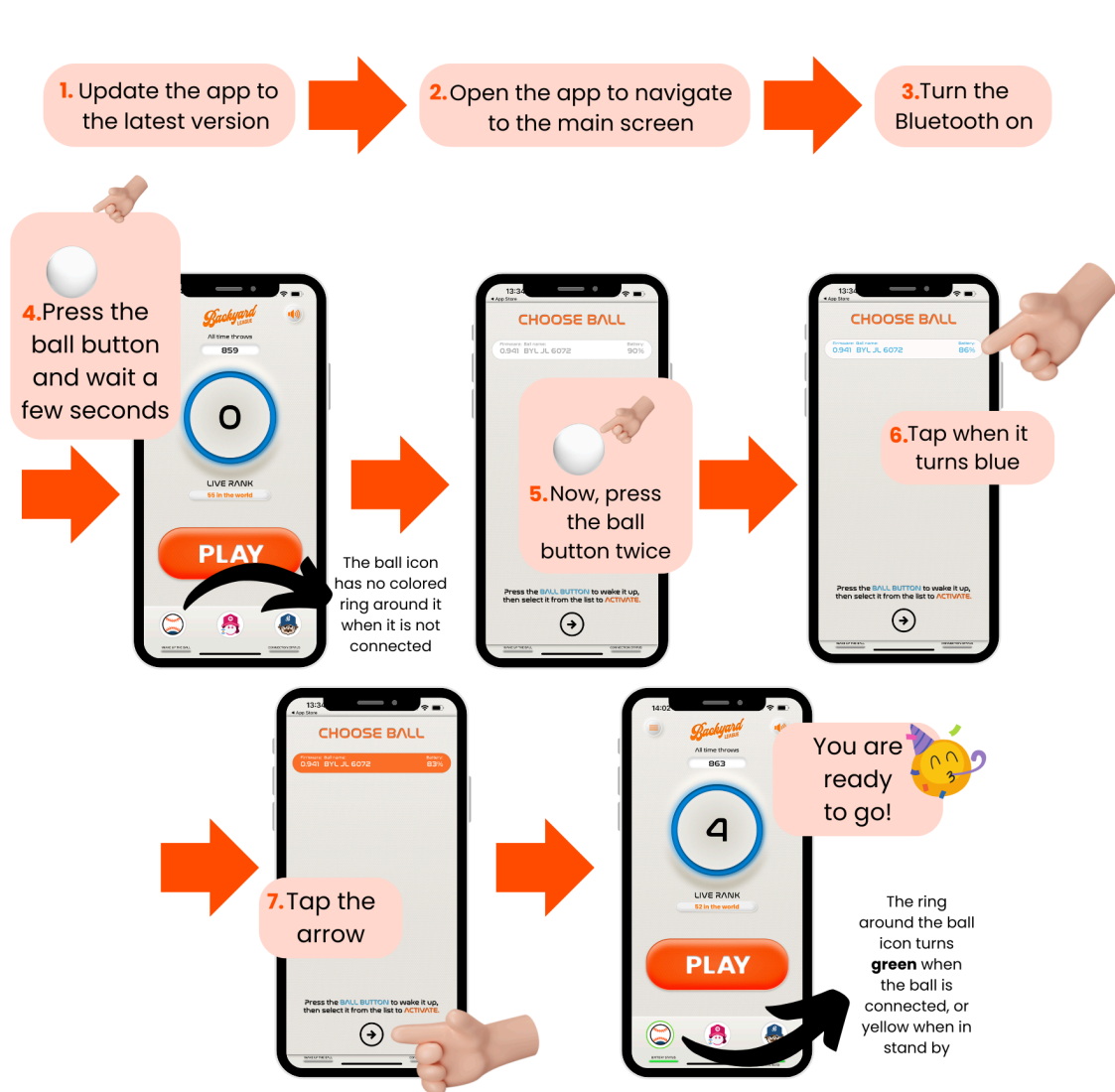


BACKYARD LEAGUE TROUBLESHOOTING

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!



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 it doesn't work please proceed to the section 'Battery and Sensor Check'

BATTERY AND SENSOR CHECK:

If you can't get the sensor to connect to the ball, please follow these steps to make sure we have not missed any details:

1. Open the case of the sensor.
2. Remove the battery.
3. Ensure the battery is a CR2032 and that it's fully charged (new). You could test it with a new one to be sure.
4. Put the battery back in with the printed side facing up.
5. Turn off Bluetooth in your phone settings.
6. Wait for 5 seconds.
7. Turn on Bluetooth.
8. Close all apps on your phone to ensure no interference.
9. Open the Backyard League app again, press the sensor button, and the app should start updating the sensor automatically.
10. Turn up the volume of your phone.
11. When you press the sensor, it should beep.

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

✘ If it still doesn't work please proceed to next section 'Sensor Upgrade'

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.

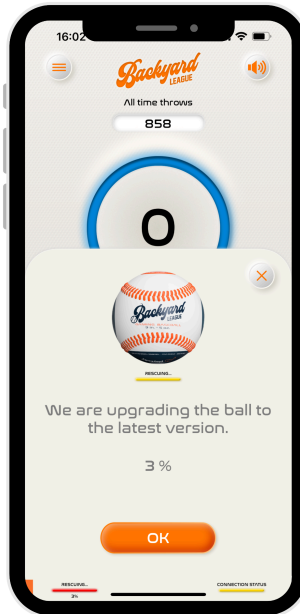
⊖ If both LEDs are not blinking, finish the troubleshooting here and inform us.

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

✗ If it still doesn't work proceed to the next section '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.



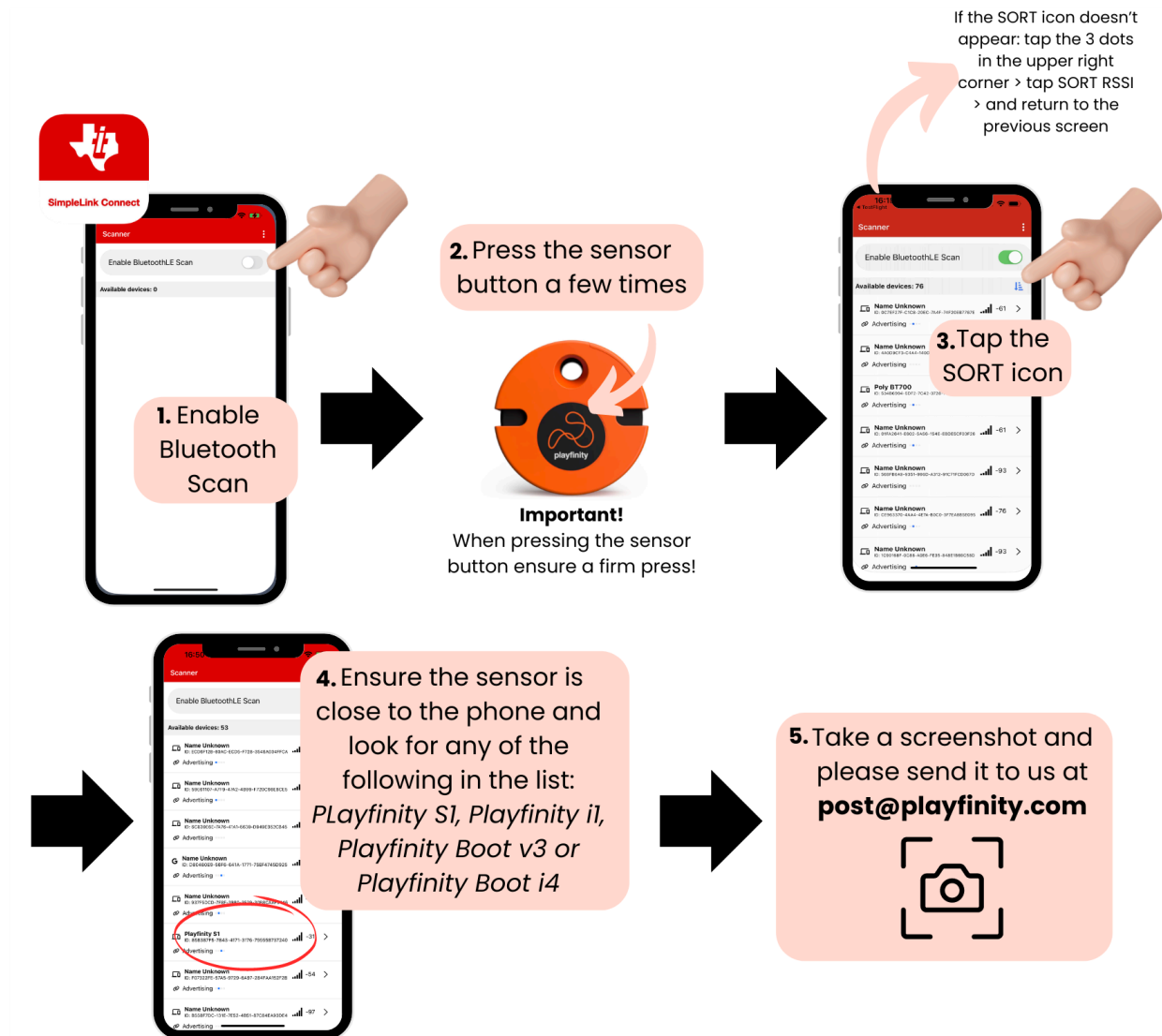
✓ If it works, now go back to the beginning of this troubleshooting and proceed with the standard connection process. And you'll be ready to play!

✗ 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](#).



6. Open the case sensor
7. Remove the battery.
8. Take a picture of the sensor without the battery.
9. Put the battery back in with the printed side facing up.
10. Take a picture of the sensor with the battery.

Please send the 3 photos to post@playfinity.com and include your player name in the app and the operating system (OS) type and version of your phone:

-For Apple phones, you can find this information by navigating to Settings > General > About. Look for the "Software Version" or "iOS Version" section.

-For Android phones, go to Settings > About phone or System > Android Version or Software Information.

The number displayed will indicate the type and version of the operating system on your phone.

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! 👍😎