Electronic Program Guide

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Audience

We prepared this material with specific expectations of you.

✔ You will configure and populate the channel and program listings for IPTV services to your presentation systems.

Note **This material pertains to multiple releases of Cisco DMS.**

5.2.0	5.2.1	5.2.2	5.2.3

Concepts

Overview

Electronic program guide (EPG) data is not required for *Cisco Cast* to work. You can enable or disable the EPG for Cisco DMS. You are not required to subscribe to any EPG data service.

Tip **To have and use an EPG without entering into a subscription contract, you can create and upload a CSV file that contains program descriptions that you have entered.**

Guidelines

> **Note** **When you negotiate a subscription contract to receive EPG data in any format, tell your data provider that you will use its EPG data with Cisco Cast.** Knowing this, your provider can ensure that your license grants you sufficient permissions so that you are not in violation of its terms.

Understand EPG Data Formats

We support the XMLTV and TMS data formats for subscriptions to electronic program guide (EPG) data.

XMLTV

XMLTV is an emerging, open-source format for EPG data, based in part on RFC 2838 and maintained by the XMLTV Project. An EPG data file that complies with this format contains structured records that describe the attributes of episodes and channels individually.

Cisco DMS supports EPG data subscriptions that retrieve a single GZIP-compressed XMLTV file from an ftp server. Many subscription providers compile and deliver EPG data in this way, including these providers based in the United States:

- FYI Television, Inc. (http://www.fyitelevision.com/)
  1901 N State Hwy 360 3rd Floor
  Grand Prairie, TX 75050

- Schedules Direct (http://www.schedulesdirect.org/)
  8613 42nd Ave S
  Seattle, WA 98118

Tribune Media Services

Tribune Media Services (TMS; http://tms.tribune.com/products/k-epgs.html) sells subscriptions to EPG data in several proprietary data formats that it controls. Cisco DMS supports *only one* of these data formats. Specifically:

- The name of the supported product is *TV Schedules, United States*.
- The scope of the supported product is *Fourteen (14) rolling days*.
- Subscriptions that use this format are available only within the United States.

Other EPG subscription products from TMS use data formats that we do not support. If you are already a TMS customer, check whether your preexisting subscription contract already authorizes you to obtain and use EPG data in the supported format.

Note • **To learn more about the supported TMS data format or to negotiate the commercial contract for a subscription, contact Amy Mann, the director of new media sales at Tribune Media Services.** Her toll-free telephone number is 800 833-9581, ext. 2333, and her email address is aamann@tribune.com. To ensure that your contract includes sufficient permissions, be sure to say that you intend to use TMS data for Cisco Cast.

• It might be necessary to adjust security settings in your network so that you can receive EPG data from TMS. The ftp server on your DMM appliance must be able to reach the TMS ftp server.

• Data from TMS is proprietary, copyrighted, and licensed. Although TMS compiles this licensed data in good faith, neither Cisco nor TMS makes any express or implied warranties regarding the data or its merchantability or fitness for any purpose.

Understand Methods to Describe EPG Channels

Generic Channel Descriptions

You can disassociate a channel from all EPG data sources.

In this case, the only information that an EPG will show about the channel is exactly the text that you enter in the Text to Show if Program Guide is Not Available field. This brief message, which you enter one time, describes the channel in a broad and general sense, and straddles all time slots.

■ **Concepts**

Channel Descriptions from a CSV File	You can enter descriptions into a CSV file for each program that a channel will show.
	With this method, you can have and use an EPG without entering into a subscription contract. To populate an EPG completely, you must create and upload a separate CSV file for every channel that your EPG should include. EPG provider-related prerequisites do not apply if your channel will use programming data from a CSV file.
	There are strict requirements for what constitutes a valid CSV file. It must use syntax and formatting that are perfectly consistent with output from a downloadable Microsoft Excel format template that we provide for your use. We strongly recommend that you derive your CSV files from the free template. Click **Download the CSV Template** to obtain a copy of the template, and start using it to define the EPG attributes for programs on one channel. You can define the attributes for only a few programs or for as many as 14 days of programs.
	Populate fields in the template as follows, where each table row contains the attributes for one program in the EPG for the corresponding TV channel.

- **Date**—The date and time of day when one described program will start. Start times for programs in your CSV file must use the format **MM/DD/YY HH:mm**.

- **Duration**—The total running time for the described program. Duration values for programs must use numerals, which indicate the total duration in minutes.

- **Title**—The title that the program guide should show for the described program. Program titles are limited to a maximum of 23 characters. When the text to be displayed in a program title should show any visible quotation marks, you must enter exactly **\"** for each quotation mark that should be visible.

- **Description**—The actual description that the program guide should show for the program. Descriptions are limited to a maximum of 50 characters. When the text to be displayed in your program guide should show any visible quotation marks, you must enter exactly **\"** for each quotation mark that should be visible.

	Define the attributes for programs on one channel, and then save and upload your CSV file.
Channel Descriptions from a Data Subscription	You can negotiate with a vendor of programming data to establish a paid subscription, by which you will gain automatic access to current program schedules and descriptions for multiple channels. Before your channel can use any EPG data from a subscription provider, you must enter your subscription details and synchronize data on the EPG Providers tab. Then, you must configure the channel on the TV Channels tab. The supported data formats are:

- **TMS**—Your EPG will use Tribune Media Services data to describe the channel and its programs.

- *<XMLTV>*—Your EPG will use data in the XMLTV format to describe the channel and its programs. The provider name here is not necessarily "XMLTV." Instead, it matches exactly what you entered for the provider name when you configured your subscription settings, assuming that you have an XMLTV data subscription.

Related Topics

- Add Channels, page 24-3

Procedures

- Add or Edit Subscriptions to Data from an EPG Provider, page 26-5
- Delete Settings That Define a Subscription, page 26-6
- Synchronize EPG Channel Schedules and Program Descriptions, page 26-6

Add or Edit Subscriptions to Data from an EPG Provider

You use elements on the EPG Providers page to define the settings for your EPG data subscriptions, view a summary of all subscriptions that you have defined and, optionally, choose whether to edit, delete, or synchronize a subscription.

Procedure

Step 1 Click the **EPG Providers** tab.

Step 2 Do one of the following:

- To define the settings for a new subscription, click **Add an EPG Provider**.
- To edit a subscription that you defined previously:

  a. In the EPG Provider Name column, identify the subscription to be edited; then, click the corresponding arrow (◉) in the Actions column.

  The Actions menu expands so that you can see and choose among its options.

  b. Click **Edit**.

A dialog box opens, in which you can define or edit the attributes for this subscription.

Step 3 Choose the options or enter the values that meet your requirements, as described in Table 26-1 on page 26-7.

Step 4 Do one of the following:

- To save your entries, do one of the following:
  - If you are defining a new subscription, click **Add Provider**.
  - If you are editing a subscription that you defined previously, click **Update Provider**.
- To discard your entries, click **Cancel**.

Step 5 Stop. You have completed this procedure.

What to Do Next

- *Would you like to associate a subscription with a channel?*
  Proceed to the "Add Channels" section on page 24-3.

Delete Settings That Define a Subscription

Procedure

Step 1   Click the **EPG Providers** tab.

Step 2   In the EPG Provider Name column, identify the subscription to be deleted; then, click the corresponding arrow ( ) in the Actions column.

The Actions menu expands so that you can see and choose among its options.

Step 3   Click **Delete**.

Step 4   Click **Yes** to delete the subscription.

OR

Click **No** to retain the subscription**.**

Step 5   Stop. You have completed this procedure.

Synchronize EPG Channel Schedules and Program Descriptions

Procedure

Step 1   Click the **EPG Providers** tab.

Step 2   Examine entries in the EPG Provider Name column.

a.   Identify the subscription whose TV channel schedules and program descriptions should be synchronized to your EPG.

b.   Click the corresponding arrow ( ) in the Actions column.

The Actions menu expands so that you can see and choose among its options.

Step 3   Click **Synchronize**.

The Performing EPG Synchronization dialog box opens. It shows a progress indicator ( ) that spins until synchronization has finished. This dialog box closes itself automatically upon completion, unless you dismiss it manually before that.

Step 4   (**Optional**) *Would you like to dismiss the dialog box?* If so, click **Run in Background.**

Synchronization finishes in the background so that you can continue your work.

Step 5   Stop. You have completed this procedure.

Reference

- Software UI and Field Reference Tables, page 26-7
- FAQs and Troubleshooting, page 26-8

Software UI and Field Reference Tables

- Elements to Define EPG Provider Settings, page 26-7

Elements to Define EPG Provider Settings

Table 26-1   Elements for Defining EPG Subscription Settings

Element	Description
Provider Name	The name that you use to distinguish this provider from all other providers.
Data Format	The file format for your subscription data, after you download and decompress it. One of these: • Tribune Media Services - TV Schedules • XMLTV
Host or IP Address	The routable IP address or DMS-resolvable hostname of the ftp server where you obtain EPG data from your subscription provider.
Username	Your username to log in to the specified ftp server.
Password	The password to authenticate your username to the specified ftp server.
Remote Path	The ftp server subdirectory path where EPG data files are stored for your subscription. Enter the full pathname, including the actual filename for the .gz (gzipped) archive, if the data format is XMLTV. For example, you might enter *pub/xmltv.xml.gz*.
Proxy Settings (Optional)	
Proxy Hostname Proxy Port	The routable IP address or DNS-resolvable hostname and port number of the proxy server that your DMM appliance should use if it does not have direct Internet access. **Note** **Do not enter a colon before the port number.** **Note** **Do not configure proxy settings for DMM appliances that have direct access to the Internet.**
Automatic Synchronization Time	
Hour Minute	The exact time of day when your DMM appliance should synchronize its program guides for *Cisco Cast* with the latest available EPG data from your service provider.

FAQs and Troubleshooting

Troubleshoot EPG Highlighting

A DMP 4310G does not always render yellow highlighting correctly in the electronic program guide (EPG) listings for Cisco Cast.

As you navigate through EPG program listings, yellow highlights on screen should always indicate which listing is the current focus of your navigation. However, this highlighting can become offset from your true focus. Before the EPG reaches this state, all of the following must be true simultaneously.

- A DMP 4310G controls the digital sign that shows your EPG.

- Your EPG navigation focus reaches to the outermost edge of your navigable EPG—whether top, bottom, left, or right.

- You use an arrow button or other control that is not valid for your current focus.

- The reason this control is not valid in this context is that it would move focus beyond the outermost edge.

To recover from this state, press any valid button. Alternatively, double-press the same arrow button or other control that you previously invoked in error. The yellow highlight is then restored to your true focus.