

This is the latest information about various issues with particular types of device on RealBridge. Please pass this information onto your players.

Contacting RealBridge for help

RealBridge are very happy to help with technical problems relating to RealBridge.

If you would like help with any of the issues below, please contact them:

Email: support@realbridge.online

Telephone (UK): 0794 232 2209

Telephone (non-UK): +44 794 232 2209

If you have a problem during a session, you are also welcome to ring RealBridge.

Telephone support is available 7:00 – 23:00 UK time (GMT).

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 above.

If you are happy to make the changes yourself, please see:

For 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

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, or contact RealBridge for help.

MacBooks and iMacs with Monterey or Safari 15

If you have a Mac that has been 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:

- You have a Lenovo laptop running Windows (not a Chromebook)

- Other players can see you, but no one can hear you.
- 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. We are still investigating this. If you have this problem, please contact 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 . We will advise you about how to solve this problem.

Thanks.

Andy Bowles

RealBridge

<https://realbridge.online>

RealBridge support: +44 (0) 794 232 2209