

DeepCharts Knowledge Base

Frequently Asked Questions & Support Guide

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Account & Login

1 How do I reset my password?

A: Check your email for the reset link. If you don't receive it, ensure you're entering the correct email address. If problems persist, contact the support team.

2 I can't log into my account. What should I do?

A: Try resetting your password. Check your spam folder for the reset email. If you're still having issues, try with another email or contact the support team.

3 What if I accidentally entered the wrong email?

A: The support team can verify your order and update the email address for you.

4 My order is pending. When will I receive my license?

A: Pending orders are being processed. If your order has been pending for a long time, provide your email and order details to the support team for assistance.

5 I can't find Deep Trades in my indicators. What should I do?

A: If you have a prop account, Deep Trades may not be available due to prop license limitations. Deep Trades is not included with Volsys. To access it, purchase a full 6-month or 1-year plan.

Broker & Connectivity

6 Which brokers can I connect to DeepCharts?

A: You can connect all brokers that work with Rithmic and CQG, as well as Interactive Brokers. All prop firms that support Rithmic or dxFeed are also supported.

7 Can I connect AMP Futures to DeepCharts?

A: Yes, you can connect AMP Futures accounts to DeepCharts using the Rithmic feed source. AMP even lists Volsys on their platform.

8 Can I use prop firms like TopStep with DeepCharts?

A: TopStep is no longer supported as they moved to ProjectX and removed dxfeed support. However, most other prop firms that support Rithmic or dxFeed can be connected.

9 Can I trade with Tradovate?

A: No, Tradovate accounts cannot be connected to DeepCharts at this time.

10 Can I connect Apex accounts to DeepCharts?

A: Yes, you can connect Apex accounts. When using Apex, you do not need to pay for a separate data subscription.

11 Can I trade with TradeStation platform?

A: No, DeepCharts only connects with data feeds, not other trading platforms.

Data Feed

12 Do I need to pay for data subscriptions?

A: If you connect Apex accounts, no additional data subscription is required. For other brokers, data feeds are required for real-time trading and typically cost \$20-40 per month depending on the feed type (Level 1 or Level 2).

13 What is the difference between Level 1 and Level 2 data?

A: Level 1 provides basic market data (sufficient for most traders). Level 2 provides the full order book (Depth of Market) needed for DOM trading.

14 What is DOM (Depth of Market)?

A: DOM shows the full order book. Top of Book is basic data (Level 1), while Level 2 provides full market depth needed for DOM trading.

15 Are your data feeds direct like Bookmap and ATAS?

A: Data feeds are provided through market data gateways. ATAS, for example, also uses external market data providers and order routes like DeepCharts.

16 Do DeepCharts features work with crypto data?

A: Advanced features like Icebergs, MBO data, and Deep Print tools work fully with futures and stock market data feeds. For crypto data, standard charting and volume tools work perfectly.

17 Are data feeds purchased monthly or one-time?

A: Data feeds are purchased monthly on a recurring subscription basis.

Trading & Assets

18 Can I trade US stocks?

A: USA stocks are not currently supported but may be available in the future.

19 Can I trade DAX on DeepCharts?

A: Yes, you can trade DAX with the Eurex data feed.

20 Can I directly place orders from DeepCharts for MT4/MT5?

A: Yes, you can directly place orders from DeepCharts for MT4/MT5, though it's not the recommended method. A bridge may be available but with some limitations.

Installation & Setup

21 Does DeepCharts work on Mac?

A: If you have Parallels Desktop or a Windows partition on your Mac, you can use DeepCharts.

22 How do I load pre-customized templates in DeepCharts?

A: Follow these steps: 1) Open DeepCharts, 2) Click Templates (top-left or right-click on chart), 3) Select Load Template, 4) Choose from available options, 5) Click Load.

23 Can I use IBKR (Interactive Brokers) for execution?

A: Yes, Interactive Brokers (IBKR) is supported as an execution broker with DeepCharts.

Troubleshooting

24 My charts freeze when connecting with a prop firm. What should I do?

A: Try deleting the data: go to Options > Delete Data, then restart DeepCharts.

25 I changed my mind about a refund request. Can I cancel it?

A: Yes, you can cancel a refund request. Find the previous chat and notify the support team not to initiate the refund.

Pricing & Plans

26 Can I purchase just the platform without the education component?

A: Yes, you can. Visit www.deepcharts.com/pricing for platform-only subscription options.

27 Will my subscription plan remain the same after one year?

A: Yes, at renewal, you will keep the same plan at the same price.

28 What if my payment fails?

A: If you encounter a payment gateway error, wait 5-10 minutes and retry. If you see multiple pending orders, don't worry—you will only be charged once.

29 Will I be charged multiple times if I see multiple pending orders?

A: No, if you made a single payment and received a success email, you will not be charged multiple times even if you see multiple pending orders.

30 Will I lose subscription time if the platform is unavailable?

A: No, your subscription begins when you have access to the platform.

31 Is a refund possible?

A: Yes, you can request a refund. Contact the support team with your order details.

32 What if I was charged twice?

A: The sales or support team can verify your orders and process refunds if needed.

33 Will heatmaps cost extra?

A: Heatmaps are under development. Pricing information will be announced when they become available.

Bootcamp & Education

34 Will the bootcamp be recorded?

A: Yes, both live sessions and recordings will be available. You can watch bootcamp classes anytime.

35 Is the bootcamp live or recorded?

A: Both—the bootcamp includes live sessions and recorded classes.

36 Does the bootcamp include live trades or copy trading?

A: No, the bootcamp does not include live trading or copy trading features.

37 Can I access the bootcamp with a platform-only plan?

A: Customers on platform-only plans have access to tutorials and setup guides but not the full bootcamp course with Fabio.

38 How do I enroll in the bootcamp?

A: You can enroll at: <https://my.deepcharts.com/checkout/product/115>

Regional & Special

39 Is DeepCharts available in the Philippines?



A: DeepCharts is not currently available for users in the Philippines.

40 When will heatmaps be available?



A: Heatmaps are under development with an estimated release in December 2025.

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For additional support, please contact our support team.