

tennisTOUCH LIVE TRACKER - RESULTS - ANDROID

Manual for entering the scores via tennisTOUCH Live Tracker

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1) Entering the scores

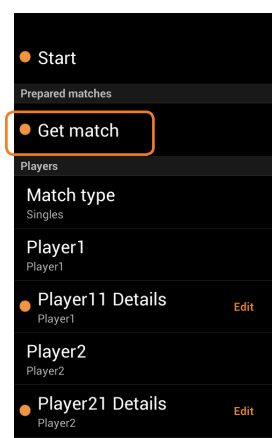
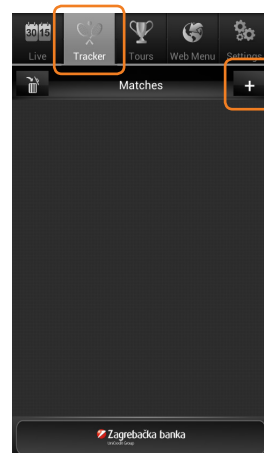
1. Start "tennisTOUCH Live Tracker" app.



2. Press "Tracker" in the upper menu.

3. Press "+" (in the right corner).

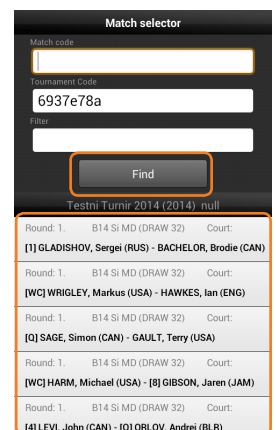
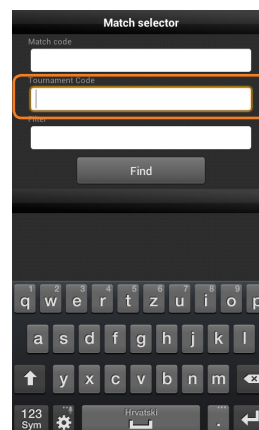
4. Press "Get Match".



5. Enter the tournament code that you have received from the tournament organizer in the second field ("Tournament Code").

6. Press "Find".

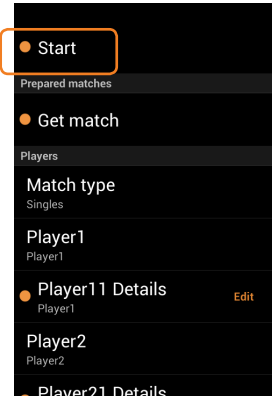
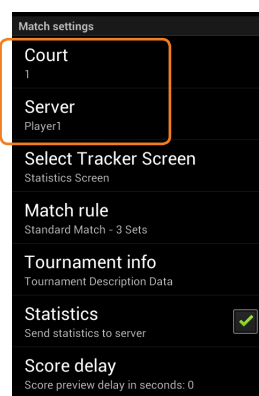
7. Choose the match to track.



8. Scroll down until "Court" and enter the court number.

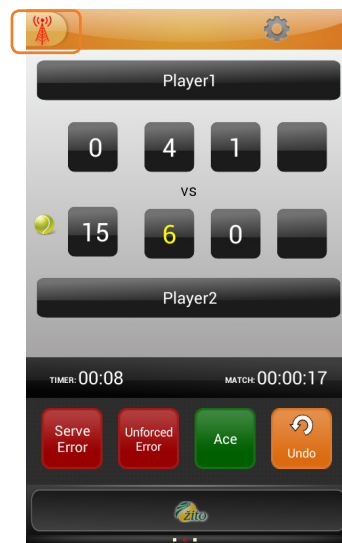
9. Choose the server - "Server" (if you are entering only the final score, disregard this).

10. Scroll back to the top of the screen and press "Start".



11. The match is ready for tracking (point by point or by games).

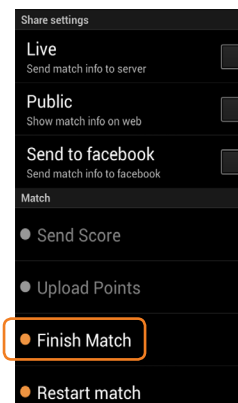
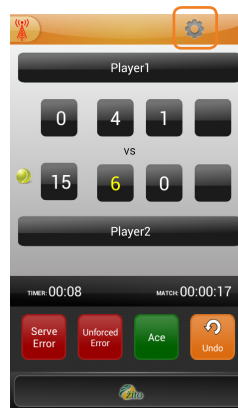
12. If you want to send match live online, the antenna in the upper left corner has to be green (by pressing the icon it will change the colour: LIVE&PUBLIC - green, LIVE&PRIVATE - yellow, OFFLINE - red).









BEAR IN MIND:







- Once you get the match on a device it is “locked” and it is impossible to open it on another device unless it is unlocked through the web. If you want to open a match on a different device, contact the tournament organizer. After that the match is ready to be opened on another device. Follow the same procedure if you open a wrong match.
- You can open several matches at the same time (after you open the first one, you can open the following matches by repeating steps 3 to 11).

- If one of the players retires, press Match Settings icon, scroll to the bottom of the screen and press “Finish Match”. Choose the player that retired.



- When you enter the score via smartphone it will be sent online automatically. Find that match on the web and press grey arrow to verify it. This way it becomes the official result.

MATCHES					
Search for		Match date			
Match status	All	Event	All		
Confirmed	No	Round	All		
	GLADISHOV, Sergei (RUS)	46, 57	B18 SI MD (DRAW 12), Round 1	104	FINISHED EF0D5750 
	HARM, Michael (USA)				
	HAWKES, Ian (ENG)		B18 SI MD (DRAW 12), Round 1	105	ON HOLD
	LEVI, John (CAN)				68F927F9 

MATCHES					
Search for		Match date			
Match status	All	Event	All		
Confirmed	Yes	Round	All		
	[1] BACHELOR, Brodie (CAN)		B18 SI MD (DRAW 12), Round 1	101	FINISHED 708437B5 
	BYE				
	CLARKE, Robert (USA)		B18 SI MD (DRAW 12), Round 1	102	FINISHED
	GAULT, Terry (USA)	60, 63			F0BAC747 

- We recommend that you close the app at the end of the day. How to do it? Press Home button (at the bottom of the device in the middle) and hold it until all the recently used apps show on screen. Find “tennisTOUCH Live Tracker” slide it to the right with your finger. Press Home button again to return to the former screen.

2) Troubleshooting

1. PROBLEM: The sign “No internet connection” appears on your screen.

SOLUTION: You need to exit the application by pressing “Back button” until “Are you sure you want to exit tennisTOUCH?” question appears. Click “Yes” and start the application again.

2. PROBLEM: Black screen.

SOLUTION: Exit the application using “Home button”. Turn off the apps background process. Start the application again.

3. PROBLEM: You already got the match, but you can't find it?

SOLUTION: You probably pressed “Get match” instead of “Start” after choosing the match you wanted to track. Ask for the tournament organizer. He/she will unlock your match, and you can get it again.

4. PROBLEM: You got wrong match.

SOLUTION: Same as in the previous case (look under number 3).

5. PROBLEM: During game, server changed.

SOLUTION: Tap “Match Settings”, scroll down to the “Server”. Tap on “Server” and choose the right one that is serving.

6. PROBLEM: There is no “Live Score”.

SOLUTION: If you don't have internet, there would be no “Live Score”.

7. PROBLEM: You can't get match because you are not logged in?

SOLUTION: Press Back button (arrow at the bottom of the device) to move back from the Tracker. When asked “Cancel new match?” press “Yes”. Press Settings icon in the upper right corner, press “Login” and enter your username and password. Press “OK”, go back to Tracker and try to get match again.