

# RealBridge Troubleshooting

Players occasionally experience problems with their internet connection, because quite a lot of bandwidth is needed for RealBridge to run. This is more likely to occur when two players are using the same internet router, but can happen to anyone at any time, as internet connections and wi-fi can always be variable. There are also very occasionally problems with frozen screens or similar.

There is little a Director can do to help resolve a technical problem of this type, so please try the following before calling a Director:

1. If your screen appears to be frozen or seem unable to make a bid/play a card, try Leaving the table by clicking the Leave button in the bottom right of the window, then return to your seat again. If this doesn't work, try refreshing the page (see point 5).
2. If your video/audio connection is weak or has a long delay, try pressing the symbol  to the right of your name to refresh your connection. It is a good idea to press this every hour or so during the session.
3. If your connection is still weak, you can remove the view of your partner and opponents using this symbol  to cut down on the bandwidth you are using or switch off your camera using this symbol. 
4. If you can still hear people talking but the window has disappeared, you are still connected but you have minimised or hidden the window you are using. Try clicking on the icon for your browser at the bottom of the screen     which will probably look like one of the icons on the right.
5. If you lose the connection completely or cannot find your window, either refresh the webpage (see below for what the button could look like) or start again with the link to the session from the email information. A new update to RealBridge now means that if you log in a second time with the same name, you will be able to log in and your first connection will be terminated.

Refresh webpage icons (usually at one end of the address bar at top of window):



If none of the above resolves the issue and play of a board is delayed so that you have less than 3 minutes remaining and one or more boards of the round not started, one of the players should call for the Director who is likely to decide that a board not started is averaged (usually average plus to a pair whose connection was fine).