FREQUENTLY ASKED QUESTIONS

1. Do I need to know Algorithmic/Algo Trading to work with NeoTrader?
A: Not at all! Even a complete novice in the markets, with an access to a computer can use NeoTrader effectively. The design and the output have made any knowledge of algorithms, etc. unnecessary as it delivers completely processed information to the user.

2. Do I need to know Technical analysis to work with NeoTrader?
A: Not necessary. NeoTrader delivers the outputs of the crunching of technical variables using different sets of Algos designed by us in a ready-to-use format. So, even a lay person with limited knowledge of the markets can also use NeoTrader. That said, it is to be added here that NeoTrader's value can be considerably enhanced if the user knows or is familiar with technical analysis. There are features that can be tweaked to individual preferences so as to design a trading system of one's own. For that that are interested, ChartAdvise, the creator of NeoTrader, provides extensive training in technical analysis. Contact us for details on this.

3. Do I need high quality/high-end Computer/Laptop to run NeoTrader?
A: Not at all. The entire algo operations are running on our servers and the data is just being pushed into the end users terminals for display. There is no processing done at the user end and neither is any data stored there. Thus NeoTrader can be accessed from anywhere, anytime using any desktop or laptop.

4. Can I use NeoTrader on my mobile or tablet?
A: While NeoTrader is designed to best work with desktops and laptops, it also works on the tablets and mobiles. A more definitive version for these devices is currently under testing.

5. Do I get charts in NeoTrader?
A: Yes, ChartAdvise offers embedded charts from third party providers. We also have EOD charts from Trading View, one of the best charting platforms in the world. However, for live data based charts full with Futures, Options, etc, we request you to subscribe to a Data Provider/Live Data feed subscription service.

6. Are the strategies shown on the charts in NeoTrader?
A: No. Trading View is an independent service provider who's EOD charting facilities are integrated into NeoTrader. It does not currently permit us to feature our strategies on their charts.

7. Why don't you have your own charts in NeoTrader?
A: This is a development under consideration at the moment. However, there are so many choices available currently for charting that loading the program with a chart module makes it heavier and delays processing some. However, we are certainly looking at some light charting solutions that may get included in future updates of NeoTrader

8. Is there a NeoTrader app?
A: Currently we are working on delivering the contents of NeoTrader through a mobile application. It should be ready in the near future.

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9. Can I trade directly from NeoTrader?
A: We are working on this solution and will release it shortly, in one of our upcoming releases.

10. Does it generate reports that I can print?
A: No. Currently, all information is displayed on the screen.

11. Can I save the data for later use and study?
A: No. At the moment this feature is not available.

12. Will you take requests for customisation of the product?
A: Certainly. Feedback from users is the best way, we believe, for improving the program. The ones that are feasible can certainly be incorporated.

13. Can I use NeoTrader on different devices at the same time?
A: One subscription allows you to log in from anywhere and any device only once. Logging in elsewhere will log out the current user. For multiple logins you will have to purchase additional subscriptions.

14. How can I use multi logins if I am a corporate?
A: For corporate clients, we can create multiple logins under a common id. This is charged differently from retail subscription.

15. Do I get training on the different methods used in NeoTrader?
A: On subscribing you get a full training on the usage of the program and its many features. The actual methods and algos will however not be divulged.

16. What is the support that I can get for NeoTrader usage?
A: When you join as a member, you get a full training on the usage of the program, its many features and how to use them effectively. We have technology support standing by during normal working hours every day. We also have market experts standing by to help you through difficulties in understanding of the methods and technical analysis issues. Support is available through email, chat as well as phone.

17. What if my system crashes? Will I get a reinstallation?
A: There is no program to install since this is cloud based. Hence it is independent of the working of your individual machine. You can simply log in from anywhere you want.

18. Where can I get more information on NeoTrader?
A: You can go to https://trade.chartadvise.com to find out more details about the program, see details on different features, take a small demo tour or check out some of the videos we have on the program. Pricing, support, subscription details etc. are also on the site.

You can also call us at 9967971875 / 9920235022 to get an executive to demo the program if you are a corporate client. Our support team at the office is standing by to answer all the queries you may have.