



CricHQs Guide to Using Our Multi-Platform System

APP Recommendations

WHAT ARE THE REQUIREMENTS FOR AN ANDROID DEVICE USING CRICHQ?

At CricHQ we do not have a specific list of devices to use but the below specifications will help to define the best devices to use;

Required:

- Android 4.0
- Google Play Store Access
- ARM CPU
- Graphics chip
- Ram 512MB

- WIFI
- Multi-touch
- External storage

Recommended:

- Android 4.4 or above
- Ram 1GB
- Camera
- 3G
- Vibration support
- External contacts App

WHAT VERSION OF ANDROID SOFTWARE DOES CRICHQ SUPPORT?

What version of Android software does CricHQ work on?

If you are experiencing issues with your CricHQ app on any Android Devices could be due to the version of Android you are currently using. We currently support Android Versions 4.0 and above, if you are using a version below this you will need to update your software for peak performance of you app.

WHAT CURRENT VERSION OF APPLE SOFTWARE DOES CRICHQ SUPPORT?

What version of IOS software does CricHQ work on?

If you are experiencing issues with your CricHQ app on IOS iPhone or iPad it could be due to the version of IOS you are currently using. We currently support IOS Versions 6 and above, if you are using a version below this you will need to update your software for peak performance of you app.

Note: if you are currently using an iPad 1 you will not be able to update your software to IOS 6 and above therefore using the CricHQ App will have limited functionality.

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Browser Compatability

WHAT WEB BROWSERS DOES CRICHQ.COM SUPPORT?

We develop our product for most web browsers, however our website is optimised for Google Chrome. We also support Firefox, Safari and Internet Explorer 9 or later.

Note: Some users may find some compatibility issues with Internet Explorer.

App Scoring Tips and Tricks

HOW CAN I SAVE POWER ON MY DEVICE?

I always find I run out of power on my device during a game. How can I make my battery last longer?

When scoring a match on our app either on an Android device or iOS device we'd recommend you start the match with 100% however we are aware that sometimes that isn't always possible. Depending on the age of your device and power of the operating system battery life varies across all devices and depending on the length of the match you're scoring depends on how much battery life you need to have before starting your scoring on the app.

We'd recommend the following to help save the amount of battery life you use during a match on your device;

- 1) Turn the screen brightness down to a minimum, this drains a lot of power.
- 2) Turn off all applications in the background.
- 3) Turn off all cellular roaming and unessential internet connection (unless live scoring).
- 4) Keep the device out of the Sun and don't let it overheat.

If you follow these steps you will find that you will have plenty of battery life to score all types and lengths of cricket matches.

HOW DO I SET UP MY MATCH THE NIGHT BEFORE?

[Can I save myself time and hassle by setting up my Match the night before?](#)

When setting up a match before the first ball it often becomes a hassle and a worry to make sure all information is in and ready to go in time. However, if you're connected to the internet you can download and save the match the night before, enter in any information you currently know and save it to the device. You can then open up the match details, which has been saved under 'Matches' and 'Saved', to exactly where you had them the night before without needing to have an internet connection or taking up precious time before the game.

IF I EXIT MY CURRENT SCORING MATCH CAN I FIND IT AGAIN TO CARRY ON?

I want to use my device for something else but I don't want to lose the data I've already scored. Can I exit the scoring app and come back to it?

This is not a problem, simply come out of the app and use the device for another purpose, then open up the app and navigate to the 'Matches' section and under the 'Active Matches' section you will find your in progress match. You can also do this to navigate to other parts of the CricHQ app whilst scoring.

WHY ARE MY WAGON WHEELS SLOWING DOWN?

When using the Wagon Wheel for a match longer than T20 it slows down and becomes unresponsive. Why does this happen and can I stop it from happening?

We have had a lot of feedback on wagon wheels and pitch maps taking a huge toll on the time taking some CricHQ users to score ball to ball of their match. This issue is caused not by the CricHQ application, but by the device itself, and how well it can handle "temporary memory". This is to say that every device has a limited amount of memory, and every application on a device uses this memory for its own purposes to run correctly. Some devices will therefore have more and be affected little by time delays, and some will have little memory and will see this crop up within a shorter time period.

As most applications are not run upwards of an hour or two at a time it does not affect them, however when scoring for an extended length of time this memory builds up and slows down the device's capabilities to run as normal.

Good news though! Here is an easy fix to get the application running at full speed again if this happens to you throughout your day of scoring, as well as a way to delay the issue altogether.

Extend time before slow down:

The main cause of the app being slow is the devices memory being filled up. To ensure the device has as much memory for your scoring time as possible, make sure you "Close" all the applications currently running on your device, for matches lasting longer than T20 turning off dot balls wagon wheel capture and pitch maps which will extend the time before slowing down and may not slow at all. This means CricHQ will have more memory to use. *(For more information on this try the links at the end of this article).*

Close application fix:

To implement the easy and instant fix simply finish your current action of scoring, and "Close" the application. This does not mean go out of the application, this means you need to stop the app from operating *(For more information on this try the links at the end of this article).* Then re-open CricHQ and find your match under the 'Matches' menu. You will continue exactly from where you last were, except now wagon wheels and pitch maps will be running at full speed again.

HOW MUCH DATA DOES LIVE SCORING USE?

How much data will I use scoring "Live" on the CricHQ app?

We know it is a huge benefit to parents and fans to see live matches on CricHQ and follow along ball by ball as the match unfolds. Some scorers are cautious that this will use all of their data plan however. To clear up the amount data used, a full day of 'Live' scoring (8 hours and set to update every 30 seconds) will use around 10mb of data. That includes using pitch maps and wagon wheels.

If users experience a drain in data greatly beyond this you will need check your current applications running, and syncing in the background as CricHQ will not be the cause. *(For more information on force closing applications in the background see)*

After the Match

HOW DO I EDIT A SCORECARD BEFORE IT'S ACCEPTED?

I want to edit my scorecard before the competition administrator has accepted it:

If you have uploaded either a manual scorecard or a scorecard via the app and wish to edit any information within you must first check within your fixtures tab that that fixtures scorecard has not been accepted by the competition administrator.

To find this login to CricHQ.com, go to Admin > Fixture and find you fixture using the filters. Select the fixture you have submitted a scorecard for.

If your scorecard is in the "Match Result" section you will need to contact the competition/league administrator as the result is verified and official.

If your scorecard is in the "Submitted Scorecards" section still then you will be able to edit it by clicking on the drop down box on the right hand side and selecting edit scorecard.

HOW DO I EDIT A SCORECARD AFTER IT'S ACCEPTED?

Can I edit a scorecard after it's been accepted by the competition administrator?: In order to edit a scorecard a scorecard after the competition administrator has accepted a scorecard for that fixture you must contact your local cricketing organisations competition administrator and inform them of any changes that need to occur as they are the only people who can edit the scorecard.. If you're not sure who your competition administrator is your club administrators will know and have contact information for the organisation.

WHY CAN'T I CLICK ON MY PLAYERS IN THE ONLINE SCORECARD AFTER A MATCH SCORED ON THE APP?

If your players are missing links to their profiles on the match scorecard (no hyperlink to profile): This would mean these players were not in the club or team list to select when choosing your players in match setup

and were created on the app before the match. The reason for the lack of link to the players profiles is due to the fact that there is no link from the scorecard name on the app to a player within that club on the website so no player profile actually exists at this stage. The way to have these stats attributed is to create the player in the club list (if you're not able to do this you need to contact your club administrator) then select him in your teams squad list.

Once you have the player(s) in the club and team list online you will be able to swap the newly created player for the non linked one in the scorecard. N.b this is only possible by you when the scorecard has not been accepted by the competition administrator. After the result has been accepted only the competition administrator has permission to change players around in a scorecard. In this case contact your Competition Administrator.

If you need any support along the way please don't hesitate to email support@crichq.com for any help.