

1. Operator's job is to be substitute eyes and ears for kibitzers around the world. Let the commentators comment, it's really hard to watch what's going on and report as accurately as possible on which bids are made and cards are played without also trying to analyze the hands.

2. Cell phones and kibitzers.

Before you start a segment you need to collect cell phones from the players.

Kibitzers are allowed only if they arrive before play starts for a segment. If someone tries to come to kibitz after play has started, politely tell them they aren't allowed because the match is on Vugraph. Any problem, call the director.

3. Getting started:

- a. Operator sits at S-E corner of the table (when the players put a board on the table backward, you'll see why). It's a good idea to make sure that the set up of the stools or stack of chairs and the table with the computer are comfortable for you – 2 & a half hours in one place can become a strain if you don't. I always get something to use as a footstool, for instance.
- b. We designate one room as "Open" & one as "Closed" – there's no difference between the rooms in terms of kibitzers, but BBO will show an Open and a Closed room and we use the designation to decide which table starts the broadcast and which joins. The Open room is the room where the higher-seeded team is NS.
- c. Before the segment starts, I will load the hands for the segment (quarter) on the Open Room computer, along with the names of the teams and the score at the start of the segment. To do that, I need to be at the BBO log in window, but not logged in. So it's helpful for me if at the end of each segment (when both tables have finished playing), the Open Room operator both closes the room and logs off of BBO.
- d. A practice computer has the hands (they're not from today of course, just some random hands that were played sometime in the past), so it's going to be the Open Room computer to begin with.

- i. Log into BBO (in lobby, if you have time, put your name into the profile page for the operator)
 - ii. Go to the Vugraph theatre
 - iii. Click on “Start Live Broadcast”
 - iv. VERY IMPORTANT – change the B in the little dialog box to an O. If you don’t do this there’s no way to recover, you will have to terminate the broadcast and start over again.
- e. If you are the Closed Room operator (table with the lower seeded team NS), it’s easier – you just wait in the Vugraph theatre until you see a green line with the right teams on it, click on that line, and when it says “do you want to broadcast from the other table?” say yes.
- f. For both the Open & Closed Rooms, if by any chance a dialog box comes up saying that an incomplete broadcast has been detected, do you want to continue it, say NO. This is also very important. Incomplete broadcasts come into being either because there was a surprise disconnect during a broadcast, in which case they are very useful – you can say “yes” and get back to where you were, with the player names entered and bidding & play up to where you left off; or because someone didn’t close the room properly when a match finished and something is floating around in cyberspace. In that case, if you try to continue the discontinued broadcast, you will get completely random results entered in the movie for all of the boards that were played in the broadcast that’s floating around in cyberspace and it will really mess you up.
- g. After you start the broadcast, or join the Open Room table, you will be taken to the playing “room” where you will have a screen with no cards, but looking otherwise as it always does – player names, places for the cards and for the bidding.
 - i. Before the players start to play, you can enter the players’ names: do this by right-clicking on the name box, that way if the player’s information happens to be stored on that computer it will still be there. If the information (first name, country) isn’t there, and you have time, fill it in for those who are watching on the Windows version of BBO.

- ii. There will usually be a Google spreadsheet open on your computer when you start that lists the full names of the players, the screen name we want you to use for them, their country and a link to a picture if we have one. That will help you to identify which play is which. We're fussy about the screen name because it is used to link to a database with player information that people watching on the browser version can see.

4. During play

- i. When all 4 players are at the table and the first board is put on the table, start the broadcast by clicking on the green "REDEAL" button. It will automatically offer to load board 1, so you can click on "OK" for the first & third segments of play; for the second & fourth segments, you'll need to change the "1" to the appropriate starting board (probably 16), with an "o" in front of it in the Open Room and a "c" in front in the Closed Room.
- ii. Bidding – use the keyboard – I promise it will be faster and easier than the mouse. It's also quieter and the players can't tell that you're entering bids, so you can enter the bids as they are made. If you really hate the keyboard and want to use the mouse to enter bids, you can, but in that case you should wait to enter the bids until both players on one side of the screen have made their bids and the tray has been pushed under the screen.

To enter bids with the keyboard:

1. First enter the number, then the suit (or N for NT): so 1C gets a 1 club bid. P is Pass, D is Double, R is RDBL.
2. Alerts – even if you don't know why a bid was alerted, the audience will appreciate knowing there was an alert. To show that a bid has been alerted, type an "a" either before the bid "a1c" or between the number and the letter "1ac" – either of those will cause the alert box to appear on the bid. If by some miracle you actually find out the reason for the alert, click on the bid and enter it (STR, ART, F1 is what I do for a strong

club for instance). If you didn't use the "a" to get the alert box and don't know the meaning of the alert, you can still show that one was made by clicking on the bid and entering anything (! is good) in the explanation box. You can continue to enter the meaning of alerts until the first card is played; after that you can't do anything with the bidding.

5. During the play

- i. Playing the cards – I find it faster to use the keyboard to play the cards, but I don't feel as strongly about this as the bidding. To use the keyboard:
 1. Enter the suit, then the number: c5 plays the club 5. T is ten, J is Jack, Q, K, A are Queen, King & Ace. For all but the first card of a trick, if the player is following suit, you just need to type the number; if the player is playing the lowest card they have in the suit, you can just hit the enter key; if the player is playing the highest card they have in the suit, you can just hit the backspace key.
- ii. Mistakes – we all make mistakes. To correct them, just click on "undo" or type ctrl-u, continue undoing once for each bid or played card until you get to the mistaken bid or play and then put in the right thing.
- iii. Claims – the players will almost always claim before the end of a hand. When they claim, they will usually not claim all of the rest of the tricks. Sometimes they will be clear about how many tricks they are claiming, sometimes not. This is the only time that you can ask questions of the players – when they claim, ask them what the result is, or how many total tricks, or whatever makes it easiest for you to be sure you understood. There is NOTHING wrong with asking them to clarify the claim, and it is a good thing to do so periodically even if you're certain you know what they claimed. That way when you ask what they claimed, you won't be implying that you think they made a mistake. Incidentally, you should not ask the players anything at any other time. If you didn't see a card that was played, guess,

don't ask. Definitely don't ask "did you really ...". And don't join in discussions of the hands – you have information that the players don't and we don't want to share that in any way. Once you are clear about what they are claiming, use the "less" button to get to the right result and then click on "Claim."

iv. After you have claimed, you can no longer do anything with the hand (undo doesn't work to undo an erroneous claim). That's why we want to be as careful as possible to get the correct claim. But if you entered the wrong result, or they change it later, you can correct the score in the movie:

1. Click on the green "movie" button
2. Note that you will be in your room when you get to the movie – that button that says "Closed Room" if you're the Open Room or "Open Room" if you're the Closed Room, really means "go to Closed Room."
3. In the movie, click on the "contract" box for the board whose result you want to fix. Then type in the correct score in the precise order: contract, declarer, result (= if it was made exactly, -x for down x tricks, +x for x overtricks). For doubled or redoubled contract, use x and xx, and those go after the declarer – I get that wrong most of the time and then it says something about wrong format and I have to try again.

Note that when you fix the score in the movie, you lose the bidding and play record, which is why we try to get the claims right instead of fixing in the movie. But it's more important to have the score right than to have bidding & play for all the hands, so if you or the players made a mistake with a claim, do fix it. If Al Hollander (ahollan1/2/3 etc) is commenting in your room, and you remember before correcting the movie tell him you're changing a score and he will save the bidding and play record and put it back into the file that goes into the BBO archive.

v. To move on to the next hand, just click on "REDEAL" or type ctrl-d. It will automatically give you the next board in order.

If the players put the wrong board on the table, you will need to change the number in the “redeal” box and then change it again when they fix things later.

6. When play is over at your table
 - i. When your table has finished play, if the other table is still playing, just minimize the window and leave it alone. If the other table has finished play, click on the “BACK” button on the lower left and say “yes” to “Do you want to end the broadcast.” Don’t click on the red box to log off of BBO, that creates one of those incomplete broadcasts we don’t want.
7. To watch the other table – useful if your table finishes early and the players want to see what’s happening, open a browser window and navigate to BBO and click on “look around the site” and then on Vugraph and then the table you want to be watching.

While we’re in a browser window, click on a player’s name to see what the audience can see when they click on the players’ names. The information comes from a database that we try to keep accurate and up to date, although we don’t always succeed. In order for this information to appear, you have to type the player’s name in the same format as it has in the database, that’s why we’re a little fussy about how you put in the names: Last name only, initial letter capitalized. If there are two players with the same name playing, or who might be playing, we include the first name initial, with a space between it and the last name. If that uses more than 10 characters (names in the name box are limited to 10 characters) remove the space. The spreadsheet with player names will tell you exactly what to enter.