

Eclipse – / ° %

FOUNDATION SECURITIES PRIVATE LIMITED

Question : “Unable to connect to fslive.com.pk” on login screen?

Answer : Wrong IP is given in “terminal.ini” or message server is not running on server machine

Question : On login if message appears “ New Version of this Software is available, your terminal will be updated” ?

Answer : New update will be available for the terminal. User need to contact IT person for installation. IF press “OK” than installation process will start. “Cancel” will exit from the terminal.

Question : How to trade “Buy” or “Sell”?

Answer : Use F4 for “Buy Trade” and F5 for “Sell Trade” or Right click on any symbol and select buy and sell.

Question : How to “Cancel” any Order if any order executed?

Answer : Use F11 to “Cancel” the executed order or right click to cancel order from Order view.

Question : On placing order “the stock exchange link is temporarily unavailable” appeared?

Answer : This message is due to trading server is down due to any reason. Contact IT team to resolve the issue .


Question : On entering PIN code message appeared “Invalid Pin Code”?

Answer : If appears when user enter wrong PIN. Enter correct PIN Code or Contact IT team for renewal of PIN code.

Question : How can user check MBO & MBP?

Answer : Right click to any symbol and select MBO & MBP.

Question : How can i change the application theme?

Answer : . User can use this icon  present on the ribbon of the application. User can access from “Preferences” in window menu.

Question : How can user add new symbol in the watch list?

Answer : User can drag and drop symbol directly from symbol list.

Question : How can user use multiple watch list?

Answer : Go to watch list menu and select the option for making multiple watch list.

Question : How can a user perform a Payment Request?

Answer : User can use Payment Request option accessing from “Trading” Menu.

Question : How can user change his password?

Answer : Option for change password is available in Edit Tab.

Question : Can I change Index Watch List?

Answer : Yes. Go to Watch List Tab in the menu bar and select custom watches and index watch list.

Question : How can I resize the column?

Answer : This  is given on the right corner of market watch list. After click user can see “Resize Column” option appearing in the drop down pane.

Question : How can a user watch different chart?

Answer : Right Click to any symbol and select “View Chart” Option. Chart Tab is also available in the upper right corner of the application.

Question : How can a user view different types of reports?

Answer : “Reports” tab is available in the upper right corner of the application. User can view different types of reports available in “Report” Tab in the menu bar.

Question : How can a user view his complete “Margin Detail View”?

Answer : “Margin Detail View” is available in the “Portfolio Tab” and user can also use CTRL + M to view.

Question : Is there any tickers available in the application?

Answer : Yes, there are three types of tickers are available “Marque Ticker”, “Symbol Ticker” and “Waterfall ticker” in the Ticker tab.

Question : Can a user use browser in the application.

Answer : Yes, User can use through “Ctrl +T” or from “Utilities” tab.

Question : How can a user “Exit” from application?

Answer : Use can exit using “Exit” Option in “File” tab. Or user can use “Ctrl +Q” to exit.
