

Tablet Management

Tablet Manager Basic Skills

Pre Tournament

- Connecting each device to WiFi
- Download the scoring application and save to home screen
- Check for app updates
- Log into tournament

Live Tournament

- Entering board numbers
- Adding a player to the tournament roster
- Re-starting a leg
- Correcting a prior turn score
- Correcting player throw order
- Saving a match
- Entering a forfeit/disqualification
- Updating match listings

Wifi Troubleshooting:

- Tablet is offline. Symptoms:
 - Wifi Indicator is red
 - No new match listings
 - Results not reporting to bracket program
- Running matches without WIFI

End of Tournament:

- Log device completely out of the tournament, then log out of app all the way back to “Member Login” screen
- Power down the device, to ensure full battery for next competition

Click the   icons to access help information inside the bracket program.

-*- WiFi PRO TIPS -*-

Private Network

A private password protected WiFi is critical to the success of any sizeable event. Access cannot be granted to anyone else, or the event will risk having event data compete with participants who are streaming music and video content on their personal devices

Know Your WiFi Limits

Venues may have either a device limit or a timer limit for WiFi access - you must know the settings for both BEFORE the event begins. Hotels often logout all devices from their WIFI every 24 hours. If you cannot override this, you will need to make sure you are logging devices into the tournament at a consistent time each day to avoid chaotic disruption - same time each morning is recommended

Know the WiFi Support Expert

Hotels often outsource technical support. This means that venue staff often don't know the answers to the issues posed here, and more importantly, if they have provided incorrect information, they cannot solve the problem. Make sure you have a name and phone number of someone to contact if you are experiencing issues.

Consider Using a Private Mesh Network

Some venues will allow you to use your own WiFi gear, which you connect directly to their router or a wall access point. This gives you much better control over the experience, especially if you run multiple events.



EMERGENCY INSTRUCTIONS

Tablet appears offline - not sending results to bracket or DCTV

- **Solution:** Confirm the tablet is still connected to Wifi. **Pro Tip:** If the broadcast indicator is red, the tablet is offline

Match Assignments are not Appearing on the Tablet

- **Solution:** Create an “Event Match” in the tablet, which requires you to manually select the event name and the opponents

Tablet Browser/Scoring Application Appears Frozen

- **Solution:** Attempt to refresh the scoring application, utilising the following escalation criteria:
 - 1. Refresh the app using the on screen refresh option**
 - 2. Refresh app with SINGLE CLICK of the home button, then re-open app**
 - 3. Refresh the app with a DOUBLE Click of the home button and then removing the app with a swipe. You will then need to re-open the app**

Note: A refresh at any level, will not lose match data, with current match state preserved.

If a match does not appear on a tablet’s match list:

First, check the following:

- Double-check that the board has been assigned in the bracket program
- Check that tablet is successfully connected to Wifi and has an Internet connection, if no Internet, connect tablet and try again to update match list
- Make sure you have waited at least a few minutes after the board is assigned to check for more matches
- Try to resolve above issues before resorting to manual match creation

If necessary, create the match manually - FOLLOW THESE STEPS:

1. Click button: "Create an Event Match"
2. Pick the correct event from event menu
3. Select game from game menu, player roster will now open
4. Select players from roster - there are duplicate player lists on the left and right. Pick one player/team from the list on left, then pick opponent from list on right.
5. Click green "Cork for Start" button
6. Pick the # of legs for this match if prompted
7. Now play match as usual

NOTE:

- Results will not be reported automatically, players must report winner and score to event staff or also find it on DCTV
- On DCTV this match will appear at bottom of event match list