



# Channel Guides

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## Chapter Overview

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

The topics in this chapter include the following:

- [Channel Guides](#)
  - [Setting up a Channel Guide and Subscribe to the Channels](#)
- [Custom Channels](#)
  - [Create a Custom Channel](#)
  - [Import Custom Channel Airings](#)
  - [Import Custom Channel Program Details](#)
  - [Edit the Custom Channels](#)
  - [Unsubscribe and Delete a Custom Channel](#)

## Channel Guides

A channel guide is a list of television channels and their programs in Patient View. Cisco Patient Connect supports department and age based configuration 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 provider(s) 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.

## Setting up a Channel Guide and Subscribe to the Channels

To setting up a channel guide, you will 1) find your service provider 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 set up 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** Select specific **Age** category if this subscribed channel needs to be available only for the selected age groups. If you select *All* this channel will be available to all age groups.
  - Step 7** Select specific **Departments** if this subscribed channel needs to be available only in the selected departments. If you select *All* this channel will be available in all departments.
  - Step 8** Click the **Save** button.
  - Step 9** To view the subscribed channels, click the **Show Subscribed Channels** button.  
A pop up window appears with the list of channel providers.
  - Step 10** Click the arrow available with the folder icon next to the channel provider to view the list of channels you subscribed. Confirm that every channel has a UDP address. If a channel is missing its UDP address follow [Step 3](#) to [Step 9](#) as written above.
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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.




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

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- 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.



**Note** If this Custom Channel should be available in specific departments and/or for selected age groups, follow steps provided in the [Setting up a Channel Guide and Subscribe to the Channels](#) section.

## Import Custom Channel Airings

Import Custom Channel Airings option enables you to change one or more custom channels in a single operation. The custom channel airings information is created in a Comma Separated Values (CSV) file and then imported into the application. If the hospital has own channels, their airings can be configured using the CSV file.

Follow the steps below to import the custom channel airings details in bulk:

**Step 1** Go to the Actions menu, and choose **Download Custom Channel Airings**.

**Step 2** Add the custom channel airings in the downloaded file.

**Step 3** Save the file as a CSV file to your desktop.



**Note** Refer the [File Format for Custom Channel Program Airings](#) section to know the csv file format details for importing the custom channel program airings.

**Step 4** Go back to the Actions menu and click the **Import Custom Channel Airings** button.

**Step 5** In the Import dialog box, click the **Browse** button.

**Step 6** Choose the CSV file on your desktop and click **Open**.

**Step 7** The Bulk Import dialog box opens. Data must be entered in the following fields:

- Provider Id
- Channel Number
- Program Id
- Program Title
- Airing Time
- Program Duration

**Step 8** Click the **Start Upload** button in the Import dialog box.

After a few seconds, a success message displays and the **Start Upload** button will be displayed as **Download Result** button.

**Step 9** Click the **Download Result** button to know the status of the newly added or updated channel airings.

**Step 10** Click the **Done** button on the Bulk Import dialog box to complete your task.

## Import Custom Channel Program Details

The custom channel program details are created in a CSV file and then imported into the application. If the hospital has own channels, their program can be configured using the file.

Follow the steps below to import the custom channel program details in bulk:

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**Step 1** Go to the Actions menu, and choose **Download Custom Channel Program Details**.

**Step 2** Add the custom channel program details in the downloaded file.

**Step 3** Save the file as a CSV file to your desktop.



**Note** Refer the [File Format for Custom Channel Program Details](#) section to know the csv file format for importing the custom channel program details.

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**Step 4** Go back to the Actions menu and click the **Import Custom Channel Program Details** button.

**Step 5** In the Import dialog box, click the **Browse** button.

**Step 6** Choose the CSV file on your desktop and click **Open**.

**Step 7** The Bulk Import dialog box opens. Data must be entered in the following fields:

- Provider Id
- Program Id
- Program Title
- Program Description

**Step 8** Click the **Start Upload** button in the Import dialog box.

After a few seconds, a success message appears and the **Start Upload** button will be displayed as **Download Result** button.

**Step 9** Click the **Download Result** button to know the status of the newly added or updated channel program details.

**Step 10** Click the **Done** button on the Bulk Import dialog box to close the dialog box.

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## Edit the Custom Channels

Follow the steps below to edit details of a custom channel:

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**Step 1** Click the blue button with a pencil icon in the Action column of a channel in the list.

A dialog box opens containing all the fields.

**Step 2** Edit the required fields and click the **Save Custom Channel** button to save your changes.

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## Unsubscribe and Delete a Custom Channel

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

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- Step 1** Click the red button with an X in the Action column of the channel in the list.
  - Step 2** In the delete confirmation dialog box, click **OK**.  
A message will confirm if the channel was deleted.
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