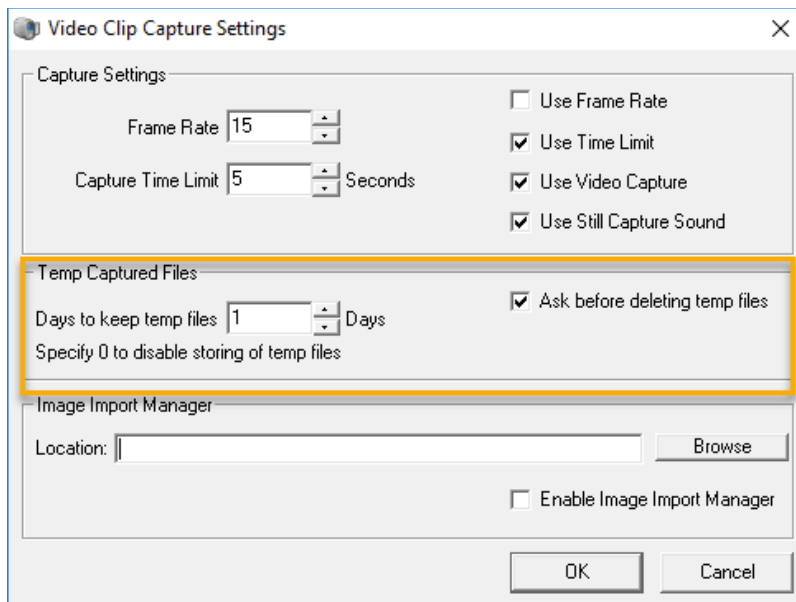# Second Opinion Professional – Retrieving Files from the Buffer / Cache

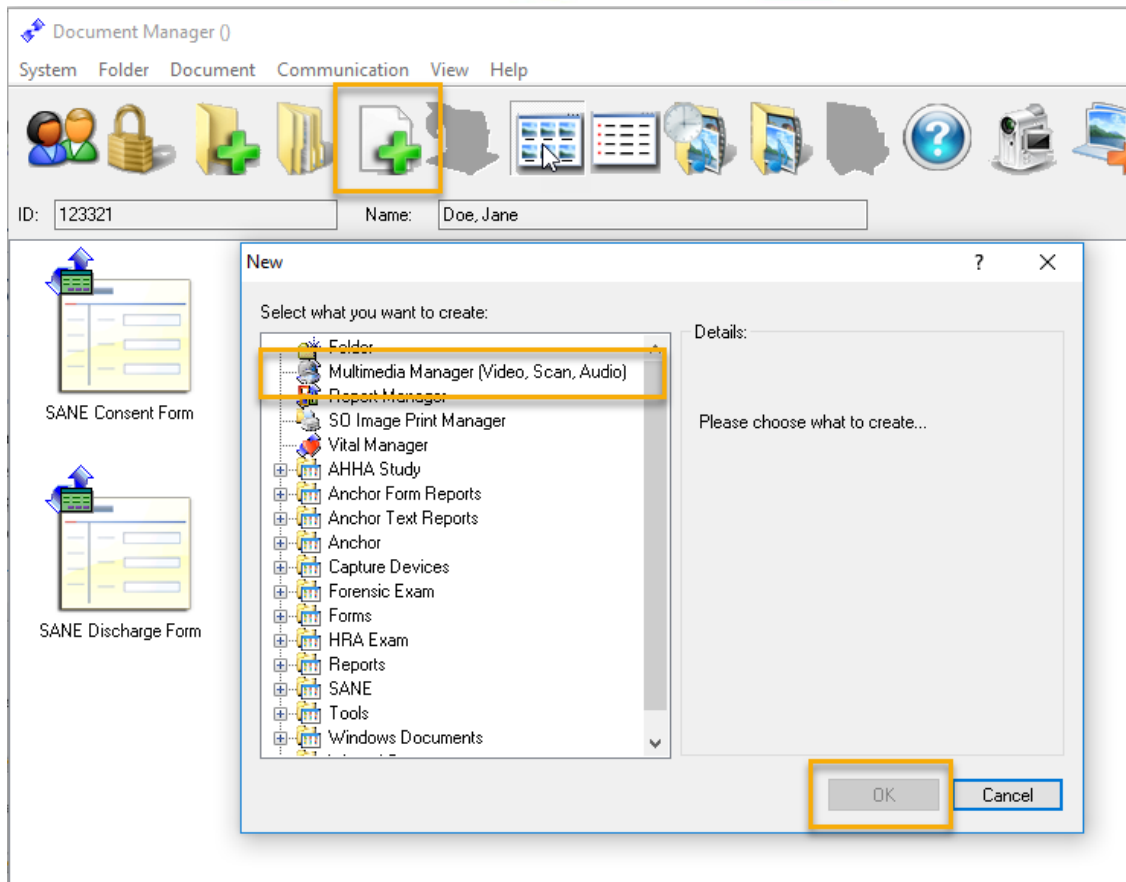## MultiMedia Manager - Extended Capture Buffer / Cache

Included in the July 2018 Second Opinion Update, MultiMedia Manager now has an extended buffer / cache and the user determines how long to keep the captured images and video clips. The location of these files is on the local computer where the images and video files were captured on C:\Users\Public\Second Opinion\Temp.
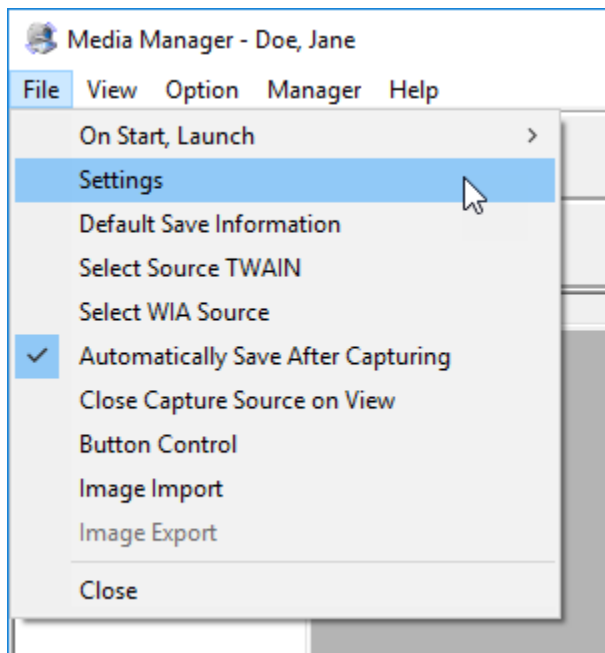

Retrieving Images / Video Clips

If you need help retrieving images or video clips from the buffer feel free to call the Second Opinion Technical Support line 310-802-6300 M-F 8am-5pm PST and we can walk you through this process. If you want to try it yourself, here are the required steps.
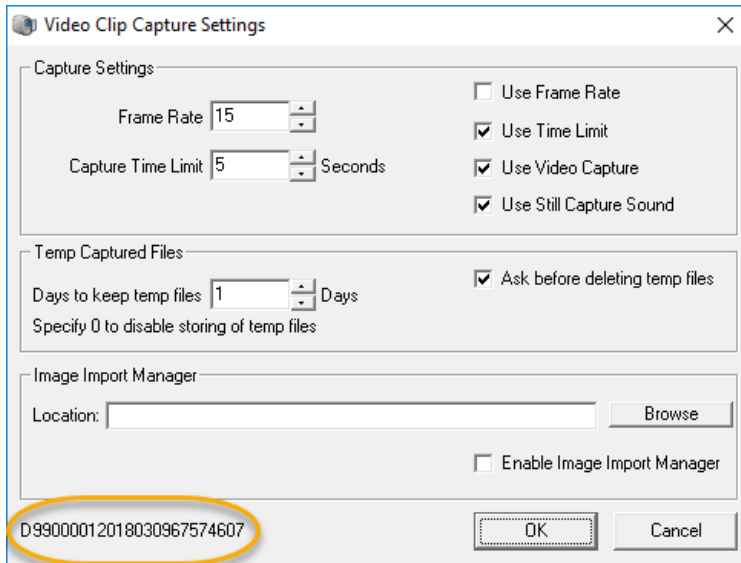
1) **Run Second Opinion Professional**
2) **Locate** and **Select** the appropriate **Patient** folder
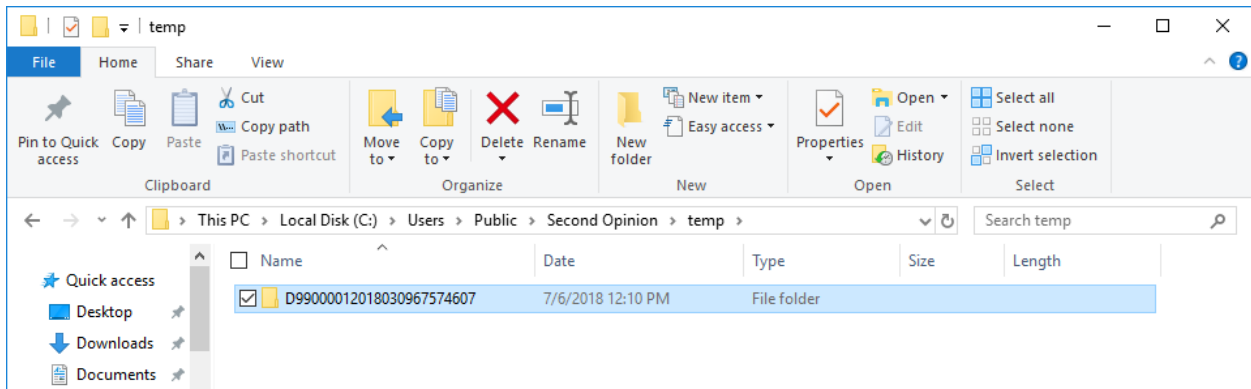3) **Click** the **New Document** icon and **Choose MultiMedia Manager**

From the main **MultiMedia Manager** window **Choose** the menu choice **File** then **Settings**.
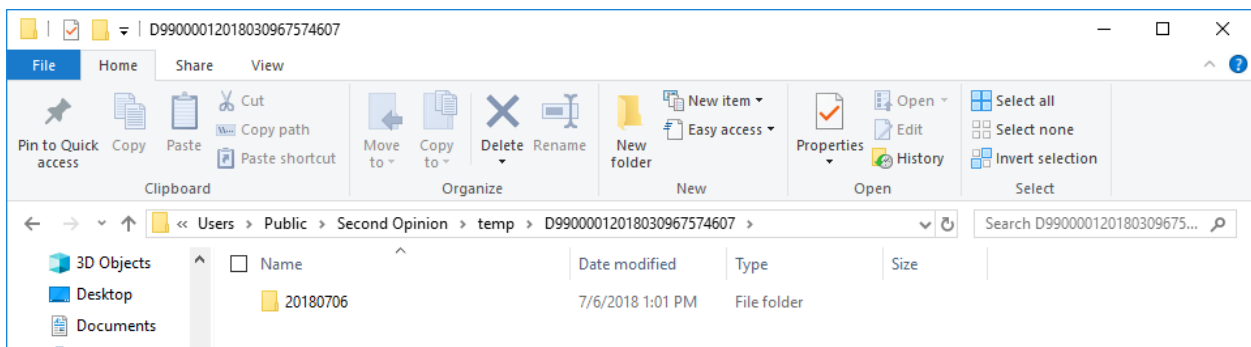
The computer-generated code for the selected **Patient** is located at the bottom left corner of the **Settings** dialog box.
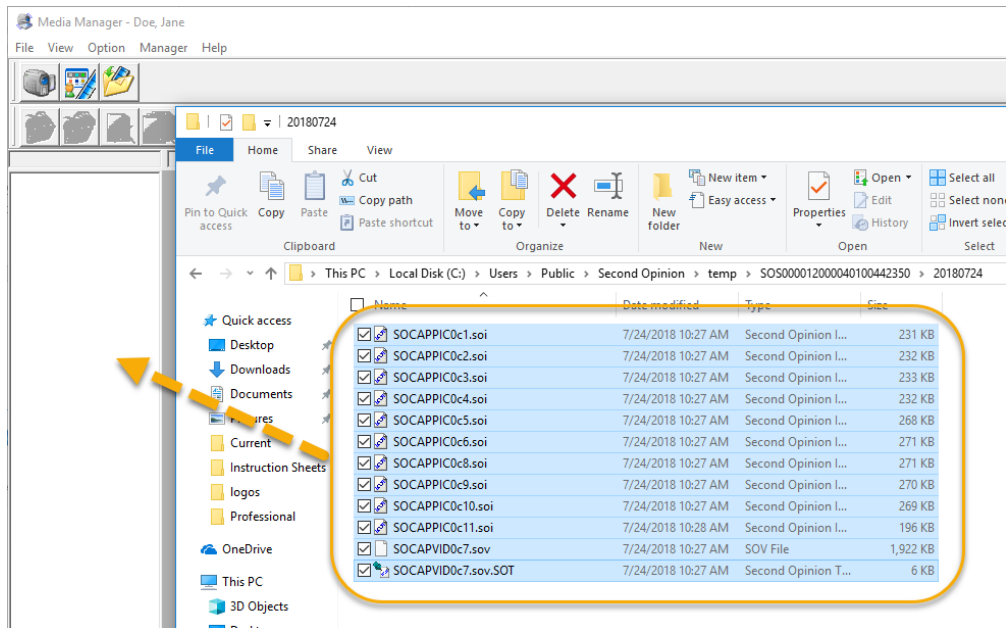

Next **Run File Explorer** and browse to the File Buffer / Cache location **C:\Users\Public\Second Opinion\Temp**. Next, look for the **Folder** that matches the same ID contained in the **Settings** dialog box.
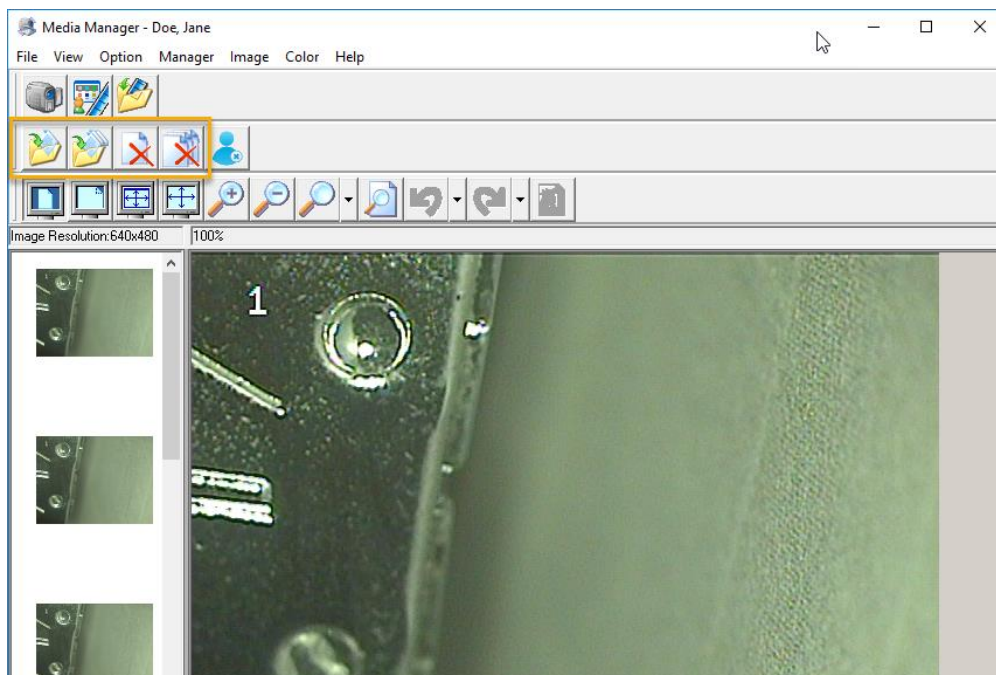

Next **Select** and **Open** the **Date** of the exam.

Next **Select** all of the files contained in the **Folder** and **Drag and Drop** them into the main **MultiMedia Manager Preview** Window. If **Automatic Save** is selected, the images and video clips will be automatically saved into the current Patient folder.

If **Automatic Save** is not selected, the files in the **Preview** window can now be individually be **Accepted** or **Discarded**.

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