



Robbins Online

**User Guide**

**Version 4.1.3**

**Dated 3/10/2002**



## Installation:

Point your browser to [www.RobbinsOnline.com](http://www.RobbinsOnline.com) then click "Online Trading". Under "Robbins Online" on the left menu, choose "Download Software". When the File Download window appears, choose "Run (or Open) file from its current location", then follow the prompts to complete the installation. Choose "New Installation" when asked *unless* you are re-installing the program and wish to retain your prior settings.

When installation is complete you will have a new icon on your desktop.

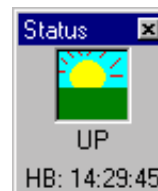
## Logging on:

Double-click on the Robbins Online icon to launch the application. In the Password Information window enter your account number (with no spaces) and case-sensitive password then click "Logon" or hit <Enter>.

Your account information is synchronized with our servers when you log in, enabling you to see any trades or positions you may have executed from a different PC.

Once you're logged on, you'll see a sunrise in the Connection Status Box indicating a solid connection to our servers. Notice the "heartbeat" that updates every 5 seconds. If there are connection problems you may see a question mark or a moon displayed, indicating that your connection is questionable or lost. **Please do not try to send orders without a sure connection to our servers.** You may still trade by calling our Internet Trading Desk at 1-877-441-6697 or 312-441-6697 until you re-establish your connection.

Please note that you will enter your account number only when you log on for the first time after installation. Please be aware of your account number in case you need to call the Internet Desk for any reason.



## Getting Started: Your Trading Profile

To get started, first set your order-entry preferences using the Trading Profile. To open the Trading Profile, click on "Settings" on the Main Menu Bar and select Trading Profile. Robbins Online has been configured so that e-mini traders can get started right away, but customizing your own settings is easy and can be done at any time.

Choose the markets you trade in Section 1, holding down the Ctrl key if you are selecting more than one symbol under a particular tab. This creates a custom list of contracts for you to choose from when placing orders, so you don't have to waste time sorting through all of the symbols each time you place an order.

Next, go to section 7 of the Profile and assign a year and month by scrolling to the symbol in the box labeled "Default Futures Symbol" (or "Default Option Symbol"). When the symbol you want appears in the box, check the button next to the month you want to appear on the order ticket when the symbol is selected; also make sure the correct two-digit year is displayed. Move between the Futures and Options boxes by clicking on the button to the left of the box you want to change.

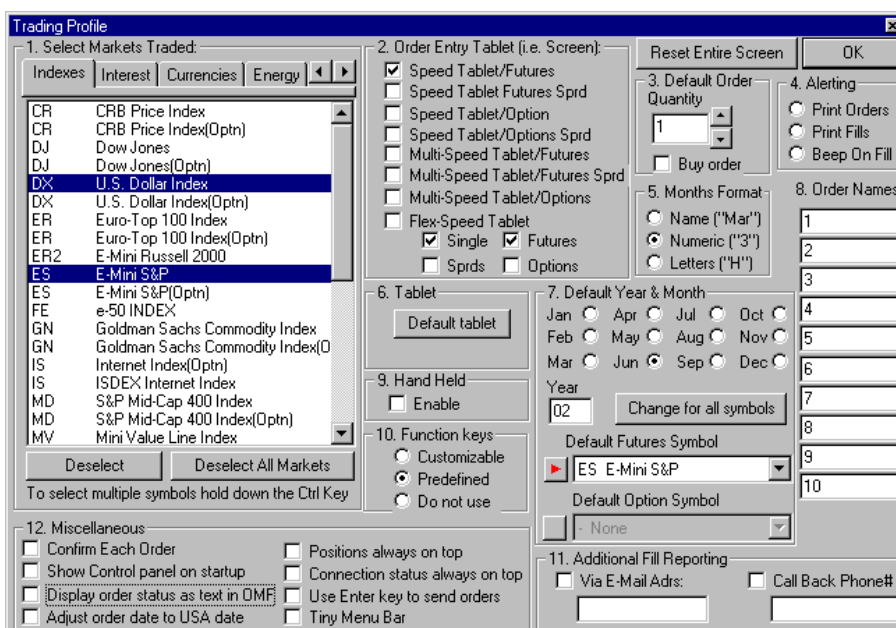
If you want to assign the same month and year for all of your selected symbols, choose your default market (the one you wish to automatically appear when you open an order ticket if you are

using Predefined function keys). Then choose the month and year you want displayed and click "Change for all symbols".

You may indicate a default order quantity and other order and display preferences as you proceed through the rest of the Profile. For now you may ignore sections 2, 6 and 9 (we'll get to them later). Default selections are designed to make your order entry as quick as possible, and these selections are easily changed in the order ticket if you want.

Section 12 contains miscellaneous settings you can adjust at any time, as you are getting familiar with the software.

1. Confirm Each Order: when checked, a confirmation window appears after you click "Send" on your order ticket, giving you the chance to either confirm the information on the order you will be submitting or amend it.
2. Show Control Panel on startup: if you are a new user you'll likely want to leave this unchecked, as function keys now replace the Control Panel's utility.
3. Display order status as text in OMF: the status column in the Order Management Facility normally displays icons, however you may choose to display text if you prefer or if you have difficulty distinguishing colors.
4. Adjust order date to USA date: if you are trading from an area where the date is not the same as in Chicago, check this option in order to see correct information in your Order Management Facility
5. Positions always on top: checking this displays your Futures Open Positions window in front of any other applications you may be running on your PC
6. Connection status always on top: this option displays the Connection Status window in front of any other applications you may be running
7. Use Enter key to send orders: this option allows you to transmit your orders by hitting the <Enter> key on your keyboard instead of clicking on the "Send" button on the ticket. *Use this option with great care, especially if you've chosen not to have the confirmation screen appear.*
8. Tiny Menu Bar: reduces the size of the menu bar, however you will be able to access the menu bar options only by using the keyboard shortcuts (hold down the Alt key and hit the corresponding shortcut letter).

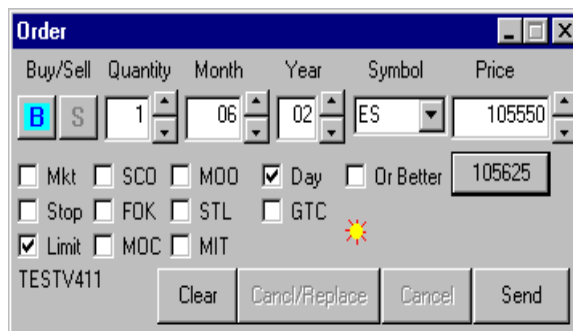


Section 9 allows you to use a hand-held gaming device in place of function keys.

Sections 2 and 6 are designed so that traders who used previous versions of the software can have the “look and feel” they are used to. If you prefer to use the Control Panel to access orders, select the type of order ticket you want opened in this area. If you prefer to open a customized and previously saved ticket, choose this in Section 6.

## Function Keys

Robbins Online is designed to maximize the ease and convenience of placing orders by offering one keystroke access to orders. You have two ways to use this feature: predefined or customizable function keys.



## Predefined Function Keys

The initial function key setting the first time you start Robbins Online is predefined. This selection assigns keys F1 through F4 to specific order types using the default symbol, month and quantity you’ve indicated as your defaults in the Trading Profile. The order types are:

- F1 Buy at market
- F2 Buy at limit
- F3 Buy at stop
- F4 Buy at stop limit

Toggle between Buy and Sell by hitting any of the F1-F4 keys.

If the market symbol information is complete (symbol, month, and year) a reference price will appear just below the open price field. For price-contingent orders the price field is open to accept a price which can be entered by simply clicking on the up and down arrows on the ticket or by using the up and down arrow keys on your keyboard to scroll to the price you want. Use the tab key or click to access other fields if you wish to make changes.

## Customizable Function Keys

You may choose to have the function keys open orders you’ve customized. If you want to view examples of orders we’ve preconfigured, open your Trading Profile and select “Customizable” in section 10, then click “OK” to close this window.

We’ve created a set of orders that would allow an e-mini S&P futures trader to use them immediately. The function keys open the following order types:

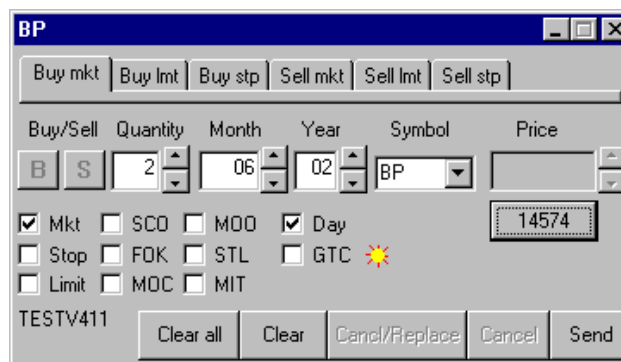
- F1 Buy 1 ES at the market
- F2 Buy 1 ES limit
- F3 Buy 1 ES stop
- F4 Sell 1 ES at the market
- F5 Sell 1 ES limit
- F6 Sell 1 ES stop

If you want different orders assigned to these keys, click on the “Order Tablet” selection on the Main Menu Bar. Scroll to the order ticket you want to open. Futures orders and futures

options orders are separate tickets. You may choose a single ticket or a ticket that can contain up to six or ten orders.

If you select a ticket that can contain multiple orders, you may name the individual tabs if you wish. Plan your ticket and open the Trading Profile from the “Settings” menu. Section 8 contains boxes with the names of the order tabs. Enter the names you want and click the “OK” button. When you open the multiple order ticket you want from “Order Tablet”, the tabs should be renamed. If you want different order names on another ticket, change the names in the Profile before creating the new order.

Set up the orders as you want, and move the ticket to where you want it to appear when opened. Right-click anywhere on the completed ticket and select “Save” or “Save As”. Give the ticket a descriptive name in the dialog box; if you want this ticket assigned to a function key, check the radio button next to the key you want assigned, then click “OK”.



If you have a series of orders you wish to save but not assign to a function key, open them by clicking on “Order Tablet” on the Main Menu Bar. Click on the “Open” selection and then click on the name of the ticket you want to open.

### Additional Function keys

Other F keys have been assigned these functions:

- F5 Opens Working Orders tab of the Order Management Facility. Use arrow keys to scroll to the order you want to amend and hit <Enter> to open a ticket to **cancel/replace** the highlighted order.
- F6 Opens Working Orders tab of the Order Management Facility. Use arrow keys to scroll to the order you want to cancel and hit <Enter> to open a ticket to **cancel** the highlighted order.

Please note that the above F5 and F6 functions are available only when you are using “Predefined” function keys

- F7 Opens Working Orders tab of the Order Management Facility. Scroll to highlight the order you want to amend or cancel and then type either R to open a ticket to cancel/replace this order or type X to open a ticket to cancel it.
- F8 Opens the Open Positions tab in the Order Management Window
- F9 Displays a summary of account balances
- F10 Opens a ticket to liquidate (close) your **default market** position
- F11 Opens a ticket to reverse your **default market** position

## **Disabling Function Keys**

If you want another program to use the Function keys on your keyboard, use one of the following two methods to disable the Robbins Online control of these keys:

To temporarily disable, go the Main Menu Bar and click on “Func Key” then select “Disable”. This will disable Robbins Online control of the Function keys until either you choose to enable them again by using the same procedure or you launch the software again.

If you want to permanently disable Robbins Online control of the Function keys, open your Trading Profile from the “Settings” selection on the Main Menu Bar. Check the button next to “Do not use” in Section 10.

## Placing Orders:

Open the order ticket for the type of order you want to place. For price contingent orders, use the arrows on your keyboard or click on the spin box arrows will insert the reference price into the price field, then scroll to the price you want. **The reference price is not a quote** but appears to help you send orders with the price in the proper format.

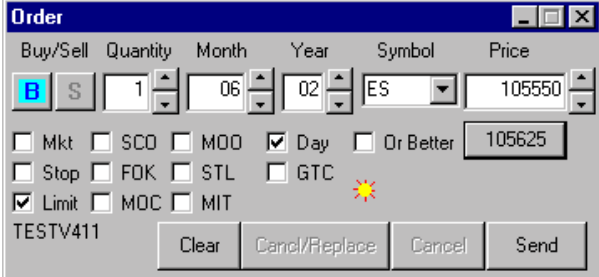
When you've created the order you wish to place, click the "Send" button. The Confirmation Window will appear, displaying the order information (if Confirm Each Order is checked in your Profile). If the information is correct, click "Confirm" or hit <Enter>; if you want to amend the order, click "Cancel" and then make your changes.

Once you've sent your order, you should **immediately** see an order number displayed both in the lower left corner of the order ticket and in the Order Management Facility. This is your confirmation that our servers have received your order. **If you've sent an order and do not see an order number, call the Internet Trading Desk to check the status of the order. Please do not assume that the order has or has not been received. Contact the Internet Trading Desk at 1-877-441-6697 or 312-441-6697.** The only way to confirm the status of an order or your account is to call our desk.

When you can confirm that our servers have received your order, you may then close the order ticket by either clicking the "X" in the upper right corner or by hitting the <Esc> key if the order is the active window (the status bar will be blue, not gray).

## Changing or canceling an order:

Changing an order once it's been placed is easily done by clicking the "**Cancel/Replace**" button on the order ticket. This places the cursor in the price field, where you can scroll up or down to the price you want. Order quantities may not be changed. Click the "Send" button and confirm the order (if this is your profile setting). Your request to replace the prior order will be confirmed with a new order number, the same way the original order was.



The screenshot shows a window titled "Order" with the following fields and controls:

Buy/Sell	Quantity	Month	Year	Symbol	Price
<input checked="" type="checkbox"/> B <input type="checkbox"/> S	1	06	02	ES	105550

Order type options:

<input type="checkbox"/> Mkt	<input type="checkbox"/> SCD	<input type="checkbox"/> MOO	<input checked="" type="checkbox"/> Day	<input type="checkbox"/> Or Better	105625
<input type="checkbox"/> Stop	<input type="checkbox"/> FOK	<input type="checkbox"/> STL	<input type="checkbox"/> GTC		
<input checked="" type="checkbox"/> Limit	<input type="checkbox"/> MOC	<input type="checkbox"/> MIT			

Order ID: TESTV411

Buttons: Clear, Cancel/Replace, Cancel, Send

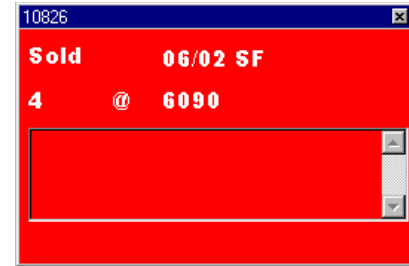
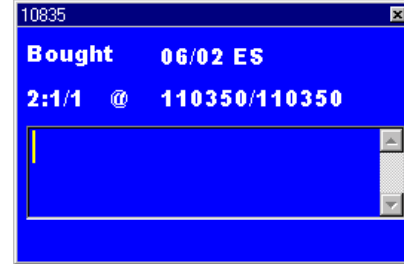
You can cancel an order by clicking on the button labeled "**Cancel**", then "Send". Confirm the cancel request if necessary, then make sure you see a new order number in the Order Management Facility to be sure our servers have received it. Please be aware that market orders cannot be changed or cancelled.

If the order ticket window for the order you want to change or cancel is closed, you have several ways to open it. The most straightforward way is to simply **double-click on the line containing the order in the Order Management Facility**. If the **Order Management** window is closed, you may hit your **F7** key to open the **Order Management** Window. Scroll to the order you want to change or cancel, then type either **R (to open a ticket to cancel/replace it)** or **X (to open a ticket to cancel it)**.

If you are using Predefined function keys, you also have the choice of tapping the F5 key, which opens the Working Orders tab of the Order Management Facility. Scroll to the order you want to amend and hit <Enter> to open a ticket to **cancel/replace** the order. Hitting the F6 key opens the Working Orders tab, where you can then scroll to the order you want to **cancel**, then hit <Enter> to open the ticket.

## Fill Alerts

As your orders are filled you will receive Fill Alerts displayed in the right-hand portion of your screen. They are color-coded so you can easily and quickly confirm buys (blue) and sells (red). Split fills are displayed with a slash between prices. If your limit order is only partially filled, the quantity after the colon shows the quantity filled. Close the Fill Alerts by either clicking on the “X” in the upper right corner of the window or simply hitting the <Esc> key (while the Fill Alert window is the active window on your screen).



## Order Management

The Order Management Facility is used to view all orders placed using Robbins Online. The Futures Order Management Facility displays daily futures orders and GTC (Good-Till-Cancelled) orders. If you use spread or options orders, view them by opening the appropriate Order Management Facility. From the Main Menu Bar, click on “Order Management” and scroll to the Facility you want to open.

Orders appear under the appropriate tab. The two additional tabs on the far right display positions as well as realized and unrealized profit or loss. To update marked-to-market profit or loss, click on the “Refresh P/L” button (on the lower bar of the window) when viewing the Open Positions tab.

Either an icon or text indicates an order’s status as follows:

Futures Order Management Facility											
Working Orders   Filled Orders   Today's Orders   Day Orders   GTC Orders   Cancelled Orders   Open Positions   Closed Positions											
Status	Order #	Replac...	B/S	Qty	Symbol	Exp	Price	Fill	Type	TIF	Time
Working	10814		Buy	3	SI	07/02	45500		Limit	Day	14:11:08
Replaced	10816	10823	Sell	1	US	06/02	9928		Stop	Day	14:11:39
Working	10823	10816	Sell	1	US	06/02	9924		Stop	Day	14:15:06
Filled	10826		Sell	4	SF	06/02	6090	6090	Limit	Day	14:16:01
Cancelled	10832		Buy	3	SB	07/02	570		Stop	Day	14:20:47
Cancel Request	10833	10832	Buy	3	SB	07/02	570		Stop	Day	14:20:57
Filled	10835		Buy	2:1/1	ES	06/02	110350	110350/	Limit	Day	14:22:21
Too-Late-To-Cancel	10837		Buy	4	US	06/02	10112	10112	Stop	Day	14:24:07
Cancel Request	10838	10837	Buy	4	US	06/02	10112		Stop	Day	14:24:15
Partial Fill	10842		Buy	4:2	JY	06/02	7695	7695	Limit	Day	14:25:22

Working  
 Replaced  
 Working  
 Filled  
 Cancelled  
 Cancel Request  
 Filled  
 Too-Late-To-Cancel  
 Cancel Request  
 Partial Fill

Print Selection      Unrealized      Realized P/S      Net      10 Orders      Export Selection  
 1500.00      0.00      1500.00

The Profile default is set to display icons in the status column.

Futures Order Management Facility												
Working Orders		Filled Orders		Today's Orders		Day Orders		GTC Orders		Cancelled Orders		
Status	Order #	Replac...	B/S	Qty	Symbol	Exp	Price	Fill	Type	TIF	Time	
Working	WKG	10814	Buy	3	SI	07/02	45500		Limit	Day	14:11:08	
Replaced	RPLC	10816	10823	Sell	1	US	06/02	9928	Stop	Day	14:11:39	
Working	WKG	10823	10816	Sell	1	US	06/02	9924	Stop	Day	14:15:06	
Filled	FILL	10826		Sell	4	SF	06/02	6090	6090	Limit	Day	14:16:01
Cancel Request	CXL	10832		Buy	3	SB	07/02	570		Stop	Day	14:20:47
Filled	CXLD	10833	10832	Buy	3	SB	07/02	570		Stop	Day	14:20:57
Too-Late-To-Cancel	FILL	10835		Buy	2:1/1	ES	06/02	110350	110350	Limit	Day	14:22:21
Cancel Request	TLTC	10837		Buy	4	US	06/02	10112	10112	Stop	Day	14:24:07
Partial Fill	CXLD	10838	10837	Buy	4	US	06/02	10112		Stop	Day	14:24:15
	PFIL	10842		Buy	4:2	JY	06/02	7695	7695	Limit	Day	14:25:22

Print Selection      Unrealized      Realized P/S      Net      10 Orders      Export Selection

1500.00      0.00      1500.00

*If you prefer to display your order status as text, choose this in Section 12 of the Trading Profile.*

You may resize the columns under each tab if you wish by placing the cursor just over the line dividing the columns until a horizontal arrow appears. Click and drag to move the line where you want.

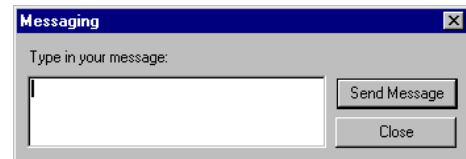
Orders may be sorted by double-clicking on the column heading by which you want to sort.

The User-Defined Order Management Facility offers the ability to apply various filters such as time frame and order type, among others, if you need more powerful analysis capability. Go to the Main Menu Bar, click on "Order Management" and scroll to "User Defined".

### Messaging

You may use the messaging function to easily communicate with the Electronic Trading Desk. Go to the Main Menu Bar and click on "Messaging". Type your message in the in the window then click "Send Message". The Electronic Trading Desk will address your inquiry.

If you receive a message asking that you call the Electronic Trading Desk, please call as soon as possible, **before placing additional orders**. We only request this when the matter in question has some urgency attached.



From time to time you may receive broadcast messages from the desk. As a courtesy we try to remind traders of holiday hours or when GTC orders are cancelled on the last Friday of each month.

## Printing and Exporting Order Information

For your own recordkeeping, you may print and export order information from the Order Management Facility. You do not need to be logged in to our servers or even online to do this, as long as you have received your latest account activity on the PC used to print or export.

Select the orders you want to print or export by clicking on the first one to highlight it in blue. **Add orders by holding down the Ctrl key while clicking on the additional orders. If you want to select a group of orders displayed contiguously, click on the first order to highlight it in blue, then hold down the Shift key and click on the last order in the group.** Click either the "Print Selection" or Export Selection" buttons on the lower bar of the Order Management Facility.

### Printing:

Orders may print in either a tabular or vertical format. The default setting is tabular, which prints the order information horizontally as it appears in the Order Management window. If you want the information printed vertically (each column heading on its own line), go to the Main Menu Bar and click on "Settings". Choose "Print Settings", change the setting and click "OK".

If you want to change the font used when printing order information, go to the Main Menu Bar and click on "Settings". Choose "Print Settings" and indicate the font size you want to use, then click on "OK".

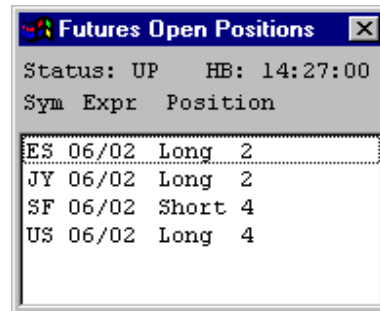
### Exporting:

Order information may be exported into a text file if you want to later use it in a spreadsheet or database. Once you've selected the orders you want to export, click the "Export Selection" button and indicate a filename and location in the "Save As" box. Once you click "Save" you will be given the choice of saving the file with either commas or tabs separating the fields. You may also choose to append your selection to an existing file if you want. Click "OK" when you have made your choices.

## Futures Open Position Window

The **Futures Open Position** window tracks your open futures positions. You may position it wherever you find convenient or close it altogether. To re-open the window, go to the Main Menu Bar and click on "View". Scroll to "Open Positions".

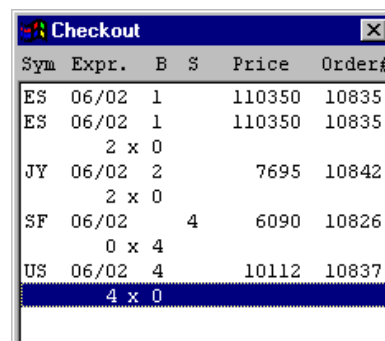
If you want this window to always appear "on top" of other applications you may be running, choose this option in Section 12 of the Trading Profile (under "Settings" on the Main Menu Bar).



Sym	Expr	Position
ES	06/02	Long 2
JY	06/02	Long 2
SF	06/02	Short 4
US	06/02	Long 4

## Checkout Window

For a quick look at your trading activity for the day, view the **Checkout Window**. Buys and sells of each market are totaled for you to confirm. Open this window under the "View" selection on the Main Menu Bar.



Sym	Expr.	B	S	Price	Order#
ES	06/02	1		110350	10835
ES	06/02	1		110350	10835
		2 x 0			
JY	06/02	2		7695	10842
		2 x 0			
SF	06/02		4	6090	10826
		0 x 4			
US	06/02	4		10112	10837
		4 x 0			

## Working With Good-Till-Cancel Orders

Good-Till Cancel (GTC) orders are cancelled at the close of business on the last Friday of each month. When this is done, please purge orders from your database **prior to placing new orders**. Go to the Main Menu Bar and click on “Data” and select “Purge Orders”. Indicate the date through which you want orders purged and click “OK”. You will need to restart the software, or you will still see the purged orders display.

## Purging Orders—Database Maintenance

Even if you do not use GTC orders, it's a good idea to occasionally purge orders from your database in order to maximize the software's performance. Although you won't see prior days' orders, they remain stored in a database resident on your PC. When the database grows beyond a certain point, performance may be impeded, and you will see a message on your Main Menu Bar saying that the system will be inactive until orders are purged. To avoid this, you may want to purge orders more frequently, perhaps once a month for an active daytrader.

Go to the Main Menu bar and click on “Data”. Select “Purge Orders” and indicate the date through which you want to purge. When done, restart the program.

## Error Messages and Rejected Orders

Under certain circumstances orders will generate error messages and will be rejected, either by the Robbins Online servers or by Globex. Error messages appear in a yellow alert box and are stored in the Order Management Facility in the “Msg” column.

Any reject message preceded by a numeric code is sent by Globex. The most common reject messages and their cause are as follows:

1. *Immediately electable: verify price*  
Stop orders placed when the market price is through the stop price are rejected with this message.
2. *Request Validator: cancel request is invalid*  
The order you are trying to cancel is already filled.
3. *Request Validator: cancel/replace request is invalid*  
The order you are trying to amend is already filled.

Robbins Online servers will reject orders if they recognize that we cannot accept the order.

## Troubleshooting

How To:

*View previous days' orders:*

Change the date on your PC to the date you want to view. This will display all orders placed from that date forward, as long as they have not been purged. If you want the orders sorted by date, double-click on the "Date" column heading.

*View today's orders:*

If you do not see orders you placed today when viewing the Order Management Facility, check the date and time on your PC and confirm they are correct.

The Order Management display is date driven, so when your PC strikes midnight on any given date, the orders from the previous day's business stop displaying.

*Log on when the message "Invalid Information Presented" appears:*

Check your caps lock and num lock buttons. Passwords are case-sensitive.

*Place an order when the message "Bad Year" appears?*

Check the year on your PC. This message appears when you try to send an order for a symbol with a month and year prior to the setting on your PC.

Welcome to Robbins Online simulated trading. We've put this environment together to familiarize you with the functions and customizability of the Robbins Online trading software.

The software has been configured so that e-mini traders can start up right away. The e-mini S&P is your current default market, although you can change this in the Trading Profile (Under "Settings" on the Main Menu Bar).

Enter your account code and case-sensitive password in the Logon Screen. The Connection Status Box should then show a sunrise, indicating a solid connection with our servers. Make sure you see this when placing orders.

You have two options for one-keystroke access to orders: predefined or customizable function keys. The initial setting the first time you start the program is predefined. With the predefined option, keys F1 through F4 are assigned to specific order types for your default market. Toggle between "buy" and "sell" by striking any of the F1-F4 keys.

Another choice is customizable function keys. To access the customizable orders, open the Trading Profile and make this choice in section 10. Click "OK" to close the window.

We've already created a set of customized orders that you can use or change if you want. They are set up as follows:

F1	Buy 1 ES at the market
F2	Buy 1 ES limit
F3	Buy 1 ES stop
F4	Sell 1 ES at the market
F5	Sell 1 ES limit
F6	Sell 1 ES stop

Notice when you click on the F keys that the orders tile down, with buys on the left and sells on the right.

If you want to change the orders or function key assignments, open the order entry tablet you want from the Order Tablet selection on the Main Menu Bar. Create the order you want and position the window where you want it to open. Right-click on the window, select "Save As" and give the order a descriptive name. Assign a function key in the "Save As" box as well if you wish.

Use the Trading Profile to adjust the software settings to your specifications. Section 12 contains a number of miscellaneous preferences that you can indicate as you become familiar with the functionality. For example, some more active traders prefer to display the Futures Open Position window on top of other applications running or to uncheck the Confirm Each Order option for speedier order placement.

When you've placed an order, with or without the confirm option, you should see **immediately** an order number displayed in the lower left corner of the order ticket and in the Order Management Facility. This is your confirmation that our servers have received your order. As your orders are filled you will receive color-coded messages displaying buy or sell, quantity and the price of the fill.

The Order Management Facility displays your orders under the appropriate tabs. Use this and the Futures Open Position window to track your orders and positions. The Order Management Facility also tracks your open and closed positions in the rightmost tabs of the window.

Other F keys have been assigned these functions:

F5	Opens Working Orders tab of the Order Management Facility. Use arrow keys to scroll to the order you want to amend and hit <Enter> to open a ticket to <b>cancel/replace</b> the highlighted order.
F6	Opens Working Orders tab of the Order Management Facility. Use arrow keys to scroll to the order you want to cancel and hit <Enter> to open a ticket to <b>cancel</b> the highlighted order.

Please note that the above F5 and F6 functions are available only when you are using "Predefined" function keys

F7	Opens Working Orders tab of the Order Management Facility. Scroll to highlight the order you want to amend or cancel and then type either R to open a ticket to cancel/replace this order or type X to open a ticket to cancel it.
F8	Opens the Open Positions tab in the Order Management Window
F9	Displays a summary of account balances
F10	Opens a ticket to liquidate (close) your <b>default market</b> position
F11	Opens a ticket to reverse your <b>default market</b> position