REFEREES

If something goes wrong

A mistap, a dead phone, no signal, a code that is not accepted, or you have fallen behind. What to do, in order.

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I tapped the wrong place

Press **Undo**. It takes back the last thing at once, and you can press it again. Nothing asks you to confirm.

If it would reach back into a match you scored on another day, it asks first.

I have fallen behind

Do not undo back to zero. Keep a rough score on paper, **tell the desk**, and carry on or stop. The desk can enter a result from paper, and it shows as a paper result. That is a normal way for a result to arrive.

My phone locked, or I closed the app

Open the app again. It brings back the match you had open. Nothing is lost by the screen going off.

There is no signal

Scoring works with no signal for a whole match. Matches upload when there is signal again. In the corner, **Not sent yet — will retry** means exactly that. Keep the app open until it says **Sent to desk**.

My code is not accepted

- **That is a desk code.** A desk code records results and does not score. Ask the organizer for a referee code.
- **Not sent — referee code not accepted.** Open the match list and choose **Change code**.
- **No connection, so the code could not be checked.** Scoring still works, and matches upload once there is signal.

The sides look reversed

Compare the names on screen with the teams on the court you can see. Team A starts at the **left end**, or the **top** if the phone is upright. If the teams change ends, press **Swap ends**. If it was wrong from the start, tell the desk before the match is finished.

Nobody can help

Write the final score and who won on paper, and give it to the desk when the match is over.