

Lightspeed Trader FAQ's

Updated, 4/21/17

Q: How do I cancel my open orders?

Q: Can I prevent the ESC key from cancelling all of my orders?

Q: Can I set Lightspeed Trader to Cancel all of my orders at the end of the regular trading session (4pm EST)?

Q: How do I use my keyboard to cancel a selected order in my order book.

Q: How do I save my layout after making changes?

Q: Is there anything I can do to prevent my orders from canceling when I log off or lose connection?

Q: How can I have the same market maker box on all of my pages in my layout?

Q: What are the available indices I may use in the Lightspeed Trader Watchlist?

Q: How can I mark my P&L to the inside market, instead of Last Trade?

Q: I am enabled to see NSDQ quotes and ARCA quotes, why do I not see them in my Level 2?

Q: How do I remove an ECN or market maker that I don't wish to display in my Level 2?

Q: How do I set a specific ECN to always be on top of each price level?

Q: How do I check the margin requirements of a particular symbol?

Q: How can I tell if a stock is easy to borrow or locate required?

Q: How do I enter preferred symbols into the Lightspeed Level 2?

Q: Why do some keys say Bid and Offer while other keys say Buy and Sell?

Q: What is the difference between Tier and Full on my Keyboard Orders?

Q: I don't want my Tier Sizes to permanently change when I manually set them. Can I have them reset to the default after retyping?

Q: What is the difference between Closeout and Closeout Full on the keyboard Tab?

Q: What if I do not want my Closeout Orders to send an order when I don't have a position, is this possible?

Q: Can I send a symbol from Lightspeed Trader to another application, such as Esignal?

Q: Can I get Lightspeed Trader to Confirm all of my orders or Warn me with personalized risk criteria?

Q: What is the difference between Through and Marketable Limit on the Supersmart Orders?

Q: I am used to using "RASH" to send orders. Is there an equivalent on Lightspeed Trader?

Q: Can I toggle through other ECN's with my keyboard with one mapped bid/offer key?

Q: How do I place Hidden Orders?

Q: Is it possible to filter out Cancelled Orders from my Order Blotter?

Q: Does Lightspeed Trader have any sound or audible alerts?

Q: I am unable to see more than 7 days back of intraday data on my Lightspeed Chart, how do go further back?

Q: When I installed the VPN client, I had to first turn off Norton before I could connect to the VPN. Is this necessary?

Q: The clock on my Lightspeed Trader is incorrect. How do I correct it?

Q: What are the minimum requirements for my computer in order to run Lightspeed Trader?

Q: What are the minimum internet connection requirements in order to run Lightspeed Trader?

Q: Will Lightspeed Trader work on a Mac?

Q: Can I log into Lightspeed Trader on weekends?

Q: I downloaded the software and VPN install but when I try to log in, I get "Connection Failed."

Q: Can I change the color settings in the highlighted (active) Market Maker Window?

Q: Can I move the main Lightspeed bar independent from all the other windows?

Q: Is there a setting that I can set to "block" or make me re-confirm orders based on certain criteria?

Q: Can I configure the color of certain columns in my positions page based on whether I am long or short?

Q: When I initialize an Order Pop-Up Window the price does not dynamically update to the inside market. I'd like to change it so it's dynamically updating price. How do I do that?

Q: How do I cancel all my open orders? [Back to FAQ Ref]

A: By default, the ESC key is always programmed to Cancel All Orders. Users can also map Cancel Keys anywhere on the keyboard in the Keyboard Tab.

Q: Can I prevent the ESC key from cancelling all of my orders? [Back to FAQ Ref]

A: Users cannot un-map the ESC key from cancelling all orders, however, in the "Trading" tab, under the "TIF" sub tab users can set the ESC key to cancel all but DAY orders.

Q: Can I set Lightspeed to Cancel all of my orders at the end of the regular trading session (4pm EST)? [Back to FAQ Ref]

A: Yes, first select 'Utilities' in the top left corner of Lightspeed Trader and go to the "Trading" tab. Use the "Events" Subtab to check "Cancel All Orders on Market Close."

Q: How do I use my keyboard to cancel a selected order in my order book? [Back to FAQ Ref]

A: Users can map the key "Cancel Selected Order" anywhere on the keyboard. You can also set the "\ " for this function in the Trading Tab > Cancels subtab.

Q: How do I save my layout after making changes? [Back to FAQ Ref]

A: Your layout is automatically saved every time you log out. If you made changes to your layout that you are not happy with and you do not know how to undo them, there is an option when you log out to NOT save configuration changes or changes to your keyboard mappings.

Q: Is there anything I can do to prevent my orders from canceling when I log off or lose connection? [Back to FAQ Ref]

A: Yes, ask your Relationship Manager about permission to leave your DAY orders open after logout.

Q: How can I have the same market maker box on all of my pages in my layout? [Back to FAQ Ref]

A: can right click on the banner of any window and select Lock from the menu. This will ensure this window is displayed on all of your pages.

Q: What are the available indices I may use in the Lightspeed Watchlist? [Back to FAQ Ref]

A: [Here is a list of available indices](#). All indices are preceded by a "."

Q: How can I mark my P&L to the inside market, instead of Last Trade? [Back to FAQ Ref]

A: The Lightspeed Trader Design Tab offers a drop down to Mark P&L by Last Trade or Inside Market.

Q: I am enabled to see NSDQ quotes and ARCA quotes, why do I not see them in my Level 2? [Back to FAQ Ref]

A: To integrate ECN quotes in the Level 2, right click on the Level 2 and select settings. You can check ECN's you would like to integrate and select a # of price levels to integrate, or uncheck the ECN if you would not like them displayed at all.

Q: How do I remove an ECN or market maker that I don't wish to display in my Level 2? [Back to FAQ Ref]

A: When a user Right Clicks on a Level 2 and goes to Settings, you will see a list of ECN's under Integrate Direct Quotes. Uncheck the ECN if you do not wish to show it. You may also type any Market Maker, ECN or Exchange in the Exclude MM's section to remove them from your Level 2.

Q: How do I set a specific ECN to always be on top of each price level? [Back to FAQ Ref]

A: The MM Box tab, Price Levels subtab is equipped with a dropdown to set a specific ECN always on top.

Q: How do I check the margin requirements of a particular symbol? [Back to FAQ Ref]

A: Right click in your Market Maker Box and select "Settings". Select the "Design" subtab and check "Show Margin Requirements." When this option is checked, the Margin Requirement will appear in the top right corner of the Level 2 with an Icon, displaying 25% (marginable) or 100% (non-marginable).

Q: How can I tell if a stock is easy to borrow or locate required? [Back to FAQ Ref]

A: A: Right click in your Market Maker Box and select "Settings". Select the "Design" subtab and check "Show Borrowable Indicator." In the top right corner of the Level 2 you will see an indication of the stock's borrowability at the start of the day. E = easy to borrow , L = locate required, T = threshold security.

Remember, if you are granted permission to short these stocks this indication will NOT update.

Q: How do I enter preferred symbols into the Lightspeed Level 2? [Back to FAQ Ref]

A: Lightspeed expects a lower case 'p' as the special symbol to indicate when a stock is preferred. Use the ',' on your keyboard to bring up preferred characters in the Lightspeed Level 2; hit comma twice to bring up a lowercase p. For example, JPMpB can be typed in with JPM,,B.

Q: Why do some keys say Bid and Offer while other keys say Buy and Sell? [Back to FAQ Ref]

A: Lightspeed Trader uses the word Bid to mean pop-up buy and offer to mean pop-up sell. In addition, the Bid keys will populate with the Inside Bid Price and Offer keys will populate at the Inside Offer Price, while Buy keys buy at the Inside Offer Price and Sell Keys sell at the Inside Bid Price.

Q: What is the difference between Tier and Full on my Keyboard Orders? [Back to FAQ Ref]

A: Tier and Full mean the same thing: they will both send your Tier Size.

Q: What is the difference between Closeout and Closeout Full on the keyboard Tab? [Back to FAQ Ref]

A: Closeout Orders will close out up to your Tier Size and Closeout Full Orders will close your entire position.

Q: What if I do not want my Closeout Orders to send an order when I don't have a position, is this possible? [Back to FAQ Ref]

A: Yes, there is a setting in the keyboard Tab, "Disable Closeouts if there are no positions.". When this is checked, all Closeout and Closeout Full orders will NOT send an order if you do not have a corresponding position in that stock. If this is not checked, these orders will always send your "Tier Size."

Q: I don't want my Tier Sizes to permanently change when I manually set them. Can I have them reset to the default after retyping? [Back to FAQ Ref]

A: Yes, there is a setting in the Tier Sizes Tab, "Reset to Default After Retype." This will reset all Tier Sizes to the default setting every time you type up a new stock.

Q: Can I send a symbol from Lightspeed Trader to another application, such as Esignal? [\[Back to FAQ Ref\]](#)

A: Yes, by using our General Link on the Linking tab, you can send the active LS symbol to any 3rd party application.

Q: Can I get Lightspeed Trader to Confirm all of my orders or Warn me with personalized risk criteria? [\[Back to FAQ Ref\]](#)

A: Yes, the Trading tab is equipped with a Warnings Tab for setting your own Risk criteria and a Confirms Tab for different scenarios.

Q: What is the difference between Through and Marketable Limit on the Supersmart Order? [\[Back to FAQ Ref\]](#)

A: The difference between Through and Marketable limit is Through will simultaneously spray all participants up to your Through amount immediately. Marketable Limit is the amount you are willing to let the Inside Market trail up (when buying) or down (when selling) and continue to execute your order. The Through amount can not be higher than your Marketable Limit.

Q: I am used to using "RASH" to send orders. Is there an equivalent on Lightspeed Trader? [\[Back to FAQ Ref\]](#)

A: Users can create custom orders and type RASH in as the market of choice. This will send orders to the Nasdaq Smart Router like RASH orders do. You can also use the INCA Smart Keys to access the Nasdaq Smart Router.

Q: Can I toggle through other ECN's with my keyboard with one mapped bid/offer key? [\[Back to FAQ Ref\]](#)

A; Yes, use the Increments tab to build an ECN Scroll List and select "ECN Scroll for your up/down arrows" or for "Repeating Command."

Q: How do I place Hidden Orders? [\[Back to FAQ Ref\]](#)

A: Hidden orders are only accepted on certain venues. To hide an individual order, hit the H key while your order pop-up is up. You can toggle the Hidden Order off by hitting the H key again. You can Hide all ECN orders by checking the box "Hide All Eligible ECN Orders" on the ECN Orders tab.

Q: Is it possible to filter out Cancelled Orders from my Order Blotter? [\[Back to FAQ Ref\]](#)

A: Yes, to change the Display in your Order Window, right click and choose the "Change Display Option." Here you can add or filter out Active Orders, Cancelled Orders, or Executed Orders.

Q: Does Lightspeed Trader have any sound or audible alerts? [\[Back to FAQ Ref\]](#)

A: Yes, you can get an audible alert when an execution occurs by checking the box in the Trading Tab, Events subtab.

Q: I am unable to see more than 7 days back of intraday data on my Lightspeed Chart, how do go further back? [\[Back to FAQ Ref\]](#)

A: Lightspeed Chart data only displays 7 days of intraday chart history, regardless of the minute bar time frame you choose.

Q: When I installed the VPN client, I had to first turn off Norton before I could connect to the VPN. Is this necessary? [\[Back to FAQ Ref\]](#)

A: We ask that customers who would like to connect via VPN only disable the "worm blocking" feature on Norton under the email options and uncheck "Stealth Blocked Ports" under the firewall options on Norton. Disabling these features should not pose a security risk for you.

Q: The clock on my Lightspeed Trader is incorrect. How do I correct it? [Back to FAQ Ref]

A: The Lightspeed Trader clock represents the time on the PC Clock. To edit it, log out of Lightspeed Trader, change the PC Clock and log back in. We recommend setting your clock to the Eastern Standard Time and Time Zone while trading, for best results.

Q: What are the minimum requirements for my computer in order to run Lightspeed Trader? [Back to FAQ Ref]

A: We recommend Windows 7 or above, a minimum of 2.5 Ghz or higher processor speed dual or quad core, at least 6 GB of RAM, and at least 500 MB free disk space.

Q: What are the minimum internet connection requirements in order to run Lightspeed Trader? [Back to FAQ Ref]

A: Lightspeed Trader demands a suitable download speed in order to run properly. Whether its DSL or Cable modem is irrelevant, just be sure your download speed is a minimum of 10 Mbps with at least 2Mbps upload speed. Users should never trade using a wireless connection. If you are unsure of your internet download speed, consult your ISP for a test.

Q: Will Lightspeed Trader work on a Mac? [Back to FAQ Ref]

A: Yes. Lightspeed has a Mac OS X version available on the Downloads page.

Q: Can I log into Lightspeed Trader on weekends? [Back to FAQ Ref]

A: Yes, Lightspeed Trader is available 24 hours a day, 7 days a week.

Q: I downloaded the software and VPN install at home but when I try to log in, I get "Connection Failed." [Back to FAQ Ref]

A: Make sure you are clicking on the VPN Login exe Icon and not the Lightspeed Trader shortcut Icon. When you log into the VPN, Lightspeed Trader will automatically start on its own.

Q: Can I change the color settings in the highlighted (active) Market Maker Window? [Back to FAQ Ref]

A: Yes, you can. Under Configuration Settings, go to MM Boxes Tab, then the Design Sub Tab, click on "Level2" under "Customize Quote2 Window". You'll see that you have the ability on Lightspeed to vary the colors in the active vs. inactive Level 2 Windows.

Q: Can I move the main Lightspeed bar independent from all the other windows? [Back to FAQ Ref]

A: Yes, you just need to hold the CTRL key down while moving the Lightspeed bar, which will allow you to move the bar by itself.

Q: Is there a setting that I can set to "block" or make me re-confirm orders based on certain criteria? [Back to FAQ Ref]

A: Yes, you can set Warnings for when your price is too far away from the inside market or if your size is too large. You can also ask the Lightspeed Tradedesk about various risk measures they can set for you at the back end.

Q: Can I configure the color of certain columns in my positions page based on whether I am long or short? [Back to FAQ Ref]

A: Yes, you can. Right click on the positions page and select "Change Columns." Highlight any Column that is added and Select "Colorize by Long/Short Position. You'll see that you have the ability to select any color for Long or Short Positions.

Q: When I initialize an Order Pop-Up Window the price does not dynamically update to the inside market. I'd like to change it so it's dynamically updating price. How do I do that?

[\[Back to FAQ Ref\]](#)

A: In the Increments Tab, there's a setting "Dynamic Price Updates In Pop Up" that you should check. Doing this will keep the dynamic price updating until you step in and manually change the price.