

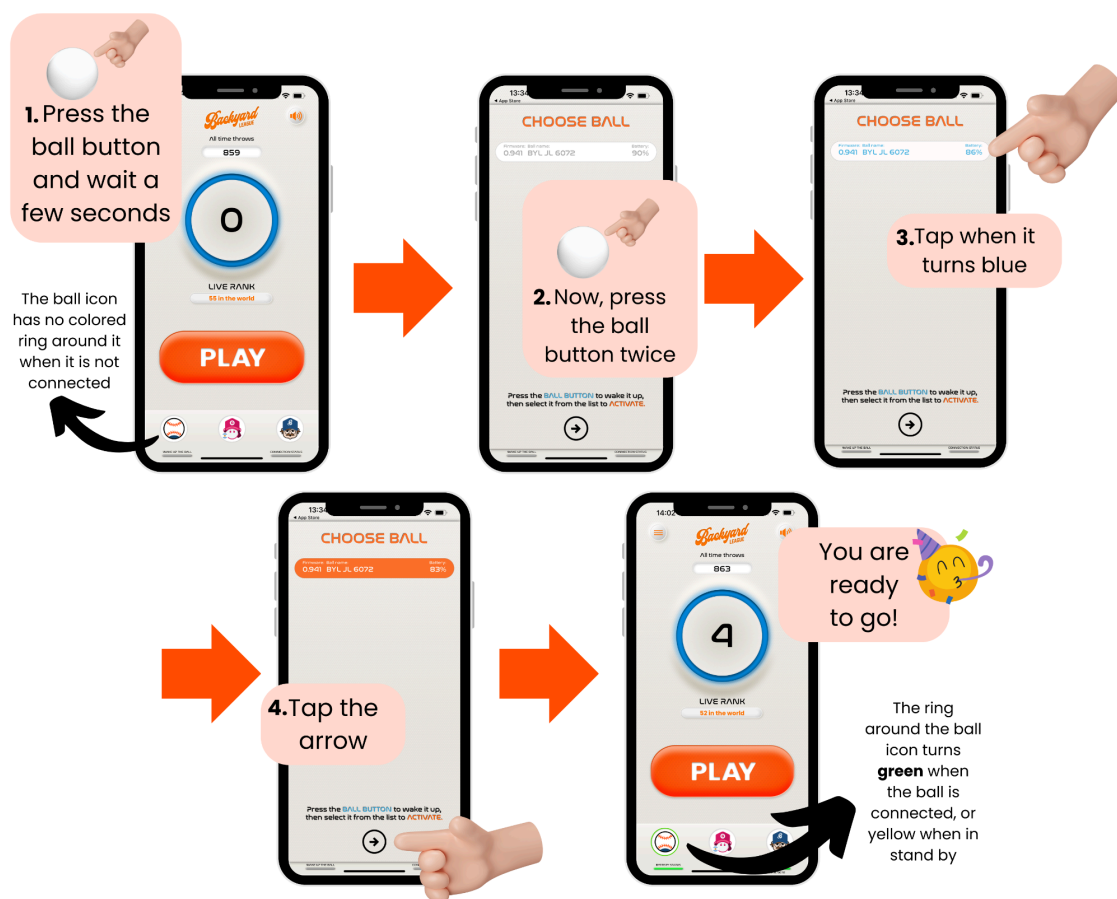
BACKYARD LEAGUE TROUBLESHOOTING

Let's get things sorted out! Please follow these easy steps sequentially to rule out potential issues, and you'll be ready to get the ball rolling! 🔥

CONNECTION PROCESS:

First, ensure you've followed the standard procedure for connecting the ball to the app. This is just to make sure no steps were missed!

Update the app to the latest version, turn the Bluetooth on and open the app to navigate to the main screen.



Important! When pressing the ball button ensure a firm press!

👍 If this process has resolved the issue, there's no need to proceed further.

❌ If you encounter difficulties during step 3, proceed to upgrade the sensor.

SENSOR UPGRADE:

1. Remove the sensor from the ball and check if any of the two LEDs blink when you press the sensor button (ensure the battery inside is functioning properly).

Note: If any LED blinks, let us know, but continue with the process.



2. Now, remove the battery from the sensor. While pressing the sensor button, insert the battery again, and release the button once it is in its place, as shown in this [video](#).

3. Press the sensor button again and ensure **both** LEDs are blinking.

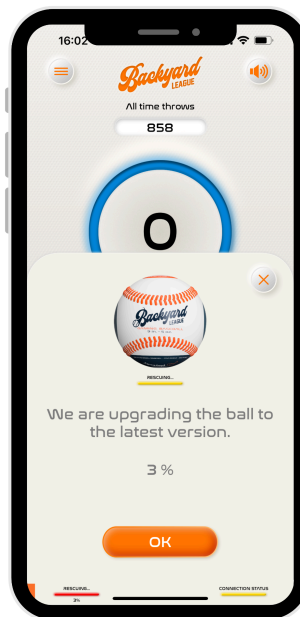
❌ If both LEDs are not blinking, finish the troubleshooting here and inform us.

If only one LED blinks, repeat the SENSOR UPGRADE again:

❌ If it still doesn't work proceed to the next troubleshooting block: CONNECTIVITY DIAGNOSIS

✅ If it works, proceed with the following step, number 4.

4. Restart the app, and the rescue pop-up window should appear automatically.



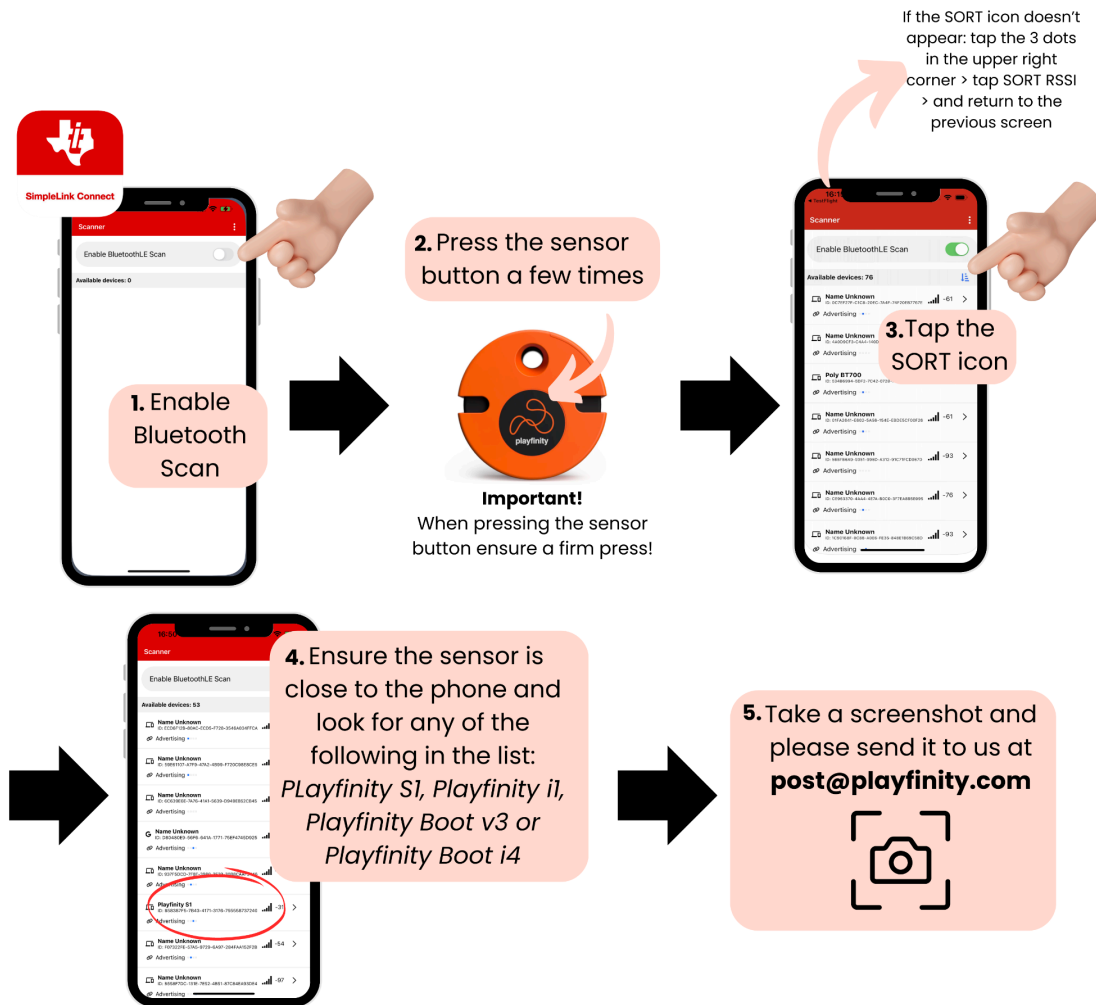
✅ If it works, now go back to the beginning of this troubleshooting and proceed with the standard connection process. And you'll be ready to play!

❌ If the pop up window doesn't appear, proceed to the next troubleshooting block: CONNECTIVITY DIAGNOSIS

❌ If the app fails to update or complete the update process, finish the troubleshooting here and inform us.

CONNECTIVITY DIAGNOSIS:

Install the app “SimpleLink Connect” from the [Apple Store](#) or [Google Play](#).



We will further investigate your case and get back to you with a solution.

No sweat! Soon, you'll be rocking the game like a pro! 🙌🕶️