Frequently Asked Questions

You can easily **search for a word in the FAQ** list by going to "**Edit**" at the top of this browser window and select "**Find**" or just use "**Control + F**" to open the Find option at the bottom of this window. Type in a word and it will find that word in the FAQ.

Upgrading to a new version of TradeMaven

How do I upgrade to a new version of TradeMaven?

1. **Logoff TradeMaven**. *Never remove TradeMaven from Control Panel if you are logged onto TradeMaven.*
2. Go to your **Control Panel** from your Start Menu or your Control Panel icon.
3. Double click "**Add/Remove Programs**"
4. Scroll down and select "TradeMaven"
5. Click "**Remove**" and say "**Yes**" that you are sure you want to remove TM
   Note: This will not remove your saved Layouts, Profiles, Accounts etc.
6. After TM is removed and you can no longer see TM in the list of programs close the Control Panel window
7. Go to www.tmdownloads.com and save the new version of TM to your desktop.
8. Click on the trademavenx.x.x icon and follow the installation instructions
9. You must say "yes" to the user agreement
10. After TradeMaven is installed and you see the TradeMaven icon on your desktop double click TM to logon to TM.
11. Remember to select a saved Layout from the Layout drop down menu or you will have to enter your user name and password for Pats in the Pats Option window that will open automatically if you logon to TM without a saved Layout selected.

For more information on installing a new version of TM please refer to "**Upgrading TradeMaven to a new version**" in the Standard Version Manual:
http://www.tmdownloads.com/pdf/Standardversion.pdf

There is also a video detailing how to download and install a new version of TM in the "Getting Started with TradeMaven" videos series:
http://www.tmdownloads.com/GSTMVideos/GSTM.html

Why does the Pats Option window open with no username and password after I upgrade to a new version?

When you upgrade to a new version the Layout window in the TradeMaven logon window is blank.

Your username and Password in the Pats Options window is saved when you save your Layout.

Select a saved Layout from the drop down menu under Layout and that Layout will have your saved username and password for Pats Options.

All the saved logged on Profiles that were saved in that Layout will open as well.

Charts

How do I change the time frame on my chart?

Right click on any Chart or Trade Chart (must be in Chart Mode) and select "**Chart Parameters**".

In the small window next to Time Bars use the arrows to scroll to the time you want. You can also highlight the time in the window, type a number for the minutes you want the chart to be. So if you type 3 you will get a 3 minute chart. To add seconds you must use the up/down arrows.

How do I open a tick, range or volume chart"

Right click on any Chart or Trade Chart (must be in Chart Mode) and select "**Chart Parameters**". Then select the chart style you want and set the number for the **Time**, **Ticks**, **Volume** or **Range charts**.

Click "OK" and you will see the chart you selected.

For more information on Charts please refer to "**Charts**" in the Standard Version Manual:
http://www.tmdownloads.com/pdf/Standardversion.pdf

How do I add an Indicator?

Right click on any Chart or Trade Chart (must be in Chart Mode) and select "**Chart Indicators**".

If you want to add an indicator in a separate pane open a chart or Trade Chart selecting a chart with **IndicatorX1** etc. Then right click in the indicator pane where you want the indicator and follow instructions above.

Highlight an indicator on the left side and move that indicator to the right side with the arrow.

Then set the indicator parameters to your choice and click "OK". Note also you can select a **Color, Width, Style** and **Pen type** for your indicator on the right side of parameters window.

For more information on Indicators please refer to "**Charts: Indicators**" in the Standard Version Manual:
http://www.tmdownloads.com/pdf/Standardversion.pdf

How can I easily see the high, low and volume of the bar on the charts?

Go to **View: Bar Data Window**. This will open a floating window that works on ALL open charts. When the curser if over a bar on a chart the Bar Data Window will show the Time, Open, High, Low, Close, Volume, Bid Volume and Ask Volume for that bar.

How do I change the color of the Moving Average on my chart?

Right click on any chart or Trade Chart (must be in Chart Mode) and select "Chart Indicators".

Select the Moving Average on the top pane and then select the first parameter in the "**Parameters**" pane below. When both items are highlighted click on the "**Color**" button and select a color. This will change the color of the Moving Average when the price is above the Moving average. To change the color of the Moving Average when the price is below the Moving Average so the MA is one color highlight the second item under the "Parameters" window and click on "Color" and select the color you want.

Click "OK" to close the chart indicator window.

For more information on Indicators please refer to "**Charts: Indicators**" in the Standard Version Manual:
http://www.tmdownloads.com/pdf/Standardversion.pdf

How do I place a trade on a chart?

Right click on the Trade Chart and make chose "**Trade Mode**". If you see "**Chart Mode**" then you are already in Trade Mode. Make sure you have "**Crosshairs Always On**" checked under Options: Application Options.

If you select "**Auto Long or Short**" a Sell Limit will be placed above the last price and a Buy Limit will be placed below the last price.

If you select "**Long Trade**" you will always place a Buy order above or below the last price.

If you select "**Short Trade**" you will always place a Sell order above or below the last price.

If you have "**Confirm Order Entry**" checked in Application Options a small window will open when you click on the chart asking you to confirm your order. If this is unchecked your order will be placed immediately.

For more on entering orders on Trade Charts please refer to "Trade **Charts: Placing Trades directly on the charts**" in the Standard Version Manual: http://www.tmdownloads.com/pdf/Standardversion.pdf

How do I get the same charts to open everyday?

After you have all your charts set up the way you like go to **Trading**: **Save Layout As**. You can create a new Layout or save the existing layout.

Then when you logon to TradeMaven if you select the layout you just saved or created the same charts will open in the same position on your desktop.

Why am I getting gaps in my data or not getting any data in my charts?

There are 3 things to check:

1. Make sure you are logged onto your Profile by going to Trading: Profiles. The "Logon" box should be faded.
2. Make sure the "**P**" on the bottom right of the Trade Chart or Trade Window you are logged onto is **green** indicating you are connected to the Price Host. (The "**P"** indicates a price connection, meaning you should be seeing an live, real time quote on your dome or Trade Window. The **"H"** indicates a host connection, meaning you are trading with real money as opposed to sim trading).

3. Make sure you have the correct **Contract Date** selected in the Profile window. You can change the **Contract Date** while logged onto the Profile if you have the wrong date.

Why are do my tick charts with Pats look different from eSignal tick charts?

PATS data is throttled, meaning it filters out volume, especially in a very fast market. The logic being that when the market goes haywire and is experiencing heavy volatility, the price will not lag. **Esignal** data shows every single trade, and never filters out volume. **Esignal** would be a greatly advantageous choice for users who emphasize volume in their trading.

How do I get historical data from a specific date in my charts?

Right click on any chart or Trade Chart (must be in Chart Mode) and select "**Chart Parameters**". Go to "**Start Time"** and click on the small arrow that will open a small calendar. Select the date by scrolling back or forward with the arrows on the top of the calendar and then click on a date to select it which will also close the calendar.

"Use Continuous" is checked by default to bring the End Date to today but you can select a different End Date by unchecking "Use Continuous" and selecting an "End Date" as described for Start Date.

You can select Intraday, Daily, Weekly or Monthly for your bar types.

How do I change the price and volume bar colors on my chart?

Right click on any chart or Trade Chart (must be in Chart Mode) and select "**Chart Parameters**".

On the left side of the Chart Parameters window select UpBar and/or DownBar and click on the color next to it. Select a color of your choice. This will also change the colors on the volume bars below the price bars.

How do I print my chart?

Right click on any chart or Trade Chart (must be in Chart Mode) and select "**Save Chart Image**". This will open a window where you can name the chart and choose where to save the .gif file that will be created.

Double click on the .gif file and then you can print the chart from that image.

How do I save my chart template?

Right click on any chart or Trade Chart (must be in Chart Mode) and select "**Save Chart Template**".

This will open a window where you can save the chart template with a name of your choice.

To open a chart from the saved template go to Charts: Templates and select a saved template.

To open a Trade Chart from a saved Chart Template go to Trading: New: Trade Chart: Templates and select one of your saved chart templates from the list.

How do I remove some of the buttons on the Trade Chart?

Go to Options: Application Options: Trade Chart and choose "Strategy" under "Trade Bar Layout".
This will give you the least number of buttons in the Trade Bar. You cannot remove buttons individually.

How do I turn the CrossHairs off?

Go to Options: Application Options: Orders. Uncheck "CrossHair Always On".

My charts do not have the last 15 minute bar.

Go to Options: Application Options: Logon/Logoff and set the "End Trading" time to 16 Hours and 15 Minutes.
This is Profile specific. Go to Trading: Save Profile to save this setting.

Profiles

What is a Profile?

A Profile is the vehicle used to logon to a data feed (Price Host feed). A Profile also stores certain things such as charts, Multiple Order Targets and Strategy Builder strategies.

You can create as many Profiles as you want but you can only logon to each Profile on ONE Trade Chart or Trade Window at the same time.

A Profile is logged on independently of logging onto TradeMaven.

For more information on Profiles please refer to "**Profiles**" in the Standard Version Manual:
http://www.tmdownloads.com/pdf/Standardversion.pdf

Why do I get the message "Profile already logged on?"

You can only logon to each Profile on ONE Trade Chart or Trade Window at the same time but you can create as many Profiles as you want.

Simply choose a different Profile if you get that error message or create a new Profile and logon to the new Profile.

How do I change the Profile on my Trade Chart or Trade Window?

To change Profiles you must first log off the Profile that is logged on. Then you can open the Profile window again and logon to a different Profile.

You can tell if you are logged onto a Profile when the "Logon" box is faded and you do not get any drop down menu of Profile names when you click on the arrow to the right of the Profile name.

Accounts

Why do I get the "No Account selected" message?

You must have an Account selected in your Trade Chart or Trade Window to place a trade. Go to the Account drop down menu on your Trade Chart or Trade Window and select an Account.

How do I edit my account?

1. Go to View: Account Manager. This will open the "Accounts" window.
2. Select the Account you want to edit and click on the "Edit" button.
3. Change the values you want to edit and click "OK".

Note: You cannot edit the Price Host feed you have created with the Account. Create a new Account with a different name and the Price Host feed you want to trade the Account with.

How do I delete an account?

1. First make sure the Account is ***not*** selected in the Trade Chart or Trade Window account window.
2. Then go to View: Account Manager. This will open the "Accounts" window.
3. Select the Account you want to delete.
4. Click "Remove from List".
5. Then click "Delete".
6. Click "Close" and your Account will be deleted.

Why don’t I see the account I created in the list of accounts on my Trade Window or Trade Chart?

There are 2 reasons you would not see an Account in the drop down menu:

1. After you create an Account you must click “Add to List” for it to show up in the drop down menu. So just open the Accounts window from the View menu, select the Account and click “Add to List”.
2. You created the Account with a different Price Host feed than the Profile you are logged onto. Check the Price Host feed in the Profile by going to Trading: Profile. Then check the Price Host feed for that Account in the Accounts window under View: Account Manager.

Note: You cannot edit the Price Host feed you have created with the Account. Create a new Account with a different name and the Price Host feed you want to trade the Account with.

How do I print my Profit and Loss?

1. Go to View: Account Manager. This will open the “Accounts” window.
2. Highlight the contract you want to see the P/L for.
3. Click on Start Date on the bottom left corner of the Accounts window.
4. Select a date when you traded that contract.
5. Under “Report” select “Today’s Fills”
6. Choose a Start Date and an End Date and select “All Fills” to show fills for a specific time period.
7. Click “Run Report”
8. Click “Save as Excel” to save the Excel file
9. Print the P/L from the saved Excel file.

For more information on Accounts please refer to “**Account Manager**” in the Standard Version Manual:
http://www.tmdownloads.com/pdf/Standardversion.pdf

Where can I see my trade history from previous days?

1. Go to View: Account Manager. This will open the “Accounts” window.
2. Highlight the contract you want to see the P/L for.
3. Click on Start Date on the bottom left corner of the Accounts window.
4. Select a date when you traded that contract.
5. Under “Report” select “Today’s Fills”
6. Click “Run Report”
7. Choose a Start Date and an End Date and select “All Fills” to show fills for a specific time period.

For more information on Accounts please refer to "**Account Manager**" in the Standard Version Manual:
http://www.tmdownloads.com/pdf/Standardversion.pdf

How do I fund my Sim Account for Trading?

The ***only*** way to fund your simulation account is for you to open Account Manager from the Menu on your Trade Chart or Trade Window ***on your computer***.

Create or edit a Simulation Account and put whatever balance you want under "**Account Balance**".

It can only be done on your computer. TradeMaven cannot fund your simulation account for you on another computer.

For more information on Accounts please refer to "**Account Manager**" in the Standard Version Manual:
http://www.tmdownloads.com/pdf/Standardversion.pdf

Orders

How do I place an order on a chart?

You can only place an order on a Trade Chart. Make sure you see a Menu at the top of your chart that will confirm you are using a Trade Chart and not a regular chart.
There are 3 ways to place an order:

1. Click on one of the Buy or Sell Buttons if you are using the Full Trade Bar.
2. Click on Long Entry or Short Entry and make sure you have an Order Strategy selected.
3. Right click on the chart and select "Trade Mode".
4. If Auto Long or Short is selected you will place a Buy Limit order if you click on a price below the current price. You will place a Sell Limit order if you click on a price above the current price.
5. Make sure you have "CrossHairs Always On" checked in Application Options under the Options menu at the top of the Trade Chart. This will make it much easier to see where you are placing your trade.

For more information on Orders please refer to "**Order Entry**" in the Standard Version Manual:
http://www.tmdownloads.com/pdf/Standardversion.pdf

How do I amend an order?

To amend an order just put the curser on the order, left click and hold mouse then drag the order to new price.

If using a Trade Chart when the order is selected the line on the chart will thicken indicating the order is selected.

Note: On Trade Chart if you are near the order line but not exactly on the line so it does not thicken you will place an order when you click the mouse instead of selecting to order to drag and amend.

How do I create an OCO order?

There are several different ways to create an OCO order:

1. On the Standard Trade Window simply check the Profit and Loss box before you place your order and enter the number of lots for your Profit and Loss.
2. In the Multiple Orders Target window when you set up your Loss target make sure you check the "BreakEven" box with you stop order. This will automatically make your order OCO.
3. With Order Strategies there are several ways to create OCO but probably the best is to use the Post Condition on your stop and your ***final*** (profit farthest from entry) profit target and select "Flat" or "Filled" and "CancelAll".

For more information on OCO orders please refer to "**Managing your Trade**" in the Standard Version Manual:
http://www.tmdownloads.com/pdf/Standardversion.pdf

How do I put a simple OCO bracket around my order?

There are 3 ways to do this:

1. The easiest way is with the Standard Trade Window - just check the profit and loss boxes on the bottom of the Trade Window and put the number of ticks you want for your profit and loss.
2. Set up the Multiple Order Targets window by going to Trading: Strategies: Multiple Order Targets. Create a Profit and Loss target making sure to check "BreakEven" when you set up your Loss target.
3. Use Order Strategies to create a bracket. There is a Simple Bracket Order Strategy that comes with TradeMaven that you can copy and modify. There are also other ways to create an OCO bracket in Order Strategies.

For more information on OCO orders please refer to "**Managing your Trade**" and "**Order Strategies**" in the Standard Version Manual:
http://www.tmdownloads.com/pdf/Standardversion.pdf

There is also a video on Order Strategies with an "Exit with Profit and Loss" video showing how to create an OCO bracket order strategy:
http://www.tmdownloads.com/OSBasics/OSB.html

How do I scale out of a position?

1. You can manually scale out of your position by clicking the Buy or Sell buttons with the desired number of lots selected or clicking on the Trade Window or Trade Chart and placing a limit order at the desired price.
2. You can set up the Multiple Order Targets window with more than one profit target and "BreakEven" selected with the Loss target.
3. You can create an Order Strategy with more than one profit target.

For more information on scaling out of a position please refer to "**Managing your Trade**" and "**Order Strategies**" in the Standard Version Manual:
http://www.tmdownloads.com/pdf/Standardversion.pdf

There is also a video on Order Strategies with an "Exit with Profit and Loss" video showing how to create an OCO bracket order strategy:
http://www.tmdownloads.com/OSBasics/OSB.html

How do I save my Order Strategy?

Go to Trading: Save Layout As…
Saving your Layout saves your Order Strategies as well as everything else you can save in TradeMaven.

What should I do if I place an order but I do not see it on the Trade Chart or Trade Window?

Check the Order Window that opens from the View menu to see if your orders show up there.

If you are trading with your LIVE Account and with real money call your broker's trade desk immediately to confirm if your order has been placed or filled. DO NOT KEEP HITTING THE BUY OR SELL BUTTON. This could result in several orders being placed on your account.

If you are trading with a **simulation account** then you might want to log off your Profile and log back on again or log off TradeMaven. ***DO NOT CALL*** *your broker to report any problems with simulation trading. This could prevent someone who is trading with real money from reaching the broker as quickly as possible.*

Layouts

What is a Layout and what is saved with a Layout?

A Layout is a template that saves everything that can be saved with TradeMaven: Order Strategies, Charts, Profiles, Accounts, Broker username and password, position of charts on desktop, etc.

What is the difference between a saved Layout and saved Profile?

A Layout saves much more than the Profile does and it saves everything a Profile saves. A Profile logs you onto a Price Host feed; the Layout controls what opens when you log onto TradeMaven.

Why don't I get my saved charts after I upgrade to a new version of TM?

After you upgrade to a new version you must manually select a Layout the first time you logon to TradeMaven after installing the new version.

Logging onto TradeMaven

What are the Logon Options in the window when I logon to TradeMaven?

1. When you logon to TradeMaven you can choose a saved Layout from the drop down list under "Layout".
2. Click on "Logon" to open more of the logon window. Here you can choose a different server IP under "Server". Use the server ending in 252 if you use the Pro Version. Also choose a different server if you get the error message "User already logged on!" and you cannot logon to TradeMaven with the selected IP address.
   NOTE: You cannot logon to 2 different TradeMaven server IP addresses with the same TradeMaven lease!
3. You can change the Password you use to logon to TradeMaven by typing in a New Password and Confirming the new Password.

How do I delete the "Welcome to TradeMaven" greeting when I log on?

1. Go to My Computer\Local Disk C\Program Files\TradeMaven\Sounds
2. Take any .wav file from the Sounds folder or from any file on your computer and save it on your desktop.
3. Rename that sound file "Sweetie-greeting.wav" name another .wav file "Sweetie-goodbye.wav"
4. Drag both of the renamed .wav files in the TradeMaven Sounds folder.
5. Say "Yes to all" when asked if you want to replace the Sweetie sounds.
6. Now the greeting and good bye when you log on and log off TradeMaven will be the new sounds you added to the TM Sounds folder.

Replaying the Market

How do I practice trading with historical data?

When you logon to a Profile choose TradeMaven as the data feed. Click Logon. You will see the list of contracts available to trade under Contracts. Choose #F for the Contract Date. This is the continuous contract that will give you accurate historical data for any time period.

Make sure there is space on the right side of your Trade Chart or Trade Window and the right edge of your desktop. After you click "Select" next to Contract a Sim Data Window will open.

Select a Start and Stop Date and Time, click "Load" to load the data.

Click Play to start the data, Step to stop the data, Fwd to speed up the data, Up/Down to force the price up or down.

For more information on using TradeMaven Replay please refer to "**TradeMaven Replay**" in the Standard Version Manual:
http://www.tmdownloads.com/pdf/Standardversion.pdf

There is also a video on TradeMaven Replay in the "Getting Started with TradeMaven" video series:
http://www.tmdownloads.com/GSTMVideos/GSTM.htm

Why do I get the message "Date validation failed.."?

1. You have selected today as the Start Date. Select any date prior to today's date and after November 1, 2004.
2. You have the wrong Contract Expiration Date selected. Go to Trading: Profiles and change the Contract Expiration to #F.
3. Your End Date is earlier than your Start Date. Check your Start and End Dates and make sure your Start Date is prior to your End Date.

How do I stop the TradeMaven Replay?

Click on the "Step" button in the Sim Data Control Window.

What are the Up and Down buttons for?

You can force the market when using TradeMaven Replay to go up or down by clicking on the Up/Down buttons. This is great for testing Order Strategies to see what will happen when targets are hit.

Contracts

How do I change a contract in my Profile?

Go to Trading: Profiles and under Contracts select a different contract from the drop down menu. Then click “OK” on the Profile window. You will see the new contract in the Trade Chart or Trade Window.

Why don’t I see the contract I want in the list of contracts?

The list of contracts is populated by your broker. Please call your broker to ask them to enable you to trade a contract you want to trade that is not already in the list.

Fills

How do I print my fills?

1. Go to View: Account Manager. This will open the “Accounts” window.
2. Highlight the contract you want to see the P/L for.
3. Click on Start Date on the bottom left corner of the Accounts window.
4. Select a date when you traded that contract.
5. Under “Report” select “Today’s Fills”
6. Choose a Start Date and an End Date and select “All Fills” to show fills for a specific time period.
7. Click “Run Report”
8. Click “Save as Excel” to save the Excel file
9. Print the P/L from the saved Excel file.

For more information on Accounts please refer to “**Account Manager**” in the Standard Version Manual:
http://www.tmdownloads.com/pdf/Standardversion.pdf

How do I save my trading for the day?

Your trades are automatically saved with the Account they were traded in. Go to View: Account Manager and select your Account and contract traded to view your trades.

For more information on Accounts please refer to “**Account Manager**” in the Standard Version Manual:
http://www.tmdownloads.com/pdf/Standardversion.pdf

How do I save my trading to Excel?

1. Go to View: Account Manager. This will open the “Accounts” window.

2. Highlight the contract you want to see the P/L for.
3. Click on Start Date on the bottom left corner of the Accounts window.
4. Select a date when you traded that contract.
5. Under "Report" select "Today's Fills"
6. Choose a Start Date and an End Date and select "All Fills" to show fills for a specific time period.
7. Click "Run Report"
8. Click "Save as Excel" to save the Excel file

Pro Version

My charts do not have the correct bars.

Go to Options: Application Options: Logging and check "Enable Volume Profiling". You must open a new chart for this to take effect. Or right click on chart, open Chart Parameters and click "OK" to close the Chart Parameters.

My charts do not have the last 15 minute bar.

Go to Options: Application Options: Logon/Logoff and set the "End Trading" time to 16 Hours and 15 Minutes.
This is Profile specific. Go to Trading: Save Profile to save this setting.

Error Messages

User already logged on

1. When TradeMaven is shut down due to a loss of electricity or internet connection sometimes our servers will not log you off.
2. When you logon to TradeMaven, select the check box "Logon Options" and select a different logon server.

3. Your logon is only meant to be used on one computer at a time. You cannot logon to a second computer when you are already logged onto TradeMaven on a different computer.

No Account Specified

You must have an Account selected when placing an order on the Trade Chart or Trade window. Go to the Account window on your Trade Chart or Trade Window and select an Account from the drop down window.

Lots is Zero!

You must have a number of Lots selected when placing an order on the Trade Chart or Trade window. Go to the Quick Pad on your Trade Chart or Trade Window and add a number of lots by left clicking on a number in the Quick Pad or click on the up arrow. You can subtract Lots by right clicking on a number in the Quick Pad or clicking on the down arrow.

The Profile is already logged on

You can only logon to each Profile on ONE Trade Chart or Trade Window at the same time but you can create as many Profiles as you want.

Simply choose a different Profile if you get that error message or create a new Profile and logon to the new Profile.

Cannot use the same Account and Contract combination on more than one Trade Window

You must choose a different Contract or different Account. You cannot trade the same contract with the same account in TradeMaven. For example you cannot trade the E-mini S&P on 2 different Trade Windows or Trade Charts using the same account.

You can easily create a new Simulation Account in Account Manager. If trading Live you would have to contact your broker to set up another account for you.