

tennisTOUCH LIVE TRACKER - TOURNAMENT MATCHES - ANDROID

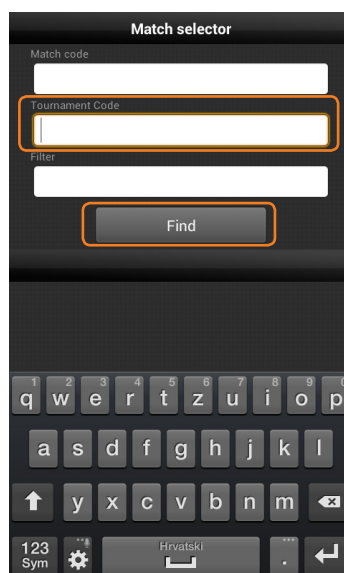
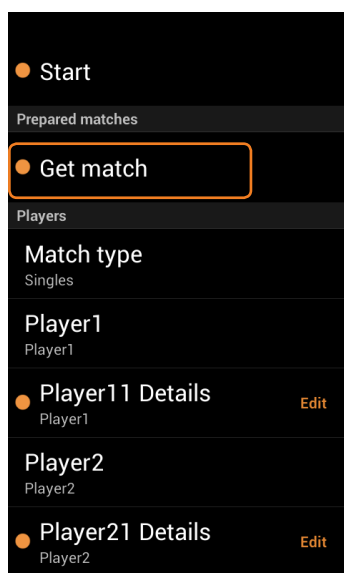
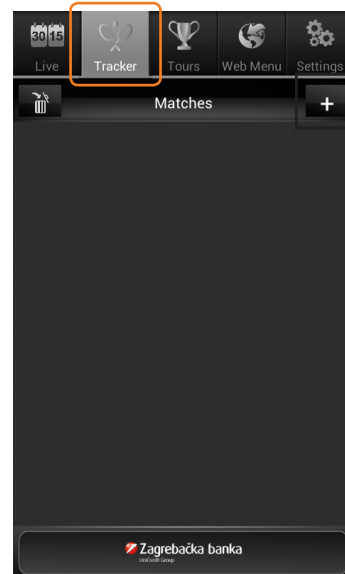
Instrucions to get tournament match via tennisTOUCH Live Tracker

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1) Get tournament match

1. Start “tennisTOUCH Live Tracker” app.
2. Press “Tracker” in the upper menu.
3. Press “+” (in the right corner).



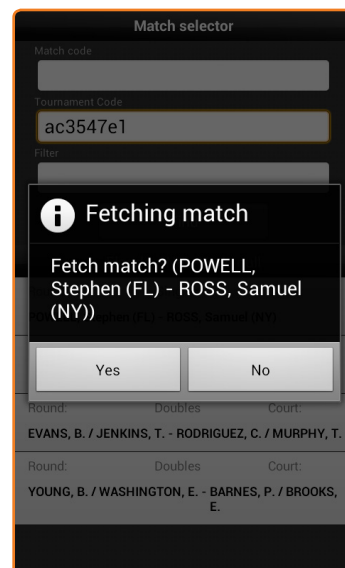
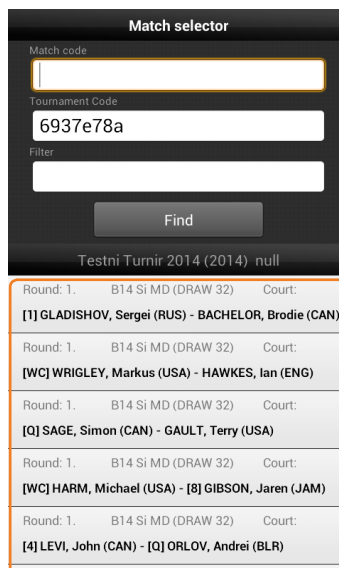
4. Press “Get Match”.

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

6. Press “Find”.

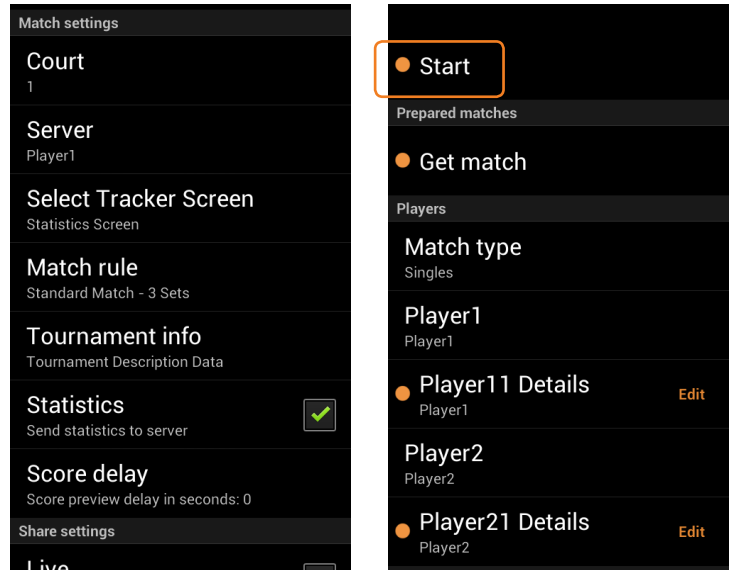
7. Choose the match to track.

8. When the window with the question “Fetch match?” and the names of the players appears, press “Yes” if you want to get that match. Press “No” if you choose that match by mistake.



9. When you have found you match and pressed “Yes”, new menu will appear where you can scroll down to choose the court number or change the rules of the match if they were not set in advance.

10. When you have checked everything, scroll to the to and press “Start”.



11. You got the tournament match and it is ready for tracking.

BEAR IN MIND: If the menu does not have “Save” or “Exit” button you can exit from that menu by pressing the invisible Back button on your device at the bottom right corner of the device.

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”. Check your internet connection. 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).

7. PROBLEM: The app has crashed and you see the message “Sorry, application has crashed”.

SOLUTION: Press “Cancel”. Close the app and start it again. 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. Start the app again.