



Channel Guides

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Chapter Overview

This chapter explains how to use the Channel Guides feature of Admin View to create television channel guides and in-house channels for Patient View.

The topics in this chapter include the following:

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Channel Guides

A channel guide is a list of television channels and their programs in Patient View. Cisco Patient Connect supports multiple channel guides so that appropriate programming can be made available to different patient audiences. For example, a channel guide can be created for patients in the children’s ward to ensure programming appropriate for that age group.

Use the Channel Guides page of Admin View to view the list of available channels with your subscribers and subscribe to the television channels. Subscribed channels can be aggregated from multiple service providers including cable, satellite, broadcast, and in-house channels. The subscribed channels are streamed over the network using UDP.

Create a Channel Guide and Subscribe to the Channels

To create a channel guide, you will 1) find subscribers in your area, 2) select channels, and 3) save your selections. You will use the Zip Code search field to find providers in the hospital’s zip code.

Follow these steps to create a channel guide for the hospital:

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- Step 1** Click the **Channel Guides** button within the Content Management menu in the left pane.
- Step 2** In the search field on the right side of the Channel Guides page, enter the zip code of the hospital and click the search icon.
- A list of providers appears.
- Step 3** Choose a provider.
- A list of channels appears in the right pane.
- Step 4** To select channels, check their check boxes.
- Step 5** Enter the UDP address for each channel selected. For example, “udp://@239.254.003.116:4000”.
- Step 6** Click the **Save** button.
- Step 7** To view the subscribed channels, click the **Show Subscribed Channels** button.
- Step 8** In the pop up window, click on the folder icon next to the subscriber to view the list of channels you subscribed. Confirm that every channel has a UDP address. If a channel is missing its UDP address:
- Go to the list of providers.
 - Choose the provider.
 - Enter the UDP address in the channel.
 - Click the **Save** button.
 - Verify that the channel now has a UDP address by clicking the **Show Subscribed Channels** button.
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Custom Channels

Cisco Patient Connect supports in-house and other non-subscription channels. You can create one or more custom channels that will appear on the channel guides.

Create a Custom Channel

Follow these steps to create a custom channel:

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- Step 1** Click the **Actions** button and select the **Create Custom Channel** from the drop-down list.
- Step 2** In the Create Custom Channel dialog box, enter the channel details such as Channel Number, Channel Name, Channel Full Name and its UDP address.



Note All fields are mandatory. All channel details, such as its Number, Name, Full Name, and UDP address, **MUST** be unique.

- Step 3** Click the **Create Custom Channel** button at the bottom of the dialog box.
- Step 4** Choose **CUSTOM** in the list of providers.
- Step 5** Check the check box for this new custom channel.
- Step 6** Enter its UDP address.

- Step 7** Click the **Save** button.
- Step 8** In the Confirmation dialog box, click the **Save** button.
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Delete a Custom Channel

If you no longer need a custom channel, delete it by following these steps:

- Step 1** Click the **Actions** button and select the **Delete Custom Channels** from the drop-down list.
- Step 2** In the Delete Custom Channel dialog box, find the channel. The search field can be used to find the channel.
- Step 3** Click the red button with an X to delete the custom channel.
- Step 4** In the delete confirmation dialog box, click **OK**.
- A message will confirm if the channel was deleted.
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Stream the Channels using a Digital Content Manager

After you have successfully created the channels in Admin View, you are now ready to output the channels to Patient View using a Digital Content Manager.

A Digital Content Manager (DCM) is used with Cisco Patient Connect to control video quality by changing the resolution and the bit rate of the IPTV streams.

After you create the subscribed and custom channels, follow these steps on the DCM:

- Step 1** Confirm that the channels that you created in Admin View are seen in the DCM Input screen.



Note The channels will appear automatically as DCM inputs after you have successfully created them in Admin View (see sections above).

- Step 2** Refresh the TV Guide and the TV App in Admin View:
- Go to the Cache Refresh page of Admin View.
 - Next to the TV Guide, click the **Refresh** button.
 - In the TV App/Studio field, enter the IP Address of the TV application and then click the **Refresh** button next to it.
- A popup would appear on screen showing “successfully reset the cache”.
- Step 3** On the DCM, drag each of the channels to the **Output**.
- Step 4** Within Output, double-click on a channel and then confirm that the IP address is configured as assigned.
- Step 5** Repeat the step above for every channel to confirm that all the IP addresses are correct.
- Step 6** Click the **TS** tab. Change the Streaming to **Active** and the Rate to **VBR**.
- Step 7** Click **Apply All & Reload All**.

Step 8 Refresh the Input/Output of the DCM.

Step 9 Verify that beside each channel on the DCM Output, there is a green icon indicating that the channel is “ON”.
