main window of TeleTrader Professional, you can see a bar or pane on the left side of the window. This is called the *Navigation pane*. It consists of three tabs: QuickBar, DataBar and FastLook. If you don't see the Navigation pane, go to the **View** menu and click **Navigation Pane**.

- For now, we are only interested in the **QuickBar**. This is the tab which shows a list of icons. Most icons contain a group of popular securities. (Some icons contain different things, such as the icon **Virtual Pages**.) The QuickBar is a good starting point for building your own workspace, because it offers fast access to important securities. Furthermore, the lists here are maintained by TeleTrader, so they are always up-to-date. If you can't see the QuickBar already, click on the tab **QuickBar** at the bottom of the Navigation pane.
- We want to open a list of all stocks that are part of the Dow Jones Industrial Average index, which is an American index. Click on the icon **USA** in the QuickBar.





- You now see a list of different exchanges and market segments. Click on the group **NYSE**, and then on **Dow Jones Industrial Average**. You should now see a list of all stocks that are part of this index, and an entry **All Symbols**. Click on this entry.
- A price page opens which lists all securities that are part of the Dow Jones Industrial Average (DJIA). You will learn more about price pages in the next section, [Price Pages and News](#) on page 9.

Note

You might wonder why the entry to open all securities is called "All Symbols". This is because in TeleTrader Professional, all stocks, futures, options, indices and other securities are called symbols. This term is widely used throughout the program, and we too will speak of a *symbol* from now on every time we refer to any type of security in TeleTrader Professional.

You can also open charts from the QuickBar

In addition to the list of stocks that are part of the DJIA, we also want to open a chart that shows the development of this index. You can also do this from the QuickBar – click on the icon **USA** again, click on the group **NYSE**, but now choose **Indices**.

- You now see a list of all indices on the New York Stock Exchange. Click on the entry **Dow Jones Industrial Average Index**.
- A chart opens that shows the DJIA. You will learn more about charts in the section [Charts and Technical Analysis](#) on page 16.

Note

You can also open other kinds of documents from the QuickBar. For more information on how to do this, consult the TeleTrader Professional User Guide.

Most windows that show quote data are called "Documents"

You now have opened two windows on the screen: The price page with the stocks that are part of the DJIA index, and the chart that shows the DJIA symbol. These windows are also called *documents* in Professional. Most documents are used to display quote data, like the *Price Page* and *Chart* that you have opened so far. You can also use the following documents to display quote data: *Market Depth* displays a summary of all orders that are currently in the market, *Time and Sales* is a chronological list of all orders and trades, and a *Watch List* is a special price page with basic portfolio functionality.

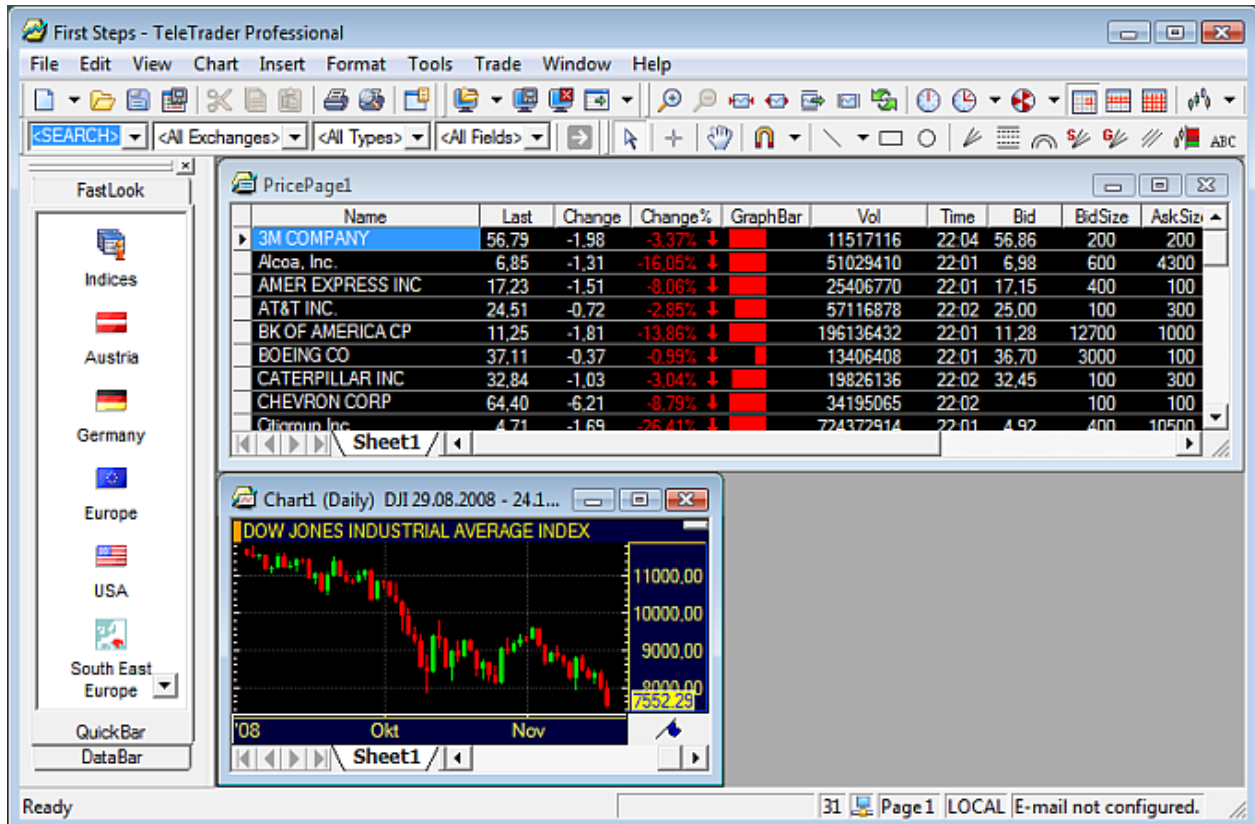
There are also two additional kinds of documents that do not hold quote data: The *News* document (you will learn more about this in the next section, [Price Pages and News](#) on page 9) and the *Web Watch* document, which is like a web browser window that is integrated in Professional.

Documents are in essence like windows that are displayed inside Professional. What distinguishes them from other windows, like dialogs, pop-up windows and panes, is that you can create as many documents as you like and even save them.



Price Pages and News

This is how your screen may look like now (you can move the document windows around on the screen and also resize them like any other window):



We will now work a bit more with the price page and also create some more documents.

A price page is like a customizable table

As you can see, a price page shows many symbols in a table. Each row of a price page holds one symbol (as was explained already, *symbol* is the term used in TeleTrader Professional for every kind of security).

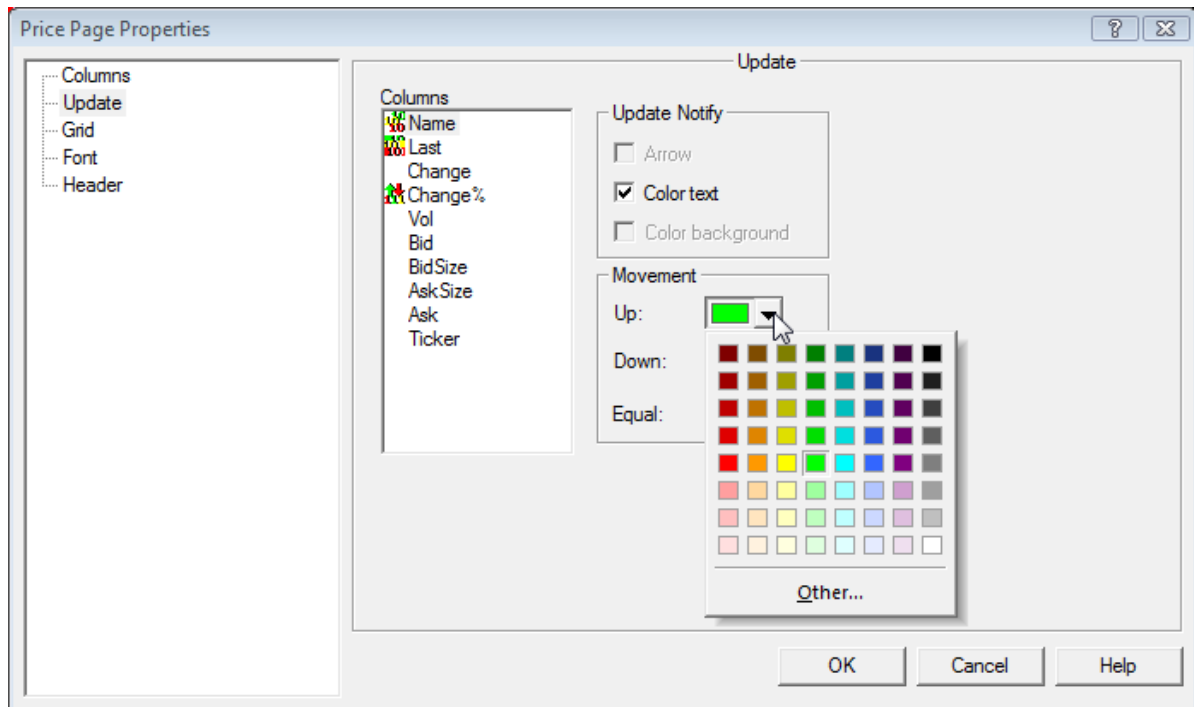
Note

A price page looks like a spreadsheet – in fact, you can also export data from a Professional price page to spreadsheet software like Microsoft Excel or Open Office by using DDE or RTD links. For more information on how to do this, consult the TeleTrader Professional User Guide.

- You can customize many parts of a price page – choose a new background color, use a different font etc. To show you an example, right-click anywhere in the price page. A menu is opened (the so-called *context menu* – more about context menus below). Click on the last option in the menu – **Properties**.



- A dialog opens. On the left side of the dialog you can see that some groups of properties have been defined (the so-called property sheets) – click on **Update** there. These are the settings that control the *update styles* that are used in the price page – the visual effects that are displayed when prices rise or fall.



- You want to highlight the name of a DJIA stock in red if prices fall, and in green when prices rise. To do this, click on **Name** in the list **Columns**. Then, select the checkbox **Color text**. The text of the column **Name** will now be colored according to the price changes.
- You now have to choose the colors that should be used. Usually, the colors green (for upwards movements) and red (for downwards movements) should already be selected – but you can also choose other colors, if you like. Just click on the arrow next to the color that you want to change.
- Click **OK** to apply your changed settings to the price page. You should see the changes immediately.

Note You can save all your preferred settings in a so-called *template*. For more information on how to do this, consult the TeleTrader Professional User Guide.

You can open all kinds of documents from a price page

The price page does not only display the quote data for the symbol: You can also work with a symbol displayed there and, for example, open it in a chart document. Double-click on the 3M COMPANY symbol (that is, the row that holds the 3M COMPANY security) – a new chart document will open.

Note A double-click on a symbol will almost always open a chart (except when you double-click in a chart, of course). You can change this in the Professional Program Options, though. For more information on how to do this, consult the TeleTrader Professional User Guide.

- You can open other types of documents too: Right-click on the 3M COMPANY symbol and choose **Open**. A sub-menu shows all available options for this symbol. Click on **Time and Sales**.



- A time and sales document opens, where you can see a chronological list of all orders and trades. We will not discuss this document in depth here - you can read more about it in the TeleTrader Professional User Guide.

| Date | Time | Last | VolLast | Bid | BidSize | AskSize | Ask |
|------------|----------|-------|---------|-------|---------|---------|-------|
| 21.11.2008 | 13:58:34 | | | 56,87 | 100 | | |
| 21.11.2008 | 13:58:34 | | | | | 300 | 60,15 |
| 21.11.2008 | 13:37:07 | | | 56,86 | 200 | | |
| 21.11.2008 | 13:37:07 | | | | | 200 | 60,15 |
| 20.11.2008 | 23:31:23 | | | 56,90 | 300 | | |
| 20.11.2008 | 23:31:23 | | | | | 100 | 57,64 |
| 20.11.2008 | 22:45:18 | | | 56,90 | 500 | | |
| 20.11.2008 | 22:45:18 | | | | | 100 | 57,33 |
| 20.11.2008 | 22:04:29 | 56,79 | 838500 | | | | |
| 20.11.2008 | 22:04:22 | 56,79 | 10900 | | | | |
| 20.11.2008 | 22:00:01 | 56,89 | 400 | | | | |

You can show related news for a symbol

Leave the time and sales window open and return to the price page (just click on it and it will jump to the foreground).

- Let's say that you have looked at the chart for 3M COMPANY and seen a very sudden price movement at a specific date. You have the feeling that this is due to some news that have arrived on this day. You want to see the news for 3M – but you do not want to manually sift through all news messages from that day to see if something relevant comes up. Fortunately, Professional can do this for you: Just right-click on the symbol 3M COMPANY in your price page and choose **Open > Search News**.
- A news document opens which only contains news messages concerning 3M. They are ordered chronologically, so you can easily find out what happened on that specific day.

| Date | Headline |
|------------|--|
| 03.12.2004 | 3M - Morgan Stanley hebt Gewinnausblick an |
| 08.11.2004 | 3M will Aktien um \$2 Mrd rückerkaufen |
| 18.10.2004 | US-Handel: Öl u. Zahlensaison könnten belasten |
| 18.10.2004 | 3M steigert Gewinn um 17% |
| 02.08.2004 | 3M stärkt Medizintechniksparte |
| 20.07.2004 | 3M - Morgan Stanley spricht von guten Q2 |

Montag, 18. Oktober 2004 -- 3M steigert Gewinn um 17%

Der Mischkonzern 3M hat im dritten Quartal einen Nettogewinn von \$775 Mio bzw 97 Cents je Aktie erzielt, nachdem im vergleichbaren Vorjahreszeitraum ein Gewinn von \$663 Mio bzw 83 Cents je Aktie erreicht worden ist. Die Analystenschätzungen bei Thomson First Call lagen bei einem Gewinn von 98 Cents je Aktie. Die Erlöse sind um 7,6% auf \$4,969 Mrd gestiegen. Wie das Unternehmen am Montag weiter mitteilte, wird für 2004 ein Nettogewinn von \$3,68-\$3,69 je Aktie

Note

The news messages are identified by the ISIN of the symbol, so this feature only works when both the symbol and the news feed you are working with contain ISINs.



The context menu shows the most suitable commands

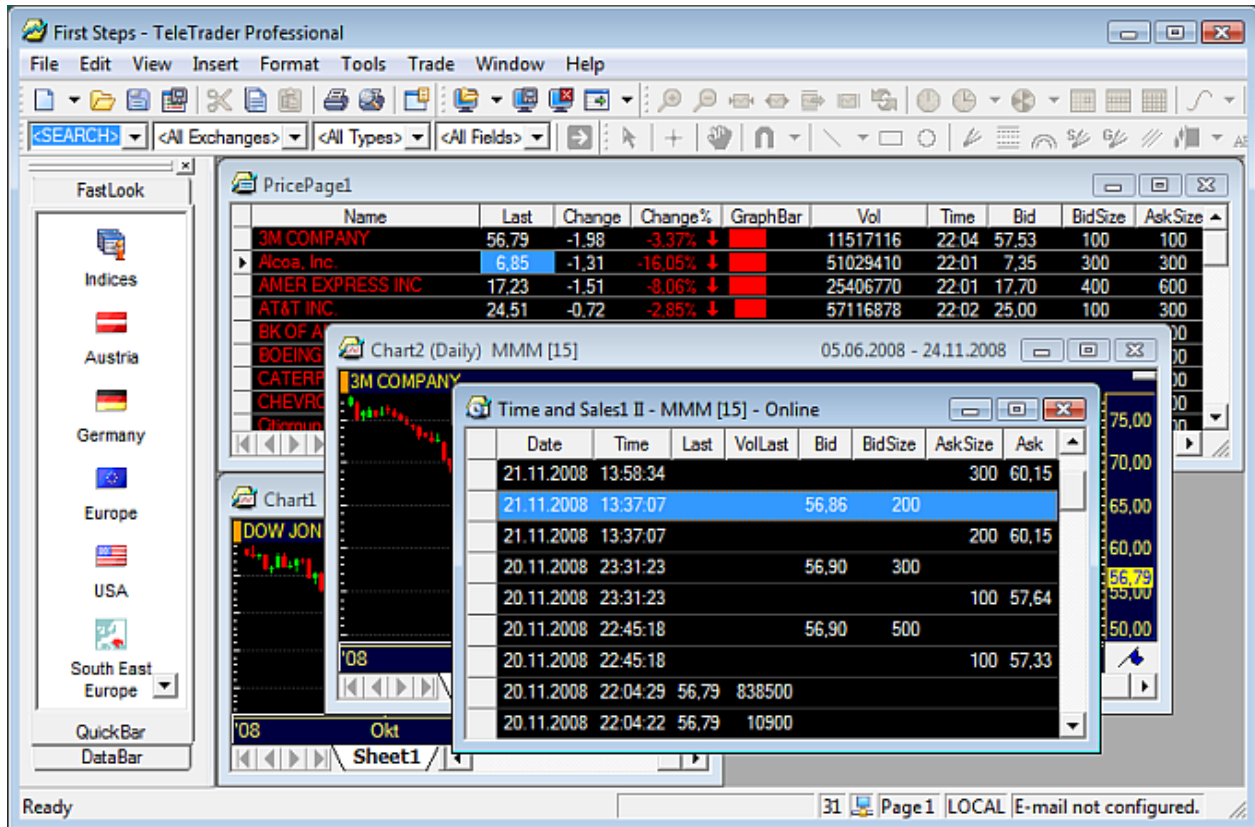
As you have seen, the most frequently needed commands are often available from the context menu in TeleTrader Professional. To display it, just click with the right button of your mouse on a document (or any other part of the Professional window). You will see a menu that shows the commands that are most suitable for the current situation.





Virtual Pages and Symbol Search

You have now opened four document windows. Your screen will look similar to this one:



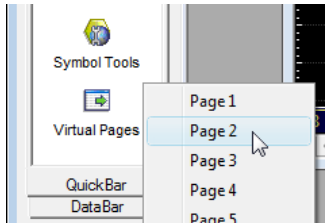
A bit crowded, right? Fortunately, you can keep all your documents open and still organize them in a way that you can work with them comfortably: Just divide them into several *Virtual Pages*.

Virtual pages are containers for documents

- We will divide the documents we have opened so far into two parts (or, more correctly, virtual pages): The first page will be called *Stocks* and contain the price page, the chart of 3M and time and sales for 3M. The second page will be called *Indices* and contain the chart of the Dow Jones Industrial Average. We will add a second chart there later.
- First, a little information about virtual pages: You can think of them like of the pages in a book. What you see now on the screen is the first page of your "book" – the first virtual page. You have 19 other pages available that you can use to organize your windows – all of them are empty at the moment. We are now going to fill the second of these virtual pages.
- Click on the chart of the DJIA so that it is displayed in the foreground. Now, click on the **Window** menu and click **Move Window to Virtual Page**. In the submenu, choose **Page 2**.

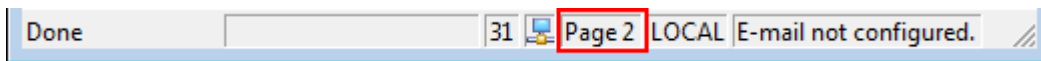


- The chart window is now removed from the screen – that is, from the first virtual page. It is now only visible on the second virtual page. You can easily switch to this page by clicking on the icon **Virtual Pages** in the QuickBar and choosing **Page 2**.

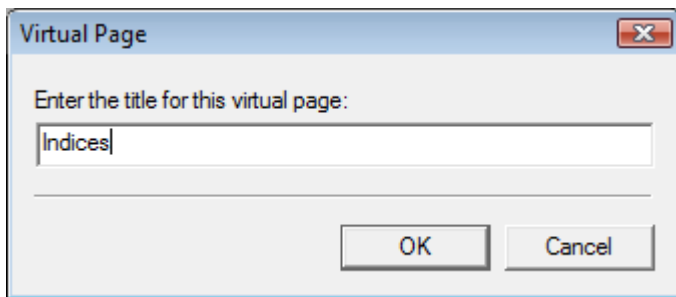


Each virtual page can have a name

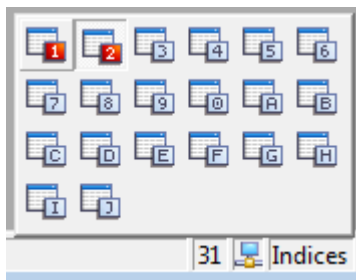
- Now, we want to assign different names to the pages instead of just calling them Page 1 and Page 2. You should be on **Page 2** at the moment (you can see this in the status bar).



- On the **Window** menu, click **Page Title**. A dialog appears where you can enter the new name *Indices* for this virtual page. Click **OK** when you are done.



- Switch to the first virtual page now. You can use the QuickBar, or you can click on the name of the active virtual page in the status bar and then choose the first page from the pop-up.



- Repeat the procedure (**Window > Page Title**) and name this page *Stocks*.

With Symbol Search you can find all available symbols

Switch back to the second virtual page – now called *Indices*.

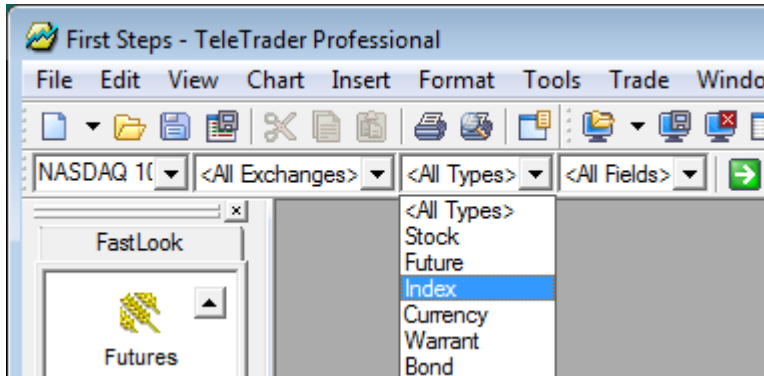
Note

If you like to work with the keyboard, you can try a different method of switching between virtual pages – just press the F12 key on your keyboard. This will always take you to the next page, or the first page if you are currently on the last page. In our current setup (two pages), this means that F12 will always switch to the other of two pages.

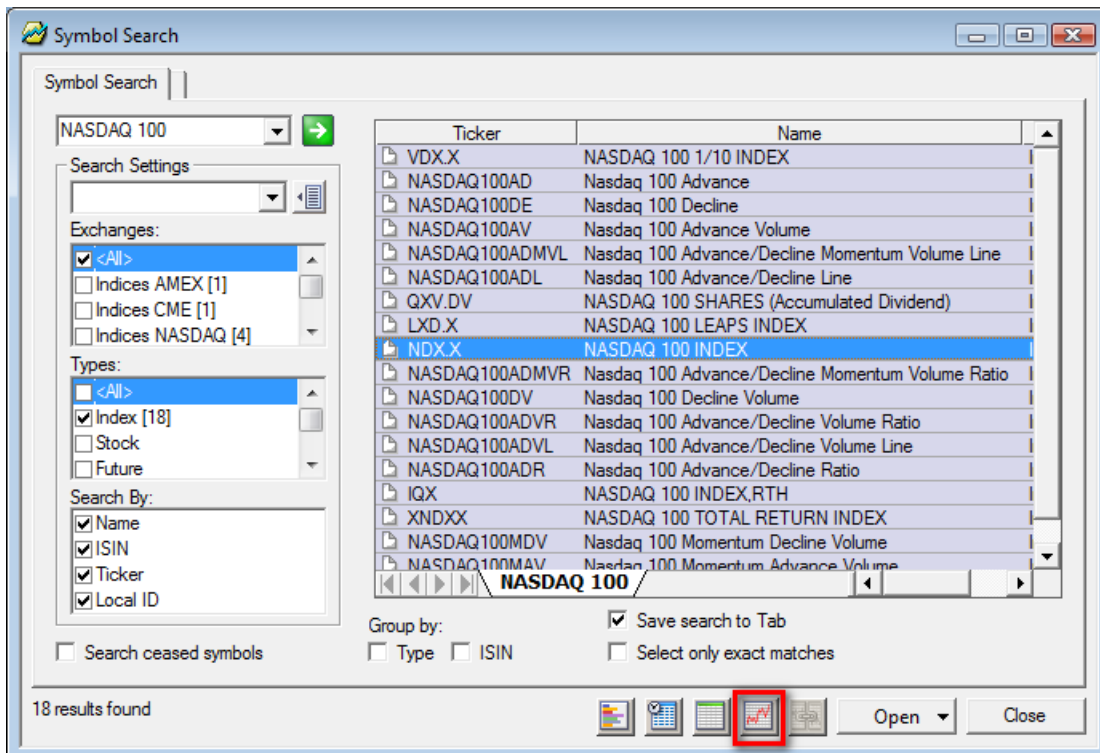
- As there is plenty of space on this virtual page, we want to display a second chart with a different index here – the NASDAQ 100. You could also find this index on the QuickBar, of course – however, for demonstration purposes, we will use Symbol Search to find it.



- With Symbol Search you can find all symbols that are available for you (that is, included in your data package). There are several ways of using symbol search – we will use the Symbol Search toolbar, which is located in the top part of the main window along with all the other toolbars.
- The Symbol Search toolbar consists of four fields, with which you can narrow down your search. We will now only use two of them to find the NASDAQ 100. The first of those is the leftmost field – here, you enter your search term.
- Next, open the third field, that is at the moment labeled **<All Types>**. Choose **Index** there, as we want to find a stock index.



- Click the green button on the right or press the ENTER key to start the search.
- The Symbol Search dialog is displayed with your search results. You probably received more than one result – select the one that you want to by clicking on it (hint: its ticker is NDX.X).
- Now, click on the chart document button to open this symbol in a chart. You can also try the other buttons to see which documents you get (or you can refer to the TeleTrader Professional User Guide).

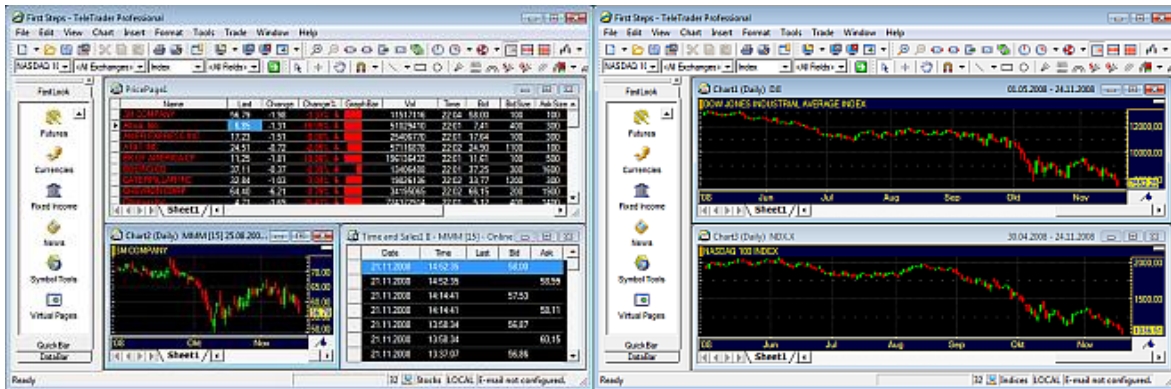


- The NASDAQ 100 index is opened in a chart. You can now move it around on the screen so that you can see both charts on your virtual page. (Or, try the menu command **Window > Tile Horizontally**).



Charts and Technical Analysis

You have now divided your screen into two virtual pages. On each page, you display at least one chart document:



We will now work with these charts and for example add a trend line and a study, set an alert and link a chart to the price page.

Charts can have different data compressions

You should now see the virtual page *Indices* on the screen (if you don't, press F12 to switch to it). This page contains two charts. We now want to change the compression of one of these charts from **Daily** to **Weekly**.

- Click on the chart that you want to change (it doesn't matter which of them you choose). Then have a look at the **Chart** toolbar: You can see that one icon is selected. This is the icon for daily compression – this means that each bar (or candle) that you see on the chart represents the data for one day.



- Now click on the icon to the right of the selected icon – the compression is changed to **Weekly**. This means that each bar on the chart represents a week's data.

Note You can also display charts with a monthly compression and even intraday or tick compressions.

With drawing tools you can draw trend lines and many other objects

To work with the chart, and better interpret the data you are seeing there, you can use a range of *drawing tools* in Professional. These are graphical studies that are applied to the chart, or rather, to the time series displayed in the chart.

Note A *time series* is the visualization of a symbol with its current and historic data – it means that for each point in time you have a set of values (the *Open*, *High*, *Low* and *Close* prices of the security) that are normally displayed as bars or candles. As you have already learned, you can change the compression of these bars, so that each bar represents a day, a week, a month or some other period of time (e.g. 5 minutes).

- We will now draw a *trend line* on one of our charts. The trend line is one of the most basic drawing tools. As you probably know, it needs two reference points, which are usually placed at two pivots (highs or lows) of the time series.
- You can find all drawing tools on the **Drawing** toolbar. To activate the **Free Line** tool, click on its icon.





- Now you will draw the trend line on the chart. It has two reference points – to set the first reference point (starting point), click on this point in the chart and hold the mouse button down.
- Move the mouse pointer to the second reference point (end point) and release the mouse button when you have reached the second point.



- The trend line is now inserted into the chart. You can move it around by dragging it with the mouse, you can extend or shorten it with its so-called *extension points* and duplicate it with its *visibility point*.

Indicators and signals help you interpret the price development

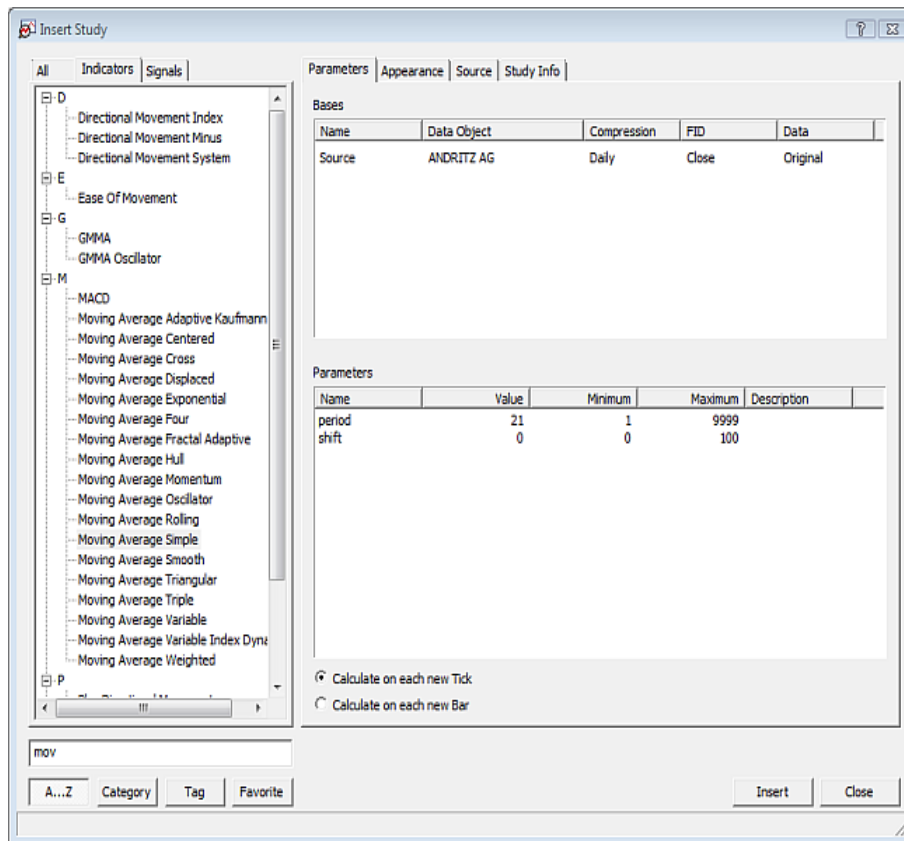
There is also a second way to interpret the data on your charts, and even generate buy and sell signals: You can add a study to your chart. These are mathematical techniques that use calculations and statistics to help you identify and analyze market opportunities and risks. An *indicator* visualizes the data in a different way to help you interpret it more easily, whereas a *signal* also gives you hints to establish long or short positions or identifies typical constellations that have been significant in the past.

Note Please always bear in mind that no matter which indicator or signal you use, in the end you always have to take the responsibility for your trading decisions yourself.

- We will add an indicator to one of our charts: The *Simple Moving Average*, which calculates the sum of a number of values over a period of time and divides them by their number. The result is drawn on the chart as a line that is used to identify or confirm a trend.



- To insert an indicator (or a signal), you use the **Insert Study** dialog: Right-click on the chart and choose **Insert Study**.



- The dialog shows all available studies on the left side, and their parameters and other attributes on the right side. Look for **Moving Average Simple** in the list on the left side. You will find it under the letter M, or in the category *Trend*. Click on it to choose it as the study that you want to insert.
- You can now adapt the parameters of this study. As you know, the Moving Average is always based on a certain period of time. When the period is longer, it lags behind the actual price movements more, but its interpretation is also more significant. Change the parameter *period* to a value of your choice: Click in the **Value** column and enter the new value there.

Note

You can also change the appearance of the study on the **Appearance** tab, or look at how it is calculated on the **Source** tab. For more information on how to do this, consult the TeleTrader Professional User Guide.



- Now you can click **Insert** to insert the Moving Average into your chart. It is drawn as a line in the same chart pane as your symbol. (Other indicators or signals can be inserted in a separate pane by default.)



- Click **Close** to return to your chart.

Note

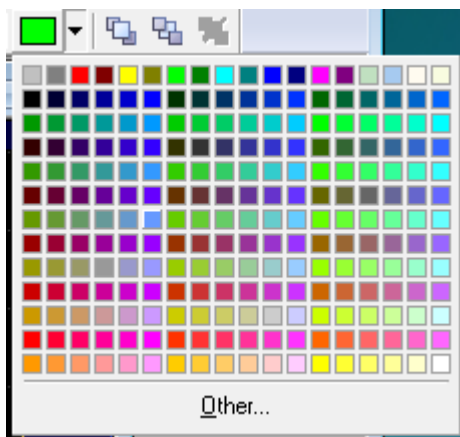
If you want to add **Volume** and **Open Interest** to your chart: These are also defined as studies and can be inserted in the same way as any other study from the **Insert Study** dialog.

Every indicator or signal can be customized

Like in a price page (and essentially, in all documents), you can do many customizations in a chart. You can for example change the color of the Moving Average that you just have inserted. To do this, click on the study line so that it is selected.



- For changing the color and style of a line in a chart, which is a task done rather often, two icons are available on the **Drawing** toolbar. To change the color of the line, click on the **Color** icon and choose a new color from the color selector.



- If you want to change the line style, click on the **Next Line Style** icon. With each click, another line style is applied. Just click until you reach the style you like.





Note Of course you can also change all of these (and many more) properties in the **Chart Properties** dialog. There are a lot of options available, so customizing a chart is explained in more depth in the TeleTrader Professional User Guide.

Set alerts to get notifications about certain events

When you are monitoring an indicator like the Moving Average, you are often interested in its intersections with the time series. That means, you want to know for example when the price rises above the Moving Average line or falls below the Moving Average line. You could of course look at the chart every few minutes to see if something has changed, but there is a much easier way: Just let Professional notify you when something interesting happens. For this, you use *alerts*.

- There are four basic types of alerts: *Time* alerts (these work sort of like an alarm clock), *Price* alerts (notify you when the price reaches a certain level), *News* alerts (when news messages arrive that contain a certain keyword), and *Intersection* alerts. We will use an intersection alert to tell when the price of our symbol crosses the Moving Average line.
- Right-click in the chart where you inserted the Moving Average indicator and choose **Insert > Intersection Alert**. A dialog is shown – you now have to choose under which conditions you want to be notified. First, you have to choose what two objects are interesting to you. In our example, the first object is the symbol of the chart (for example the NASDAQ 100), and the second interesting object is the Moving Average line, which is called **movs** in the dialog.

The screenshot shows a dialog box titled "Insert Intersection Alert". It has a standard Windows-style title bar with a close button (X) in the top right corner. The dialog contains the following fields and options:

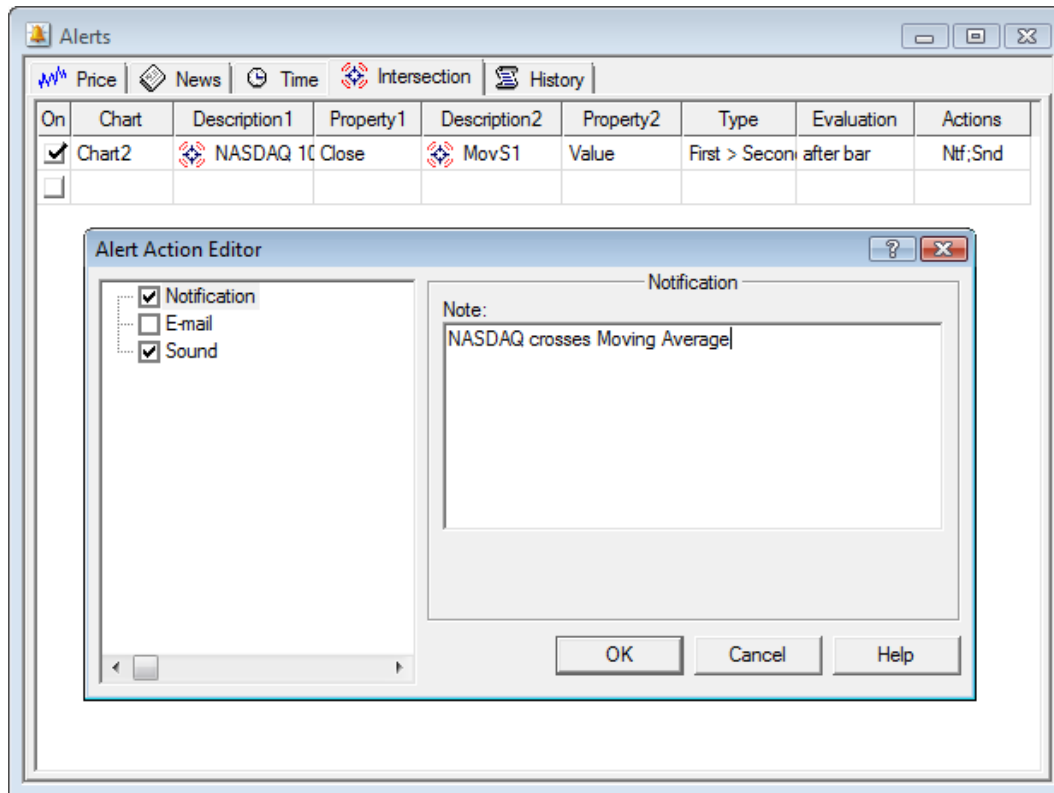
- First Object:** A dropdown menu with "NASDAQ 100 INDEX" selected.
- Field:** A dropdown menu with "Close" selected.
- Second Object:** A dropdown menu with "movs" selected.
- Field:** A dropdown menu with "MovS1/Value" selected.
- Type:** A dropdown menu with "First > Second" selected.
- Evaluation:** A dropdown menu with "After Bar" selected.
- At the bottom, there are two buttons: "OK" and "Cancel".

Note If you see another object that is called **Line1**, this might be your trend line. You can see that intersection alerts can also be used with drawing tools!

- Next to the **Object** fields, you can see two lists called **Field**. Here, you define what value of each object is interesting to you. For the Moving Average, you only have one value to choose from. But your symbol offers more possibilities: You could monitor the *Open*, *High*, *Low* or *Close* price, or even the *Volume* or *Open Interest* of the security. Normally, you will choose the *Close* price here, which is also the default setting.
- You have even more settings to define in which case you want to be notified: In the **Type** list you can choose if you want to be notified on any intersection, or just when the price crosses the Moving Average line from above (**First < Second**) or from below (**First > Second**). In the **Evaluation** list, you can choose if Professional should check the conditions for the alert after each tick, or only after the bar is complete.



- When you have set all conditions for your alert, click **OK**. You will now see the **Alerts** window that shows an overview of all alerts that are active at the moment. Double-click in the **Actions** column: The **Alert Action Editor** appears. Here, you can choose which kind of notification you want to receive when the alert is triggered (that is, when the symbol's time series and the Moving Average line actually intersect): It can be a *Notification* that is shown on the screen as a pop-up, a *Sound* or even an *E-Mail* that is sent to you.



Note If you want to use the E-Mail notification, you have to configure Professional for using your e-mail account first. For more information on how to do this, consult the TeleTrader Professional User Guide.

Saving Your Data in Workspaces

You have created two virtual pages with many documents on them and learned about the most important concepts and functions of TeleTrader Professional. Before we end the guided tour, you now should save your work so that you can return to it later. To do this, we will introduce one last (but very important) concept: The *workspace*.

Workspaces are containers for virtual pages and their documents

As you have already learnt, TeleTrader Professional offers *documents* like a chart or a price page to display quote data (or news). You can arrange several of these documents onto a *virtual page* to get a better overview of your work. And, as you will learn now, you can arrange several virtual pages into a *workspace* so that you can easily save them all at once. Your work will not get lost, and of course you can also open these virtual pages all at once, so that you can reuse them later on.



- Every time that you start TeleTrader Professional, it automatically opens a workspace for you. If you have selected the option **Reopen last workspace** in the login dialog, it will open the last workspace that you have worked with. If you did not select this option, Professional creates a new, empty workspace when you start the program. You can of course then open one of your saved workspaces.

Note

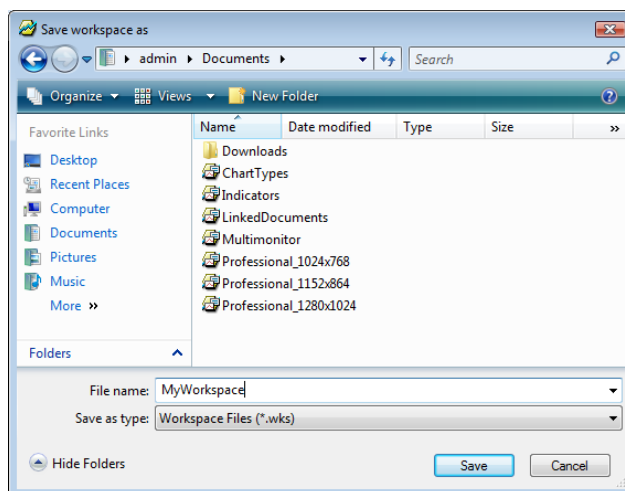
If you work with multiple monitors, a Professional workspace also remembers on which monitor it was displayed last and will automatically switch to this monitor.

- So, when you opened Professional for the very first time, you actually also created your first workspace. All the documents you opened, and the virtual pages you created, are automatically part of this workspace. You see that creating a new workspace is very easy. However if you don't save your workspace before you close Professional (or open another workspace), your work will be lost.

Save your workspace before you close Professional

Therefore, you will now save your first workspace: To do this, choose **File > Save Workspace**. The dialog **Save workspace as** appears.

- Choose the location where you want to save your workspace. Professional will suggest to save it into your **Documents** folder. This is usually a good idea, as all the other default workspaces are already there, and some shortcuts in the program require the workspaces to be all in one place.



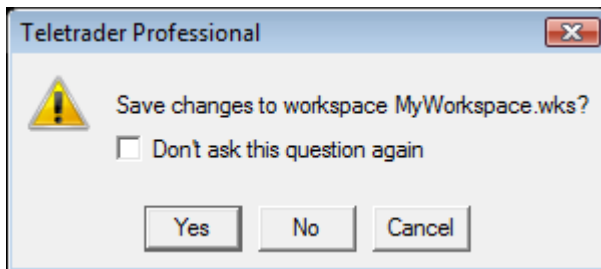
Note

If you absolutely want to store your workspace in a different place, you are of course free to do so. You should however consider to change the path for **Documents** under **Tools > Options > File Locations** to your new location.

- Enter a name for your workspace in the **File name** box.
- Click **Save**. Your workspace is now saved on your computer – when you start Professional the next time, it should either be automatically opened, or you can open it manually with **File > Open Workspace** (depending on your settings in the login dialog).
- Now that your work is safe, you can close Professional (you can of course also leave it open and try out some of the other tools, if you want too!). On the **File** menu, click **Exit**.



- Maybe Professional will ask you again if you want to save your workspace. This might happen if you have made any additional changes to your documents or virtual pages after you saved the workspace for the last time. If you click **Yes**, these changes will be saved too. If you click **No**, they won't be.



Note

You can also save the answer to this question. For example, if you always want to save all changes, select the check box **Don't ask this question again** and click **Yes**. From now on, Professional won't ask again and simply save all changes to a workspace when you close it. You can of course later change this setting (under **Tools > Options > Default Responses**).

Where is the TeleTrader Professional User Guide?

Throughout this guided tour, you were referred to the *TeleTrader Professional User Guide* for getting more information about a certain topic. You can find the user guide in Professional if you:

- Click **Help > Help** on the menu, or
- Press the F1 key on your keyboard

The TeleTrader Professional User Guide covers all aspects of using the program. It also includes this guided tour, which there contains direct links to the appropriate topics of the user guide.



Connection Settings

In this section, you will find an overview of the different connection settings for connecting TeleTrader Professional to the Market Data Server (MDS). This connection is needed to collect real-time and historic quotes, news and fundamental data.

TeleTrader MDS Login Dialog

On each start, TeleTrader Professional must connect to the Market Data Server (MDS) to collect real-time and historical quotes, news and fundamental data from multiple data feeds. On the first start of TeleTrader Professional, the **TeleTrader MDS Login** dialog is shown automatically. On future logins, the login dialog will only be displayed when the option **Always show login dialog** is selected, or when you hold the **SHIFT** key while starting Professional.

To enter your login data and startup settings

- The TeleTrader MDS Login dialog should be displayed automatically on the first start of Professional.

Note

If you have disabled the login dialog, but later want to change your login data, hold the **SHIFT** key while starting TeleTrader Professional. You can also change the setting under **Tools > Datafeed Options**.

| Control | Description |
|--------------------------|---|
| User Name | Enter the TeleTrader Professional user name that you have received via e-mail. |
| Password | Enter the password that you have received via e-mail. |
| Save | Check to save your login data. The next time you log in, you don't have to enter your user name and password again. |
| Always show login dialog | Check to display the TeleTrader MDS login dialog on every start of Professional. |
| Reopen last workspace | Check to automatically open the workspace that you worked with last on every start of Professional. |
| Server | Enter the address of the TeleTrader Market Data Server. The default setting is <i>mds*.ttweb.net</i> . |



Change this setting to 193.154.172.179 or 193.154.172.182 if you use a SOCKS proxy.

| | |
|--|--|
| Settings | Click on this button to change the connection settings (see Connection Settings in the Login Dialog on page 26). |
| I accept the terms in the licence agreement (I do not accept the licence agreement) | You have to accept the terms in the licence agreement to be able to log in to TeleTrader Professional. |
| EULA | Click on this button to view the End User Licence Agreement. |
| Sign up for a Demo Account! | Click on this link to create a free demo account for TeleTrader Professional. |
| Forgot your Password? | Click on this link to send your password to the e-mail address that you provided during the registration process. |

Connection Settings in the Login Dialog

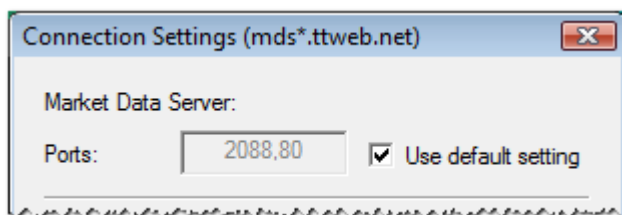
In the **TeleTrader MDS Login** dialog, you can change the connection settings that are used to connect TeleTrader Professional to the Market Data Server to collect quotes and news, and the proxy settings used to collect fundamental data (company profiles and analyst recommendations) via a web service. We recommend to use the default settings and only change those if you have problems connecting to the TeleTrader servers (see also [Connection Problems](#) on page 31).

To access the **Connection Settings** dialog, click **Settings** in the **TeleTrader MDS Login** dialog.

Note If the login dialog is not shown on the start of TeleTrader Professional, hold the SHIFT key while starting TeleTrader Professional.

Market Data Server settings

These settings control the connection to the Market Data Server. We recommend to always use the default settings.



| Control | Description |
|----------------------------|---|
| Ports | Port numbers of the incoming connection from the remote server. Multiple ports must be separated with a comma. One of these ports must be open for the connection to the Market Data Server. Defaults ports are 2088 and 80. |
| Use default setting | Check to use the default port settings. Clear to enter your own port settings. |

SOCKS proxy settings

Use these settings only if you have to use a SOCKS proxy for connecting to the Market Data Server and are aware of its configuration. You have to manually set the entry **Server** in the **TeleTrader MDS Login** dialog to 193.154.172.179 or 193.154.172.182 when you are using a SOCKS proxy.



| Control | Description |
|------------------------|--|
| Use SOCKS proxy | Check to connect to the Market Data Server using a SOCKS proxy. |
| IP and Port | IP address and port of the SOCKS proxy divided by a colon, for example <i>10.0.0.222:1080</i> . Ask your network administrator for your SOCKS configuration. |
| User Name | User name required by your SOCKS configuration. Leave empty if no user authentication is required. |
| Password | Password required by your SOCKS configuration. Leave empty if no user authentication is required. |

Web Service settings

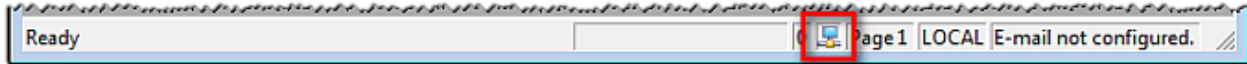
These settings are used for the collection of fundamental data (company profiles and analyst recommendations), and not for real-time quote data feeds.

| Control | Description |
|---|---|
| Use web service (HTTP) data feed | Check to enable the web service for fundamental data. |
| Port | Port number of the web service. This port must be open for the collection of fundamental data. Default port is <i>80</i> . |
| Use default setting | Check to use the default port settings. Clear to enter your own port settings. |
| Use Internet Explorer proxy settings | Check to use the proxy settings of Internet Explorer. |
| Manual proxy configuration | Check to enter a different proxy configuration below. |
| HTTP proxy | Address of the HTTP proxy. |
| Port | Port of the HTTP proxy. |



Monitoring the Connection on the Status Bar

Once TeleTrader Professional has successfully connected to the Market Data Server and the program is started, you can monitor the status of the connection on the status bar:



Changes in the connection status are indicated with an icon:

| | |
|--|--|
| | Connection is established (<i>Connected</i>) |
| | Connection is interrupted (<i>Disconnected</i>) |
| | Connection is being reestablished (<i>In progress</i>) |

To reconnect to the Market Data Server

When Professional loses the connection to the Market Data Server, you can try to establish a new connection.

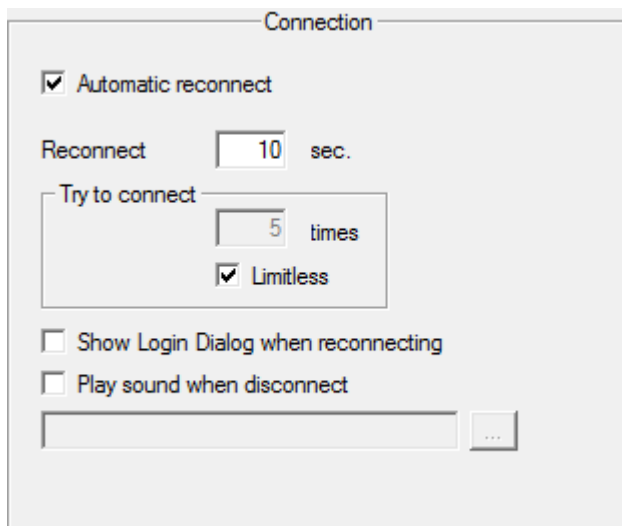
- Right-click on the connection status icon and choose **Connect**.
- Professional tries to reestablish the connection.

Note You can also manually interrupt the connection to the Market Data Server by choosing **Disconnect**.

To change the settings for automatic reconnection

You can define how Professional reacts if it loses the connection to the Market Data Server.

- Right-click on the connection status icon and choose **Settings**.
- On the left side of the dialog, choose **Settings**.
- On the right side of the dialog, adapt the default settings to your needs.



| Control | Description |
|---------------------|--|
| Automatic reconnect | Check to let Professional try to reestablish the connection automatically. |
| Reconnect x sec. | Enter the amount of seconds after which Professional tries to reconnect. |



| | |
|--|---|
| Try to connect x times | Enter the number of times that Professional tries to reconnect. |
| Limitless | Check to let Professional try to reconnect an unlimited number of times (until the connection is reestablished). Clear to let Professional try to reconnect only for the number of times defined above (even if the connection cannot be established). |
| Show Login Dialog when reconnecting | Check to show the login dialog when Professional tries to reconnect. |
| Play sound when disconnect | Check to play a sound when the connection is lost. You have to choose the sound file (WAV format) that should be played. |

To view detailed connection status information

- Right-click on the connection status icon and choose **Settings**.
- On the left side of the dialog, choose **Connection Info**.



| Label | Description |
|--------------------------------|--|
| Present Status | General status of the connection (<i>Connected</i> or <i>Disconnected</i>) |
| Server Version | Version number of the connected Market Data Server (quote data and news) |
| Server Address | IP address and port of the connected Market Data Server |
| User Name | Currently logged-in user |
| Web Service domain name | Domain name of the connected Web Service (fundamental data) |
| Web Service IP/Port | IP address and port of the connected Web Service |

Connection Log in the Information Pane

You can also see information about the connection between TeleTrader Professional and the Market Data Server in the *Information pane*. The information is shown as a continuous log.

To display the Information pane

- On the **View** menu, click **Information Pane**.

Note For all time data in the Information pane Greenwich Mean Time (GMT) is used.



To copy the data from the Information pane

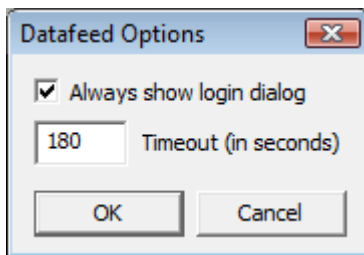
- Right-click on the Information pane and choose **Select All**.
- Right-click again and choose **Copy to Clipboard**.
- Insert the copied data into another program or text editor.

Datafeed Options

In the **Datafeed Options** dialog, you can change the display settings for the login dialog, and set a timeout for the connection.

To change the datafeed options

- On the **Tools** menu, choose **Datafeed Options**.
- In the **Datafeed Options** dialog, adapt the default settings to your needs.



| Control | Description |
|---------------------------------|--|
| Always show login dialog | Check to display the TeleTrader MDS login dialog on every start of Professional. |
| Timeout (in seconds) | Enter the timeout in seconds after which the connection is considered interrupted. |



Troubleshooting

This section gives you some tips as to what you can do when you encounter a problem while working with TeleTrader Professional. If you cannot log in, or did log in but lost the connection afterwards, the sections [Connection Problems](#) on page 31 and [Testing your Connection with the Connectivity Checker](#) on page 32 might help you.

When you see an error message after login, please refer to the section [Error Messages](#) on page 33. If you want to contact the TeleTrader Professional support team and send specific data about a problem, look at the sections [Sending an Error Report \(Support Package\)](#) on page 34 or [Reporting Bad Ticks or Wrong Data](#) on page 35.

Connection Problems

If you cannot connect to the TeleTrader Market Data Server, TeleTrader Professional will either not start, or you will only be able to work with your offline database. If you are experiencing connection problems, follow the guide below to find and eliminate the possible cause for the problems.

I cannot log in

- *You might receive an error message that gives you further hints as to where the problem lies.*
See [Error Messages](#) on page 33.
- *Make sure that the data in the login dialog is correct.*
 - You can copy your user name and password from the e-mail with your login data and paste them into the login dialog to make sure you do not mistype any character. Be careful not to copy any additional blanks from the e-mail.
 - Make sure that the server name in the **Server** field of the login dialog is set to **mds*.ttweb.net**
Exception: When you use a SOCKS proxy, the address should be set to **193.154.172.179** or **193.154.172.182**
- *Check if your Internet connection in general is still working.*
Open a web browser and try to go to some websites to verify this. If the Internet connection does not work, contact your network administrator or Internet service provider.
- *Test the connection with the Connectivity Checker.*
See [Testing your Connection with the Connectivity Checker](#) on page 32. If the test is successful, your network settings are correct. Check your login data again or contact the TeleTrader Professional support team.
- *Contact your network administrator and ask if your Internet connection and firewall is configured correctly to allow the connection to the Market Data Server.*
See [System Requirements](#) on page 2.
- *If the firewall settings cannot be changed accordingly, you can also try to connect using HTTP Tunneling software.*
See [Alternative Ways to Connect to the TeleTrader Servers](#) on page 39.
- *If you have already successfully logged in before: Contact your network administrator and ask if there were any changes in the Internet connection.*
Common problems are changes in the firewall configuration. See [System Requirements](#) on page 2.
- *Enter **mds0.ttweb.net** in the Server field of the login dialog and try to connect.*
This should only be a temporary workaround. Change the setting to **mds*.ttweb.net** again as soon as your connection problems are resolved.
- *Contact the TeleTrader Professional support team.*
See [Customer Support](#) on page 43.



I was logged in successfully, but the connection was lost

When the connection between TeleTrader Professional and the Market Data Server is lost, the connection status icon in the status bar will show that Professional is disconnected.

- *Check if your Internet connection in general is still working.*
Open a web browser and try to go to some websites to verify this. If the Internet connection does not work, contact your network administrator or Internet service provider.
- *Try to reconnect.*
See [Monitoring the Connection on the Status Bar](#) on page 28.
- *Try to close Professional and log in again.*
If you still cannot log in, you might receive an error message that gives you further hints as to where the problem lies. See [Error Messages](#) on page 33.
- *Contact your network administrator and ask if there were any changes in the Internet connection.*
Common problems are changes in the firewall configuration. See [System Requirements](#) on page 2.
- *Contact the TeleTrader Professional support team.*
See [Customer Support](#) on page 43.

Note

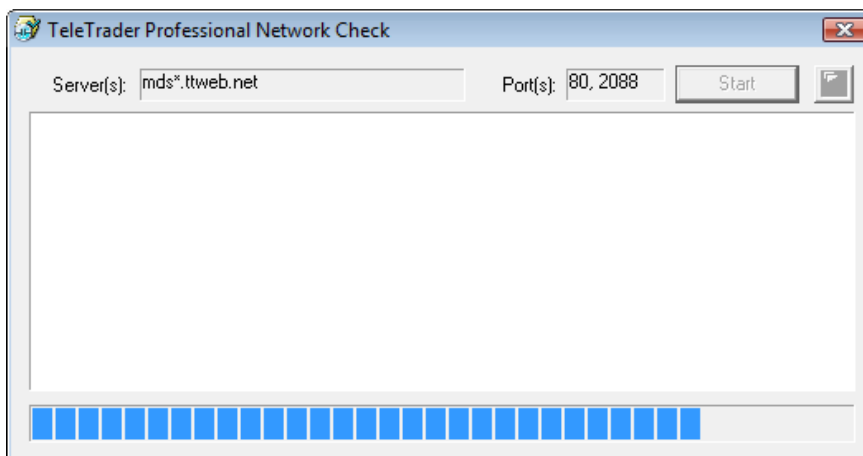
Sometimes your connection might be lost if you are logged in to TeleTrader Professional on more than one computer with the same user account. TeleTrader Professional usually does not allow multiple sessions for one user at the same time, therefore all computers but one will automatically lose their connection to the Market Data Server. To connect the computer that you are working with at the moment, try to reconnect from that computer. All other computers with the same user login will be disconnected.

Testing your Connection with the Connectivity Checker

With the Connectivity Checker you can test if your computer can connect with the TeleTrader Market Data Server.

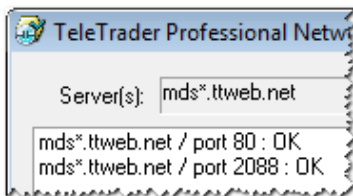
To test your connection with the Connectivity Checker

- Click on the **Windows Start** button and choose **All Programs > TeleTrader Professional > Check connectivity**.
- Click the **Start** button and wait until the blue progress bar shows that the test is completed.

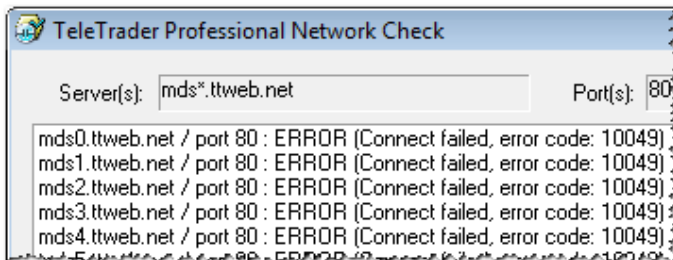




- If the connection test was *successful*, you will see one or more lines ending with **OK**.



- If the connection test *fails*, the Connectivity Checker shows one or more lines with **ERROR**.



- You can click the button **Copy** on the right to transfer the results to the clipboard, and then insert the copied data into another program or text editor.



Error Messages

If you cannot log in to TeleTrader Professional, you might receive one of the following error messages. Usually, they will help you to identify where the connection problem lies.

Login failed, wrong username / password

This error occurs when the user name and/or password that you provided in the login dialog are wrong. It also shows that Professional can in principle connect to the Market Data Server, which means that your other connection settings should be correct.

Tips

- *Make sure that the user name and password in the login dialog are correct.*
Copy your user name and password from the e-mail with your login data and paste them into the login dialog to make sure you do not mistype any character. Be careful not to copy any additional blanks from the e-mail.
- *Request your password again if you have lost it.*
Click on the link **Forgot your Password?** and enter your user name in the form that appears. Your account data will be sent to the e-mail address that you provided during the registration process.
- *Sign up for a user account.*
If you do not know your login data yet, click on the link **Sign up for a Demo Account!** in the login dialog to sign up for a free trial account of TeleTrader Professional.

Login failed, user account expired

This error occurs when the user name that you provided in the login dialog is not valid anymore. It also shows that Professional can in principle connect to the Market Data Server, which means that your other connection settings should be correct.

Tips

- *Contact the Professional support team to sign up for a permanent user account.*



Cannot resolve server name

This error can have several reasons:

- The server name in the **Server** field of the login dialog is not correct.
- The domain name could not be resolved (possibly DNS problems).
- There are problems with the Internet connection.
- A firewall is blocking the connection.

Tips

- *Make sure that the server name in the login dialog is correct.*
The **Server** field of the login dialog should be set to **mds*.ttweb.net**
Exception: When you use a SOCKS proxy, the address should be set to **193.154.172.179** or **193.154.172.182**
- *Check if your Internet connection in general is still working.*
Open a web browser and try to go to some websites to verify this. If the Internet connection does not work, contact your network administrator or Internet service provider.
- *Test the connection with the Connectivity Checker.*
See [Testing your Connection with the Connectivity Checker](#) on page 32. If the test is successful, your network settings are correct. Check your login data again or contact the TeleTrader Professional support team.
- *Contact your network administrator and ask if your Internet connection and firewall is configured correctly to allow the connection to the Market Data Server.*
See [System Requirements](#) on page 2.
- *If the firewall settings cannot be changed accordingly, you can also try to connect using HTTP Tunneling software.*
See [Alternative Ways to Connect to the TeleTrader Servers](#) on page 39.
- *If you have already successfully logged in before: Contact your network administrator and ask if there were any changes in the Internet connection.*
Common problems are changes in the firewall configuration. See [System Requirements](#) on page 2.
- *Enter **mds0.ttweb.net** in the Server field of the login dialog and try to connect.*
This should only be a temporary workaround. Change the setting to **mds*.ttweb.net** again as soon as your connection problems are resolved.
- *Contact the TeleTrader Professional support team.*
See [Customer Support](#) on page 43.

QuickBar Error. Line -1, Character -1

This error occurs when the QuickBar cannot be loaded. The component **msxml4.dll** might be missing.

Tips

- *Download the file **msxml4.dll***
For example from this link: <http://support.microsoft.com/kb/269238>
- *Save this file into the folder **C:/WINDOWS/System32***
- *Try to start Professional again*

Sending an Error Report (Support Package)

If the program encounters a serious problem, you can send an error report to the Professional support team. Such reports are also created automatically whenever the application experiences a severe error.

To send an error report (support package)

- On the **Help** menu, click **Send support package**.



- Enter a description of the error and of all the steps that you took before the error occurred. Detailed information helps us to detect and fix potential software bugs.
- Click **Send Report**. If you want to see the contents of the support package before sending it, click on the link next to **Content**.

Teletrader Professional

Professional can prepare a package with files required for support.

Please help us improve Professional and send this package to our support team. It will be treated confidential and will not be used for other purposes.

Description:

Dear support team,
I tried to download an update and a system message popped up.
Regards,
Max Mustermann

Content: [Click here](#)

Send Report

- The support package is generated and automatically attached to a new e-mail message. The process of collecting information after you clicked the **Send Report** button might take some minutes.
- As soon as the e-mail message appears, click **Send** to forward your report to the Professional support team.

Reporting Bad Ticks or Wrong Data

If you see a bar or candle on a chart that seems to display wrong data, please notify TeleTrader. We will verify the data and, if necessary, correct the value as soon as possible.

To report wrong data / bad ticks

- Right-click on the bar or candle that displays wrong data and choose **Report Bad Tick**.
- In the dialog window, select the check box **Wrong value** next to each price or value that is not correct. If there are several errors on the same bar, you can report them at the same time.
- If you want to, you can also add a comment to your report.
- Click **Send**.



Updates

TeleTrader Professional includes an automatic update function. On every start of the program, Professional checks if you are running the most recent version. Therefore, if a newer version is available for download, you will be notified automatically.

If you don't want Professional to perform this check on every start, you can set the update interval to weekly or monthly checks. If you do so, you can also do an additional manual check for updates occasionally.

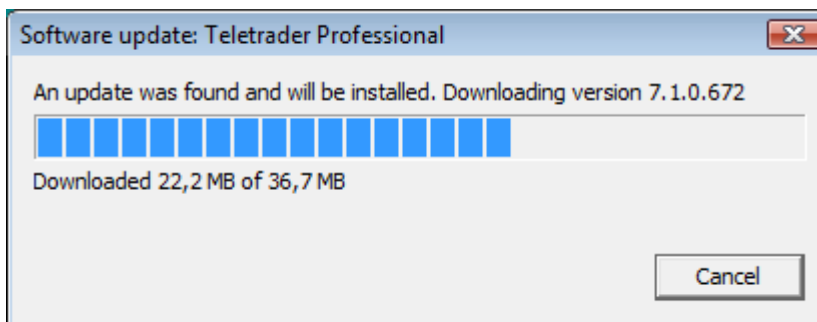
Automatic Update Process

As soon as Professional finds a new update, the update process will be run automatically when you start the program the next time.

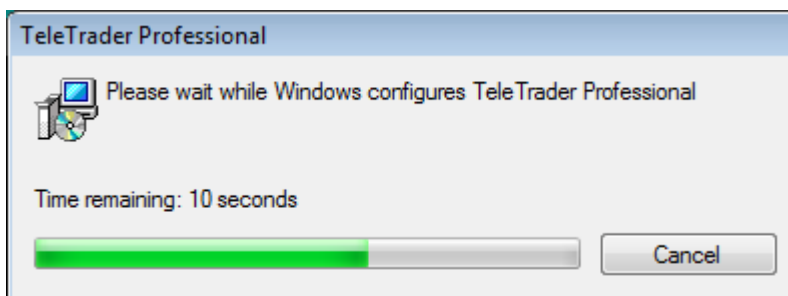
To follow the automatic update process

- The installation package is downloaded from the server. Depending on the speed of your Internet connection, this will take some minutes.

Note If you do not want to update Professional right now, click **Cancel** during the download. You will be asked to do the update again when you start the program the next time.

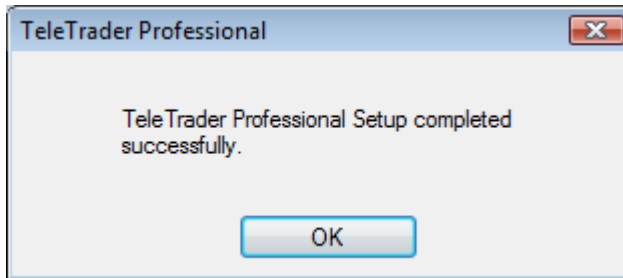


- After the download has completed, TeleTrader Professional will be updated automatically. This process is not interactive, which means that you will not have to do anything during the update process. You might see the following window:





- When the update is finished, a message will appear. Even if the update process takes some time, please do not attempt to start Professional before this message is shown!



- The update is now completed. Click **OK** and start Professional again.

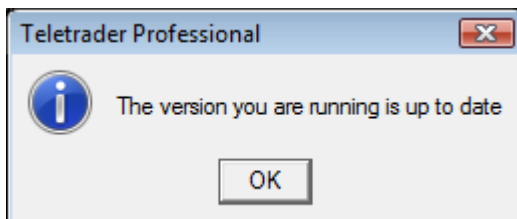
Note After an update, you might have to click on the option **I accept the terms in the licence agreement** in the login dialog before you can login to Professional.

Checking for Updates

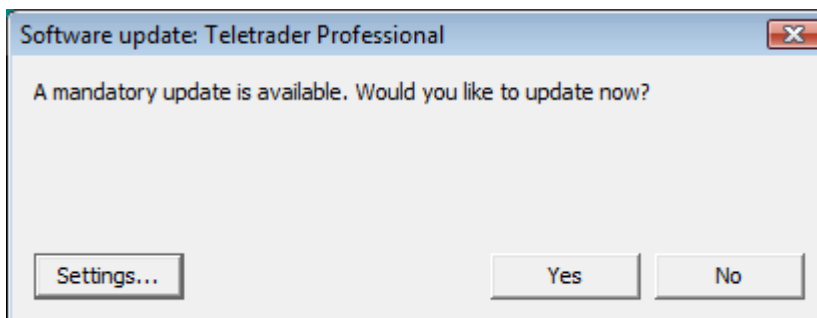
You can check manually for updates. This is especially useful if you have set the update interval to a longer period, so that Professional does not detect new updates automatically on every start.

To check for updates

- On the **Help** menu, click **Check for updates**.
- Professional looks for the latest available version and compares it with the version you are running now. If you are running the latest version this message appears:



- If a newer version is available, you will be asked to update. Click **Yes** to update Professional now.

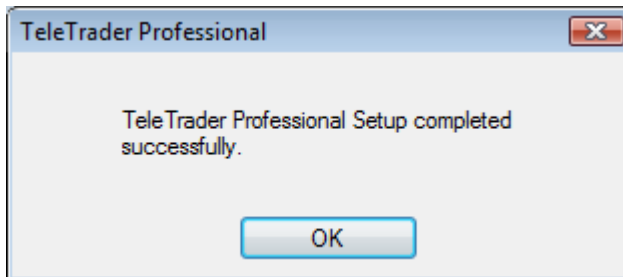


Note If you click **No**, the update process is cancelled. You should then do the update as soon as possible. We recommend to always use the latest version of Professional.

- The installation package is downloaded from the server. Depending on the speed of your Internet connection, this will take some minutes.



- After the download has completed, TeleTrader Professional will be closed automatically. You might be asked to save your workspace (unless you have disabled this question before).
- The automatic update process is started now: See [Automatic Update Process](#) on page 36. Please wait until the update has completed, and then start Professional again.



Changing the Update Interval

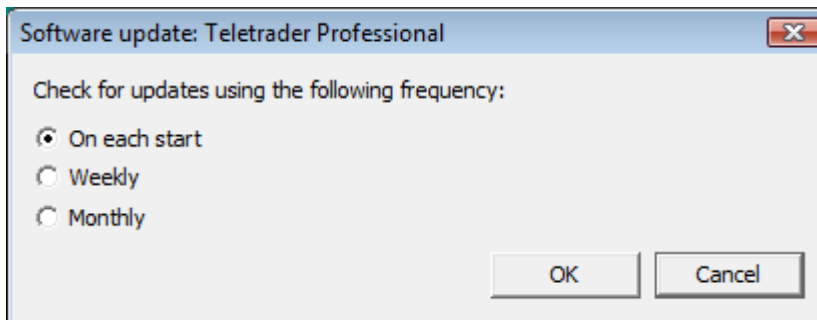
TeleTrader Professional usually checks for updates on every start of the program. If this is inconvenient for you, you can change the update interval to weekly or monthly checks.

To change the update interval

- On the **Tools** menu, click **Options**.

Note You can also click on the button **Settings** when the update dialog is shown on the screen.

- On the left side of the dialog, choose **Updater**.
- On the right side of the dialog, select the update interval that is most convenient to you (**On each start**, **Weekly** or **Monthly**).



- Click **OK**.

Note If you want to disable updates completely, please contact the TeleTrader Professional support team for the appropriate registry setting.



Third Party Software

You can use some helpful third party software tools to overcome connectivity problems related to firewall or proxy settings, share workspaces between different PCs you are working on or install TeleTrader Professional on Apple Macs.

Note TeleTrader is not connected with any of the companies producing that software and cannot guarantee that the solutions mentioned will work like expected.

Alternative Ways to Connect to the TeleTrader Servers

If local or corporate firewall or proxy settings prevents the usage of a TCP connection (which is required by Professional), and you cannot configure your firewall to allow outgoing TCP traffic to the TeleTrader servers, you can try using HTTP tunneling software which tunnels the TCP traffic through HTTP. If your environment supports the SOCKS protocol, Professional can also be configured to connect to a SOCKS proxy (see [Connection Settings in the Login Dialog](#) on page 26).

Note If you are in a corporate environment, take care not to violate your in-house security and software policies. Always ask for permission before installing software.

HTTP-Tunnel

The HTTP-Tunnel Client runs in your system tray acting as a SOCKS server. It offers a free as well as a commercial service.

- Download the HTTP-Tunnel Client from <http://www.http-tunnel.com/> and install it on your computer.
- In the HTTP-Tunnel Client, choose **Settings > Add Ports/Applications** and configure the destination IP `193.154.172.179` with destination port set to `2088`.
- Start TeleTrader Professional.
- In the **TeleTrader MDS Login** dialog, set the **Server** field to the IP address `127.0.0.1`.
- TeleTrader Professional should now be able to connect to the Market Data Server.

Sharing Workspaces Through Online Drives

Storing workspaces on an online drive allows you to share these workspaces between the different PCs that you are working on (for example your home PC and your work PC). You can also upload charts, price pages or workspaces on a network drive and share it with others.

Online storage providers offer easy-to-use storage and backup facilities with various memory size packages. Some of them offer space on their servers for free. The storage space can be displayed on your desktop like any other physical drive. Files and folders can be dragged and dropped to the virtual drive directly without opening a browser window, and applications can save or load from it.

Note If you are in a corporate environment, take care not to violate your in-house security and software policies. Always ask for permission before installing software.



Box.net

Box.net offers 1 GB of free storing space. If you need more storing space, additional paid packages are available. For more information, look at their website under <http://www.box.net>.

As Box.net is in principal an online service, you usually have to upload your files through their website. You can however assign a drive letter to your online storing space to save your Professional documents directly from within the program.

To do this, you can for example use Novell NetDrive, WebDrive or any other program that allows the mapping of WebDAV storage (Web-based Distributed Authoring and Versioning) to drive letters. Use the address <http://www.box.net/dav> with your Box.net user name and password.

Installing TeleTrader Professional on Apple Mac

If you use an Apple computer with Intel processors, you can run Professional under OSX with the help of an emulator. To run Professional on a Mac you need an additional Windows license.

Warning Depending on the configuration of your Mac (processor, RAM etc.) and the emulation software there can be minor latency in data transfer and higher CPU workload.

Parallels Desktop

Parallels Desktop simulates a virtual computer running any operating system (Windows, Linux etc.). You can work simultaneously with OSX applications and Professional without restarting your computer.

Note The following description is an example of using Parallels Desktop to install TeleTrader Professional on a Mac. You can also use other virtualization software that allows you to run a Windows operating system on your Mac.

- Download Parallels Desktop from <http://www.parallels.com> and install it on your computer.
- The installation assistant also leads you through the installation of the Windows operating system.
- After the installation is completed, Parallels Desktop starts automatically and creates a Windows icon on your desktop.



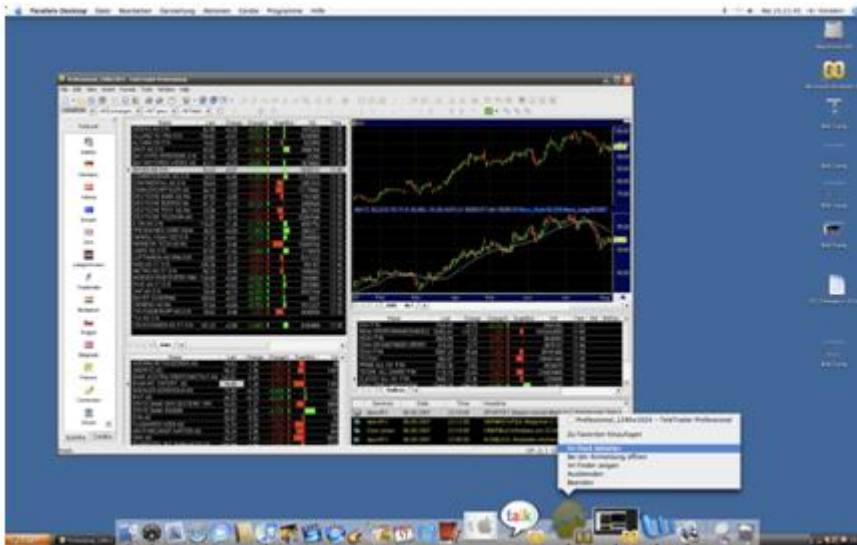
- To optimize the handling of Parallels Desktop, run the following commands from the **Actions** menu:
 - **Install Parallel Tools**
 - **Run Parallels Compressor**
 - Optional: **Install Kaspersky Internet Security Suite** (antivirus software)

These procedures will take some minutes. Please wait for the completion of the respective installation sequence, Windows will be restarted afterwards.

- Whenever Parallels Desktop is active, the Windows taskbar is displayed at the bottom of the screen. You can now start OSX applications as well as Windows applications.



- You can then install TeleTrader Professional on the virtual Windows operating system.
- After the installation is completed, you can include the Professional icon in the OSX dock: Right-click the icon and choose **Include in Dock**.



- To use keyboard shortcuts in emulated mode, additionally press the FN key. For example, to open the Symbol Search dialog, press FN + F7.



Customer Support

If you have further questions about TeleTrader Professional, you can contact our support team. The easiest way to do this is by using the **Online Support** which is integrated in the program. You can of course also contact us by e-mail, telephone or regular mail.

Online support

You can submit a query (ticket) to the TeleTrader Professional support team and view the status of your queries online.

To submit a query to customer support

- On the **Help** menu, click **Online Support** and log in with your Professional user name and password.
- In the form, enter your request. Please try to be as specific as possible, and also mention what steps you have already tried to resolve the problem.

The screenshot shows the 'Online Support' window with the following details:

- Window Title: Online Support
- Navigation: CONTACT US | CHANGE PASSWORD | SUPPORT
- Language: SPRACHE (German flag)
- Links: New Ticket | My Tickets
- Timestamp: 11/25/2008 15:53:42
- Welcome: Welcome Marlene Zotter
- Section: new ticket
- Subject: I want to create a study
- Text: Dear Professional support team, I want to create a simple study. However, I don't know where to start. Can you point me into the right direction? Thank you!
- OS: Windows XP
- Version: 8.0.0
- MDS-Adresse: 10.0.5.184:2088
- Attachment: (empty field with 'Browse...' button)
- submit button

- You can also attach a file (for example a sample workspace) to your message.
- Click **Submit** to send your query to customer support.
- The TeleTrader Professional support team will answer your request as soon as possible. All answers will be sent to the e-mail address that you provided during the registration process.

To view the status of your queries

- On the **Help** menu, click **Online Support** and log in with your Professional user name and password.
- Click on **My Tickets** to view the status of your submitted queries.

E-Mail support

When you write an e-mail to the TeleTrader Professional support team, please mention your Professional user name in your message.

- For technical requests, send an e-mail to support@teletrader.com



- For information about products and prices, send an e-mail to professional@teletrader.com

Phone and fax

You can reach the TeleTrader Professional support team Monday through Friday between 8:30 AM and 06:00 PM (Central European Time).

| | Austria (Main Office) | Germany | Hungary | Serbia |
|--------------|------------------------------|----------------------|----------------|---------------------|
| Phone | +43 (0)1 533 16 56-0 | +49 (0)69 299 713-0 | +361 327 4080 | +381 11 3067-605-45 |
| Fax | +43 (0)1 533 16 56-20 | +49 (0)69 299 713-20 | +361 327 4081 | +381 11 2650-131 |

No phone support is available on Austrian national holidays. Please consult our website for the current schedule: <http://professional.teletrader.com/holidays>

Postal address

| Austria (Main Office) | Hungary | Serbia |
|--|--|---|
| TeleTrader Software AG Salzgries 15 1010 Vienna | Portfolio - TeleTrader Kft Polgár u. 8-10 1033 Budapest | TeleTrader d.o.o. Bul. vojvode Misica 39a/III 11040 Belgrade |



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TeleTrader Professional
The Professional Trader's Workstation

TeleTrader Software AG
Salzgries 15
A-1010 Wien
Österreich

Tel +43 1 533 16 56 – 0
Fax +43 1 533 16 56 – 20
Mail office@teletrader.com

<http://professional.teletrader.com>

TeleTrader Professional Installation and First Steps
December 2010

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