# FAST GUIDE DIRECT ACCESS VisualChart V professional platform



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## USE OF AUTOMATIC TRADING SYSTEMS WITH DIRECT ACCESS

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# WHAT IS DIRECT ACCESS/ HOW TO CONNECT

Direct Access is a fast and easy system that you can use to launch orders to your broker from **Visual Chart V** in a direct, accurate and secure way .You can connect to **Direct Access** service two different ways: In **simulation mode** (by entering your username and leaving the password blank), or **market mode** (with an account provided by your broker). In the second way you will throw real orders in to the market.

Broker Connection	
Connection to Broker	Direct Access icon & connection window
Broker:	
Broker Demo 🔻	
Username	
Password	
Direct Access Connect Off line	You can access it from Visual Chart V fast Access toolbar or from the main menu

To set the connection, click the icon visible in **Visual Chart V** fast Access toolbar or in the main menu. When clicking this icon, the broker connection window will pop up, where you will have to enter your username and password. Once you have clicked the button **Connect**, you will see that the key will lighten in yellow. If, what you need is to connect to the market simulator, do only insert your username and not the password, provided by **Visual Chart V**, as we have previously mentioned, in this case the key will take a green colour. Then, you will be ready to start using **Direct Access**.

If you want to trade for real, you will have to open a **Direct Access** account with your broker. You can double check the list of brokers offering this option in the **Contributors** section accessible via our Website in **Visual Zone**.

# **CONFIGURATION: TRADING OPTIONS**

You will find a window to configure the **Trading options** clicking in Visual Chart V main menu and next, clicking the button **Options**. Here, you can adjust different aspects related to the trading options and its functionalities. In the menu situated in the left side of the configuration window, the different categories in which we can act appear classified. The last element is **Trading**, where it is possible to vary different practical aspects related to the Direct Access functioning.

🞯 📲 🖬 015 ES	💌 🕅 🛩 🚔 🔝 🔅 🔍 Visual Chart 5	Setup	X
New     New       Open       Save       Save as       Close active document       Norkspace       Vorkspace       Illue       Illue       Display data server       Printing	Recent Documents  Currencies.vct  RealTime Forex.vct  International Indices.vct  dax30.vct	Connection       Menu         Start       Charts         Charts       Systems         i.i.ve       Ask confirmation before sending new orders         Chat       Ask confirmation before sending cancellations         Alerts       Ask confirmation before sending cancellations         Notifications configurat       Ask for confirmation when closing positions         Trading       Ask confirmation before cancelling system orders if such         Warnings       Ask confirmation before cancelling system orders if such         Warnings       Keep orders active         Others       Show pop up events window within each new order events         Orders       Display all the orders linked to current symbol         Limit the number of result in the orders consultations	Visual Chart 5
Armed  Display warning  Activate Automa	Vis when Armed is activated atic Trading unt 20.0	Warnings     Others       Warnings     Start       Execution     Modification       Market     Simulated       Cancellation     Stop triggered       Rejection     Others	Visual Char

The trading configuration appears divided in four sections. We can see them in the upper image: Confirmations, Systems, Events and Orders.

Next we will detail the meaning of each one of them:

**Confirmations:** If we check the boxes in this section, Visual Chart Direct Access will ask for confirmation before sending any type or order, modify or cancel them.

**Systems:** This option functions when the trading is deactivated from a system operating with a parked order. You can specify here if you want to cancel the pending orders when stopping the system.

Events: It offers the possibility of deactivate the sending of alerts through the alert panel when any event related to the orders occurs.

**Orders:** We can visualize the launched orders of one symbol in all the chart windows and DOM windows of this symbol, or just only in the window where it has been sent.

Visual Chart V incorporates 2 new sub sections in the Trading configuration:

**Armed:** In the bid/ask viewfinder it is possible to establish, by default, the number of titles/contracts that are traded when clicking in the bid or ask side.

**Warning:** You can receive in your mobile phone, notifications of the different events produced upon the brokerage system, (filled orders, cancelled orders, triggered stops...)

**Others:** In this last version, the possibility not to print the orders automatically has been included.

# ORDERS VISUALIZATION

#### 1. Broker Access

The most important element of the Direct Access System is the Broker Access; you will find it in one of the tabs located under Visual Chart V command ribbon. You will be able there to check all your orders, know their state, or even to observe how they are launched to the market. This information can be filtered by operator, market, volume etc.....



When establishing the connection, in the Broker Access Flap, we can see the name of the broker we are connected to

Market Monitor Broker Demo Portfolio Have	ige1 Page2 Page3														
Accounts X	Active orders	Eilled orders	All Closed p	ositions Car	scelled orders	<u> </u>									
Search for	Search:														
	Account			200 0			() ()			-	4	-	1		
ld Grup /	V Status	Account	Symbol	Sign	Order type	Volume	Linit	Trigger price	Date	Validity Date	Extended into	PC	Volume se.	Time rests.	Traing co Conditions
E Account Account Name	Account: vc5			-	-										
- Id. Grup: -1	2 Do Market	ve5	015 ES	Buy	Limit		7,622		5/6/2010 10 04 55	5/6/2010	ES (ES 1)	71,396	40 Patial	Current Se.	
2 V + vc5 a Cuenta de Sinulador de M.	-1 Pend Stop	9 403	015 ES	Buy	Stop at market				2,645 5/6/2010 10/04/4/	5/6/2010	ES (ES 1)	/1.395	39 Panal 31 Diselat	Current Se	
3 📝 💠 vc5_b Cuenta de Simulador de M	4 M Pena ala	P. 1953	01365	euy	Sob a marca				2,636, 3/6/2010, 10/04, 13	3/6/2010	co ico out	(1330	OI PIERRA	COLUMN 20.	
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	4								1						
	1.5.														
	Balance Ope	n positions X	a1												
	Search:														
	Account	Contractor 1													
	4	contently													
	Account	Volume Exe	ecuting Price I	Profit Las	st Stocks'	cu_ Cur_	Date	7							
	Account vc5 [	Profit: -1,076.337	EUR)												
	2 Cuttency: El	JR (Prolit: 5,547.	663)												
	3 <u>vc5</u>	1	2,627	10.00 2.6	28.00 26.28	0.00 EUR	5/6/2010	10.05.02							
	4 405	2	9,701.5	2.810.00 9.5	61.00 191.22	0.00 EUR	5/5/2010	12.22.27							
	5 465	1	16 585	0.505	16.08 1	6.08 EUR	4/28/201	017 32-53							
Operator	6 <u>ve5</u>	1	6.090	2.750.00 5.9	60.00 149.50	0.00 EUR	4/28/201	01258.55							
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and the second s	8 400		7 930	0.924	2001 3		+/27/201	0161631							
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Madrid Stock Exchange	11	1,200	89.665	-6.522.00	84.23 101.07	600 USO	4/27/201	0181005							
	12 vc5	1.000	70,762	102.00	70.66 70.66	0.00 USD	4/27/201	0 18 00 45							
	E Account vc5	(Profit: -950.005	EUR)												
Start date and time	14 Currency: El	JR (Profit: -0.005	il												
12 May/06/2010 00:00	15 vc5_e	1	14.255	0.005	14.25 1	4.25 EUR	4/28/201	0.17:38:13							
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📝 May/06/2010 23:59 📰 🕄															
Check															

In the left hang side you can see the Accounts panel, where you can check the different accounts available and even filter the information by operator, market and dates.)

The incorporation of the flap Monitoring inside this window, specially useful for operators, enables to run a continuous control of several accounts at the same time.

Accounts ×	D Activ	Accounts ×
Search for	Search:	Search for
Id. Grup	P	E. Account Account Name
E. Account Account	Name 🛆	2 V ♥ ♥ vc5_a Cuenta de Simulador de Mercado -1 3 V ♠ vc5 b Cuenta de Simulador de Mercado -1
🖃 ld. Grup: -1		4 🔲 🔶 vc5 Cuenta de Simulador de Mercado1
□     ◆     vc5_a     Cuenta       3     ☑     ◆     vc5_b     Cuenta       4     ☑     ◆     vc5     Cuenta	Add to monitoring Add to monitoring in window	Id. Grup E. Account / Account Name Id
	Export to Excel Copy	Image: Image

In order to add to Monitoring, you need to right click the corresponding account, and then chose one of the two first options of the contextual menu

The right part of the panel is divided in two different Windows, each of them with its own tab, these tabs enable you to classify the orders depending on their state, including a search system by text, in order to make faster the order localization.

\$	Account	Symbol	Sign	Order type	Volume	Executing Price	Date 🗸	Extended info	PC	Volume re	Time restrict
Acco	ount: vc5_a										
2	vc5_a	015 ES	Buy	Simulated stop	. 1	2,629	5/6/2010 10:17:48	ES (ES 1)	7139732	Partial	Current Sess

You can check the state of your orders and your account from the Orders manager, located at the lower part of the screen, next to the tabs Alerts and Historic contributor. If this window is not visible, you can open it from the command View, by activating the case Orders Manager.

	Account	Cum	Cumhal	Cierr	Mahara	Even dina Drina	Durg	1	Charlestern	Data 🗁
	Account	Curr	Symbol	sign	Volume	Executing Frice	Front	Last	STOCKS CU	Date
A	ccount: vc5_a	(Profit:	-69.255 EUR)							
2	vc5_a	EUR	015 ES	Buy	3	2,628.66666667	-50.00	2,627.00	78,810.00	5/6/2010 10:16:51
3	vc5_a	USD	001 ES	Buy	1	1,183.5	-19.25	1,164.25	1,164.25	4/28/2010 17:58:51
4	vc5_a	EUR	060 ENG.MC	Buy	1	14.255	-0.005	14.25	14.25	4/28/2010 17:38:13
						-69.255 EUR 7	Accumulated	profit		

All: It shows all the orders, active, filled and cancelled.

Actives: It shows the pending orders (stop, limit...). You will see them changing in the order list while they are launched to the market, and finally, they will disappear.

Filled: It shows the orders sent to the market.

**Cancelled:** In this tab, you will see all the cancelled orders.

**Open Positions:** Information about the opened positions (some of the brokers do not provide this information through Visual Chart).

Close positions: Here, you will see detailed information about the closed positions.

**P&L:** This tab shows information related to the benefits or losses of the closed operations in cash, points or percentage.

Balance: It shows several characteristics related to the state of your account.

Web: It access to your Broker website through Visual Chart.

I	Active orders	Filled orders	Cancelled orders	Open positions	Closed positions	P&L	Balance	Web

The information can be filtered by different fields at once, as much in the Broker Access as in the Orders Manager:

Acc	ount			
/	Account	Curr	Symbol	Sign
- A	ccount: vc5_	a (Profit:	-69.255 EUR)	
2	vc5_a	EUR	015 ES	Buy
3	vc5_a	USD	001 ES	Buy
4	vc5_a	EUR	060 ENG.MC	Buy

Keep the left button of the mouse pressed while dragging the required field through the space designated for the group working mode.

x.									
ount	ool								
Account	Curr	Sign	Volume	Executing Price	Profit	Last	Stocks' cu	Date	$\nabla$
Symbol: 001 ES			2						
vc5_a	USD.	Buy	1	1,183.5	-18.50	1,165.00	1,165.00	4/28/2010 17	7:58:51
Symbol: 015 ES									
vc5_a	EUR	Buy	3	2,628.66666667	70.00	2,631.00	78,930.00	5/6/2010 10:	16:51
Symbol: 060 EN	G.MC								
					51 495 EUB	Accumul	ated profit		
	Account Account Symbol: 001 ES vc5_a Symbol: 015 ES vc5_a Symbol: 060 EN	Symbol: 001 ES vc5_a USD vc5_a EUR vc5_a EUR Symbol: 060 ENG.MC	Symbol: 001 ES vc5_a USD Buy Symbol: 015 ES vc5_a EUR Buy Symbol: 060 ENG.MC	Symbol         Sign         Volume           Symbol: 001 ES         Vc5_a         USD         Buy         1           Symbol: 015 ES         Vc5_a         EUR         Buy         3           Symbol: 060 ENG.MC         Suppose         Sup	Symbol           Account         Curr         Sign         Volume         Executing Price           Symbol:         OOT ES         Volume         I         1.183.5           Symbol:         O15 ES         Volume         3         2,628.666666667           Symbol:         O60 ENG.MC         State         3         2,628.666666667	Symbol           Account         Curr         Sign         Volume         Executing Price         Profit           Symbol:         ODI ES         Volume         I.1.183.5         -18.50           Symbol:         015 ES         1         1.183.5         -18.50           Symbol:         015 ES         Volume         3         2,628.666666667         70.00           Symbol:         060 ENG.MC         51.495 EUR         51.495 EUR	Symbol           Account         Curr         Sign         Volume         Executing Price         Profit         Last           Symbol: 001 ES	Symbol           Account         Curr         Sign         Volume         Executing Price         Profit         Last         Stocks' cu           Symbol:         OI1 ES         V         V         I         1.183.5         -18.50         1,165.00         1,165.00         1,165.00         1,165.00         1,165.00         2,628.666666667         70.00         2,631.00         78,930.00         Symbol:         060 ENG.MC         51.495 EUB         Accumulated profit	Symbol         Curr         Sign         Volume         Executing Price         Profit         Last         Stocks' cu         Date           Symbol:         OD1 ES         VC5_a         USD         Buy         1         1,183.5         -18.50         1,165.00         1,165.00         4/28/2010 13           Symbol:         O15 ES         VC5_a         EUR         Buy         3         2,628.666666667         70.00         2,631.00         78,930.00         5/6/2010 10:           Symbol:         O60 ENG.MC         EUR         Buy         3         2,628.66666667         70.00         2,631.00         78,930.00         5/6/2010 10:

When releasing the mouse, the information will be grouped by symbol.

#### 2. Graphic information

Underlying the easiness of use of Visual Chart user's interface, Direct Access presents visually in charts, DOM Windows or position Windows, the orders which have been launched to the market, as long as they are active, or even show positions that have been opened. The buy orders are highlighted in green while the sell orders are highlighted in deep orange. These colours can be configured from the properties panel.





DOM window

E-Mini S&P 500 Continuous chart

All the events will be notified via a Visual/Sound alert system. A window will pop up too, informing about the event. You can check all the historical data for this information in the iAlert panel information.



The window pops up in the lower part of the screen, informing the user at any moment. Even if Visual Chart is minimized on screen, the window will pop up. This window can be moved anywhere on screen.



The time, the concept (new active order, execution, cancellation.), type (buy, sell, buy limit, sell limit ....), volume, symbol and price is specified

Alerts	Properties
	14:24:27 Modified:
r.	Sell Limit 1 ES
	14:34:22 - New: Sell
	Limit 1 ES 2376.00 14:34:10 - Filled: Sell
42	Limit 1 ES 2361.00

In the Tab Alerts, located besides the Properties panel, you will find the notifications historical data.

## ORDERS SENDING, MODIFICATION AND CANCELLATION

Visual Chart Direct Access provides a huge versatility to enter many types of orders in different situations.

#### **1. OPEN POSITIONS**

We can use the intermediation commands (Accessible from the menu Trade) in order to launch orders immediately.

1.1. Sending orders with "+"/"-"

By clicking "+"/"-" the pointer will place itself in the field limit, where the best price will appear. Further clicks on "+" and "-" will modify the price When filling up the form and clicking the button Send, the order will be included in the orders manager Buy Sell × New order New order Main order Main order 060 TELEFONICA 14.88 060 TELEFONICA 14.87 \* Y Cuenta de Simulador de Mercado - n Cuenta de Simulador de Mercado - n mberasotegui mberasotegui Contracts/Titles Contracts/Titles Sign Туре Sign Type 1 🗘 1 🗘 Market v Sell Y v ¥ Buy Market At best Amount Stop Limit Amount Stop Limit Market \* \$ 14.87 14.88 Simulated stop at bes Simulated stop at market Simulated stop limit Stop at best Send Cancel Advanced hd Cancel Advanced Stop at market

New type of orders in simulated stop, very useful when the market does not support them: stop at market, simulated stop limit, and simulated stop at best.

Stop Limit

#### **1.2.** Visual sending of the orders

We can send buy/sell orders by only using the following keys of the keyboard:

Ctrl+Shift+left: activates a limit or stop buy order Ctrl+Shift+Right: activates a limit or stop sell order

This orders sending system can be used as much in **charts** as in **DOM windows**. These keys combination, prepare visually the sending of the order, which will be limit or stop depending on the type selected in the Ticket. The number of titles/contracts will be the one shown on the Ticket too.



After clicking the key's combination Ctrl+Shift+right, a sell orders shows up, a limit one as it is indicated in the ticket.

When pressing the key's combination, the order will be placed in the first buy/sell position.

Once the orders show up on the chart, we can modify the type the price and the number of contracts/titles:

•In order to modify the Price, all we need to do is click the keys "Up" and "Down".

•In order to modify the type of order we need to use the keys "L"and "S":

> -By clicking "L" the "limit order" shows up. -By clicking "S" the type of order will turn in to a "stop limit" one.

Further pressing of the same key, will show the stop orders available (stop at best, simulated limit etc...), being able to select the required one, at any moment.

•To modify the number of titles contracts, all you need to do is entering it with the numerical keyboard and press **ENTER** 

The order will be sent to the market when clicking ENTER

#### 1.3. Sending orders with F8/F9

Once the chart or DOM window is active for the symbol on which we want to launch the order, we will have to press the key corresponding to the operation we want to run and the ticket form will show up for Buy or Sell.

F8	New order								
Buy Sell C	060 BSCH mberasotegui	New order Main order							
Once the different fields are filled in the ticket form <b>New</b> <b>Order</b> , we need to click the button <b>Send</b> or press <b>ENTER</b> .	Sign Buy v Stop	060 BSCH mberasotegui Sign Sell	Cuenta de Sir Type	5.01 mulador de Mercado - n Contracts/Titles					
If we do want to trade on an asset included in a quote 'list, first we will have to click the raw it belongs to, and then use the previously mentioned keys depending on the direction of the order we are willing to send.	Advanced	Stop Advanced	Limit \$	Amount 5.01 Gend Cancel					

#### 1.4. Sending ADVANCED ORDERS

By clicking the button **ADVANCED** of the dialog box you will find a huge range of possibilities to trade:

#### 1.4.1. LINKED ORDERS (OCO, OSO, and Bracket).

These orders depend on prior orders. A modification in the preceding order will involve a modification of the linked order.

•OCO (Order Cancel Order). The oco order is made by a main order and a secondary order. When one of the orders is filled the other one is automatically cancelled.

•OSO (Order Send Order). In this case, if the main order is filled the other one will be launched to the market. BRACKET. The bracket order is made by a main order and two secondary orders. The activation of the secondary orders depends on the execution of the main one.

Next we detail the set up of the Bracket Order:

When clicking the button **Bracket**, 2 tabs will unfold; one of them will be used to enter the stop loss order and the other one the target profit order.



#### 1.4.2. CONDITIONNED ORDERS (Trailing stop, By price, By lots etc.).

The sending of this type of orders is conditioned to the fulfilling of previously set conditions. Next we will show some examples about the configuration of these type or orders.

#### •Trailing stop.





We have an open position in the E-mini S&P500 futures

We set up a 5 points trailing stop. Therefore, the order is executed at 5 points below the price.

While the price changes, the stop order (orange flag) will be automatically displaced in order to close the position at the best possible price.



#### •First position

This is a special type of trailing stop consisting in keeping the order in the first buy/sell position.



In this case, we have filled the ticket form to launch a buy limit order in the Euro Bund Future Continuous.

When establishing the condition we have fixed the limit at 125.60 points. This means that the order will be launched at the price of the first position, and will be modified as the price changes in order to be kept at the first position.

If the quote reaches 125.60, the order will be filled avoiding this way buying at a higher price.

25,440			
275		125,66	125.66
214		125,65	
	4	125.64	- 125,64
177		125.63	
		125.62	125,62
18	0	125.61	
	20	125.60	- 125,6
ŕ	89	125.59	125,59
	40	125.58	- 125,58
and the second second	1	125.57	
1 × 125,560	- 2	1125.56	- 125,56
L-1 r-l	3	1125.55	
	12	125.54	- 125,54
	3	1125.53	

When sending the order, it has been placed at 125.56, which is the first selling position.



We can notice here that the first position price has changed, therefore the order has been automatically modified.



In this case the quote has reached the price and the order has been executed.

•By price

001 E-MINI 58	🤊 CONTINU 🤜 🛄 🛛 1	179.25	Volume restriccion
- L	Cuenta de Si	mulador de Mercado -	Partial
mberasotegui			Volume
Sign	Туре	Contracts/Titles	
Buy 💙	Limit 🔽	1 2	Time restriction
			Current Session
stop	Limit	Amount	Validity date
\$	815 🌲	40750	5/ 4/2010
First posti	on 🗌 Trailing	Percentage	e Limit 🚺 🗘
Price (	Condition <sub>&gt;</sub> 💽 Price	125.5 ‡ Symbol	D15 EURO BUND FUTUR



We have configured a buy limit order on the E-Mini S&P Continuos at 815 points. According to the established condition the order will only be executed if the Euro Bund Future Continuos price overcomes 123.33.

We can see in this image that, on the E-Mini S&P future Continuos chart, the infotrader appears at the price level established when configuring the conditioned



We have configured a buy limit order on the E-Mini S&P Continuos at 815 points. According to the established condition the order will only be executed if the Euro Bund Future Continuos price overcomes 123.33.

#### 1.4.3. Price set up using Pips.

The dialog box supports a way of work where you do not need to specify the price in absolute value. All you need to do is to indicate the distance related to the current quote in pips. To enter one of this values, just enter in the price field (limit or stop) the amount of ticks, followed by the letter "p".





In the limit price we do enter "5p"

Visual Chart sends a limit order 5 pips bellow the quote

#### 2. USE OF THE TICKET IN THE MENU TRADE.

This method enables to launch buy and sell orders to a certain asset, by previously determining the necessary aspects in the Ticket located under the Trade menu. All you need to do is click the Buy or Sell buttons in the required moment. This ticket only works with charts and quote' lists.



Once you click the buy or sell button, the order will appear in the chart, DOM window or negotiation window, as much as in the Broker Access and in the Orders manager.

Symbol	005 COMMERZB	A 👻 Volume	\$	💼 Buy C	rder		
Account	mberasotegui	▼ Stop	6.710 ‡	💼 Sell O	rder		
Туре	Stop at market	✓ Limit		🏷 More.			
		Order F	orm				
Page 4					⊲ ⊳		
I ES	5 m/ dax30 >	<			⊳		
Symi	bol Des	cription		Time			
1 ADS	ADI	DAS AG O.N.					
2 ALV	ALL	ANZ SE VN/	4 O.N.				
3 BAS	BAS	F SE O.N.					
4 BMW	/ BAY	MOTOREN	WERKE AG ST				
5 BAY	BAY	ER AG O.N.					
▶ CBK	CON	IMERZBANK	(AG O.N.				
7 CON	CON	ITINENTAL A	AG O.N.	202			
8 DAI	DAII	MLER AG NA	V.O.N.				
9 DBK	DEL	ITSCHE BAN	IK AG NA O.N.				
10 DB1	DEL	ITSCHE BOE	RSE NA O.N.				
11 DPW	/ DEL	DEUTSCHE POST AG NA O.N.					
12 DPB	DPB DEUTSCHE POSTBANK AG NA						
13 DTE	DTE DT.TELEKOM AG NA						
14 EOA	N E.OI	AG NA					
15 FME	FRE	SEN.MED.G	ARE KGAA ST				
16 HEN	3 HEN	IKEL AG+CO	.KGAA VZO		-		
•					۱.		

If you click the button **more** you will find different restrictions to be established: time, volume and advanced (orders OCO, OSO, Bracket, Conditioned...)



#### 3. ORDERS MODIFICATION (F2)

The command Modify order enables to change the price of the active order, selected in a chart or DOM window.



- We can **select** the order to be modified **with the keyboard**: **Ctrl+Right** select the **buy** order closest to the price.
- Ctrl+Left select the sell order closest to the price.

Further clicks on **Right/Left** will enable to select the rest of the orders, active on the chart.



After clicking the command Modify order, or the key F2,the sell order dialog box will show up, providing the option of changing the number of contract/Titles and the price on which the order is active



Once the price of the order has been modified, and when clicking the button Send or the key ENTER, the order will be modified on the chart.

#### ·Orders Modification with the Mouse+keyboard

Visual Chart Direct Access makes the work easier with the buy/sell orders, even to modify them by just using the mouse.

The process consists in having visible the order that we wish to modify, in a chart or in a positions window. We need to left click the order, and without releasing the mouse, move it to the required price. When the process is finished, in the iAlert panel, a message informing about the event will show up.





We have a 1 contract order active at 904.75



We click the order and drag the mouse without releasing it until it reaches the desired price, in the example is 903



We see how the order has been modified, and the Price has changed to what we wanted



When the modification is done, a notification will appear in a window alert.



In the alerts historic, any event will be reflected.

-Change orders with the mouse in the positions window

The orders active in a positions window appear highlighted with the operation price in blue or red by default, depending if they are buy or sell respectively.

To change the price of the trade, left click the active order, and drag the mouse until it reaches the required price. After releasing the mouse, a buy/sell window will appear (by default), showing the new price. The order can be sent by clicking the button **"send"** or you can make some changes in the order parameters before you send it.

Once the order is sent, the positions window will show the order at the new price level.

5.00	4356	189.7	757 (5)	2780	1.03%
Ind. C	itulos C	Precio C.	Precio V.	l'itulos V	Ord. V.
	133	2406.00	2407.00	125	
	464	2405.00	2408.00	363	
	361	2404.00	[1] 2409.00	377	
	368	2403.00	2410.00	. 52	
	397	2402.00	2411.00	1	
	553	2401.00	2412.00	40	
	1140	2400.00	2413.00	264	
	361	2399.00	2414.00	215	
	305	2398.00	2415.00	188	

There is an active order for one contract at 2409, when clicking the price you can see a change in the appearance, now you can drag the order upwards or downwards.

5.00 4424	188.	607 (5)	2692	-1.03%
Ind. C itulos (	Precio C.	Precio V.	l'itulos V	Ord V.
192	2406.00	2407.00	26	
464	2405.00	2408.00	363	
358	2404.00	2409.00	377	
383	2403.00	2410.00	363	
394	2402.00	2411.00	278	
553	2401.00	[1] 2412.00	341	
1140	2400.00	2413.00	264	
361	2399.00	2414.00	200	
205	2299 00	2415.00	199	

When releasing the mouse in the required price, in this case 2412, the order is automatically modified.

-Modify chart orders with the mouse

Visual Chart V enables the user to modify the orders **by only using the keyboard**.

We can select with the keyboard the order we are willing to modify.

**Ctrl+Right:** Selects the buy order closest to the price.

**Ctrl+Left** Selects the sell order closest to the price.

Further clicking on **Right/Left** will enable to select the other active orders on the chart.



Once the order we are willing to modify has been selected, all we need to do is using the cursors **UP/Down** and we will notice how the price rises/falls 1 pip.

By clicking the keys AvPag, RetPag the prices moves by range of 10 pips.

In order to change the number of contract/titles we must use the numerical keyboard. When clicking Enter the modification will be applied.



#### 4. Orders CANCELLATION (F12) / Del

The command Modify order enables to change the price of the active order, selected in a chart or DOM window.

Buy	Sell	Cancel order	Modify order	Close opened position Close opened position Cancell all
_		1	ntermedi	ation
Market N	Ionitor	80	Cancel o	rder (F12)
₫ ES	1 D ×		Enables	to cancel the order
ES - DJ E	URO ST	S. 1100 1	selected	In the active chart

This command cancels the selected active order in a chart or DOM window. It will only be enable if there is an active order.

If there is only an active order in the window, we will not need to select it. We can select with the keyboard the order we are willing to modify:

Ctrl+Right select the buy order closest to the price. Ctrl+Left select the N closest to the price.

Further clicks on Right/Left enable to select the rest of the active orders in the chart.



By pressing the key ENTER or the button **Send** of the ticket, the order will be cancelled straight away.



-Orders Cancellation from the Keyboard (CTRL+"+"/CTRL+"-")

The user will be able to cancel any order at any moment, by only using the keyboard: **By clicking Ctrl + "+"** the buy order closest to the price will be cancelled without any confirmation message. **By clicking Ctrl+"-**" the sell order closest to the price will be cancelled without any confirmation message.

#### ·All Orders Cancellation (CTRL+F12)

To cancel more than an order at once, we can use the command Cancel ALL orders, or the keys combination CTRL+F12.





### 5. CLOSE positions (F10)

By clicking the command Close opened position (long/short) the previously opened position will be closed. This command will only be active if they are opened positions.

Buy Sell	Cancel Modify order Order	Close opener	d position	
	Intermedi	Close open Closes the o active chart	ed position (F10) opened position (	of the
New order - Te Main order	st Server			- - 2,850. -
2 015 DJ EURO mberasotegui	STOXX50 FL 👻 🕻	2651 enta de Simulador de	Mercado - n	- - - 2,800. -
2 Sign 2 Buy 💌 2 Stop	Type Market Limit	Contra Contra Amour	acts/Titles	- - - 2,750. -
Advanced		\$ Send	2651 Cancel	- - - 2,700. -
		-1 x 2,6	51	- 

2,850. 2,809.00 2,809.00 2,809.00 2,800. 2,800. 2,777.00 2,777.00 2,777.00 2,777.00 2,787.00 2,787.00 2,787.00 2,787.00 2,787.00 2,787.00 2,787.00 2,787.00 2,787.00 2,787.00 2,787.00 2,777.00 2,750. 

When clicking the corresponding command (F10), a ticket opens up with a market order, with a sign opposite to the opened position one and for the same amount of titles/contracts.

After clicking ENTER or the button Send, the position will be closed straight away.

### ·Close all Positions (Ctrl+f10)

If there is more than one opened position, by using the key's combination CTRL+F10 . ALL of them can be closed at once.



#### 6. Orders CLONING

From the flap Broker Access or from Visual Chart Orders Manager, we can make different types of operations with the orders, between these options we can find the orders cloning. The goal of this functionality is to be able to duplicate an already existing order in the Broker Access or Orders Manager

This is only possible with the orders appearing in the flaps "active" and "filled". The way to proceed is quite simple: select the order that you want to clone, and right click it. The buy/sell dialog window will then appear, with the different possibilities, in which "clone order" can be found. Clicking on it, you can see that a buy/sell window opens, being able to modify any parameter if required.

AC	ive orders Fill	ed orders ×	Balance	P&L AIL	losed position	s Cancelled or	ders Open positio	0	11			
Search:												
Account												
Ÿ	Account	Symbol	Sign	Order type	Volume	Executing Price	Date	Extended i	nlo	PC	Volume re	Time restriction
E Acco	unt: mberasote	gui										
2	mberasolegui mberasolegui	Clone o	Buy	Market		2,652	5/4/2010 17:58:09	EC (EC 1)		7128869 7128855	Partial Partial	Current Session Current Session
4 -	mberasotegui	-	1961	1	New or	der - Test Serv	er	_		7128802	Partial	Current Session
		Add to Add to Print	monitorin monitorin	g g in window	015 mbe	DJ EURO STOXOSO rasotegui 💌 [	FL V	2652 nulador de Merr	cado - n			
		Export t Copy	o Excel		Sign	Тур Ма	e rket 💌	Contracts/	Titles			
					Stop	Ced	t I ‡ S	Amount	2652 Cancel			

#### 7. Use of the BID/ASK VIEWFINDER

One of the novelties included in Visual Chart V and related to the intermediation services, is the trading from the BID/ASK viewfinder. This tool enables the customer to follow closely the quote of any asset and send buy/sell orders for a previously established amount of titles/contracts

It enables as well to trade very fast and at the best bid/ask prices and it is very useful especially for Forex.

4 EURUS ×		⊳
Sell	H:1.3415	Buy
<sup>1.33</sup>		<sup>1.33</sup> <b>79</b>
Riv: 0.00	L:1.3247	RIv: 0.00

By simply double left clicking the buy or sell zone Direct Access will launch the order.



In the tab Alerts you will be able to check the historical orders events.

## USE OF AUTOMATIC SYSTEMS WITH DIRECT ACCESS

When you activate an automated system in Visual Chart, it's **highly recommended** to take in consideration the following:

**1°** When connecting to Direct Access, the system considers that you are holding the same position in the real market as in Visual Chart. When you insert a system in the chart, and you have gone long a single contract or share in your chart, it considers that in the real market you have also gone long a single contract or share.

2° Once you apply a system all the pending orders will be placed on the market.

**3°** The Visual Chart system works the following way: Every time a bar is finished the system calculates and places all the Pending orders. These orders can be at **close**, **market**, **stop** and **limit**. If the order is at close, it will be executed immedi tely at the closing of the recently finished bar. The **market** order will be executed at the opening of the next bar. The **stop or limited** orders will remain active during all the time the next bar is being formed, and executed when the market matches the specified criteria.

**4°** Now let's see what happens when the system connects to Direct Access: when a bar is finished, the system calculates what orders should be active during the next bar. If these orders are the same as those the system has already placed on the market (previous bars), there won't be any new orders placed or cancelled. If there is a difference between the pending execution orders in Visual Chart and the orders already placed on the real market, all the corresponding orders will be cancelled and the new ones will be placed. The system doesn't modify the orders, just cancels the old ones and sends the new ones. If the system orders' are "At Close" or "Market" type, the order placed on the market will be "Market" order type (immediate execution).

**5°** Once the trading has started, several reasons can cause a difference between the position in real market and in the Visual Chart System. The order is first executed in Visual Chart or in the market, so every time an order is executed, there is a difference between these two systems. To correct this situation the system has a waiting period of minimum 30 seconds (configurable in the system's properties). If the correction doesn't happen, this difference will be corrected automatically

The recommended waiting time is at least 30 seconds, but a lower time can be set up in the system properties. If after this 30 seconds no tick has been received, the correction will be postponed until a new ticks arrives, as if we do not received new ticks it could be because we are not receiving real time.

To correct the Visual Chart position, the following operations are performed:

1. All the active and pending orders are cancelled.

2. An order is placed on the market, including a number of contracts/shares and the sign (Buy/Sale) needed to correct the position, and leave it as in Visual Chart.

3. The corresponding new active orders are sent.

See the examples below:

A) When using limit orders, the market can reach the system's order price, but the order can be executed only partia lly. The order's price tick first comes to Visual Chart, and the system considers it's executed, while it's been executed partially on the market. When the waiting period expires, the position is corrected automatically, as described above, except if during this interval of time, no tick is received, in which case we must wait until the reception of some tick.

B) If a Stop or Limited Order is executed on the market and this tick doesn't enter in Visual Chart: When the waiting period expires, the market position is corrected and adjusted to the position held in the Visual Chart system, except if during this interval of time, no tick is received, in which case we must wait until the reception of some tick

C) Another difference could be produced if any of the system's indispensable elements are interrupted: the real-time quotes interruption, buy/sale system interruption, exchange interruption, etc. If this happens, when the system is re-established, the steps described above are followed to correct the position.

In versions of Visual Chart previous than 5125, the position fixing mechanism acts once the waiting time has ended up, without verifying the reception of new ticks.

## ADDITIONAL CONCEPTS

#### 1. Use of the ARMED system

With this option, the orders will be triggered to the market with a single click through the **DOM** or **negotiations window**. The window you want to send the orders from must be active; a new **DOM/Bid Ask** menu will appear, with the options of the **ARMED** system.

You must fill up all the fields:

- Account: Account the orders are launched to.
- Volume: Number of titles /contracts to be negotiated with a single click.
- Left Button: Select the type of order to be launched when left clicking with the mouse.
- Right Button: Select the type of order to be launched when right clicking with the mouse.



Symbol	005 BA	Y.MOTORE	N WERKE	AG ST 💌	٩	×
-0.590	15898	2,494,8	28 (40)	10547.2.	629%	٠
B. Ord.	. Contrac	B. Price	S. Price	. Contrac S	. Ord.	
2	950	21.820	21.855	548	2	
1	229	21.815	21.880	250	2	
1	235	21.810	21.885	1986	1	
3	1760	21.800	21.890	1400	1	
1	400	21.735	21.915	300	1	
1	1045	21.730	21.920	4456	1	•

When clicking the activate button Visual Chart V will show a message, warning about the risk of activating the automatic order trigger.

When placing the mouse pointer in the cells, the icon **b** appears indicating the activation of the orders triggering.

With a **single click** on the bid ask cells, the type of order specified in the **Armed** system options will be launched.

When **double clicking** the order, it will be cancelled. If you click a buy or sell cell with a buy and sell order already active, this order will be modified and take the price of the new click level. If the option **Cumulate** is active, when clicking an active order, Direct Access will send a new order in the same direction instead of cancelling the current one.

#### 2. Use of parked orders

They are two basic types of orders: normal ones (we have previously described them) and Parked ones. When we talk about normal orders we are referring to the orders whose details must be filled just before we launch them to the market

the parked orders are priory configured and saved in a catalogue; these orders can be used later on and at any moment. The parked orders are neutral; this means that when we create them we do not need to specify if they are buy or sell orders. We will decide the direction of the order just before we launch it.

When clicking the button **Parked Orders**, an assistant will pop up to direct the user in the process of the order creation.

Image: Sell Sell Sell Sell Sell Sell Sell Se	Ê	(în	80	80	Close opened position	Symbol	015 DJ EURO STO	o -	Volume	1 ‡	鷆 Buy	and a
Buy     Sell     Cancel Modify       *     *       order     order       Intermediation     Order Form			EX	100	X Cancell all	Account	mberasotegui	*	Stop	\$	💼 Sell	~~
Intermediation Order Form Adv inced	Buy	Sell	order	order		Туре	Limit	*	Limit	\$	🍫 More 👻	Options
	6		I	ntermedi	ation			2	Order Form			Advinced

-	Parked Orders	
	Accounts - Holder Display orders/Positions Display all orders	Parked Orders Opens up the assistant for parked orders creation
*	SMS Alert Export	

Visual Chart has 5 different types of parked orders that we will specify next, depending on the type of object we are going to apply the orders to.

Parked order for Systems Parked order for Charts /Quote' lists Parked order for DOM window, Parked order for Graphic objects Generic Parked order .Useful to create simple buy and sell orders associated to a shares basket or a single share.

The assistant presents three possibilities: Parked orders creation Wizard
Create a new order
Modify an existing order
Delete an existing order
Select
© Ci
O M

	Select an option before continuing:	
	<ul> <li>Create a new order.</li> <li>Modify an existing order.</li> </ul>	
	C Delete an existing order.	
Visual Chart Group 🛛 🍼		

< Back

Next >

Close

#### 2.1.Parked orders on systems:



2.1.1. Linking a parked order to a system:

Ξ	Trading				
	Activated		Yes		
	Parked o	rder			
	Fix posit	Parked orders	for: (Systems)		X
	Time to :				
	Start Tin	Name	Description	Date	
	End Tim	aberrat	aberrat	12-12-2008 15:45	
					_
		-			
		-			
		1			_
			<u> </u>		

Open a chart and insert a system. Left click one of the system arrows to visualize its properties panel. In the section Trading activate in by selecting YES and select the type of parked orders by clicking the icon



When **clicking OK**, the order is linked to the system (and the system to the chart). A small icon shown in the screenshot above will appear at the right side of the arrow to warm you about the system activation.

### 2.2. Parked orders on a chart or quote 'list:

They allow you to apply an order in the active chart or quote 'list. The order can be launched:a) In the selected symbol in the graphic or quote 'list.b) In a group or basket values.

new order	Write the order's name and choose the option "Graphic, Quote 'list".
Parked order name:         Nasdaq         You must write a name or short description for the order you are creating         Apply to element:         System         Chart, Quotes' list         BidAsk         Graphic object         General       - adequate when creating simple buy or sell orders for basket of quotes or for a single quote	
Step 0 < Back Next > Cancel	
new order     Chart/Quotes' list     Account     you must indicate the account you want tu use when operating (Provided by your broker)	Choose the account with which you wish to trade.
Step 1	
	<form>eventer   Parked order name:   Needed   System   System   System   System   Sidaka   Sidaka   Serveral   Step 1   Account   Step 1   Chart/Quotes' list   Step 1   Provided by your broker   Step 1   Step 1</form>

	Chart/Quotes list	
Symbols selection	Symbols selection	
	C Use the symbol selected on the quo	tes' list, chart or bidask
	Use the following list of symbols:	
	Exch	ange
	Nasdaq	<b>_</b>
	Available symbols	Selected Symbols
	Adobe Systems, Inc. Adobe Systems, Inc. Altera Corporation Amazon.Com Inc Amgen, Inc. Amylin Pharmaceuticals, Inc. Andrew Corporation Apple Computer, Inc. Autodesk, Inc. BCSB Bankcorp, Inc Common S BEA Systems, Inc	Artermarket Technology Corp     American Power Conversion Corpo     Apollo Group, Inc.     Applied Micro Circuits Corporation
	if want to use the list of symbols, select the in, click the symbols you want to use (to s CRTL key), and press the ">>" button to a	e exchange you are interested elect more than one, hold add them to the list.
_	If you want to remove some symbols from and then click the "<<" button.	the list, first select them, Step 2

Parked orders creation Wizard-Creat	e new order	x
DOM Conder1 Select the account Symbols selection Amount selection Conder type	BidAsk         Order type:         Buy order       Imit         Sell order       Imit         Select the type of buy and sell order you want to issue.         Continue creating parked orders.         If you enable this option, you will be able to continue adding orders using the wizard. The orders you add will be saved in the same file and filled at the same time.         Disable this option if you don't want to create more orders.	
	Step 4 < Back Finish Cancel	

It gives you the option to apply the order in the selected symbol at the moment it is launched, or in a stock's basket. Next, the number of titles/shares or money that we want to buy or sell must be inserted for each of the elements composing the basket..

Write the type or order that you want to launch.

2.2.1. Application of the parked orders to any chart or quote 'list:

To apply a parked order in a graphic, the steps to follow are similar to the orders designed for the systems: activate the box **trading** in the properties panel, and choose the previously created order for the graphic. By **clicking F4 or F5** the order will be Filled with the established characteristics.



The icon 🧭 will appear, reminding us that there is an order linked to it..

d dax30	×						
🔲 Symbol	Descriptio	n	Time	Last	[	)ifference Perc	Chg
1 ADS	ADIDAS A	\G 0.N.	1	6:40:39	27.07	0.59	2
2 ALV	ALLIANZ	SE VNA O.N.	1	6:41:07	71.18	-3.66	
3 BAS	BASE	rked orders	for: (Quotes' lists)				×
4 BM₩	BAY.M		1020 000				_
5 BAY	BAYER	Name	Description			Date 10.11.2000.10.04	
6 CBK	СОММ	mmmm 2	2			10-11-2008 16:04	
7 CON	CONT						
8 DAI	DAIML						-
9 DBK	DEUT						
▶ DB1	DEUT						
11 DPW	DEUT						-
12 DPB	DEUT						
13 DTE	DT.TE	36. 		1	1		
14 EOAN	E.ON A		<u>o</u> k		lose		
15 EME	FRESE						

If it is a **quote 'list**, when **clicking F4 or F5**, a window with the parked orders for graphics and quote 'lists will appear. After choosing one of them, the order will be launched.

### 2.3. Parked orders on the DOM window:

In the parked orders creation assistant, the steps to follow are the same for charts/quote 'lists. But in this case, in the **step 0**, the option "DOM" should be marked.

e new order		
e new order	Parked orders creation Wizard-O  mamama Greater Select the account Symbols selection Amount selection Coder type	Create new order       Image: Chart/Quotes' list         Order type:       Sell order         Buy order       Imit         Sell order       Imit         Sell order       Imit         Sell order       Imit         Sell order       Imit         Dirable this option, you will be able to continue adding orders using the ward. The orders you add will be saved in the same life and filled at the same life.         Disable this option if you don't want to create more orders.
new order      BidAsk      Total of contracts or money to buy      Contract/Shares 100      Otherapy (6)		Step 4 < Back Finish Cancel
Select one of the options above; if you choose Contracts or Money, you must write the amount in the text box on the right side of the chosen option.		
	<form></form>	<text><complex-block></complex-block></text>

#### 2.3.1. Application of the parked order to a **DOM Window:**

We need to specify write in the field **Parked order** of the commands group **ARMED**, the one that is going to be used. Therefore, it will be linked to the **DOM** window. The sent orders will be shown in the DOM or negotiations window. To launch the order, you need to be in the line where the required price is, and click F4 (buy) or F5 (sell). In the following image there is an example:

TickChart	
Maximum Amount of	200
Background	
Line	
Trading	
Parked Orders	2.4

When clicking the empty field of the parked order, a window will pop up, where it is possible to select an order previously created, and accept.

Second Second	6206	29.00 1.191	3213
Graticios	Titulos C.	Pheno	Titules V. Ord
- The dono ince		2414.00	
		2413.00	176
		2412.00	316
E.		2411.00	196
12		2410.00	482
		2409.00	171355
		2408.00	1005
1 200		2407.00	460
		2406.00	641
Read Provide State		2405.00	162
		2404.00	-24
	205	1 2403.00	
3.5	782	2402.00	
100	12:847	2401.00	
	1638	2400.00	
	695	2399.00	
	512	2398.00	
	749	2297.00	
	200	2266.00	
	193	2295.00	
	203	2354.00	
		6206 Gtahcos Tibulos C 205 782 205 782 205 782 205 782 205 782 205 782 205 782 205 782 205 782 205 782 205 1639 205 1639 205 1639 205 205 205 205 205 205 205 205 205 205	6206         529.00         -1.193           Gridicos         Tibulos C         Precio           2414.00         2413.00           2413.00         2412.00           2411.00         2410.00           2409.00         2409.00           2409.00         2409.00           2407.00         2407.00           2405.00         2405.00           2404.00         2405.00           2404.00         2407.00           2405.00         2407.00           2405.00         2407.00           2405.00         2407.00           2405.00         2407.00           255         2299.00           1698         2407.00           512         2298.00           512         2298.00           749         2296.00           193         2295.00

In the DOM window the buy order appears, by default, with a green background, and the sell orders with an orange background.

Name	Description	Date
epth of market	Depth of market << Delete selection >>	04-05-2010 18:22

015	SES		Y	SIX
5.00 5795	158.55	91 (20)	3110	1.033
and Clinukes C	Precio C.	Precio V.	Titule: V	Ord V.
10	224074000	2408.00		
840	2405.00	2408.00	225	
603	2404.00	[2] 2409.00	378	
743	2403.00	2410.00	473	-0
644	2402.00	2411.00	368	
440	212101.00	2412.00	428	
1313	2400.00	2413.00	410	
393	2399.00	2414.00	225	
549	2399.00	2415.00	221	
	THY			2
Hora Uhmo	Vol. Uk Ag	ge, C.	Age V.	
57:15 2407:00	20			
57:15 2407:00	5			
57:15 2407:00	55			
57:15 2407.00	9			100

In the negotiations window, by default, the buy order appears with a green background and the sell order appears with a red background.

#### 2.4. Parked orders in Graphic Objects:

This type of orders gives a great flexibility, because they are associated with graphic objects. When these objects are modified, the order is updated immediately. The creation process is as simple as in the rest of the situations, even though the application is different.

#### 2.4.1. Application of a parked order to a graphic object:

It is necessary to have a chart and an object inserted on it (Line, support, regression...), which will be the one who applies the execution of the order. The simplest case is to use a trend line situated so that the order can be executed when the Price crosses it. Here is an example on how to proceed to activate the order:

A	lerts Properties			The icon 🧭 u	nder the line remin	ds us that there is a lin	ked order.
V	ОК			When the spe	cified condition is fu	Ilfilled, in this case an u	upwards crossover of
Ξ	Generals			event in the iA	lert panel	er will be sent, you will	be informed about this
	Name	Line			·		
Ξ	Colour						
	Colour		]				
Ŧ	Style						
Ŧ	Extensions						
Ŧ	Symbols						
Ð	Parallels						
Ξ	Alerts						
	Alerts	Activate					-
	Alert if upward	Activate					- 8 000
	Trade if upwar	Activate			T T		- 0.000
	Alert if downw	Activate			. 2		12000
	Trade if down	Activate				P 📋	7.952
	Parked order	support down			Line		
					072 MFXI		- 7.900
					Buy at ma	arket 5	
Pa	rked order		1				
In	sert a parked order	r)					
	1068) 			6:00	16:30	17:00	F H 4

As we can see in the image, when we activate the **Alerts** field from the object properties panel, there are two possibilities: "Alert when upwards crossover" and "Alert when downwards crossover." When we activating one of these options, in this case the first one, two other options appear: "Trade if upwards crossover "and "Trade if downwards crossover". For this example, we have marked the first one. Clicking the icon **we first order**, we can see a window with the available orders, from which we have chosen for the example the one named "**line**".

#### 2.5. Generic Parked orders.:

The generic parked orders are very useful to send simple buy/sell orders for a specific share or a shares basket. The creation method is analogous to the previous cases.

Like with other orders, we can decide its direction when it is going to be launched. If this last option is selected, it is necessary to introduce the contracts/titles percentage or the corresponding amount of money to be used for each symbol. **By default**, when buy or sell operations are made in a shares basket, Visual Chart asks for a confirmation before launching the order.





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España: 902 34 11 34 · USA: 866 497 5537 UK: 020 7153 8936 · 020 7153 8937 · 020 7153 8938 · 020 7153 8939 Deutschland: 01805 35 40 30 · Österreich: 0820 40 0038 · Schweiz: 0 800 56 10 15 · France: 0 821 23 00 99 Belgique: 078 79 01 79 · Suisse: 0 800 56 10 15 · Canada: 800 210 7889 · Italy: 848 390 458