when something goes wrong

Read this first. Nobody in the room will ever see the word error. **The only real failure here is somebody who never got the page open at all**, and the helpers fix that, on foot, with a hotspot.

three words this card uses, in plain English

`the strip.` The four boxes across the top of your own page: they say whether the answers are healthy.

`the built in set.` The answers written for this room in advance: they are good, the afternoon is built on them, nobody can tell, and it is not a fault.

`an act key.` The row that says which part of the session the big screen shows: pressing one holds it there for ninety seconds.

your keys, in order, and the words on each one

`before the doors.` **lunch**, then **Show lunch on the wall**.

`at his first word, not at two o'clock.` **Start the session**; lunch is off the clock, so Start goes straight to live.

`any time.` **drop** beside a waiting line, inside twenty seconds.

`at the desk beat.` type the two answers, send each as a person. On the housing draft press **approve for the room**, then **Approve for the room**. The page says the count and the ticket: read the number out. On one other draft press **decline**, then **Decline it**. A refusal has no room key.

`at the last block.` **the room ask**.

`at the end.` **publish**. Every key asks first, and the yes button is the action, never the word yes.

"Call it before I answer." Press **the case** on that sentence, not before. Twice is once, the reveal fires itself forty seconds later, and **if the bars stay empty or the stamp is late, do nothing.**

"One person approved the housing for all of you with one key." Approve for the room, once, then **decline** on the draft marked for it.

"One line. The thing you want your agent to do on Monday." Press **the room ask**, then watch for a name in a line and drop it.

the ten second check

Look at the strip at the top of the operator page first. It says one of four things.

`live.` The thing behind the agents is fine. Whatever you were worried about is not this.

`built in set.` The answers are still good, written for this room, and no delegate can tell. **Do nothing, and never apologise for one.**

`cannot reach us.` The phones cannot reach the server. Their own browsers answer, and the afternoon still works.

`nothing seen.` On your second phone type: say the word pineapple back to me. One word at a time means live, a block at once means the built in set.

nobody does these, in any case

1. **Nothing is redeployed, changed or wiped** during the session. A redeploy takes every phone down for a minute.
2. **No frozen number is read out as live.** Somebody is counting the room.

the three numbers, and turn over

Write these before doors. A laminated card takes a marker. The twelve are on the back.

venue av _____

the desk _____

the floor _____

twelve things you might say

find your own words, then read the three lines under them

1. "People are scanning and the number is not going up"
check The strip says cards not counting, or the admin page says signing is off.
do Nothing. Change the beat: ask the room to hold up the phone with their agent's name on it. A hundred phones in the air is better proof than a number.
never Do not point at the wall. Do not set anything to fix it now.

2. "The answers arrive all at once instead of word by word"
check The strip says built in set.
do Nothing. If somebody notices out loud, the line is on the stage card.
never Do not change a key. Do not redeploy.

3. "The big screen has not moved for a minute"
check The wall says so in its own words at the bottom: holding the last count. The strip's wall cell says how long since the wall last asked for data.
do If the wall cell is red, the laptop or its network is the problem. If it is green, the room simply has not asked anything for a minute, which happens.
never Do not walk to the projector while the room is watching.

4. "This person's phone will not open it at all"
check Try it on your own phone on the venue wifi.
do Send a helper with a hotspot. If it is the hotel sign in page eating the link, tell them to join the wifi and open any page first, then scan.
never Do not ask the room to reload. On a dead network a reload loses the page and there is no way back.

5. "There is something on the big screen that should not be there"
check Is it still in the waiting strip, or has it landed.
do If it is waiting, tap drop. If it has landed, press any act key, which holds the board for ninety seconds.
never Do not say anything about it from the stage.

6. "The screen is showing the wrong part of the session"
check The clock on the operator page.
do Press the act you want. That pins the board there until you choose automatic again.
never Do not press Start twice.

7. "It is my turn and there is nothing on my list"
check The list fills itself every three seconds during this part. Give it five.
do Answer the Nair visa question instead. It is written on your floor cards, it is a real one, and it is safe to say out loud.
never Do not wait in silence. The person on stage is about to introduce you.

8. "I sent the answer and I cannot tell if it arrived"
check The page says plainly whether it went.
do Say the answer out loud anyway, because the person on stage is about to read it.
never Do not send it four times.

9. "I pressed publish and nothing happened"
check Press it once more.
do Stop after the second try. The line is on the stage card. The page keeps checking and anyone who opens it later gets the real thing. Publish it from the car.
never Do not press it eight times.

10. "The big screen has gone black"
check Is the laptop asleep, or has the projector lost its input.
do Wake it. It comes back on the right part of the session by itself.
never Do not do it while the room is looking at the screen.

11. "Someone says their agent has forgotten them"
check Ask whether they opened it from a link inside another app.
do Point at the code on the table tent and let them scan again. A new file opens in twenty seconds and everything from here on works.
never Do not try to recover the old one. There is nothing in it they need.

12. "It refused something perfectly ordinary"
check Read what they typed.
do Tell the person on stage between beats, not during one. There is a line for it and owning it is worth more than hiding it.
never Do not argue that the refusal was right.