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Q & A

## FREQUENTLY ASKED QUESTIONS

### How do I enable my GPRS connectivity on the phone?

- Subscribe to the GPRS connection with your mobile operator. (Contact your mobile operators customer care for further details)
- Get the GPRS Settings from the service provider (Contact your mobile operator).
- Configure the settings on your mobile phone (Contact your mobile operator for assistance in configuring the GPRS Settings).

### How do I get my User id & Password?

Kindly register with us through our website [www.wifintech.com](http://www.wifintech.com) or send a e-mail to [support@wifintech.com](mailto:support@wifintech.com) . After agreeing and signing the terms and conditions of the service provider, you will receive the user id and password from customer service center of Wifin.

### How do I download the 'Mobistream' application on my device?

- Removing the old versions: (If have a older version of MobiStream available in the mobile phone)
- Procedure for removing the application varies from phone to phone.
- For example, to remove an application from Nokia 6600:
  - User has to navigate to the Application Manager
  - Move the cursor to the application to be removed (The application name will be "Mobistream")
  - Selecting the Options menu will display list of options.
  - Selecting Remove option from the menu will request for a confirmation (Do you want to remove the application Mobistream?).
  - Accepting the confirmation will remove the application completely from the mobile phone.
- To remove application from Nokia 6230:
  - Go to the folder where the application has been installed. (Installation location differs based on user's choice).
  - Move the cursor on the application to be removed (The application name will be "Mobistream").
    - Selecting Remove option from the Menu will request for a confirmation.
    - Accept the confirmation message to remove the application completely from the mobile phone.

#### ▪ Downloading from the Web:

- Go to web (Using the Browser available in the phone).
- Select Open Page/Web address option.
- Type the following url: www.wifintech.com
- Select the Link to download  
(e.g) WIFIN Mobistream Client - Nokia 6600 - Version 1.0
- Open the application on your mobile phone, installation will automatically start once the application is saved
- Follow the installation instructions. Once the installation is complete, the application will be available in the main menu or in the user specified folder as "Mobistream".

#### How do I launch Mobistream?

- Go to the folder where Mobistream application is installed.
- To start the application, click on the application icon. Login screen will displayed as the first screen.
- Enter the Username, Password, ServerIP and Server Port details and click Submit. (Note: A default Server IP and Port will be available in the application. Server IP and port settings should be changed incase if the user receive any change notification from the service provider.)
- Select Yes to use the network for sending and receiving data.
- Select the access point (current network operator) and the application will proceed to the main screen. (Note: Some mobile devices will have a default Access Point setting and will not request user to select it manually)

#### How to set up the 'Default Screen' that shows itself up on launching Mobistream?

##### Click 'Set Default Screen' from the Options menu in the homepage.

- Select a screen from the displayed list.

After the screen is set, the message 'Default Screen Successfully Set ' is prompted.

On the next successful login, the application will display the default screen.

#### How do I view Market Watch screens?

- Click Menu in the home page (available through Right Soft Key in the most of the devices) will list all the available features (Scroll down to see all).
- Select the Market Watch screen (e.g. FX Spot Majors, CME, etc) from the menu.

- Selected feature will provide live information of one or more fields of the available instruments.

### **How do I create, save and rename my customized screens?**

- Select 'MyScreen' from the Menu.
- Select any one of the available 10 MyScreens to customize.
- On MyScreen, you can Add, Delete and format the view. (For more details Refer Ques.15)
- Select a screen from the MyScreen list. Click 'Rename' from Options menu and enter a new name to rename the screen.
- Renamed screen will be saved in the MyScreen with the given name.

### **How do I access the 'News Headlines'?**

- Select Latest News from the Menu.
- Headlines News screen will be displayed listing latest 10 News items.
- Selecting particular news from screen, will display the detailed headline.
- Clicking 'Previous' from Options will retrieve Previous 10 News Headlines. (For more details Refer Ques.10)
- Selecting 'Next' from Options will retrieve Next 10 News.

### **How do I see the details of the 'News'?**

- Selecting a particular News Headline from News screen, will display the detailed News Headline with the news generation time.
- Selecting 'View Details' from Options menu will fetch the detailed News/Story corresponding to that headline.

### **Can I go back to the old set of 'News'?**

- Yes, user has the option to view the old set of 'News'.
- Selecting 'Latest News from the Menu, will display the latest 10 News Headlines.
- Clicking 'Previous' from Options will retrieve Previous 10 News Headlines.

### **How do I set up Alerts and view Triggered and Pending Alerts?**

#### **Add Alert:**

User can set alerts on price threshold for various instruments (Forex / CBOT/ CME).

- To set the alert perform the following procedure
  - Go to Menu --> Add Alert

- Select the exchange from the displayed list.
- Enter the symbol, operation, limit and selecting Add from Options menu will add the alert.

### Symbol Search:

User can also searching the symbol (if the symbol is not known).

- o Select Search: Click Options -> Search.
- o Select Lookup: Enter at least first 3 characters of the symbol and Click Options -> Lookup.
  - Instruments related to the Symbol entered will be listed.
- o Select the instrument from the list by Clicking on the instrument. Click Options -> Insert
  - Selected symbol is inserted in the Add Alert Screen.
- o To clear the inserted symbol: Click Options-> Clear Search
- o Alert is set by entering operation and limit & by clicking Add from Options menu.
- o If the user searches for a non-available/wrong symbol, then the message 'Instrument not found' is prompted.

### Pending and Triggered Alert:

- After adding alert for an instrument, user can view the alert by selecting 'Pending Alert' from menu.
- In the Pending Alert screen, users can cancel pending alerts using 'Delete' from the Options menu.
- Select 'Triggered Alert' from menu will display the triggered alerts.

### How do I receive the 'Alerts' that are triggered on the occurrence of the 'Alert' condition?

- Alerts set are triggered automatically based on the Bid price.
- Application displays the alert message, when the defined alert condition has occurred.
- Alert indication happens only when Mobistream application is active

### How do I view the different types of 'Charts' for a specific instrument?

User can view intra-day, daily, weekly and monthly charts (Line chart and Candlestick chart) on the Instruments in the screen.

- o Select an instrument in the market watch screen. Click Options -> View Chart.
- o By default, user can view intra-day chart.

- o Click Options -> Daily Line. Daily Line chart will be displayed.
- o To View the Daily Candlestick:
  - Click Options -> Daily Candlestick. Daily Candlestick chart will be displayed.
- o Click Options -> Weekly Line. Weekly Line chart will be displayed.
- o To View the Weekly Candlestick:
  - Click Options -> Weekly Candlestick. Weekly Candlestick chart will be displayed.
- o Click Options -> Monthly Line. Monthly Line chart will be displayed.
- o To View the Monthly Candlestick:
  - Click Options -> Monthly Candlestick. Monthly Candlestick chart will be displayed.

### **How do I view the complete details pertaining to an instrument?**

Detailed information of any particular stock can be viewed using Full Quote Option on the instruments screen.

- o Select an instrument in the market watch screen.
  - Click Options -> Full Quote.
- o Information related to the selected instrument will be displayed. (Scroll down to see all).

### **How do I customize the 'Rows' & 'Columns' that I can view in 'My Screens'?**

User can set up their portfolio with the customized screens(MyScreens).

#### **Add Row:**

- o To customize the screen,perform the following:
  - Go to Menu -> MyScreen.Select anyone of the available 10 MyScreens to customize.
  - Rename (if required) your Customized screen/ Portfolio.
- o For adding the Row:
  - Goto the required MyScreen
  - Click Options -> Add Row.
  - Select the exchange from the displayed list.
  - Enter the symbol and selecting Add from Options menu will add the instrument in the customized screen. Which provides the live information of that instrument.

### Symbol Search:

User can also add a row by searching the symbol.

- o Select Search: Click Options -> Search.
- o Select Lookup: Enter the symbol and Click Options -> Lookup.
  - Instruments related to the Symbol entered will be listed.
- o Select the instrument from the list by Clicking on the instrument.
- o To Insert: Select Insert, Click Options -> Add.
  - Selected symbol is inserted in the customized Screen.
- o If the user searches for a non-available/wrong symbol, then the message 'Instrument not found' is prompted.
- o To clear search: Select Clear Search, Click Options -> Clear Search to clear the search.

### Delete Row:

- o Select the instrument from the screen for deleting.
- o To Delete a row: Click Options -> Delete.
  - Selected instrument is deleted from the customized Screen.

### Change Column:

User can select the required column to view the data for selected columns of the instruments.

- o Select Options -> Change Column.
  - Select the Fields from the displayed list.
- o To Change the Column:
  - Click Options -> Change.
- o Clicking Change will result in the change of column in the screen.
  - User can also set Alert, view Chart and Full Quote in the customized screens.

### How do I customize the 'Columns' that I can view in 'Market Watch Screens?'

User can select the required columns to view the data for the instruments in the market watch screens.

- o Select Options -> Change Column.
  - Select the Fields from the displayed list.
- o To Change the Column:

- Click Options -> Change.
- Clicking Change will result in the change of column in the screen.

### How do I re-activate my application from the dormant screen mode?

When the application is in foreground, it can be re-activated by pressing any key in the mobile. Clicking on the application icon can re-activate from the dormant mode, while the application is running in background.

### How do I see the total bandwidth consumed?

Bandwidth consumption is device specific. For example the total bandwidth consumed in **Nokia6600** is viewed as follows:

- Select '**Log**' from phone menu.
- Selecting '**GPRS data Counter**' in Log will display the data sent and received, from which bandwidth can be calculated.

### How do I exit the application?

User can quit the application from any screen.

- Select '**Exit**' from options menu to close the application.