

Hospital TV Control Call Center

Call Center

**CableSoft
Master Database
Server**



**CableSoft
Remote**

Operator / User #1

Multiple Operators can control
TV service from any location.



**CableSoft
Remote**

Operator / User # N

CableSoft Server can
control over 100 hospitals.

Hospital # N

iPocket
Ethernet
to RS232

Control Unit

RS-232

53 Mhz FSK
Control
Carrier

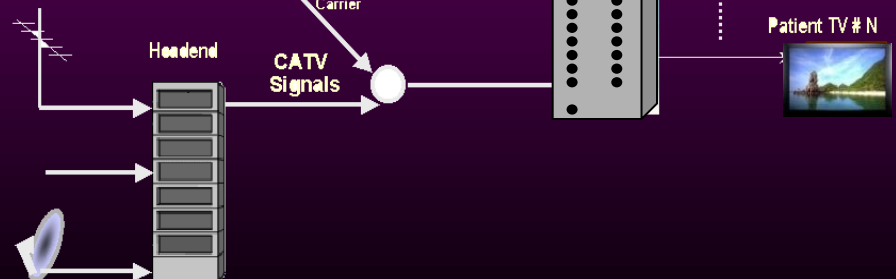
Headend

CATV
Signals

Addressable
Splitter

Patient TV #1

Patient TV # N



Hospital TV Control Call Center –Description

- Patients dial a local in-house extension or toll-free number to reach the call center .
- An operator at the call center enters the TV order and billing information. With CableSoft Remote Operator software the operator can be located anywhere.
- At the touch of a button the CableSoft Server securely authorizes the Credit Card for payment.
- The TV service order is then sent via TCP/IP (internet) to the Control Unit at the Hospital and the patient's TV service is instantly activated.