

This is the latest support information for RealBridge.

We are aware that some iPad users have not followed the advice that we circulated in December and January. If you have players who haven't changed their settings as we recommended, please encourage them to do the changes.

Some clubs have reported that there are some specific players who apparently cause other players to have connection problems. This is a symptom of the iPad/Mac problems described below. The players who are affected will be iPad or Mac users. It can be prevented by making the recommended changes on the iPad or Mac (that is, on the machines that are having the connection problem, not on the machine that seems to trigger the problem.)

If your players or tournament directors have problems during a session, please ask them to contact us. We are keen to help, but we can't help unless we know that there is a problem.

Below is a suggested email for you to send to your players, with all the relevant information.

Contacting RealBridge for help

RealBridge are very happy to help with technical problems relating to RealBridge.

If you would like help with any issue related to RealBridge, please contact them:

Email: support@realbridge.online

Telephone (UK): 0794 232 2209 or 0772 692 0784

Telephone (non-UK): +44 794 232 2209 or +44 772 692 0784

Telephone support is available 07:00 – 23:00 UK time (GMT).

If you have a problem during a session, please ring RealBridge at the time. This applies both to players and to directors.

If you often have problems with RealBridge, please contact RealBridge for advice.

If you are outside the UK and would like to avoid international calling charges, please email RealBridge with your phone number (with the country code, or the country name) and a short explanation of the problem. We will call you back.

iPads with iOS 15

This is the advice that we first circulated in December 2021. Many iPad users have followed the advice, and now have no more problems.

The latest release of iOS – version 15 – causes problems when playing on RealBridge. The symptoms are:

- Loss of video and/or audio.
- Freezing, so that you can't click anything.

The problem may occur at every table, or it may only occur against some opponents.

There is no need to suffer these problems – RealBridge have a solution which takes a few minutes to do. It will solve the problem permanently.

If you have iOS 15, please do follow RealBridge's advice. Even if you are not having problems now, this will prevent you from having problems in the future.

If you have an iPad with iOS 15, and you have not already updated your iPad as recommended by RealBridge in December/January, there is a settings change that you should make.

RealBridge are very happy to talk you through the procedure. You can contact them on the number above. It will take only a few minutes.

If you are happy to make the changes yourself, please see:

For experienced users: <https://realbridge.online/settings-change-ios-15.html>

Step-by-step instructions, with pictures: <https://realbridge.online/media-support-settings-change-ios-15-detailed.html>

If you have an iPad with iOS 15, and you have already updated your iPad as recommended by RealBridge on or after 8 December, we also recommend that you **upgrade to iOS 15.3.1**. You do not need to make any other settings changes.

If you have made the changes but you are still having problems, please contact RealBridge, and they will help you to check your settings.

If you don't know which version of iOS you have, see https://realbridge.online/media-support-settings-change-ios-15-detailed.html#check_ios_version , or contact RealBridge for help.

For all iPads with iOS 15, you should use **Safari**, not Google Chrome.

MacBooks and iMacs with Monterey or Safari 15

If you have a Mac that has been upgraded to **macOS Monterey**, and you use **Safari**, please see the instructions here:

<https://realbridge.online/media-support-macos-monterey.html>

If you have a Mac that has not been upgraded to macOS Monterey, but does have **Safari 15**, and you are experiencing **freezing or loss of audio**, also please see the instructions here:

<https://realbridge.online/media-support-macos-monterey.html>

Thanks.

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RealBridge

<https://realbridge.online>

RealBridge support: +44 (0) 794 232 2209

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