



RunningBall Trader Client

Quick Start Guide

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Revision: > 1.7.0

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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 9.0.0	04/07/2016

Table 1 – References

1.3 Revision History

Revision	Information	Reference Date
1.0.0	First Emission	17/09/2013
1.0.1	Regular Update	02/20/2013
1.1.0	Update TC V4.8.1	17/10/2013
1.1.1	Update TC V4.8.2	03/01/2014
1.1.2	Update TC V4.8.3	14/01/2014
1.1.3	Update TC V4.8.4	23/06/2014

Revision	Information	Reference Date
1.2.0	Instant Update	27/03/2015
1.3.0	Update TC V4.8.6	24/07/2015
1.4.0	Update TC V4.8.9	05/11/2015
1.4.1	Update TC V4.9.0	05/04/2016
1.4.2	Update TC V4.9.1	02/05/2016
1.5.0	Update TC V4.9.3	31/08/2016
1.6.0	Update TC V4.9.4	22/12/2016
1.7.0	Update TC V4.9.5	03/04/2017

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 link "**Runningball Trader Client 4.9.5**".
- > After the download has been 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* and *Beach Volleyball* are available).

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

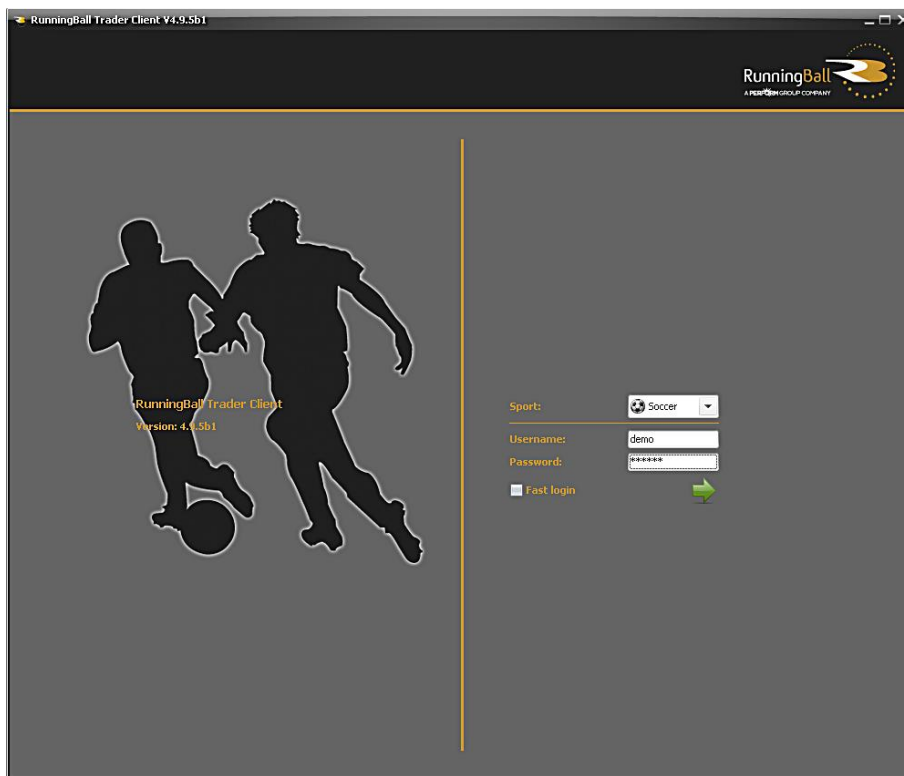


Figure 1 – Login Screen

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

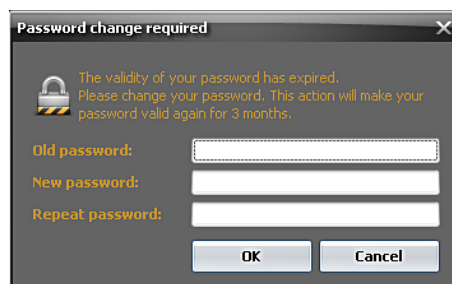


Figure 2 – Password Change Required

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.

A screenshot of a login interface. It features a dark grey background with white text. There are two input fields: 'Username:' and 'Password:'. Below the password field is a checkbox labeled 'Fast login' which is checked. To the right of the checkbox is a green arrow pointing right, serving as a login button.

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*.

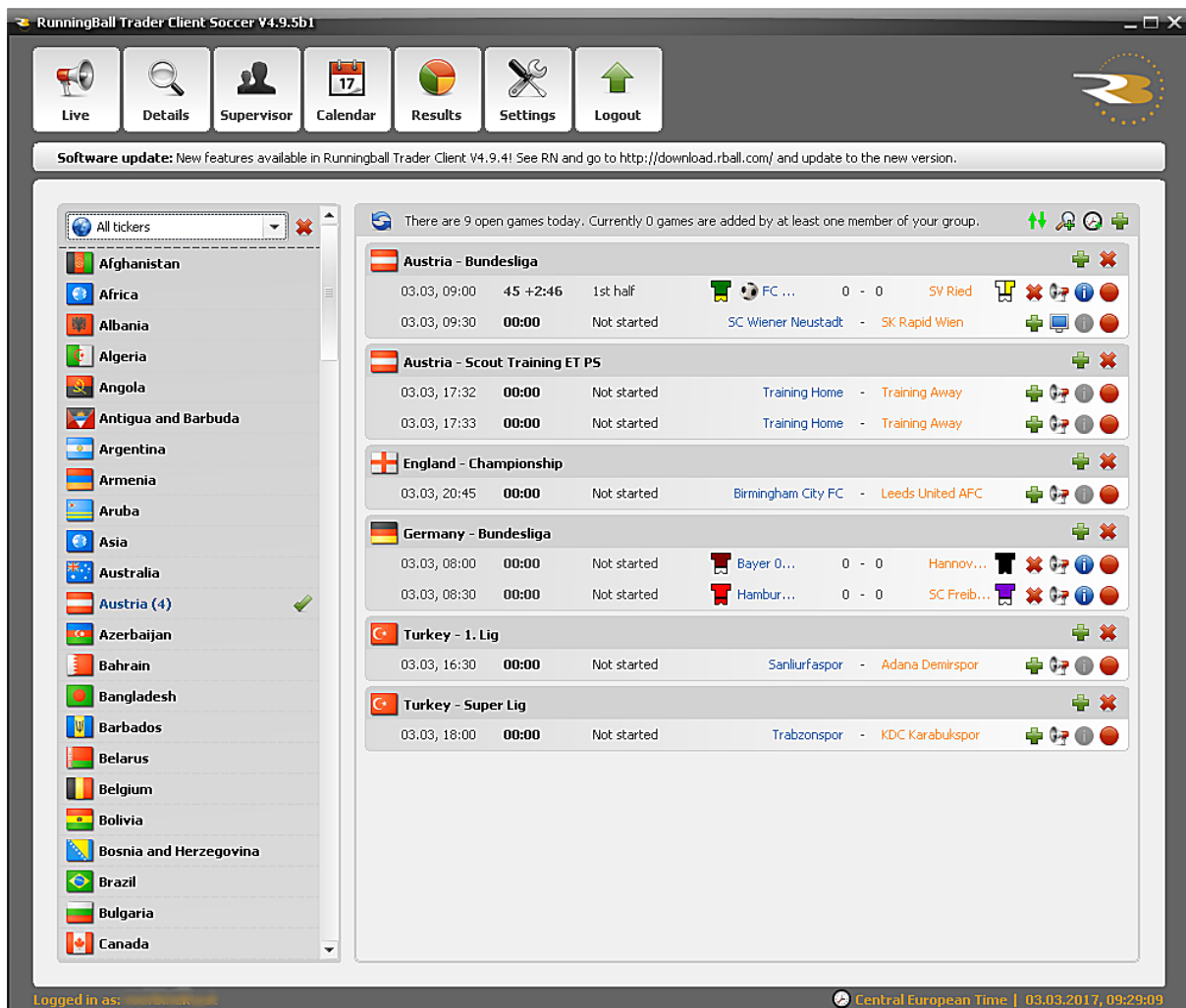


Figure 4 – Live View - Running Games

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.

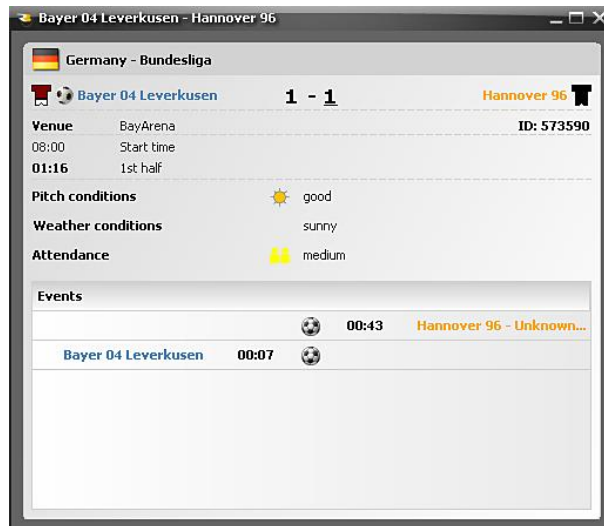



Figure 5 – Ticker Info - Soccer

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 at the upper right side is clicked, the Search Ticker(s) Window pops up:

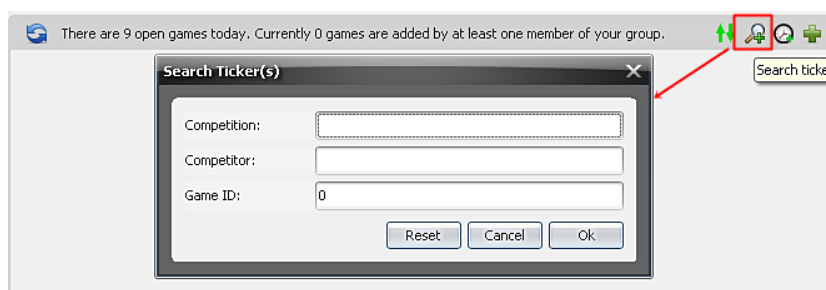


Figure 6 – Search Ticker(s) Window


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.

4.2.2 Time Filter

The Live View also provides the possibility to filter for a specific time range which has to be entered in the window that pops up when the  icon on the upper right side is clicked.

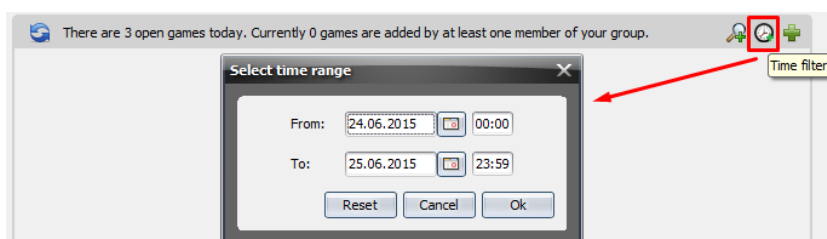



Figure 7 – Select Time Range Window

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.

4.2.3 Sorting Games

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

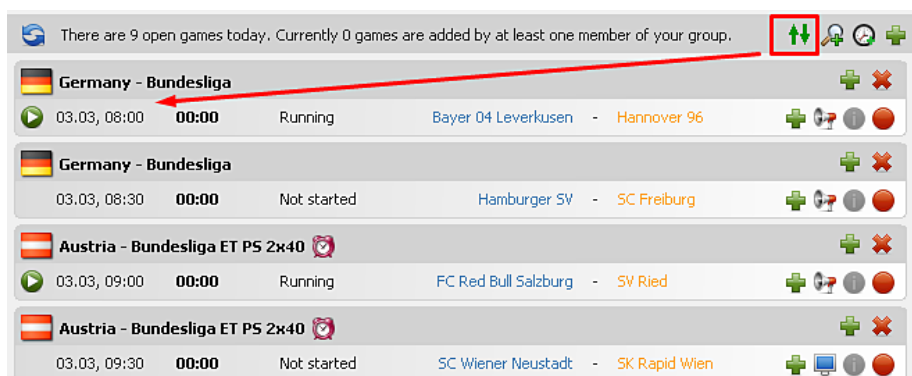


Figure 8 – Sorting Games

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

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*).

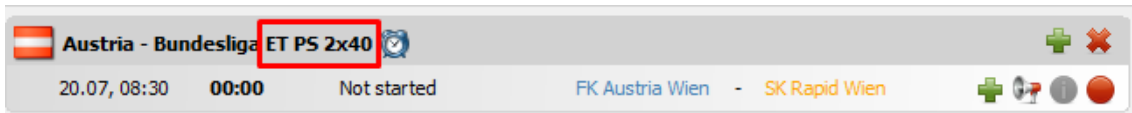


Figure 8 – Competition Parameters Soccer

> Handball

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

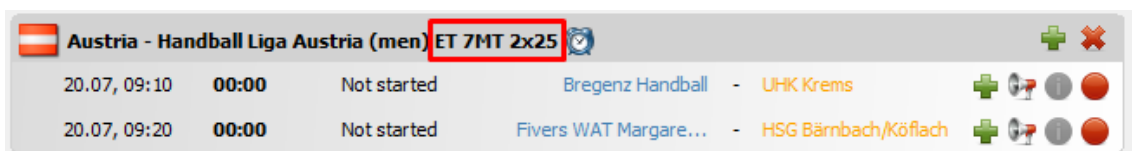


Figure 9 – Competition Parameters Handball

> 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*).

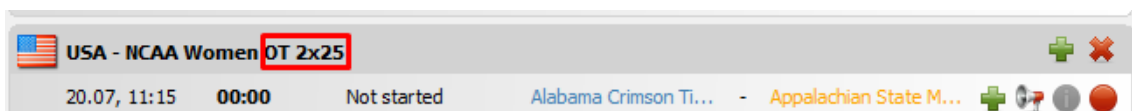


Figure 11 – Competition Parameters Basketball/NCAA

> 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).

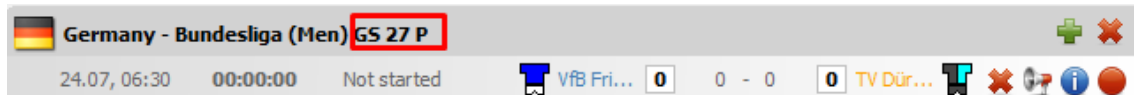


Figure 13 – Competition Parameters Volleyball

> 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 item 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.

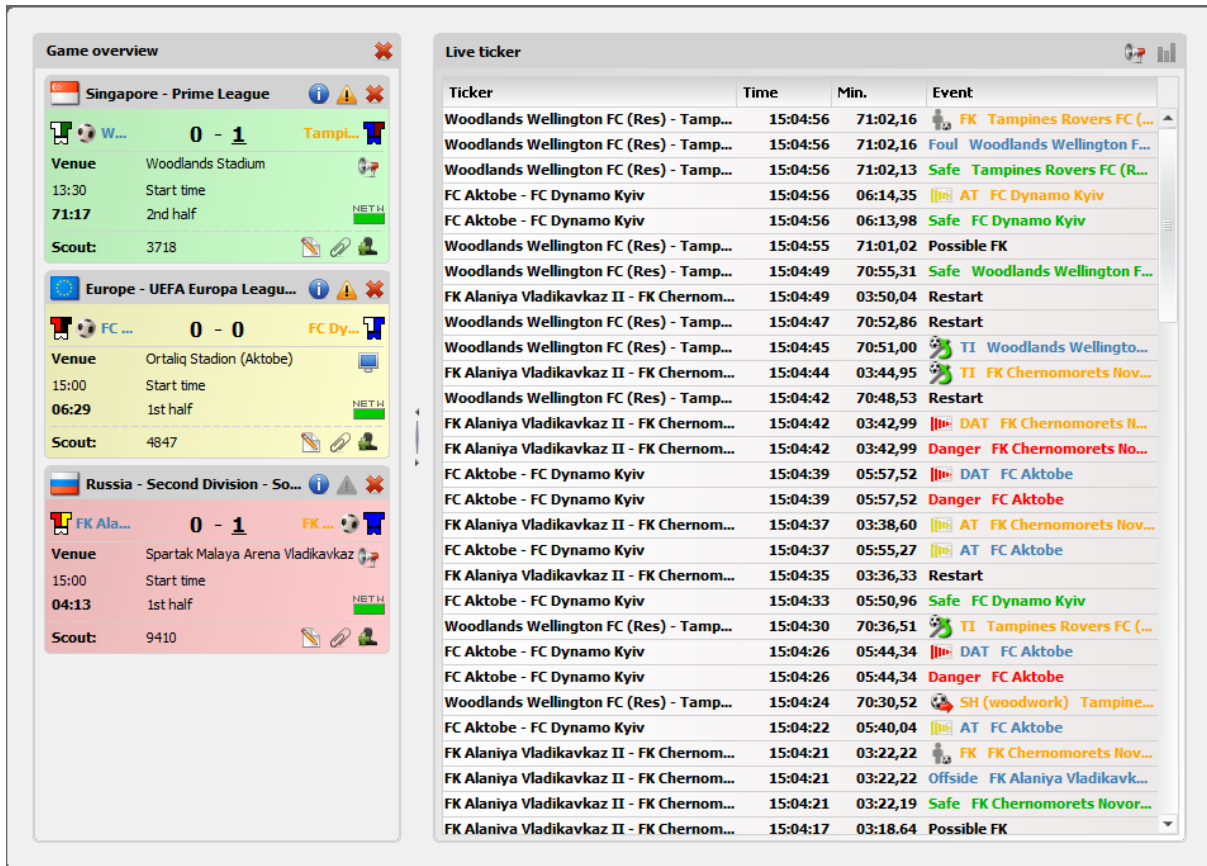


Figure 15 – Details View

5.1.1 Game Box

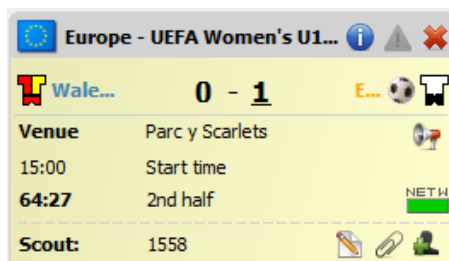


Figure 16 – Game Box

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:

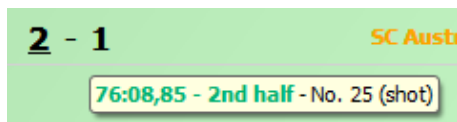



Figure 17 – Detail Information

> 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

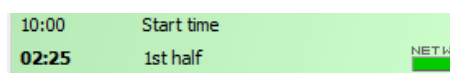



Figure 19 – Time and Network Information in Game Box

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

 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

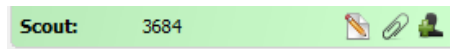



Figure 20 – Scout Section

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.

In order to gain access to all the in-depth information available, there are two options:

> 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.

Time	Min.	Event
07:27:01	02:58,43	[1 : 0] Goal SCR Alt...
07:26:57	02:55,21	Safe SV Grödig
07:26:52	01:48,06	SH (on target) FC Augsburg
07:26:48	01:53,43	Safe SC Paderborn 07
07:25:25	01:23,28	DAT SV Grödig
07:25:25	01:23,28	Danger SV Grödig
07:25:25	01:23,28	AT SV Grödig
07:25:23	01:20,77	Safe SV Grödig
07:25:15	00:11,16	Possible PEN SV Werder Bremen
07:25:15	00:11,16	Possible PEN
07:25:09	00:05,57	Possible RC
07:25:07	00:03,53	DAT SV Werder Bremen
07:25:07	00:03,53	Danger SV Werder Bremen
07:25:07	00:03,53	AT SV Werder Bremen
07:25:06	00:02,42	Safe SV Werder Bremen
07:25:04	00:00,00	Start 1st half, kickoff: SV ...
07:24:57	00:02,90	Safe SC Paderborn 07
07:24:54	00:00,00	Start 1st half, kickoff: SC P...
07:24:14	00:12,14	Game conditions changed
07:24:02	00:00,00	Start 1st half, kickoff: SCR...
07:10:45	00:00,00	Scout photo

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)

09:39:40	00:39,11	Safe Hannover 96
09:39:09	00:07,79	AT Hannover 96
09:39:08	00:06,86	Time: 09:39:41
09:39:07	00:06,09	Minute: 00:39,83
09:39:01	00:00,00	Period: 1st half
09:36:11	00:00,00	Event: AT

Figure 22 – Additional Event Information

> Substitutions

For substitution events the following additional information is available:

- > Player in
- > Player out

11:15:17	96:15,75	SUB Bayer 04 Leverkusen...
09:39:51	00:49,68	Safe Bayer 04 Leverkusen...
09:39:51	00:49,68	Time: 11:15:17
09:39:48	00:46,59	Minute: 96:15,75
09:39:44	00:43,38	Period: 1st half
09:39:41	00:39,83	Event: SUB
09:39:41	00:39,83	Player in: 1 - B. Leno
09:39:41	00:39,83	Player out: 13 - R. Hilbert
09:39:40	00:39,11	
09:39:09	00:07,79	

Figure 23 – Additional Substitution Information

> Cancellation Events

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

Ticker	Time	Min.	Event
FK Austria Wien - SK Rapid Wien	14:55:02	26:04,57	Cancel (Safe FK Austria Wi...
FK Austria Wien - SK Rapid Wien	14:52:55	23:57,52	RC FK Austria Wien
FK Austria Wien - SK Rapid Wien	14:52:36	23:37,65	SUB FK Austria Wien
FK Austria Wien - SK Rapid Wien	14:30:20	01:22,47	Cancel (Safe FK Austria Wien)
FK Austria Wien - SK Rapid Wien	14:29:44	00:46,35	SUB FK Austria Wien
FK Austria Wien - SK Rapid Wien	14:29:15	00:17,00	SH (off target) FK Austria Wien
FK Austria Wien - SK Rapid Wien	14:29:11	00:13,17	BA FK Austria Wien
FK Austria Wien - SK Rapid Wien	14:29:09	00:11,55	DAT FK Austria Wien

Cancel (Safe FK Austria Wien)

Time: 14:55:02

Minute: 26:04,57

Period: 1st half

Event: Cancel

Cancelled: Safe | 1st half @ 26:02,34 (14:55:00)

Figure 24 – Additional Cancellation 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).

Game overview

Austria - Erste Liga

Flori... **1 - 0** SV Matt...

Venue: Leopold-Stroh-Stadion

11:25 Start time

07:10 1st half

Scout: Scout31surname Sco...

Offline since: 00:00

Austria - Erste Liga

Flordisdorfer AC **1 - 0** SV Mattersburg

11:25 Start time

07:10 1st half

Last Sysmsg: 11:31:42: Please hold on, we are rechecking the number of penalties.

Scout: Scout31surname Scout31firstname

Offline since: 00:00


Integrity: ●

Statistics: Total


1	Goals	0
1	Corners (CR)	0
1	Yellow cards (YC)	0
0	Yellow/red cards (YC/RC)	0
0	Red cards (RC)	1
1	Penalties (PEN)	0
0	Free kicks (FK)	0
0	Offsides	0
0	Fouls	0
0	Dangerous free kicks	0
1	Shots (SH)	1
1	Shots (on target)	0
0	Shots (off target)	0
0	Shots (woodwork)	1
0	Shots (blocked)	0
4	Attacks (AT)	0
3	Dangerous attacks	0
0	Breakaways	0
0	Goal kicks (GK)	0
0	Throw ins (TI)	0
1	Substitutions (SUB)	0

Figure 25 – 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*).

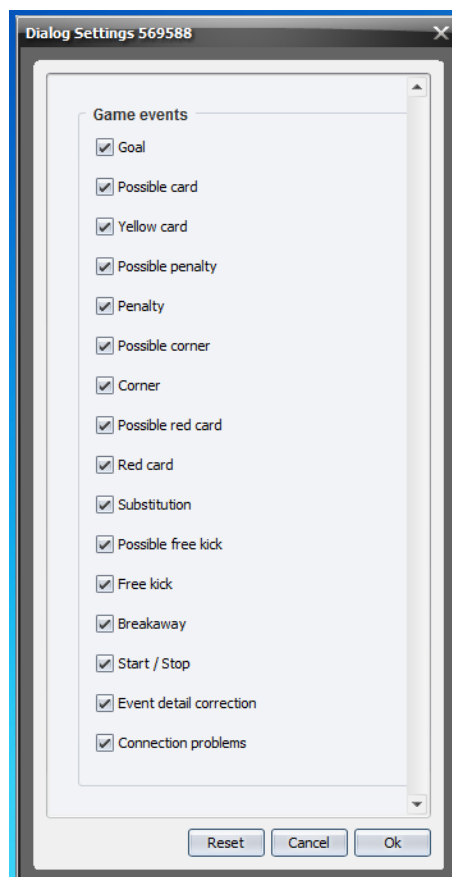



Figure 26 – Dialog Settings – Soccer

> Game Conditions

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

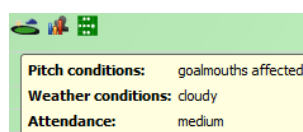

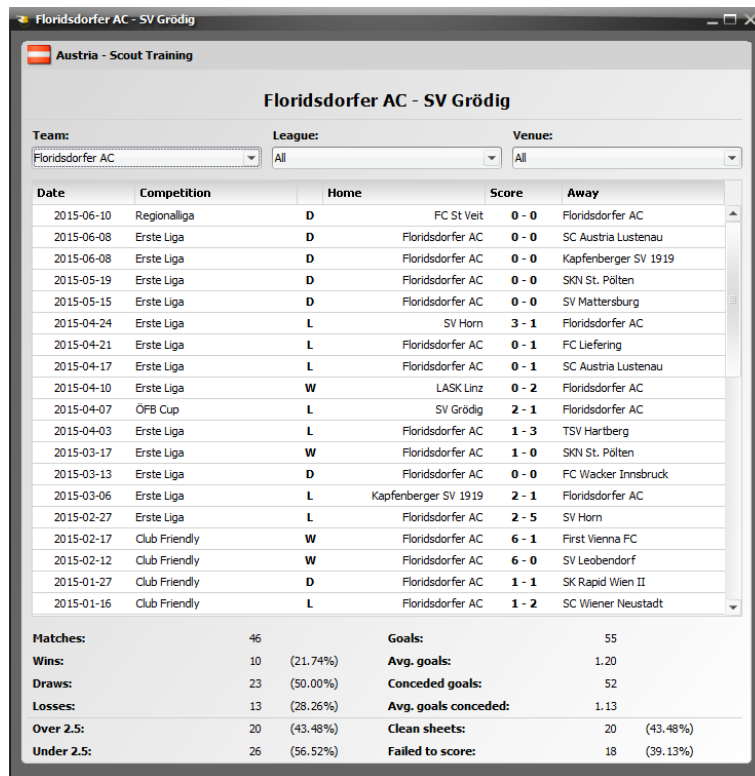


Figure 27 – Game Conditions - Soccer

> Team Statistics

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



Date	Competition	Home	Score	Away
2015-06-10	Regionalliga	D	FC St Veit 0 - 0	Floridsdorfer AC
2015-06-08	Erste Liga	D	Floridsdorfer AC 0 - 0	SC Austria Lustenau
2015-06-08	Erste Liga	D	Floridsdorfer AC 0 - 0	Kapfenberger SV 1919
2015-05-19	Erste Liga	D	Floridsdorfer AC 0 - 0	SKN St. Pölten
2015-05-15	Erste Liga	D	Floridsdorfer AC 0 - 0	SV Mattersburg
2015-04-24	Erste Liga	L	SV Horn 3 - 1	Floridsdorfer AC
2015-04-21	Erste Liga	L	Floridsdorfer AC 0 - 1	FC Liefering
2015-04-17	Erste Liga	L	Floridsdorfer AC 0 - 1	SC Austria Lustenau
2015-04-10	Erste Liga	W	LASK Linz 0 - 2	Floridsdorfer AC
2015-04-07	ÖFB Cup	L	SV Grödig 2 - 1	Floridsdorfer AC
2015-04-03	Erste Liga	L	Floridsdorfer AC 1 - 3	TSV Hartberg
2015-03-17	Erste Liga	W	Floridsdorfer AC 1 - 0	SKN St. Pölten
2015-03-13	Erste Liga	D	Floridsdorfer AC 0 - 0	FC Wacker Innsbruck
2015-03-06	Erste Liga	L	Kapfenberger SV 1919 2 - 1	Floridsdorfer AC
2015-02-27	Erste Liga	L	Floridsdorfer AC 2 - 5	SV Horn
2015-02-17	Club Friendly	W	Floridsdorfer AC 6 - 1	First Vienna FC
2015-02-12	Club Friendly	W	Floridsdorfer AC 6 - 0	SV Leobendorf
2015-01-27	Club Friendly	D	Floridsdorfer AC 1 - 1	SK Rapid Wien II
2015-01-16	Club Friendly	L	Floridsdorfer AC 1 - 2	SC Wiener Neustadt

Matches:	46	Goals:	55
Wins:	10 (21.74%)	Avg. goals:	1.20
Draws:	23 (50.00%)	Conceded goals:	52
Losses:	13 (28.26%)	Avg. goals conceded:	1.13
Over 2.5:	20 (43.48%)	Clean sheets:	20 (43.48%)
Under 2.5:	26 (56.52%)	Failed to score:	18 (39.13%)

Figure 28 – 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.

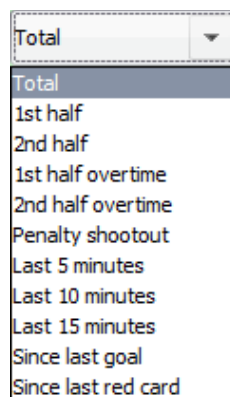



Figure 29 – Statistics Filter - Soccer

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 

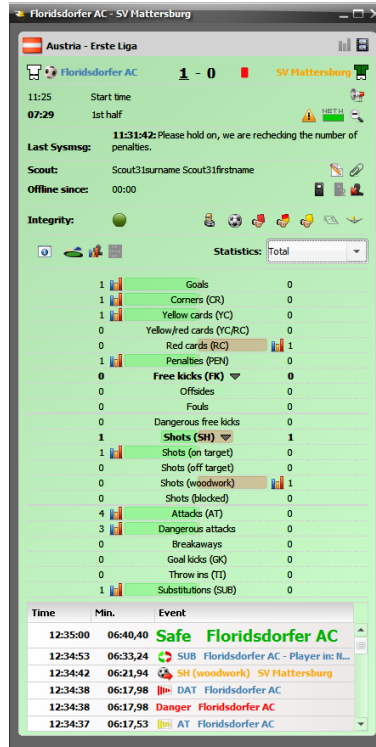


Figure 30 – Ticker Details Window - Statistics Mode

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 31 – Ticker Details Window - Animation 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*.

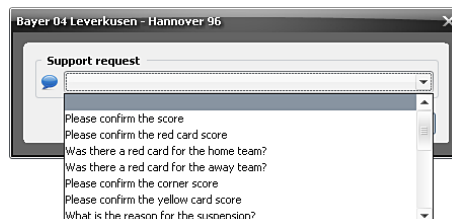


Figure 32 – Support Request Soccer - Choose Question

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 gives you an overview of the schedule of the games that RunningBall offers, up to two weeks in advance.

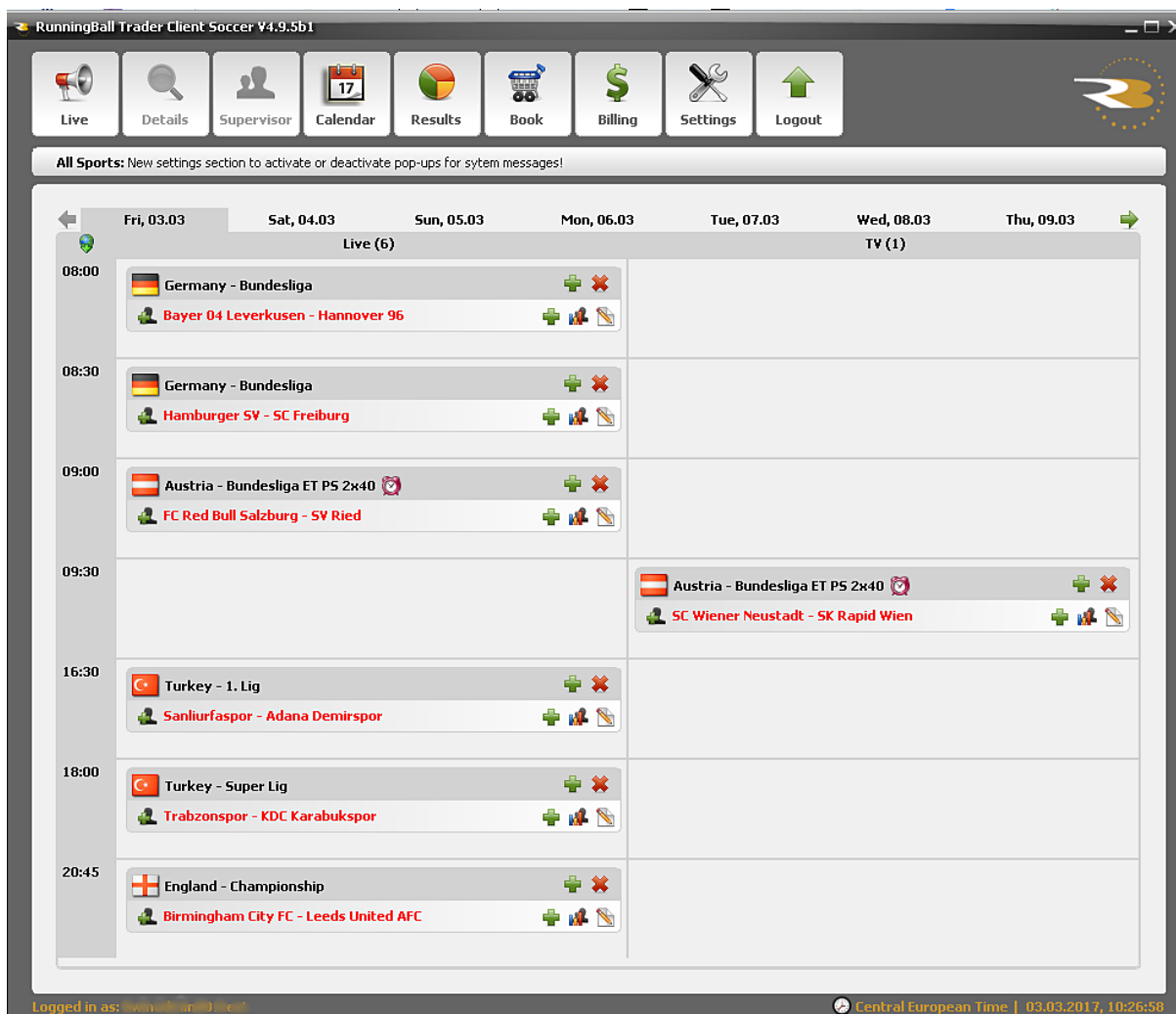








Figure 33 – Calendar View

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.

ID	Country	Competition	Venue	Neutral Venue	Team Advantage	Game Start Time	Competitor 1	Competitor 2	Coverage	PlayState
559117	Germany	DFB Pokal	Stadion im Sportforum	n	contestant 1	30.10.2015 - 09:00	BFC Dynamo	TSV 1860 München	LIVE	Running
559117	Germany	DFB Pokal	BayArena	n	contestant 1	30.10.2015 - 09:00	Bayer 04 Leverkusen	Chemnitzer FC	LIVE	Open
559118	Germany	DFB Pokal	Stadion im Borussia Park	n	contestant 1	30.10.2015 - 09:00	Borussia Mönchengladbach	TSV 1860 München	LIVE	Open
559121	Germany	DFB Pokal	Moselstadion Trier	n	contestant 1	30.10.2015 - 09:00	SV Eintracht Trier	VfB Stuttgart	LIVE	Open
559120	Germany	DFB Pokal	GAZi Stadion auf der Waldau	n	contestant 1	30.10.2015 - 09:00	SV Stuttgarter Kickers	VfB Stuttgart	LIVE	Open

Figure 34 – 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.

SC Wiener Neustadt - SV Grödig

Support request

- Please check the Game Start Time
- Please check if this game is postponed
- Please check if there is a new date for this game
- Is the game officially cancelled, or only the coverage?
- Please check if it is a neutral venue
- Please check in which country this game is played
- Please check the name of competitor 1

Figure 35 – 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.

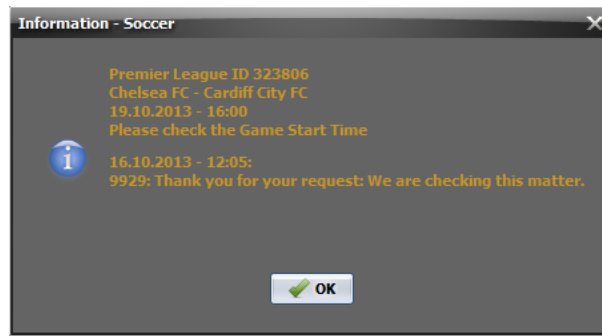


Figure 36 – CCR in Progress

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

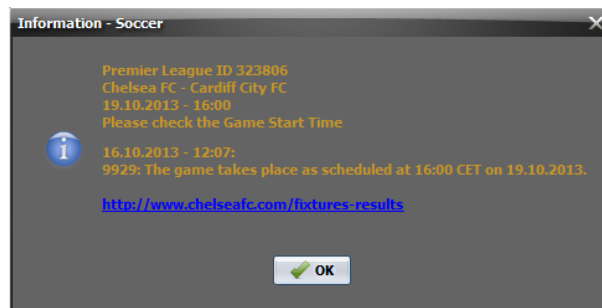


Figure 37 – CCR Answer

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.

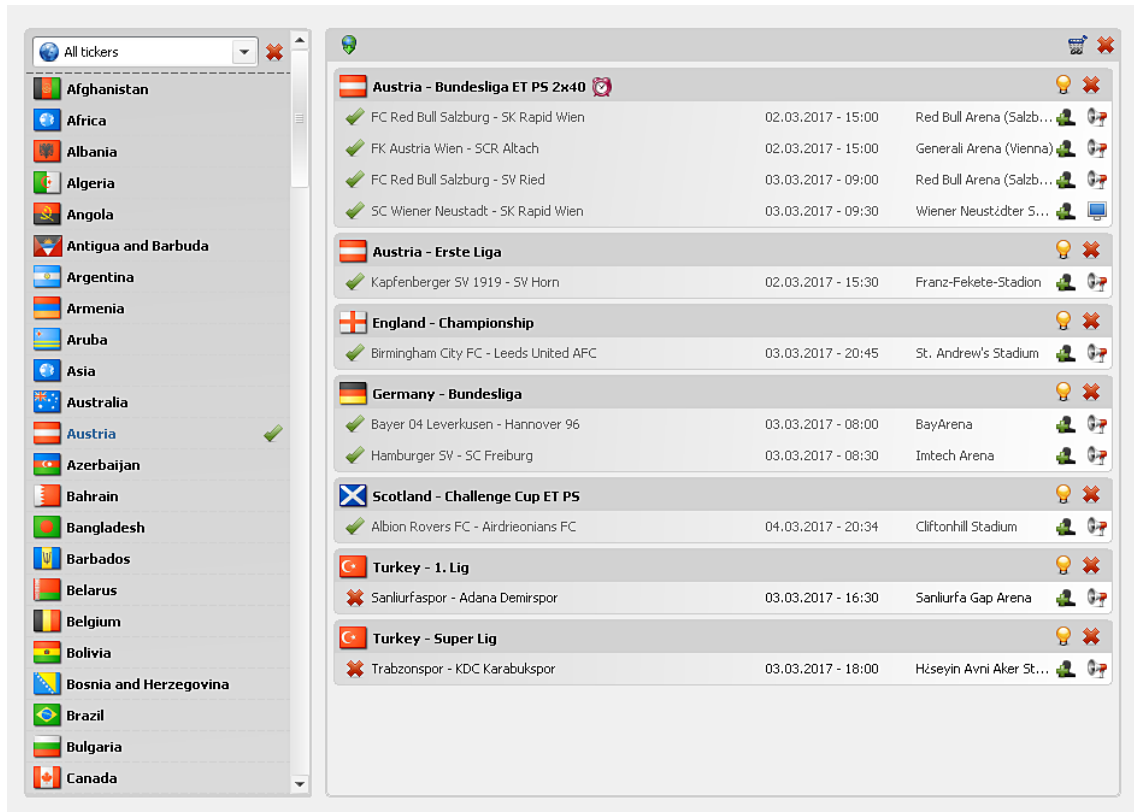



Figure 38 – Book View

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:

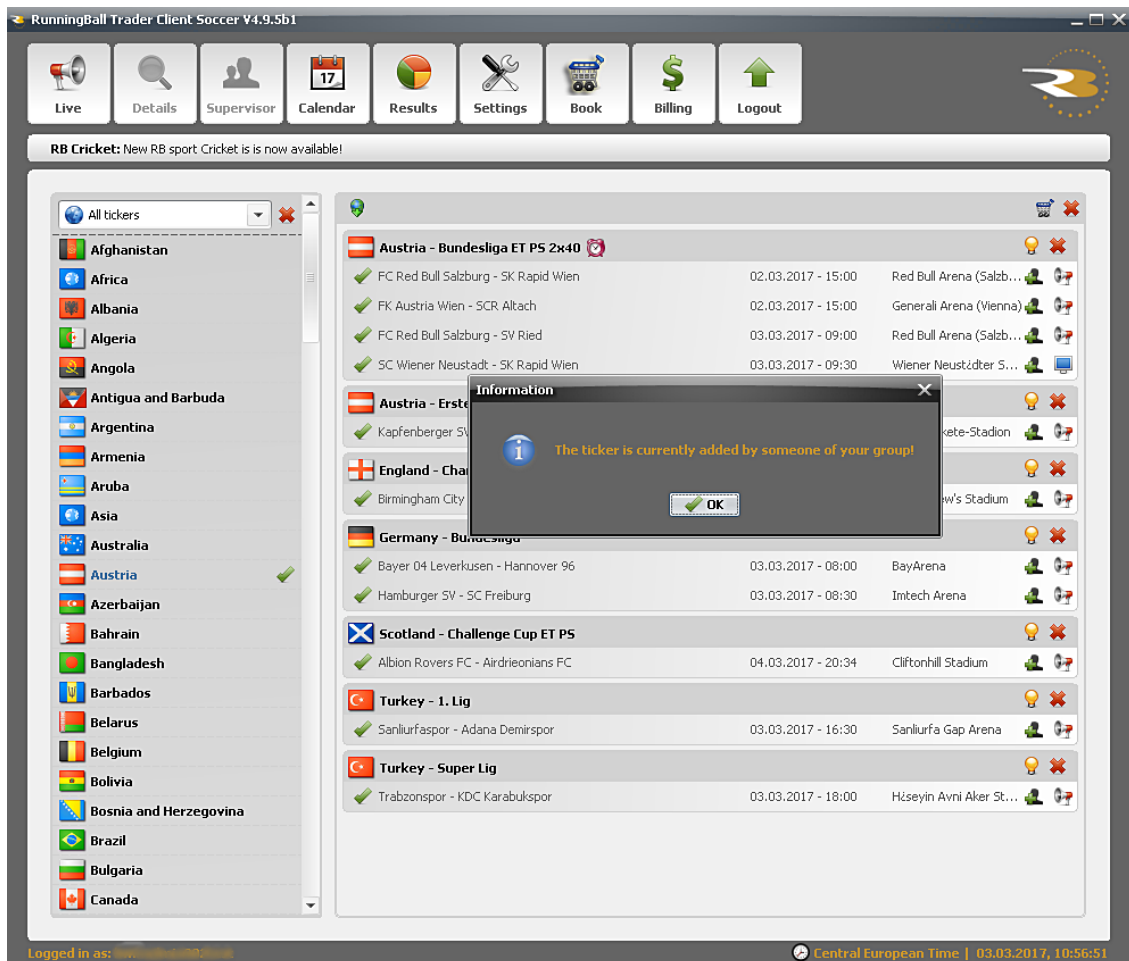


Figure 39 – Ticker Added by Unknown User

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:

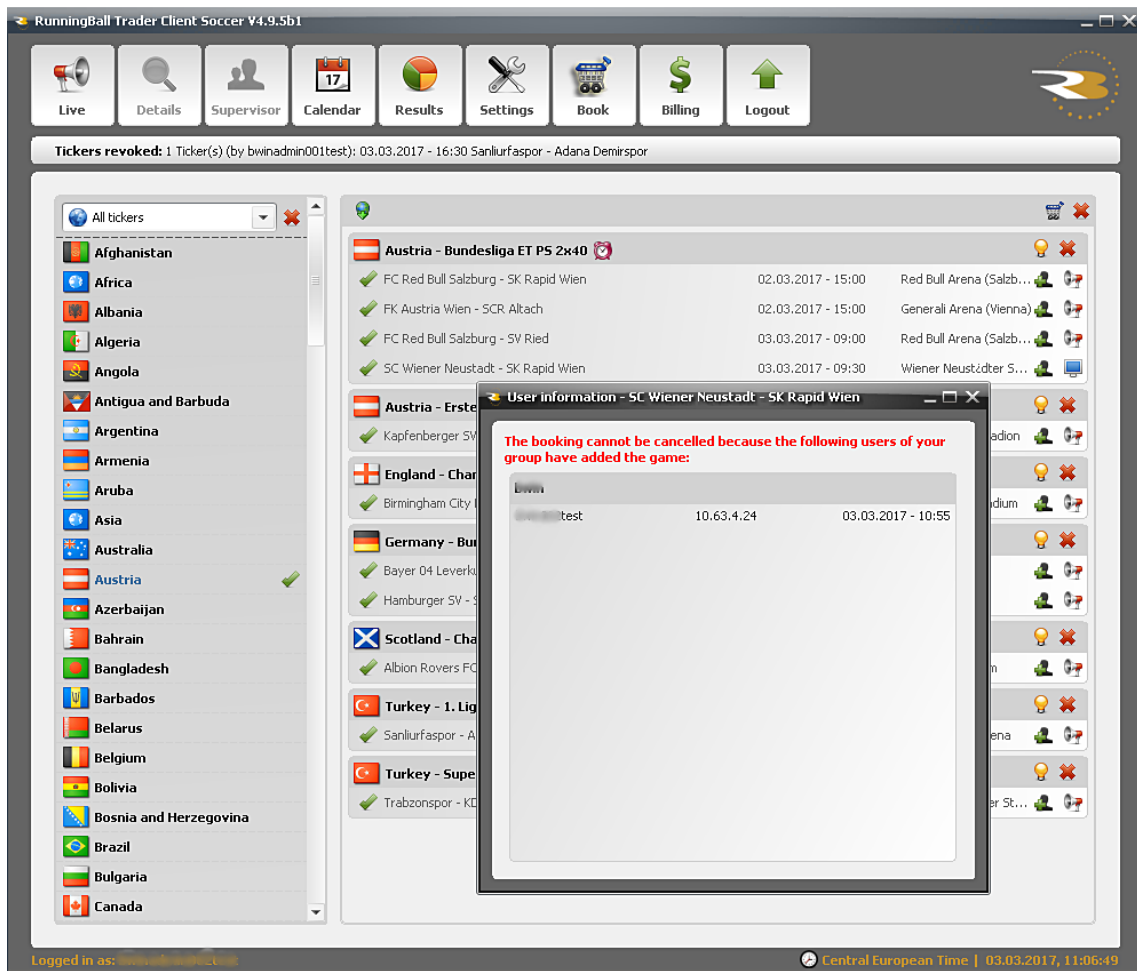


Figure 40 – Ticker Added by Known User

8 Settings



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

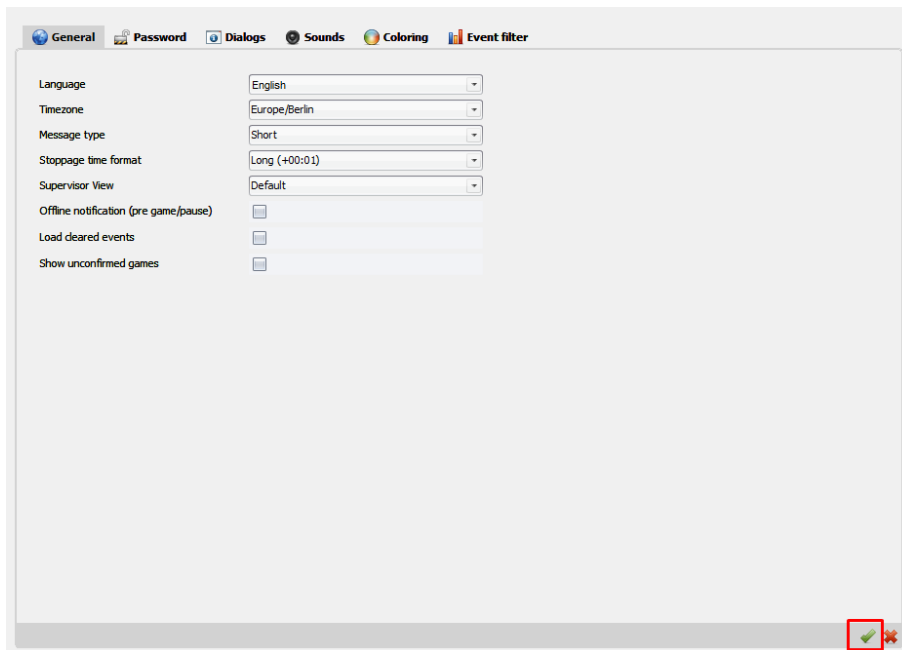



Figure 41 – General Settings

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.

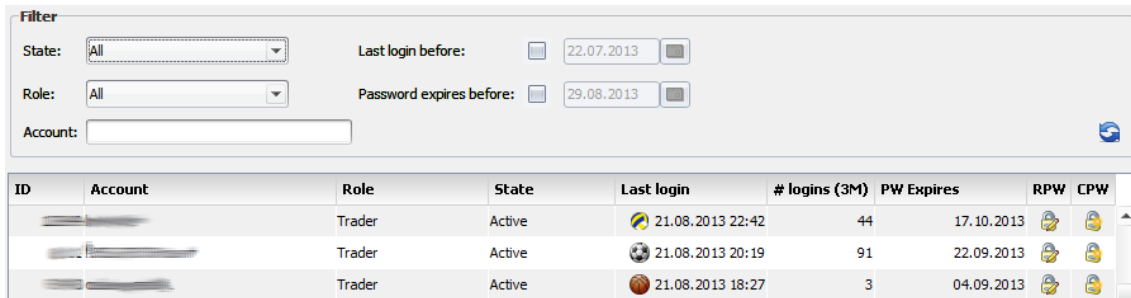


Figure 42 – User Management

8.1 Dialogs

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

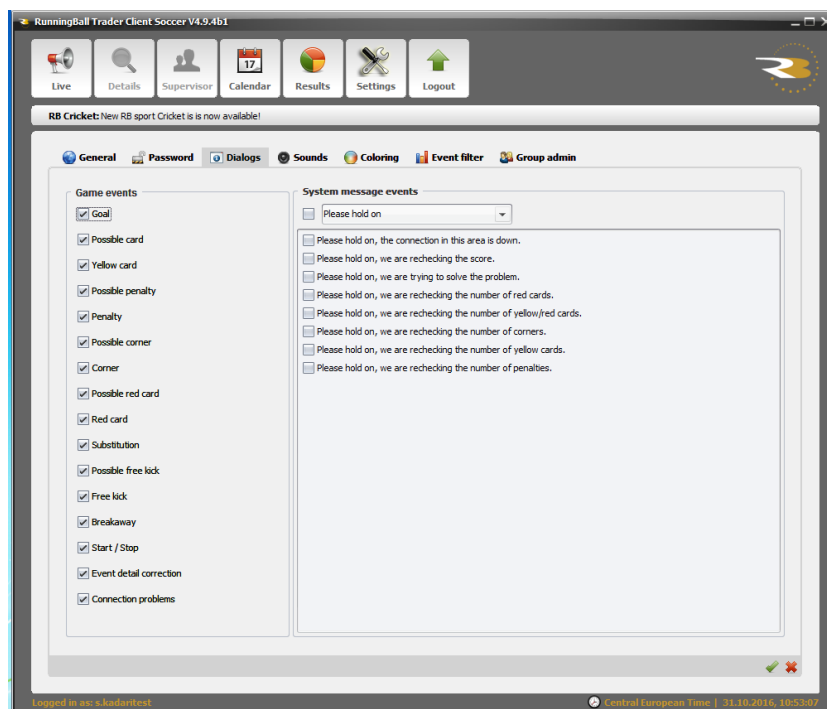


Figure 43 – Dialogs Settings – Soccer

8.2 Sounds

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

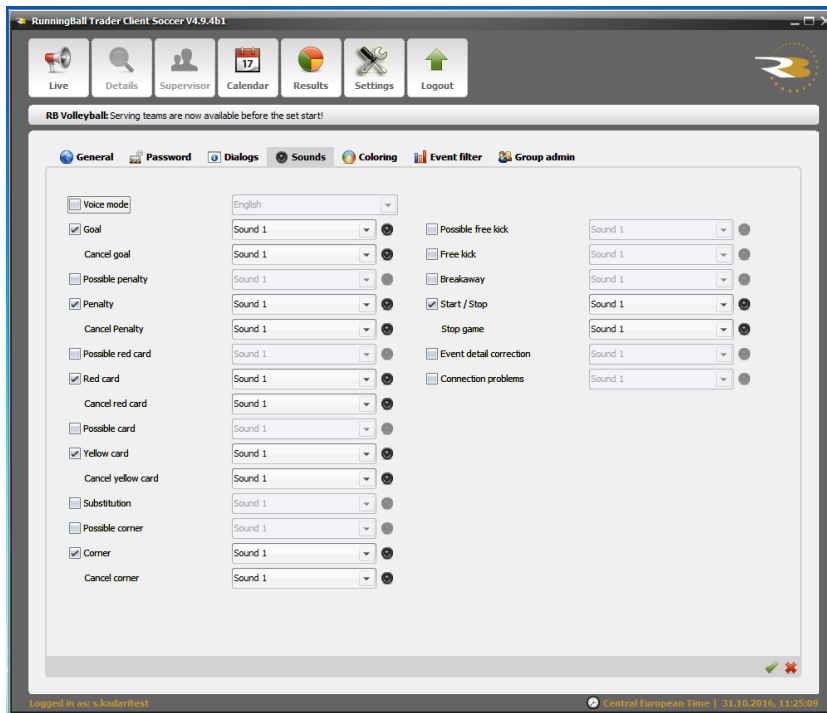


Figure 44 – Sound Settings - Soccer

8.3 Event Filter

In the Event filter Tab, events can be selected which are shown in ticker view when the respective event sends:

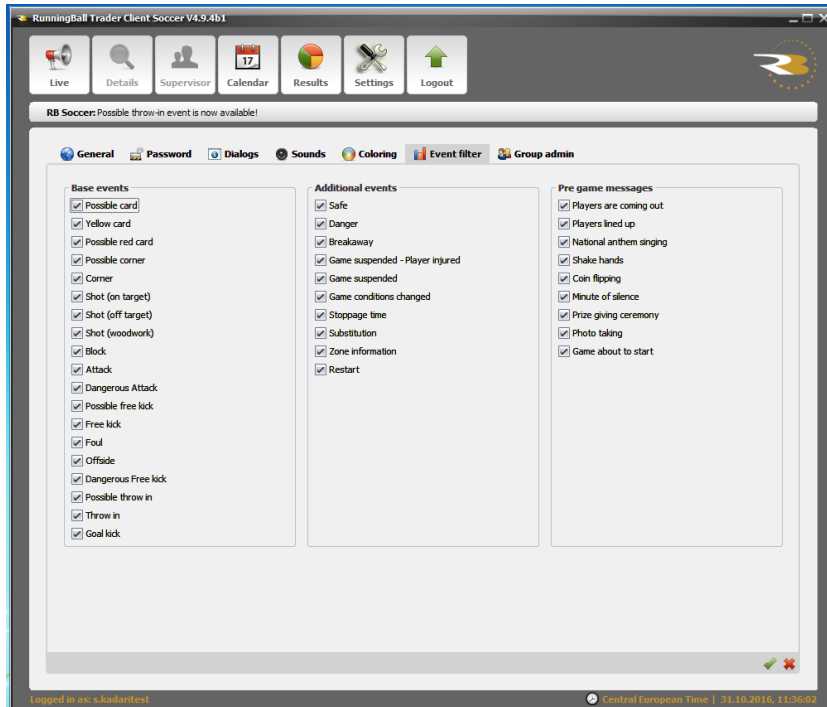


Figure 45 – Event Filter Settings - Soccer

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