Church Minshull & District Bridge Club

BridgeMateII; Handset Q & A

1. BridgeMate does not show BridgeMateII logo at start of an event.

The previous use of this handset was not closed-down properly. Any screen could be on display (including an empty screen). It needs to be reset (by the scorer).

Corrective action: Press the CANCEL key or the OK key (repeatedly!) until you reach a display that includes a **RESET** function key or a TDMENU function key.

Pressing the RESET function key will reset the handset. It may display a warning message but press the CANCEL or OK key (as appropriate to the message) to continue.

Pressing the TDMENU function key will ask for a PIN no. Press the 'i0' button to rest the handset. Again, a warning message may appear – press CANCEL key.

2. North is prevented from entering their assigned table number.

This will have an associated explanation message, of which the most likely is that another table has used their number by mistake.

Corrective action: On the BCS display there will be one table that continues to show it is inactive. The culprit! You need to reset the culprit's handset and ask them to start again. They may be delayed until their previously entered names are corrected.

Meanwhile, the originating table can start but, if not prompted for names, may have to correct the names, when BridgeMate displays the (incorrect!) players at this table. Use the NAMES function key.

3. Pid No. does not return a player's name.

A player at another table has used/entered this Pid No incorrectly (the message will make this clear) or this player has 'forgotten' their own number!

Corrective action: Ask the other player (culprit?) to correct their name on their table's handset. (NAMES function key). At worst, allocate a Guest No. and action as a Visitors Name Slip. I.e. adjust one or both names in the ScoreBridge 'Players at this Event' screen before end of play.

4. Board numbers on table are inconsistent with BridgeMate (1st round)

This is likely to impact more than 1 table (unless some boards are on a relay table). Either the boards have not been placed correctly, or the ScoreBridge Movement is inconsistent with the Movement Director has laid out.

Corrective action: **Agree with Director to stop play.** Restart with a new event. Delete this event including wireless file. At worst revert, to paper travellers.

5.   Board numbers or player's names are inconsistent with BridgeMate (2nd or subsequent rounds)

This is likely to impact more than 1 table. Either the boards have been moved incorrectly (e.g., wrong board from a multi-set relay), or the ScoreBridge Movement is inconsistent with the Movement the Director has laid out.

Corrective action: At worst, revert to paper travellers. Retain event (with recorded scores)

6.   Confusion entering a Contract (Familiarisation)

This is usually because North has not noticed the position of the cursor. It does not auto advance unless the field is complete. E.g. '**Board:3_**' Here, the cursor has not advanced because it allows for a 2-digit board number! Press OK. This command will now register the board number and advance the cursor to '**CONTR:_**' ready for input of the contract.

Conversely, having entered (say) '**CONTR:3NT_**' you do not need to press OK before using the **X key** to double or the **N/S key** to identify declarer. Once the contract details are entered press **OK** to advance the cursor to '**LEAD:_**'.
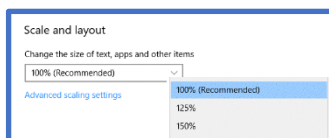
7.   Laptop accessibility

Therer are 3 Windows features to aid accessibility on the lap top;

(i)   Change size of icons on the Desktop screen.
Right-click on an empty space on the desktop. Select *View* from the contextual menu. Select either large icons, medium icons, or small icons.
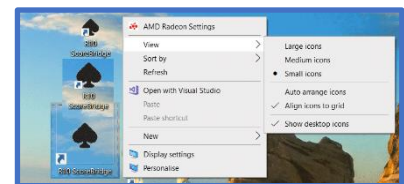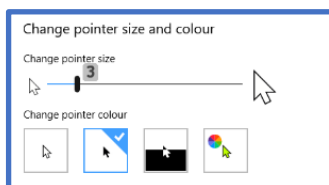
(ii)   Change Display size (text and apps).

Select the *Display* icon on the desktop. Select *Scale and Layout* from the contextual options and amend the overall % value. *Take care as ScoreBridge full pages may no longer fit on the display. There is no scroll up/down function.*

(iii) Change Mouse size.

Select the *Mouse* icon on the Desktop. Select *Change Pointer Size and Colour* from the contextual options and amend the slider scale. *You can also tap the keyboard cntrl key to 'find' the cursor on your screen . It will "circle"the position of the pointer. This is set from the **Mouse Properties**, on the **Pointer Options** tab, **Show location of pointer when I press the CTRL key.***

8. Started with wrong movements)

(i) Prior to creating a new BCS Database.
You are able to go back and reset your movement, and continue as normal.

(ii) BCS is active and Bridgemates have been activated but no results are recorded.
This wll occur becausee 1 or more tables has an issue with Table Number, Board Number, Player names, etc. that indicates Bridgemate is inconsistent with Director's selected movement.

Corrective action: **Agree with Director to stop play.** Restart with a new event. Delete this event including wireless file.

(iii) BCS is active and Bridgemates have been activated and results are recorded.
This wll occur becausee 1 or more tables has an issue with Table Number, Board Number, Player names, etc. that indicates Bridgemate is inconsistent with Director's selected movement.

Corrective action: **TBC.** Retain ScoreBridge event (with recorded scores).

9. Server is accidently disconnected from power.

BridgeMate handsets will stop functioning. BridgeMate Control Software can recover the old situation.

Corrective action: Make sure the server is reconnected to the power supply. In BCS, go to menu Session to Synchronize Client <-> Server. Go to the "Recovery" tab and press "Recover server."
All information from the result file (on the laptop hard-drive) will now be moved to the server, provided data retrieval (handset to hard drive to server to ScoreBridge) has remained active! Look-out for any unexpected 'Not Played' board – score adjustment slip?

10. Late arrivals

(i) **A *single person* late arrival**, is only accomadated if partner has already entered their name, to the handset in expectation of their (confirmed) arrival. If there is a sit-out table, partner should sit there for the 1st round. If partner is at a full table for the 1st round, or moves on from the sit-out table, they can request a sit out player, or a 'dummy' (preferably from the same seat orientation), to stand-in for their partner at each board - until their expected partner arrives.

(ii) **Late arrival pairs** can be accommodated at a non-moving sit out table. They append their names to the 'players names' on the handset and can then start playing. If they join after the 1st board of the round, the table is likely to be asked to time out on the last board(s). However, scorer must take appropriate action before play can restart. See separate Instructions (laminate sheet).

(iii) **Late arrivals requiring a new table**. In this scenario, we cannot accommodate late arrivals without starting a brand-new event. Director's discretion!

11. More tables than handsets.

(i) **An extra, non-moving, sit-out table** (no boards on table) can be accommodated. Movement is set for the additional table. Scorer only needs to add E/W names into the BCS system (Select **Players tab** and enter corresponding **E/W Club Id**, leaving NS blank), at start of session. Players names will appear on handsets and on results.

(ii) **Extra table(s) with N/S stationary**. Movement is set for extra table(s). Scorer needs to add extra tables player's names to BCS at the start of the session. N/S, at the extra table(s), must complete a scorecard. Scorer has to retro apply these scores to ScoreBridge post session, prior to publishing results to BridgeWebs.

12. Restart Scrolling Results.

Once **scrolling results** has been initiated, if the scrolling is stopped for any reason (including closing the Windons Browser), you cannot restart scrolling just by re-setting the **Updating** radio button on the ScoreBridge **Wireless Control** tab. *This only restarts scrolling for new updates from 'now'!*

Instead, you must (a) Close the Windows Browser (if open) then (b) from the ScoreBridge **Wireless Control** tab's menu, select **Restart >> Scrolling Results**. This will refresh scrolling for all results from the start of event.