



## Child Life User Guide for Digital Media Services

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## Inpatient Digital Media Services – Read This First!

The following digital media services are currently offered at HSC Winnipeg Children's Hospital. Some inpatient rooms have devices built-in, while others need to be either loaned from the library Book Corner (CH253) or requested.

1. TVs
2. DVD Players
3. Amazon Firestick Streaming
4. Smart TVs and Gaming Carts
  - a. PlayStation Consoles
  - b. XBOX Consoles
  - c. Nintendo Switch Consoles

Please follow this document to diagnose and troubleshoot any problems the system may be having. For assistance, please connect with Unit Staff or your Child Life Specialist (CLS). If further assistance is required, they will contact the Gaming and Technology Specialists (GTS).

### TV

Regular TVs with cable broadcasts are available in every room. Additional devices can be connected to the TV to play external media.

#### What if the TV isn't working?

1. Check if the TV is powered on and set to HDMI
  - a. Use the bedside remote to turn the TV on and change the input
  - b. If remote is missing, contact Unit Staff or CLS
2. Check if the remote and system have power
  - a. Check if electronics are plugged in
  - b. Check if remote needs new batteries
3. Check that the external device is powered on
  - a. Refer to individual sections below
4. Make sure the remote or controller are paired with system and external devices
5. Make sure the external device has the disc put in the right way

#### How to watch CHTV

CHTV broadcasts age-appropriate content on channel 7. The Good Day Show is broadcast every weekday at 1PM live from the CHTV studio, with a rebroadcast at 4PM. Patients who are not on isolation can participate in the live show: ask your CLS for more information.

#### Have your own device?

If you bring in your own console or streaming device from home, you can connect it to the in-room TV. Contact your CLS if you require assistance setting it up. Past helping with initial setup it is your own responsibility to secure your electronics and consoles and keep them free from damages.

## DVD Players



DVD players are in every room in wards CH3, CK3, CH4, and CH5. Portable DVD players and age-appropriate DVD movies and shows can also be borrowed from the library Book Corner in room CH253. Certain gaming consoles can also play DVD and Blu-ray discs.

## Amazon Firesticks



Amazon Firesticks are in every room in the Pediatric Intensive Care Unit (PICU). They can also be loaned out in the CK5 ward or library Book Corner in room CH253. Each Firestick is logged into the Child Life account and users can stream free content or log into their own subscription streaming services. If you do so, remember to sign out of your account(s) at the end of your stay.

### Remote becomes unpaired

If the remote becomes unpaired, try the following steps before contacting Unit Staff or CLS/GTS.

1. Hold the home button for about 10 seconds until the LED starts blinking amber.
2. Hold the remote close to the Firestick.
  - a. If the remote is tethered and can't be brought close, hold it as close to the Firestick as you can.
3. There should be a confirmation on screen that the remote was unpaired and paired again. The remote's LED will blink blue.

### Using your own Amazon account

If you have your own Amazon account, you can log in to access your own Amazon services such as Music and Prime Video.

1. Go to Settings and select Profiles
2. Select Profile Settings
3. Select Amazon Account
4. Select Deregister
5. After the Firestick has been logged out of, follow the on-screen steps to log into your own account.

At the end of your visit, remember to log out of your own Amazon account.

### Sign out of streaming apps

Keep in mind that if you forget to sign out of any apps you use, other users that use the device after you could use your account without your knowledge.

1. Go to Settings and select Applications
2. Select Manage All Installed Applications
3. Scroll down and select the app you want to log out of (e.g. Netflix)
4. Select Clear Data

## Smart TVs and Gaming Carts



Smart TVs are available in certain rooms and on gaming carts. Gaming carts can be requested by speaking with your Child Life Specialist on a first-come, first-served basis.

## PlayStation Consoles



*PS5 and PS5 Digital Edition (No Disc)*

PlayStation consoles are in certain CK5 rooms and on some gaming carts. The PS5 console can play both PS5 and PS4 games. Digital PS5s cannot play discs and come preloaded with a set of games, while regular PS5s can play DVD and game discs, but the games must be installed first.

### Controller becomes unpaired

By default, the PS5 controller is connected to the console via a USB to USB-C cable. Make sure both ends of the cable are connected: the USB should be connected to the console and the USB-C should be connected to the controller. Press the PS button on the controller to pair the controller to the console once connected. Use this method to pair additional controllers.



### How to watch DVDs or Blu-Ray on PS consoles

First, check if your PS console is DVD compatible. Only PS5s with disc slots can play media, so if the PS5 is digital, it won't be able to play DVDs or Blu-Ray discs. DVDs and Blu-Ray discs can be borrowed from the library Book Corner in room CH253. Normally the media should automatically play when the disc is inserted. If it doesn't, use the PS controller to navigate to the media section in the menu and select it by pressing the X button.

## XBOX Consoles



*XBOX Series X and S*



*Xbox One*



*Xbox 360*

XBOX 360 consoles are in certain CK5 rooms. XBOX One and Series consoles are on gaming carts. XBOX games are mostly backwards compatible with previous versions. Only the XBOX Series S is unable to play disc media and are preloaded with games. All other XBOX consoles need to have games installed first.

### Controller becomes unpaired

By default, the XBOX controller is connected to the console via a USB to micro-USB cable. Make sure both ends of the cable are connected: the USB should be connected to the console and the micro-USB should be connected to the controller. The controller should automatically be paired. Newer XBOX controllers use USB-C instead of micro-USB.



### Pair controllers wirelessly

XBOX controllers can be paired wirelessly to the console.

1. Insert batteries into the controller. Some controllers have built-in batteries and a USB-C port.
2. Turn on the controller by pressing the XBOX button. If the button stays lit, the controller is connected.
3. Press the pair button on the console. This is on the front near the power button or USB port.
4. Press and hold the pair button on the controller until the XBOX button stays lit. The pair button is located on the top.

### Controller not working

If the controller isn't working, follow these steps to troubleshoot the problem.

1. Charge the controller by plugging in the charging cable.
2. If the controller fails to charge, replace the batteries in the controller.

### How to watch DVDs or Blu-Ray on XBOX consoles

First, check if your XBOX console is DVD compatible. XBOX 360s can play DVDs, XBOX Ones and XBOX Series X can play DVDs and Blu-ray, and XBOX Series S do not have a disc drive. DVDs and Blu-Ray discs can be borrowed from the library Book Corner in room CH253. Discs will automatically begin playing once inserted into the game console.



## Nintendo Switch Consoles



*Nintendo Switch*



*Nintendo Switch Lite*

Nintendo Switch consoles are only on gaming carts. The Nintendo Switch can be used as a handheld or connected to a TV, while the Switch Lite can only be used as a handheld. Both versions can play Switch games, or pre-downloaded Nintendo games from previous generations. The Switch cannot play any other forms of media, but streaming apps can be downloaded on the console.

### Controller becomes unpaired



The Nintendo Switch joy-cons are automatically paired when they connect to the system. To connect them, slide the joy-cons into the Switch console and turn on the console.



### Pair additional controllers

From the HOME Menu, select Controllers, then Change Grip and Order. Once on the page shown below, press and hold down the SYNC Button for at least one second on the controller you wish to pair. From there, you can change how the joy-cons are held by pressing the L and R buttons at the same time. The pair button is located on the side of the joy-cons or the top of the Nintendo Switch Pro Controller.

