

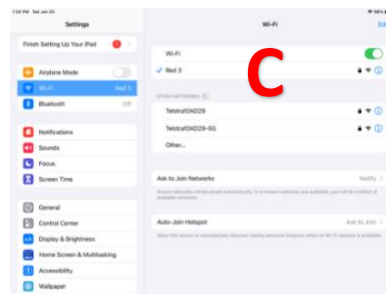
Realiti - Common problems and solutions

Realiti software is replacing ALSi in 2024. This quick two-page guide will explain how to solve common problems encountered when learning to use Realiti. For more resources including a video demonstration click this link or use the QR code below: <https://www.apls.org.au/realiti>

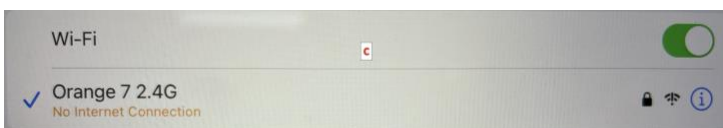


Control and monitor iPad not connecting or lose connection

1. Ensure the **Wi-Fi router** has power, light on **(A)** or in newer models the grey Wi-Fi router light will fade on/off when working **(C)**. Ensure the monitor and control iPads are connected to the correct Wi-Fi network **(C)**.



2. The WiFi will take a few minutes to reboot when the power is switched on. Don't be concerned if the iPad says "no internet connection. You are connected to the WiFi router and the connection will work. See below.



3. When Realiti is playing up, not communicating **this usually fixes most problems** — shut down **both control and monitor Realiti apps by swiping up from the bottom of the screen and swiping the App upwards off screen** or double click home button (control) or home icon (monitor) and swipe App upwards off screen. Restart the REALITI control and monitor app
4. Occasionally both iPads should be shut down and restarted. This will often solve ongoing issues. This will take a few minutes so best to try closing and restarting the Apps first

Running a scenario – problems

1. **The observations don't match the first quick pick** – make sure the first quick pick is highlighted blue. Otherwise, the system will run the observation from the last scenario
2. **The waveforms are not appearing** – ensure you have
 - Started the scenario
 - Selected the first quick pick, turns blue **(A)**
 - Turned on the monitor on the monitor screen or the monitor button **(B)** on control screen
 - Clicked the grey eye icons and pulse oximeter probe icon **(C)** so they turn blue, dials/sliders orange
3. **The observations aren't changing when I alter the dials/sliders** – ensure the send button **(D)** is selected
4. **The blood pressure isn't appearing** – cycle BP on monitor or select small square **(E)** in BP control section on monitor and select send or start BP
5. **The CPR trace isn't appearing** – select the orange CPR button **(F)**, it will turn red when active
6. **I can't hear the sound when I play bodily noises, child, stridor** – turn up the sound on the control iPad

Stopping/Changing scenario problems

1. **How do I stop/change scenarios** – press stop **(G)** to end the scenario and select load new scenario. Repeat the initial process of “start with scenario” and select from the appropriate folder. If not working then close both apps on control/monitor and restart

