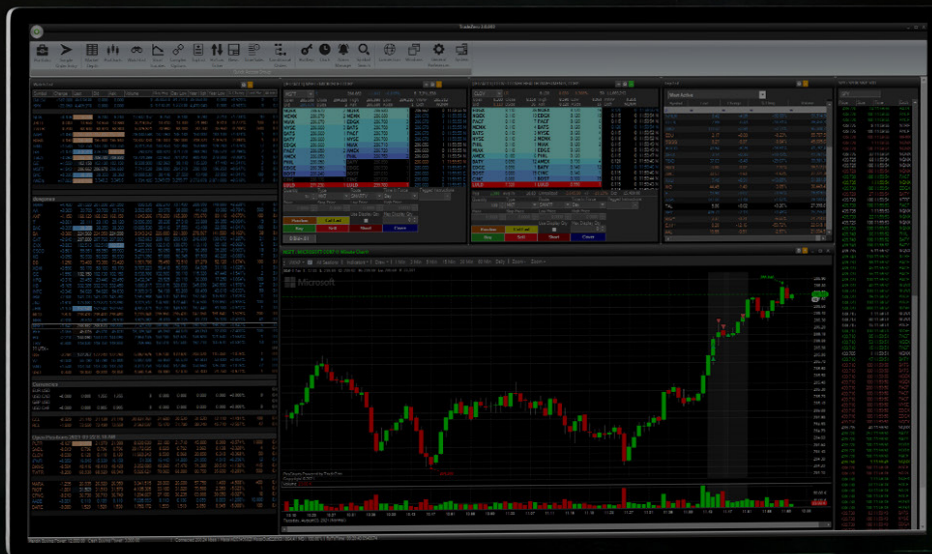




Platform Reference Manual | Client Edition



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01 GETTING STARTED

Install the current build, confirm your workstation, and connect securely.

ZeroPro is TradeZero's Windows-based active-trading platform. It combines Level 2 market data, order entry, hotkeys, charts, scanners, options, portfolio tools, and short locates in a customizable workspace.

CURRENT EDITION This manual describes Build 652. Use the Downloads & Updates page to confirm that your installed build is current.

System Requirements

COMPONENT	MINIMUM	RECOMMENDED FOR ACTIVE TRADING
Operating system	Windows 10 or later	Current, fully updated Windows installation
Memory	4 GB RAM	8 GB RAM or more; add memory for multiple monitors
Processor	Intel Core i3, AMD Ryzen 3, or equivalent	Intel Core i5/i7 or equivalent/better
Disk space	60 MB free	Additional space for updates, exports, and logs
Display	Full HD	Multiple Full HD or higher-resolution displays as needed
Internet	25 Mbps download	Wired connection; 65 Mbps download, 20 Mbps upload, 30 ms latency or lower

COMPATIBILITY ZeroPro is not compatible with macOS. Clients using a Mac should review TradeZero's browser-based platforms.

CHAPTER 01 | GETTING STARTED

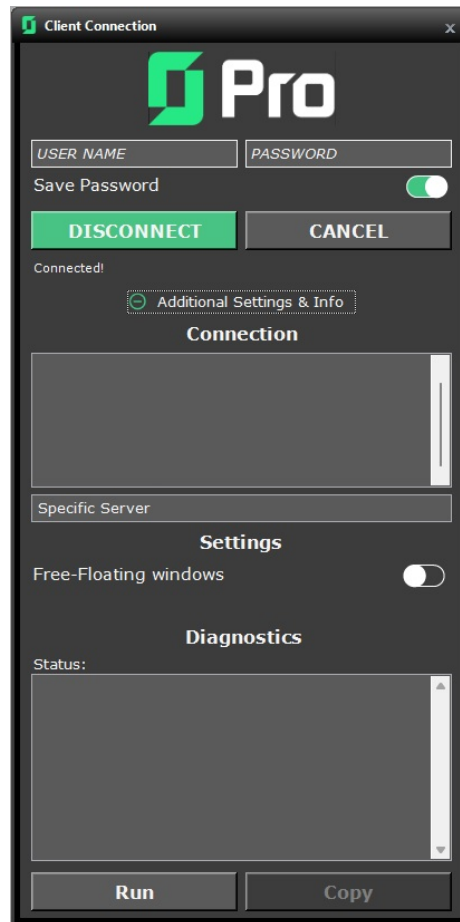
Install or Update ZeroPro

1. Open TradeZero's Downloads & Updates page and select the current ZeroPro build.
2. Save the installer, open it, and follow the on-screen installation prompts.
3. Launch ZeroPro from the desktop shortcut or Windows Start menu.
4. When an in-platform update prompt appears, review the release notes and install the current build before trading.
5. After an update, confirm your saved layout, market data, hotkeys, and default order settings before sending a live order.

Downloads & Updates: tradezero.com/en-ca/downloads

CHAPTER 01 | GETTING STARTED

Connect to Your Account



Client Connection window. Enter your ZeroPro username and password, then select Connect.

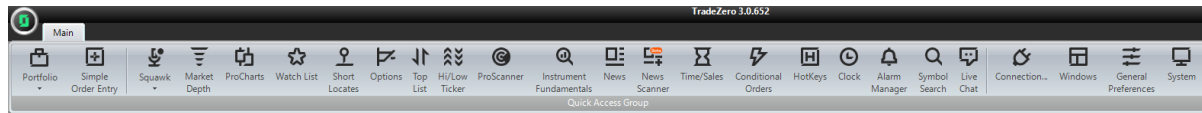
- **Username and password:** Use the ZeroPro credentials assigned to your account.
- **Save Password:** Use only on a trusted, secured device.
- **Connection status:** Confirm that the window reports **Connected** before relying on quotes, positions, or order controls.
- **Connection log:** Review the recent connection messages when the platform is attempting to connect or has disconnected.
- **Server selection:** Use the available server field only as directed by the current platform or TradeZero Canada Client Services.
- **Free-Floating windows:** Controls whether the workspace is contained within the main application window.
- **Diagnostics:** Select **Run** when troubleshooting. Review the output before using **Copy** or sharing it with Client Services.

SECURITY Never send a password. Before sharing a connection screenshot or copied diagnostic output, mask credentials and review it for account or personal information.

02 WORKSPACE & LAYOUTS

Open widgets quickly, link symbols across windows, and save a reliable trading workspace.

Quick-Launch Toolbar



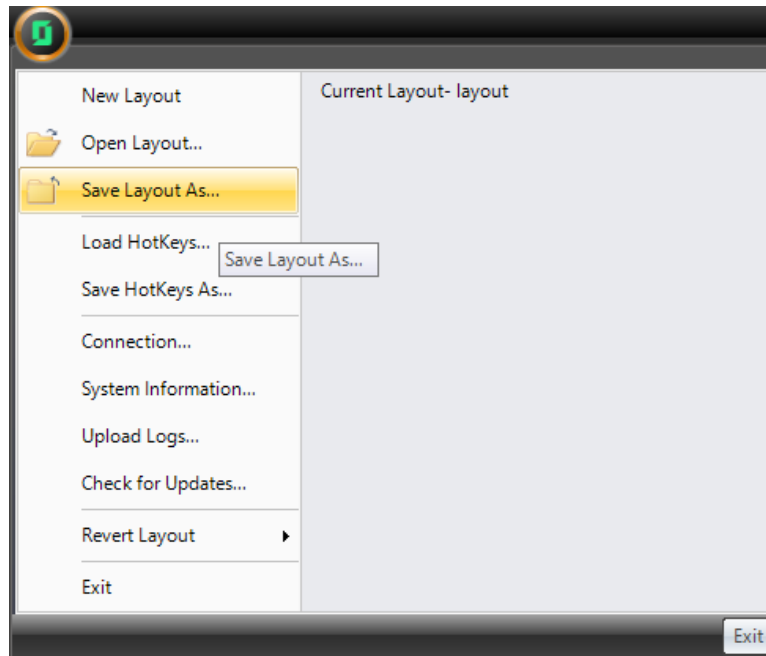
The Build 652 quick-launch toolbar provides access to portfolio, order entry, market data, charts, scanners, and utilities.

BUTTON	WHAT IT OPENS OR DOES	REFERENCE
Portfolio	Account summary, positions, open orders, history, and executions	Chapter 6
Simple Order Entry	Compact equity order ticket without the depth ladder	Chapter 3
Squawk	Real-time audio equity updates and developing market commentary	Chapter 9
Market Depth	Level 2 quotes, Time & Sales, and integrated order entry	Chapter 3
ProCharts	Charts, indicators, drawings, and saved chart sets	Chapter 7
Watch List	Configurable multi-symbol quote list	Chapter 8
Short Locates	Locate quotes, inventory, and eligible credits	Chapter 11
Options	Option chains, strategies, Greeks, and order entry	Chapter 10
Top List	Ranked activity, percentage-change, and net-change lists	Chapter 8
Hi/Low Ticker	Day and 52-week high/low events with filters	Chapter 8
ProScanner	Real-time equity scans using configurable criteria	Chapter 9
Instrument Fundamentals	Company, ownership, growth, profitability, and valuation data	Chapter 9
News	Symbol- and keyword-filtered headlines and stories	Chapter 9
BUTTON	WHAT IT OPENS OR DOES	REFERENCE
News Scanner	Build 652 streaming news scanner with saved filters and presets	Chapter 9
Time/Sales	Recent prints by price, size, time, exchange, and trade type	Chapter 8
Conditional Orders	Primary order with a follow-up conditional order	Chapter 4
HotKeys	Keyboard actions and configurable HotKey Deck buttons	Chapter 5
Clock	Current time, session status, and time remaining	Chapter 8
Alarm Manager	Price-condition alerts with popup and sound options	Chapter 8
Symbol Search	Matching symbols, company names, and exchanges	Chapter 8
Live Chat	In-platform access to TradeZero Canada Client Services	Chapter 12
Connection...	Connection status, server selection, settings, and diagnostics	Chapter 1
Windows	Find, bring forward, centre, send back, or close widgets	Chapter 2
General Preferences	Application, colour, sound, and hover settings	Chapter 12
System	Current system and installed-build information	Chapter 12

CHAPTER 02 | WORKSPACE & LAYOUTS

Build and Save a Layout

1. Open the windows you use and arrange them across your monitor or monitors.
2. Set each window's preferred symbol link, columns, colours, order defaults, and size.
3. Open the main ZeroPro menu and select **Save Layout As**.
4. Give the layout a descriptive name, such as **Morning Scan**, **Trading**, or **Review**.
5. Save again after making important workspace or hotkey changes.



Main application menu with layout, hotkey, connection, update, and diagnostic commands.

GOOD PRACTICE Maintain a clean backup layout before testing a major workspace change. Confirm that the correct layout is active after every platform update.

CHAPTER 02 | WORKSPACE & LAYOUTS

Link Windows by Symbol

Linked windows share a symbol. Select a link-group colour or letter in one window, apply the same group to the related windows, and then change the symbol in any linked window.

- A Market Depth window can drive a linked ProChart, Time & Sales window, Watch List, Options window, or Fundamentals window.
- Use different groups when you want to monitor multiple symbols independently.
- Before sending an order, verify the symbol shown in the active order-entry window.

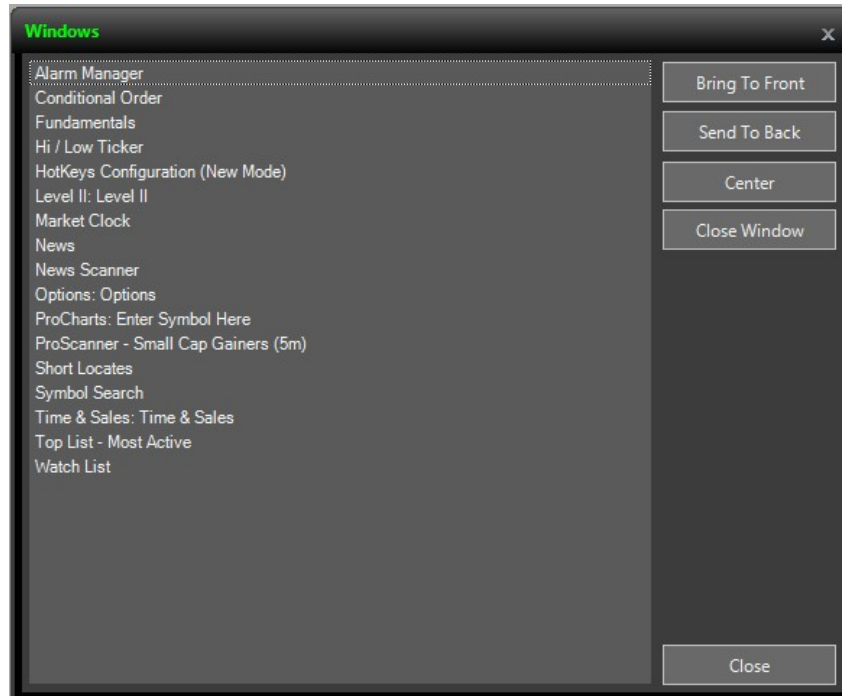


Market Depth workspace showing a linked quote display, depth ladder, Time & Sales, and order ticket.

CHAPTER 02 | WORKSPACE & LAYOUTS

Recover or Manage Windows

If a window opens off-screen, becomes hidden, or is difficult to locate, open the Windows dialog. Select the window and bring it to front, send it back, centre it, or close it.

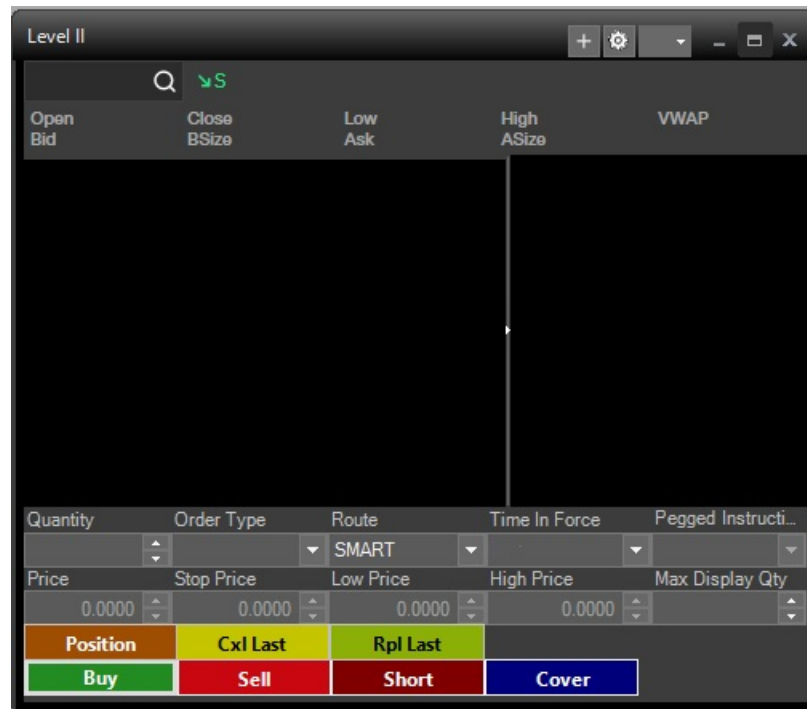


Windows dialog for finding, centring, bringing forward, or closing open widgets.

03 MARKET DEPTH & ORDER ENTRY

Read the active symbol, prepare the ticket, and use the correct trading action.

Market Depth Window



Market Depth without a loaded symbol. The quote area, depth panel, order ticket, and action buttons remain in one window.

AREA	WHAT IT SHOWS
Symbol and summary	Symbol search, last price, change, open, close, high, low, VWAP, bid/ask, sizes, and venue
Market depth	Displayed bid and ask interest by price and market centre
Time & Sales	Recent prints with price, size, time, exchange, and trade classification
Order ticket	Quantity, order type, route, time in force, price fields, and optional instructions
Action buttons	Position, cancel/replace controls, Buy, Sell, Short, and Cover

MARKET DATA Displayed quotes and depth can change rapidly. Market Depth is a decision aid, not a guarantee of available liquidity or execution price.

CHAPTER 03 | MARKET DEPTH & ORDER ENTRY

Trading Buttons

BUTTON	ACTION	CHECK BEFORE USE
Buy	Buy shares; may open or add to a long position	Symbol, quantity, order type, route, time in force, and price
Sell	Sell shares; may reduce or close a long position	Available long quantity and order instructions
Short	Submit a short sale	Short-sale eligibility, locate status, quantity, and price
Cover	Buy shares to reduce or close a short position	Open short quantity and order instructions
Position	Load the current position quantity into the ticket	Confirm the intended percentage or full quantity
Cxl Last	Cancel the most recently submitted eligible order	Confirm the correct account and active order
Rpl Last	Replace the most recent eligible order using current ticket values	Review every changed field before transmission

ORDER REVIEW The active symbol and ticket fields can change when linked windows update. Pause and verify the complete ticket immediately before selecting an action.

CHAPTER 03 | MARKET DEPTH & ORDER ENTRY

Enter an Order

1. Load or type the symbol and confirm the security description.
2. Enter the intended quantity and choose the correct order type.
3. Select the route and time in force.
4. For a limit, stop, range, or other price-based instruction, review every required price field.
5. Confirm the action: Buy, Sell, Short, or Cover.
6. Review the confirmation, order-status messages, and Portfolio/Open Orders after submission.

DFNS : T3 Defense Inc. : USD

DFNS 24.04 +10.94 +83.51% 23,623,648

Open 20.54 P 24.79
Bid 24.00 NQNM

Quick Locate

Locate 100 Max (100)

Symbol	Price	Quantity	Symbol	Price	Quantity
EDGX	23.940	5	NQEX	24.110	25
NQEX	23.910	5	EDGX	24.200	5
PACF	23.910	5	MIAX	24.380	10
MEMX	23.910	5	MIAX	24.380	5
BATS	23.910	5	NYSE	24.400	5
MIAX	23.910	5	LULD	25.000	5
EDGE	22.520	5	EDGE	25.520	5
BATY	22.390	5	LULD	25.570	5
LULD	20.920	5	EDGE	25.620	5
IEX	20.880	5	BATY	25.900	5
NYSE	20.880	5	IEX	27.640	5
AMEX	18.000	5	AMEX	33.000	5

Quantity Order Type Route Time In Force Pegged Instructi...

100 MKT SMART DAY

Price Stop Price Low Price High Price Max Display Qty

0.0000 0.0000 0.0000 0.0000 0

Position Cxl Last Rpl Last

Buy Sell Short Cover

Loaded Market Depth example with symbol summary, depth, Time & Sales, and the order ticket.

CHAPTER 03 | MARKET DEPTH & ORDER ENTRY

Simple Order Entry

Simple Order Entry provides a compact equity ticket when full depth-of-book data is not required. It shows the active symbol and quote summary above the order fields and can include saved Hot Buttons below the primary trading actions.

SPY: State Street SPDR S&P 500 ETF Trust : USD

SPY Q ↗S 740.86 +1.77 +0.24% 47,323,071

Open	739.09	Close	740.76	Low	735.98	High	742.79	VWAP	740.03
Bid	743.54	BSize	5	Ask	743.62	ASize	1	Exch	PACF

Quantity: 100 Order Type: MKT Price: 0.0000 Stop Price: 0.0000 Time In Force: DAY Route: SMART

Buy Sell Short Cover

Sell Position Buy 50 Shares

Simple Order Entry with quote summary, quantity, order type, price, stop price, time in force, route, and trading controls.

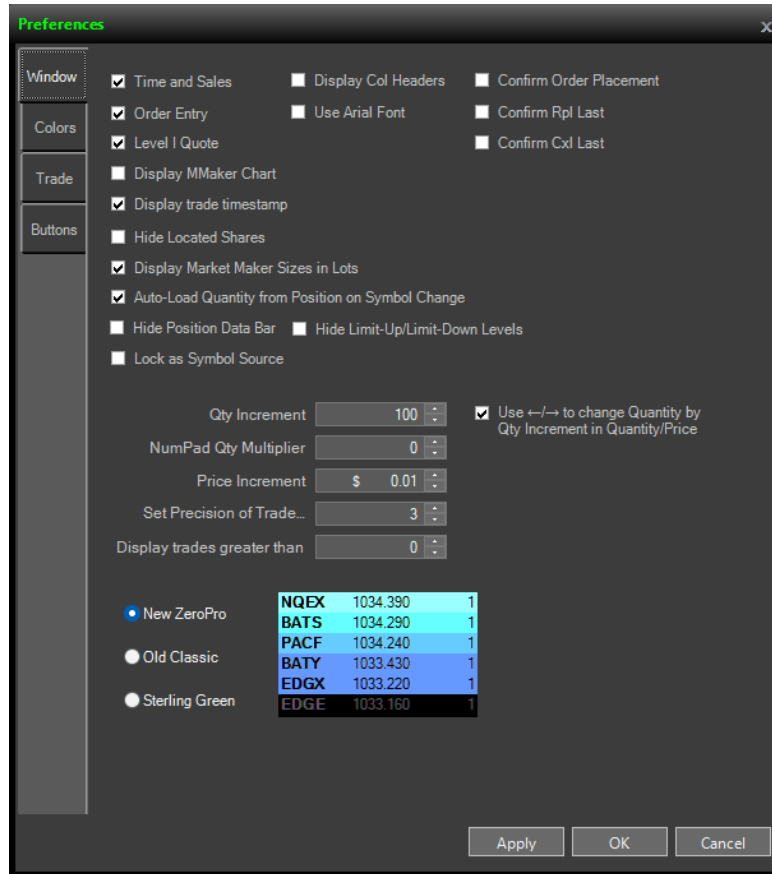
FIELD OR CONTROL	REVIEW
Symbol and quote summary	Confirm the intended security, last price, change, volume, bid/ask, sizes, and venue
Quantity	Enter the intended share quantity; do not rely on a previous ticket value
Order Type	Choose the intended market, limit, stop, or other currently available instruction
Price / Stop Price	Complete every price field required by the selected order type
Time In Force / Route	Confirm the session eligibility, duration, and destination or smart route
Buy / Sell / Short / Cover	Select the action that matches the intended position change
Hot Buttons	Treat custom buttons as configured instructions; review their action before use

COMPACT DOES NOT MEAN AUTOMATIC Simple Order Entry removes the depth ladder, but it does not reduce the need to verify the symbol, quantity, order type, route, time in force, price fields, and resulting order status.

CHAPTER 03 | MARKET DEPTH & ORDER ENTRY

Level 2 Display Preferences

Open Preferences from the Market Depth gear or context menu. Display settings control the quote grid, indicators, position loading, and keyboard quantity behaviour.

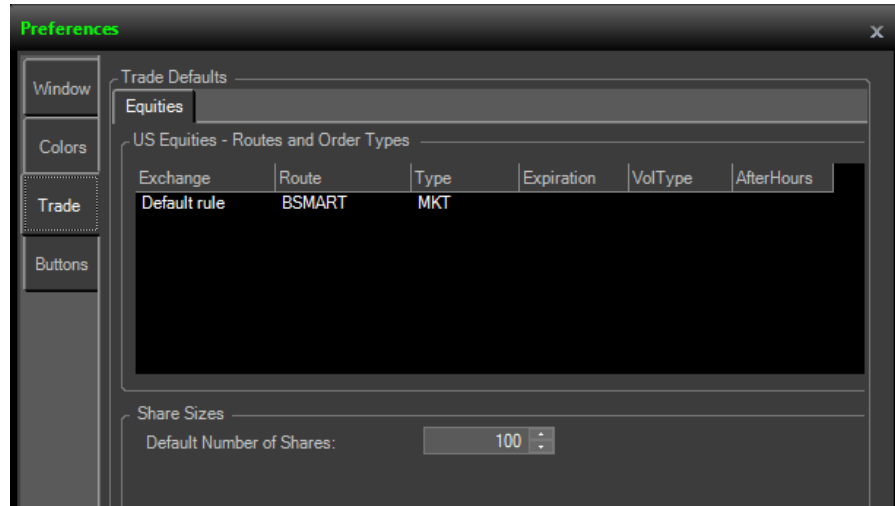


Market Depth display preferences, including quote colours, indicators, position loading, and keyboard quantity settings.

CHAPTER 03 | MARKET DEPTH & ORDER ENTRY

Trade Defaults

Trade Defaults control the initial route, order type, time in force, and share size loaded into the order ticket. Treat these values as starting points and review the live ticket before every order.



Trade Defaults for U.S. equities, routes, order types, expirations, and default share size.

DEFAULTS ARE NOT INSTRUCTIONS Defaults reduce repetitive setup, but they do not determine what is appropriate for a specific trade. Review the live ticket each time.

04 ORDERS, SESSIONS & MARKET SAFEGUARDS

Use current order types and time-in-force settings, understand opening orders, and recognize market-wide trading controls.

Equity Order Types

ORDER TYPE	VALID SESSION	TIF	KEY CONDITION
Market	Regular market hours	DAY	Eligible at the best available market price; price is not guaranteed
Limit	All trading sessions	DAY, DAY+, GTC, GTC+	Eligible at the specified limit price or better; execution is not guaranteed
Stop Market	Regular market hours	DAY, GTC	Becomes eligible as a market order after the stop price is reached or surpassed
Stop Limit	Regular market hours*	DAY, GTC	Becomes eligible at the limit price or better after the stop price is reached or surpassed
Market on Close	Regular market close	DAY	Eligible for the closing trade; any unexecuted balance is canceled
Limit on Close	Regular market close	DAY	Eligible at the closing trade if the closing price meets the limit; remainder is canceled
Range	Regular market hours	DAY, GTC	One-cancels-the-other bracket using profit-taking and protective instructions
Trailing Stop	Regular market hours	DAY, GTC	Stop price trails by a selected dollar or percentage amount

EXECUTION Order acceptance does not guarantee execution. A triggered stop order is not guaranteed to execute at the trigger price.

MENU AVAILABILITY IS NOT EXECUTION ELIGIBILITY ZeroPro may display Stop-LMT during pre-market and post-market sessions. Current TradeZero Canada published information lists Stop Limit as eligible during regular market hours with DAY or GTC. Stop-MKT is regular-session only. Confirm the selected route, TIF, and live order status rather than relying on menu availability alone.

CHAPTER 04 | ORDERS, SESSIONS & MARKET SAFEGUARDS

Time in Force

TIF	ELIGIBLE SESSION	HOW IT WORKS
DAY	4:00 a.m.-4:00 p.m. ET	Expires after the DAY session if not filled or canceled
DAY+	4:00 a.m.-8:00 p.m. ET	Remains eligible through the extended session
GTC	9:30 a.m.-4:00 p.m. ET	Automatically replaced daily until filled or canceled; locate-required shorts are not eligible
GTC+	4:00 a.m.-8:00 p.m. ET	Automatically replaced daily until filled or canceled; locate-required shorts are not eligible

EXTENDED HOURS DAY+ and GTC+ remain active through 8:00 p.m. ET. Limit orders are available in extended sessions; stop orders and market orders are not.

Current order types and TIF: [View the current TradeZero Canada support article](#)

CHAPTER 04 | ORDERS, SESSIONS & MARKET SAFEGUARDS

On the Open (OPG)

OPG, also called At the Opening, submits an order for the primary listing market's opening process. The order is intended to execute at the symbol's official opening print rather than during continuous pre-market trading.

ORDER + TIF	COMMON NAME	HOW IT WORKS
Market + OPG	Market-on-Open (MOO)	Seeks execution at the opening print without a price limit
Limit + OPG	Limit-on-Open (LOO)	Seeks execution at the opening print only when the opening price satisfies the limit

1. Choose Market or Limit as the order type.
2. Select OPG as the time in force. For a limit order, enter and verify the limit price.
3. Submit during the supported entry window. Current TradeZero documentation identifies 4:00 a.m.-9:25 a.m. ET; exchange or route cutoffs can vary.
4. Confirm the final order status after the opening process. Any unexecuted balance is canceled rather than carried into continuous trading.

OPENING-ORDER RISK An OPG order is not guaranteed to execute. Opening prices can differ materially from pre-market indications, and late or ineligible orders may be rejected or canceled.

Nasdaq Opening Cross: Review opening-cross timing and order-type information

CHAPTER 04 | ORDERS, SESSIONS & MARKET SAFEGUARDS

Limit Up-Limit Down (LULD)

LULD is designed to prevent trades in NMS stocks from occurring outside calculated upper and lower price bands during regular trading hours, 9:30 a.m.-4:00 p.m. ET. The percentage parameter depends on the security tier and its previous closing price.

PREVIOUS CLOSING PRICE	TIER 1	TIER 2
Greater than \$3.00	5%	10%
\$0.75 up to and including \$3.00	20%	20%
Less than \$0.75	Lesser of \$0.15 or 75%	Lesser of \$0.15 or 75%

- Tier 1: S&P 500 securities, Russell 1000 securities, and select exchange-traded products. Tier 2: Other NMS securities; rights and warrants are excluded.
- Reference price: Based on the arithmetic mean of eligible reported trades over the preceding five minutes. A new reference price is applied after 30 seconds only when it is at least 1% away from the current reference price.
- Closing-period adjustment: From 3:35-4:00 p.m. ET, parameters are doubled for all Tier 1 securities and for Tier 2 securities priced at or below \$3.00.
- Limit state and pause: If the market remains in a limit state for 15 seconds, the listing exchange declares a five-minute trading pause and may extend it for another five minutes.

CURRENT OPENING RULE LULD percentage parameters are not doubled from 9:30-9:45 a.m. ET. Older materials describing double-wide opening bands are outdated.

Official LULD Plan: Review current tiers, price-band calculations, and trading-pause rules

CHAPTER 04 | ORDERS, SESSIONS & MARKET SAFEGUARDS

Market-Wide Circuit Breakers

Market-wide circuit breakers respond to severe broad-market declines measured against the prior day's closing value of the S&P 500 Index. The thresholds coordinate trading halts across U.S. equities markets.

LEVEL	S&P 500 DECLINE	WHEN BREACHED	MARKET ACTION
1	7%	Before 3:25 p.m. ET	15-minute market-wide halt
1	7%	At or after 3:25 p.m. ET	Trading continues unless Level 3 is reached
2	13%	Before 3:25 p.m. ET	15-minute market-wide halt
2	13%	At or after 3:25 p.m. ET	Trading continues unless Level 3 is reached
3	20%	Any time	Trading is halted for the remainder of the day

DURING A HALT Orders cannot execute while the relevant market is halted. Order handling can vary by venue and route, and price or liquidity can change materially when trading resumes. Review live order status before taking further action.

FINRA Market-Volatility Guardrails: Review current LULD and market-wide circuit-breaker explanations

CHAPTER 04 | ORDERS, SESSIONS & MARKET SAFEGUARDS

Conditional Order Entry

Conditional Order Entry sends a second order only after the first order executes. This can be used to pair an entry with a follow-up exit or protective instruction.

1. Configure Conditional Order 1 with the intended side, quantity, order type, route, time in force, and price.
2. Configure Conditional Order 2 with the action that should follow execution of Order 1.
3. Review both tickets and the statement describing when Order 2 will be submitted.
4. Select Send Orders and monitor both order states in Portfolio/Open Orders.

The screenshot shows the 'Conditional Order' window. At the top, there are fields for 'Open', 'Close', 'High', 'Low', 'VWAP', 'Bid', 'BSize', 'Ask', 'ASize', and 'Exch'. Below this, there are two sections for 'Conditional order 1' and 'Conditional order 2'. Each section has fields for 'Action', 'Quantity', 'Order Type', 'Route', 'Time In Force', 'Price', 'Stop Price', 'Low Price', and 'High Price'. The 'Route' field is set to 'SMART'. The 'Price' field is set to '0.0000'. The 'Stop Price' field is set to '0.00'. The 'Low Price' field is set to '0.0000'. The 'High Price' field is set to '0.0000'. At the bottom, there is a text label 'After Conditional order # 1 executes, submit Conditional order # 2' and two buttons: 'Send Orders' and 'Cancel Last Order'.

Conditional Order window with two linked order tickets.

CONDITIONAL RISK A conditional order is not a guarantee that the follow-up order will execute. Monitor both the position and order status after the first order fills.

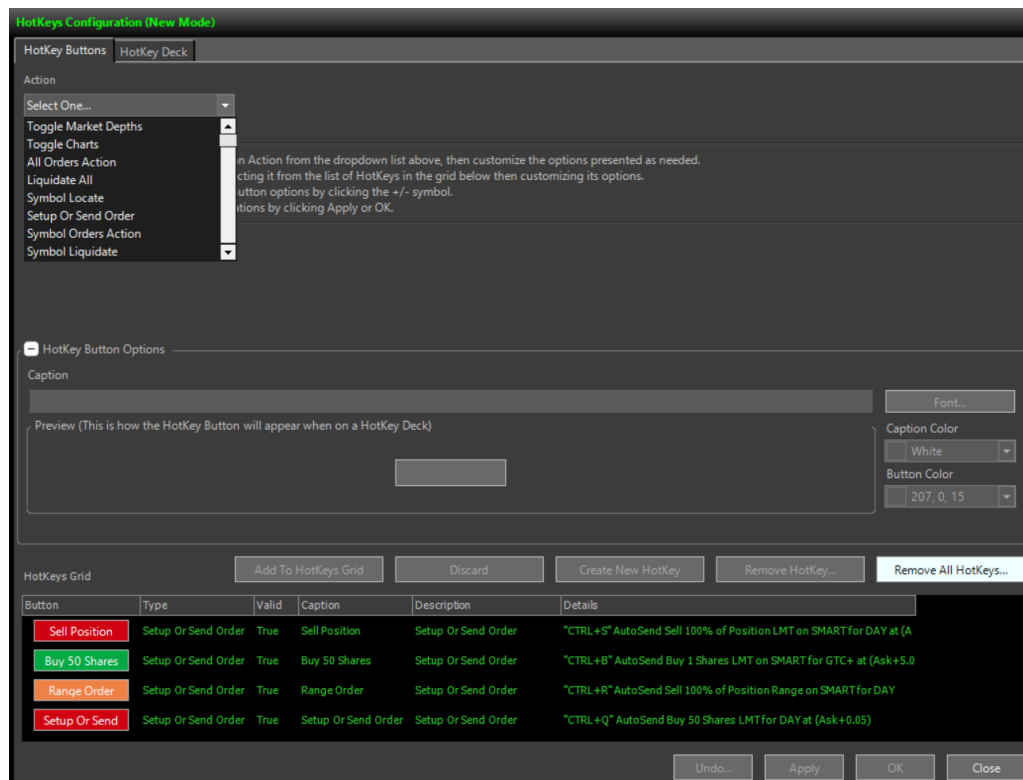
05 HOTKEYS & HOT BUTTONS

Build reusable actions carefully and distinguish setup-only actions from immediate transmissions.

Hotkey Workflow

1. Open the Hotkeys configuration window from the main toolbar.
2. Choose an action category, such as Setup or Send Order, All Orders Action, Liquidate All, or Symbol Locate.
3. Set the side, quantity type, order type, route, time in force, price source, and optional offsets.
4. Decide whether the action loads a ticket for review or transmits immediately.
5. Assign a keyboard shortcut, caption, and button colour.
6. Add the hotkey to the grid, apply the changes, and test it in a controlled setting.

IMMEDIATE TRANSMISSION An auto-send hotkey can transmit an order as soon as it is pressed. Test new or changed hotkeys before relying on them during live trading.



Current HotKeys Configuration window with HotKey Buttons and HotKey Deck tabs, action categories, button options, and the active HotKeys grid.

- **HotKey Buttons:** Configure an action, caption, font, and button colour before adding it to the grid.
- **HotKey Deck:** Organize configured actions for on-screen use where the current layout supports a deck.
- **HotKeys Grid:** Review the shortcut, type, validity, caption, description, and complete instruction details.
- **Remove controls:** Remove only the intended entry. Remove All HotKeys affects the complete grid.

CHAPTER 05 | HOTKEYS & HOT BUTTONS

Setup or Send Order

Setup or Send Order can either load a prepared ticket into the active Market Depth window or transmit it. The selected Auto-Send setting determines the behaviour.

- **Setup-only:** Loads the chosen values so the ticket can be reviewed and adjusted before transmission.
- **Auto-send:** Transmits the configured order for the symbol in the active window.
- **Quantity types:** May include shares, position percentage, buying power, dollar amount, locate quantity, or no change.
- **Price source:** May use bid, ask, last, average price, or a user-loaded value, with an optional offset.

HotKeys Configuration (New-Edit Mode)

HotKey Buttons | **HotKey Deck**

Action	Description	Keyboard Shortcut (Max combo of 2)
Setup Or Send Order	Setup Or Send Order	

Setup and/or send an order based on the selected parameters below. This action applies to the active symbol in the window from which the HotKey is invoked. If a field is set to <No Change> then the value will not be modified.

Side <No Change>	Quantity Type <No Change>	Order Type <No Change>	Display Quantity 0 %
Route <No Change>	Time In Force <No Change>	Price Source <No Change>	Price Offset 0.000
Max Position(Shares)		Max Exposure(\$)	

HotKey Button Options

Warning: The current caption text may be too long to fit on button face.

Setup Or Send Order

Preview (This is how the HotKey Button will appear when on a HotKey Deck)

Setup Or Send Ord

Font...

Caption Color
White

Button Color
52, 152, 210

HotKeys Grid

Add To HotKeys Grid | Discard | Create New HotKey | Remove HotKey... | Remove All HotKeys...

Button	Type	Valid	Caption	Description	Details

Undo... | Apply | OK | Cancel

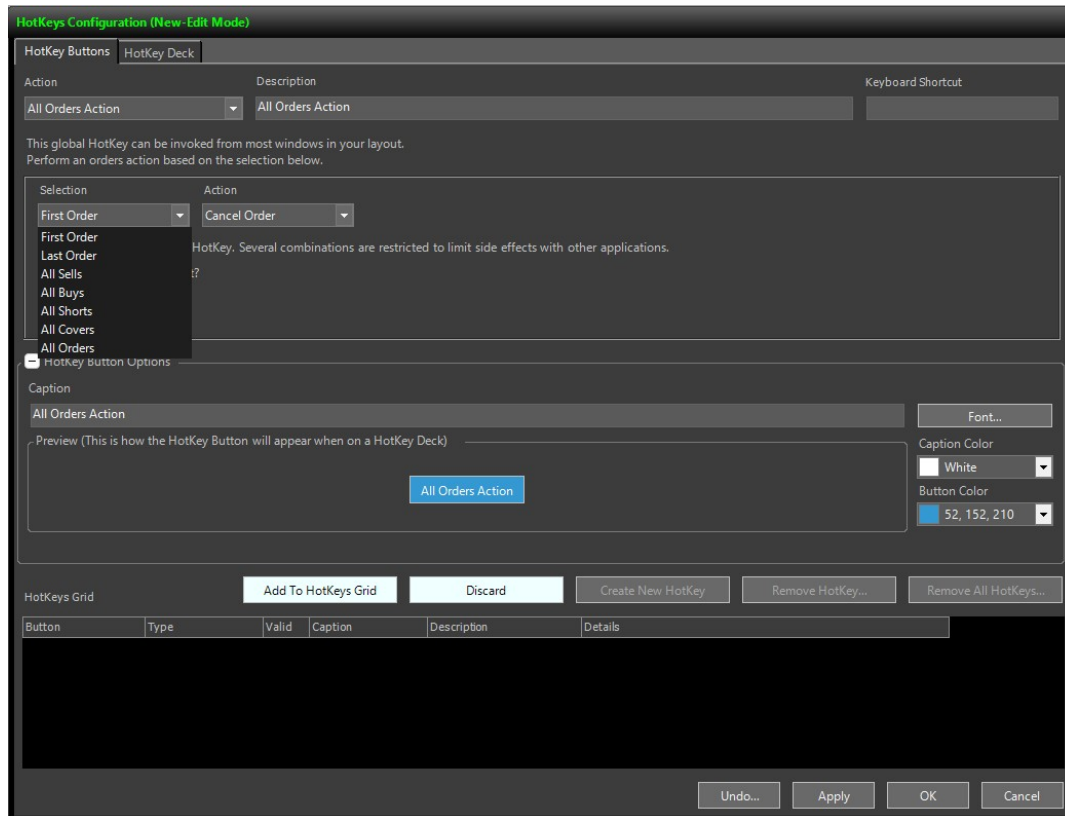
Setup or Send Order action with side, quantity, order, route, time-in-force, and price-source fields.

CHAPTER 05 | HOTKEYS & HOT BUTTONS

Cancel and All-Orders Actions

All Orders Action applies application-wide and can be invoked without the Market Depth window in focus. Symbol-specific order actions require the applicable symbol window.

- Available actions may include cancel first, cancel last, all buys, all sells, all shorts, all covers, or all orders.
- Confirm whether the action applies to one symbol or the full application.
- Review the Portfolio/Open Orders view immediately after using a cancel action.



All Orders Action configuration for application-wide cancel and order-management commands.

CHAPTER 05 | HOTKEYS & HOT BUTTONS

Liquidate All

Liquidate All can be configured for stock positions, option positions, or both. The action may use a route and order type selected in the configuration.

HotKeys Configuration (New-Edit Mode)

HotKey Buttons HotKey Deck

Action: Liquidate All Description: Liquidate All Keyboard Shortcut:

This global HotKey can be invoked from most windows in your layout.
Liquidate positions of the currently selected account based on the parameters below.

% of Position: % Route: SMART Liquidate Stocks/Options: Liquidate All Positions

☐ Make this a Systemwide HotKey. Several combinations are restricted.
☐ Confirm Order Placement?

HotKey Button Options

Caption: Liquidate All Font...

Preview (This is how the HotKey Button will appear when on a HotKey Deck):

Button Color: 52, 152, 210

HotKeys Grid

Button	Type	Valid	Caption	Description	Details
--------	------	-------	---------	-------------	---------

Undo... Apply OK Cancel

Liquidate All configuration with position scope and routing options.

NO GUARANTEE A liquidation command is an order instruction, not a guaranteed exit. Confirm executions and any remaining positions or open orders.

CHAPTER 05 | HOTKEYS & HOT BUTTONS

Hot Buttons in Market Depth

Named hotkeys can be assigned to Hot Buttons in Market Depth. Choose the button caption, action, and colour, then save the layout.

Standard Buttons

Button 1: Buy Button 2: Sell

Button 3: Short Button 4: Cover

HotKey Deck

☒ Show

HotKey Deck: {Default}

☒ Trim empty trailing columns and rows

Market Depth button preferences with standard trading buttons and a HotKey Deck.

HotKeys Configuration (Browse Mode)

HotKey Buttons HotKey Deck

Action Description Keyboard Shortcut (Max combo of 2)

Setup Or Send Order Setup Or Send Order CTRL+S

Setup and/or send an order based on the selected parameters below. This action applies to the active symbol in the window from which the HotKey is invoked. If a field is set to <No Change> then the value will not be modified.

Side Quantity Type Quantity Order Type

Sell Position 100 % LMT

Route Time In Force Price Source Price Offset Display Quantity

SMART DAY Ask 0.100 0 %

☒ Auto-Send Order?

☒ Confirm Order Placement?

HotKey Button Options

Caption

Sell Position

Font...

Preview (This is how the HotKey Button will appear when on a HotKey Deck)

Sell Position

Caption Color

White

Button Color

207, 0, 15

HotKeys Grid

Add To HotKeys Grid Discard Create New HotKey Remove HotKey... Remove All HotKeys...

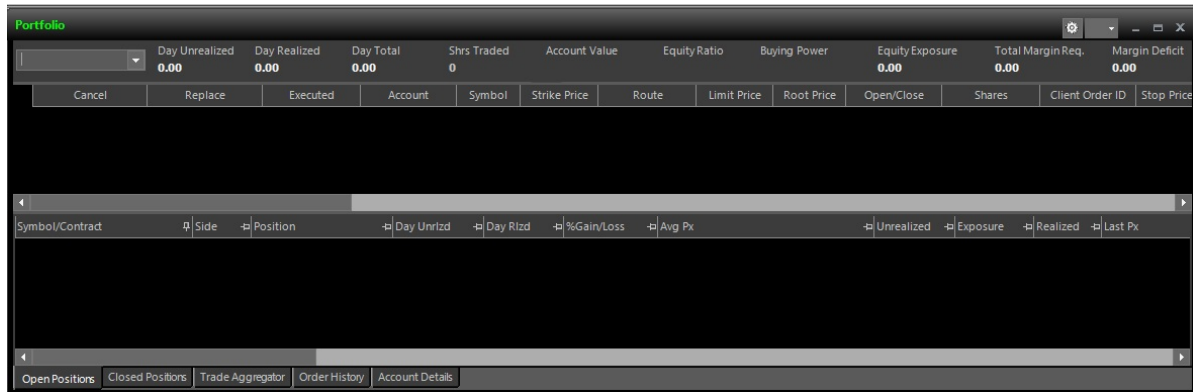
Button	Type	Valid	Caption	Description	Details
Sell Position	Setup Or Send Order	True	Sell Position	Setup Or Send Order	"CTRL+S" AutoSend Sell 100% of Position LMT on SMART for DAY at (A
Buy 50 Shares	Setup Or Send Order	True	Buy 50 Shares	Setup Or Send Order	"CTRL+B" AutoSend Buy 1 Shares LMT on SMART for GTC+ at (Ask+5.0
Range Order	Setup Or Send Order	True	Range Order	Setup Or Send Order	"CTRL+R" AutoSend Sell 100% of Position Range on SMART for DAY
Setup Or Send	Setup Or Send Order	True	Setup Or Send Order	Setup Or Send Order	"CTRL+Q" AutoSend Buy 50 Shares LMT for DAY at (Ask+0.05)

Configured HotKey Deck showing named position and order actions.

06 PORTFOLIO & TRADE REPORTING

Monitor account metrics, positions, orders, and execution records from one workspace.

Portfolio Window



Portfolio window with account summary, order grid, position grid, and account-management tabs.

Portfolio is the central account and order-management window. Available fields can include buying power, equity ratio, account value, day and total realized/unrealized values, exposure, total margin requirement, and margin deficit.

TAB OR AREA	USE
Account summary	Review current account-level buying power, equity, exposure, and margin information
Open Positions	Monitor current stock and option positions and unrealized values
Paired Positions	Review positions paired or grouped by strategy
Closed Positions	Review completed positions and realized results
Trade Aggregator	Group trading activity for analysis
Order History	Review and export historical orders and execution timestamps
Account Details	Review additional account balances and account information

CHAPTER 06 | PORTFOLIO & TRADE REPORTING

Review Orders and Executions

1. Use the active-order grid to confirm that a submitted order was accepted and is working as intended.
2. Review partial fills, average price, remaining quantity, route, status, and timestamps.
3. Use Order History to review completed, canceled, rejected, and replaced orders.
4. Export history when a detailed offline review is required.
5. Compare Portfolio positions with the intended strategy before closing ZeroPro.

DO NOT RELY ON COLOUR ALONE Read the status, quantity, and execution fields. Colours are configurable and can differ between layouts.

CHAPTER 06 | PORTFOLIO & TRADE REPORTING

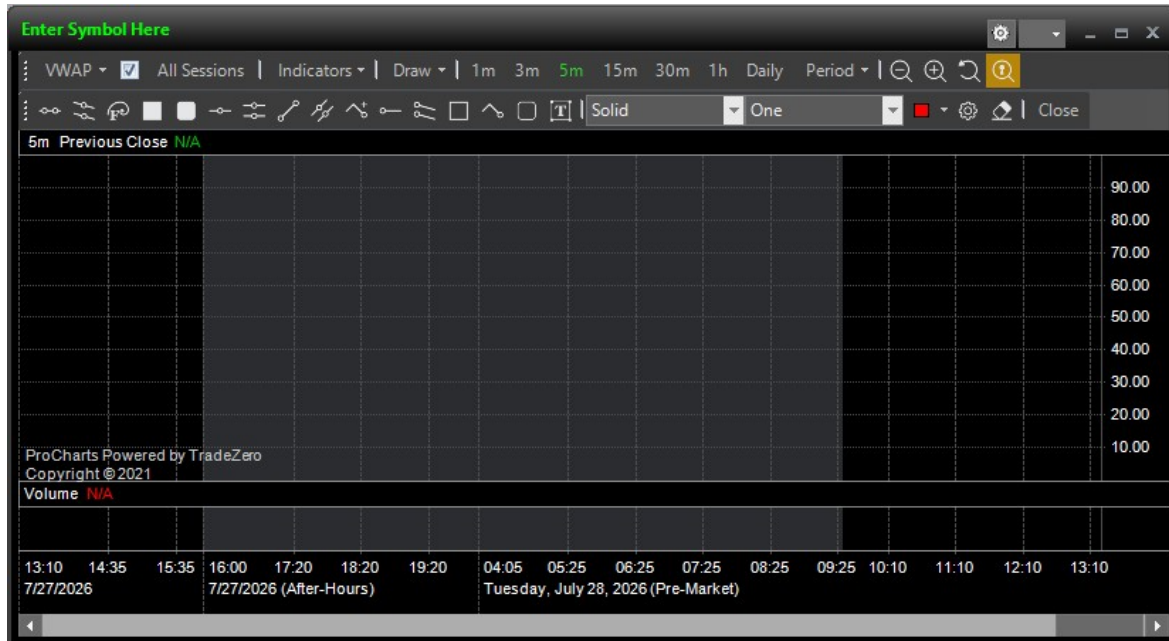
Position and Buying-Power Checks

- Confirm that the symbol, side, and position quantity match the intended trade.
- Review buying power and margin fields before increasing a position.
- Use current account-level values; stale or disconnected data should not be used for trading decisions.
- If a field appears inconsistent, stop entering orders and contact TradeZero support.

07 PROCHARTS & INDICATORS

Configure a repeatable chart workspace with linked symbols, saved studies, and trade overlays.

Open and Navigate ProCharts



ProCharts window with timeframe, indicators, drawing tools, zoom controls, and session display options.

- Type a symbol in the chart or use a linked window to load it.
- Choose the interval from the toolbar; common intraday and daily intervals are available.
- Use zoom controls and bar margin to manage the visible chart region.
- Enable regular or extended sessions as needed.
- Use drawing tools for trendlines, retracements, annotations, and other analysis objects.

CHART DATA Charts support analysis but do not replace the active order ticket, current quote, or order-status window.

CHAPTER 07 | PROCHARTS & INDICATORS

Indicators and Chart Objects

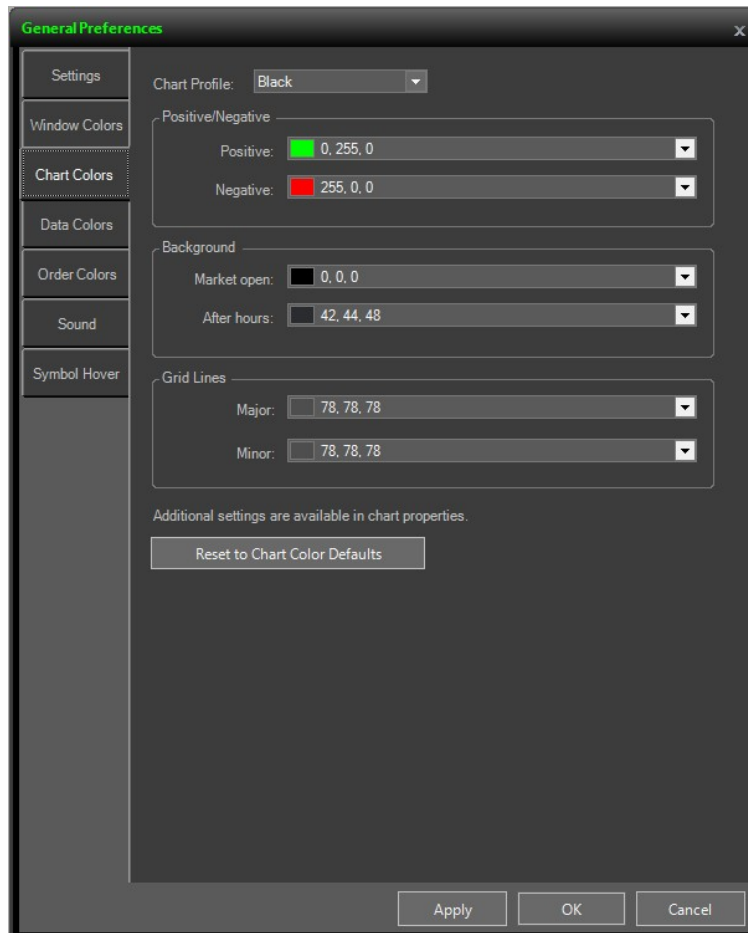
Indicators can be added from the Indicators menu and customized for source, period, colour, line style, and visibility. Common studies include VWAP, moving averages, Bollinger Bands, MACD, RSI, volume, and volatility tools.

- Select the study in the chart objects list before changing its settings.
- Use consistent colours across layouts so price, position, and indicator lines remain easy to identify.
- Review the chart after a platform update to confirm that saved indicators and objects loaded correctly.

CHAPTER 07 | PROCHARTS & INDICATORS

Save and Reuse an Indicator Set

1. Create a chart with the intended indicators and settings.
2. Right-click the chart and open Indicators > Indicator Sets.
3. Select Save Current Set and enter a descriptive name.
4. Use Apply/Manage Indicator Sets to load, rename, or manage saved sets.
5. To make a set the default, choose it in General Preferences and save the layout.



General Preferences for chart background, position, and grid colours.

CHAPTER 07 | PROCHARTS & INDICATORS

Useful Chart Attributes

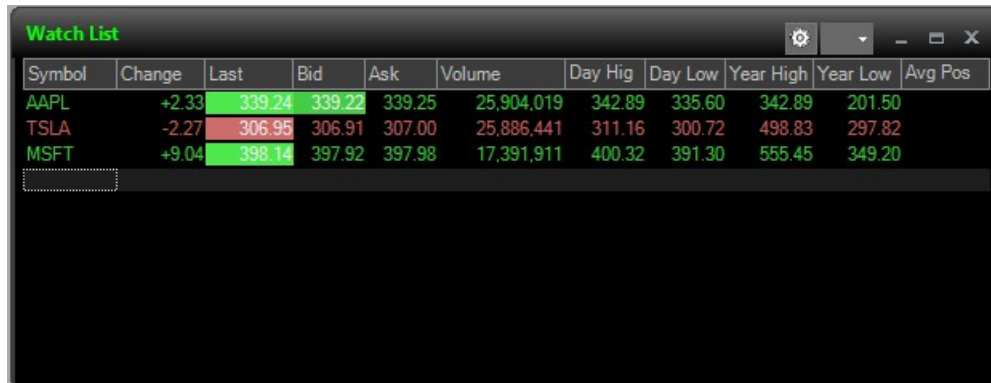
ATTRIBUTE	PURPOSE
Show Pre/Post Sessions	Display extended-session data on the chart
Show Current Price	Draw the current price level across the chart
Show High/Low Prices	Display high and low levels for the selected timeframe
Show Orders	Display working limit, stop, and range-order levels
Show Trade Style	Display trade history as ticks, arrows, text, or combinations
Show in Position Shaded	Shade the period during which a position is open
Show P&L on Price Axis	Display selected position P&L information on the price axis
Max Orders to Render	Control the number of historical order markers displayed

08 WATCH LISTS & MARKET TOOLS

Organize symbols and use focused market-data windows for price, volume, leaders, and alerts.

Watch List

Watch Lists display multiple symbols and configurable fields such as last, change, bid, ask, volume, highs/lows, and average position. Columns can be sorted, reordered, and styled.



The screenshot shows a 'Watch List' window with a table of stock data. The table has columns for Symbol, Change, Last, Bid, Ask, Volume, Day Hig, Day Low, Year High, Year Low, and Avg Pos. The data is as follows:

Symbol	Change	Last	Bid	Ask	Volume	Day Hig	Day Low	Year High	Year Low	Avg Pos
AAPL	+2.33	339.24	339.22	339.25	25,904,019	342.89	335.60	342.89	201.50	
TSLA	-2.27	306.95	306.91	307.00	25,886,441	311.16	300.72	498.83	297.82	
MSFT	+9.04	398.14	397.92	397.98	17,391,911	400.32	391.30	555.45	349.20	

Watch List populated with symbols and configurable quote columns.

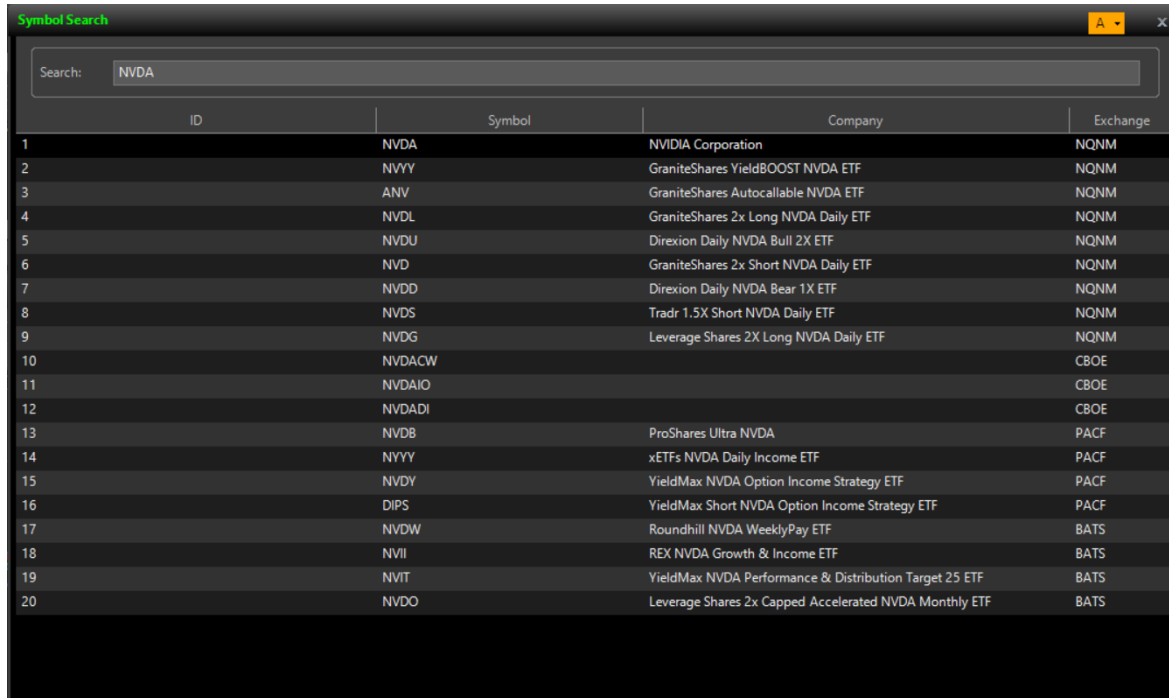
- Insert a row to add a symbol and delete selected rows when they are no longer needed.
- Double-click a linked row to load the symbol into other windows in the same link group.
- Use row highlights or section labels to organize groups of symbols.
- Save the layout after changing the Watch List structure.
- Hover over supported symbols to view the Build 650 quick-quote tooltip and mini intraday chart.

SHORT-SALE INDICATORS The order ticket can display SSR and Locate Required indicators with hover explanations. Confirm current short-sale eligibility before transmitting a short order.

CHAPTER 08 | WATCH LISTS & MARKET TOOLS

Symbol Search

Symbol Search helps distinguish securities with similar names or related ticker symbols. Enter a ticker or company search term, then review the returned Symbol, Company, and Exchange before using a result.



The screenshot shows a 'Symbol Search' window with a search bar containing 'NVDA'. Below the search bar is a table with 20 results. The table has four columns: ID, Symbol, Company, and Exchange. The results list various securities related to NVIDIA, including the main stock and several ETFs, each with its corresponding exchange.

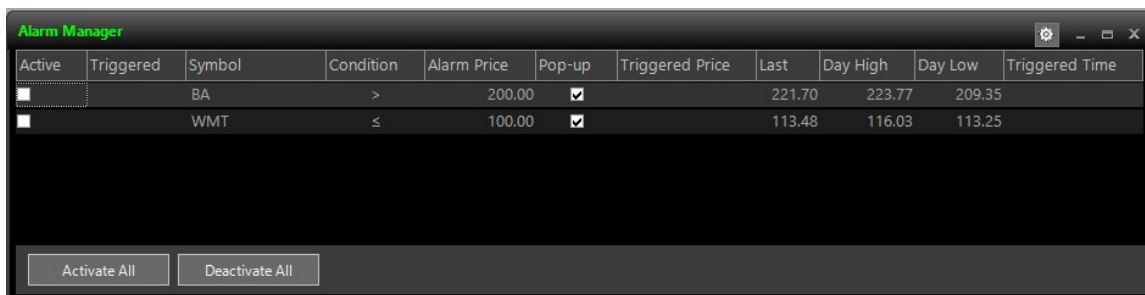
ID	Symbol	Company	Exchange
1	NVDA	NVIDIA Corporation	NQNM
2	NVYY	GraniteShares YieldBOOST NVDA ETF	NQNM
3	ANV	GraniteShares Autocallable NVDA ETF	NQNM
4	NVDL	GraniteShares 2x Long NVDA Daily ETF	NQNM
5	NVDU	Direxion Daily NVDA Bull 2X ETF	NQNM
6	NVD	GraniteShares 2x Short NVDA Daily ETF	NQNM
7	NVDD	Direxion Daily NVDA Bear 1X ETF	NQNM
8	NVDS	Tradr 1.5X Short NVDA Daily ETF	NQNM
9	NVDG	Leverage Shares 2X Long NVDA Daily ETF	NQNM
10	NVDACW		CBOE
11	NVDAIO		CBOE
12	NVDADI		CBOE
13	NVDB	ProShares Ultra NVDA	PACF
14	NYYY	xETFs NVDA Daily Income ETF	PACF
15	NVDY	YieldMax NVDA Option Income Strategy ETF	PACF
16	DIPS	YieldMax Short NVDA Option Income Strategy ETF	PACF
17	NVDW	Roundhill NVDA WeeklyPay ETF	BATS
18	NVII	REX NVDA Growth & Income ETF	BATS
19	NVIT	YieldMax NVDA Performance & Distribution Target 25 ETF	BATS
20	NVDO	Leverage Shares 2x Capped Accelerated NVDA Monthly ETF	BATS

Symbol Search results showing related symbols, company names, and listing exchanges.

- Review the full company or product name; a similar ticker can represent a different security or leveraged product.
- Confirm the listing exchange and the symbol displayed in the receiving quote or order-entry window.
- If linked windows update from a selected result, verify every linked order ticket before transmitting an order.

CHAPTER 08 | WATCH LISTS & MARKET TOOLS

Alarm Manager



The screenshot shows the 'Alarm Manager' window with a table of active alarms. The table has columns for Active, Triggered, Symbol, Condition, Alarm Price, Pop-up, Triggered Price, Last, Day High, Day Low, and Triggered Time. Two alarms are listed: one for BA with a condition of > and an alarm price of 200.00, and another for WMT with a condition of ≤ and an alarm price of 100.00. Both alarms have their Pop-up checkbox checked. Below the table are buttons for 'Activate All' and 'Deactivate All'.

Active	Triggered	Symbol	Condition	Alarm Price	Pop-up	Triggered Price	Last	Day High	Day Low	Triggered Time
☐		BA	>	200.00	☒		221.70	223.77	209.35	
☐		WMT	≤	100.00	☒		113.48	116.03	113.25	

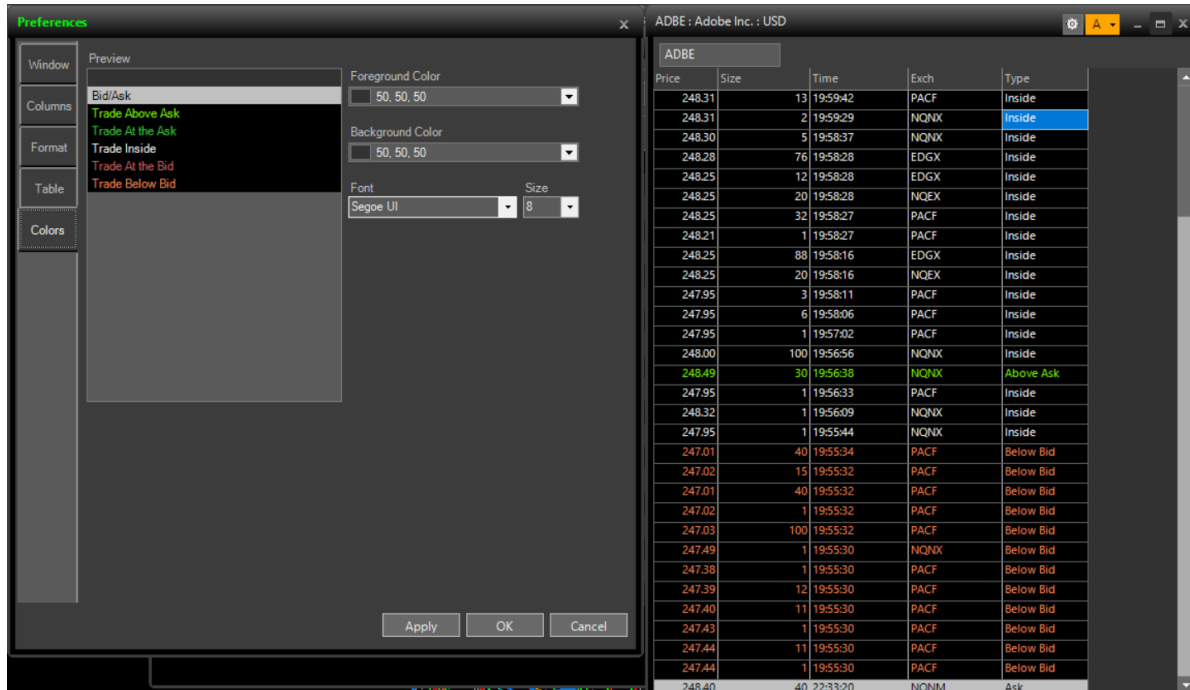
Alarm Manager with active state, condition, alert price, popup, and trigger information.

1. **Open Alarm Manager and add or edit an alarm.**
2. **Enter the symbol, condition, and alert price.**
3. **Choose whether a popup or sound should be used.**
4. **Activate the alarm and confirm the trigger state.**

CHAPTER 08 | WATCH LISTS & MARKET TOOLS

Time & Sales

Time & Sales displays reported prints with price, size, time, exchange, and trade classification. The preferences window controls visible columns, formatting, table behaviour, and the colours assigned to quote-relative trade types.



Time & Sales beside its colour preferences for bid/ask, above ask, at ask, inside, at bid, and below bid classifications.

- **Price and Size:** Show the reported trade price and share quantity.
- **Time and Exch:** Identify when and where the print was reported.
- **Type:** Describes the print relative to the prevailing quote, such as At Ask, Inside, At Bid, or Below Bid.
- **Preferences:** Use Window, Columns, Format, Table, and Colors to control the display without changing the underlying print data.

READ THE FIELDS, NOT COLOUR ALONE Colours are configurable and a print classification does not establish buyer or seller intent. Read the price, size, time, exchange, and Type fields together.

CHAPTER 08 | WATCH LISTS & MARKET TOOLS

Top List

Top List ranks securities using a selected market or exchange category. Available categories can include Most Active, Percent Change Up or Down, and Net Change Up or Down, including exchange-specific variations.



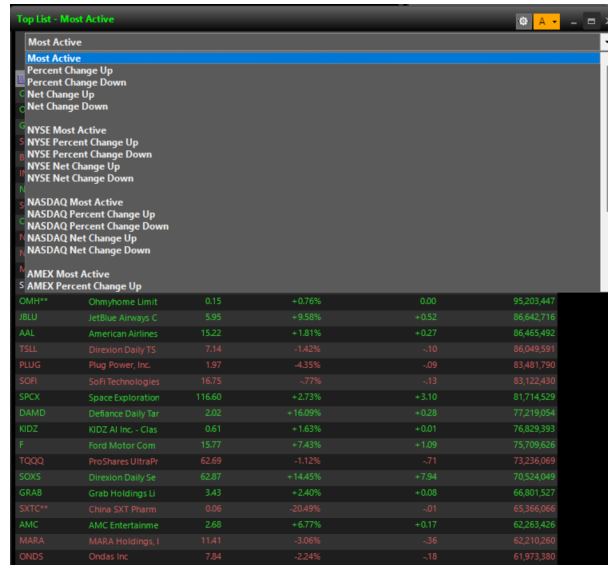
Symbol	Description	Last	% Change	Change	Volume
CSS**	Clio Inc.	0.18	+72.36%	+0.07	405,855,074
ONFO	Ontario Holdings	0.12	+24.28%	+0.02	232,381,886
GOSS	Gossamer Bio, Inc.	0.20	+2.41%	0.00	211,216,111
SNXX**	Tradr 2X Long SN	8.04	-28.47%	-3.20	178,130,414
BTC	ProShares Bitcoin	8.64	-1.59%	-0.14	160,353,427
INTC	Intel Corporation	87.54	-4.51%	-4.13	154,347,044
NVDA	NVIDIA Corporati	197.64	+0.57%	+1.13	134,113,314
SOXL**	Direxion Daily Se	109.54	-14.52%	-18.61	125,340,010
CHAI	Core AI Holdings,	0.43	+10.69%	+0.04	109,471,422
NVO	GraniteShares 2x	5.19	-1.13%	-0.06	109,127,004
NOK	Nokia Corporatio	8.95	-3.51%	-0.33	108,250,508
MSTU**	T-Rex 2X Long M	1.88	-4.81%	-0.10	108,210,079
SKYYV	SK hynix Inc. - A	168.01	0.00%	0.00	107,678,258
OMH**	Omnyhome Limit	0.15	+0.76%	0.00	95,203,447
JBLU	JetBlue Airways C	5.95	+9.58%	+0.52	86,642,716
AAL	American Airlines	15.22	+1.81%	+0.27	86,465,492
TSLL	Direxion Daily TS	7.14	-1.42%	-0.10	86,049,591
PLUG	Plug Power, Inc.	1.97	-4.35%	-0.09	83,481,790
SOFI	Sofi Technologies	16.75	-0.77%	-0.13	83,122,430
SPCK	Space Exploration	116.60	+2.73%	+3.10	81,714,529
DAMD	Defiance Daily Tar	2.82	+16.09%	+0.38	77,219,054
KIDZ	KIDZ AI Inc. - Clas	0.61	+1.63%	+0.01	76,829,393
F	Ford Motor Com	15.77	+7.43%	+1.09	75,709,626
TOQQ	ProShares UltraPr	62.69	-1.12%	-0.71	73,236,069
SOXS	Direxion Daily Se	62.87	+14.48%	+7.94	70,524,048
GRAB	Grab Holdings Li	3.43	+2.40%	+0.08	66,801,527
SKTC**	China SKT Pharm	0.06	-20.49%	-0.01	65,366,066
AMC	AMC Entertainme	2.68	+6.77%	+0.17	62,263,426
MARA	MARA Holdings, L	11.41	-3.06%	-0.36	62,210,280
ONDS	Ondas Inc.	7.84	-2.24%	-0.18	61,973,380

Top List - Most Active with symbol, description, last price, percentage change, net change, and volume.

CHAPTER 08 | WATCH LISTS & MARKET TOOLS

Top List Categories

Use the category menu to choose a market-wide or exchange-specific ranking. Confirm the selected category before reviewing or acting on the displayed symbols.



Top List category menu with market-wide and exchange-specific activity and change rankings.

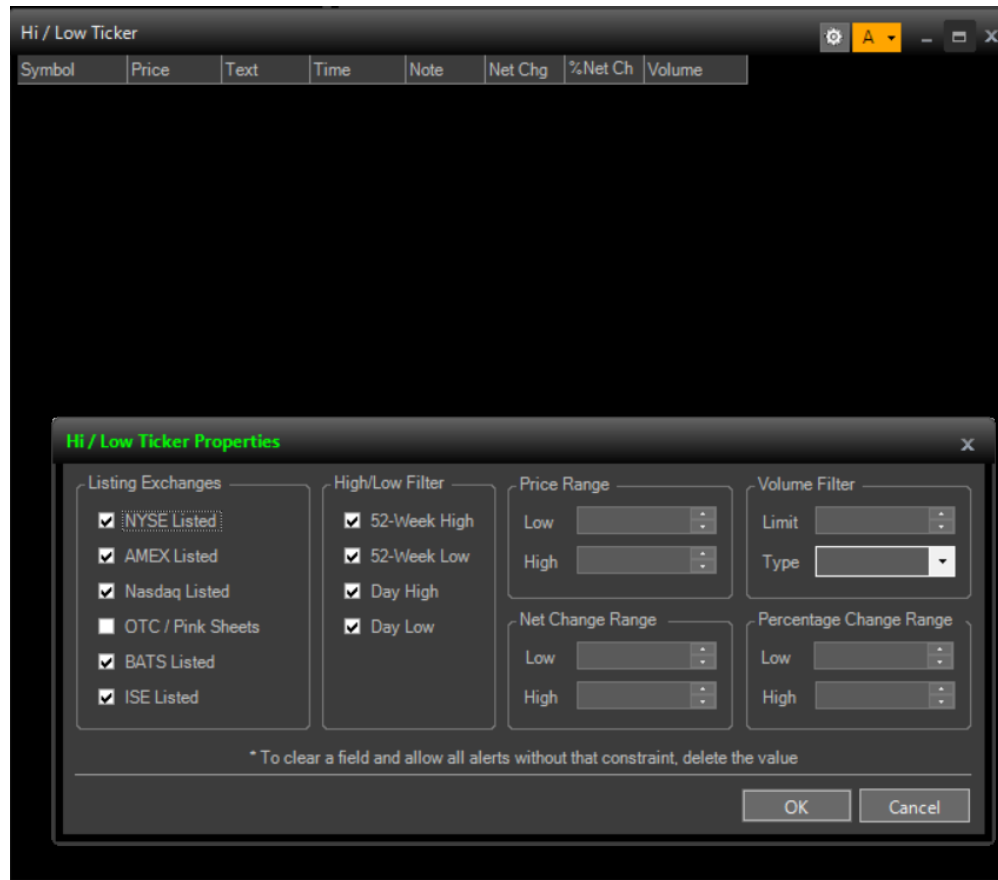
- Choose the category that matches the intended review; the ranking changes when the category or exchange changes.
- Use the displayed last price, percentage change, net change, and volume as screening information.
- Before acting on a ranked symbol, review the current quote, liquidity, news, security description, and order conditions.

RANKINGS ARE NOT RECOMMENDATIONS A security can appear because of activity or price movement without being suitable for a particular account or strategy.

CHAPTER 08 | WATCH LISTS & MARKET TOOLS

Hi/Low Ticker

Hi/Low Ticker displays securities reaching selected day or 52-week high/low conditions. Open Properties to control the listings and thresholds included in the event stream.



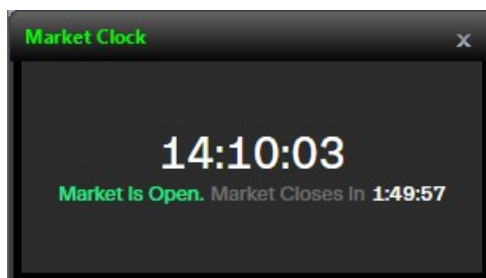
Hi/Low Ticker Properties with exchange, high/low, price, volume, net-change, and percentage-change filters.

FILTER GROUP	USE
Listing Exchanges	Include or exclude NYSE, AMEX, Nasdaq, OTC/Pink Sheets, BATS, and ISE listings as available
High/Low Filter	Choose 52-Week High, 52-Week Low, Day High, and/or Day Low
Price Range	Restrict events to a low and/or high price
Volume Filter	Set a volume limit and the available comparison type
Net Change Range	Restrict events by low and/or high net change
Percentage Change Range	Restrict events by low and/or high percentage change

CLEARING A CONSTRAINT Delete a field value when the current interface indicates that the constraint should not apply. Review all active checkboxes and ranges before selecting OK.

CHAPTER 08 | WATCH LISTS & MARKET TOOLS

Market Clock



Market Clock with current time, session status, and time remaining.

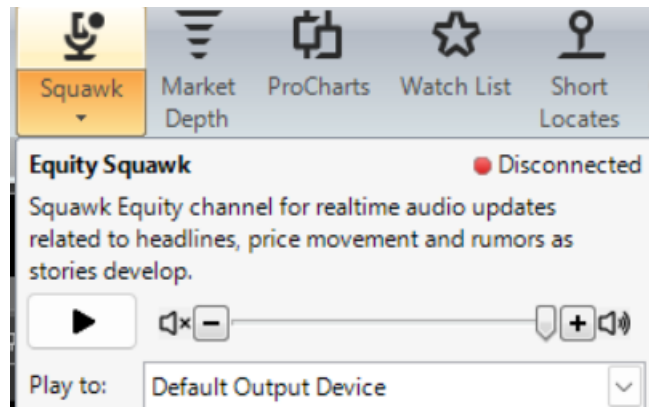
- Confirm the current platform time, session status, and displayed time remaining.
- Use the current order-type and time-in-force rules to determine session eligibility; the clock alone does not determine whether an order is eligible.

09 NEWS, SCANNERS & FUNDAMENTALS

Use audio, news, scanner, and company-data tools to filter market activity and move into analysis.

Equity Squawk

Squawk provides real-time audio updates related to headlines, price movement, and developing market reports. Open the Squawk menu from the toolbar and confirm the connection indicator before relying on the audio channel.



Equity Squawk controls with connection status, play, mute, volume, and output-device selection.

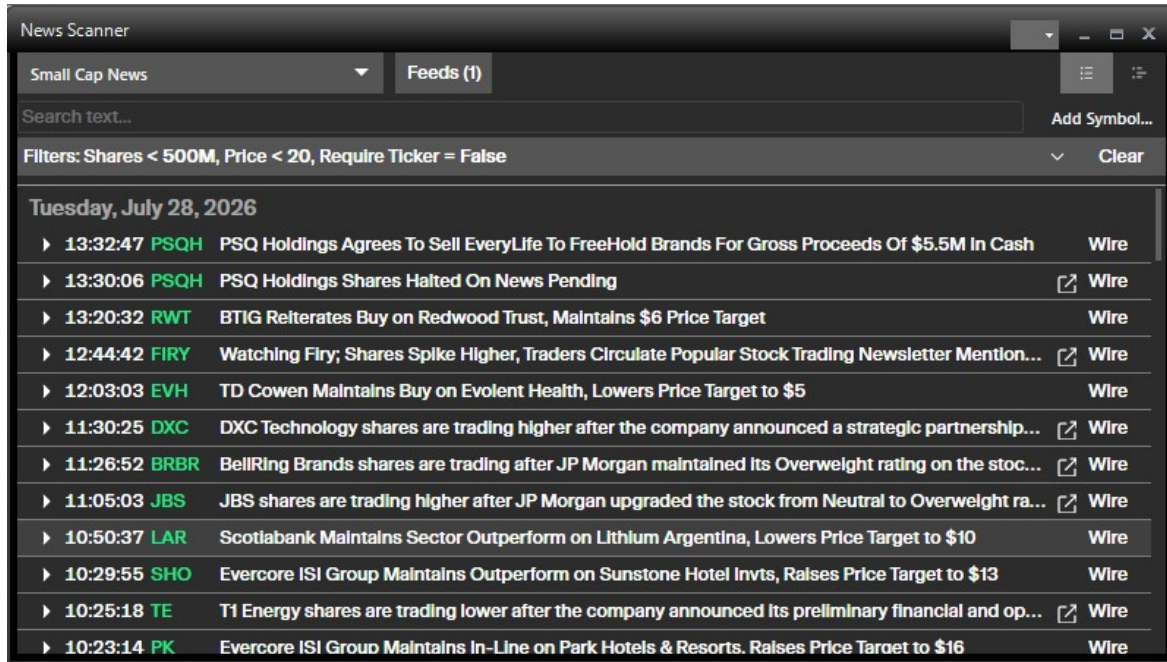
- **Status:** Confirm whether the channel shows **Connected** or **Disconnected**.
- **Playback:** Use **Play** to start the available stream and the speaker control to mute or restore audio.
- **Volume:** Adjust the slider or adjacent controls to a safe listening level.
- **Output device:** Select the intended speakers or headset from the **Play to** menu.

DEVELOPING INFORMATION Squawk can discuss developing headlines, price movement, or rumours. Treat audio as informational, independently verify the symbol and source, and review current quotes and news before making a trading decision.

CHAPTER 09 | NEWS, SCANNERS & FUNDAMENTALS

News Scanner - New in Build 652

News Scanner provides a rebuilt, low-latency news workspace with configurable filters, saved presets, layout modes, and streaming updates.



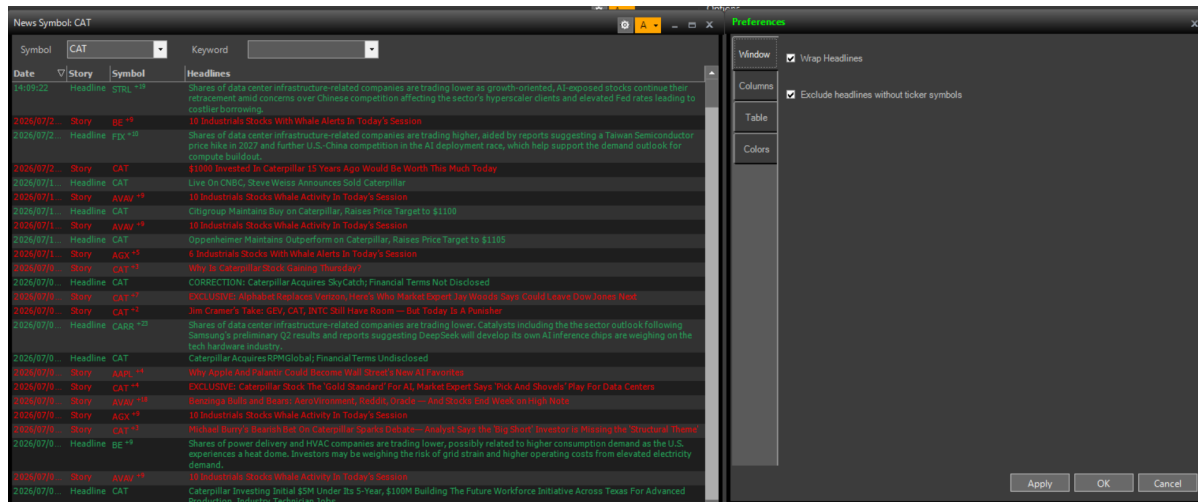
News Scanner with a saved preset, feed count, filters, search, and streaming headlines.

1. Choose or create a scanner preset.
2. Set filters for symbol, price, shares, market or other available criteria.
3. Review the feed count and streaming headlines.
4. Open a headline or load the related symbol into linked windows.
5. Save the preset after changing the filter set.

CHAPTER 09 | NEWS, SCANNERS & FUNDAMENTALS

News

The News window provides streaming headlines and available stories. Search by symbol or keyword, review the timestamp and Story/Headline classification, and use linked windows to move from a result to current quotes and charts.



News window with symbol and keyword filters beside preferences for headline wrapping, symbol-only results, columns, table, and colours.

- **Symbol and Keyword:** Narrow the feed to the intended ticker or topic.
- **Date and time:** Confirm when the item was published; a visible result may be historical.
- **Story / Headline:** A Story can provide additional text, while a Headline may contain only the displayed summary.
- **Preferences:** Use Window, Columns, Table, and Colors to control presentation. Wrap Headlines improves readability; Exclude headlines without ticker symbols narrows the feed.
- **Linked review:** Confirm the symbol in the receiving quote, chart, or order-entry window before taking action.

NEWS REVIEW Headlines can be incomplete, corrected, or superseded. Review the source, timestamp, full available story, and current market information.

CHAPTER 09 | NEWS, SCANNERS & FUNDAMENTALS

ProScanner

ProScanner filters securities using issue type, fundamentals, price, change, volume, and other available conditions. Save focused scans and link a result to Market Depth and ProCharts for review.

ProScanner - New scan

Filters: Issue Type = Common Stock Clear

☒ Issue Type
Fundamentals
☒ Shares Float
☐ Shares Outstanding
☐ Market Cap
Quotes
☐ Price
☐ Chg
☐ Chg% (Prev-Close)
☐ Chg% (1m)
☒ Chg% (5m)
☐ Chg% (15m)

Issue Type	Shares Float	Chg% (5m)	Day Volume	Volume (1m)
Common Stock	Any	Any	Any	Any
Any	Any	Any	Any	Any
Any	Any	Any	Any	Any
Any	Any	Any	Any	Any
Any	Any	Any	Any	Any

Showing 25 of 6163 matches New scan (edited)

Symbol	Price	Change % (5m)	Share Float	Day Volume
XLO	\$1.08	724.82%	6.5M	17.1M
STKH	\$6.11	18.92%	424.2K	7.5M
MEDS	\$3.62	6.91%	1.8M	41.6K
CNET	\$1.24	5.91%	2.9M	2.4M
JAGX	\$1.03	5.64%	4.5M	41.7K

ProScanner with expandable filter groups and a ranked result grid.

SCANNER OUTPUT A scan result is not a recommendation. Verify liquidity, price, news, short-sale status, and order conditions before trading.

CHAPTER 09 | NEWS, SCANNERS & FUNDAMENTALS

Fundamentals

The Fundamentals window provides company data in collapsible sections, including share structure and ownership, short-interest fields, growth and profitability, and valuation ratios.

Fundamentals: TSLA : Tesla, Inc. : USD

TSLA **Tesla Inc.** Consumer Discretionary Vehicles US

Tesla is a vertically integrated sustainable energy company that also aims to transition the world to electric mobility by making electric vehicles. [show more...](#)

Share Structure and Ownership				
Shares Outstanding	Float	Float as % of Shares	Institutional Ownership	Insider Ownership
3.95B	3.16B	80.10%	0.85%	17.82%
Short Interest	Short Interest Ratio	% of Float Shorted		
70.65M	1.78	2.23%		
Growth and Profitability				
Market Cap	Revenue (Annual)	Revenue Per Share	Revenue Growth (3Y)	Revenue Growth (5Y)
1.22T	94.83B	24.01	0	0
EPS (TTM)	EBIT Margin	Gross Margin		
1.08	4.90	18.90		
Valuation Ratios				
P/E Ratio (TTM)	P/S Ratio	P/B Ratio	P/FCF Ratio	P/CF
369.26	13.56	16.17	74.80	0.00

- 100% +

Fundamentals loaded for a symbol with company overview, ownership, profitability, and valuation data.

DATA REVIEW Fundamental data may update on a different schedule from real-time quotes. Review the field labels and data date before relying on a value.

10 OPTIONS

Review option chains, Greeks, strategy values, and order instructions in the current interface.

Open an Option Chain

1. Open Options from the quick-launch toolbar.
2. Enter the underlying symbol and confirm the loaded company.
3. Choose the expiration date and available strike range.
4. Review calls and puts, including bid, ask, last, change, volume, open interest, implied volatility, and available Greeks.
5. Select the intended contract or build a supported strategy in the order area.



Options window with chain data, Greeks, strategy controls, and order entry.

CHAPTER 10 | OPTIONS

Review the Option Order

- Confirm the underlying, expiration, strike, call/put designation, and side.
- Review the net strategy value and whether the order is a debit or credit.
- Confirm the quantity, order type, route, time in force, and limit price.
- Review per-leg and strategy Greeks when available.
- Monitor the order and resulting position in Portfolio.

OPTIONS RISK Options involve risk and are not suitable for every investor. Options trading requires approval. Review TradeZero Canada's options risk disclosure and current fees before trading.

Pricing & Fees: Review current stock, option, platform, and account-related fees

11 SHORT LOCATES

Search availability, review fees, manage inventory, and handle eligible locate credits.

Locate Types

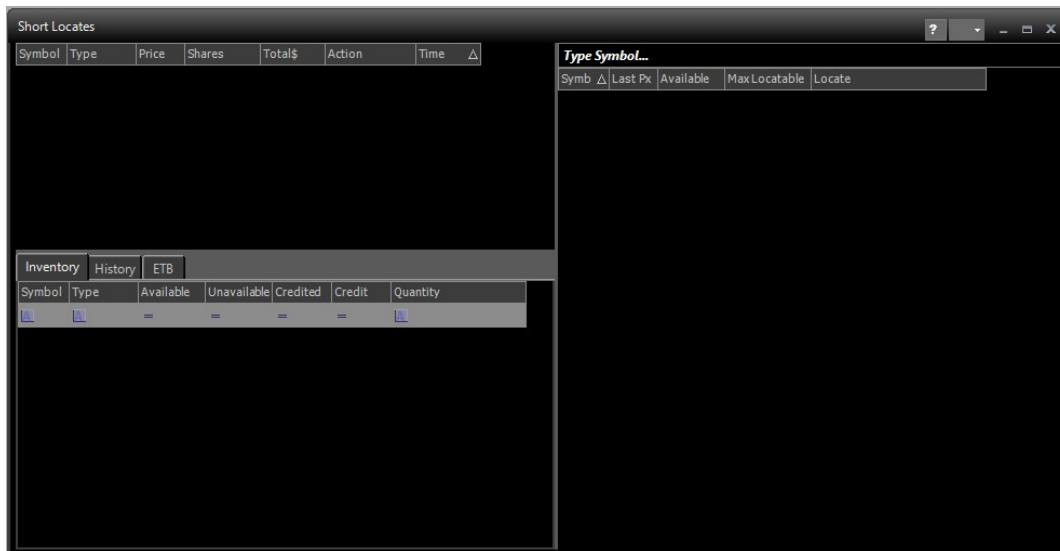
TYPE	TYPICAL USE	INTRADAY REUSE
Standard Locate (L)	Non-easy-to-borrow securities; may support multiple shorts and covers during the day	May be reusable
Single Use (SU)	Regulation SHO threshold securities; automatically prioritized when available	No; one-time use
Pre-Borrow (PB)	Threshold securities when reusable inventory is required	Yes, subject to availability and rules

SHORT-SELLING GUARDRAILS A minimum of USD \$500 in margin-account equity is required to short-sell. Securities below USD \$0.30 cannot be shorted. Locate and short-sale eligibility remain subject to availability and account rules.

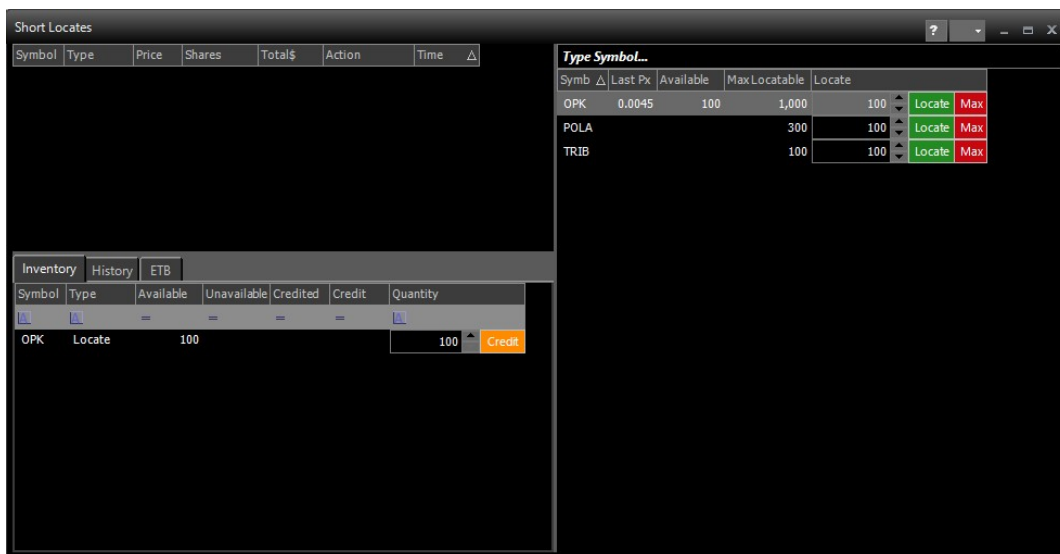
CHAPTER 11 | SHORT LOCATES

Request a Locate

1. Open Short Locates and enter a symbol in the locate search area.
2. Review available quantity, maximum locatable shares, and the quoted per-share fee.
3. Enter the desired share quantity or use MAX only after confirming the intended size.
4. Accept the locate quote to reserve the shares; declining a quote does not create a locate fee.
5. Confirm accepted shares in Inventory before submitting the short order.



Short Locates quote view before inventory is accepted.



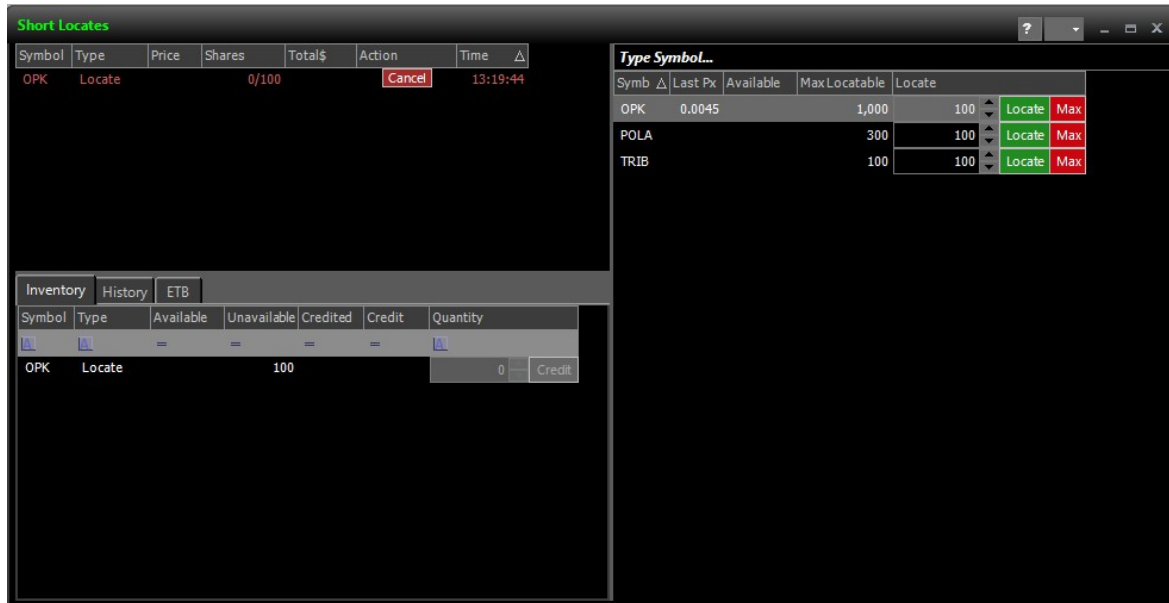
Short Locates with accepted inventory and the Credit action.

LOCATE FEES Locate fees are quoted per share and can change during the day. A fee is charged only after the locate price is accepted.

CHAPTER 11 | SHORT LOCATES

Mark Eligible Shares for Credit

When eligible, unused locates can be returned to the pool by marking shares for credit. If another client purchases the inventory, you may recover a portion of the original locate fee.



Locate inventory after eligible shares have been marked for credit.

CREDITS ARE NOT GUARANTEED A credit depends on inventory, availability, supply, demand, and successful reallocation to another client. Marking shares for credit does not guarantee payment.

CHAPTER 11 | SHORT LOCATES

Locate Hotkeys

The Symbol Locate hotkey action can request locate shares using a share quantity, dollar amount, or buying-power percentage. The action applies to the symbol in the active window.

Symbol Locate hotkey configured by share quantity.

SHORT-SELLING RISK Short selling can produce losses greater than the original investment because the price of a security can rise without a defined limit.

Short Locates: Review current locate types, credit rules, and availability information

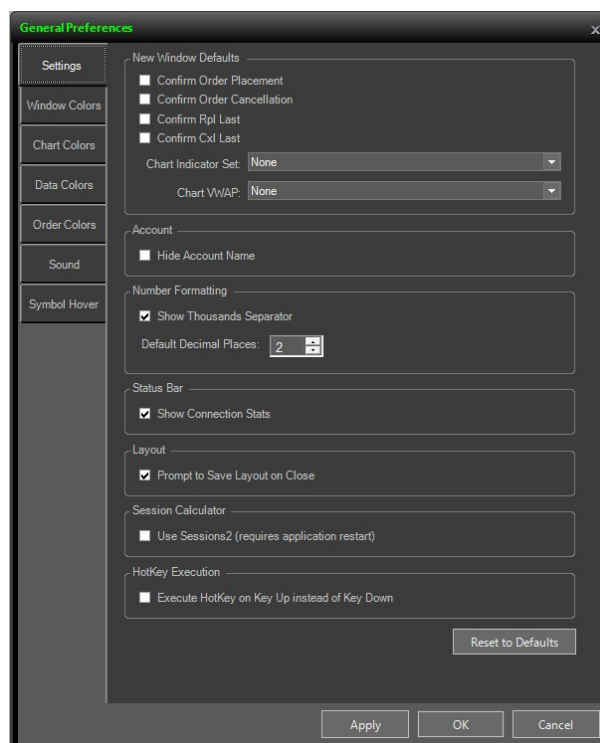
12 PREFERENCES, SUPPORT & REFERENCE

Standardize colours and alerts, save the layout, and use current official information.

General Preferences

General Preferences controls application-level behaviour and appearance. Apply changes, select OK, and save the layout so the settings persist.

TAB	COMMON SETTINGS
Settings	Window confirmations, chart defaults, account display, delimiters, layout prompts, and hotkey behaviour
Window Colours	Active, disabled, error, highlight, border, row, header, and filter colours
Chart Colours	Background, positions, after-hours, grid, and major/minor line colours
Data Colours	Positive/negative values, neutral states, and long/short position colours
Order Colours	Buy, Sell, Short, Cover, Position, Cancel Last, Replace Last, and related button/text colours
Sound	Volume, alarms, market open/close, order events, and custom audio
Symbol Hover	Hover timing and enabled hover tools for supported windows

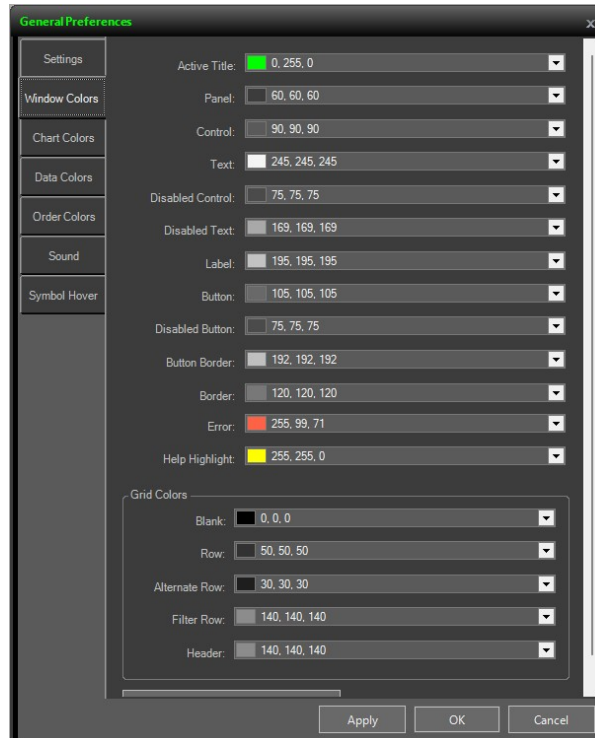


General Preferences - Settings.

CHAPTER 12 | PREFERENCES, SUPPORT & REFERENCE

Colour Preferences

Use Window Colours and Order Colours to create a consistent visual system for active, disabled, highlighted, and order-action states. Preserve strong contrast so status information remains readable.



General Preferences - Window Colours.

CHAPTER 12 | PREFERENCES, SUPPORT & REFERENCE

Order Colours

Use Order Colours to distinguish trading actions and order-management controls. Keep action colours consistent across layouts and verify the button label before use.

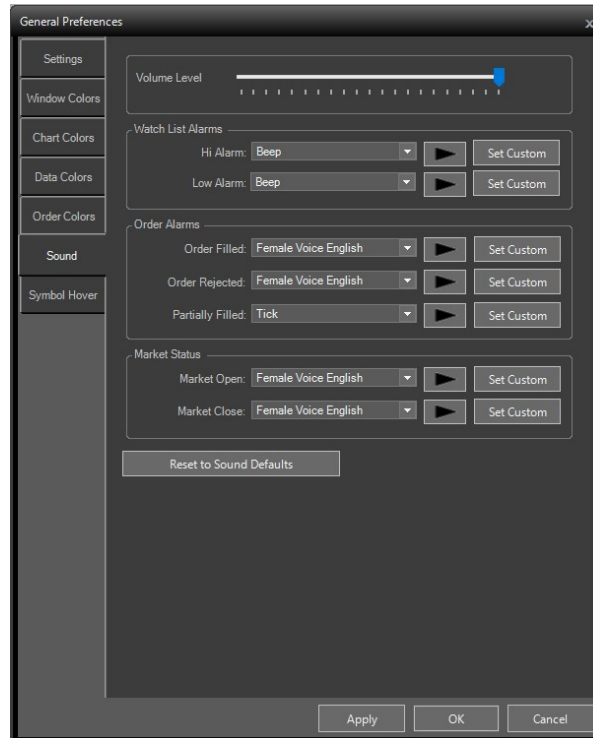


General Preferences - Order Colours.

CHAPTER 12 | PREFERENCES, SUPPORT & REFERENCE

Sound Preferences

Use Sound to control platform and order-event notifications. Confirm the output device and test important alerts after saving the layout.

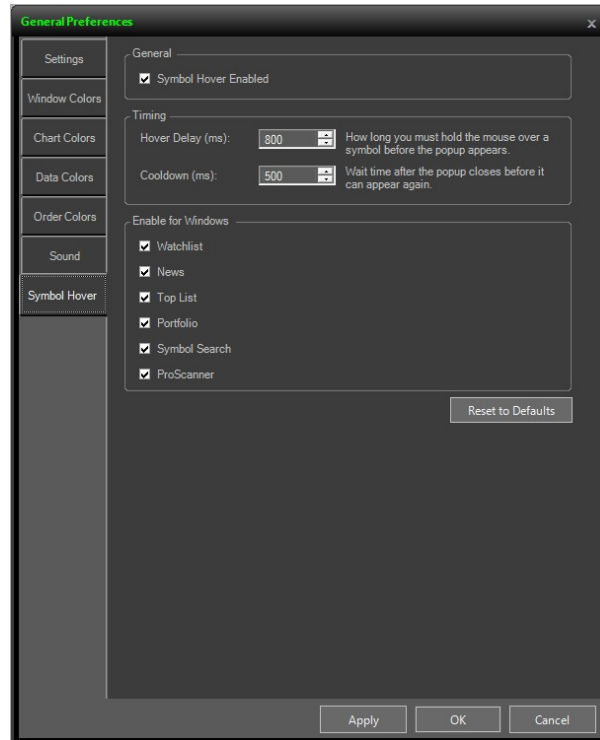


General Preferences - Sound and event notifications.

CHAPTER 12 | PREFERENCES, SUPPORT & REFERENCE

Symbol Hover

Use Symbol Hover to choose the delay and supported windows for hover tools. Test the behaviour after saving the layout so it does not interfere with order review.



General Preferences - Symbol Hover timing and enabled windows.

CHAPTER 12 | PREFERENCES, SUPPORT & REFERENCE

System Information and Diagnostics

Use System from the toolbar to review the system information provided by the installed ZeroPro build. When an issue is reported, pair this information with the visible Connection status and the exact date and time the problem occurred.

- Confirm the installed ZeroPro build before comparing the platform with release notes or this manual.
- Record the affected window, symbol, action, and exact time of the issue.
- Run Connection diagnostics when requested or when troubleshooting a connection problem.
- Review copied diagnostic or system information before sending it to Client Services.
- Never include a password, and mask account or personal information in screenshots.

CURRENT INTERFACE CONTROLS System and diagnostic fields can change between builds. Follow the labels shown in the installed platform and current instructions from TradeZero Canada Client Services.

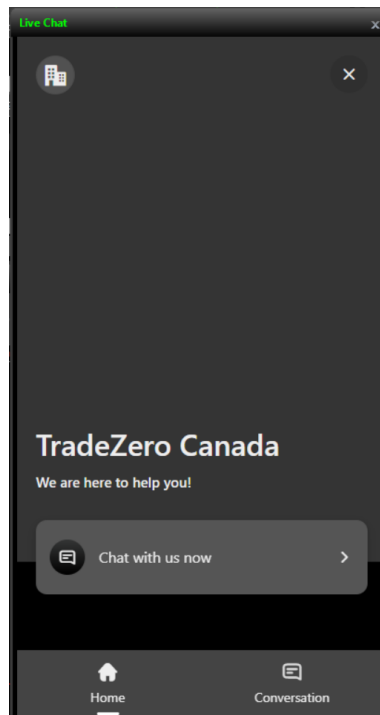
CHAPTER 12 | PREFERENCES, SUPPORT & REFERENCE

Contact Support

If market data, account values, order status, or platform behaviour appears inconsistent, stop entering orders and contact TradeZero Canada Client Services.

- Live Chat: Available 24/7/365.
- Call Centre: Monday-Friday, 7:00 a.m.-5:00 p.m. ET.
- Phone: +1-866-995-9585.
- Email: support@tradezero.ca.

1. Open Live Chat from the toolbar.
2. Select Chat with us now.
3. Enter the requested contact information and choose the department that best matches the question.
4. Describe the issue clearly, including the affected window and time, without providing a password.



In-platform Live Chat home screen with access to Chat with us now and prior conversations.

PROTECT ACCOUNT INFORMATION Use only the information requested by the official form or support representative. Never send a password, authentication code, or full screenshot containing unrelated account details.

TradeZero Canada Support: Open support articles and current contact information

CHAPTER 12 | PREFERENCES, SUPPORT & REFERENCE

Official Information Links

Downloads & Release Notes: Current ZeroPro build and feature updates

System Requirements: Minimum and recommended ZeroPro workstation specifications

Order Types & Time in Force: Current order eligibility and session information

Limit Up-Limit Down Plan: Current price-band parameters and individual-security trading pauses

Market-Volatility Guardrails: Current LULD and market-wide circuit-breaker information

Nasdaq Opening Cross: Opening-cross timing and eligible order types

Pricing & Fees: Current commissions, platform fees, and account-related fees

Short Locates: Current locate tools, types, and credit information

CHAPTER 12 | PREFERENCES, SUPPORT & REFERENCE

Important Disclosures

PLATFORM SCOPE This manual describes ZeroPro Build 652 as of July 29, 2026. Routes, data fields, market sessions, eligibility, and platform features may change. The live platform, account disclosures, and current TradeZero Canada support materials control.

RISK OF LOSS All investments involve risk. Order transmission and acceptance do not guarantee execution. Short selling can involve unlimited loss, and options involve additional risks.