

# ARRAN BRIDGE CLUB

## RESOLVING PROBLEMS WHEN USING BRIDGEMATES

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### ENTERING NAMES OF PLAYERS NOT ON THE DATABASE

The simplest method is to ask for details when a new player arrives and update the database before play and advise that player of his/her number. The database should be updated using the following procedure:

- A1. Click on the "Player Database" entry in the main menu.
- A2. Select the first available entry with the surname "Visitor".
- A3. Change the first name and surname and leave the "Club Member" box empty.
- A4. Click on the "Save Player" button.
- A5. Check the details are correct and click on "Yes".
- A6. Click on the "Return" button to go back to the main menu.

Alternatively, 0 can be entered and the player's name will appear as "<Name N/A>" on the Bridgemate score-pads until it is updated. The player's name can be updated at any time during the session by using the following procedure:

- B1. Open the "Bridgemates Scoring" screen in "Pairs Scorer" by clicking the icon on the taskbar.
- B2. Click on the "Return" button.
- B3. Click on the "Player Names" button in the menu screen.
- B4. Click on the "Player Database" button.
- B5. Edit the first available "Visitor" entry using steps A2 to A6 above. (Step A6 will return to the "Player Names" screen.)
- B6. Click on the appropriate position in the main window showing the players.
- B7. Click on the new player's name in the list on the right-hand side of the screen.
- B8. Click on "OK" to return to the menu screen.
- B9. Click on the "Bridgemate Scoring" entry in the menu.
- B10. Click on the "Names" tab on the top right-hand side of the screen.
- B11. Click on the "Write Names to BCS" button.
- B12. Click "Yes" to confirm the change.
- B13. Click on the "Results" tab on the top-left of the screen.
- B14. Click somewhere on the "Bridgemates Control Software" screen to hide the "Pairs Scorer" screen.

### HOW TO CORRECT WRONG ENTRY OF PERSONAL NUMBER

If this is discovered before pressing 'OK', simply press cancel and re-enter the names.

If 'OK' has already been pressed and the names, consequently, sent to the BCS program the mistake can be corrected by following steps B1 to B3 and B6 to B14 above.

### HOW TO CORRECT WRONG ENTRY OF TABLE NUMBER

If another Bridgemate has already started with the wrong table number then the Bridgemate at the correct table will display a message saying "TABLE STARTED BY ANOTHER BRIDGEMATE". It will also ask "Proceed as XX?". If you are sure the correct table number is shown in the display press "OK" and a new message will appear "CALL TD TO START AS TABLE XX". The tournament director will then be required to enter the PIN code to confirm the takeover. The "ERASE" function key should then be pressed to erase all the previous data entered on the incorrectly assigned Bridgemate. The Bridgemate with the incorrect table assignment will then automatically reset and will have to be restarted as normal.

### CORRECTION OF WRONG ENTRY OF SCORES DURING PLAY

Incorrect scores can be corrected at the table, by the tournament director. Press the "CANCEL" key until the "TDMENU" function key appears in the display. Press this key and enter the TD PIN code. The press "3" to erase a score, enter the board number to be erased and press "OK".

## WHAT TO DO WHEN A BRIDGEMATE STOPS WORKING

The most common cause is that that one of the keys is stuck below the cover. This is most likely to be the 'Accept' key. If so, release the button and try again.

Next check if the display is turned down.

If required, take another Bridgemate and set to the correct Section (almost always 'A') and Table Number. The screen will display the following message "TABLE STARTED BY ANOTHER BRIDGEMATE". It will also ask "Proceed as XX?". If you are sure the correct table number is shown in the display press "OK" and a new message will appear "CALL TD TO START AS TABLE XX". The tournament director will then be required to enter the PIN code to confirm the takeover. The "CONTIN" function key should then be pressed to continue with all the previous data entered on the faulty Bridgemate being valid. The new Bridgemate has now replaced the old Bridgemate.

## RECOVERY OF SCORES.

When scores are lost, they are always able to be recovered. The results are stored in 5 locations: viz. Bridgemates, the Server, BCS results file (database on Computer), Pairs Scorer, and BCS Log File.

The results are kept permanently in the Scorer and BCS Log file (until you chose to delete them by deleting the event).

### Recovery after Scorer is closed down.

If 'Pairs Scorer is (accidentally) closed BCS and the Bridgemates continue to operate.

Restart 'Pairs Scorer' and reload the event to reload the existing session.

When you get to the Bridgemate Scorer click on 'Create Database (Reply 'N') and click 'Launch BCS' and start receiving. You will get a warning 'BCS is already running.....'. PairsScorer will now collect all the results since it was shut down.

### Recovery after BCS is closed down.

If the BCS program locks up or is (accidentally) closed, then simply use the, 'restart' button, 'Create Database' (Reply 'N'), Launch BCS/Receive results (with 'Rest Server' unticked. ) to restart receiving.

Pairs Scorer will now collect the results to continue with the existing session.

### Recovery after the Server loses connection (Shows unconnected status)

Most times simply unplugging the and replacing the USB cable will recover the position.

If the server is (accidentally) unplugged it will continue to run on battery and may just be be plugged back in. If you remove the server from the computer AND switch off the batteries then, obviously, the bridgemates will no longer be able to communicate with the server. You can still recover.

Go to BCS program. Click 'Session', 'Synchronise/Recover', click the 'Recovery' Tab and then click 'Recover server'. You will be informed that current data in the server will be erased and asked if you wish to continue. Answer 'Yes'.

You will then be informed that all data stored in the Bridgemate server will be lost. Answer 'Yes' and enter the number as requested to reset the server. A box will appear indicating what actions have been taken. Click 'Close' and everything should be back to normal. All existing data will be deleted and overwritten with the tables and contained in the Database.

### Recovery after a computer Freeze or Failure

Close down the computer by using 'Cntrl/Alt/Delete' or by holding down the power button for 5/10 seconds. When the computer fails the Bridgemates and the server will continue to operate.

You can now recover the data by applying the recovery steps for Scorer, BCS and Server closedown as above.