

HOSPITAL - MANUAL

MYCHOICE – Credit

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1 GENERAL

Thanks for your trust in MyChoice Credit, a unique and cost effective revenue solution for Philips Hospitality TVs. You are now able to resell TV channels to guests and patients with your Philips Hospitality TVs without having to invest in expensive 'systems'.

WHAT CAN YOU DO WITH YOUR HOTEL ACCOUNT

- 1- Generate PIN codes to unlock the (MyChoice) TV channels
- 2- Purchase credits to generate PIN codes.
- 3- Print the PIN code generated.

Furthermore this manual explains how to setup/install the TV sets

2 LOGIN to the MyChoice Credit portal

- 1) Login: www.my-choice.tv
- 2) Select : Home → MyChoice → users → MyChoice Credit
- 3) Enter your email address and the password

➔ You will received your login details by email from "MyChoice-Credit".
This will be done automatically by the MyChoice Credit portal when the dealer has created the hotel account.



- 4) Enter: "Room number" as assigned by the dealer in the portal
- 5) Enter: "Number of days" for which you want to get a PIN code.
- 6) Select TV package (Optional)

7) Press "Generate PIN"

PHILIPS Hospitality TV

Home Hotel Healthcare Distributor Contact

HOSPITALITY PORTAL

Logged in as:
CARE Hotel

- > My Account
- > Change Password
- > Logout
- > **Generate PIN**
- > Request Credits
- > Need Help?

Generate PIN

Room number * 100

Number of days * 3 days (1 credit)

Your credits 1567 credits left

Generate PIN

→ The PIN code is being displayed

The screenshot shows the Philips Hospitality TV portal interface. At the top, the logo "PHILIPS Hospitality TV" is displayed. Below the logo are navigation buttons for "Home", "Hotel", "Healthcare", "Distributor", and "Contact". The main content area is titled "HOSPITALITY PORTAL" and shows the user is logged in as "CARE Hotel". A sidebar menu on the left includes options like "My Account", "Change Password", "Logout", "Generate PIN" (which is highlighted), "Request Credits", and "Need Help?". The main display area shows "Your PIN is:" followed by the PIN code "178 026", which is circled in red. Below the PIN, there is a message: "This PIN code is valid for 3 days for the television in room 100". A link with a printer icon says "Print PIN sheet for guest". Another message states: "This PIN code is valid for one month after issuing." At the bottom, it says: "You have now 1566 credits left. Click here to request new credits".

- 8) Press "Print PIN sheet for guest"
- 9) → See below for example of print out.

PHILIPS Hospitality TV



Your PIN is:

178 026

This PIN code is valid for
3 days
in
room 100

This PIN code is valid for one month after issuing

How to activate your TV:

Step 1: Press the left upper (MyChoice) button on the remote control

Step 2: Enter the received PIN code in the PIN field

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2.1 ASKING/ ORDERING NEW CREDITS

Hotels or hospitals can only purchase credits after the dealer has created the account and the hotel/hospital has agreed on the payment conditions with this dealer. (Not needed for annual licenses)

- 1) Select "Request for credits"
 - 2) Enter the "number of credits" you want to purchase.
 - 3) Enter some reference text or other information (optional)
 - 4) Tick "I agree with terms & conditions"
 - 5) Press "Send request"
 - ➔ An email with the request will be send to the dealer.
 - ➔ After approval by the dealer the credits will be assigned to the hotel/hospital account
 - ➔ This will be done within 5 working days.
- (Invoicing will be done monthly or quarterly, depending on your agreement.)

HOSPITALITY PORTAL **Request Credits**

Logged in as: CARE Hotel

Number of credits * 200

Invoice number xxx. Pls assign new credit of our hotel ?

Remarks

Terms & conditions I agree to the [terms & conditions](#)

Send Request

How much does an activation cost?

1 day	1 credit
3 days	1 credit
7 days	1 credit
14 days	2 credits
28 days	4 credits

2.2 TIPS & TRICKS for Hospital use

- a) How to grant access to another TV when patient is moved to another room ?
 → Simply provide (e.g.: via the reception desk or patient service) the patient with a new PIN-code for the new room for the remaining time he/she paid for. Do not recharge for the days that have not been used. Philips hospitality TV can provide some free codes to cover these cases.

Note: In general patients are not appreciating movements neither do hospitals, as it generates additional administration. Therefore hospitals will try to minimize the moving of patients. Secondly the average stay in a hospital is relatively short. In our reference cases this is not experienced as an issue.

- b) Can the TV activation be de-activated if a patient leaves earlier ?
 → yes there is a special PIN code available on request.
- c) How to sell PIN codes?
 → Via a local gift shop: They can generate the PIN code in the shop when using a computer.
 → Via a digital vendor machine or Kiosk (local sourcing e.g. via Neosystems in Poland).
 → Via a call centre service or SMS service (to be arranged locally)
- d) How to deactivate the TV ?

→ When a patient is leaving the room earlier it might be wishful to deactivate the active PIN code.
 There is a special secret PIN code available for this purpose

3 TV SETUP MANUAL – How to setup your TVs for use with MyChoice Credit

Professional TV's work with two different platforms as such there are several set up procedures. Check the type number and Find the TV installation manual (this is an extra manual for installers of professional TVs besides the standard TV manual) and follow the right procedure.

See below example of 48HFL5010/12:

Find installation manual on :

http://www.p4c.philips.com/cgi-bin/cpindex.pl?ctn=48HFL5010T/12&hlt=Link_Overview&scy=GR&slg=ENG

See page 44 to 45

General installation hints:

1. **Check SW status** with code: 123654 (PBS Off). **Scroll down.**
2. **Install latest SW, only if required.** (insert USB with SW and follow instructions)
3. **Install TV** and search for all channels (set-up). Make sure **Demo is switch off.** (in consumer menu)
4. Install the info channel, if any, as last channel
5. Clock set up: →Download program: **select a channel with a clock and confirm**

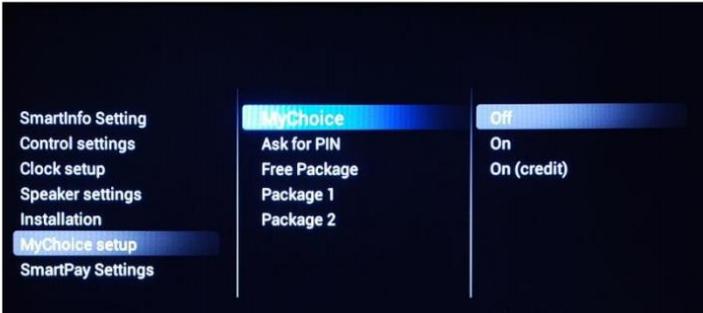
Trouble shooting”

1. When the message “**MyChoice is not available**” is displayed → Check if clock is available (with professional remote control). If not, change the clock download channel to a channel with clock.

For questions related to installation please contact hospitality.orderdesk@tpv-tech.com



[MyChoice] setup menu



[MyChoice]

[Off]: Disables MyChoice function.

[On]: [REDACTED]

[ON Credit]: MyChoice works with MyChoice Credits.



[Ask for PIN]

[OFF]: The code is required only one time at activation. A new code request will be requested when the validity is expiring.

[ON]: Pin Code is required ever time when the feature is used. Every time when the TV set is switched [ON], the feature will require the pin code.

To avoid that the patient has to re- enter the PIN code every time the TV is switched on, it is possible to set up the TV in such a way that the TV only asks for a PIN code the first time. After that the TV channel remains unlocked until the PIN code has expired. With a deactivation PIN code it is possible to deactivate this activation (e.g: by Hospital TV manager)



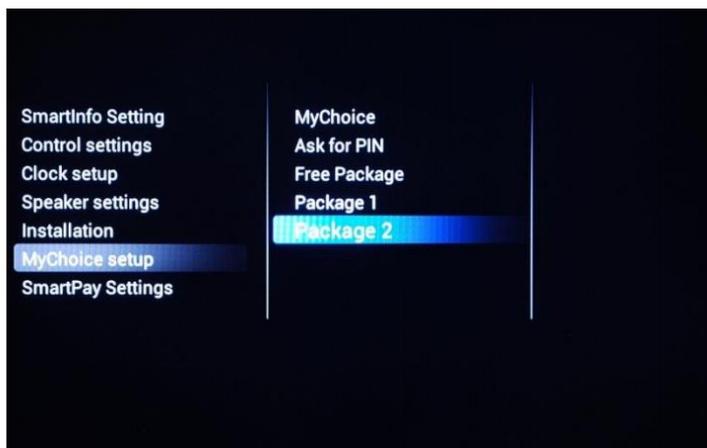
MyChoice configuration:

Free Package: Channels free to view



MyChoice configuration:

[Package 1]: TV Channels included in the package.



MyChoice configuration:

[Package 2]: TV Channels included in the package.

Important : Make sure the channels are installed, professional mode is on and clock is set.