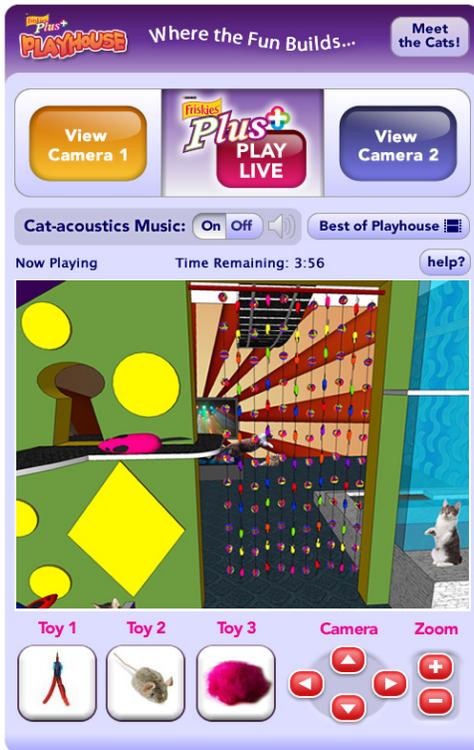


Frequently Asked Questions on a Reach-in project

Who designs the webpage?

Our preferred approach is that the design is done by the customer, or the customer's marketing firm, and we integrate our controls onto that design. However, we can provide design services. [Example] On a previous project, the blow image was provided to us by the customer's creative/design team and we programmed to their images. The customer supplied the source (vector) files, and we built the application according to their design.



Do you build and host the website, or can we integrate your controls into our website?

We have two approaches on a project, and we execute both equally well. One approach is that we build the website (based on supplied artwork, or artwork that we create) and host the site entirely.

The other approach you host the website (usually on a company's Homepage) and insert an i-frame that our application plugs in to. The interactive application is displayed inside of the company's website, hosted and completely managed by them, but our application is running inside of an i-frame on their site. Both approaches perform equally well and the approach we use depends entirely upon customers' desire.

Can we turn the video stream on/off at specified times? We are able to programmatically turn on and turn off the video stream(s). A physical person is not needed to start and stop the video. We set a timetable in the database for "Live" hours and "Off-Air" hours. This automatically shuts the video feed off and leaves a customized message saying "Please come back at 3:30 for more live action" or any message you wish. The stream will automatically restart at the time you specify.

Is there a difference in cost for pan/zoom cameras vs. just a fixed view camera? Yes. A fixed camera is less costly than a Pan/Tilt/Zoom camera. Depending on your project however, this may not affect you. For “event based” projects, i.e., projects that last for a finite amount of time (less than one month) we supply all equipment needed, including the cameras. Simply tell us which one you want, and we’ll supply that camera type for your project. If your project has no end date, and is perpetual into the future, there is a cost difference between the two types of cameras; just chose which one is best for your application.

Do the robotics offer different functionality beyond swinging or spinning? (Can we control a bubble blower/blender/disco light/ drink dispenser for example?)

Yes! Take a look at our Demos page within the www.Reach-in.com site. Hover over the DEMOs tab and you will see “Conduct an Experiment, and “Control a mini-sub”. We can control almost any physical object over the internet... including a manufacturing line. For videos of past projects, please see the Projects tab on our website, as well as the Press page.

Can you provide more than one camera? We can provide as many cameras, and movable objects, as you like; this is what we do! We can even integrate our technology into an existing production line (for remote “resetting” of equipment) or allow surgeons to assist in remote surgeries. It is *that* diverse.

How do I get pricing for my project?

We supply everything needed to achieve physical control over the web. To receive a cost estimate, speak to a Reach-in representative about your project. We will fill out a “Scope Generation” form that provides an overarching view of your project and defines equipment needed; this will help us put together numbers for your project.

If you have any further questions, we are always here to help! Contact sales@reach-in.com

1020 W. Main St.
Boise, ID 83702
www.Reach-In.com