9.2.5 The bridge is not autofilling — what's wrong?

The bridge is not autofilling — what's wrong?

> 9.2.5 FAQ

The **bridge** — the distance between the edges of the two finger holes — is a value Spectre Cloud can calculate automatically from the finger hole sizes and span measurements already on the spec sheet. When the bridge field is not autofilling as expected, the cause is almost always a missing input rather than a system fault. This page identifies the fields that drive the bridge calculation, explains what each one contributes, and walks through the checks that resolve the issue in most cases.

□□ What the Bridge Calculation Needs

The bridge is derived rather than measured directly — Spectre Cloud calculates it from values already on the spec sheet rather than requiring you to enter it manually. For the autofill to work, the following fields must all be populated with valid values:

- □ **Middle finger hole size** — the diameter of the middle finger hole.
- □ **Ring finger hole size** — the diameter of the ring finger hole.
- □ **Middle finger span** — the span distance for the middle finger, measured to the reference point appropriate for the selected span type.
- □ **Ring finger span** — the span distance for the ring finger.

- **Span type** — Full Span, Cut to Cut, or Oval. The span type determines how the span values are interpreted relative to the hole edges, which directly affects how the bridge distance is derived.

Note: The bridge autofill triggers when all required fields are present and valid. A single missing or invalid field prevents the calculation from completing — the bridge field remains empty or shows a placeholder rather than a calculated value.

Step 1 — Check for Missing Span or Hole Size Values

Open the spec sheet and confirm each of the five fields listed above contains a value. The most common cause of a non-autofilling bridge is an incomplete spec sheet — one of the required fields was skipped or left at a default zero.

- Check both **middle and ring finger hole sizes** — a single missing hole size prevents the bridge calculation regardless of whether the other fields are complete.
- Check both **span values** — a span of zero is not a valid span. If either span field shows zero or is empty, the bridge will not calculate.
- Confirm **span type** is selected and not left at a default or unselected state.

Step 2 — Check for Invalid or Out-of-Range Values

If all required fields are populated but the bridge is still not autofilling, one or more values may be outside the range the calculation expects. Common examples:

- **Hole size entered in the wrong unit** — a hole size entered as a metric value in an imperial field (or vice versa) produces a number that is technically present but physically implausible, which may prevent the calculation from completing. Confirm the unit matches the measurement system configured in Settings.
- **Span value entered as a decimal when a fraction was intended** — a span entered as `4.5` when `4 1/2` was meant is numerically the same and should calculate correctly, but a span entered as `45` instead of `4.5` produces an implausibly large value that may trigger a validation check. Review the span entries for obvious magnitude errors.
- **Hole size larger than the span** — physically impossible and a certain sign of an entry error. A hole size that exceeds the span will prevent a valid bridge calculation.

- **Identical span values for middle and ring fingers** — unusual but not inherently invalid; however, if both spans are set to the same value as a placeholder rather than a real measurement, the resulting bridge may be zero or negative, which the system may reject.

Step 3 — Check the Span Type Selection

The span type affects how the span and hole size values are combined to derive the bridge. If the wrong span type is selected, the calculation may produce a result that is mathematically valid but physically incorrect — or in edge cases, produce a value outside the expected range that prevents autofill.

- Confirm the span type matches how the physical measurement was taken.
- Try switching the span type temporarily to see whether the bridge autofills under a different type — this helps identify whether the span type is the blocking factor without needing to re-enter measurements.
- If switching span type causes the bridge to autofill with a plausible value, confirm which span type was actually used during measurement and set the spec sheet accordingly.

Step 4 — Check Whether the Bridge Field Is Set to Manual Override

Spectre Cloud allows the bridge value to be entered manually in cases where the calculated value needs to be overridden — for example, when a bowler has a specific bridge preference that differs from the derived standard. If the bridge field has been switched to manual input mode and a previous value was entered there, the autofill will not overwrite it.

- Check whether the bridge field is in **autofill mode or manual mode** — there should be a toggle, indicator, or lock icon on the field that shows which mode is active.
- If the field is in manual mode, switch it back to autofill and confirm the bridge calculates from the current spec sheet values.
- If you deliberately want a specific bridge value that differs from the calculation, manual mode is the correct approach — but confirm this is intentional before overriding the calculated value.

⚠ **Verify with Spectre team:** Confirm whether the bridge field has a manual override mode as described, and verify the exact UI mechanism for toggling between autofill and manual entry — specifically whether it is a lock icon, a toggle, or another control.

□□ Step 5 — Check Whether the Spec Sheet Was Cloned With a Manual Bridge Value

If the spec sheet was cloned from a previous one where the bridge was manually overridden, the manual value carries into the clone. The bridge field will show the cloned value rather than autofilling from the current spec sheet's measurements.

- □ Review the source spec sheet to confirm whether the bridge was manually entered there.
- □ If the cloned value is incorrect for the current drilling, clear the bridge field or switch to autofill mode and allow it to recalculate from the current measurements.
- □ If the cloned value is intentionally carried forward — for example, a bowler with a long-established bridge preference — confirm it is still appropriate for the current fit before accepting it.

□□ Step 6 — Refresh the Spec Sheet

In rare cases, the bridge may not autofill due to a display refresh issue rather than a missing input. All required fields are present and valid, but the calculated value has not yet appeared in the bridge field.

1. Save the spec sheet.
2. Close and reopen the spec sheet from the bowler's profile.
3. Check whether the bridge field has populated on reload.
4. If it still has not populated after reload, re-check the input fields — a display issue rarely persists after a save and reload if the underlying data is complete and valid.

□□ Bridge Autofill Troubleshooting — Quick Reference

Symptom	Most likely cause	Fix
Bridge field empty, all other fields complete	One required field is missing or zero	Check middle and ring hole sizes and both span values — confirm none are empty or zero
Bridge field empty, measurements look complete	Value out of range or unit mismatch	Review hole sizes and spans for magnitude errors or unit inconsistency
Bridge shows a fixed value that does not change when measurements are updated	Bridge field in manual override mode, or cloned manual value	Switch bridge field to autofill mode; clear manually entered value
Bridge calculates a negative or zero value	Hole sizes too large relative to span, or identical placeholder span values	Verify span and hole size values are physically plausible and correctly measured
Bridge populated on previous spec sheet but not on clone	Clone carried a manual override from source; or span values changed in clone	Clear bridge field; switch to autofill; re-run from current measurements
Bridge field present but greyed out	Grip type not selected, or span type not selected	Confirm grip type and span type are both set before attempting bridge autofill

□ Entering the Bridge Manually When Needed

If the autofill cannot be resolved — for example, because the bowler has an atypical bridge requirement that differs from the calculated value, or because a measurement cannot be confirmed in the current session — the bridge can be entered manually:

1. Switch the bridge field to **manual mode** using the toggle or lock control on the field.
2. Enter the bridge value directly.
3. Add a note to the spec sheet explaining why the bridge was manually entered — `Manual bridge: bowler requested wider bridge than standard for comfort` — so future staff understand the value was a deliberate choice rather than a calculated default.
4. When the spec sheet is next cloned, review the bridge field and confirm whether the manual value should be carried forward or recalculated from fresh measurements.

Note: A manually entered bridge value is not flagged differently from a calculated one on the printed spec sheet — both appear as a number in the bridge field. The distinction only exists within the digital record. Noting the reason in the spec sheet's notes field ensures the manual entry is not mistaken for a calculated value by a future driller.

Related Sections

- 6.1.3 — Step 3: Set grip type and enter finger measurements
- 6.1.2 — Step 2: Create a blank spec sheet for the ball
- 9.1.2 — When to clone a spec sheet vs. create a new one
- 9.2.1 — Why is my oval cut showing unexpected values
- 9.2.4 — How do I switch a bowler from fingertip to conventional mid-session
- 04.x — Spec Sheets: field reference and measurement guide

Tip: If you regularly find yourself manually entering bridge values because the autofill produces results that do not match your shop's fitting standard, take a few minutes to trace where the discrepancy originates — span type, hole size convention, or a systematic measurement difference. A recurrent manual override that has the same value for most bowlers is usually a sign that one of the upstream inputs is consistently off by a fixed amount, and correcting the source is faster in the long run than overriding the output every time.

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