

## XRP Top/Bottom Indicator Support & Troubleshooting Card

Version v1.1.0

Fastest way to solve most issues

Before contacting support, check timeframe, chart type, access account, named alert conditions, and whether a health banner is visible. Most issues become obvious after those five checks.

Indicator page: [AZRO Systems — XRP Top/Bottom Indicator \(Invite-Only\)](#)

Product / access page: [AZRO Systems Gumroad](#)

Support: [support@azrosystems.com](mailto:support@azrosystems.com)

### Fast checks

Issue	What to check first	What to send if still unresolved
Indicator not visible	Confirm you are on the correct TradingView account and that the script appears under Invite-only scripts.	TradingView username plus a screenshot of the Invite-only scripts panel or account view.
Alert did not fire	Confirm the chart is BITSTAMP:XRPUSD on 1W, the named condition is correct, the trigger matches the signal type, and the alert is still active.	A screenshot of the alert dialog, the chart, and the exact alert name.
Labels look wrong	Confirm regular candles, correct symbol, and current settings. MAJOR / RADAR top and bottom confirmations are XRP-only.	A full chart screenshot plus an indicator-settings screenshot.
Health banner visible	Read the banner text. If it says the canonical host is required, switch to BITSTAMP:XRPUSD on 1W. Otherwise wait for a clean weekly close if data is degraded	A screenshot of the banner plus the symbol and timeframe.

	or suppressed.	
History changed after edits	Check whether toggles, filters, or alert-relevant settings changed after the chart was first reviewed.	A settings screenshot plus a short note describing what changed.
Webhook or bridge issue	Check bridge mapping, paper-trade status, message formatting, and any third-party logs.	The alert message, the webhook destination, and any bridge response or log output.
Still not sure	Reduce the issue to one sentence before emailing support.	One concise summary plus the screenshot bundle.

#### Support email checklist

- TradingView username
- Symbol and timeframe
- Full chart screenshot
- Indicator settings screenshot
- Alert dialog screenshot if the issue involves alerts
- Exact banner or error text if shown
- One-sentence description of what you expected versus what happened

## Include this in every support email

- Your TradingView username, symbol, and timeframe.
- A full chart screenshot and an indicator-settings screenshot.
- If it is an alert issue, include the alert dialog screenshot, trigger choice, and alert name.

## Helpful links

- Setting alerts on the wrong timeframe or the wrong XRP venue.
- Choosing a generic alert option instead of the indicator's named condition.
- Using Once Per Bar Close on EARLY, or using an intrabar trigger on a weekly-close confirmation alert.
- Expecting XRP-style top / bottom confirmations on non-XRP charts or non-canonical XRP venues.
- Forgetting that TradingView alerts continue using the settings that existed when the alert was created.

#### Best first self-check

TradingView alert help and the Pine alert FAQ solve many platform-side questions. If the chart is BITSTAMP:XRPUUSD on 1W, the named condition is correct, and the indicator is visible, the next useful step is usually a screenshot bundle rather than a long written description.

Reference links: [TradingView alert help](#) • [Pine alert FAQ](#) • [TradingView support](#)