

## Technical Problems when using RealBridge

Some users, mainly those with iPads, continue to experience problems on RealBridge. These can be difficult to recognise: at one table the player may have no problem but after moving to the next table suffers display freezes, audio problems or disconnects. The problem may disappear for a week or two and then return. RealBridge has sent some further advice regarding these issues and members planning to join a RealBridge session using iPads, Macs, Lenovo Laptops, Lenovo Chromebooks or any Windows laptop running Windows 7 are asked to check their settings in line with the advice below. Members encountering any other equipment related problems when using RealBridge are asked to contact RealBridge technical support - their details are at the end of this email.

### **iPads with iOS 15**

The latest release of iOS – version 15 – causes problems when playing on RealBridge. RealBridge have a recommended solution to these problems. If you have iOS 15, please do follow RealBridge's advice. If you don't, you are likely to experience freezing or loss of audio during a session. If you have an iPad with iOS 15, and you have not already updated your iPad as recommended by RealBridge on 8 December, there is a settings change that you should make. RealBridge are very happy to talk you through the procedure. You can contact them on the number at the bottom.

If you are happy to make the changes yourself (advanced users) <https://realbridge.online/settings-change-ios-15.html>

Step-by-step instructions, with pictures: <https://realbridge.online/media-support-settings-change-ios-15-detailed.html>

**If you have an iPad with iOS 15, and you have already updated your iPad** as recommended by RealBridge on or after 8 December, we now also recommend that you upgrade to iOS 15.2. For instructions, see [https://realbridge.online/media-support-ios-15.html#ios\\_15\\_2\\_update](https://realbridge.online/media-support-ios-15.html#ios_15_2_update)

**If you don't know which version of iOS you have**, see [https://realbridge.online/media-support-settings-change-ios-15-detailed.html#check\\_ios\\_version](https://realbridge.online/media-support-settings-change-ios-15-detailed.html#check_ios_version), or contact RealBridge for help.

**MacBooks and iMacs with Monterey or Safari 15.** If you have a Mac upgraded to **macOS Monterey**, and you use **Safari**, please see the instructions here: <https://realbridge.online/media-support-macos-monterey.html> If you have a Mac that has not been upgraded to macOS Monterey, but does have **Safari 15**, and you are experiencing **freezing or loss of audio**, also please see the instructions here: <https://realbridge.online/media-support-macos-monterey.html>

**Lenovo Windows laptops** If you have this specific problem: 1. You have a Lenovo laptop running Windows (not a Chromebook). 2. Other players can see you, but no one can hear you. 3. You can see and hear other players, Please see the solution here: <https://realbridge.online/media-support-microphone-problem-lenovo-laptops.html>

**Lenovo Chromebooks** With some Lenovo Chromebooks, for a small number of people the RealBridge window keeps freezing. RealBridge are still investigating this. If you have this problem, please contact [support@realbridge.online](mailto:support@realbridge.online).

**Windows 7** If you have Windows 7, your web browser may say that the RealBridge website is insecure. This is a problem with the security certificate data on your computer. Please contact [support@realbridge.online](mailto:support@realbridge.online). RealBridge will advise you about how to solve this problem.

**Contacting RealBridge for help** RealBridge are very happy to help with technical problems relating to RealBridge even during a session. Telephone support is available 7:00 – 23:00 UK time (GMT).