

League of Friends A Registered Charity (No:- 900282)
(56 Years of Friendship & Support 1958-2014)

Radio Heatherwood

A Friend By Your Side



Rhapsody Wi-fi
Music Email &
Internet Service

Useful Information Guide

Questions & Answers



Heatherwood Hospital Radio Service
Choose Rhapsody As Your Wi-fi Network
Free to All Patients Visitors And Staff of Ward 4

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Rhapsody Wi-Fi

What's This All About ?



Welcome to our Rhapsody Music and Wi-fi radio service.

This leaflet will guide you on our music & Wi-fi service, how to get connected and what you can expect from rhapsody.

The League of friends radio station Radio Heatherwood can be heard through this service. In addition those connected will have access to internet and email.

What Can I Expect To Hear On The Radio Station ?

Radio Heatherwood plays music from the 1950's right up to the present day as well as comedy three times a day, and spoken word including poetry and short stories. We also play the classics.

At 11pm and 1am most nights, we have our meditation sessions for those having trouble relaxing.

During our live sessions we play patients choice of requests and dedications as well as bringing you local news and information.

In addition we take requests from members of the hospital staff.

How Do I Listen ?

If you have a smart phone ipad net-book/laptop or you are close to a ward radio, you will be able to tune in.

Where Can I Find Help On Registering on the Rhapsody Wi-fi?

There are posters on the wards, plus a special logging on leaflet which can be found on the ward. Our radio staff will also help when we come to collect your requests.

This booklet also carries details for registering the popular devices.

Internet & Email Access



Internet Access & Email

The League of friends of Heatherwood hospital are providing the Wi-Fi service to support the delivery of the radio service and provide contact for patients and staff with their loved ones.

The access to the internet is limited and certain web sites will not be accessible, as the content is being limited to prevent unsuitable material being displayed.

Norton DNS servers with a policy of 3 (Non-family friendly websites) is in use and for further information about availability this can be found at http://en.wikipedia.org/wiki/Norton_DNS

Sites where videos or music can be downloaded will also have limited availability. File sharing and

downloads will also be limited.

The limiting of video and file downloading is to ensure access for all users, without slowing the broadband service.

✉ Email access will be available for those who wish to check or send on their accounts.



This is a service by the League of friends and should this prove useful, it will be extended to others.



If you would like to comment on the provision of the Wi-Fi service or any other issues, visit our facebook page.

<https://www.facebook.com/RadioHeatherwood>

Internet & Email Access

RADIO Heatherwood



Internet Radio's Donations & Phone Contact

Internet Radio's

A number of internet radio's have been provided on your ward. These are available to use whilst you remain a patient on the ward.

They must be returned to the ward staff, upon your departure.

Please note each radio has a unique number, all are registered to the League of friends, once connected to the internet they can be tracked.

Please do not remove them from the ward.

Can I Use My Own Internet Radio To Listen to Radio Heatherwood ?

No :- The radio would need registering to the hotspot server.

All radio's have to be registered.

Donations

If you would like to make a financial donation and help support the work of the League of Friends:-

You can donate on line:-

We can accept your on-line donations, all major credit cards are accepted.

These Donations Are Administered By BT MyDonate (A free online collection service) Who Collect The Donations On Our Behalf.

Mobile Calls To The Radio Station Staff ?

The radio station has a phone line which can take your messages. The station staff are not able to return calls to mobiles, please do not ask them to call you back with issues about the Wi-Fi service.

I-phones/I-Pads Rhapsody Registration.



How To Tune Into Radio Heatherwood, It's Easy !



There are many different versions of I-phones/I-pads and all will have a slightly different way to set-up connections to Wi-fi signals.

On this page we will show you the basics for an I-phone/I-pad, be aware depending on which version of software you have will determine the screen you display.



On your device go to settings and

"select Wi-fi."



If turned on you will see a list of available networks.

"Turn on" if turned off, after a few seconds rhapsody should show on the display.

Choose **"rhapsody"** enter password **"rhapsody"** without the quotes and lowercase.

After a few seconds you should

be connected to rhapsody.

Open your internet browser and enter **"radio"** in your browser search.

This will then take you to our log on web page and terms conditions screen .

"click Connect & Agree"

You will then see the default home page for our Wi-fi radio service.



"Select Radio Heatherwood picture or menu item."

Scroll down page and

Press **"Play"** on player

After a few seconds you will be listening to our live feed.

I-phones/I-Pads Rhapsody Registration.

Loan Internet Radio's



Using The Loan Radio Service

Available to the ward are a number of internet loan radio's.



These radio's are registered to the rhapsody Wi-fi service. The radio's have been provided with three presets which are programmed to deliver Radio Heatherwood Radio Two or Radio Berkshire.



If you wish to listen to the hospital radio service this radio is programmed to allow access.



connects.

The radio will lock onto the last station the radio was tuned to.

If you wish to change channels



"Press" the number of internet loan preset button and **"rotate"** the control until the desired station then



"Press" the rotary control.



The rotary control will also adjust your volume by rotating.

Last Listened

It is also possible to choose your last listened to radio station by **"Pressing"** the menu button and with the last listened highlighted in the display **"Press"** the rotary control.

By **rotating** the control a number of stations will be shown, to make a selection, just highlight and **"Press"** the rotary control on your choice.

Loan Internet Radio's

Wi-Fi Service Your Views ?

RADIO Heatherwood

Feedback



What do you think of our Wi-fi music and internet service. ?

The league of friends are always on the lookout for new ways in which we can keep the spirits up, of the patients and staff of Heatherwood hospital. The league has funded this service and should we get positive feed back on the service, We will expand the service to cover other wards and departments.

We do need your thoughts suggestions or comments good or bad all thoughts would be most appreciated.



You can send your comments etc to the radio secretary at:-



Radio facebook page:-

<https://www.facebook.com/RadioHeatherwood>

League facebook page:-

<https://www.facebook.com/LeagueofFriendsHeatherwood>

A full copy of this user guide,
can be downloaded from the
Rhapsody web site.

We hope we have made your stay
more pleasant with the provision of
our voluntary services.

Wi-Fi Service, Your Views ?

Useful Information

RADIO Heatherwood

Request Line
Ascot 625818



24 Hrs a Day

Useful information

Note:- If you require further information.
Visit The Following Web Sites:-

General Information and Requests

Radio History 1969 to Present Day

League Of Friends Information and History



Radio facebook page:-

<https://www.facebook.com/RadioHeatherwood>

League facebook page:-

<https://www.facebook.com/LeagueofFriendsHeatherwood>

Tel 01344 625818 or 01344 623333 Extn 7606

Radio Heatherwood The Radio Studio
Heatherwood Hospital Ascot Berks. SL5 8AA

Smart Phones Ipad's or Laptops etc

Log onto our Rhapsody Wi-fi service whilst you're a patient
in ward 4 and access the radio service.

24 Hours A Day 7 Days A Week



Useful Information