

Subject:RealBridge - freezing/disconnection problems with iPads

Date: Sat, 11 Dec 2021 16:16:06 +0000

From: RealBridge Support <support@realbridge.online>

To: Andrew Petrie <a.petrie.pbc@gmail.com>, Veronica Petrie <vpetrie@btinternet.com>

Issues with iPads

On 1 December we wrote to you with some recommended changes for iPad users who have upgraded to iOS 15. Those changes related to the audio problems that users had been experiencing.

There is another problem for iOS 15 users: some players keep getting disconnected when they arrive at a table. The player would see this as RealBridge freezing, or as a "Page Not Found" error. As a director you would see the player get disconnected (turn dark grey).

We are now recommending some extra settings changes, which we think solve the freezing problem. Our web page for iOS 15 users now combines all the necessary settings changes – the ones from 1 December, and the new ones. Please ask all of your players who have iPads, and who may have upgraded to iOS 15, to follow these instructions, even if they have already made the first set of changes from 1 December. The instructions are here:

<https://realbridge.online/media-support-ios-15.html>

I'm sorry that we weren't able to send you this advice in our earlier email. This has been quite a complex problem to solve, because only a few users are having the problem, and it depends on the other devices that are at the same table.

RealBridge are very happy to help people with this. If you need help, please contact them at:

Email: support@realbridge.online

Telephone (UK): 0794 232 2209

Telephone (non-UK): +44 794 232 2209

Subject:RealBridge - issues with iPads and Macs

Date: Wed, 1 Dec 2021 19:08:01 +0000

From: RealBridge Support <support@realbridge.online>

Audio issues with iPads and Macs

In the past few weeks, some iPad and Mac users have had problems with audio. These are related to some changes made by Apple in iOS 15 and macOS Monterey.

We apologise for the disruption this has caused. It has taken some time to identify the issues, and to find a solution which works for all models of iPads.

Our first solution, in RealBridge version 1.1.2, only partially solved the problem. We have now applied a patch to version 1.1.2. We believe that this solves the problem for all users. However, your iPad and Mac users may have to make a settings change.

The settings change applies for:

- iPad users who have upgraded to **iOS 15**
- Mac users who have upgraded to **macOS Monterey**

The settings changes are the same as the ones we told you about in our email Release Notes email on 16 November. We have updated the instructions to give more details of the procedure.

Please ask all of your players who have iPads, and who may have upgraded to iOS 15, to follow the instructions here:

<https://realbridge.online/media-support-ios-15.html>

Note: If they are still on iOS 14 or earlier, they do not need to do anything. We suggest that they should not upgrade to iOS 15 now – it is sensible to wait for a few weeks to see if there are any other issues.

Please ask all of your players who have Macs, and who may have upgraded to macOS Monterey, to follow the instructions here:

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

Note: If they are not on macOS Monterey, they do not need to do anything. We suggest that they should not upgrade to Monterey now – it is sensible to wait for a few weeks to see if there are any other issues.

For these issues, if your players have any difficulties or are unsure about the procedure, please ask them to contact support@realbridge.online for assistance. We are here to help, so please do get in touch.

Contacting RealBridge

If you have a problem during a session, **please call us on the number below**. We are happy to take your call, and we want people to contact us for help. Normal hours are 7am to 11pm UK, but for emergencies you can call outside these times.

For less urgent questions, please email us.

Our email address is: support@realbridge.online

Main number for contacting RealBridge (including immediate support issues):

+44 (0) 794 232 2209

Alternative number: +44 (0) 747 555 7651