RUNNINGBALL TRADER CLIENT QUICK START GUIDE

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1.11.4

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Table of Contents

1 General Information 3

1.1 System Requirements 3
1.2 References 3
1.3 Revision History 3

2 Installation Instructions 5

2.1 Installation 5
2.2 Update 5
2.3 Uninstall 5
2.4 Troubleshooting 5

3 Accessing the RunningBall Trader Client 6

3.1 Login 6
3.2 Fast Login 7
3.3 Multiple Logins 7

4 Live View 8

4.1 After Login 8
4.2 Live View Features 8
4.2.1 Search Ticker 10
4.2.2 Time Filter 11
4.2.3 Sorting Games 11
4.2.4 Competition Parameters 12

5 Details View 14

5.1.1 Game Box 14
5.1.2 Event List 16
5.1.3 In-depth Information 19
5.1.4 Ticker Details Window 22
5.1.5 Support Request 24

6 Calendar View 26

6.1.1 Exporting Data 27
6.1.2 Customer Communication Requests (CCR) 27

7 Booking Games 29

8 Settings 32

8.1 Dialogs 33
8.2 Sounds 33
8.3 Event Filter 34
8.4 Race to X 34

9 Appendix 36

9.1 Table of Tables 36
9.2 Table of Figures 36

1 General Information

This document serves as a compact guide on how to operate the RunningBall Trader Client. It explains how to open the software, how to book and add games and some of the basic features. Note that soccer games are used in all the examples, but the features described are available for all sports offered by RunningBall.

For in-depth information on the events displayed in the RunningBall Trader Client please consult the *RunningBall Command Logic – In-Running Events.*

> **Note:** The screenshots provided within this document may differ slightly from the actual software.

1.1 System Requirements

System Processor: 2GHz or greater

System Memory: 1GB or greater

Free Disk Space: 200MB disk space

Operating System: Windows XP or later

Networking: Internet access

1.2 References

Document	Reference Date
RunningBall Command Logic – In-Running Events 9.5.0	23/FEB/2018

Table 1 – References

1.3 Revision History

Revision	Information	Reference Date
1.0.0	First Emission	17/SEP/2013
1.0.1	Regular Update	20/FEB/2013
1.1.0	Update TC V4.8.1	17/OCT/2013
1.1.1	Update TC V4.8.2	03/JAN/2014
1.1.2	Update TC V4.8.3	14/JAN/2014
1.1.3	Update TC V4.8.4	23/JUN/2014
1.2.0	Instant Update	27/MAR/2015
1.3.0	Update TC V4.8.6	24/JUL/2015

Revision	Information	Reference Date
1.4.0	Update TC V4.8.9	05/NOV/2015
1.4.1	Update TC V4.9.0	05/APR/2016
1.4.2	Update TC V4.9.1	02/MAY/2016
1.5.0	Update TC V4.9.3	31/AUG/2016
1.6.0	Update TC V4.9.4	22/DEC/2016
1.7.0	Update TC V4.9.5	03/APR/2017
1.8.0	Update TC V4.9.6	26/MAY/2017
1.8.1	Update TC V4.9.6	31/MAY/2017
1.9.0	Updates TC V4.9.7 and V4.9.8	26/FEB/2018
1.9.1	Update TC V4.9.9	12/MAR/2018
1.10.0	Update TC V4.9.10	09/APR/2018
1.11.0	Update TC V4.9.11	07/MAY/2018
1.11.1	Logo updated	31/OCT/2019
1.11.2	Instant update	25/FEB/2020
1.11.3	Logo Updated	22/JUN/2021
1.11.4	Rebranded	19/JUL/2022

Table 2 – Revision History

2 Installation Instructions

2.1 Installation

Step by step

> Open a web browser and enter the URL: http://download.rball.com
> Download the Trader Client setup file by clicking on the ***Runningball Trader Client*** link.
> After the download has finished, start the setup by clicking ***Trader Client.msi***.

2.2 Update

Step by step

> Click on *Start* > *Program files* > *Runningball Sports Information* > *Trader Client* > *Check for updates*
> Attention: Please make sure that you close the Trader Client before you start the update.

2.3 Uninstall

Step by step

> Click on *Start* > *Program files* > *Runningball Sports Information* > *Trader Client* > *Uninstall*
> Once the uninstalling is in progress, accept the suggested default options.

2.4 Troubleshooting

Q: The setup stops when the first page of the installation wizard is shown.

S: Most probably you have to confirm that you want to execute the setup as "Administrator". The corresponding dialogue may be hidden.

Q: During the installation process, the installation wizard informs you that the software is already installed on your PC.

S1: Stop the installation as the software is already installed.

S2: Stop the installation and uninstall the current Trader Client (see chapter *2.3 Uninstall*). Then start the setup again.

3 Accessing the RunningBall Trader Client

3.1 Login

To start the Trader Client, double-click the icon on your desktop.

Then select the desired option from the *Sport* list (currently *Soccer*, *Basketball*, *Handball*, *Ice Hockey*, *Volleyball*, *Beach Volleyball* and *Cricket* are available).

You can obtain your *Username* and *Password* from your supervisor. After entering both, press *Enter* or click the green arrow

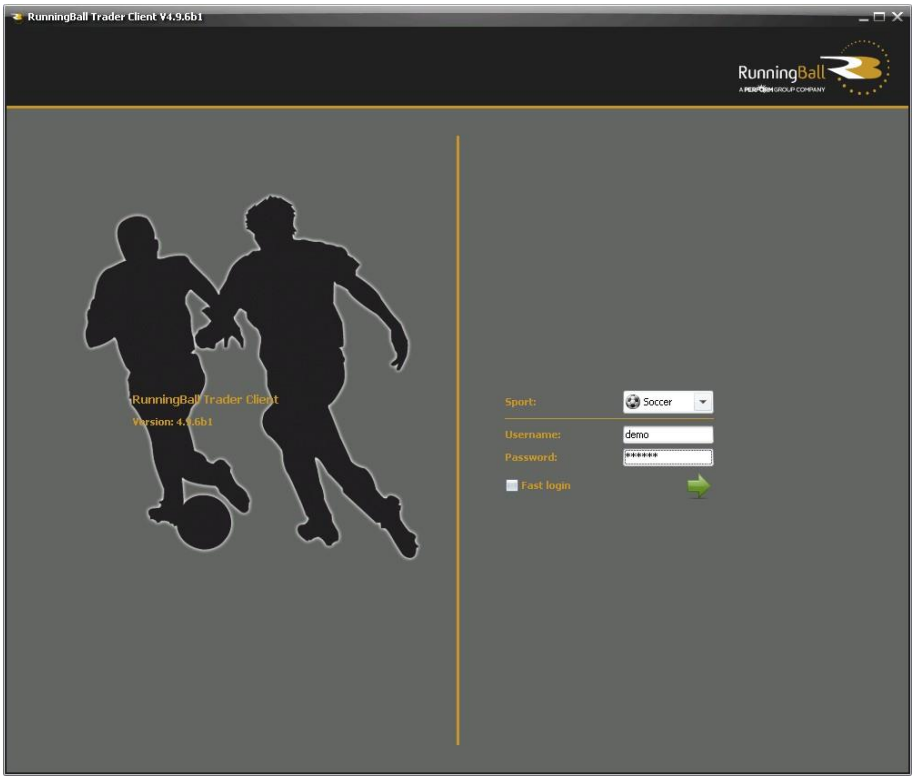


Figure 1 – Login Screen

When you log in for the first time, the system will ask you to change your password:

Figure 2 – Password Change Required

Enter your *Old password* again, then type in a secure *New password* containing letters and numbers with a length of at least 6 characters and finally repeat it to confirm the new password and to avoid typing errors.

> **Note:** This screen will also appear after 3 months, when your password expires due to security reasons.

3.2 Fast Login

If you have a slow internet connection, check the *Fast login* box to reduce the loading time.

Figure 3 – Fast Login

> **Note:** If you use fast login, the game statuses are not synchronised.

It is recommended to use the fast login if you only want to check one particular game. In this case it is not necessary to update all fixtures, and the application opens faster.

3.3 Multiple Logins

It is not possible to use one RunningBall Trader Client account for multiple RunningBall Trader Client applications of the same sport, neither on one computer nor on different computers.

> **Note:** If you log in with a username that is already being used, the previous connection will be discontinued without warning. The latest login overrides the previous one.

4 Live View

4.1 After Login

After a successful login, you are directed to the *Live View* of the Trader Client.

If you did not use the fast login, the games which are currently running or are going to start within the next 15 minutes are displayed by default. The selection of games that are shown can be changed by using the dropdown menu above the list of countries. Note that only games that have been booked are displayed in the list. For information on how to book games if automatic booking is not used, see chapter 7 *Booking Games*.

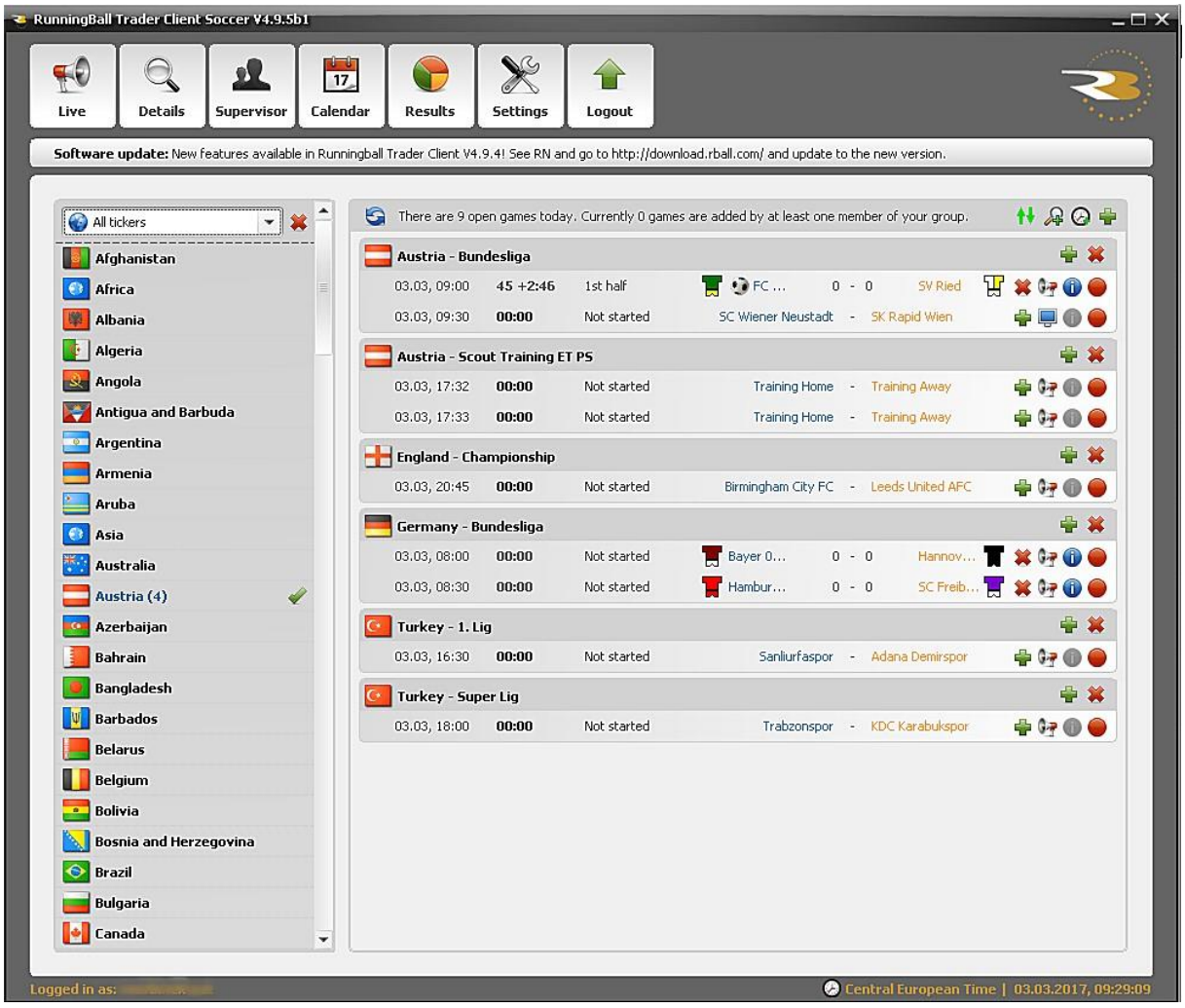


Figure 4 – Live View - Running Games

All games of the next 24 hours are displayed by default if you used the fast login.

4.2 Live View Features

The *Live View* provides very basic information about the games that are available. It shows the current status of the game, the game clock for running games and whether or not the game has been added to the user's *Details View*.

The displayed games are grouped according to the competition they are part of. The competition name is displayed on top of each group of games.

Each game line displays the following information:

The icon on the left-hand side shows you the current status of the game.

> Running game
> Game is finished
> [no icon] Game not started
> Game cancelled

The type of coverage of the game is shown by the following icons:

> LIVE
> TV – Stadium Feed
> TV

A game is added by clicking in the *Live View*. If you click the symbol next to the competition name, all games currently available in the competition are selected.

Note: If you add a game by clicking the symbol, you have to pay the game fee as soon as it starts.

An added game can be removed by clicking the located at the right of the game. If you click the symbol next to the competition name, all games of the respective competition are de-selected.

Once a game has been added, the current score and – depending on the sport – other crucial information is available in the *Live View* to get a general overview. By hovering the cursor over the competitor's names or the score, the most important statistics and information about when the last scoring events occurred is displayed. However, for detailed information it is recommendable to switch to the *Details View* where in-depth information is provided (see chapter *5.1.3 In-depth Information*).

When you select a game, the symbol is activated. Clicking the icon opens the *Ticker info* showing the most important events along with a unique game ID, which can be used for support inquiries.

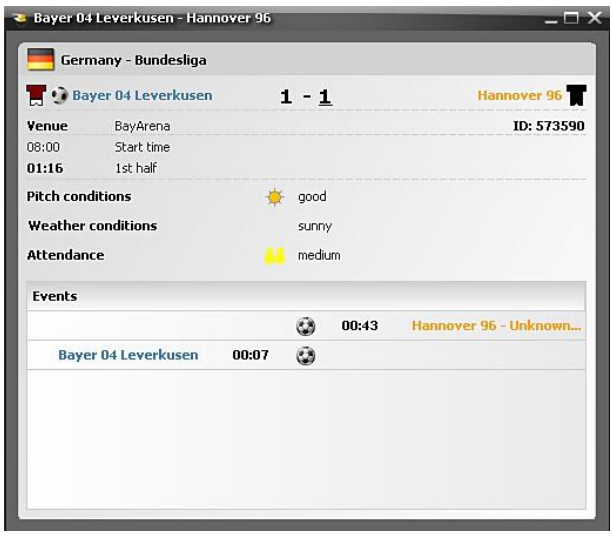


Figure 5 – Ticker Info - Soccer

Note: This feature may be helpful for supervisors dealing with several concurrently running games. It allows them to gain a quick overview without having to access the detailed view.

4.2.1 Search Ticker

The results displayed in the *Live View* can be filtered. When the icon in the top right-hand corner is clicked, the *Search Ticker(s)* window pops up:

Figure 6 – Search Ticker(s) Window

The following search criteria are available:

- Competition
  All games for a specific competition that takes place on that day are displayed when this search criterion is used. At least three characters have to be entered in order to obtain a result.

- Competitor
  When searching for all games of a specific competitor that takes place on that day, at least three characters have to be typed in in order to get a result.

- Game ID
  When the exact Game ID is entered, the game with this ID is displayed.

The *Reset* button can be used to clear the search fields. By pressing *Cancel*, the window is closed.

The search results can be cleared by clicking the icon again.

The search ticker filter is also available in the *Book View* (see chapter *7 Booking Games*).

4.2.2 Time Filter

In the *Live View*, it is also possible to filter for a specific time range. When the icon in the top right-hand corner is clicked, the *Select time range* window pops up:

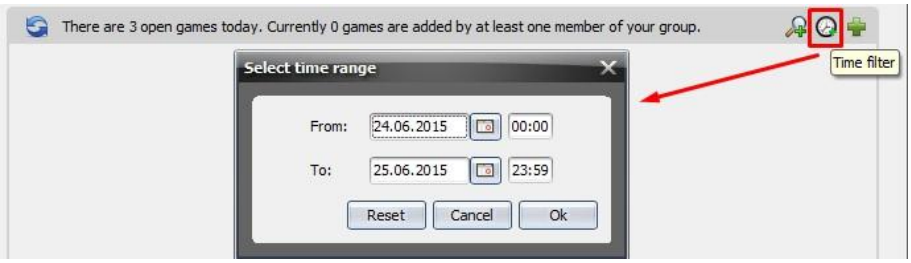


Figure 7 – Select Time Range Window

The filter only delivers valid results when the selected time range lies between the current day and the following day.

When the *Reset* button is pressed, the date and time are reset to the default value. By pressing *Cancel*, the window is closed.

The search results can be cleared by clicking the icon again.

The time filter is also available in the *Book View* (see chapter *7 Booking Games*).

4.2.3 Sorting Games

The *Live View* also provides the possibility to sort the available games. When the icon in the top right-hand corner is clicked, all games in this view are sorted by their starting times.

Figure 8 – Sorting Games

When clicking the icon again, the games are sorted alphabetically by country.

It is also possible to sort the available games in the *Book View* (see chapter *7 Booking Games*).

4.2.4 Competition Parameters

Next to the competition additional information is displayed, if available. The details for the individual sports are explained below.

- Soccer
  - Overtime is displayed as *ET.*
  - Penalty shootout is displayed as *PS.*
  - Any playtime other than *2x45* is displayed (e.g. *2x40*).

Figure 8 – Competition Parameters Soccer

- Handball
  - Overtime is displayed as *ET.*
  - Penalty shootout is displayed as *7MT.*
  - Any playtime other than *2x30* is displayed (e.g. *2x25*).

Figure 9 – Competition Parameters Handball

- Basketball/NBA
  - Overtime is displayed as *OT.*
  - Any playtime other than *4x10* is displayed (e.g. *4x12*).

Figure 10 – Competition Parameters Basketball/NBA

- Basketball/NCAA
  - Overtime is displayed as *OT.*
  - Any playtime other than *2x20* is displayed (e.g. *2x25*).

Figure 11 – Competition Parameters Basketball/NCAA

- Ice Hockey

> Overtime is displayed as *OT/SD.*
> Penalty shootout is displayed as *PS.*
> Any playtime other than *3x20* is displayed (e.g. *3x10.*).

Figure 12 – Competition Parameters Ice Hockey

> Volleyball

> Overtime is displayed as *GS* (Golden Set).
> Any number of points other than *25* is displayed (e.g. *27 P*).

Figure 13 – Competition Parameters Volleyball

> Beach Volleyball

> Overtime is displayed as *GS* (Golden Set).
> Any number of points other than *21* is displayed (e.g. *25 P*).

Figure 14 – Competition Parameters Beach Volleyball

The same information is displayed next to the competition in the following views as well:

> *Details View*
> *Supervisor View*
> *Calendar View*
> *Results View*

5 Details View

The following screen is displayed after clicking the *Details* icon in the navigation panel. The left part shows the *Game Boxes* of all added games. On the right side an event flow of all added tickers, sorted by timestamps, is displayed by default. The *Details View* is only available when at least one game has been added in the *Live View*.

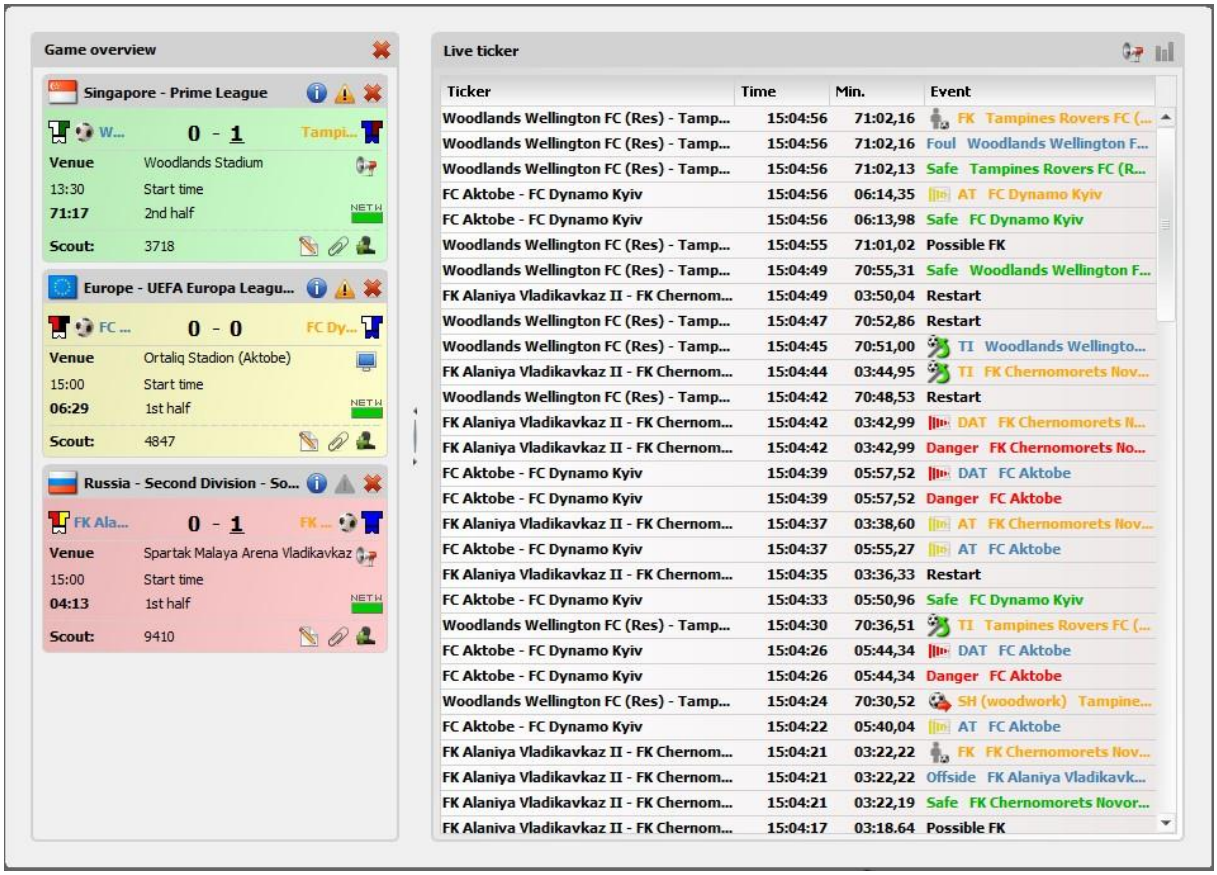


Figure 15 – Details View

5.1.1 Game Box

Figure 16 – Game Box

The game box shows some of the information that is available in the *Live View* as well, but has additional features. To obtain more information about a goal for example (timestamp, player info, method), please hover the cursor over the score:

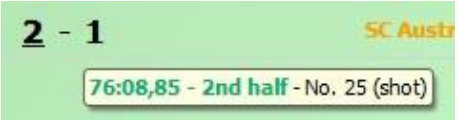


Figure 17 – Detail Information

> System Message

If a System Message concerning the game has been sent, the corresponding yellow icon appears and the information can be retrieved by clicking it. System Messages are used to provide additional information about a game, for example about a delayed game start or interruptions. They also serve as a tool to warn customers in case the statistics of important events are being rechecked, and to answer Support Requests (see chapter *5.1.5 Support Request*). Whenever a System Message is sent, it is first displayed in a pop-up window.

> Venue and Coverage

The name of the venue where the game takes place is displayed.

Figure 18 – Venue Information and Home Advantage in Game Box

The star icons in front of the name have the following meaning:

> indicates home advantage for both competitors or no competitor with neutral venue
> indicates home advantage for competitor 2 without neutral venue

When the venue name is displayed without a star icon, the game takes place at the venue of competitor 1 with home advantage.

The abbreviations in the brackets are explained below:

> (A: 2): Home advantage for competitor 2
> (NN): Neutral venue, no competitor has home advantage
> (NB): Neutral venue, both competitors have home advantage

Additionally, a tooltip displays the description.

The symbols , or indicate whether the game is being covered live, using a stadium feed or via TV.

> Time and Network

Figure 19 – Time and Network Information in Game Box

This section displays the scheduled start time, the current game clock and the current phase of the game.

NETW indicates the connection status of the Scout. If the connection is lost, the icon blinks red and a pop-up window is displayed if the corresponding box is checked in the dialogue settings.

> Scout Section

Figure 20 – Scout Section

A unique Scout ID shows you who reports the game. RunningBall stores personal data files for all the Scouts in case problems occur.

Here you can also send Support Requests (see chapter *5.1.5 Support Request*).

> Remove Ticker

If you click on in the header of the game box, the ticker will be removed from your added games.

There are two options to gain access to all the in-depth information available:

> Ticker details within the *Details View*

To display the ticker details instead of the *Live ticker* list in the *Details View*, click anywhere on the background of the game box on the left. The main features are explained in chapter *5.1.3 In-depth Information*. Click on the symbol to return to the original view.

> Ticker details in separate window

To open the in-depth information about a game in a separate window, please click the icon in the header of the game box. Basically, the information provided is equal to that in the *Details View*. However, depending on the sport, the *Ticker Details* window contains additional views, such as an animation of the events or extended statistics.

5.1.2 Event List

On the right side of the *Details View* an event list of all added tickers, which is sorted by timestamp, is displayed by default.

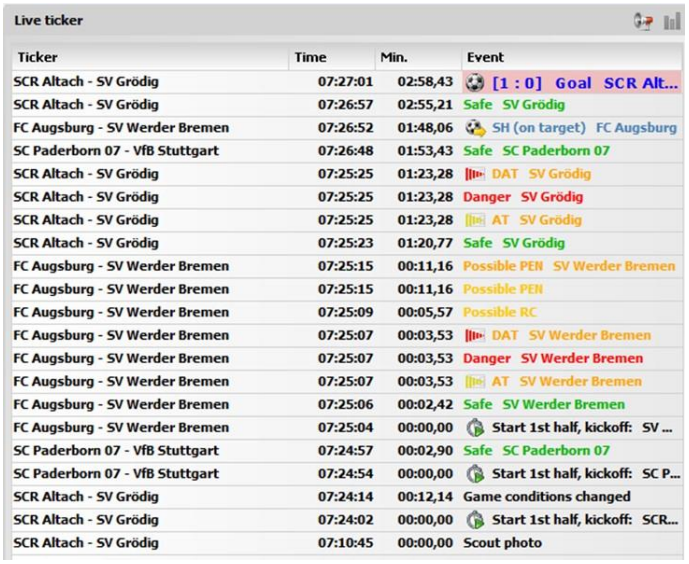


Figure 21 – Event List

To obtain more information about an individual event, please hover the cursor over the respective event. The following information is then displayed:

- *Time*
- *Minute*
- *Period*
- *Event* (not available for all events)

Figure 22 – Additional Event Information

- Substitutions

  For substitution events, the following additional information is available:

  - *Player in*
  - *Player out*

Figure 23 – Additional Substitution Information

- Cancellation Events

  For cancellation events, the period and the exact timestamp is also displayed.

Figure 24 – Additional Cancellation Information

> Formation Change Events

For formation change events, the formation is displayed for both competitor 1 and competitor 2.

Example: Newcastle United FC=4-5-1 Burnley FC=4-5-1

Figure 25 – Additional Formation Change Information

> Video Assistant Referee (VAR) Events

When a VAR review starts, a pop-up appears (only in case *VAR* is selected in the Dialog Settings – see chapter *8.1 Dialogs*).

For the VAR Start Event, the period and the exact timestamp are displayed in the Trader Cient.

Figure 26 – Additional VAR Start Information

VAR Start contains information about which event is reviewed (either *Goal*, *Card*, *Penalty* or *Unknown*).

After a VAR review is finished, the VAR Stop event appears.

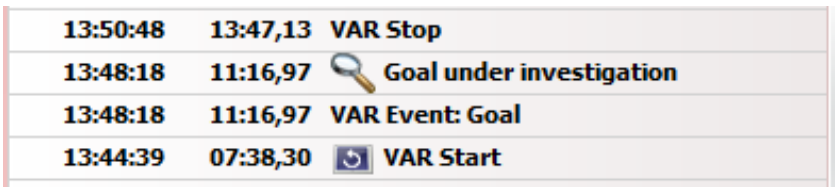


Figure 27 – Other VAR Events

> Next Penalty

This event is exclusively available for competitions with penalties (soccer, ice hockey and handball.

Next PEN also informs about which team will take the next penalty shootout, the respective game period and the exact timestamp.

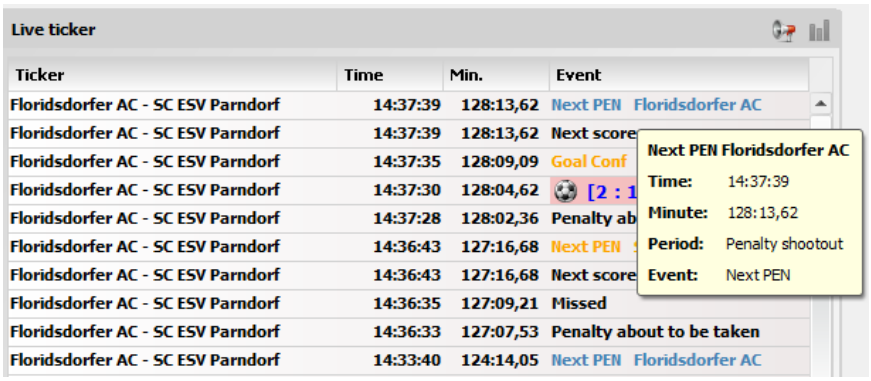


Figure 28 – Additional VAR Information

> Other Events

> Goal: *Scorer* and *Reason*
> Yellow/Red Card: *Scorer* and *Reason*
> Corner: *Zone*

5.1.3 In-depth Information

If you wish to access in-depth information about a game without opening another window, please click on the game box on the left. This is especially helpful for supervisors trying to get a fast overview of the statistical information of a particular game. The top part of the in-depth information contains the same data as the game box (see chapter *5.1.1 Game Box*).

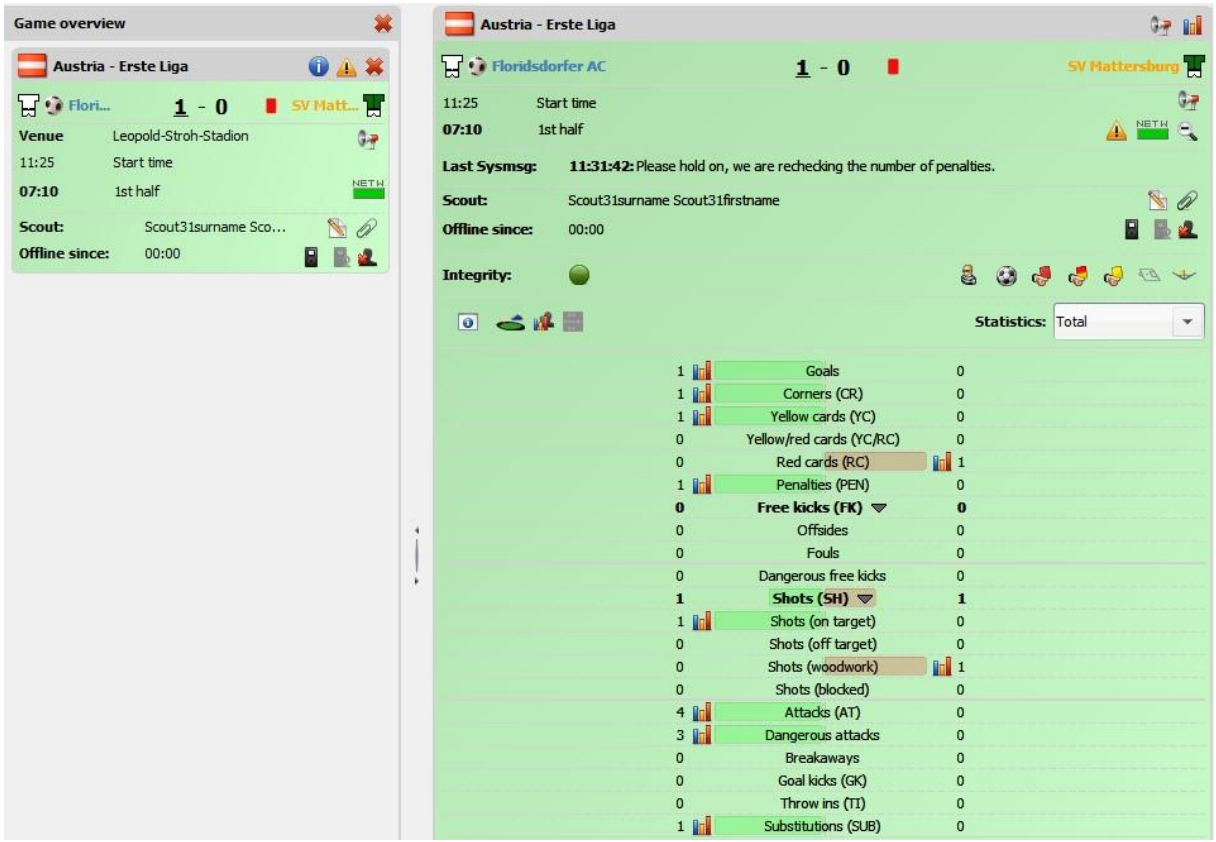


Figure 29 – Details View - Statistics - Soccer

> Magnifying Glass

can be used to hide the statistics in order to increase the amount of events displayed below.

> Dialog Settings

The *Dialog Settings* window can be opened by clicking the icon. It can be used to select the events that trigger a pop-up for the respective game. These settings can always be restored by pressing the *Reset* button. By clicking the *Ok* button, the changes are saved, whereas *Cancel* only closes the window. The respective default settings can be adjusted in the *Settings* menu (see chapter *8.1 Dialogs*).

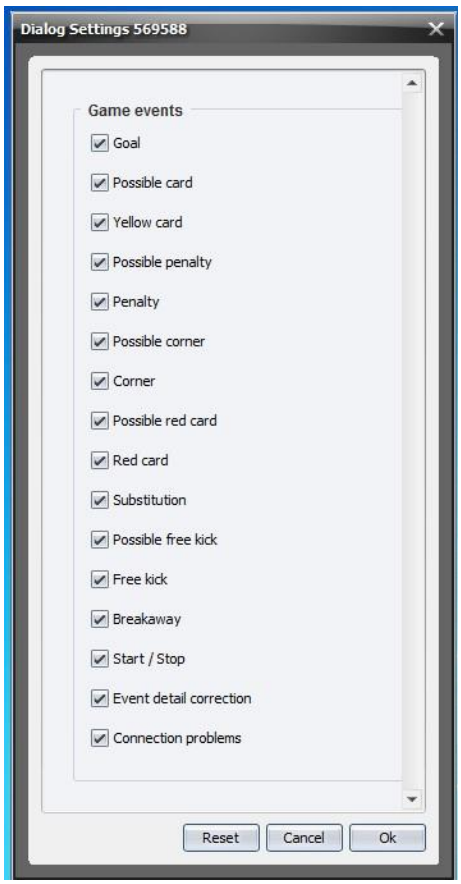


Figure 30 – Dialog Settings – Soccer

> Game Conditions

If you wish to see the game conditions, please hover the cursor over the symbol.

Figure 31 – Game Conditions – Soccer

> Team Statistics

By clicking the *Team Statistics* window is opened, where you can analyse the form and H2H statistics of the two competitors.

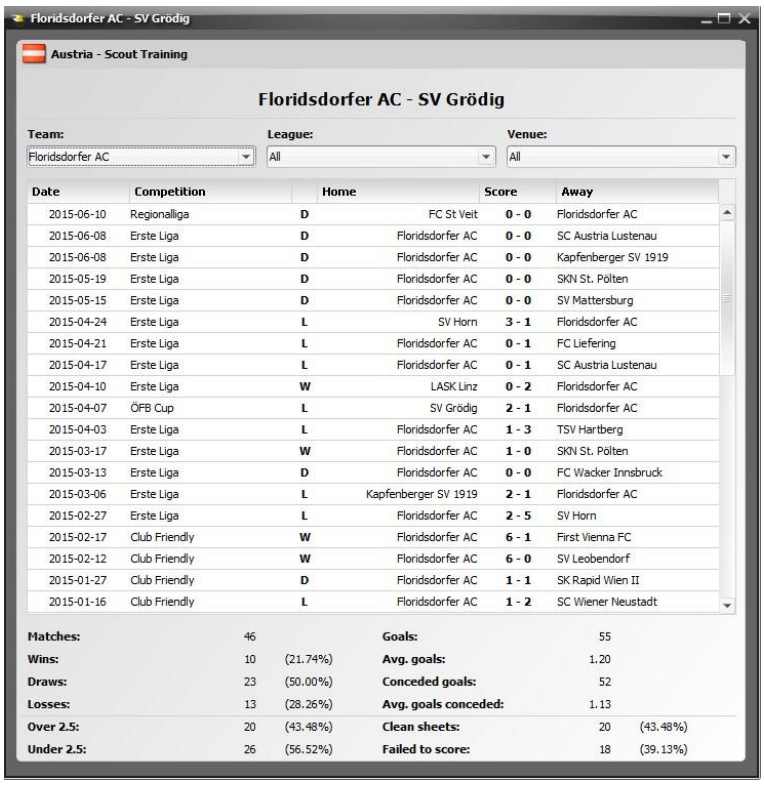


Figure 32 – Team Statistics - Soccer

> Statistics Filter

The RunningBall Trader Client allows you to filter the statistics within a specific time frame. This feature may prove to be helpful when making trading decisions.

Figure 33 – Statistics Filter - Soccer

The bottom part of the in-depth information shows the current statistics of various game events and a chronological list of events (if space permits).

You can switch back to the default *Details View* (see *Figure 15 – Details View*) with the symbol on the top right of the *Details* window.

5.1.4 Ticker Details Window

The top part of the *Details* window contains the same information as the game box (see chapter *5.1.1 Game Box*).

› Statistics Mode

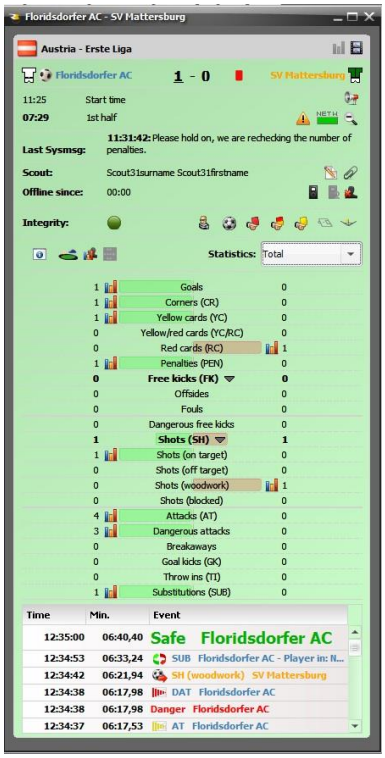


Figure 34 – Ticker Details Window - Statistics Mode

In the *Statistics* mode, the *Ticker Details* window displays the same information as the in-depth information (see chapter *5.1.3 In-depth Information*).

› Animated mode

In the animated mode, the events are visualised within the *Ticker Details* window.

Figure 35 – Ticker Details Window - Animation Mode

> Race to X mode

In the *Race to X* mode, the *Ticker Details* window displays Race to X statistics according to a X variable predefined under *Settings - Race to X* tab (see chapter *8.4 Race to X*).

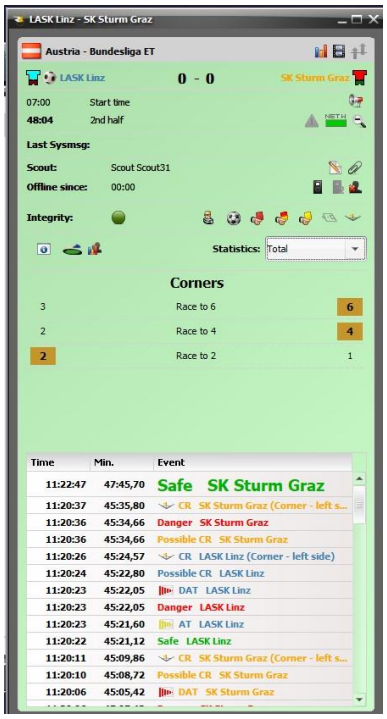


Figure 36 – Ticker Details Window – Race to X Mode

5.1.5 Support Request

Sending a Support Request from inside the Trader Client Application is the most efficient way of requesting information from the Live Support team during or shortly before the start of the respective game. If you require additional information about scheduled games earlier, feel free to use the communication request feature in the *Calendar View* (see chapter *6.1.2 Customer Communication Requests*). You can choose from a selection of predefined questions. In response to a Support Request the Live Support team will send back a System Message.

To start the process, please open the *Add a comment to this game* dialogue by clicking . Then click on the *Support request* list, choose one of the predefined questions and click *Send*.

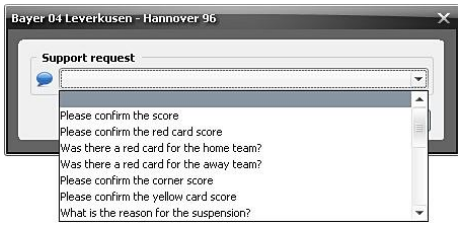


Figure 37 – Support Request Soccer - Choose Question

Note: Please be aware that it might take the Live Support team some time to process the request or gather necessary information. The Supporters are trained to acknowledge the receipt of your Support Request by sending so-called *Please hold on* System Messages.

6 Calendar View

The *Calendar View* provides an overview of the schedule of the games that RunningBall offers, up to two weeks in advance.

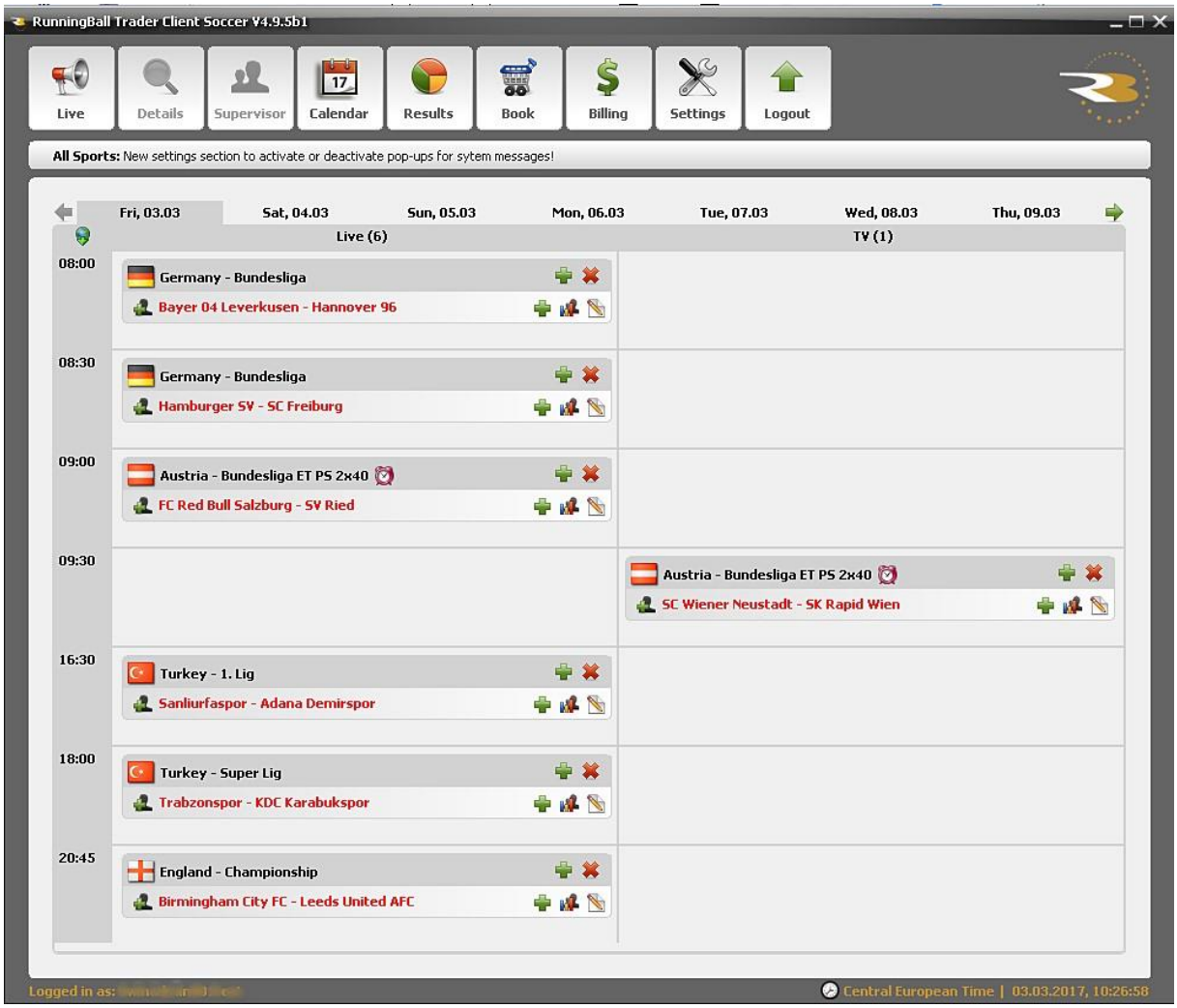


Figure 38 – Calendar View

Customers that do not use RunningBall's automatic booking feature may book games directly in the *Calendar View* by pressing the icon next to the game. Already booked games are displayed in red. See chapter 7 *Booking Games* for detailed information about game bookings.

A game can be added directly to the *Details View* (see chapter *5 Details View*) by clicking in the *Calendar View*. If you click the symbol next to the competition name, all games that are currently available in the competition are selected.

A game can be removed from the *Details View* by clicking at the right of the fixture name. If you click the symbol next to the competition name, all games of the respective competition are removed from the view.

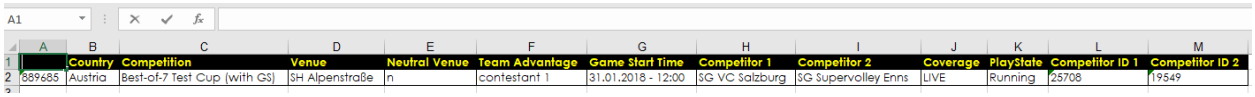
The icon on the left side of the fixture string indicates a cancelled game.

For soccer, handball and ice hockey a blue clock is shown when the regular playtime is different to the respective default times, a yellow clock is shown in case only the overtime differs and a red clock is shown when both the regular time and the overtime are different.

By clicking the *Team Statistics* window is opened, where you can analyse the form and H2H statistics of the two respective competitors.

6.1.1 Exporting Data

For your convenience, the content of the *Calendar View* may also be exported to an Excel- or CSV-file by clicking the icon. Figure 35 – Output – Data Export provides an example for exported data.



	A	B	C	D	E	F	G	H	I	J	K	L	M
1		Country	Competition	Venue	Neutral Venue	Team Advantage	Game Start Time	Competitor 1	Competitor 2	Coverage	PlayState	Competitor ID 1	Competitor ID 2
2	889685	Austria	Best-of-7 Test Cup (with GS)	SH Alpenstraße	n	contestant 1	31.01.2018 - 12:00	SG VC Salzburg	SG Supervolley Enns	LIVE	Running	25708	19549

Figure 39 – Output – Data Export

6.1.2 Customer Communication Requests (CCR)

If you have any questions or requests concerning scheduled games that are not yet displayed in the *Live View* and may therefore not be added, click the icon next to the respective game in the *Calendar View*.

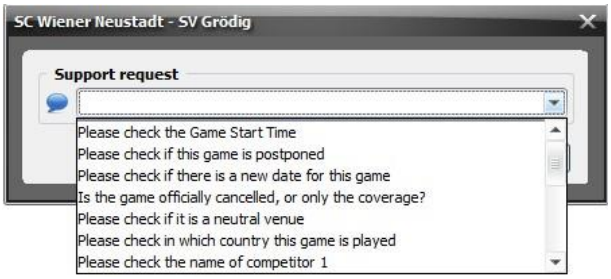


Figure 40 – Customer Communication Request

Select one of the predefined requests and click *Send*. The Support Administrator in charge will then send a confirmation that the request has been received and is being dealt with.

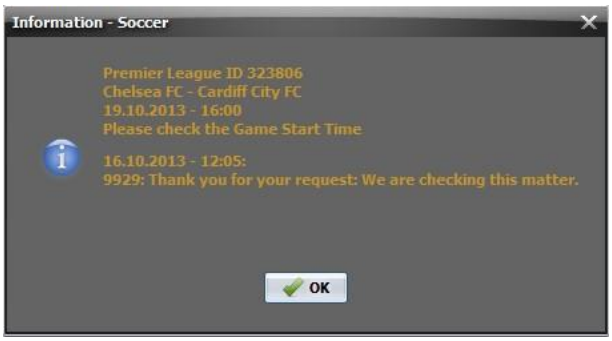


Figure 41 – CCR in Progress

Finally, a pop-up will appear with the answer to your request as soon as the necessary information is available.

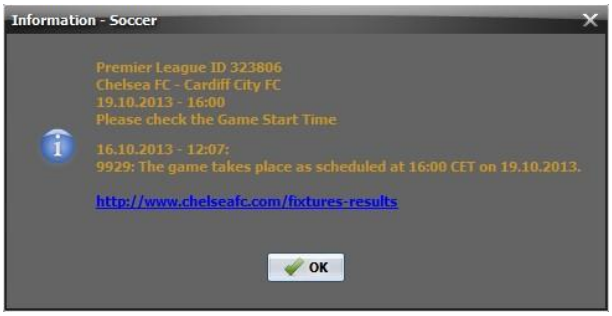


Figure 42 – CCR Answer

Note: Once the window with the answer has been closed, the content cannot be retrieved any more.

7 Booking Games

The *Book View* is only visible for Administrators of customers that do not use RunningBall's automatic booking feature. Here you can see all games on offer, select those you want to purchase and confirm the booking. The layout of the screen is the same as in the *Live View*.

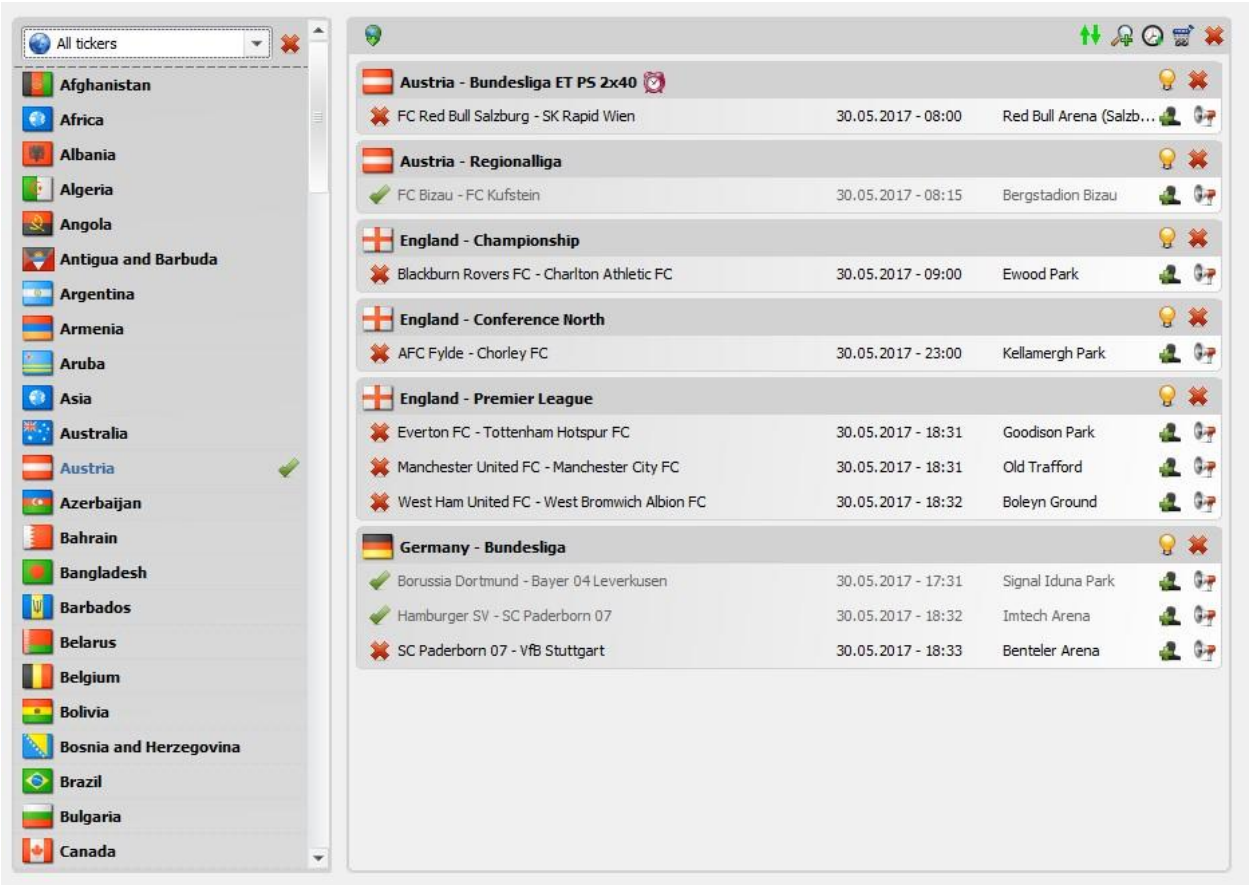


Figure 43 – Book View

Select single games you would like to book by clicking on the icon to the left of the competitors' names. The game will then be marked with the icon. It is also possible to mark all offered games of a competition for booking by clicking to the right of the competition's name. The in the competition bar resets the selections within the respective competition.

After having finished selecting the games, confirm the booking by clicking the icon on the top right of the screen. All booked games are displayed with a to their left.

In case you decide to cancel a previously booked game, please click the icon. It is not necessary to confirm the cancellation by pressing the icon.

> **Note:** Cancellations are only possible for games that have not started yet.

For your convenience, the content of the *Book View* may also be exported to an Excel- or CSV-file by pressing the icon.

If you would like regular booking of a specific league, we can help you save time by enabling *automatic booking* in our system. Please contact support at **support@rball.com** for further information.

If a user has already added a booked game to his/her *Live View* and an administrator of the same user group tries to cancel this booking, a popup dialog box will appear.

If the game was added by an unknown user, the following message will be displayed:

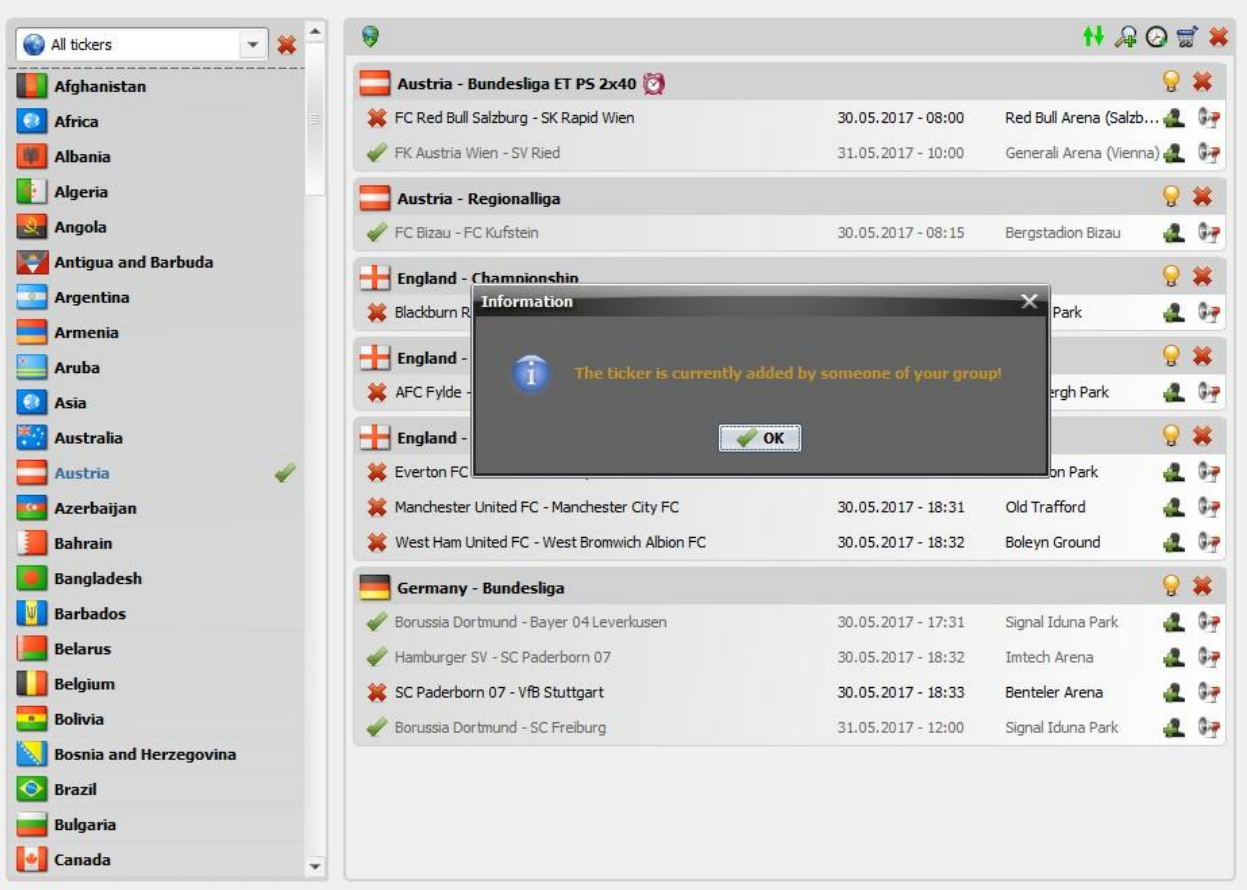


Figure 44 – Ticker Added by Unknown User

However, if the game was added by known users, the following popup will appear displaying a list of all the users who have added the game and their respective IPS:

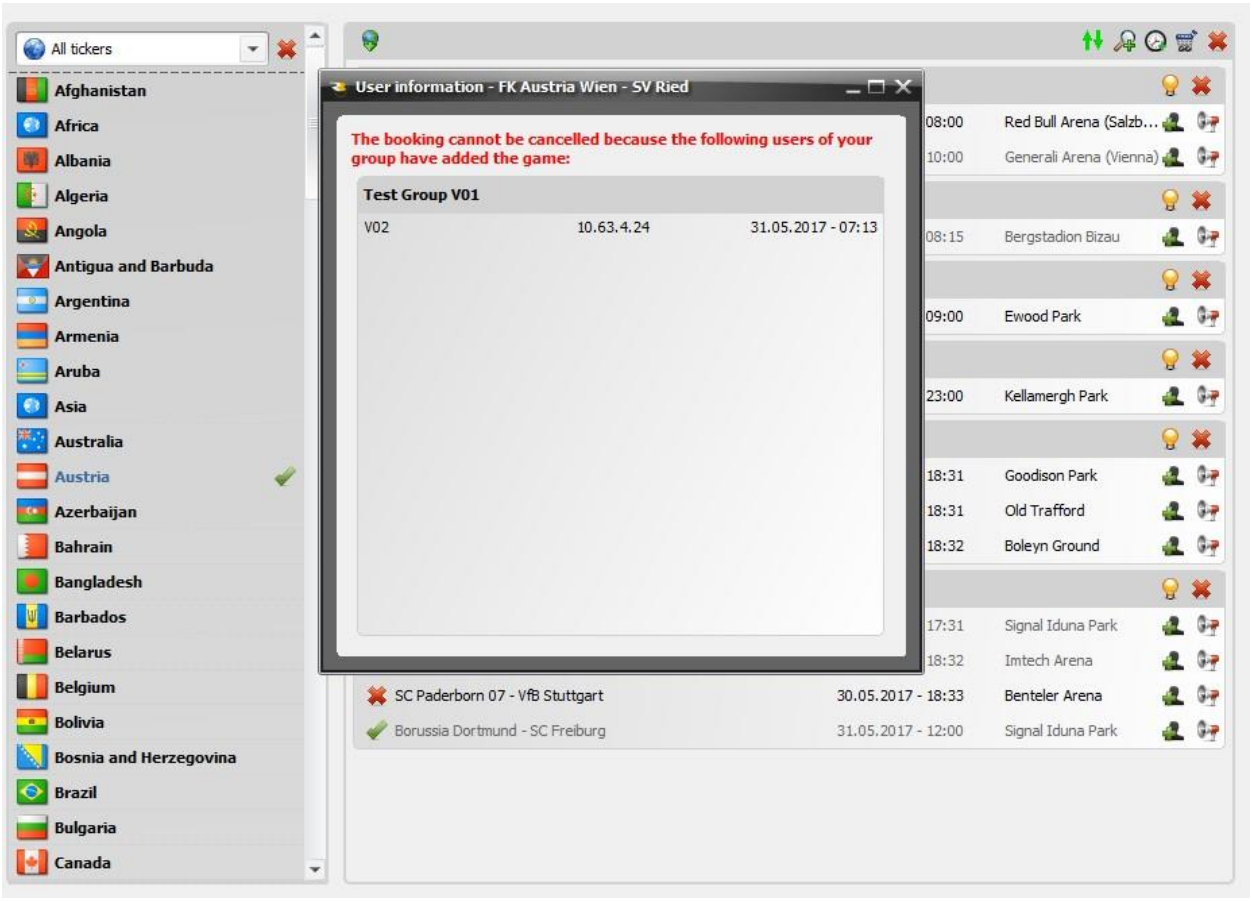


Figure 45 – Ticker Added by Known User

In the *Book View*, it is also possible to filter search results and sort the available games as per the features of the *Live View* (see chapters *4.2.1 Search Ticker*, *4.2.2 Time Filter* and *4.2.3 Sorting Games*).

8 Settings

In the *Settings View*, you can customise dialogues and sound effects, choose colours and set event filters according to your needs.

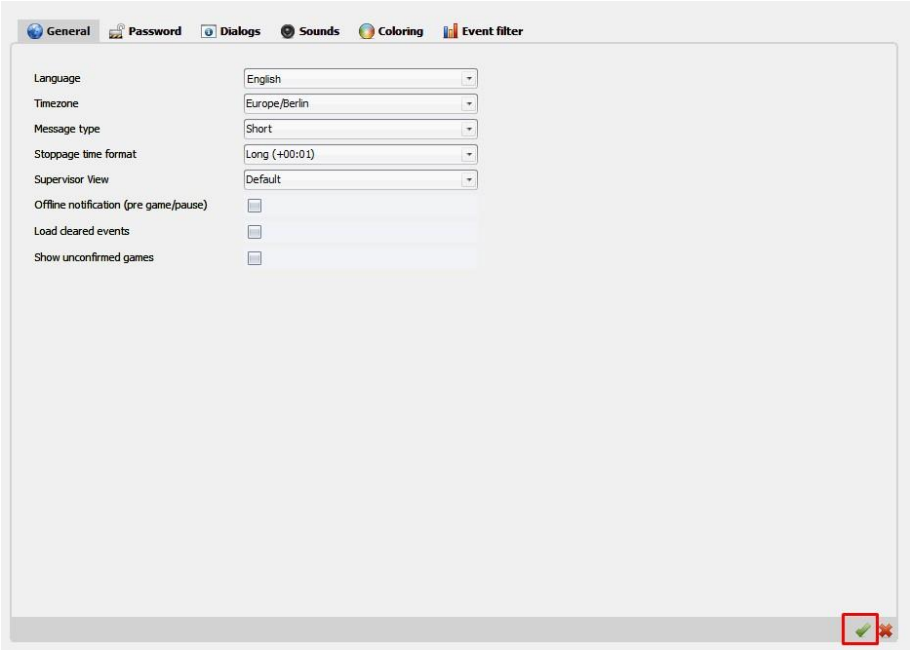


Figure 46 – General Settings

Important: In order to apply changes in any of the tabs you have to click the icon in the bottom right corner.

Explanation of the check boxes in the *General* tab:

> *Offline notification (pre-game/pause)*

Normally, the warning that the connection to the Scout was lost is only displayed in running game states. When this box is checked, the pop-up will also appear if the Scout disconnects before the game or during a break.

> *Load cleared events*

When adding a game that is already running, any events that have been cleared are omitted when loading the game and are therefore not displayed in the list of events by default. If this box is checked, those events are loaded and shown too.

> *Show unconfirmed games*

If this box is checked, games that RunningBall plans to offer are displayed in the *Calendar View* (see chapter *6 Calendar View*) even if the Scout has not yet confirmed that he/she will cover the game. Such games are marked with an icon to their left.

In the *Group admin* tab, administrators can filter the users of their respective user group. They can edit roles, block users by setting their status to inactive, and reset or change passwords.

Figure 47 – User Management

8.1 Dialogs

In the *Dialogs* tab, events which trigger a pop-up by default can be selected:

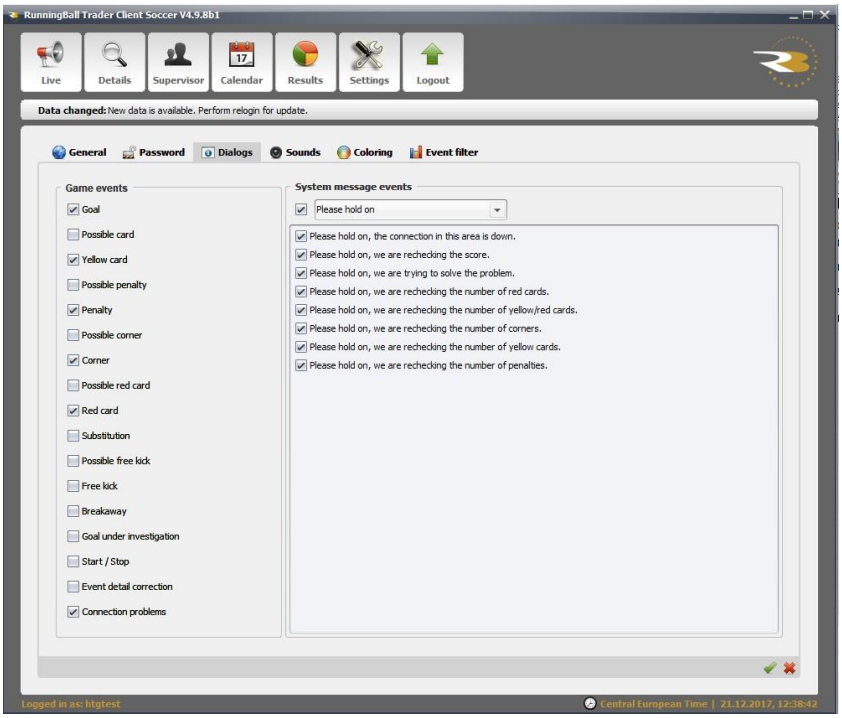


Figure 48 – Dialogs Settings – Soccer

8.2 Sounds

In the *Sounds* tab, sounds can be selected that are played when the respective event occurs:

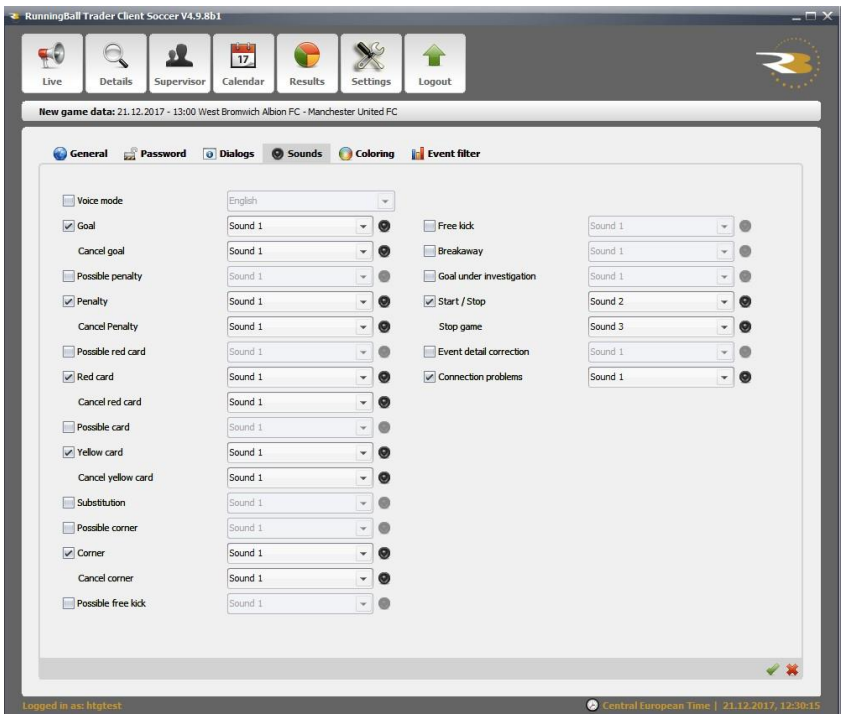


Figure 49 – Sound Settings - Soccer

8.3 Event Filter

In the *Event filter* tab, events can be selected which are shown in the ticker view when the respective event occurs:

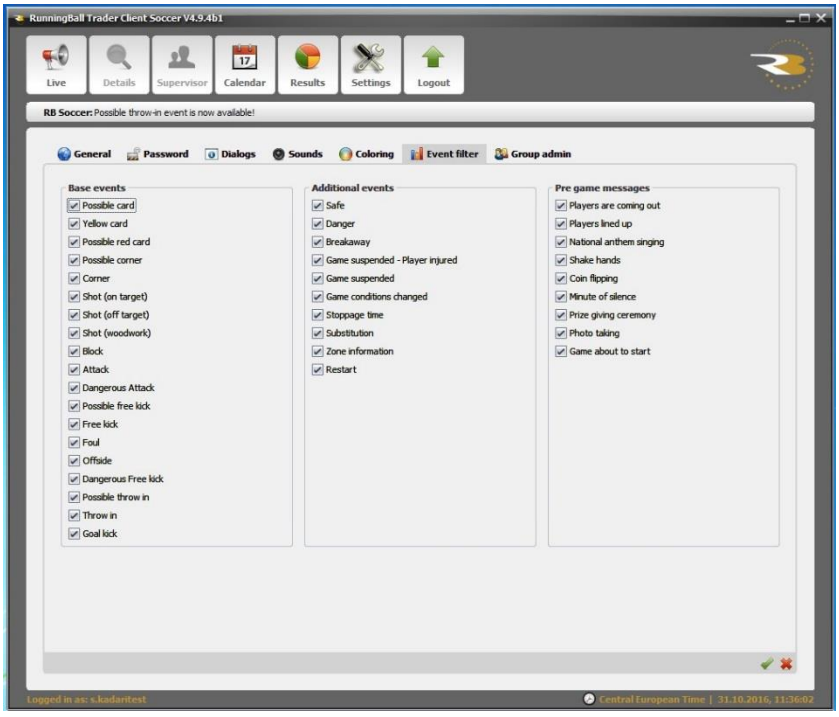


Figure 50 – Event Filter Settings – Soccer

8.4 Race to X

In the *Race to X* tab, an interval value can be added which will then be used in the ticker view for race to X statistics. This variable needs to be set individually for all sports and applies for different event scores respectively:

- Soccer: *Corners*
- Basketball: *Points*
- Volleyball and Beach Volleyball: *Points*

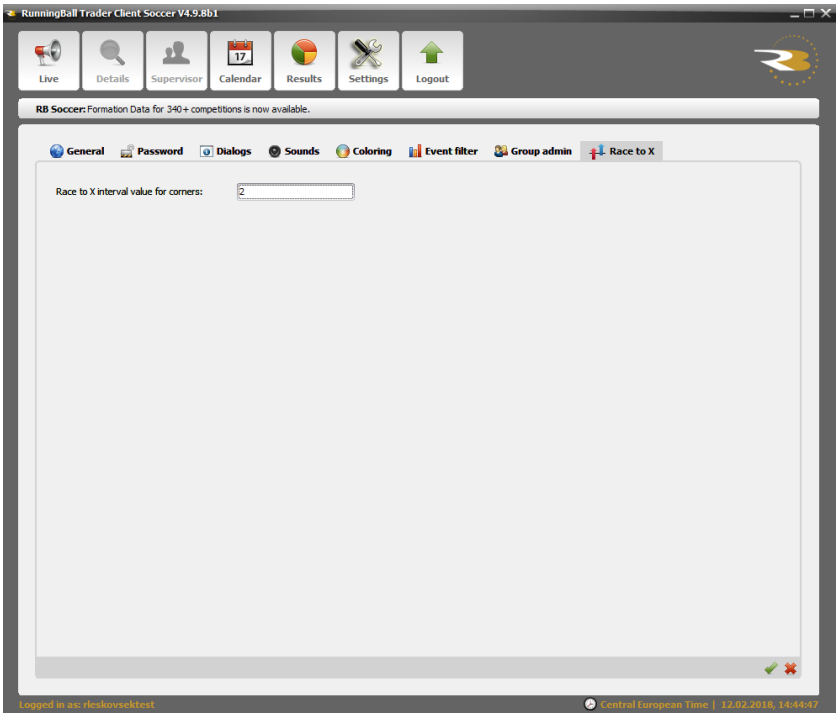


Figure 51 – Race to X Settings – Soccer

9 Appendix

9.1 Table of Tables

Table 1 – References 3
Table 2 – Revision History 4

9.2 Table of Figures

Figure 1 – Login Screen 6
Figure 2 – Password Change Required 6
Figure 3 – Fast Login 7
Figure 4 – Live View - Running Games 8
Figure 5 – Ticker Info - Soccer 10
Figure 6 – Search Ticker(s) Window 10
Figure 7 – Select Time Range Window 11
Figure 8 – Competition Parameters Soccer 12
Figure 9 – Competition Parameters Handball 12
Figure 10 – Competition Parameters Basketball/NBA 12
Figure 11 – Competition Parameters Basketball/NCAA 12
Figure 12 – Competition Parameters Ice Hockey 13
Figure 13 – Competition Parameters Volleyball 13
Figure 14 – Competition Parameters Beach Volleyball 13
Figure 15 – Details View 14
Figure 16 – Game Box 14
Figure 17 – Detail Information 15
Figure 18 – Venue Information and Home Advantage in Game Box 15
Figure 19 – Time and Network Information in Game Box 15
Figure 20 – Scout Section 16
Figure 21 – Event List 17
Figure 22 – Additional Event Information 17
Figure 23 – Additional Substitution Information 17
Figure 24 – Additional Cancellation Information 18
Figure 25 – Additional Formation Change Information 18
Figure 26 – Additional VAR Start Information 18
Figure 27 – Other VAR Events 19
Figure 28 – Additional VAR Information 19
Figure 29 – Details View - Statistics - Soccer 20
Figure 30 – Dialog Settings – Soccer 21
Figure 31 – Game Conditions – Soccer 21
Figure 32 – Team Statistics - Soccer 22
Figure 33 – Statistics Filter - Soccer 22
Figure 34 – Ticker Details Window - Statistics Mode 23
Figure 35 – Ticker Details Window - Animation Mode 23
Figure 36 – Ticker Details Window – Race to X Mode 24
Figure 37 – Support Request Soccer - Choose Question 24
Figure 38 – Calendar View 26
Figure 39 – Output – Data Export 27

Figure 40 – Customer Communication Request 27
Figure 41 – CCR in Progress 27
Figure 42 – CCR Answer 28
Figure 43 – Book View 29
Figure 44 – Ticker Added by Unknown User 30
Figure 45 – Ticker Added by Known User 31
Figure 46 – General Settings 32
Figure 47 – User Management 33
Figure 48 – Dialogs Settings – Soccer 33
Figure 49 – Sound Settings - Soccer 34
Figure 50 – Event Filter Settings – Soccer 34
Figure 51 – Race to X Settings – Soccer 35