



# IQFeed FAQs



[www.dtn.com](http://www.dtn.com)



## GENERAL PRODUCT QUESTIONS

### What kind of data do you have available?


- **Trading Markets:** IQFeed provides real-time data on U.S. and Canadian Equities, Equity Options, London Equities, U.S. and International Futures, Futures Options, Indices, Market Statistics, Forex and more!
- **News:** IQFeed provides real-time streaming news from industry-leading sources, and comes standard with Benzinga Pro, RTTnews.com, PR Newswire, and Business Wire (other newswires available for additional fees).
- **Years of History:** IQFeed provides historical "backfill" data on all symbols we carry.
- **Search Functionality:** IQFeed provides data lookups such as symbol searches, option and futures chains lookups and more!
- **Available Add-ons:** U.S. Equities Level II, Futures Market Depth data, real-time Futures & Futures Options, real-time Equity Options, additional News Sources, and increased simultaneous symbol limits.

### What exchanges are available through IQFeed?

- **Futures:** ASX, BM&F, Bursa Malaysia Derivatives, CBOE, CBOT, CME, COMEX, Dalian (End of Day), Eurex, Euronext (Commodities Derivatives, Equity/Index Derivatives), ICE (U.S., Canada, Europe-Commodities, Europe-Financials), London Metals, MCX India (EOD), Minneapolis Grain, NYMEX, SAFEX/JSE, Singapore, Tokyo (EOD), ZhengZhou (EOD)
- **Equities:** LSE, NASDAQ, NYSE, NYSE American, OPRA, OTC Markets, Toronto
- **Indexes:** Bloomberg, CBOE, CME S&P Cash, Dow Jones, Eurex, Euronext, FTSE, NASDAQ, NYSE, Russell
- **Forex:** FXCM, TenFore

### What displays/apps are included with IQFeed?

- **Charts:** Identify trading trends using our graphical display of tick, interval and historical data. Moving averages, trend lines and other analytical studies are updated and calculated with every tick.
- **News:** Our news app includes real-time streaming news from Benzinga Pro, RTTnews.com, PR Newswire, and Business Wire (other newswires available for additional fee).
- **Market Depth:** This add-on to the IQFeed core services allows you to watch the depth of quotes on the bid/ask side.
- **Smart Market:** This add-on to the IQFeed core service allows you to scan for gainers, losers and most actives.
- **SnapQuote:** This window allows you to see streaming quotes.

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- **Option Chains:** View option contracts, completely unfiltered from the exchange. You can also view the dynamically calculated Greeks and implied volatility on equity options.
  - **WatchList:** Make a list of symbols to watch during the day with ticks dynamically refreshed in real time.

## What software programs and partners support your data feed?

Most of the industry-leading software on the market supports IQFeed. For a list of compatible software, please visit our [compatible software page](#).

If you don't have a 3rd-party software, you can use Microsoft Excel or OpenOffice.org's Free Calc software. If you're a developer, you may want to enquire with our sales team about our API license, which would allow you to create your own IQFeed application.

For a list of our Strategic Partners, please visit our [mentors/educators/analytical software page](#).

## How much historical data is available?

- 180 calendar days of tick (every trade)\*
- 10+ years of 1-minute historical bars\*
- 20+ years of daily historical bars\*

*\*Trial users are limited to four days of intraday history and 365 days of daily bars.*

## How much historical news is available?

IQFeed archives 180 days of news.

## How much tick history is available for download?

Users can download up to 180 calendar days\* (includes weekends and holidays) of tick history outside of U.S. equity market hours (9:30am - 4:30pm ET, Monday - Friday). During this market time, the download is limited to eight calendar days. Note that this restriction does not impact minute or daily history.

*\*Trial users are limited to four days of tick history.*

## How reliable is IQFeed?

As a provider of true unfiltered tick-by-tick data, IQFeed is hard to beat. We have multiple ticker plants and data centers to ensure that IQFeed is one of the most reliable market data providers available. And our 24x5 customer support (phone, chat, and email) is unmatched, expediting attention to your questions or concerns. Most of our customers have come from other services because they weren't happy with the reliability or quality they were receiving.

## What is the difference between IQFeed and DTN.IQ?

- IQFeed is a true, unfiltered, tick-by-tick data feed. It includes several standalone apps (chart, news, SnapQuote, etc.), although it primarily powers dozens of 3rd-party software applications with both streaming and historical data.
- DTN.IQ is a legacy DTN software product that runs on IQFeed (the data feed). DTN.IQ includes all of the apps from IQFeed in a handy "SmartBar" that can be docked on the desktop. In addition, it has a larger simultaneous symbol limit (1300) than the IQFeed standalone product (500).

## What is available with the trial?

- Seven calendar days\* of access to IQFeed
- Real-time streaming quotes on equities, futures, indexes, and options for the exchanges you select during the trial registration
- Real-time streaming news
- 3,400+ DTN market statistics
- Limited historical data (4 days of intraday, 365 days of daily)
- 24x5 technical support (via phone, chat, and email)

*\*Trial length may be longer when signing up through a 3rd-party software promotion.*

## How do I qualify for or complete the CME Exchange Fee Waiver?

The CME Globex waiver program requires three things:

1. The user must have a fully funded trading account with a qualified participating broker.
2. The user must be using a 3rd party software that runs with IQFeed and can execute trades through their broker.
3. The user must qualify as a non-professional trader.

If your broker is Interactive Brokers, please follow [these instructions](#). If you are going through any other participating broker, you will need to contact your broker to have them submit your Trader Account Verification (TAV).

For more detailed info about the CME Globex Data Package, please go [here](#).

## Where can I find or change my account information?

The link for the DTN online account management portal is <https://myaccount.dtn.com>.

## I want to receive data for an exchange not carried by IQFeed. Can it be added?

DTN is continuously reviewing our data and services to meet the needs of our customers. If you are interested in an exchange that we don't currently offer, please email us (at [support@iqfeed.net](mailto:support@iqfeed.net)) and let us know. We'll be happy to review that request.

## What is – and isn't – included with the "IQFeed Core Service subscription"

The IQFeed Core Service *includes* the following without any additional cost:

- Access to over 3,400 DTN market statistics and indicators
- Real-time streaming news from Benzinga Pro, RTTnews.com, PR Newswire, and Business Wire
- Delayed quotes and complete history for the majority of stock and futures exchanges offered through IQFeed (all upgradeable to real time with subscriptions to the individual exchanges)
- 24x5 technical support

The IQFeed Core Service *excludes* the following exchanges and services, but these can be added at an additional cost:

- **Futures:** LME, NYMEX, COMEX
- **Equities/Options:** LSE, OPRA
- **Indexes:** CBOE, Dow Jones, FTSE, NASDAQ, Russell
- **Forex:** FXCM, TenFore
- **News:** AP Online, DJ Commodities Basic, DJ Commodity Wire, DTN MarketWire, IQ Commodity News Supplement, IQFeed Energy News Supplement, MarketWatch.com, MidnightTrader, The Fly

## What do I get with the "IQFeed Forex Only" subscription?

IQFeed Forex Only provides access to real time and historical data of Basic Forex (FXCM) pairs. You can upgrade to Premium Forex, which includes data from multiple contributors, for an additional cost. If you wish to receive data on futures, equities, and other market-related instruments, you will need to subscribe to the IQFeed Core Service.

## Where are your servers located?

The IQFeed server farms are located in the Omaha, Nebraska metropolitan area.

## How long is the IQFeed trial?

The standard IQFeed trial is seven calendar days.

## What is the maximum number of symbols you can view at one time with IQFeed?

You can view 500 symbols simultaneously with the IQFeed Core Service. This limit can be increased, at an additional cost, to a maximum of 2,500 symbols.



## SALES & BILLING QUESTIONS

### **Do I have to pay any exchange fees?**

The exchanges require that we collect, in effect, "royalty" fees for data access. The rates vary depending on the exchange and the subscriber's professional/non-professional status. We support the CME's non-pro fee structure for qualified customers, which can reduce exchange fees to as low as \$2.

Note that most exchanges waive their fees during the IQFeed trial period.

### **Are there any discounts for multiple-user accounts?**

Please contact IQFeed sales if you are interested in adding a large number of users to your account.

### **What discounts are available?**

DTN offers a 20% discount of our service fees for customers who lock in to an annual license agreement. Please contact IQFeed Sales if you are interested in receiving this discount.

### **How am I billed for service?**

You are billed on the first day of every month, using the credit card provided on your account.

### **What is your IQFeed cancellation policy?**

IQFeed is a month-to-month service. As such, you can cancel at any time. There is no long-term commitment or contract, unless you agree to a discounted annual rate.

### **How do I skip the IQFeed trial and subscribe?**

All subscriptions begin as trials. However, you're welcome to forgo any remaining trial period and subscribe at any time. Simply visit your account online (<https://myaccount.dtn.com>) and click the "Subscribe Now" button on the Existing Accounts page to begin the subscription process.

### **How do I reactivate my old account?**

If you are a former IQFeed user, visit the DTN online account management portal at <https://myaccount.dtn.com> and sign in with your old IQFeed User ID and password (if you don't remember your login credentials, please contact IQFeed Support.) Once signed in, be sure to update your account information (billing, address, phone, etc.). Then, go to the Existing Accounts page and click on "Add New User" to start the reactivation process.



If you need additional help with reactivation, please contact IQFeed Sales.

### How can I reach IQFeed Billing Support?

- **Phone:** U.S. callers: (800) 837.0708; International callers: +1 402.390.2328, option 5
- **Chat:** [online billing chat](#)
- **Email:** [billing@dtm.com](mailto:billing@dtm.com)

### How can I reach IQFeed Sales?

- **Phone:** U.S. callers: (800) 475.4755; International callers: +1 402.390.2328, option 5
- **Chat:** [online sales chat](#)
- **Email:** [sales@iqfeed.net](mailto:sales@iqfeed.net)

### Is there a referral program?

For a customer referral leading to an IQFeed subscription, DTN offers a \$100 credit to apply to your DTN services. Please contact IQFeed Sales for more details.



## TECHNICAL QUESTIONS

### I just subscribed – why can't I connect?

Be sure that you have installed the latest version of IQFeed ([download here](#)) and that you are using a partnered 3rd-party software. If so, and you are still having problems with connecting to IQFeed, please contact our support team.

### What are the technical requirements needed to run IQFeed?

- OS: Windows 7/8/10
- Processor: Intel Core i3, i5, or i7 Processor (or AMD equivalent). The faster the processor (higher GHz), the better it will perform for streaming data. Also, more CPU cores can help with historical data downloads.
- RAM: 4 GB minimum; 16 GB recommended (the more symbols you watch, the more RAM may be needed).
- Internet: 5 mbps minimum; 20+ mbps recommended (the more symbols you watch, the more internet bandwidth may be needed).

### How can I reach IQFeed Technical Support?

- **Phone:** U.S. callers: (800) 779.7299; International callers: +1 402.255.8787
- **Chat:** [online support chat](#)
- **Email:** [support@iqfeed.net](mailto:support@iqfeed.net)
- **Forums:** <http://forums.iqfeed.net>

### What are the hours of support for IQFeed Technical Support?

IQFeed Technical Support is available 24x5, from Sunday, 5 p.m. CST, to Friday, 6 p.m. CST.

### How fast is IQFeed?

IQFeed is one of the fastest internet-based data feeds available for the trading markets. Since it runs over the internet, it's to be expected that there will be latency based upon your internet bandwidth and the distance the data has to travel. With a good connection, it's not uncommon for a U.S.-based customer to ping our data servers at 25-50 ms.

### Can I use IQFeed on more than one computer at the same time?

No. While you may install IQFeed on as many computers as you wish, you can only connect with your IQFeed user ID on one computer at a time. If you attempt to connect on a second computer, IQFeed will be disconnected from the first computer.

### Why is my data delayed?

Real-time data is only available through IQFeed when an exchange has been added to your IQFeed Core Service. If you believe you are subscribed to an exchange but are still seeing delayed data on that exchange, please contact IQFeed Support.





## DEVELOPER/API QUESTIONS

### How do I sign up for the API?

1. Register [here](#).
2. Complete the API Developer Agreement (step 5 of the registration) and send it to DTN by fax (402-255-3788) or email ([sales@iqfeed.net](mailto:sales@iqfeed.net)).
3. Once DTN has received and processed your Developer Agreement, an email will be sent to you with the registration details.
4. You can now access the SDK on the developer site ([login](#)), where you'll find sample apps, API documentation, and all information needed to integrate IQFeed into your new or existing application.

### Do I need an IQFeed subscription if I sign up for the API?

- Yes. The API subscription does not include access to the data feed.
- The API subscription should be considered an add-on to the normal IQFeed subscription.

### What is the cost of the API license?

The IQFeed API Developer License is a non-refundable annual fee of \$420.

### Is IQFeed (the data) included with the API license?

No. A subscription to IQFeed is sold separately.

### What languages are supported with the API?

The IQFeed API is software agnostic, meaning that it should work with whatever programming language you choose.

### How do I contact IQFeed Developer Support?

Developer support is reserved for registered developers only. An IQFeed developer can be reached primarily by email (unlimited support) or by chat (limited availability), or by posting in our [forums](#). Note that there is no phone support for the API.

### What is the API cancellation policy?

The IQFeed API license is an annual agreement. Because the feed is tested and known to work, no refunds will be issued once access has been granted to the developer area. You may cancel your API subscription, but we cannot refund you annual fee.