

## PROCEDURE FOR TECHNICAL PROBLEMS ON MT4

First/Family Name : \_\_\_\_\_

TDFX Account Number : \_\_\_\_\_

Email Address : \_\_\_\_\_

Phone Number : \_\_\_\_\_

Country of Trading : \_\_\_\_\_

Are you trading from home, office, or a public place ? \_\_\_\_\_

Are there any open trades that you would like to close ? \_\_\_\_\_

### **Please explain the problem in detail :**

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### **Questions :**

1) What is your Exploitation System ? (eg. Windows XP, Vista) : \_\_\_\_\_

2) What is the version of your MT4 ? (go to → Help, About, Build Number V.XX) : \_\_\_\_\_

3) Are you using a desktop or a laptop ? \_\_\_\_\_

4) Are you using wireless or cable internet ? \_\_\_\_\_

5) Which TDFX server are you connected to ? (FR GCC LIVE, GE GCC LIVE, GE SDC LIVE, FR LIVE, GE LIVE, DEMO, other) \_\_\_\_\_

6) Which Anti Virus system are you using? \_\_\_\_\_

7) Do you have more than one MT4 platform installed ? (eg. from another broker) \_\_\_\_\_

8) Are you connected to more than one MT4 platform ? (eg. from another broker) \_\_\_\_\_

9) Have you tried reinstalling the MT4 platform ? \_\_\_\_\_

### **Additional Information :**

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### **IT Solutions :**

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Is the problem solved ? \_\_\_\_\_

TDFX Account Manager : \_\_\_\_\_ TDFX IT Support : \_\_\_\_\_