



# KBC Guide to RealBridge Set-up

**Information you need to read:** List of computers and browsers which can be used  
There are some constraints on the type of device you can use to access RealBridge:

Can Use	Cannot use
<ul style="list-style-type: none"> <li>• Windows laptop</li> <li>• Windows tablet</li> <li>• Windows desktop</li> <li>• MacBook or other Apple laptop</li> <li>• iPad (from 2015 or newer)</li> <li>• iMac or other Apple desktop</li> <li>• Chromebook</li> <li>• Android tablet</li> </ul>	<ul style="list-style-type: none"> <li>• Smartphone</li> <li>• Old iPads, older than 2015.</li> </ul>

You must use one of these web browsers (you probably are using one of them!):

Can Use	Cannot use
Edge, Chrome, Firefox, Safari. The logo must look like one of these – <b>exactly</b> as below. If it looks different, you are using an out-of-date version.	Internet Explorer (notice the gold band)  The old EDGE (see shape of the e)
	

## Information relating to RealBridge

You cannot use an iPad which is older than 5 years.

Must use current browsers (not Internet Explorer, or the old version of Edge)

### **MAKE SURE YOU HAVE DONE BROWSER UPDATES**

In Chrome, and Edge, you need to click the three little dots in the top right corner. Alternatively:

For Chrome <chrome://settings/help>

For Edge <edge://settings/help>

RealBridge allows you to see and talk to the other people at your table. This gives you the best experience, but is not a requirement - you can still play on RealBridge without a camera or microphone.

RealBridge requires more bandwidth than BBO for the optimum experience. **Check by running the Telstra speedtest <https://speedtest.telstra.com/>** . If you have an upload speed of less than 0.5 Mbps you may experience dropouts which are annoying for both you and the others at your table. If you're on the NBN you shouldn't have a problem.

## Make sure your camera and microphone are working.

- Log out of any other applications.
- Do the test here <https://oceania.realbridge.online/camera.html>
- Allow time to do this. Please do look at all of the page, because if you don't see your video, there are explanations about what to do.

## If you have not played any hands on RealBridge, it is recommended you:

1. Read the Player Guide <https://realbridge.online/player-guide.html>
2. Sign up (with or without a partner) to one of the RealBridge free Taster Sessions <https://realbridge.online/try-realbridge.html> . There is generally one or two per week at Australian friendly times (Queensland is an hour earlier than AEDT).

## RealBridge etiquette – some pointers

Think about RealBridge as playing at the clubrooms... At the clubrooms you would not:

- Eat or drink in full view of the rest of the table (but you might discreetly eat a peanut or take a sip of wine)
- Conduct a conversation with a family member or conduct a telephone conversation
- Get up during the hand and make coffee unless you are Dummy and first excuse yourself from the table.


Also:

- Consider the other people at your table by removing extraneous sources of background noise, e.g., young kids, barking dogs, TV and radio, munching potato crisps, slurping soup or eating dinner.
- If two or more players are located at the same residence, you all need to be well isolated so that you don't cause audio-feedback problems. And the more people on your home wi-fi, the more bandwidth you need.

## Technical issues

The microphone is the greatest feature of Realbridge – it allows for normalisation of the bridge environment. However, it can also cause problems with feedback. Some suggestions:

- a. Play in a quiet environment away from kids, televisions, street noise and noisy pets.
- b. Turn off the microphone when there is a distraction – my dogs bark as the possum leaves the possum box each night.
- c. Set the microphone on the lowest possible volume

- d. Regularly refresh the screen by clicking the wind symbol 
- e. Be aware that the microphone may amplify noises, causing them to be louder than you realise for your partner and opponents.

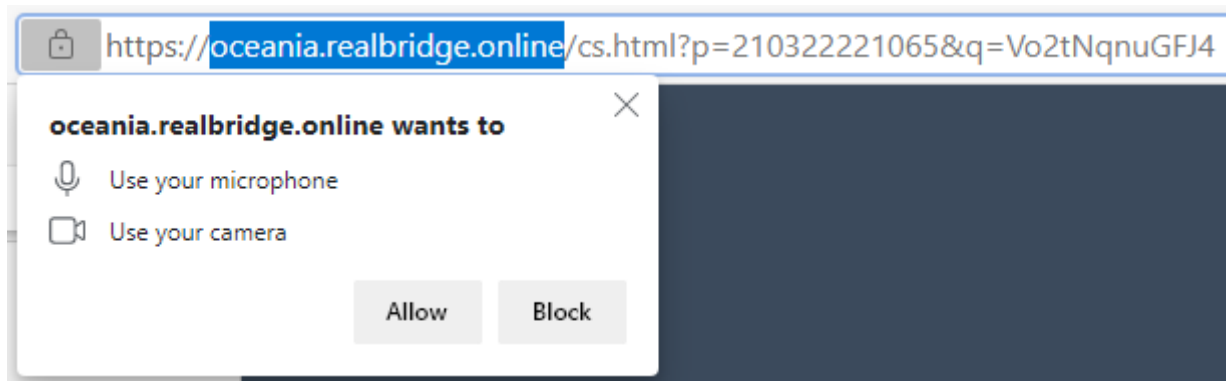
## New RealBridge Server in Australia

Recently RealBridge added a new server which is physically in Australia. This is to improve performance, and to make the RealBridge experience better for all of us.

The new server is called `oceania.realbridge.online`. In the links that we give you, you will see “`oceania.realbridge.online`” instead of “`play.realbridge.online`”.

The first time that you play in a session on the new server, you will have to do three things:

(1) When you first join a session on the new server, you may be prompted to authorise `oceania.realbridge.online` to use the camera and microphone, for example:



If you get this message, **you should click “Allow”**. You should only have to do this once – after you have done it, your web-browser will remember the setting.

(2) On the login screen your first and surname and ID, will not be pre-populated. Enter your name and ID in their correct form. After you have done this, it will be saved for future sessions. Your ID is your ABF number

(3) Your personal settings will have been set to the defaults. That is, things like single-click or two-click mode, types of cards, orientation of dummy, etc. To set these back to how you like them:

- Sit at a table
- Click the Settings icon (shaped like a gear wheel)
- Change the settings
- Click OK

Again, you will only have to do this once.

We suggest that for your next session you should allow a few minutes extra for doing these.

2 November 2021