

RealBridge – What To Do in the Event of Problems

Although most people do not encounter any serious issues, if you are having problems please try the steps in the table below.

If you are still having problems after trying these steps please contact the Director, by using the Director button if possible. Otherwise phone the Director: Tony Staw 0798 6543 628. If the number is engaged, it may be because the director is trying to call you or another player, so try again, or send a text message. Do NOT leave a voicemail message. Make sure you have given us your phone number and **make sure your phone is on, nearby**.

If you cannot call the director using the Director button, another player at your table can do this. If the director does not come to your table it may be because he is attending to another table.

Common Problems	Advice
I cannot log in or have been disconnected	Go back to the Pinner Bridge Website and click on the link to rejoin the game.
I cannot log in – User Name in Use	This is probably because you are already connected. You may have a tab open on your browser, so delete that tab, or restart the whole browser.
I seem to be frozen	If during the play you can no longer play, trying closing the browser tab and logging in again. You may also find that pressing CTRL-R or COMMAND-R (Apple) will clear the problem. (Press and Hold the CTRL key and then press R). Some people think they are frozen because they are clicking on the wrong card (i.e. not following suit). If you have turned on 2-click, you may be clicking in the wrong place, so try going back to 1-click entry.
My bidding box is missing	A player only gets a bidding box when it is their turn to bid.
I can't lead	Check whether the auction is over. When the auction is completed, the contract is displayed in the bottom left, near the trick stacks.
I cannot see the last trick	Check whether the player has already played to the next trick.
Sound Problems	Use the (two arrows) button to reset the sounds. Otherwise try CTRL-R or COMMAND-R (Apple)
	If you have sound problems that makes it sound like everyone is garbled, you may need to reboot your system.
	If your sound or video is not working please carry on playing if you can. If one partner's audio is not working, you can call your partner by phone so that everyone can still communicate with you over speakerphone.
	There is a lot of background noise from players at your table, ask the players (politely) if they could please reduce this. Some people have private conversations and do not realise that everyone at the table can hear them. You can also turn down the volume of another player.
	On Windows I understand you may improve your sound quality if you disable exclusive access to your microphone and speakers using the steps described https://www.bridgewebs.com/pinner/DisableExclusiveAccess.pdf
Battery Problems	If you are using an iPad or similar device, make sure it is fully charged beforehand. Even if it plugged in it may drain faster than it is being charged. You can turn off your camera to preserve your charge.

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