League of Friends A Registered Charity (No:- 900282)

(57 Years of Friendship & Support 1958-2015)

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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RADIO Heatherwood

Devices List

This page details those devices/browsers which are proven to work and those which don't work with the web page music player.

Browsers Tested

Yes

Apple: Apple I-Phone V4, V5, *IOS6 Iphone Buffering player. Remedy:- use quicktime link*

Apple: Ipad V1

Android: Android phone 4.0(HTC) Ice Cream Sandwich Software. *Web page may not display properly, remedy:- refresh*

Hudl Tablet

Blackberry: OS 7 Phone Browser, Playbook Browser

IOS: Mobile Safari: iPad, iPhone, iPod Touch

Nexus 7 (Jelly Bean)

OSX: Safari, Firefox, Chrome, Opera

Windows: Firefox, Chrome, Opera, Safari, IE6, IE7, IE8, IE9

No

Android: Android phone 2.1 Éclair Software

Android: Android phone 2.3.6 Gingerbread Software

Samsung GT-S3350:

Low memory won't load web page

I-Phone/I-Pad Player Keeps Buffering:-

Close all windows not being used, and all apps and follow the clear data instructions on Page 15.

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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.

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Rhapsody Keeping You Up To Date

When you select the rhapsody web page and press play on the player you can keep up to date with what's playing.

The web page will update as each music selection changes.

The web page will also give you an indication of what's played recently and what's coming next.

The web page can be viewed once you have logged onto the rhapsody Wi-fi.

It may also be viewed by visiting the rhapsody web site on the internet.

www.rhapsodywifi.org.uk/rhapmusic01.html

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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.

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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.

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.

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.

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.

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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.

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

There are many different versions of android phones and touch 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 Android type phone, be aware depending on which version of software you have, will determine where the Wi-fi settings are.

For instance Android 2.3.6 to get to settings you have to navigate to menu/apps/settings/wireless and Networks / Wi-fi Settings, with this in mind the instructions below are common to all androids once you have reached the Wi-fi settings menu.

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 .

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.

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

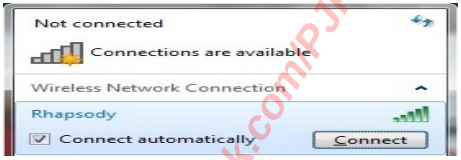
If you have a laptop/net-book with windows 7, listed here the common tasks to complete to join the rhapsody network.

On your desktop bottom right-hand corner next to the clock will be your wireless or network symbol.***"Left click"***

If the symbol does not show on your taskbar you will have to go to control panel/network and internet/view Network status and tasks./Manage wireless networks.

All networks will be displayed "***Left Click***"Rhapsody.

"Click" on Connect.



Enter password ***"rhapsody"*** without the quotes and lowercase.

A window will open asking to set Network Location.

Choose Public by ***"Clicking On"***.

An advisory window will now open, just click ***"Close"*** at bottom right corner of window.

You are now connected to rhapsody Wi-fi.

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.

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

If you have a Macbook Pro, listed here are the common tasks to complete, to join the rhapsody network.

In the upper right by the clock, you should see an icon that appears to look like an ice cream cone. That is the Wi-fi control. "***Click the cone"*** then choose to connect to a network. You should be able to see the rhapsody wireless networks available.

You can also go to System Preferences/Network, then go to wireless and connect there.

Click on ***"Join" or "Connect."*** If you do not see rhapsody network, click on ***"Join Other Network"*** and select the network from the list or type in the network name and click ***"Connect."***

"***Click***"Rhapsody.

Enter password ***"rhapsody"*** without the quotes and lowercase.

You are now connected to rhapsody Wi-fi.

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.

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Rhapsody Wi-Fi Hotspot, Log In

A larger view of pages which will be displayed on your mobile devices:

Hotspot Login Page

"click Connect & Agree"

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Radio Heatherwood Listen Live Rhapsody Player

A larger view of pages which will be displayed on your mobile devices:-

Radio Heatherwood Rhapsody Music Service

Listen Live

Radio Heatherwood provides a live feed from it's Rhapsody Service.
To listen to the live feed from our music radio player,
click on the play button below.
If after 5 seconds you are not connected try the alternative option.
click play button/link:-

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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.

"Press" the power switch and wait whilst it connects.

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

If you wish to change channels ***"Press"*** the 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.

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.

Last Listened

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.

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RADIO Heatherwood

Frequently Asked Questions

Welcome to Radio Heatherwood's on line Rhapsody Service. This page will assist you with some useful tips and answers to questions on how to get the best from our service.

Does your hotspot service load software or cookies on my device ?

No

The player keeps buffering ?

Some mobile devices are low on memory and hence are not able to stream the signal in a continuous stream. It may also be caused at busy times when lots of users are using the Wi-fi service.

Remedy

If you have an I-phone/I-pad , follow the instructions for Clear Data.

On your device close all additional web page windows which are open and will be running in the background, in addition close all apps running in the background.

On the I-phone apps running can be found by double clicking the ***"home button"***. Hold your finger on one of the icons and they will all shake and have a minus symbol on them, touch each one you wish to close. When you have finished just press the ***"home button".*** These all use memory causing buffering on the device as it re-fills available space.

You could try using the alternative player option on the page

> If you have IOS7 operating system use the instructions on page 20 to close open apps.

or opt for the text only player.

There is a low memory players only page, which will allow you to listen and lesson the buffering.

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Clear Data I-phone/Ipad

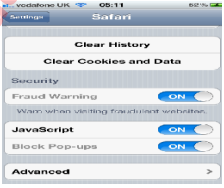
Why does my I-phone/Ipad, not update the rhapsody what's playing list?.

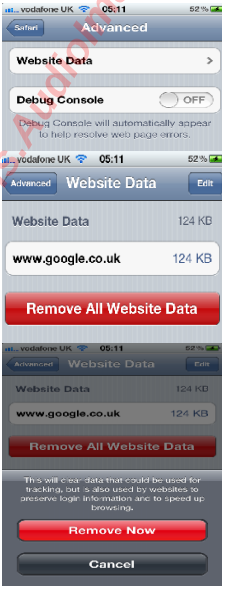
The browser on your I-phone/I-pad stores data from previous visits, if you were say listening yesterday and it was working and today it's not, it's because your phone has cached the data from the playlist for yesterday.

This is a function of I-phone/I-pads to reduce the amount of downloads it has to do from a visited web site.

Remedy Close browser and log out from Rhapsody hotspot.

Go to settings on your phone, scroll down to safari browser and *"select"* scroll down and select *"Advanced"*/then "*Website data"* and select "*remove all website data"*/





then "*remove now"*

This will remove all stored data.

You will have to log into rhapsody hotspot and choose the Radio Heatherwood page, playlist will now update.

Note:- Clearing history on the bookmarks page will not clear the stored playlist data.

Why does my I-phone/Ipad, not update the rhapsody what's playing list ?

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Clear Data Android Device

Why does my Android, phone/tablet not update the rhapsody what's playing list, or play the radio stream or access the internet or I have a broken music stream.?

Reason :-

Low Memory on Device.

The browser on your android device stores data from previous visits, if you were say listening yesterday and it was working and today it's not, it's because your phone has cached the data from the play list for yesterday.

This is a function of androids to reduce the amount of downloads it has to do from a visited web site.

"Close browser."

Remedy

There is two tasks we need to complete by selecting two memory buttons. We need to select, one for the main data and the other from the temporary memory cache.

Please carryout the following in the order shown.

Go to settings on your phone,

"select"

scroll down to apps manager or application manager,

"select"

scroll down to chrome browser or your internet browser(normally chrome), and

"select"

scroll down and you will see a section marked storage

(Continued on page 17)

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Clear Data Android Device

"select "clear cache "

Next scroll up slightly

"select "clear data"

A dialogue box will appear informing you of the implications just

"select "OK"

This will remove all stored data.

Note:-

If you are using chrome the next time you use it, it will ask you to accept the terms and conditions and ask you to sign in, if you have an account, this is normal.

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RADIO Heatherwood

Frequently Asked Questions

A number of useful videos have been made available.

How to close web pages on Iphone/Ipad and improve streaming of Radio Heatherwood.

How to clear data on I-phone/I-pad and improve streaming of Radio Heatherwood.

Close All Open Applications I-phone/I-pad. How to close open applications on I-phone and improve streaming of Radio Heatherwood.

Visit the web page using the menu option on the help link or click on the highlighted text above.

Over 6 short video's cover the most common problems experienced.

The video's are also available on our facebook page.

Why can't you display the title of the new song waiting to play ?

The radio station must comply with the requirements of the Phonographic Performance Licence and cannot openly announce what we will be playing next.

Does your hotspot service track my web searching ?

The music player is contained within the web page you view and this streams the music live and once stopped leaves no trace on the device.

The only information tracked is the time a device logs on and off and the pages and or documents viewed on the rhapsody site only.

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RADIO Heatherwood

Frequently Asked Questions

I have closed my browser page by accident, how do I return to the Rhapsody Pages ?

If you have closed down the browser pages by accident, and can't get back to your listening page, don't worry you are still logged into the Rhapsody hotspot.

Remedy 1

If you are on the internet and have lost your way and would like to get back to the rhapsody hospital radio service, ***enter a search for Radio Heatherwood.***

When the home page displays for Radio Heatherwood, ***"Touch in-patient listening image"*** on left hand side of web page. This will take you to the rhapsody page.

Rhapsody Live Listen
For In-Patients Only

Patients currently in ward 4 who are logged onto our rhapsody wifi can listen now by clicking the link below:-

In-Patient Listening Service

Note:-

Visitors to this web site, who are not in-patients will not be able to use this listen link.

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Frequently Asked Questions

Remedy 2

When the home page displays for Radio Heatherwood, touch the menu

option for ***Rhapsody Wi-fi,*** when menu opens, tap the link marked ***"Live Feed in Patients Only"***

Remedy 3

Tap on your browser icon.

The browser if set, should return you to the last viewed page. If this doesn't appear, go to bookmarks and view history and ***tap onto the Radio Heatherwood Rhapsody links.***

If you have no stored history or bookmarks:-

Enter ***192.168.0.200*** into your url address box to access the Radio Heatherwood's Intranet which provides the live music service, or click.

Radio Heatherwood In-patient service

Note:- You will still be logged on and can restart the player on your chosen page.

Depending on the browser settings

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RADIO Heatherwood

Frequently Asked Questions

I have ios7, how do I close applications?

iOS 7's new method to completely exit your running apps (and prevent them from running in the background) is even easier than iOS 6's.

The screen shows two applications open, indicated by the icons at the bottom of the screen

All you have to do is ***double tap*** the home button to bring up the multi-tasking view, then hold your finger on application then ***swipe up*** the app you want to exit. The app will fly off the screen, and release its resources to the operating System

The screen should only show one application open, indicated by the icon at the bottom of the screen. In this case the safari app is running with a web page open.

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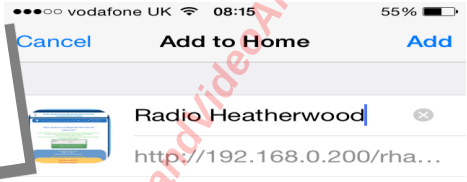
RADIO Heatherwood

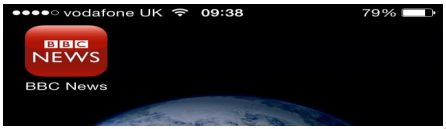
Frequently Asked Questions

I have I-phone, How Do I add shortcut to Home Page ?

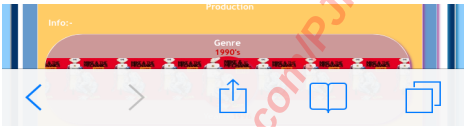
Make iPhone Web Clips !

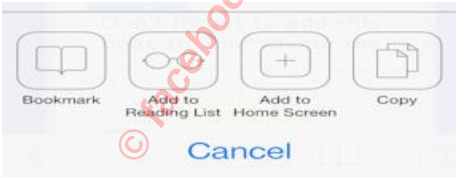


Making an iPhone web clip is simple. Here's how:-



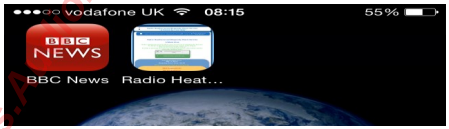
When on the rhapsody page you want to turn into a web clip(shortcut) ***Tap the Action Box*** (the square with the arrow coming out of it) at the bottom center of the web browser window.





Tap the Add to Home Screen button.

Edit the name of the clip and then ***tap***



Add.

If you go to the iPhone's home screen, you'll see the new clip and will be able to use it as a shortcut to Rhapsody and also allow you to log off.

The clip can be moved around the home screens using the standard iPhone home screen rearrangement steps.

Deleting iPhone Web Clips

To delete an iPhone web clip, do the following:

Tap and hold on the Web Clip until the icons start to shake.

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Frequently Asked Questions

Tap the "X" icon on the web clip.

Confirm that you want to delete the clip.

When the clip is gone, tap the iPhone's home button to stop the icons shaking.

Try our useful video's page.

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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

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

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Page Index

Android Type Phones/Touch Pads Rhapsody Registration.	Pg 8
Donations	Pg 6
How Do I Listen ?	Pg 3
Internet Access & Email	Pg 5
Internet Radio's Donations & Phone Contact	Pg 6
Internet radios	Pg 6
I-phones/I-Pads Rhapsody Registration.	Pg 7
Macbook Pro Rhapsody Registration.	Pg 10
Mobile Calls To The Radio Station Staff ?	Pg 6
Rhapsody keeping You Up to Date	Pg 4
Rhapsody Wi-Fi Hotspot, Log In (Larger View)	Pg 11
Radio Heatherwood Listen Live Rhapsody Player(Larger View)	Pg 12
Rhapsody Wi-Fi What's This All About ?	Pg 3
Useful information	Pg 24
Using The Loan Radio Service	Pg 13
Wi-Fi Trial Feedback	Pg 24
Windows 7 Net-book's/Laptops Rhapsody Registration.	Pg 9

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Help Desk Index

Frequently Asked Questions	Pg 14
Can I Use My Own Internet Radio To Listen to Radio Heatherwood ?	Pg 6
Devices Compatibility List	Pg 2
Does Your Hotspot Service Load Software or Cookies On My Device ?	Pg 14
Does Your Hotspot Service Track My Web Searching ?	Pg 16
How To Clear Data From I-phone/Ipad	Pg 15
How To Tune Into Radio Heatherwood, Andoid Type Phones/Touch Pads	Pg 8
How To Tune Into Radio Heatherwood, I-phones/I-pads	Pg 7
How To Tune Into Radio Heatherwood, Macbook Pro	Pg 10
How To Tune Into Radio Heatherwood, Windows 7 Net-books/Laptops	Pg 9
I Have ios7, How Do I Close Applications?	Pg 21
I Have Closed My Browser Page by Accident, How Do I Return to The Rhapsody Pages ?	Pg 17

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Help Desk Index

The Player Keeps Buffering	Pg 14
What Can I Expect To Hear On The Radio Station ?	Pg 3
What's Playing On Radio Heatherwood?	Pg 4
Where Can I Find Help On Registering on the Rhapsody Wi-fi?	Pg3
Why Can't You Display the Title Of The New Song Waiting To Play ?	Pg 16
Why Does My I-phone/Ipad, Not Update The Rhapsody What's Playing List ?	Pg 15

Useful Links Index

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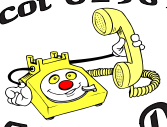
RADIO Heatherwood

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

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