

[illegible]

PROBLEM	DO THIS
PHONE WON'T SCAN THE QR CODE	Read out the address on the TV (it ends in / join) and the four digit game code. They type the address, then the game code. Tables can share one phone.
PHONE DIED, NEW PHONE OR SECOND PHONE	On the join screen tap Already joined? , then the team name and the four digit team code . The code is on their other phone, or on your host page next to the team name. Their score is kept.
"NAME TAKEN" WHEN JOINING	If it is their own team, use Already joined? as above. If not, pick another name. Rude names are refused: ask for a different one.
PHONE SAYS "OFFLINE", "RECONNECTING" OR LOOKS STUCK	Leave the page open. Answers typed while offline are held on the phone and sent when the signal comes back. Still stuck after a minute: reload the page.
ANSWER CAME IN JUST AFTER PENS DOWN	When the countdown runs out, answers get two seconds of grace, then they lock. Anything later is your call: fix it on the master score sheet.
TV WENT BLACK OR FROZE	On the host page tap Open the TV screen and put that tab on the TV. Press F for full screen. The game carries on where it was.
LAPTOP DIED, CRASHED OR LID CLOSED	On any phone or laptop open the pack page from the Monday email and tap Resume as host . The game keeps running without you.
WIFI IS BAD	Tell teams to turn wifi off and use mobile data. They stay in the game and pick up where they were.

No internet, the game page will not load, or nothing above works: say "pens and paper from here". Hand out the **team answer sheets** from this pack, read the questions and answers from the **host booklet**, and score on the **master score sheet**. If you can still see the host page, copy each team's score so far onto the score sheet first.

Plug the laptop in and stop it sleeping. Print spare answer sheets and keep them at the bar. Open the TV screen and check a phone can join. Know where the codes are: the game code is on the TV, each team code is on your host page.