

# - ActivTrades – MetaTrader5 User Guide

ActivTrades



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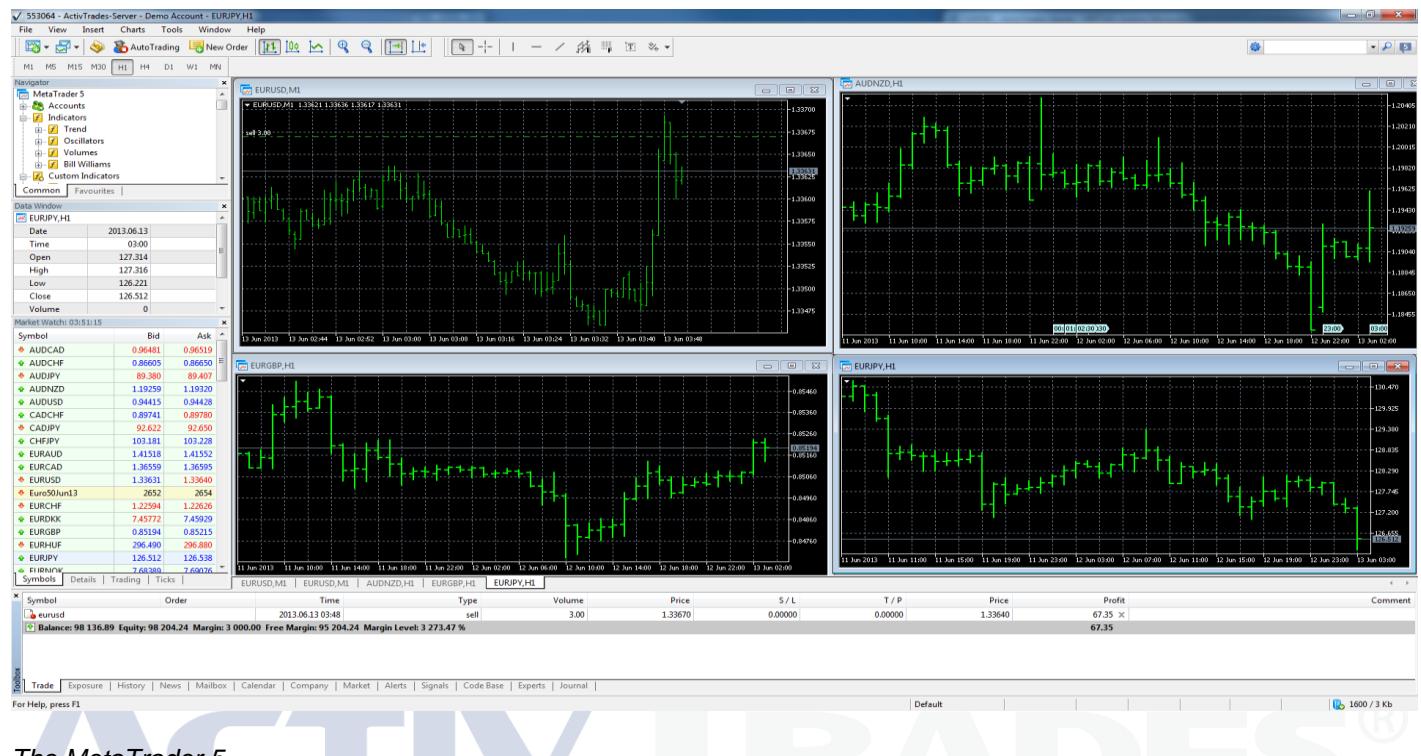
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**ACTIVTRADES®**

## 1. MetaTrader 5 in brief



The MetaTrader 5

MetaTrader 5 is a platform for FX and CFD trading. It is the interface to your broker who provides you with prices and takes your order. With MT5 you can analyze the market, check your trading account and issue your order. In terms of usability, functionality and range of application it is intended for both first-time users and advanced users since it can be expanded to include nearly any number of additional instruments and programs. The software package already contains the program editor for creating additional instruments and programs.

The MT5 also offers the following useful functions:

- Chart analysis with a large selection of indicators
- Any type of adjustment of indicators through changes in indicator variables
- Import and export of price data
- Automatic creation of account reports and account statements
- Numerous possibilities to personalize your platform
- Testing of automatic trading strategies of your Expert Advisor in backtests
- Fully automatic analysis of variables of your Expert Advisor for optimization purposes for the most successful automatic trading strategy

Add-ons/new functions in the MT5:

- One-click trading
- Larger number of options for chart periodicity
- Pending orders can be changed directly in the chart
- Larger number of available types of order
- Quicker strategy tester
- Simple risk management with the new Exposure overview
- More ways of execution
- Improved, optimized MQL5 programming language for experienced programmers

This manual was conceived as initial introduction for beginners and can be consulted for reference purposes when using the Terminal.

**We wish you fun and success during test runs and live trades using MetaTrader 5!**

*ActivTrades Team*

## 2. Installing/uninstalling the platform and opening a demo account

### Installation

The software is compatible with Microsoft Windows operating systems (98SE/ ME/ 2000/ XP/ 2003/ 2007/ VISTA, 7, 8). It is also possible to use the software on a Mac using an emulator (MetaQuotes recommends PlayOnMac). The software comes with all the needed components and is a full version. It allows you to trade using ActivTrades demo and live accounts. To install the useful free software, sign in once in the Personal Area at [www.activtrades.com](http://www.activtrades.com) by clicking on the Try a Demo button.

The screenshot shows the homepage of ActivTrades. At the top, there's a navigation bar with links for 24H LIVE CHAT, FREE CALL, ENQUIRIES, PERSONAL AREA, Home, Events, FAQs, Legal, Contact Us, Language (set to English), and Education. Below the navigation, there's a main banner featuring a green shield logo with 'CLIENT MONEY' and 'UNDERWRITTEN BY LLOYD'S OF LONDON'. To the left of the shield, it says 'Enhanced protection of Client Money'. To the right, there are buttons for 'Try a demo' and 'Open an account'. A small note below the 'Open an account' button states: 'Leveraged products are high risk, losses can exceed your initial deposit.' Below the banner, there are several sections: 'City A.M. Event' (with a link to register), 'Rewards Programme' (describing how points are earned), 'Spread Betting' (mentioning minimum stake of 10p per point), 'Safety of Client Money' (explaining segregated accounts), 'Webinars' (listing events for June 13, 20, and 27), 'Market Analysis' (with a 'Market Commentary' section and a chart titled 'Average Spreads for the last week' showing a sharp increase from late June to early July), and a 'Find Out More' button.

*ActivTrades start page*

You can also enter this link directly into the address bar of your browser:

<https://secure.activtrades.com/personalarea/?lang=en>

You can request the software once inside this area.



On the right side you can create your first and also all further demo accounts. Simply choose the desired parameters given in the selection boxes. A notifications panel will then tell you the newly generated login data.

**Demo accounts**

Please use the filters below and click "Submit Request" to view the information about your Demo accounts, reset the password or download the trading platform.

Details	555986	MetsTrader 5	Active
Account Number:	555986	Leverage:	1 : 400
Password:	KRQAxblv	Deposit:	10,000.00
Profile:	Forex & CFDs	Created Date:	12/06/2013
Currency:	GBP	Expires in:	30 days
Platform:	MetsTrader 5	Status:	Active

[DOWNLOAD MTS FOR WINDOWS](#)

[RESET PASSWORD](#)

[MetaTrader for Mac Users](#)

**Open a Demo Account**

To open a demo account, please fill in the following form:

Platform:

Currency:

Deposit:

Leverage:

What are you interested in?

Forex & CFDs

Spread Betting (UK only)

[Open Demo Account](#)

The Personal Area for creating demo accounts.

To install the Terminal, open the downloaded file and activate the installation process. Click on Execute when prompted for confirmation and follow the installation instructions. Choose a destination folder for the software installation. Please note that you should change the destination folder if several users can access the PC or if access rights on the PC are usually restricted by Windows. In this case MetaTrader should not be installed under Program Files but in the respective user folder to avoid later problems with access rights to MetaTrader.

- ***Tip: If problems still occur when starting the platform, automatic updates are not executed or your tools are not found by MetaTrader, then try to start MetaTrader as an administrator.***

If you wish to work with several platforms in parallel, either you have more than one account or wish to see the same account with different views, please create a new folder for every new installation. Every platform thus installed functions independently of each other and allows you to work simultaneously on one or more accounts.

As soon as the platform is installed, the corresponding program group is created in the Start menu and a link on your desktop is created:



*The ActivTrades MetaTrader 5 desktop icon*

## Uninstallation

If the software has to be reinstalled, it is recommended that you first uninstall the already existing version. There are several ways to uninstall: Through the Uninstall option in the Start menu of your PC (Start/Programs/MetaTrader5-ActivTrades/Uninstall), the execution of the file "Uninstall.exe" in the program folder of the MT5 (.../MetaTrader5-ActivTrades/Uninstall) or through the corresponding option in the Control Panel of your PC.



## Opening another ActivTrades demo account

The software allows you to work with two types of accounts: Apart from an actual trading account (live account) you can test out your strategies and the behavior of the platform virtually on a demo account (demo) under nearly similar conditions.

You can easily open a new demo account via the input form in the Personal Area (see prior section). However, the option to create other accounts in MetaTrader itself is also available to you. Go to File – Open Account and fill out the registration sheet.

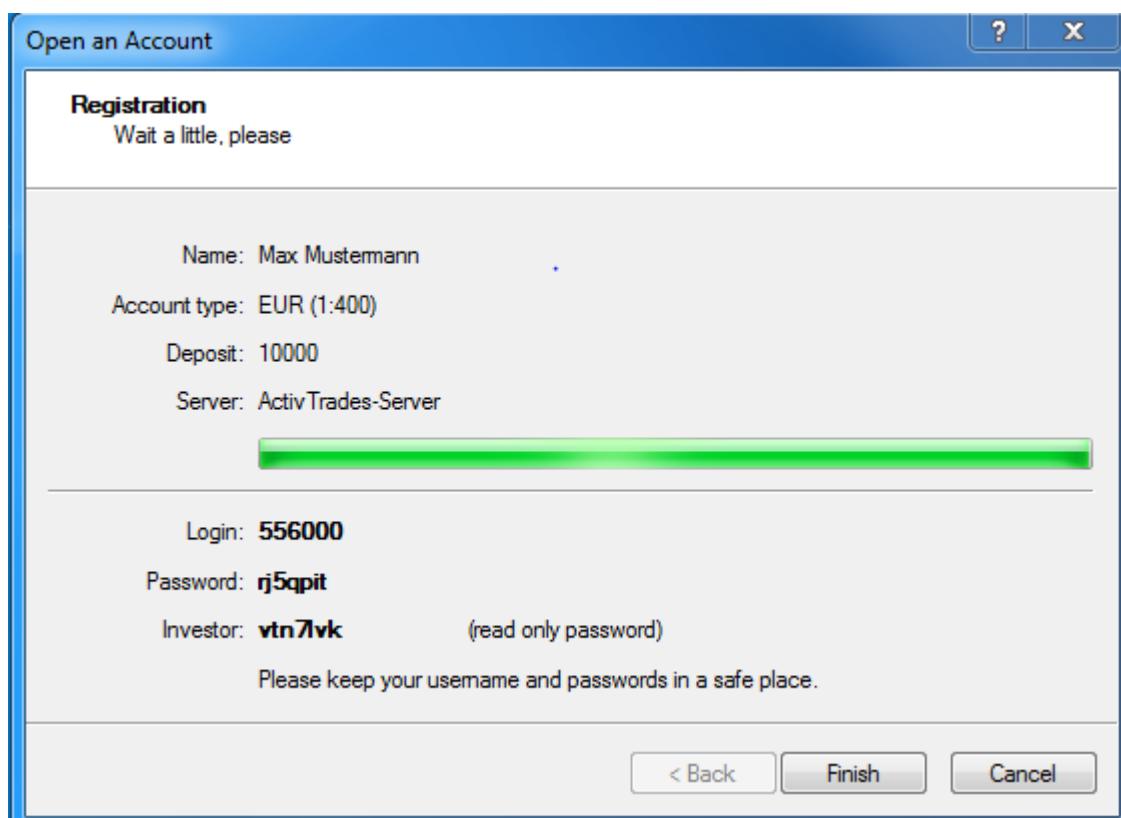
The screenshot shows a Windows-style dialog box titled "Open an Account". The main section is labeled "Personal details" with a sub-instruction: "To open an account, please fill out all the following fields:". Below this, there are several input fields:

- Name: Max Mustermann
- Country: United Kingdom
- State: n\ a
- City: London
- Zip code: 1234
- Address: London Str.24
- Phone: 0044123456
- E-Mail: kmustermann@mustemail.com
- Account type: EUR
- Leverage: 1:400
- Deposit: 10000 EUR

At the bottom left is a checked checkbox:  I agree to subscribe to your newsletters. At the bottom right are three buttons: < Back, Next >, and Cancel.

*Registration form*

In the window that opens choose the server and click on Next. The window thereafter shows you your access data.

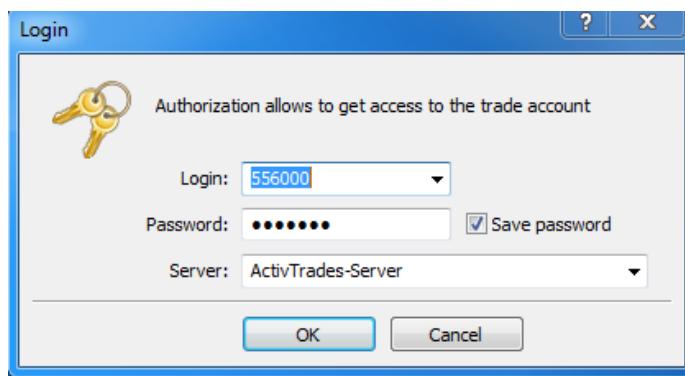


#### Your access data

Jot down the passwords for later login. Click on Finish. Your demo account is immediately started without the password being asked.

#### Login

Log into one of your accounts when first starting the platform: Go to **File – Login**, and you will be prompted for your access data. This consists of the account number as user name, the password and corresponding server. A specific account can be started only on one of our servers. Have a look in the Manual Appendix or ask our support team if you are not sure which server it is.



>Login window

You can also log into another of your accounts during a session. To do this, go to the menu bar of MetaTrader, choose File and then Login. This discontinues the session in your ongoing account; **parallel control** of accounts is therefore impossible. If you have already logged into an account, this also appears in the Navigator window under Accounts. You can enter the account through quick selection by double-clicking on it. .

If you also have a so-called **investor password** and log into an account with it, you can work with the account as usual with the restriction that you cannot place any order.

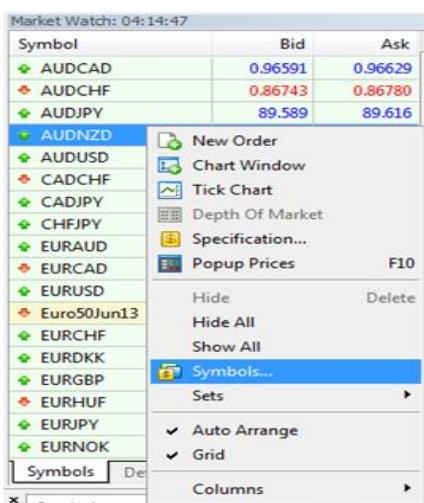
In the **Server** box please choose ActivTrades Server (server IP: 83.138.157.230:443).

Check the **Save Account Information** box so that you can later speed up the login process: the password and the associated server are automatically selected. Where applicable, this represents a security risk if, for example, other users have access to your computer.

The password can later be modified. To do this, in MetaTrader5 click on Extras, select Options, the Server tab, and click on the Change button. You can then choose a new password which should replace the old password during login.

If the user interface of MetaTrader is not displayed in the desired **language** – there is a selection of 22 languages available – in the menu bar first choose the second menu item from the left, scroll down to Languages and then choose the language. You need to restart the program after making a change.

It is important that after every login the **product list** is updated in the Market Watch window since new contracts can be added or old contracts replaced: Look through the product list or activate it using the shortcut **Ctrl+M**. Right-click on any product and choose from the Symbols menu that appears. You can update the display even quicker with the menu item Show All: choose Hide All in the list. Repeat this step but now choose Show All. All tradable products should now be displayed.



*Contract list*

### 3. The user interface and the different windows

- In MetaTrader 5 press F1 at any time to have the English User Guide displayed.

The MetaTrader menu bar gives you the possibility to control the platform settings and to call up different elements and functions quickly.



MetaTrader5 user interface

The meaning of an icon is explained if you point to it with the mouse pointer. The meaning of the most important icon is explained once again at this point:

	With this icon you can bring up often used products or profiles with one click
	With this you activate all Expert Advisors (EA). An active EA is displayed in the chart as follows: or
	Quick call up of indicators
	Quickly call up the bar, candlestick and line charts
	If the second icon is activated, then the chart continues to move automatically to the left during continuous quotation. With the first icon you can display the most recent section of the chart.
	Quick access to the MetaEditor.
	Change the displayed period (chart abridgment) from minute charts (M1) to monthly charts (MN).



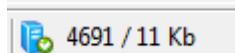
Quick access to analytical instruments and visualization aids such as price markers and trendlines. You can add on additional objects to the display.



The search bar allows a specific search in given areas of MetaTrader. By clicking of the gear wheel icon you can specify which areas should be searched.

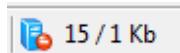
- ▶ ***It is worth personalizing the menu bar, especially the chart tools, and hence speed up the opening of specific objects. Right-click on a specific category of symbols and, under Customize, open the Customizing Toolbar window. Choose the desired elements from the list.***

In the status bar in the bottom right corner of the platform you get the following display:



*Connection status*

This gives you information about the current **connection status to the server**. If you find Invalid Account, No Connection or General Error in this display, try to log in once again. Check the correct entry of the password and server and check the status of your connection to the Internet. If necessary, contact our customer service for new access data.



*No connection*

## Chart window



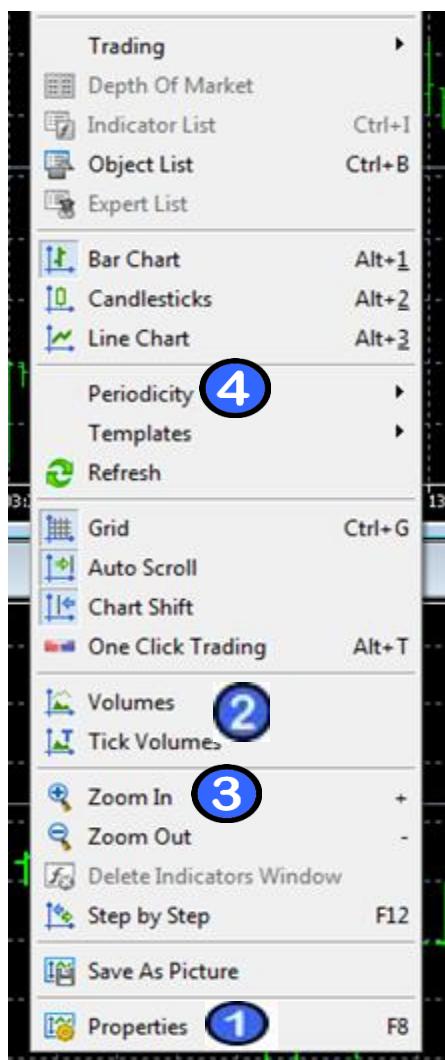
A MetaTrader 5 chart window with standard Volume and MACD indicators

The chart window gives you different options for visualizing prices and their analysis.

Basically the bid price (buying rate) is displayed. If you want to have the **ask price (offer price)** displayed, activate the Show Ask Line option. You can find this option in the **① Properties** window, which you can open through F8 or via the context menu of the chart window (see above graphic). Right-clicking on the chart window opens the context menu. The current ask price is marked as an additional line above the bid line in the chart window.

It is possible to have the **② tick volume** displayed as well beside the price. This option is likewise found in the Properties window or as an option in the context menu.

The **color scheme** can also be changed in the Properties window. You can save your settings here for later use as a template (see Chapter 6).



*Chart Properties window*

The following possibilities exist for **displaying the size, period and section** of a price chart:

#### Periodicity

**4**

The price information of a product can be summarized and divided over a larger time frame. The simplest way of changing how periods are shown is through Periodicity in the context menu or the icons M1, M5, etc. in the menu bar.

For example, a bar or candle in the D1 display represents the price development of one day (open, high, low and close). The MT5 offers 21 different options for Periodicity.

#### Zoom

**3**

The displayed time segment can be magnified or minimized by pressing the '+' and '-' buttons or the '+' and '-' magnifier icons. This does not change the displayed periodicity.

- **The vertically shown price section is automatically moved and optimally adapted to the range of the price movement so that the total chart of a period is always visible.**

## Expand/compress

The price segment shown can be expanded or minimized. Take the mouse and hover over the price scale, and then drag the scale downwards to expand the price segment. Double-clicking on the scale brings you back to the initial state.

## Scaling/price segment

<input type="checkbox"/> Scale fix one to one
<input type="checkbox"/> Scale fix
0.85530 <input type="button" value="Fixed maximum"/>
0.84660 <input type="button" value="Fixed minimum"/>
<input type="checkbox"/> Scale points per bar
1.00 <input type="button" value="Points per bar"/>

The above-mentioned automatic adjustment of the price segment can be deactivated and a desired price range can be fixed. Open the Properties window (F8) and check the Scale Fix box. The Scale Fix One to One option gives a standardized price interval.

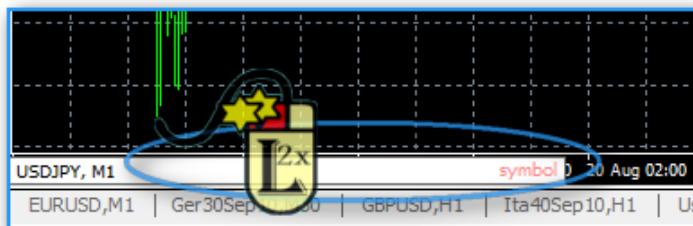
Scaling now allows you to move the chart vertically as well.

The scale points per bar option allows you to establish the scale using the ratio of selected points on the vertical scale to one bar.

## Scrolling

An older or newer section of the chart can be viewed by turning the mouse wheel or by pulling the chart to the left or right. If the chart jumps back to the most recent date, the auto-scroll function (see above) must be deactivated.

- **To have a specific product at a specific date and a specific price abridgment displayed, you can enter the corresponding data in an input box. To do this, take the mouse to the bottom left corner of the chart window and have the input box displayed by double-clicking.**



Input box automatically appearing in the chart window

- **The following entry now opens, for example, the product USDJPY at a periodicity of one minute: USDJPY, M1 and can be finalized by the following entry: 05.08.2010**

Furthermore, the Full Screen option in the View menu or pressing F11 gives you the possibility of displaying the chart window in **full-screen view**. You return to the normal view with F11.

## Indicators and other tools for chart analysis

The chart window integrates numerous **indicators** and instruments for chart analysis, which are displayed either separately from the actual chart like MACD or are connected directly to the chart in the chart window like the moving average. For example, you can mark distinct locations in the price chart by inserting arrows. *Familiarize yourself with the different analytical instruments and visualization aids in the menu bar under Insert.*

You have complete access to all available indicators and objects either through the Navigator or through Insert in the menu bar.

You can also find your own indicators under User Indicators in the Navigator or under Indicators > Custom in the Insert menu. To have quick access to the objects that you used most frequently, you should also customize or personalize the available symbols in the menu bar as described in the chapter about the user interface.

If you do not want the chart concealed by added objects, activate the **Chart on Foreground** option, which you will find in the properties menu (F8) of the chart.

If you right-click on a specific object or indicator, a menu related to this object opens. Through Properties you will then have the possibility of customizing the object once again.

In addition, two Properties windows can be activated to edit or even delete all indicators and objects already integrated: the Objects window and the Indicators window.

Both Properties windows can be activated under Chart in the menu bar.

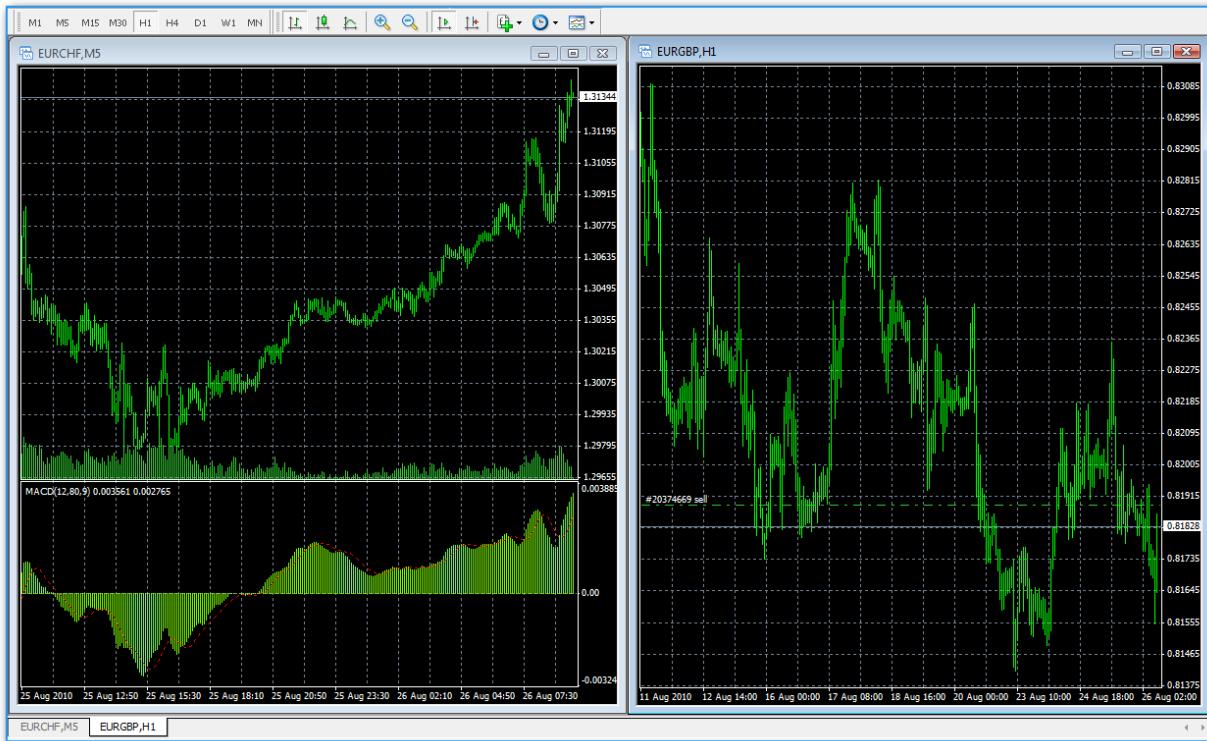
## Managing the chart window

There are two important ways of displaying a price chart:

If you want to use chart settings and indicators the you have already made in a chart window for another product as well, use the mouse to drag a specific instrument in the product list to the existing chart.

However, you can also open a new window by right-clicking on the desired instrument from the product list in the Market Watch window and selecting Chart Window in the menu that appears.

If you have activated more than one chart window, you can switch between the individual charts using the tab under the chart window, characterized by the respective product designation, or through the Window menu in the menu bar. However, to better compare different products with each other or to simultaneously trade several products more efficiently and manually, more than one chart window can be displayed simultaneously.



*EURCHF and EURGBP chart window*

For this purpose, open the desired products in a new chart window as described. Afterwards it is sufficient to make a corresponding selection in the menu bar under Window either to cascade the different chart windows or to distribute them horizontally or vertically.

## Market Watch window

If a window such as Market Watch is not already displayed, you can activate it through View in the menu bar of the platform.

- ▶ **You can also use the different shortcuts to display the window:**

**CTRL+M – Market Watch**

**CTRL+N – Navigator**

**CTRL+D – Data window**

**CTRL+T – Tool List/Toolbox**

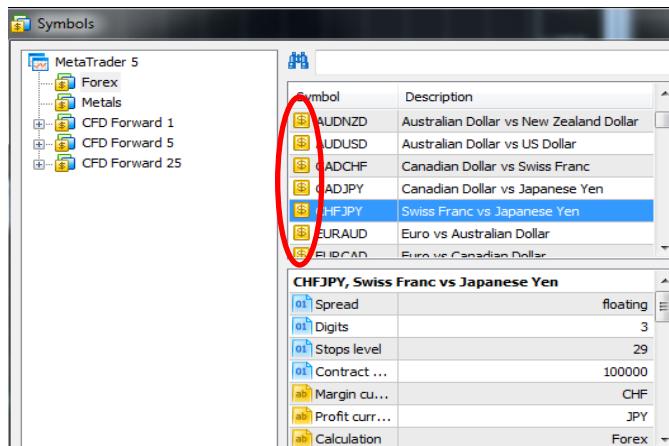
**CTRL+R – Strategy Tester**

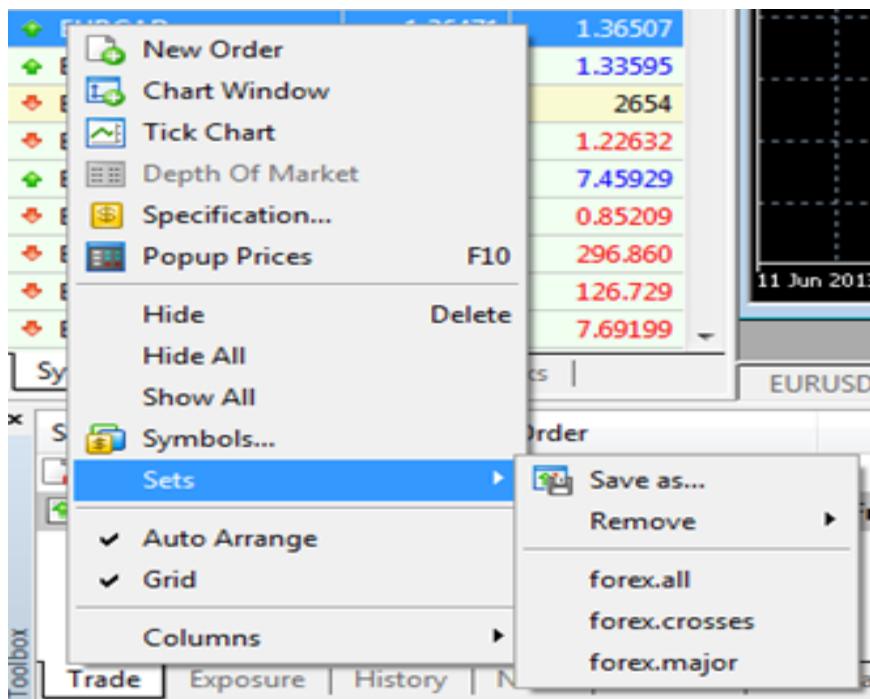
The **Market Watch** window is the product and price list of your platform. Here the trader receives numerical information about:

- the bid price
- the ask price
- the highest price in the course of the day
- the lowest price in the course of the day
- the time of the last price tick

In the context menu of the window (right-click on a product, see image) some of this information about the display can be activated or deactivated. For better differentiation FX is pastel green and CFDs light yellow. Gray products are mostly expired CFDs, that is, those that are no longer tradable. For the reasons indicated in Section 2 the contract list should be updated after every login as already described above.

Right-click on any product in the Market Watch window and choose Hide All in the menu that appears. Repeat this step, but now choose "Show All". Alternatively you can call up Contracts via the Symbols window (right-click in the Market Watch window and select Symbols). Choose the desired contract group and activate (dollar icon is gold)/deactivate (dollar icon is gray) the contracts by double-clicking of the dollar icon before the contract name.





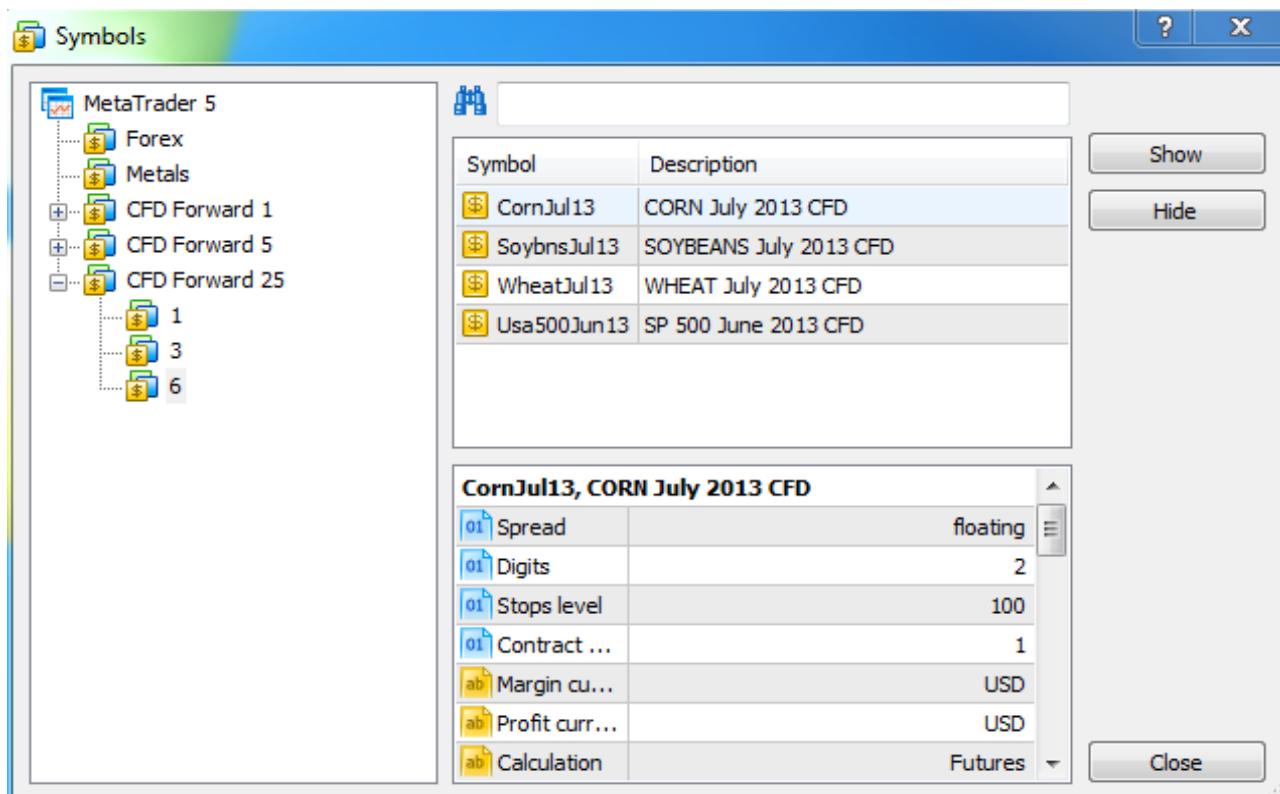
Market Watch window

You can also switch to the Market Watch window by selecting the Ticks tab in the so-called **Tick Chart**. This shows a graph with every current price change, with the blue graph indicating the offer price and the red graph the buying rate.

You can call up important **properties of products** via the Symbols submenu in the context menu. (see graphic)

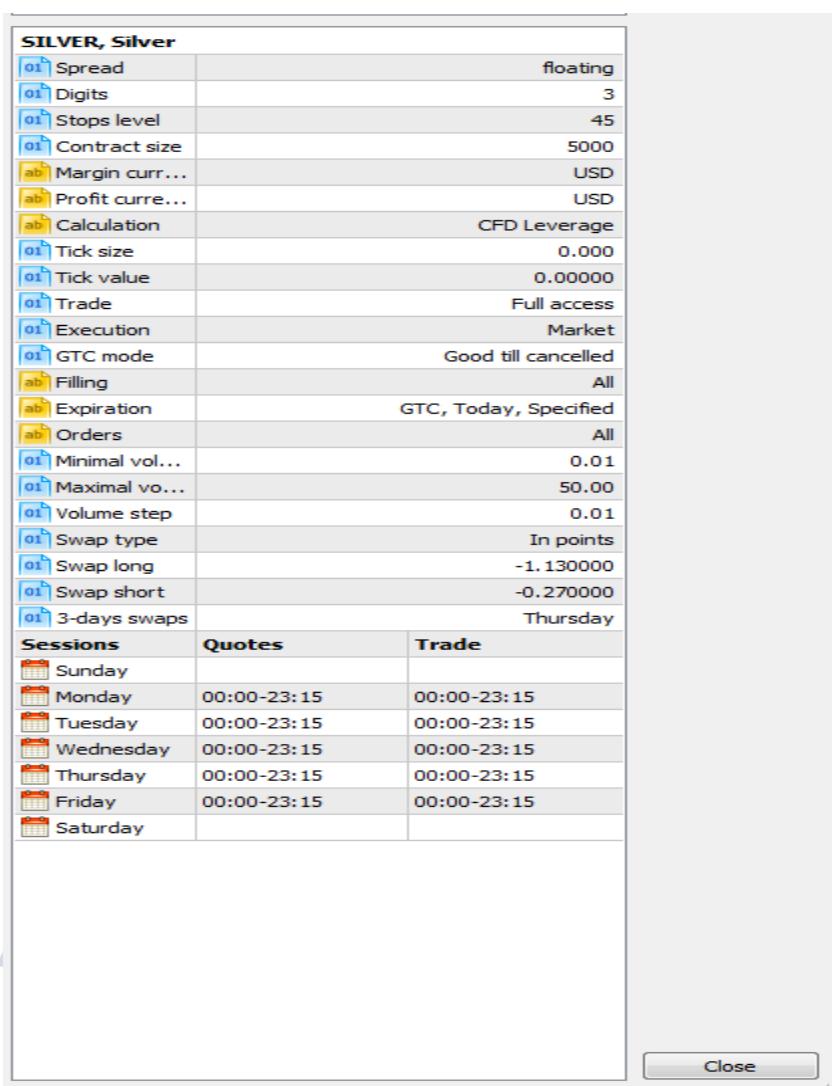
The Details tab shows highest and lowest prices for the bid price and ask price.

The Market Watch window also offers the possibility of one-click trading under the Trading tab. A detailed description of order placement through this window can be found in Section 5.



Symbols window

Choose a product by clicking on it. The specifications for the chosen product are then displayed in the bottom area. Alternatively you can call up the specifications through Specifications in the context menu in the Market Watch window. You will then get a separate window:



Specifications window

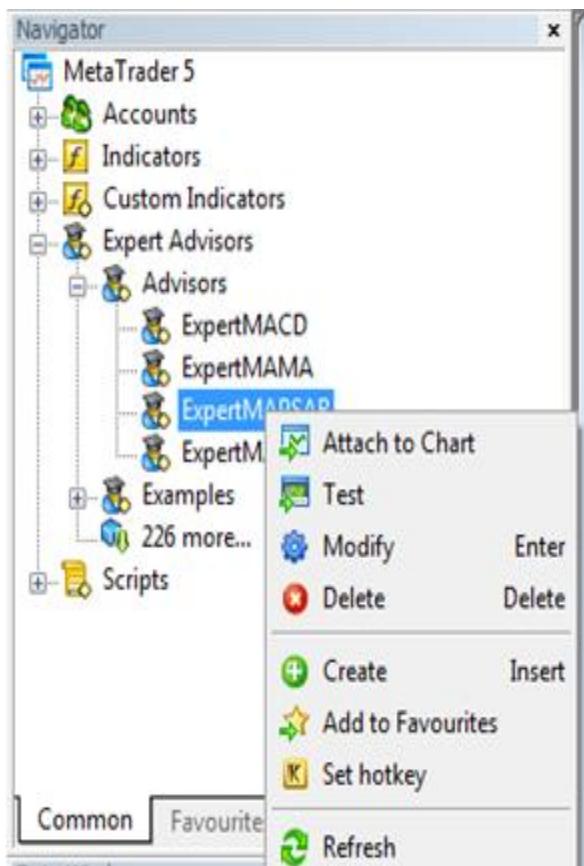
The **selection of displayed products** in the Market Watch window can be customized individually and saved for later use. This somewhat facilitates access to the most traded products. To do this, use the Symbols submenu.

Create your individual product list by choosing individual products in the product list in the Symbols submenu and clicking on the Show or Hide buttons or double-clicking on the product. Afterwards save the list you have just created by closing the Symbols menu, bringing up the context menu in the Market Watch window once again, choosing Sets and then Save As. You can bring up this list later under Sets.

- ▶ ***The time shown in the ActivTrades MetaTrader corresponds to Central European time (CET) and cannot be changed.***

## Navigator window

This window allows quick access to accounts, predefined and user-defined indicators, Experts Advisors and preprogrammed scripts.



### *Navigator*

To call up one of these elements, in most cases a simple double-click is enough to load a script, indicator or EA for the current chart. To integrate an already pre-assembled instrument - be it an indicator, script or EA - into this view, it is enough to copy the file (in the \*.ex5 format) into the corresponding subfolder of the MT5 program on the computer (..MetaTrader5-ActivTrades\WQL5\experts, ...MQL5\indicators, ...MQL5\scripts and restart MT5.

- **A valuable source of already fully programmed EAs, indicators and scripts can be found in <http://www.mql5.com/en> where you can then download them for free. You can also use the Code Base tab in the Tool List window for quick access to programs.**

Furthermore, it can be helpful to create a personal favorites list for an even quicker call up of the most used of these instruments or specify a button for the shortcut. You will find the respective command for this when you go to the context menu (right-click) of a specific instrument and choose the corresponding command "Add to Favorites" (refer to diagram) or "Set Hotkey".

## Tool List/Toolbox window

Besides the chart window, the terminal is perhaps the most important window on your screen. It allows you to view open positions, exposure, closed trades, account status and margin, but also delivers information from ActivTrades in the form of messages, important economic figures, provides the possibility of getting Expert Advisor and creating alerts, and allows you to track the activity of your platform in the so-called Journal. Switch between all of these functions using the tabs on the bottom edge of the Tool List window.

- **A window such as the terminal can be "detached" and dragged to any location of the screen by going to the blue field with the window name, keeping the left mouse button presses and pulling the window to the desired location. However, chart windows cannot be detached away from the MetaTrader area.**

Time	Deal	ID	Order	Symbol /	Type	Direction	Volume	Price	Commission	Swap	Profit
2013.06.05 17:24	6686121		7204720	audcad	sell	out	3.00	0.98655		7.55	-2 794.22
2013.06.06 18:09	6734310		7255122	eurusd	sell	in	3.00	1.32482			
2013.06.10 00:49	6900225		7513106	eurusd	buy	out	3.00	1.32076		1.36	922.20
2013.06.13 03:48	7206693		7737544	eurusd	sell	in	3.00	1.33670			
<b>Profit: -1 863.11 Credit: 0.00 Deposit: 100 000.00 Withdrawal: 0.00 Balance: 98 136.89</b>											<b>0.00 8.91 -1 872.02</b>

Tool List window



The individual tabs are explained below.

### Trade:

All **open positions**, including pending orders, are displayed. Pending orders are listed under the gray bar with details about account status. If an automatic adjustment of the stop loss takes place through trailing stop (see Chapter "Order Management") or a stop loss or take profit is executed (see account history), this can be tracked in the S/L or T/P column using the color of the order:

red: an order was closed because this S/L was reached

green: an order was closed because this T/P was reached

The context menu (right-click on an order in the Terminal window) allows existing orders to be modified or closed. The only difference between the Close Position and Modify or Delete commands is in the preselection of the order type in the order screen, which can be changed. Furthermore, the command to set a **trailing stop** is established here. Find out more about this in the chapter dealing with order types. In addition, the context menu offers the possibility of saving information as a report in a file under Trade. To do this, choose Report in the context menu and then the desired file type.

Various types of information about your account are displayed, namely:

**Balance:** The balance is the current account status without consideration of the development of just opened trades

**Equity:** Is the total current disposable amount of your account, that is,  
Balance + profits/losses of open trades

**Margin:** Is the currently established margin amount.

**Free margin:** Is the capital that is still available to deposit the margin for further orders. It results from: Equity - Margin

**Margin state:** Is the equity/margin ratio, it is therefore a ratio that reflects the degree of capital commitment of your account

- **If the margin reaches a specific minimum level, then an automatic trade-out is initiated. This means that at the next tradable price the position with the greatest absolute loss to your account is closed first. Afterwards the criterion is tested once again and, where applicable, another position closed. This function should protect from the additional contribution requirement in case of loss of the entire established margin. However, the latter cannot be entirely ruled out since, for example, price gaps can occur after market opening and the market price tradable then represents an inferior condition than it would have been precisely on the trade-out level.**

#### ***Example of an automatic trade-out***

You have an account status of €10,000 and opt for the short position of the currency pair EUR/USD. Let us assume that the current buying rate/offer price for EUR/USD is 1.4848/1.4850. That means that you can buy 1 euro for \$1.4850 or sell 1 euro for \$1.4848. Your account status allows you a leverage effect of 1:200. You decide to sell 20 lots, meaning €2,000,000 for \$2,969,600. At a leverage of 1:200 your account status must be €10,000. Unfortunately, the EUR/USD increased by 50 pips, that is, to 1.4898/1.4900. Your position loses precisely €6,979.90 at this moment. This loss is almost 70% of required margin. If the EUR/USD falls by yet another pip, that is, to 1.4899/1.4901, your position is automatically closed at 1.4901. Your loss then is €7,113.60 and this reduces your account status to €2,886.40.

#### **Exposure:**

This tab shows in graphs and tables the composition of the account portfolio with respect to products invested in the (?). The left side lists all the portfolio products with information about volume, current prices in comparison to account currency as well as the equivalent in the account currency. The pie chart to the right shows the currencies in which short position investments have been made. You can switch the diagram to buy positions by clicking on Short Positions. In addition, short positions are shown by red bars in the bar diagram. Blue bars represent buy positions.



## Exposure

## History:

This lists all already **closed trades** and - in a conclusive summary – the profit or loss of the trades shown. You should know that the **period** for which trades are shown can vary so that only closed trades of the last month are shown. Open the context menu by right-clicking in the window and choose Last Month.

In addition, you can export the displayed **account statement**, i.e. save it as a report in a file. To do this, call up the context menu of History once again and choose Report and then the desired file type.

The default setting for the file type is \*.html. Changing to \*.xlsx for an Excel™ file is also be possible.

## Mailbox:

Check your mailbox regularly. As your account-holding broker ActivTrades will inform you about new contracts, things worth knowing about the trade or even improvements in ActivTrades.

## Calendar

The Calendar tab shows important economic figures. Using the flag at the beginning of each line it is easy to identify the country where the data comes from. Information about the importance of figures, periods, forecast and values is given in the preceding period. In the context menu you also have the option of adding events in the chart. The events are then marked with a small flag in the chart.



## Market

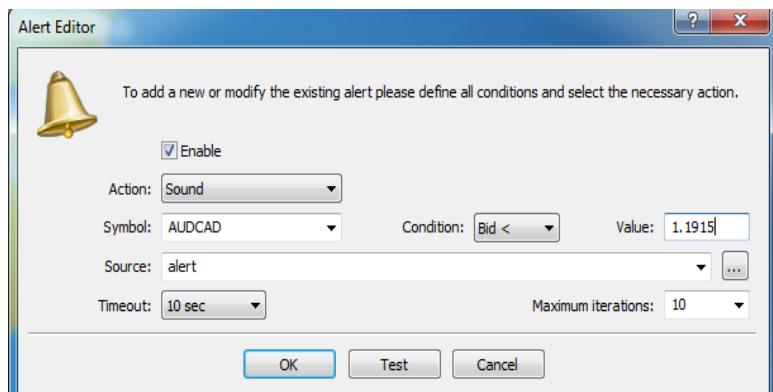
Here you can find information about additional indicators that are added to the MT5. Clicking on the Free tab displays all indicators that are free of charge. The Paid tab shows for-a-fee indicators.

## Alerts:

This function is useful if you wish to be alerted acoustically or by other actions such as an e-mail to your e-mail address, about market situations when an imaginary resistance zone is reached.

The selection of the Notification option leads to the sending of a push notification to a mobile device (Android or iPhone). A requirement for the receipt of notifications is the installation of the mobile app of MetaTrader for the respective device. You can also find there the unique terminal ID which you must save on your PC under Extras - Options - Notifications to be able to use the service. For additional information, please go to the MQL5 Web site:

[http://www.metatrader5.com/en/terminal/help/settings/settings\\_notifications](http://www.metatrader5.com/en/terminal/help/settings/settings_notifications)



*The Alert: editor*

The type of alert is selected under Action. This can sometimes be an executable file or an e-mail. Define the instrument and the conditions triggering the alert and the precise alert properties. If, for example, the sound 'alert' is selected, this is played for a maximum of 10 times at 10-second intervals, provided the buying rate of the EUR/USD pair always moves under the price 1.3568.

If you wish to be notified by e-mail, click on the button [...] beside the source and create a message. You enter the e-mail address itself in the options menu (Menu: Extras – Options). Ask your e-mail provider about the necessary details (e.g. SMTP server).

## **Code base**

This tab is found to the left and is used to obtain Expert Advisors. For every listed Expert Advisor information about the evaluation of other users as well as the publication date are also given in addition to a brief description. The EAs and other program components can be downloaded on the Web site or directly from the Code Base list in MetaTrader.

## **Signals:**

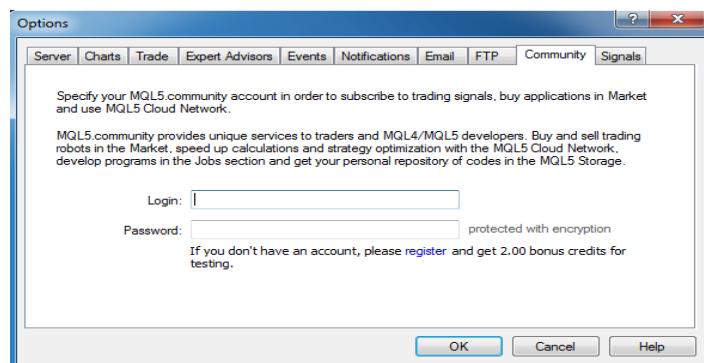
It is possible to receive signals from the MQL community. This concerns traders who publish their own trades and in whose trade you can automatically participate on your account without having to operate yourself. This MetaQuotes service also works on your ActivTrades account. The service is partly subject to fees and you usually pay a monthly flat rate to your trader through your MetaQuotes account.

To be able to receive this and to pay the fee in the form of credits, you must first register in the MQL5 community Web site.

The screenshot shows the registration page for the MQL5 community. At the top, there are links for 'Wall' and 'Docs'. Below that is a section titled 'Registration' with the following fields:

- Login:
- E-mail:
- Password:
- Confirm password:
- Verification code:  (with a placeholder 'Ab23')
- 

Then go back to your platform. There you will follow the path: Extras – Options – Community. You then enter the login data you received.

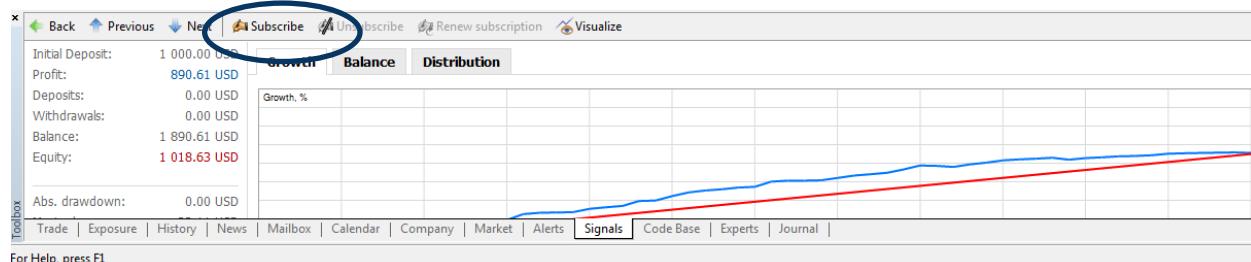


Afterwards you only need to select in the Terminal window the signal which interests you by double-clicking on the corresponding signal, then clicking on Subscribe, and finally OK. You can also go directly to <http://www.mql5.com/en/signals> to find and subscribe to signals.

The screenshot shows the ActivTrades trading terminal interface. At the top, there's a navigation bar with links like Trade, Exposure, History, News, Mailbox, Calendar, Company, Market, Alerts, Signals (which is circled in blue), Code Base, Experts, and Journal. Below the navigation bar is a table showing signal details, followed by a status bar at the bottom.

### Position of signals in the terminal

Have a look at the past performance of the portfolio. As a registered user you get a compilation of all trades done.

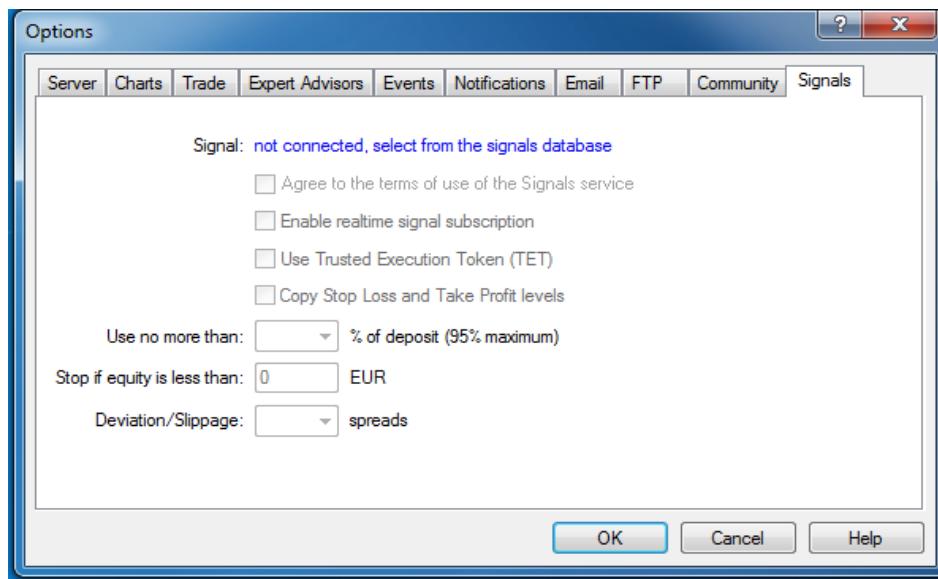


### Subscription to a signal on the MT4

The screenshot shows the MQL5 Trading Signals website. At the top, there's a navigation bar with links for Wall, Docs, Code Base, and Articles. Below the navigation bar, there's a section for 'Trading Signals' featuring a 'Screenshot NZDUSD^, D1 Demo' and a 'Visualize a Strat MetaTrader 5 T...' button. The main content area is titled 'Signals / MetaTrader 5 / Demo / Bombinhas Strategy H4'. It shows a 5-star rating, a '23.50 credits / month' price point (circled in red), and a 'Subscribe' button. To the right, there's information about the Trajecta Labs Trading Ecosystem, our goal, trading signals main design rules, web site, and expert advisors. A small note at the bottom states: 'Please note that we do not provide any financial advice or recommendations. Please take your own risk before making any investment decision.'

### Subscribe to signals on the MQL5 Web site

Finally you can somewhat control the signal trade, for example, by limiting the maximum account capital which may be supplied for foreign trading. Open the options menu under Extras – Options.



### Options menu Signals

Back Forward [www.mql5.com/en/signals/4134](http://www.mql5.com/en/signals/4134)

**MQL5 Trading Signals**

Wall Docs Code Base Articles

Screenshot NZDUSD^, D1 Demo Visualize a Strat MetaTrader 5 T1

**Signals / MetaTrader 5 / Demo / Bombinhos Strategy H8**

 23.00 credits / month <input style="border: 1px solid red;" type="button" value="Subscribe"/>	<b>Trajecta Labs Trading Ecosystem :::: A System of Trading Systems ::::</b> Our goal: build an innovative ecosystem where thousands of proprietary and new str Our trading signals main design rules: quest for the very best strategies for each str Our web site: <a href="http://trajectalabs.com">http://trajectalabs.com</a> About Trajecta Labs Trading Ecosystem EAs (Expert Advisors)
Growth: <b>9 723.94%</b> Initial Deposit: 10 000.00 USD Profit: 972 394.27 USD Deposits: 0.00 USD Withdrawals: 0.00 USD	<small>Current all time maximum and low loss. Current all time all time interval. All time for one day.</small>

### Data Window“

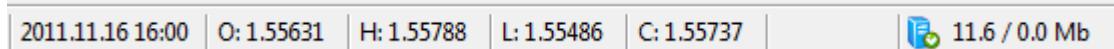
This window helps you display the most recent and historical price information and even the respective value of indicators of the currently selected chart.

Data Window	
<input checked="" type="checkbox"/> AUDNZD,H1	
Date	2013.06.13
Time	05:00
Open	1.19398
High	1.19424
Low	1.19381
Close	1.19411
Volume	0
Tick Volume	428
Spread	82
<input checked="" type="checkbox"/> Indicator window 1	
<input checked="" type="checkbox"/> Volumes	428
<input checked="" type="checkbox"/> Indicator window 2	
<input checked="" type="checkbox"/> ADX Wilder(14)	19.30
<input checked="" type="checkbox"/> +DI	21.57
<input checked="" type="checkbox"/> -DI	19.84

Data window

Open the context menu of the data window (right mouse button) and choose Last Data to display the historical and always the most current price data. This includes the date, time (in minute and hourly charts), the opening price, the highest and lowest price, the closing price and the respective volume, tick volume and spread. The display of this information can be varied in the context menu of the data window under Show.

Now if you drag the mouse over the chart, the respective historical price data is displayed, which you also have displayed in the status bar on the bottom edge of the platform:



Historical price data

## Strategy Tester window

The strategy tester is a useful tool which helps you test and optimize automated trading systems. The strategy tester in the MT5 was designed so that the test run can go even quicker than in the MT4. However, before you can use the strategy tester, you should know how your automated trading system – a so-called Expert Advisor (EA) – is designed and whether it was developed for a specific product and a specific periodicity. Just like scripts and indicators, an EA can also be created through the programming language MQL5. An appropriate MQL editor and compilation program are already available with the MT5 and can be called up with the F4 key.

An EA is not displayed in the MT5 before it has been copied to the corresponding program folder of the MT5 (...Programs\MetaTrader-ActivTrades\experts) and the MT5 restarted.

Open the strategy tester with the shortcut ***Ctrl+R***. The EA to be used and the instrument to be traded are then selected. If the Every Tick Signal setting is chosen under Model, then the historical trade takes place just like in the actual application by the utilization of every tick which must be simulated by MT4. However, this can – especially in optimization runs – mean a long analytical time so that one would have to switch to the next approximate setting if necessary.



### Strategy Tester

The Date limits the time period to be analyzed. With Visualization you can track the events live on the chart track, with a new window opening as you do this. If all settings were made, the analysis mode is started or even stopped with the Start button.

If the EA generates buy or sell signals, you can track the development of the portfolio and the positions held on an ongoing basis under the following tabs: Results and Diagram.



### Diagram

If the EA has one or more parameters that can be changed manually – in the example of the MACD sample below, this is a size for the take profit which is communicated to the EA when profit should be realized – the effect can be tested once again in a new analytical run. Choose the desired parameter by placing a checkmark in the respective box under the Inputs tab to make the parameter changes allowed by the program code.

Variable	Value	Start	Step	Stop	Steps
Inp_Signal_MACD_PeriodFast	12	12	1	120	
Inp_Signal_MACD_PeriodSlow	24	24	1	440	
Inp_Signal_MACD_PeriodSignal	9	9	1	90	
<input checked="" type="checkbox"/> Inp_Signal_MACD_TakeProfit	50	50	1	500	451
Inp_Signal_MACD_StopLoss	20	20	1	200	

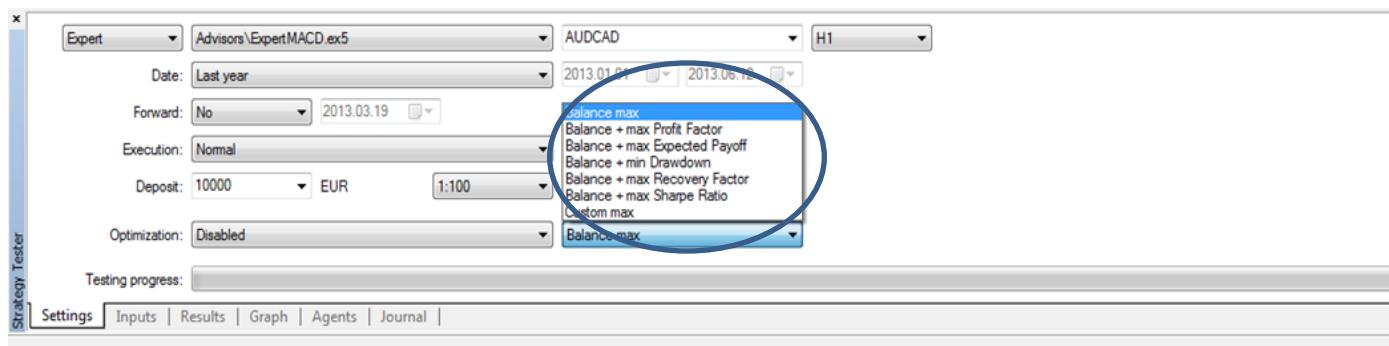
### MACD Sample Take Profit

Of course you can also let the platform itself find the optimal parameter combination in the back calculation. Proceed as follows: In the Settings window under Optimization choose the **target size** on which the EA optimization should be based. The presetting is naturally the balance, that is, the final account status.

Then go to the Inputs tab. Just like above you get an overview of the **parameters** of the EA. Now tick the boxes of all the parameters which should vary in the analysis. Under Start define the one extreme value and under Stop the other extreme value, and in the Step column the respective distance of the new value from the one previously considered.

So in the example above five independent historical test runs are made, with the setting for the Take Profit of the EA having the values 50, 55, 60, 65 and 70. Several parameters can be varied simultaneously but this greatly increases calculation time.

Furthermore, if you have considered specific **limits** which you would like to keep, go to the Setting tab for optimization. The parameters of the EA are found under optimization as much as possible so that this setting must be adhered to.



MACD Sample "Balance Max."

The Strategy Tester also allows forward testing, the repeated running of the best optimization on the rest of the time period. To carry out a forward test, go to Forward and click on the Settings tab, then select the part of the entire test period which should be used for the forward test. It is always the last section of the entire test period that is used for the forward test, for example, if 01.03.2013 – 26.03.2013 is set as the test period and ¼ is selected in Forward, the section 19.03.2013 – 26.03.2013 is used for the forward test.

## 4. Before you begin trading

- ▶ Make use of the possibility of thoroughly testing the platform and especially order placement on a demo account since you will use the same platform for live trading.
- ▶ Make sure that your Internet connection is stable and that you are actually connected to the ActivTrades price server (see display of connection data) or that you might have another computer available to manage open positions. In case of an emergency keep the number of our customer service ready as it can close orders for you. You can reach us at trading times (Sunday, 22:00 GMT – Friday 22:00 GMT at the telephone number: **+44 (0) 207 680 7303**).
- ▶ Set up your platform individually so that you have quick access to the functions and products that are most important for you. If necessary, generate your own product lists, a list of favorite indicators, templates and customized menu bar.  
*Integrate in advance further indicators and EAs in the Navigator window.*
- ▶ Know that a trailing stop or an EA only works if you log into your account. Pending orders and stop prices or take profits, on the other hand, are executed if you have established these once for a position even if you are not connected to the ActivTrades server at the time when the triggering condition is met.
- ▶ Familiarize yourself with the conditions for placing orders of products that interest you. First of all, you can find these on our Web site, and secondly in the Symbols submenu of the Market Watch window. It is somewhat important to know how high the margin is, how high the margin is when hedging, how high the spread is, how big the distance should be between price and order limit and how high the pip value of an instrument is.
- ▶ If you are trading CFDs, you should always consider the due date of the products and promptly enter the following contract if the old contract expires but you want to remain committed. You can find information about the expiration dates of contracts on our Web site.
- ▶ Take note that it can lead to the most extreme case involving the loss of capital invested and more and there will be an obligation to pay in new capital into the account if the balance on the account is negative.
- ▶ Familiarize yourself with information about the margin of your account in the Terminal window and understand when it can lead to an automatic trade-out of your positions.  
*Read about the example of automatic trade-out above or on our Web site.*

You can find information about the conditions of our Forex products here:

[http://www.activtrades.co.uk/index.aspx?page=forex\\_specs](http://www.activtrades.co.uk/index.aspx?page=forex_specs)

You can find information about our CFDs here:

[http://www.activtrades.co.uk/index.aspx?page=cfds\\_indices](http://www.activtrades.co.uk/index.aspx?page=cfds_indices)

[http://www.activtrades.co.uk/index.aspx?page=cfds\\_metals](http://www.activtrades.co.uk/index.aspx?page=cfds_metals)

[http://www.activtrades.co.uk/index.aspx?page=cfds\\_azionari](http://www.activtrades.co.uk/index.aspx?page=cfds_azionari)

## 5. Order placement and order management

### The different order types when buying

- ▶ Always think that when buying any buy order, that is, a bet on rising prices, is executed at the respective ask price (offer price), and a sell order, that is, a bet on falling prices, is executed at the respective bid price. When closing a position it is the corresponding other price. Thus in any position, in addition to the price change, a spread, that is, the difference between offer price and buying rate, will have an effect.
- ▶ Please note that hedging is no longer possible in MetaTrader5. This means that by placing a buy order, an existing sell position with the same quantities in the same product as the buy order is canceled (closed) and, unlike in MetaTrader 4, an additional buy position is opened.

### Market execution

If one such type of order is placed, the broker will execute the order at the next available price. However, in volatile markets this can sometimes deviate from the price at the moment the order is placed. During market execution the order is executed directly at the prevailing market price and you agree to this price beforehand.

During market execution there are 2 rules for order fulfillment:

1. All/none: This option causes a contract to be executed only with the indicated volume. If the necessary quantity of the selected contract is not available in the market, the contract is not executed. However, the necessary volume can be fulfilled by several quoted prices in the market at the time of execution.
2. All/partial: In this option the broker undertakes to execute the contract with the maximum available volume in the market for the given volume. If the contract is incompletely filled, the available volume is used for execution and the remaining volume is canceled.

### Pending order

The so-called pending order is a class of order where the order is executed at the next best price only when a certain condition is met. This includes:

- Buy Stop

This is a buy order. However, it is executed only if the price exceeds a price threshold above the current price.



The buy stop is shown graphically

- **Buy Limit**

This is a buy order. However, it is executed only if the price falls below a price threshold under the current price.



- **Sell Stop**

This is a sell order. However, it is executed only if the price falls below a price threshold under the current price.

- **Sell Limit**

This is a sell order. However, it is executed only if the price exceeds a price threshold above the current price.

- **Buy Stop limit**

This is a buy limit order. This is placed only if the ask price reaches or exceeds a specified price threshold above the current price. As soon as this stop price is reached, a buy-limit type pending order is placed.

- **Sell Stop limit**

This is a sell limit order. This is placed only if the bid price reaches or exceeds a specified price threshold below the current price. As soon as this stop price is reached, a sell-limit type pending order is placed.



*The sell limit shown graphically*

In each of these order types it should be noted that there is a **minimum distance** between the prevailing price and the price threshold of the pending order. If this minimum distance is not maintained, then the order acceptance is refused. As described above, the current price is the ask price or even the bid price, depending on the type of order. You can see how large the minimum distance must be in the Symbols menu (see Chapter "The Market Watch Window").

### **Stop loss**

Stop loss and take profit are order additions which determine when a position should be closed again. In specific order types these can already be entered in the order screen when buying, which is why they are mentioned here as well.

As needed both order additions, however, can also be given or modified for already existing positions.

A stop loss is a price threshold at which an open position should be closed and it serves to limit losses. In a long position the price threshold lies under the current price, and above in a short position.

## Take profit

This is the counterpart of the stop loss. The price threshold in a long position lies above the current price, and under in a short position. Thus given a "favorable" price movement profits can be credited to the account status by closing the position.

## Order placement

There are several convenient ways of placing a new order. You can choose here between one-click trading or order placement via the Order window. Choose the method that is fastest to execute for you and is the safest to handle.

### One-click trading

Through the Trade tab in the Market Watch window you can place orders for immediate execution with only one click.



The current bid price and ask price (with the most important positions for the trade highlighted after the comma), as well as the lowest price, highest price, the current spread and the current swap price for Forex products are displayed for all products available for trade. You can adjust the desired volume through the two arrow keys. Alternatively the volume can also be directly entered.

If the Sell and Buy fields are blue, the displayed price is higher in comparison to the previously quoted price (previous tick). If the Sell and Buy fields are red, the displayed price is lower in comparison to the previous tick.

Simply by clicking once on the sell field an order is placed at the displayed sell price. A simple click on the Buy field places a buy order at the displayed buy price.

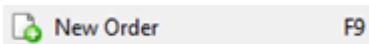
- ▶ ***Please note that you will not get this order summarized once again or otherwise confirmed before the order is placed. Make sure you that you would like to place this order before you click on the Sell or Buy field.***

The order appears afterwards in the Tool List window, under the Trade tab, if the order has opened a new position. All one-click orders can be viewed in the History tab.

## Trading via the Order window

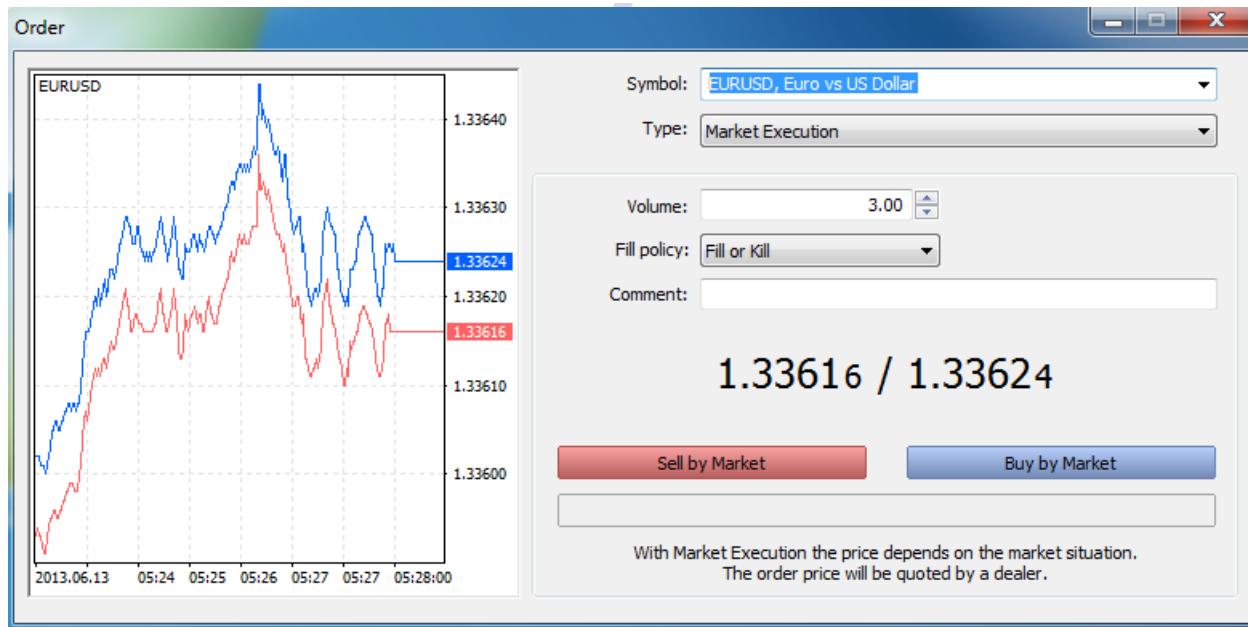
The Order window can be opened in the following ways:

1. Via the New Order icon in the menu bar:



2. Pressing the F9 key
3. Double-clicking on an instrument in the Market Watch window
4. Via the menu item Extras – New Order
5. Via the context menu of the chart window: Choose Trading – New Order
6. Proceed as described in 5. Instead of New Order, choose "Buy Limit at..." or "Sell Stop at...". The order window now opens with the presetting for a pending order.
7. Via the context menu of the desired product in the Trade
8. tab in the Market Watch window

The **Order window** then opens. Usually the last traded volume is preset here and the icon which was selected when Order window was opened from the Chart or the Market Watch window.



*Order window*

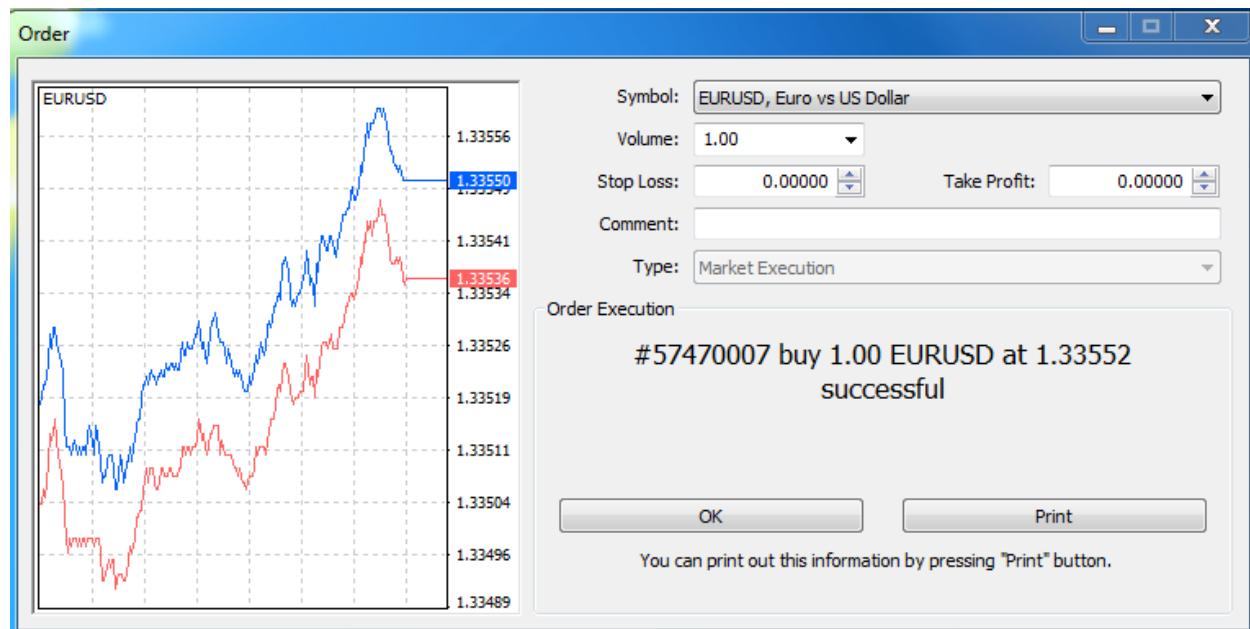
You can accelerate the order placement depending on your own preferences by **presetting** the offered selection in the order screen such as volume and symbol according to your specifications.

To do this, click on Extras and choose the Trade tab, then make your selection.

- **The volume entry '0.01' is designated "microlot", while the volume entry '0.1' is designated "minilot".**

Every field in the order screen, apart from the type of order and the symbol, can be manipulated not only through the selection list by clicking on the arrows on the right field edge but also through manual entry. Do this when it comes to volume.

If all entries are made or changed, you take a short position using the Sell button and a long position using the Buy button. In case of successful order execution, a message then appears about the position opened.



Order window - execution confirmation

In a **pending order** the order entry screen changes little. You have the additional checkboxes of Type, Price and Expiry where you enter the type of pending order, the limit or stop price of the pending order (see explanations in the chapter "The Different Order Types when Buying") and, as needed, a date when the latent order should automatically be deleted if it is not executed.



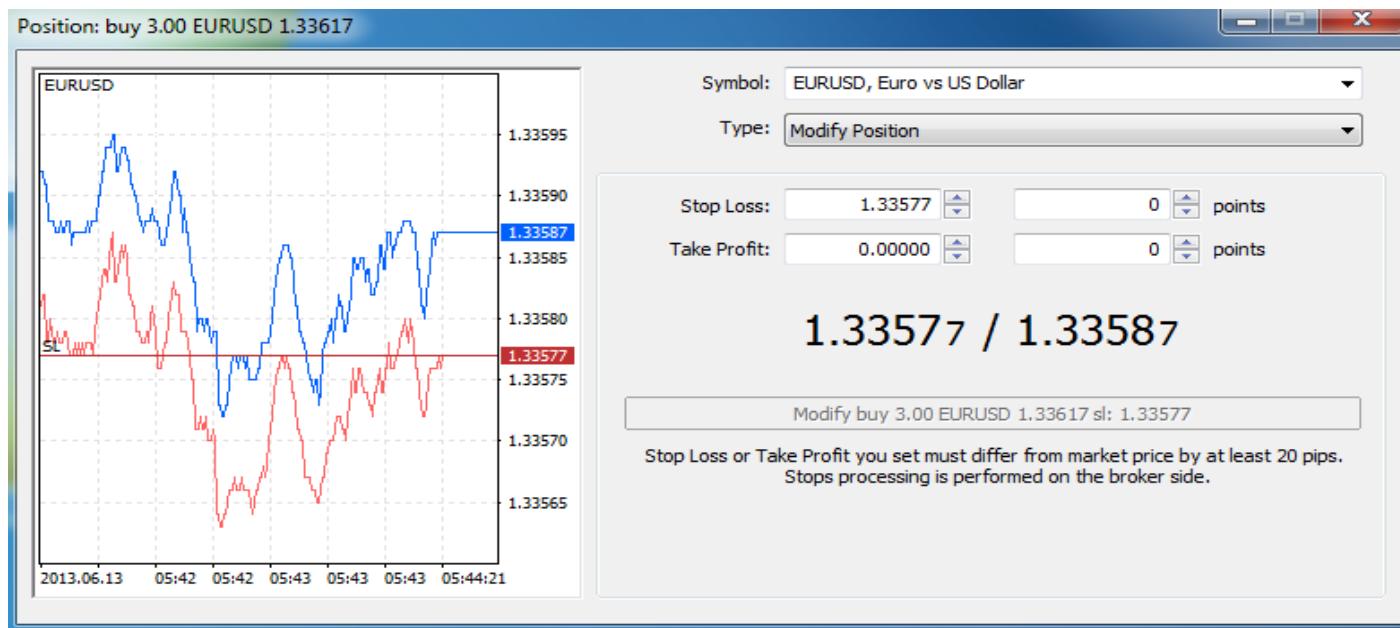
Order window - pending order

The order is subsequently handed in using the Place button. Once the order is accepted, you receive a confirmation message again. The latent order is now located in the Tool List window, Trade tab, under your account status.

## Changing an existing order

When you modify an existing order, your purpose is to set up or modify the conditions for the automatic closing of an open position or a pending order, and subsequently to modify the conditions for the triggering of a pending order. The order screen for the change is opened only from the Tool List window, under the Trade tab, and by going to the context menu (right-click on the order to be modified), and clicking on Modify or Delete or double-clicking in the corresponding Stop Loss or Take Profit line. Alternatively the level of an existing pending order can be modified directly in the chart.

The following diagram shows the order screen for modifying open position No. 657611. You should be aware that the type of order is Modify Order and only the fields needed for this purpose are activated. Even if a **stop loss** or **take profit** were not yet attached to an order, this is assumed in the entry screen.



*Order window - modify order*

There are three ways of setting up stop loss or take profit. Firstly, the desired price can be entered directly in the price box. Secondly, the arrows beside these boxes can be used.

Thirdly, just like in the entry screen for buying, the price can be established through direct input in the Stop Loss and Take Profit boxes. A value of 0.0 in one or both of these boxes means that there is no value set or an existing take profit or stop loss is deleted.

To change the price of an existing pending order in the chart, you can find the chart label of the order to be changed in the chart window. Click on the line, keep the mouse button pressed and drag the label to the desired new price. The order screen then opens again for changing orders, and through this screen you must confirm the price change.



Once the input is complete, the order is finally modified via the Change button, where both price thresholds can also be simultaneously changed.

Just like the input for pending orders when buying, the requirement for successful order acceptance when modifying an order is correct order placement and compliance with the **minimum distance** to the prevailing price.

A feature of order specifications is the so-called **trailing stop**.

### **Trailing stop**

Trailing stop refers to the **automatic adjustment of a stop loss**.

However, the adjustment is made only in one direction. The direction is reversed in long and short positions.

In long positions the adjustment is made in case of rising prices, in short positions the adjustment is made only in case of falling prices.

If the price moves in the opposite direction, then no adjustment is made. The result is that the stop loss never falls below a maximum distance to the current price.

The maximum distance is simultaneously the minimum distance before it ever comes to an adjustment of the stop. It is established when a trailing stop is set.

It is important to keep in mind that the trailing stop mechanism is deactivated – that is, an adjustment of the stop loss no longer occurs – after you log out of the account or the connection to the server is interrupted. The last successful stop price remains unchanged.

The trailing stop does not automatically and immediately set a stop loss in the defined distance to the current price. In spite of an activated trailing stop, your position for the time being exists without stop loss.

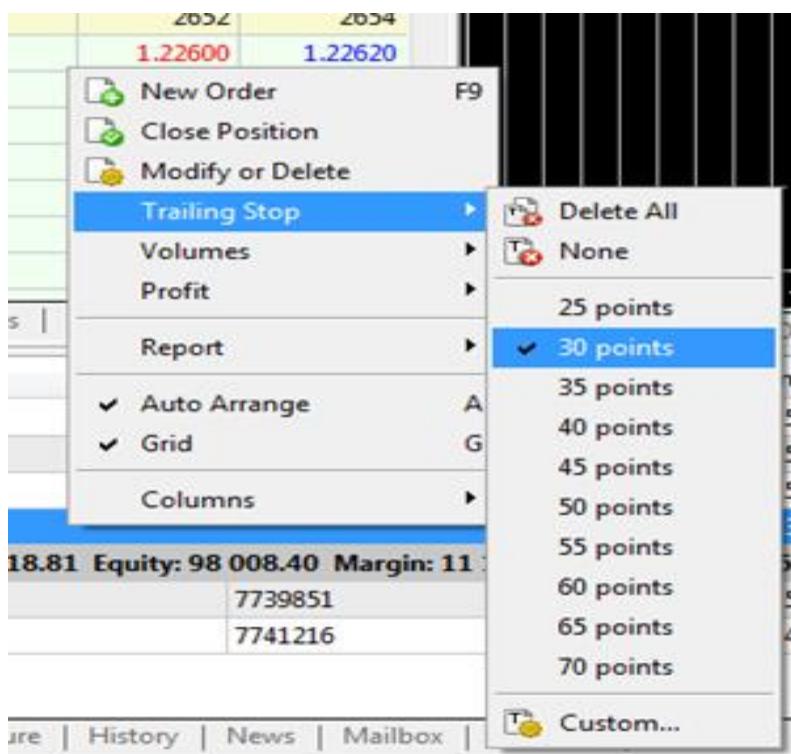
The trailing stop comes into play only if the price moves in the direction favorable to the position by the minimum distance set for the trailing stop.

Therefore, always set a stop loss first and only afterwards a trailing stop.

A trailing stop can be attached to an existing order by right-clicking on the order and selecting Trailing Stop in the menu that appears.

You then have the choice between 10 preset values for the maximum distance.

After choosing one of these values, the trailing stop is accepted.

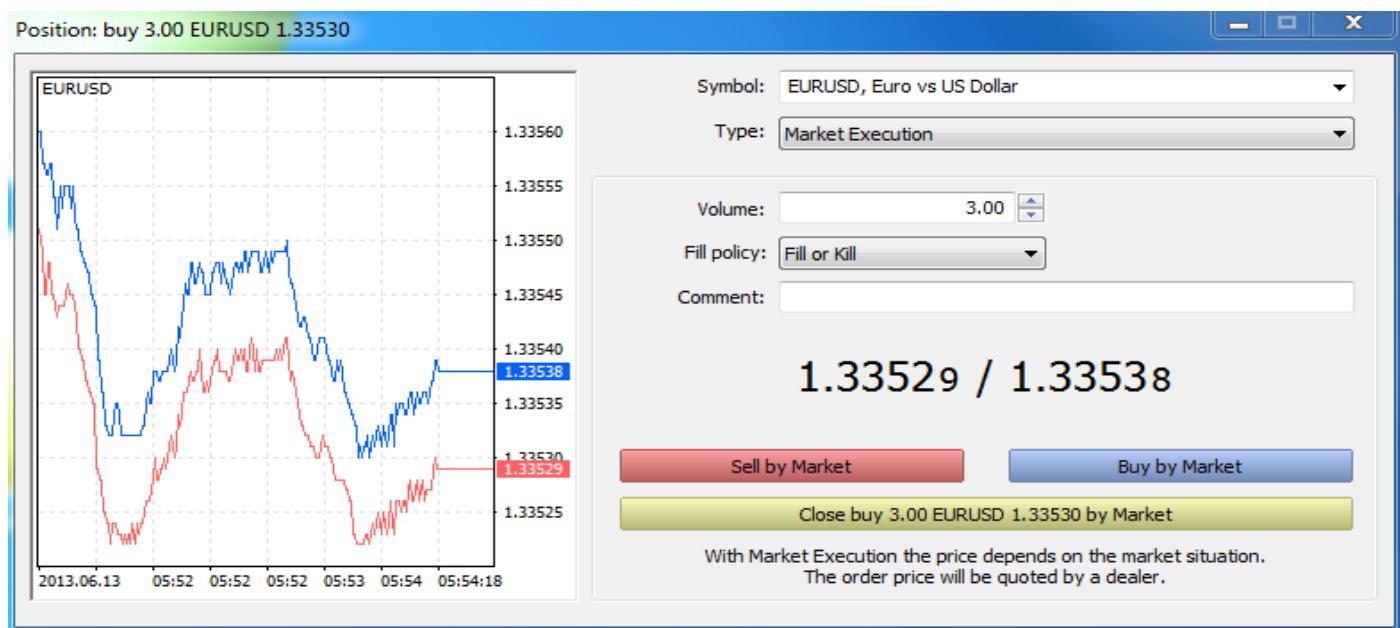


### *Trailing stop*

It is also possible to define another value through Custom (see image). Values less than 15, however, are not allowed. Choosing None deletes the trailing stop for the selected order, while Delete All deletes the trailing stop for all orders. After deleting the trailing stop, the last shown stop price remains unchanged.

## Closing open positions

The order screen for closing an open position is opened from the Tool List window, through the Trade tab, by double-clicking on the order number of the position to be closed or clicking on Close Position in the context menu (right-click on the order to be closed).



Order window - close order

The closing is then completed through a yellow button. Should you click on Buy or Sell instead, the position might be closed or minimized/expanded depending on the direction (sell or buy) of the position to be closed.

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The following types of order can be selected by the trader:

### **Stop loss and take profit**

These are criteria for the automatic trigger of a sell order. As described above, the criteria can be established for a new or existing position.

### **Market execution**

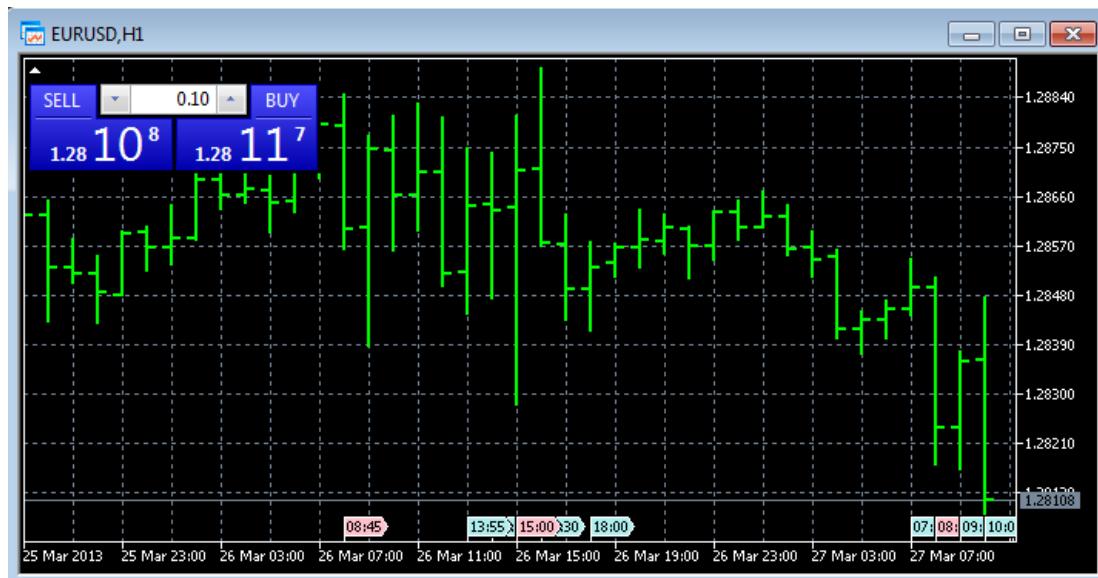
This is nothing other than market execution when buying with the difference that the existing position is sold at the next executable price.

The order is handed in through the order screen for closing and completed by clicking on the yellow button.

However, if you do not click on the yellow button but on Buy or Sell, then the order entry just like when buying (see above) is treated like a new order, and the existing position is modified.

### **One-click trading in the chart window**

The one-click trading function allows you to place an order directly in the chart with one click. To show or hide this function, you have different possibilities. 1. Click on the icon in the upper left corner of the chart. 2. Right-click in the chart, then select one-click trading.



### **Displaying trading activities in the chart**

As soon as an order is placed, this can be shown directly in the chart. A buy order is shown by a blue arrow, a sell order by a red arrow. The arrows can be removed via the Charts menu in the menu bar: Chart – Objects - Delete All Arrows.



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### Closing an order with one click

Open positions can also be closed with one click in the Trading terminal. To do this, click on the red "x" of the corresponding open order in the Profit column in the Tool List window.

Symbol	Order	Time	Type	Volume	Price	S / L	T / P	Price	Profit
audnzd		2013.06.13 05:57	buy	0.05	1.19422	0.00000	0.00000	1.19354	-2.02 X
chfjpy		2013.06.13 05:57	buy	0.05	103.314	0.000	0.000	103.310	-0.16 X
eurusd		2013.06.13 05:57	buy	0.05	1.33508	0.00000	0.00000	1.33538	1.12 X
<b>Balance: 97 448.46 Equity: 97 447.40 Margin: 166.94 Free Margin: 97 280.46 Margin Level: 58 372.71 %</b>									

Trade Exposure History News Mailbox Calendar Company Market Alerts Signals Code Base Experts Journal

## 6. Template and profiles

**Templates** consist of indicators, objects and chart settings which can be saved and transferred to the chart of another contract.

You have access to these templates when you call up the context menu of the Chart window or go to Charts – Template in the menu bar.

- ▶ ***Important: The Remove Template command does not the cause the removal of the template from the chart but the actual removal of the template by your computer.***

As a matter of fact, a template cannot be removed entirely from a chart but is completely replaced by a new template that you load.

**Profiles** are created and retrieved via the Profiles command under File.

However, in contrast to templates, profiles control not only the appearance of a given chart but, with one click, the representation and displayed number of chart windows and the depicted contracts as well.

If, for example, during the day you prefer to trade Eurostoxx50, SMI20 and the currency pair EURCHF, and are working with two simultaneously displayed chart windows, with all the analytical instruments you have already integrated, but you then switch to USDJPY and USDCAD (with other indicators that are important to you), then it is best for you to create two respectively different profiles to be able to do a quick start.

Templates and profiles are not linked to an account but only to the platform. However, if you would like to transfer to the platform of another computer or a new installation, simply copy the corresponding file between the respective installation folders (...MetaTrader-ActivTrades\profiles, ...MetaTrader-ActivTrades\profiles\templates).

## 7. Important basic settings – Options menu

You have access to the Options menu through the menu bar under "Extras".

What would I like to do?	I have to make this setting
<b>I would like to create a new password or investor password</b>	Server tab, "Change" button Enter the old password once and the new password twice. If necessary, check the "Change investor (read only) password" box beforehand if you would like to change it.
<b>I would like the last setting of the MT5 user interface and account information to remain at startup</b>	Server tab. The "Keep personal settings and data at startup" box must be checked
<b>I would like to facilitate the selection of objects such as trendlines in the chart image</b>	Use the options under the Objects tab. Magnet Sensitivity, for example, defines the value of how much you have to be far with the mouse pointer to select an object.
<b>I would like the setting to always be the same when opening the order screen</b>	"Trade" tab To obtain a never changing presetting, check By Default box and enter a value in the adjacent field.
<b>I would like to be warned about specific events or I would like my computer to execute an action automatically</b>	Events tab: In the left column you can switch event notifications on or off separately. In the right column you assign an action to the event. By selecting the path, you can start, apart from acoustic signals, any other executable file such as an MT5 script.

## 8. Help and support

Please do not hesitate to contact us should you need support and have further questions about MetaTrader 5 or account management in ActivTrades.

**Web site:** [www.activtrades.com](http://www.activtrades.com)

► You can chat with us live through the *Live Chat link*

**Telephone number (general support):** +44 (0) 207 680 7303

**Fax:** +44 (0)207 680 7301

**Address:** ActivTrades PLC  
1 Thomas More Square  
London E1W 1YN, UK

**Web site of the software developers and forums for the MQL5 programming language:**

<http://www.metaquotes.net/>

<http://www.mql5.com/en>

## APPENDIX

### I. Frequent problems and solutions

Problem description	Cause	What can I do?
<b>a) I do not my account status and positions or the prices are not updated</b>	<ul style="list-style-type: none"> <li>- You have not successfully logged into the account – Invalid Account, General Error or No Connection appears in the status bar</li> </ul>	<p>Go to File → Login once again.</p> <p>Enter your account number as your login.</p> <p>Enter the corresponding password, pay attention to upper and lower case.</p> <p>Choose ActivTrades-Server during selection or enter our IP in the Server box: 83.138.157.230:443</p>
<b>b) "Wait for Update" appears in the chart display</b>	<ul style="list-style-type: none"> <li>- The requested contract is not available for your type of account</li> <li>- You are not connected to our server</li> </ul>	<p>Update the display in the Market Watch window and choose an alternative product.</p> <p>See a)</p>
<b>c) I cannot place any order for specific CFDs</b>	<ul style="list-style-type: none"> <li>- The contract is no longer available for trading, or is not yet traded</li> </ul>	<p>Pay attention to the due date of CFDs. Update the display in the Market Watch window and choose an alternative product.</p>
<b>d) I do not get any historical prices for my CFD or prices are no longer set</b>	<ul style="list-style-type: none"> <li>- The prices are set only for the current contract, not for the preceding one.</li> <li>- A CFD was already due</li> </ul>	<p>Pay attention to the due date of CFDs. Update the display in the Market Watch window and choose an alternative product.</p>
<b>e) I do not see my closed order</b>	<ul style="list-style-type: none"> <li>- Only the most recent account history is displayed in the Tool List window under History</li> </ul>	<p>In the context menu (right-click in the Tool List window, History tab) choose Complete History</p>
<b>f) My order is not accepted. I have a pending order or an order with stop loss or take profit.</b>	<ul style="list-style-type: none"> <li>- The minimum distance between the current price and the stop or limit price was not reached</li> </ul>	<p>During order placement make sure that you set the limit and stop prices on the right side of the current market price and comply with the required minimum distance. You can see how large the minimum distance must be on our Web site or in the Symbols menu (see Chapter "The Market Watch Window")</p>

**g) My EA is not trading**

- The EA was loaded but automatic trading was not enabled

In the Options menu, choose the Expert Advisors tab. Check the boxes "Enable Expert Advisors" and "Allow live trading". These settings can also be made individually: in the chart image double-click on the smiley shown beside EA character. In the Options menu that appears, go to the General tab and check the "Allow live trading" box.

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## II. MetaTrader5 overview

The screenshot displays the MetaTrader 5 interface with several windows open:

- Top Bar:** Shows the title "108901 - ActivTrades - Demo-Konto - Ge30Dec11.H1", date "Dienstag, 08.11.2011", time "05:43:38", and menu items like "Enfügen", "Charts", "Estras", "Fenster", "Hilfe".
- Order Book:** Shows the current market depth for EUR/GBP, with bids and asks from various brokers.
- Chart 1 (EUR/GBP H1):** A candlestick chart for the EUR/GBP pair on a 1-hour timeframe. It includes a moving average indicator (MACD) and a red trend line. Number 1 is placed near the top of a green candle.
- Chart 2 (USD/KRW H1):** A candlestick chart for USD/KRW on a 1-hour timeframe. Number 2 is placed near the top of a green candle.
- Chart 3 (EUR/USD H1):** A candlestick chart for EUR/USD on a 1-hour timeframe. Number 3 is placed near the bottom of a red candle.
- Chart 4 (EUR/CHF H1):** A candlestick chart for EUR/CHF on a 1-hour timeframe. Number 4 is placed near the top of a green candle.
- Chart 5 (EUR/GBP H1):** A candlestick chart for EUR/GBP on a 1-hour timeframe. Number 5 is placed near the top of a green candle.
- Chart 6 (EUR/USD H1):** A candlestick chart for EUR/USD on a 1-hour timeframe. Number 6 is placed near the top of a green candle.
- Indicator List:** A sidebar titled "Tendenz" (Trend) listing various technical indicators such as Adaptive Moving Average, Average Directional Movin, Bollinger Bands, Double Exponential Movin, Envelopes, Fractal Adaptive Moving Av, Ichimoku Kinko Hyo, Moving Average, Parabolic SAR, Standard Deviation, Triple Exponential Moving, Variable Index Dynamic Av, Volumen, and Accumulation/Distribution.
- Trade History:** A table showing trade history with columns: Order, Zeit (Time), Typ (Type), Volumen (Volume), Preis (Price), S/L (Stop Loss), T/P (Take Profit), Swap, and Profit.
- Bottom Status Bar:** Shows account information: "Wertzuflüsse 7736.23", "Equity: 8 008.38", "Margin: 4 382.01", "Margin Stand: 220.84 %", and "Trade Exposure | Historie | Neuigkeiten | Mail | Gländer | Market | Alarme | Code Base | Experten | Journal".

### III. MetaTrader5 overview - Legend

Below is an overview of the windows and menu bars described in previous chapters.

- 1 MetaTrader5 menu bar
  - 2 Market Watch window
  - 3 Navigator window
  - 4 Chart window
  - 5 Chart window settings "Graphics"
  - 6 Chart window settings "Periodicity"
  - 7 Chart window settings "Zoom" and "Indicators"
  - 8 Tool list
  - 9 Connection status display
- 
- 1 Open positions/open orders
  - 2 Switching over to *History, Messages, Alerts, Mailbox and Journal, etc.*
  - 3 Volume display (chart window)
  - 4 MACD indicator window (chart window)

#### IV. Overview of useful keyboard shortcuts

##### Keyboard shortcuts in the Chart window

Shortcut	Description
←	Scrolling http://www.metatrader5.com/en/terminal/help/charts chart to the left.
→	Scrolling chart to the right.
↑	Quick chart scrolling to the left; in case of <u>fixed scale</u> — chart scrolling upwards.
↓	Quick chart scrolling to the right; in case of <u>fixed scale</u> — chart scrolling downwards.
Image ↑	Quick chart scrolling to the left.
Image ↓	Quick chart scrolling to the right.
Item 1	Moves chart to the start point.
End	Moves chart to the end point.
"_"	Zoom out from the chart.
"+"	Zoom into the chart.
Delete	Deletes all graphical objects.
Back	Deletes the previously added object.
Enter	Open/close the quick callup window in the left bottom corner of the Chart window.

##### Keyboard shortcuts for work in charts, independent of the active window

Shortcut	Description
F2	Opens the MQL5 code base of the <u>MQL5.community</u> for download purposes.
F7	Opens the window with the properties of an EA that was added in the chart window in order to change its settings.
F8	Opens the Chart Properties window.
F12	Moves the chart by one bar to the left.
Shift+F12	Moves the chart by one bar to the right.
Shift+F5	Switches to the previous profile.

<b>Alt+1</b>	Shows chart as bar chart.
<b>Alt+2</b>	Shows chart as candlestick chart.
<b>Alt+3</b>	Shows chart as line chart.
<b>Alt+W</b>	Opens the window for managing the open chart.
<b>Alt+Back or Ctrl+Z</b>	Cancels object deletion.
<b>Ctrl+A</b>	Changes the height of all Indicators windows to the default setting.
<b>Ctrl+B</b>	Opens the Objects window.
<b>Ctrl+F</b>	Opens Cross-hair
<b>Ctrl+G</b>	Displays/hides the grid lines.
<b>Ctrl+H</b>	Displays/hides the OHLC lines.
<b>Ctrl+I</b>	Opens the Indicators window.
<b>Ctrl+L</b>	Displays/hides the volume.
<b>Ctrl+P</b>	Prints chart.
<b>Ctrl+S</b>	Save chart as a CSV, PRN or HTM file.
<b>Ctrl+W or Ctrl+F4</b>	Closes the current chart window.
<b>Ctrl+Y</b>	Displays/hides the period divider.
<b>Ctrl+F5</b>	Switches to the next profile.
<b>Ctrl+F6</b>	Activates the previous chart window.
<b>Ctrl+Shift+F6</b>	Activates the next chart window.

## Keyboard shortcuts in the Market Watch window

Shortcut	Description
F9	Opens the order window.
Tab key	Switches between the tabs Symbols, Trade and Ticks.
A	Sorts the lines in the Symbols tab alphabetically.
G	Displays/hides the table frame.

## Keyboard shortcuts in the Navigator window

Shortcut	Description
Enter	Depending on the respective section: Authorizes the use of a selected account, opens a selected Expert Advisor, user indicator or script in the MetaEditor.
Insert	Opens a new account if the Account section was selected or a specific Trade server.
Delete	Deletes the selected account, Expert Advisor, user indicator or script.
G	Displays/hides the table frame in the Favorites tab.

## Keyboard shortcuts in the Data window

Shortcut	Description
Ctrl+C	Copies information to the clipboard for use in other programs.
A	Switches the automatic size setting of columns on/off.
G	Displays/hides the table frame.

## Keyboard shortcuts in the Toolbox window

Shortcut	Description
F9	Opens the order window.
Enter	Shows selected messages, e-mails, or changes a selected alert – depending on the selected tab.
Insert	Creates a new e-mail or alert - depending on the selected tab.
Delete	Deletes an e-mail or alert - depending on the selected tab.
C	Copies the selected journal line of the Terminal or Expert Advisor to the clipboard.
D	Downloads the selected program in the Code Base tab.
R	Displays/hides the column of message categories.
A	Switches the automatic size setting of columns on/off.
G	Displays/hides the table frame.

## General commands in MetaTrader 5

Shortcut	Description
Esc	Closes all dialog windows.
F1	Opens the manual (English)
F3	Opens the "Global Variable" window
F4	Starts the MetaEditor.
F6	Opens the Tester window to test an Expert Advisor in the Chart window
F9	Opens the order window.
F10	Opens the "Popup Prices" window.
F11	Switches the full screen mode on/off.
Alt+A	Copies all EA test and optimization results into the clipboard.
Alt+F4	Closes MT5.
Ctrl+C or Ctrl+Insert	Copies into the clipboard.
Ctrl+D	Opens/closes the "Data window".

<b>Ctrl+E</b>	Allows/forbids the use of Expert Advisors.
<b>Ctrl+M</b>	Opens/closes the "Market Watch" window
<b>Ctrl+N</b>	Opens/closes the "Navigator" window.
<b>Ctrl+O</b>	Opens the "Options" window.
<b>Ctrl+R</b>	Opens/closes the "Tester" window.
<b>Ctrl+T</b>	Opens/closes the "Toolbox" window.
<b>Ctrl+F9</b>	Opens the Trade tab in the Toolbox window and switches control to this tab. Trading activities can then be managed via the keyboard.

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