

LOST CONNECTIONS

Losing your internet connection during a bridge session is an annoying but not infrequent problem

What to try before you even start the evening

Turn off all unnecessary wifi devices that you won't be using, or switch them over to "flight mode"

Your lost connection

You may see messages similar to "internet connection lost", "check your broadband", "internet busy try again later", etc.

Forget about blaming your broadband provider, **your broadband connection is probably fine**. The most likely reason is that your internet connection **to this particular website** has been lost because so many people are using it. It's basically a traffic jam.

Try to login again

Don't panic. Just try to login again. You may need to make several attempts ignoring messages like those above.

Eventually you will get back in.

Once you are reconnected, the software program may take you straight to your table, alternatively you may first be presented with an invitation to rejoin the table and if so click on that.

While you were away....

If you manage to get back in fairly quickly nothing will have happened in the meantime. Everyone will be patiently waiting for your next bid or card-play.

If you are away for a bit longer, the Director – who will have been fully aware of your problems – may find a substitute player to take your place. The substitute may not be from the club and may not necessarily play Acol. (S)he will be automatically removed from the table by the Director at the end of the current hand and you can continue as before.

The software does not replace you by a robot during duplicate sessions. It's either you or a substitute.

Does the device you are using make a difference?

Probably.

- In the early days of BBO, ipads had a bad reputation, but the situation seems to have improved. Currently, some members use them regularly without ever having a problem. Others have repeated disconnections one day but none at all on others.
- Laptops seem to have the most reliable and stable connections, with very few members reporting issues and then only on the odd occasion. Having said that, one member who uses a laptop seems to have had more problems than anyone.
- As with the ipad, a slightly more variable performance is reported. Perhaps more significant is the problem of a small screen (see below).

Which devices are easiest to use?

The larger screen size available on a laptop confers a major advantage. In small devices, like smartphones, details can be obscured and overlaid with pop-ups which can be frustrating.