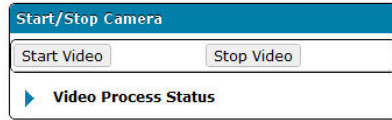# REACH Access Software | Quick Tips

Starting and Stopping Video

In the REACH Access platform, the video conference should start automatically. However, if for some reason it does not, click on the Stop Video button to close the session, then click Start Video to restart the session.

Device Manager

The buttons displayed in the Main Toolbar show the devices selected in Device Manager. Click any button to open the panel. Any device shown on the Device Manager Panel without a red X is available for use as indicated by the status of Present. A device with a green checkmark is currently the active device. A device with a red X has been removed and is no longer available. Echo cancellation and microphone gain control should always be unselected for USB headsets.

If you want to select a different device as the active device, go into the Device Manager Panel. Simply click the item you want to use (i.e., a device that doesn't have a green checkmark) then click the SET ACTIVE DEVICE button. It becomes the active item.

Video Orientation

Video orientation allows the user to define what screen and at what position the video conference occurs. The "S" icon is Split Screen mode. This allows for video and documentation to take place on the operator's monitor simultaneously. The "B" icon is Back Screen mode. This mode pushes the video of the consulting physician to the patient facing monitor, leaving the operator with full screen documentation. The "F" icon is full screen mode. Full screen utilizes the entire operator's screen for video, but will not allow for documentation. The individual views can be toggled by clicking on the respective icon in the menu bar. [Note: Some carts will not support full screen mode and will toggle between Split and Back Screen views only.]

Camera Control

The camera control icon will give warning to any interference that would cause a loss of camera control. When camera control becomes unavailable the icon will display a red "X" over it as displayed above. If this occurs during a consult, please call REACH support immediately.

Bandwidth Warning

The cart will test bandwidth when the REACH Access Client is started. If it detects bandwidth lower than our recommended minimums, it will display a warning similar to the image below. If this occurs, please report the incident to REACH Support and your local IT department.
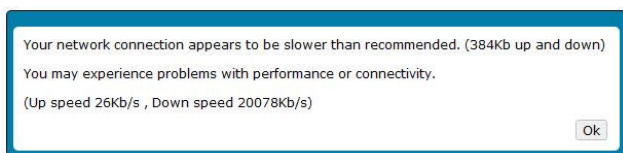
Speaker and Microphone

The speaker and microphone icons will allow you to adjust the current volume and sensitivity of the audio communication between the cart user and the physician. The speaker icon controls the volume of the physician as he speaks and the microphone icon controls the sensitivity of the cart's microphone to allow the user to be heard.

Feedback to REACH

If at any time you want to submit feedback to REACH, we have a direct link. Click the feedback link in the upper right corner of the application to send comments or issues right from the cart. We always appreciate customer feedback, and would value comments and concerns.