



18 INTERNET FEATURES

eSIGNAL INCLUDES Internet features that expand its capabilities. Three Internet services are available via built-in links:

- 1 **eSignal Site.** The eSignal Site includes in-depth resources such as symbol lookup, market research, news and commentary.
- 1 **eSignal Customer Connection.** The eSignal Customer Connection provides quick access to customer service and troubleshooting information.
- 1 **LiveRep.** LiveRep lets you communicate one-on-one with an eSignal representative.
- 1 **eSignal Chat.** eSignal Chat lets you chat online with fellow traders.
- 1 **Trading Center.** The Trading Center provides access to online stock trading sites. (Note: not available for eSignal Pro subscribers).

A Browser window built into the main application window allows access to the eSignal Site, Trading Center, and eSignal's research links, as well as other Internet sites.

The eSignal Customer Connection can be launched directly from your desktop using your default browser.

Working with the Browser Window

In many respects, Browser windows look and operate as normal windows within the application window. You can size, position, and print content as you would in any other window. In other respects, they do differ:

- 1 You can't open Browser windows independently of their content—there's no such thing as a blank or new Browser window. This means you can open a Browser only for a predefined site such as the eSignal site.
- 1 You can't save a Browser window as a file.
- 1 You can have only one Browser window open at a time. By extension, this means you can include only one Browser window in each layout you save.

Once a Browser window is open, you can view other pages by entering a site's URL in the URL field or by following links just as you would in a normal browser. The URLs you enter are preserved for quick recall during the current session in a pull-down menu.

Navigating the Internet

The Browser window includes features similar to those found in stand-alone web browsers. Icons in the Internet window toolbar represent most of these features.

**URL
Field**

To view a page, enter its URL in the URL field, and then press Enter. To make it easy to return to pages, all the URLs you have entered during a session are saved in a pull-down list.



To return to a previous page you visited, click the Back button in the toolbar.



To move to a page you visited after the current page, click the Forward button.



To stop a page from loading, click the Stop button. You can use this feature if a page is taking too long to load.



To reload the page, click the Refresh button. This updates any content that has changed.



To return to the eSignal site, click the Home button.



To open a web search page, click the Search button.



To view a list of favorite sites.



To print the contents of the Browser window.



To change the size of the font the Browser window uses.

Printing a Web Page

You can print the content of a Browser window by clicking the Browser window Print toolbar, by right-clicking in the window or choosing the Print command from the File menu.

eSignal Site

You can view the eSignal Web site to get additional information and data. The site includes links for symbol lookup, market research, fundamental data, commentary, and more.

To use the eSignal Site:

Click the Toolbox icon in the eSignal toolbar or choose Trader's Toolbox from the View menu (Alt-V, X). When the Browser window displays the site, follow the links to the information you want.

eSignal Trading Center

With a single mouse click, you can go to the eSignal Trading Center* setup page (shown in Figure 18-1). Here you'll find directions for how to link the Trade! button to your broker's web site.

NOTE: The Trading Center is just one method for accessing your broker's site. If your broker supports integrated trading with eSignal, you can take advantage of the

integrated trading features described in Chapter 19 to fully integrate your trading activities.



Figure 18-1. Trading Center

*eSignal's Integrated Trading Feature is not available to eSignal Pro subscribers.

To configure the Trade! button

- 1 Click the Trade! button in the toolbar or choose Trading Center from the View menu (Alt-V, X). When the Browser window displays the Trading Center page, follow the instructions to link the Trade! button to your broker's web site.

eSignal Customer Connection

The eSignal Customer Connection (shown in Figure 18-2) is a web site that gives you access to customer service information, including technical support, troubleshooting information, account and subscription information, product information, and more.



Figure 18-2. eSignal Customer Connection

You can access the Customer Connection from the Customer Support menu.

To open the eSignal Customer Connection

- 1 Select Customer Connection from the Customer Support menu.
- 2 eSignal's embedded browser launches and displays the eSignal Customer Connection page.

Using the Research Feature

You can use the application's research features to view detailed financial information from eSignal, CBS MarketWatch, MarketGuide and other providers. There are two ways to access research:

- 1 You can research a specific symbol by right-clicking a data row in a Quote, Portfolio, Summary or Leaders window and choosing Research. This leads you to several options that will display information about the symbol.
- 1 You can access general research when you choose a command directly from the Research menu.

In both cases, the information you request is located on the web and displayed in a Browser window. If a Browser window is already open, its contents are replaced by the new web page. If a Browser window isn't already open, one is automatically opened with the research information displayed.

Chapter 18

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