Tennis Esports Competitions
Frequently Asked Questions (FAQ)

General Questions

1. How can I download Tennis Esports?

Downloading Tennis Esports can be done in two ways.
Go to the AppLab. Add Tennis Esports to your library. Once the game appears in your library, you will be able to download it in VR or using the Oculus app on your phone.
OR
SideQuest supports tennis-esports Browse on your PC/Laptop - download tennis esports to your computer. When the download is complete, you will be able to connect your Oculus Quest to your PC/Laptop and sideload the game onto your Oculus Headset.

2. How can I enter Tennis Esports Competitions?

Leaderboards are automatically linked to your profile and activity in the App.

3. What is Discord?

Discord is a voice, video, and text chat application which can be used on your smartphone, or PC, but not available inside the VR App. We will use it to communicate with voice calls, video calls, text messaging, media and files in private chats or as part of the Global Tennis Esports community called a "server".

You can post messages, upload files, share images or connect through a voice or video call in real time, and can share your screen. The Tennis Esports server is organized into different text and

voice channels to chat about different topics and see tournament announcements, rules, registration, match making, score reporting, help or practice matches.

Use the @ function to speak to anyone directly or post on any channel. This includes announcements, registration, matchmaking, match reporting, player chat and feedback, and help.

4. Can I play without my own VR Headset?

Yes! You can use a headset that belongs to someone else, just make sure to log in with your own Tennis Esports account when playing in VR. This will enable your opponent to know who they are playing against, and if there are any issues Tennis Esports will be able to verify that it really was you who was playing.

Instant Match

5. What is an Instant Match? How do I activate it?

Instant match is a 'switch' players can activate whilst in the Tennis Esports App. Turning this on at the top right hand corner of the screen will automatically find an opponent (who has also actuated instant match) and create a match for you instantly.

Once the 'switch' has been activated, you are free to play other modes in the App. Once an opponent has been found, you will be automatically redirected to the Match court.

6. Do both players have to enable Instant Match to play?

Yes! To enable Instant Match, BOTH players must have instant match activated.

7. What if I want to play my friend in an Instant Match?

If you want to play someone you know or arrange an Instant Match, please communicate a passcode that you both enter. Matching codes will bring you both to the same court instantly!

8. What is the Instant match format?

Instant matches are already configured to be 10-point tiebreak. To be the winner you must win at least 10 points AND be leading by a margin of at least 2 points. The App will tell you when the match is completed.

9. Do I get points if I win / lose?

Yes! You receive **3 points for winning and 1 point for losing**

10. I won my Instant match, do I need to report the score?

No! Results are automatically linked to the Leaderboards based upon your activity in the App

11. How do I see my ranking and how often is it updated?

Rankings are displayed daily on the website leaderboard [here](#). You will be able to see overall matches won and the number of matches played and various other statistics. You can see the standings of other registered players and see which games they have played.

12. Can I share my results on Social Media?

Yes, be sure to tag us!
Instagram: @tennisesports
Facebook: Tennis Esports by VR Motion Learning
Youtube: Tennis_Esports
LinkedIn: Tennis Esports Inc.

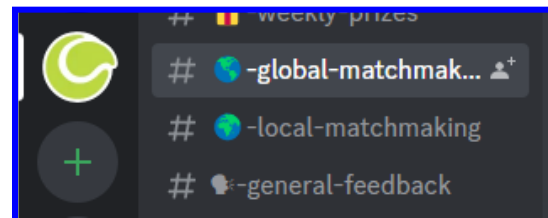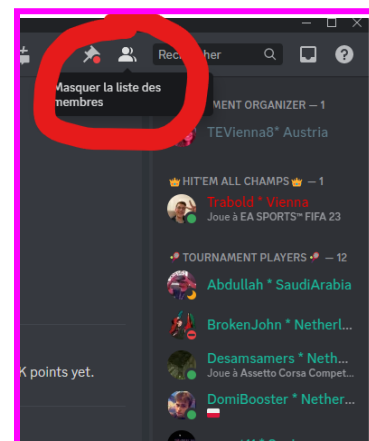## 13. How do I find players to play against?

If you want to play someone you know or arrange a match, you have the options of the following to chat with our community

To find a match, go to the Global or Local match-making channel on Discord
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a. See the list of players

You can see a list of players who are also part of the group. You can also see this list by clicking the top right member

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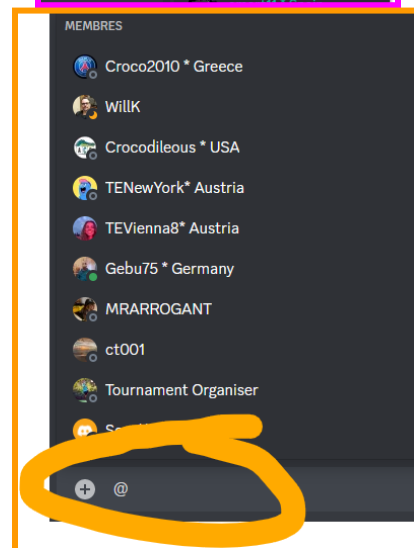
b. Search for players

Enter ''@'' in the text field at the bottom of the discord page to see a prompted list of all those on and offline

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c. Search the leaderboard to beat the best

You can also search the leaderboard on the tennis-esports.com/leaderboard page for players to challenge.

14. What is the match format?

Custom matches are already configured to be 10-point tiebreaker format.
To be the winner you must win at least 10 points AND be leading by a margin of at least 2 points.
The App will tell you when the match is completed.

15. I won my match, how can I report my score and get the points?

Results are automatically linked to theLeaderboards based upon your activity in the App

16. How do I see my ranking and how often is it updated?

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18. Why did my Discord username change on the Tennis Esports Server?

The tournament manager will change your username in Discord to match with your Tennis Esports profile. This will make it easier for players to identify who they are playing, and join the correct match room. Your location will also be included in your Tennis Esports user name. This is to help other players coordinate matches and increase the chances of finding a playing partner.

19. How can I coordinate time zones globally?

When you create a match, be sure to specify the timezone that you are in. Other players' in other locations which may be in a timezone different to your own. It is therefore very important that both players coordinate the time. World Clock Converter.
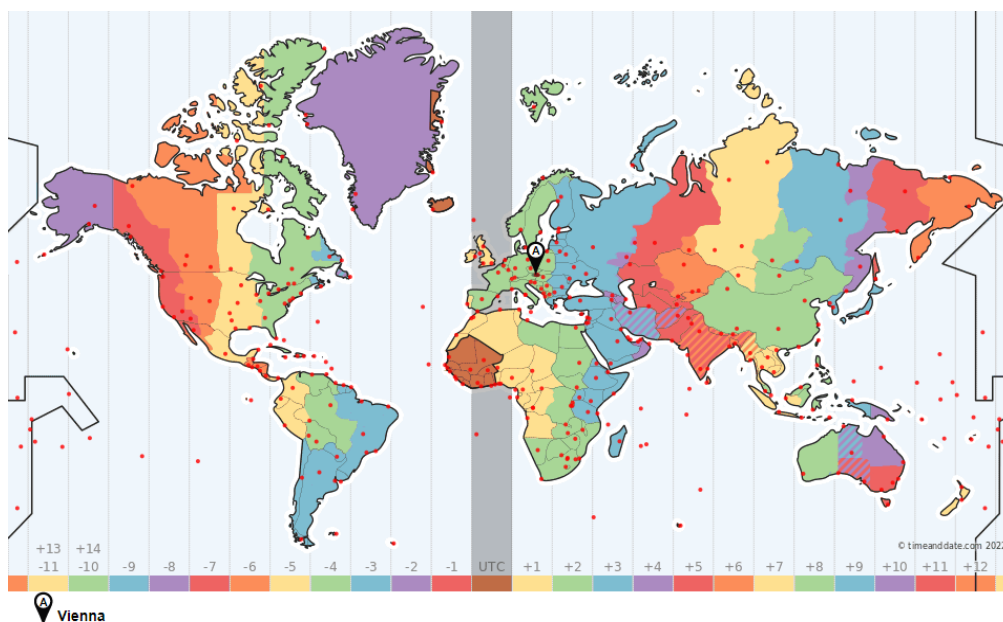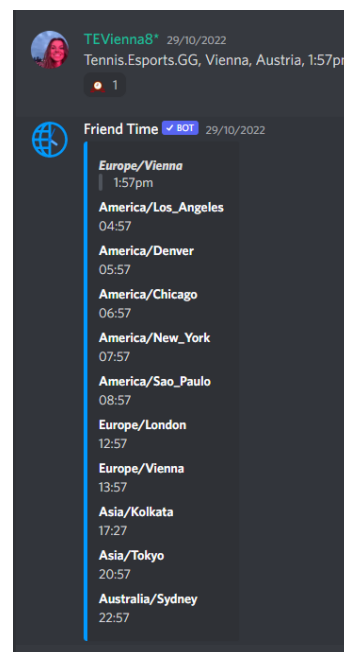
Use 'Friend Time'

In addition, you may also check the time differences across regions in discord. Be sure to install "Friend Time'

Simply enter a message including a 12h hour time e.g. 5:00pm, and a list of the time differences and locations will appear in the chat. See the images as helpful references and guides

What is Friend Time?
To help you coordinate matches with players from different time zones we have installed the 'Friend Time' BOT. To use this helpful feature, all you have to do is write your local time in the text box of the 'registration' or 'match-making' channel and then check your direct message inbox. Follow the instructions to set up 'Friend Time' and this feature will help you to schedule matches with players from different time zones from across the world.

You can use the feature by typing in the 'Match-making' channel your local time e.g. 5:00pm, and a list of the time differences and locations will appear in the chat. You will easily be able to see up to 10 different time zones from major cities across the world.

Technical Questions

20. What if I am having connection issues?

If you are playing against someone from the same continent, you should choose the 'local server' option. This will improve gameplay and decrease your ping speed. When you play on the 'Global Server' you have the opportunity to play against players from all over the world, however it is likely that at least one of you will be playing with an increased ping speed. If you experience lag during gameplay, look for a faster internet connection.

21. What is my PING?

PING is used to describe the speed of connection between a player's input and the server's response to those inputs. THE LOWER THE BETTER, this means less delay.

Lag is a spike in the time it takes for an action from your game to reach the game server and be registered, or for a message from the game server to be registered on your device.
This delay is called ping and a lower ping is better and a smoother gameplay experience. Ping is measured in milliseconds.

22. What is the strike system?

The strike system is used to maintain a fair sporting environment. Players will be penalized with a strike in the following ways:

1. Not showing up to matches   **= 1 strike**   –>   [FAQ#26](FAQ#26)

2. Abandoning a match before end **= 1 strike**   –>   [FAQ#27](FAQ#27)

3. Reporting a false result   **= 3 strikes**   –>   [FAQ#24](FAQ#24)

All players can be reported by another player for committing any of the above fouls.

If a player receives 3 strikes they will be penalized 25% of their total points.

If a player receives 4 strikes they will be disqualified from the tournament

23. What happens if two players disagree on the result of a match?

Tennis Esports has the ability to look at all match results between each pair of players through the back end. The Tournament manager will do this to resolve a dispute between two players.

24. What happens if someone abandons the match before reaching a score of 10?

Players who abandon a match before the end of the match will receive a strike.

Any player who has left early needs to be reported in the 'Match-Problems' channel on Discord.

The player who has the allegation against them has 24 hours to reply to the message and contest the strike. The player who is found to be abandoning will immediately receive **1 strike**

25. I don't remember my Tennis Esports account?

If you are having trouble remembering your account details including your linked email address, please contact our help channel on Discord or contact the Tennis Esports team via our website https://tennis-esports.com/contacts

26. How can I report any other problems?

Players can report any issues they have with gameplay, discord or tennis-esports.com on the 'HELP' discord channel. There will be a moderator who checks the channel on a regular basis, and will do their best to provide useful information. You can use the tag: @Tournament Organizer to ping the tournament organizer.