MOOD HARMONY™

Harmony Messages User Guide

[What is Messaging?]

- What are Messages?
  - Overhead Messages
  - On Hold Messages
- The Messaging Application layout
  - The Menu Section
  - The Details Section
  - The Properties Section
- What is a Library?
- What is a Zone?
- What is a Playlist?

Working with the Libraries
- Uploading a Media File
- Media Properties

Working with Zones
- Overhead Zones
  - How to add a playlist in an overhead zone
  - How to manage the messages of a playlist
  - How to schedule a playlist
  - How to set where the playlist must play
- On Hold Zones
  - How to add a playlist in an on hold zone
  - How to manage the messages of a playlist
  - How to schedule a playlist
  - How to set where the playlist must play

1. What is Messaging?

The **Messaging** application is a tool used for managing and scheduling audio messages for Harmony devices. Previously, this feature was embedded in the **Harmony Music** application, however, with the launch of multizone support, a standalone application was created in order to accommodate all the extra features.

The **Messaging** application can be accessed from the Harmony home screen, for logged in users who have the rights to use the application; these rights are given by a Harmony Admin user and must be requested.

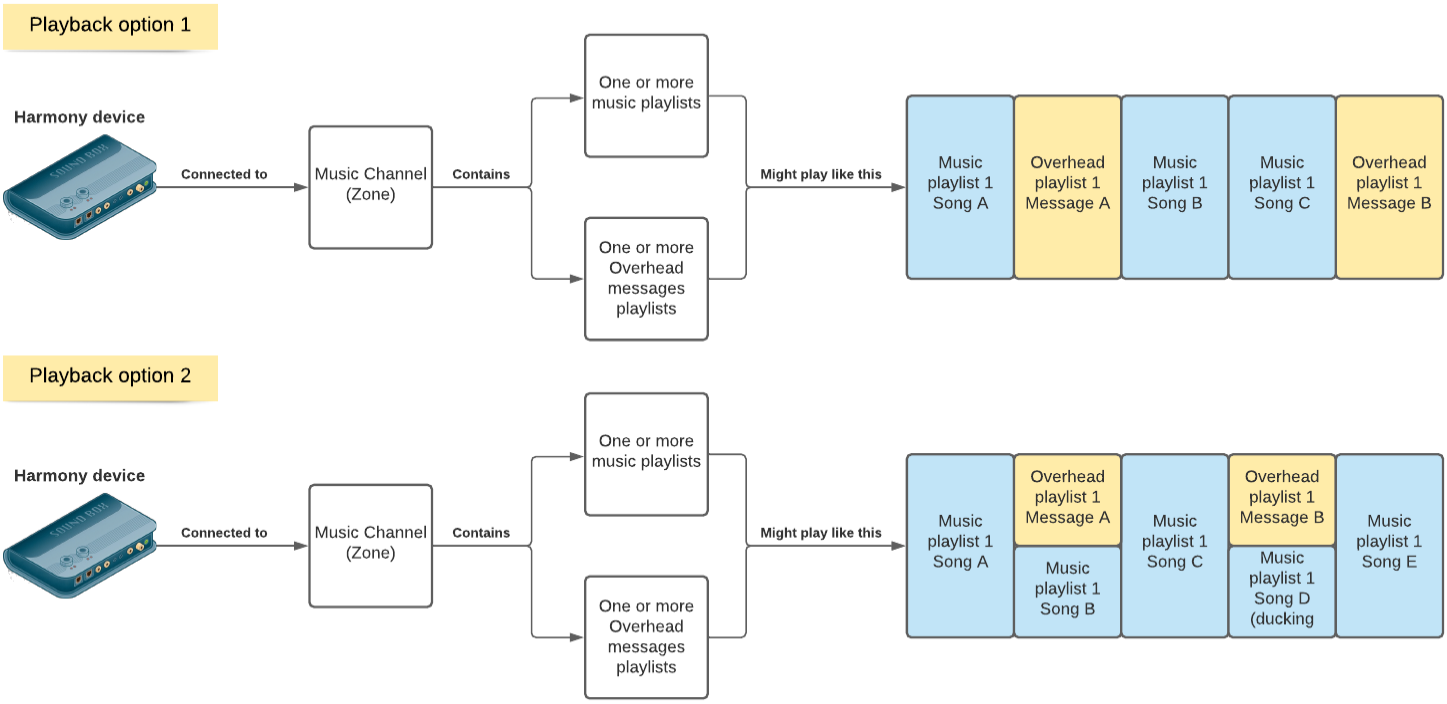
What are messages?

At its core, a message is an audio file (.mp3) uploaded in the Messaging application and played by a Harmony device. Depending on its purpose, a message can be one of two types: an overhead message or an on hold message.

Overhead messages

The purpose of overhead messages is to "insert" audio files in the music program that is playing (overhead) from a Harmony device. Think of audio jingles, commercials, or announcements.

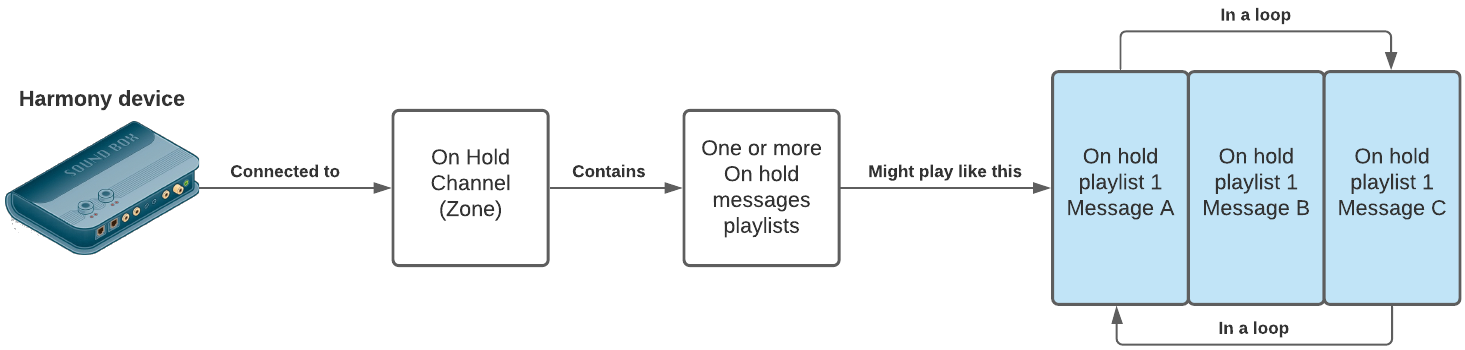
There are two ways of scheduling overhead messages: insert one or multiple messages after a song ends or duck the currently playing song and play the messages. For more information, see chapter "How to schedule an overhead playlist"



As you can see in the image above, both the music and the overhead messages are sharing the same audio channel (also known as a zone).

On Hold messages

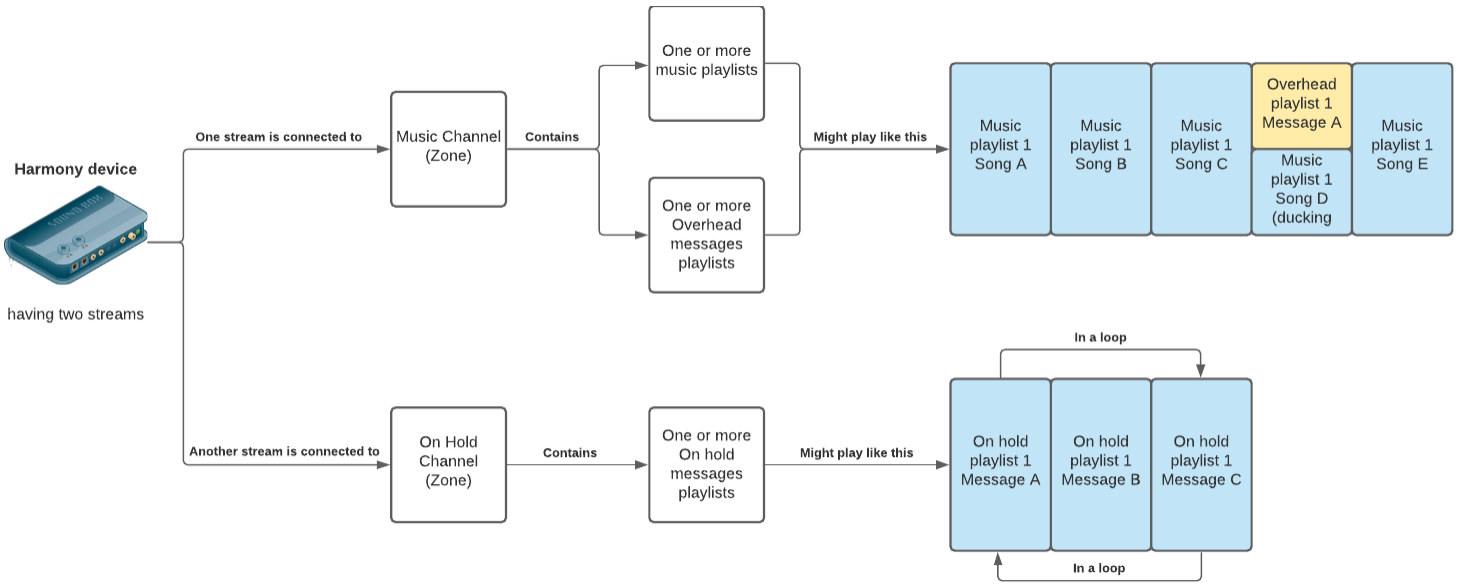
The purpose of on hold messages is to play one or multiple audio files in a loop; unlike the overhead messages, these messages are not "inserted" over the music but they are played on their own channel (or zone). Think of the looping messages or music you heard the last time you called a store or call center and were put on hold..



When a Harmony device is connected to an On Hold channel, it will play its audio messages in a continuous loop; there are multiple ways of scheduling an On-Hold messages playlist and this can be done from its list of properties (see How to schedule an On Hold playlist). Please note that you cannot mix on hold messages with music or overhead messages.

The examples above are for Harmony devices configured in a single zone setup; in single zone, the media player can only play Music (including Overhead messages) **or** On Hold messages but it won't be able to play everything at the same time.

However, Harmony devices support simultaneous **multi zone playback** which means that the same device can be connected simultaneously to a Music Channel (which includes Overhead messaging) and to an On Hold Channel.

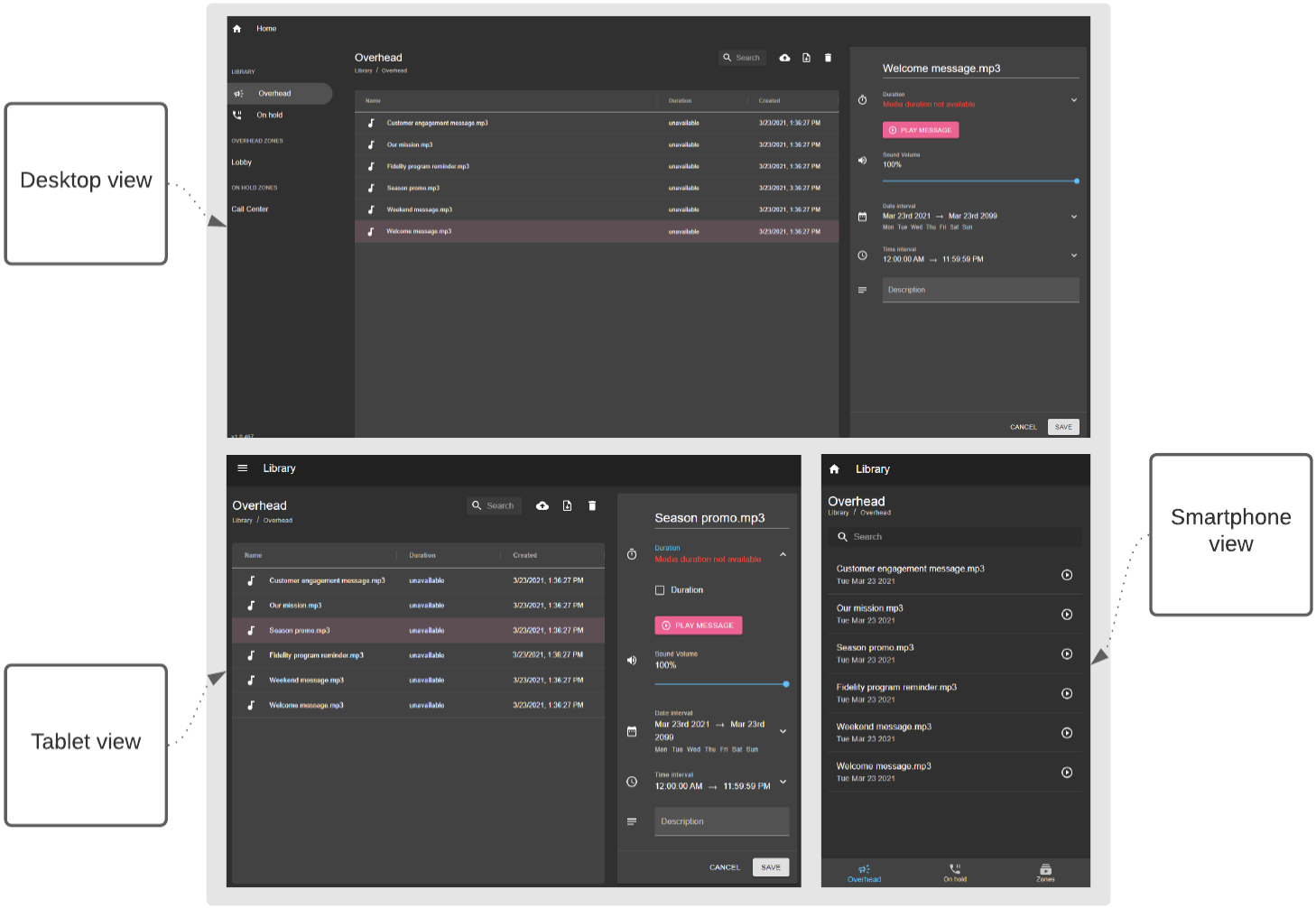


This means only one Harmony player is needed to play music, trigger overhead messages and play on hold messages on a separate zone.

NOTE	Please contact your Mood Media Customer Service for configuring a Harmony device to support Music or Messaging (including in a multi zone setup)

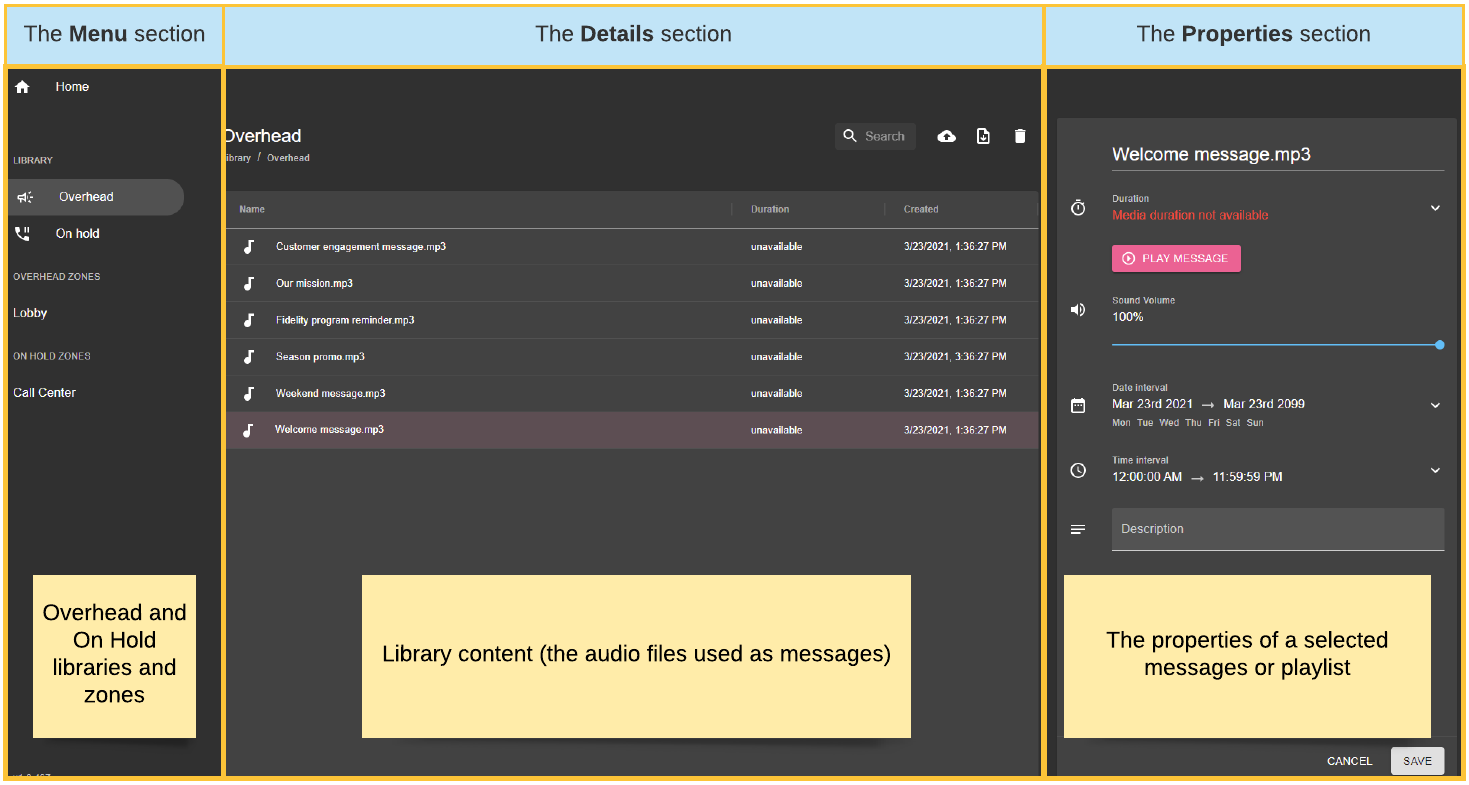
The Messaging application layout

The Messaging application has been designed to be accessible from desktops, tablets and smartphones. Depending on your screen resolution, its layout can be loaded in three different ways: Desktop view, Tablet View and Smartphone view



NOTE	In order to keep this user guide as short as possible, we'll be using the Desktop view as a reference.

The application consists of three sections: the Menu section, the Details section and the Properties section:



The Menu section

This section offers quick access to the messaging libraries and zones. While the Overhead and On Hold libraries are grouped together under a single category called "Library", the zones are divided into two categories called "Overhead Zones" and "On Hold Zones".

The Details section

This section shows the content of a library or a zone. Once you click on an item from the Menu section, this section will display either the audio files from a library, or the playlists of a zone.

The Properties section

This section shows the details and the properties of an audio file or a playlist. From the Properties section you set the scheduling, addressing, the validity interval, and so on.

What is a library?

You use the libraries to store and organize your audio files. There are two predefined libraries: the Overhead library and the On Hold library.
Note: these cannot be changed, renamed or removed.

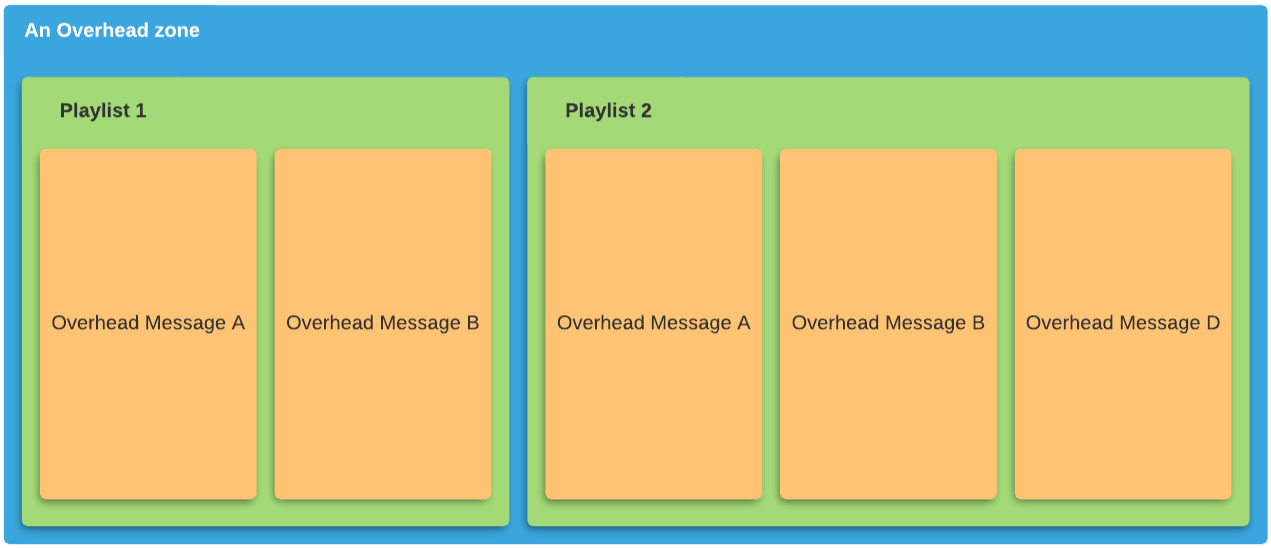
Once you upload an audio file, it will automatically become either an overhead message (if you uploaded it into the Overhead library) or an on hold message (if you uploaded it into the On Hold library). This means you cannot use the same message both overhead and on-hold unless you upload it twice (once in each library). that you cannot mix both types of messages or place both of them in a single place.

What is a zone?

In the context of Music & Messaging, a zone (also known as a Channel) is an audio source to which a device is connected - or "tuned" - in order to play music and/or audio messages.

What is a playlist?

A playlist acts as a container in which you add your messages, set a schedule, choose how and when it gets triggered and select the locations, groups or devices where to play it by using addressing. You create a playlist inside a zone and then you add messages inside the playlist.



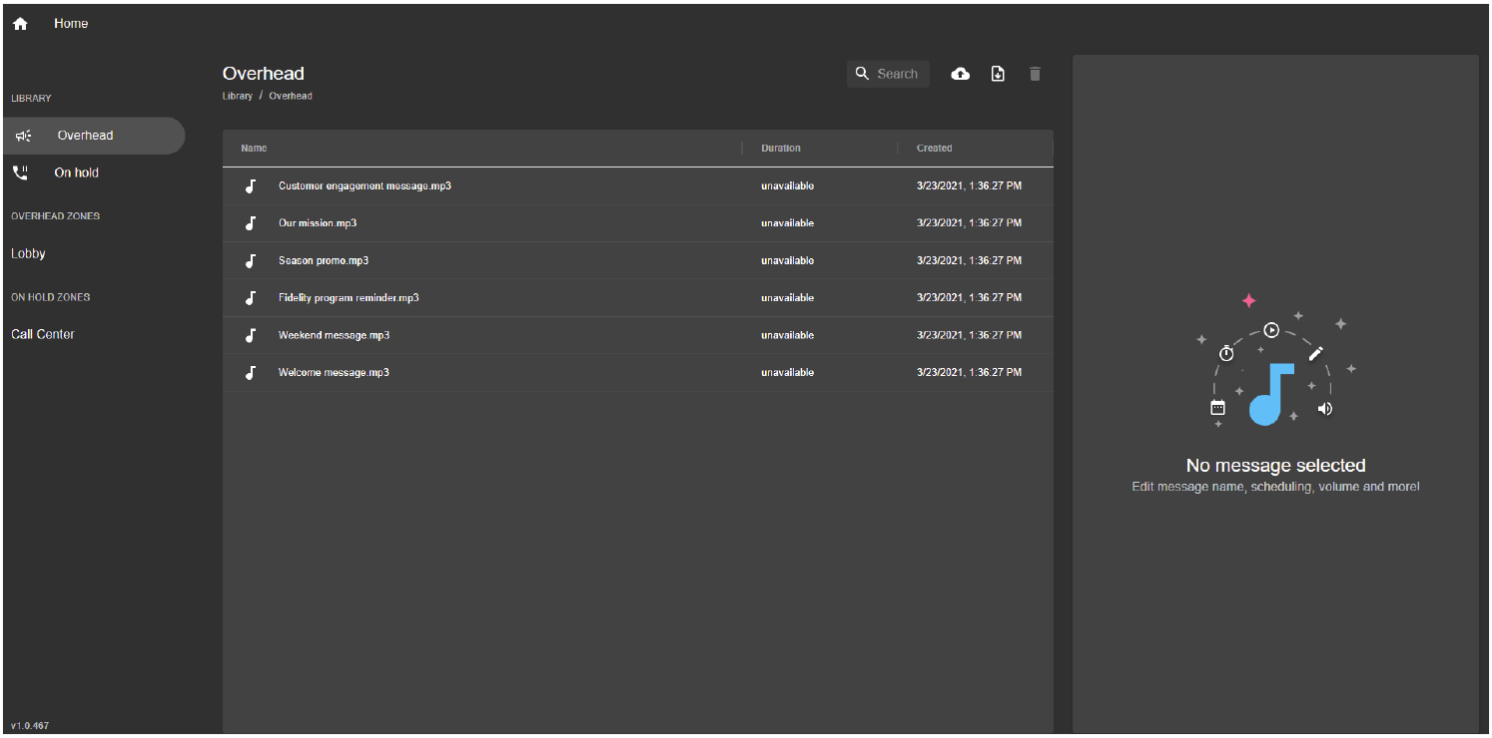
As displayed in the image above, you add messages into a playlist and you create playlists inside a zone. You can add the same message to multiple playlists across multiple zones (of the same type).

2. Working with the libraries

As we have seen above, there are two libraries: the Overhead Library and the On Hold Library. Even if they serve two completely different purposes, both of them share the same look and feel; if you toggle between Overhead and On Hold libraries, you will notice that both use the same grid layout, both have the same properties section with the same media properties and both use the same upload process. Indeed, there are no technical differences between an on-hold message and an overhead message: both are .mp3 files, with the same type of properties.

For the sake of simplicity, this chapter will only show screenshots from the Overhead library. However, since both libraries are identical, the same applies to the On Hold library.

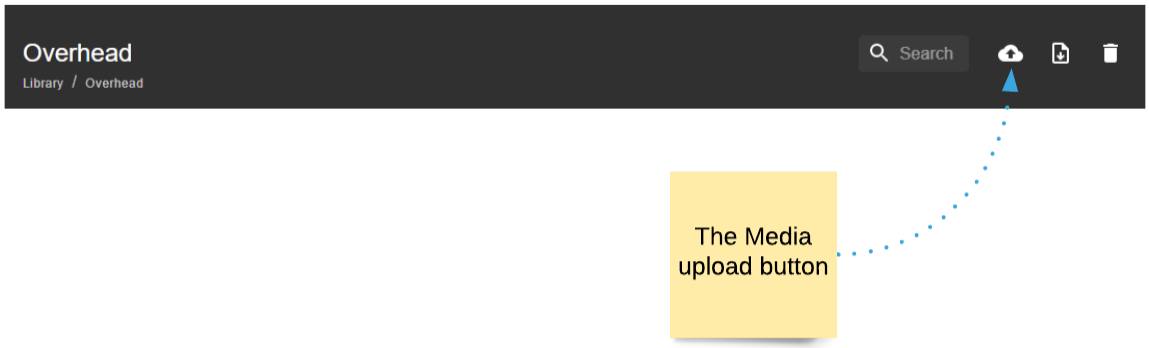
A library can be accessed by clicking on its corresponding entry in the Menu section:



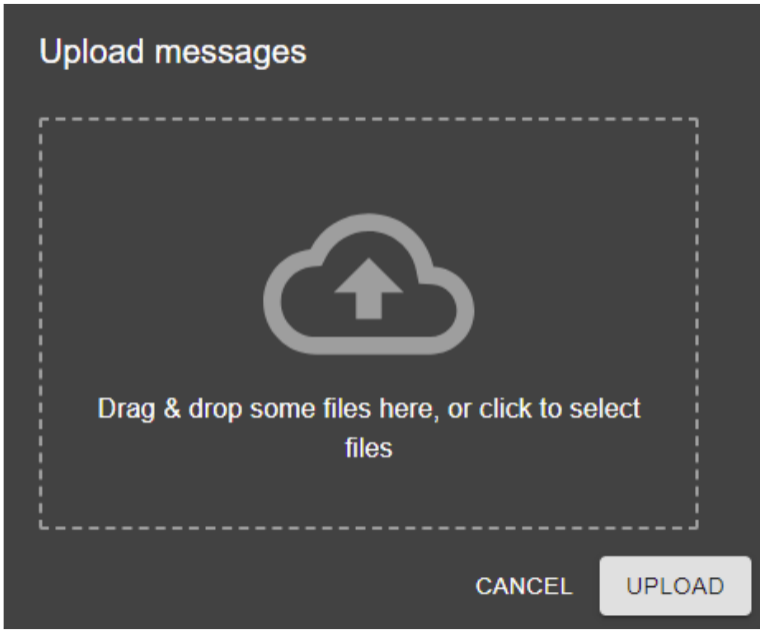
Once the library is opened, the **Details section** will show all the audio files stored in it. Inside this section you can search for a media, sort by any column, add extra columns (hover on top of a column header and click on the contextual menu), delete media or upload new ones.

Uploading a media

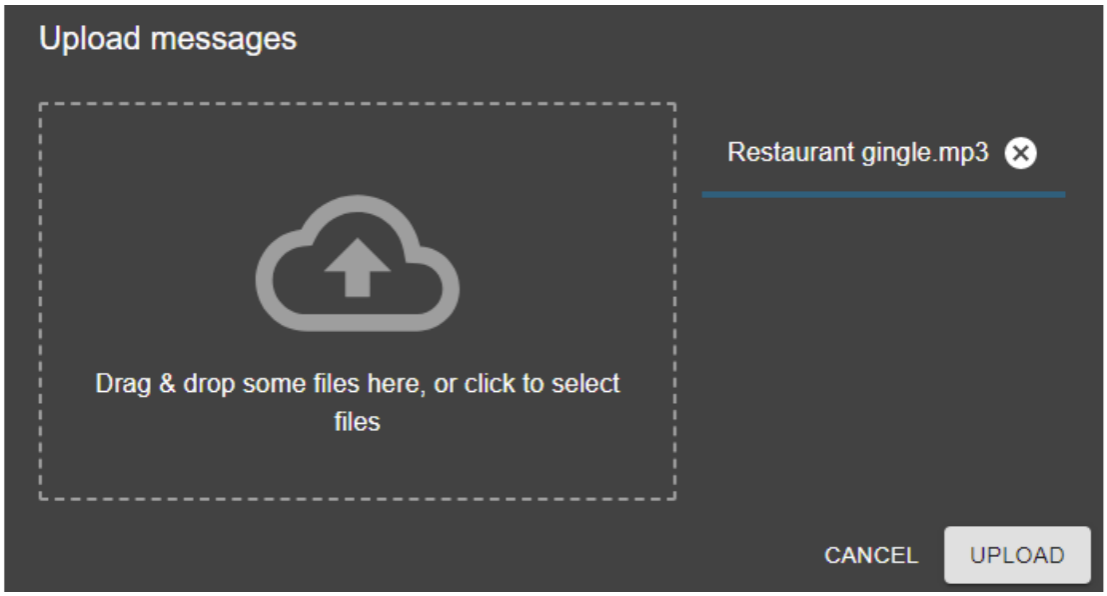
In order to upload a media, first click on the **Upload** button located on the top of the grid:



Clicking the Upload button will launch the **Upload manager** view. Here you simply select the audio files you want to upload by either using Drag & Drop or by clicking on the center and the screen to open the browse file window:



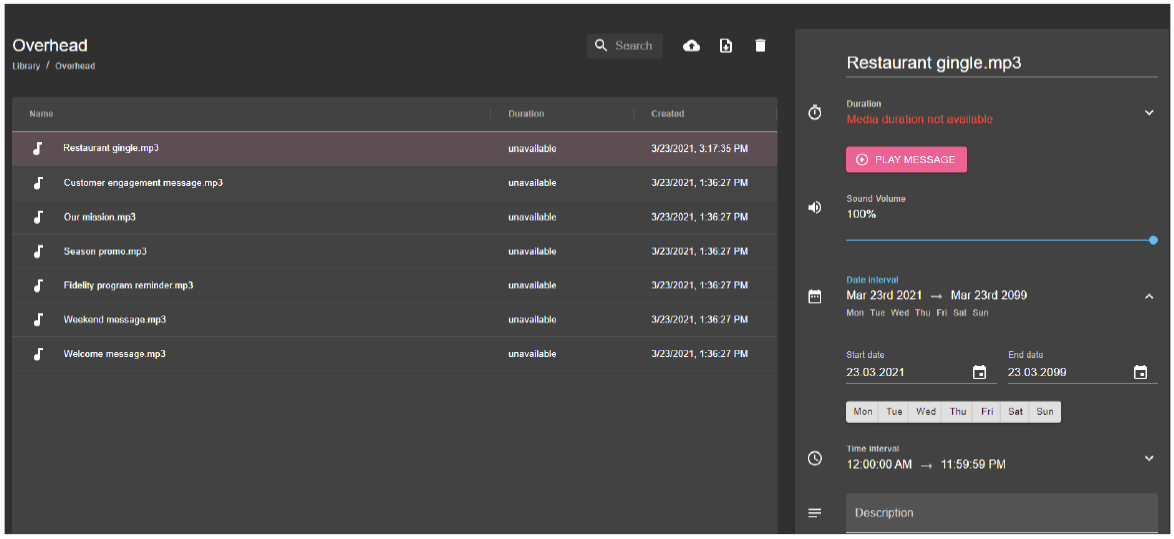
Once you have selected the messages you want to upload, click on the **Upload** button and wait for the files to upload. A progress bar will appear for each file and it will show the amount of time left until all media are uploaded to the server:



Once the files are uploaded, you will see them at the top of the library.

Media Properties

If you click on a media from the library, you will see its properties in the **Properties section**. From here you can adjust settings such as the sound volume, the media duration, the validity interval and even add notes in the Description section:

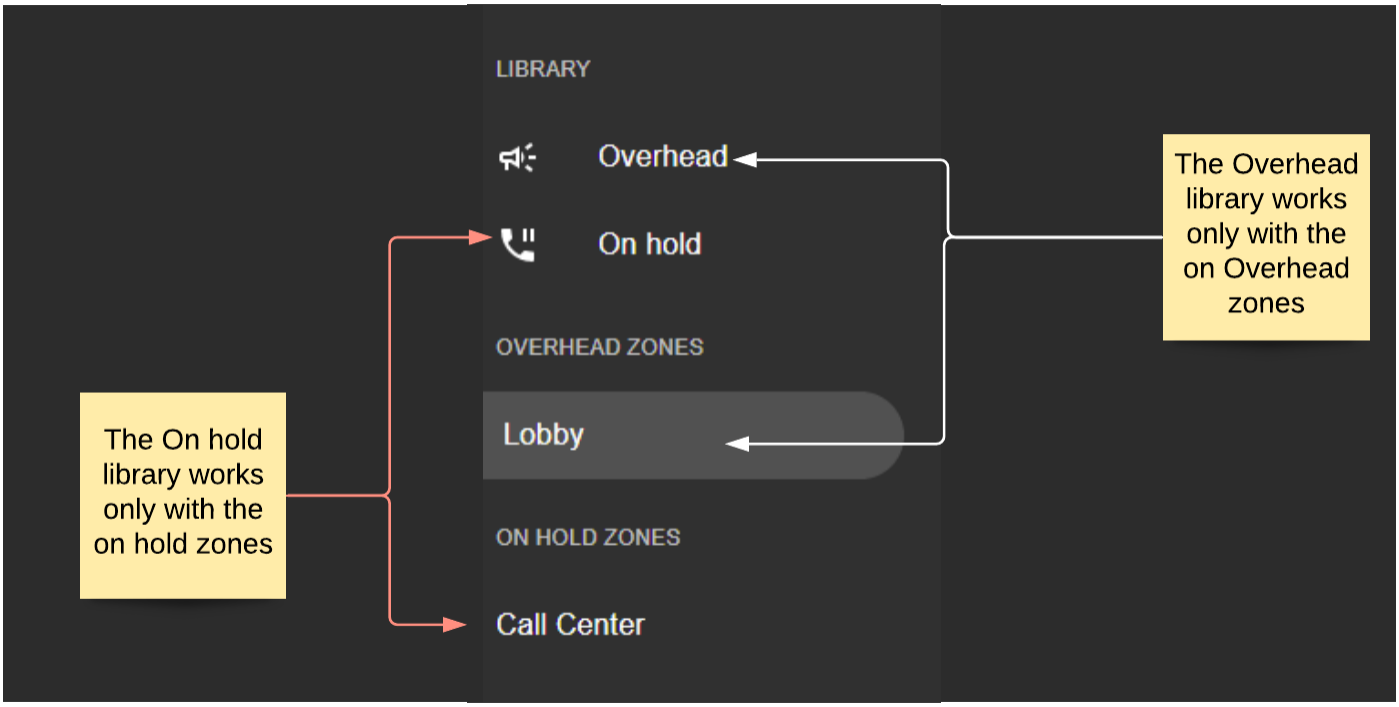


As mentioned at the beginning of this chapter, both the overhead and on hold messages have the same properties:

Property name	Description
Media name	You can change the name of the media.
Duration	The original duration of a media (eg. 3 minutes). If you toggle on the "Duration checkbox", you can force a different duration (eg. instead of 3 minutes, you cut the media to 1:50 minutes).
Play message	Will preview the audio message and you can hear it in your browser.
Sound volume	The volume at which the message will be played by the Harmony player
Date interval	The validity of a media: between which dates it is valid, in what hour interval and on which days of the week.
Description	Free text, it does not have any impact on the playback logic.

Working with the zones

As mentioned previously in this guide, there are two types of zones: Overhead zones and On Hold Zones and in each of these zones you can only add media from the corresponding library.



You cannot add media directly into a zone: first you need to create one or multiple playlists inside the zone and then add the messages inside the playlist(s).

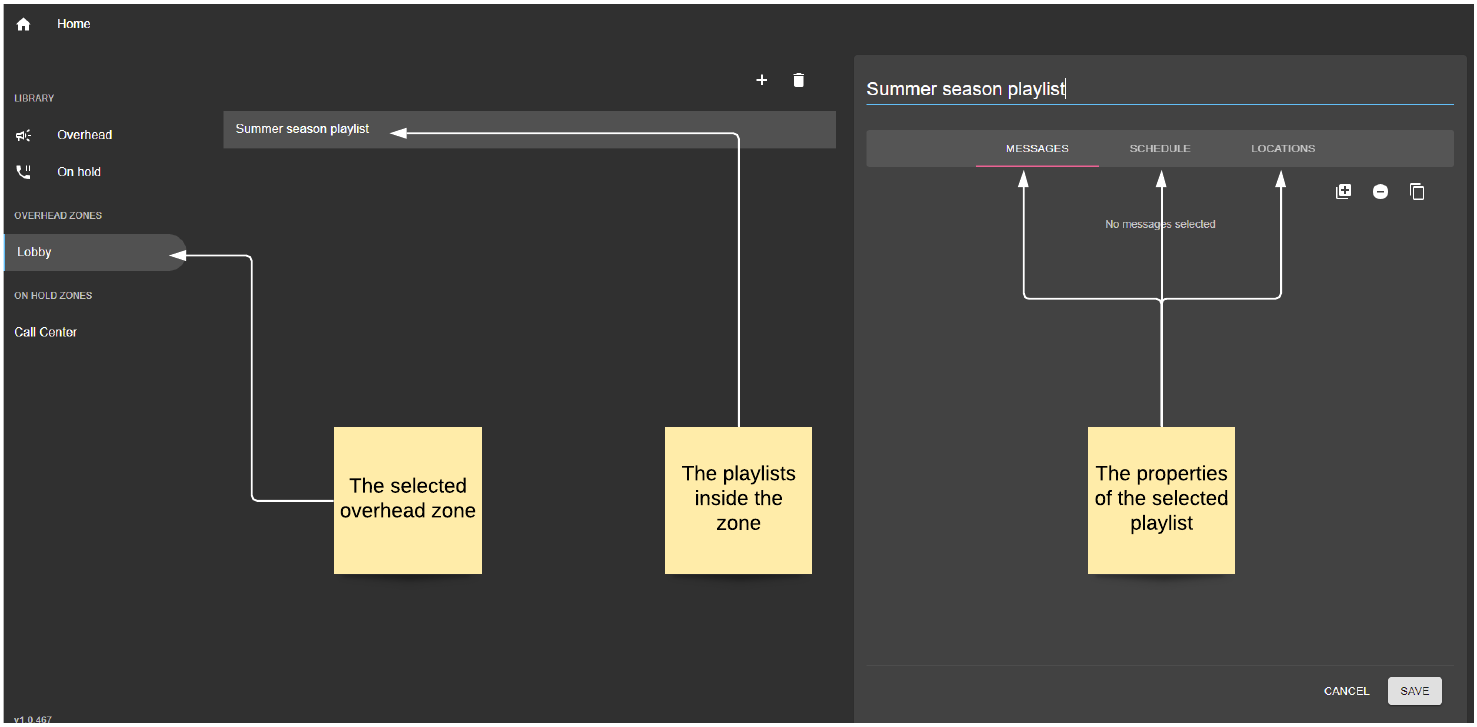
In order to create a playlist, you need to click on a zone from the **Menu section**; this will load the zone and you will see its playlists inside the **Details section**.

Overhead zones

An overhead zone can play its messages in two ways:

- Waiting for the current song to finish
- On top of the currently playing song, by ducking it

You will find all your overhead zones organized into a category called "Overhead zones" inside the Menu section:



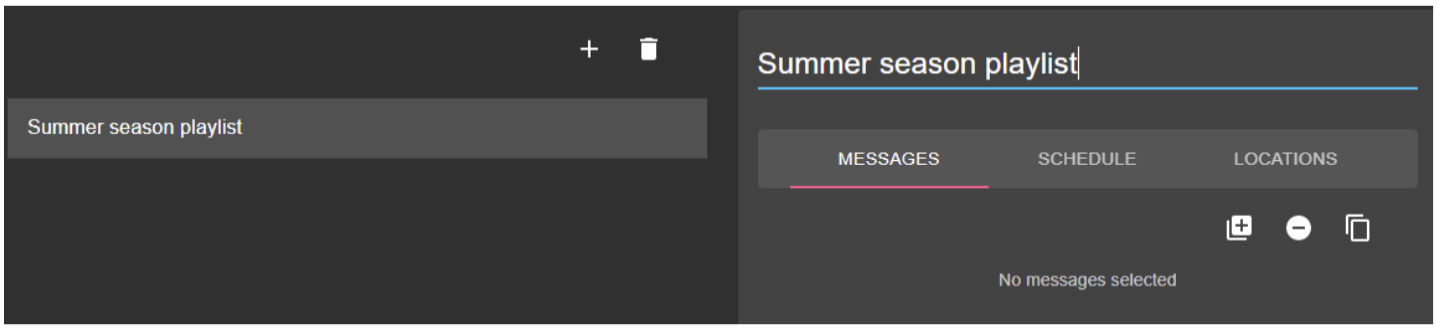
Once you click on a zone, the Details section will show its playlists.

How to add a playlist in an overhead zone

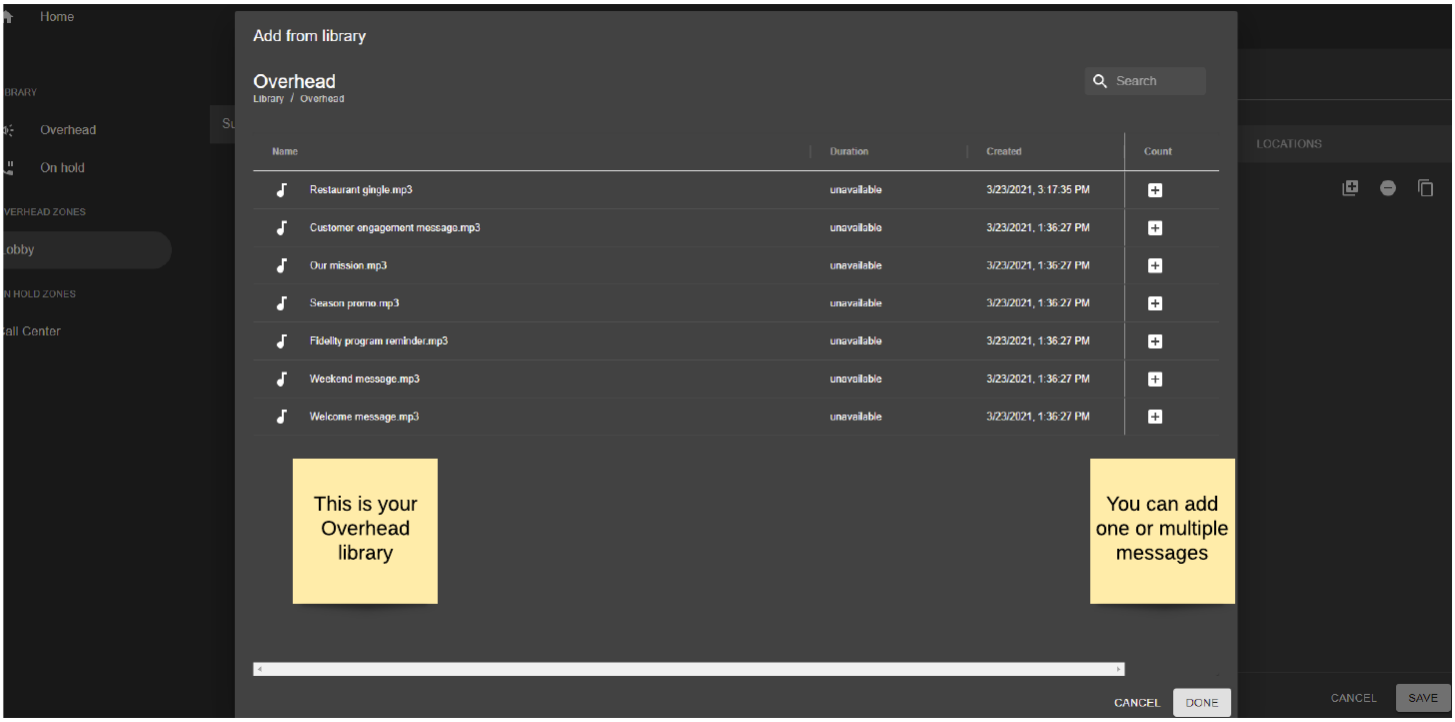
Once the zone is opened, you will see all of its playlists in the Details section. From here you can add playlists by clicking on the Add (+) button or d elete playlists by clicking on the trash button.

How to manage the messages of a playlist

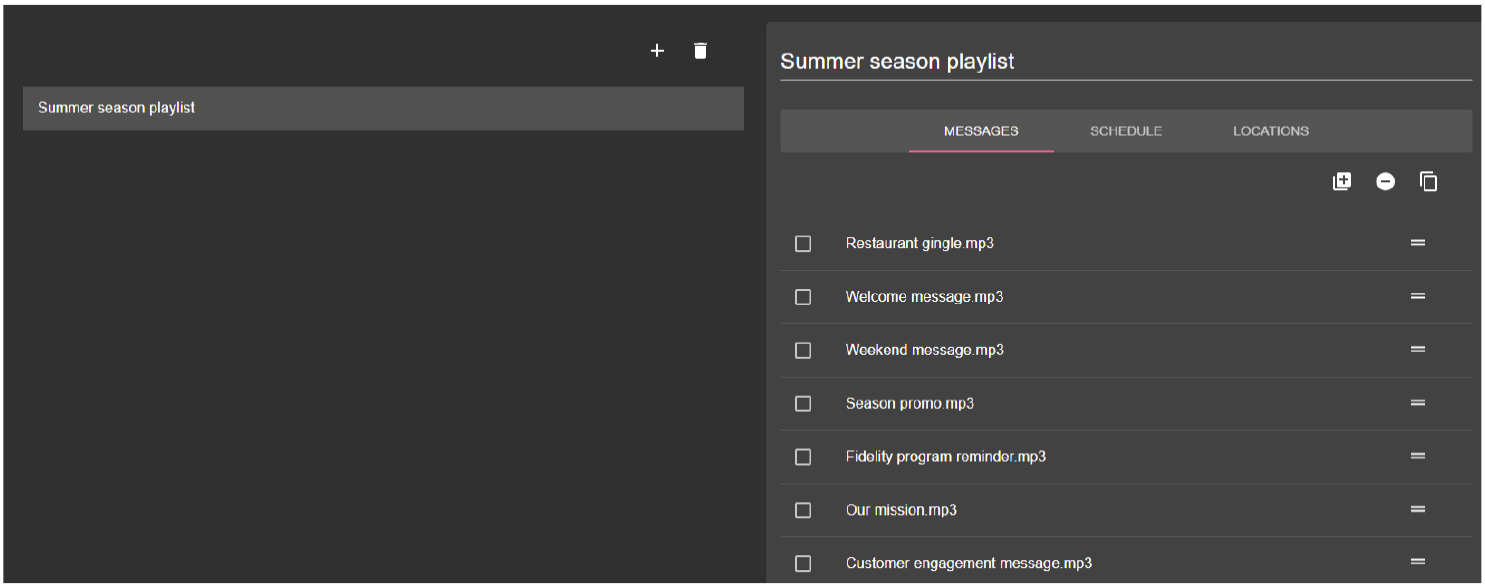
Once you created a new playlist or clicked on an existing one, the Properties sections will show you three tabs: Messages, Schedule, Locations. In order to manage the messages, click on the Messages tab:



A newly created playlist will be empty, however you can add messages from your library by clicking on the Add ( ) button. This will open up a window with all the audio files from your Overhead library. From here you can add one or multiple messages by clicking + button ( ); clicking it twice or more, will add multiple instances of the same message:



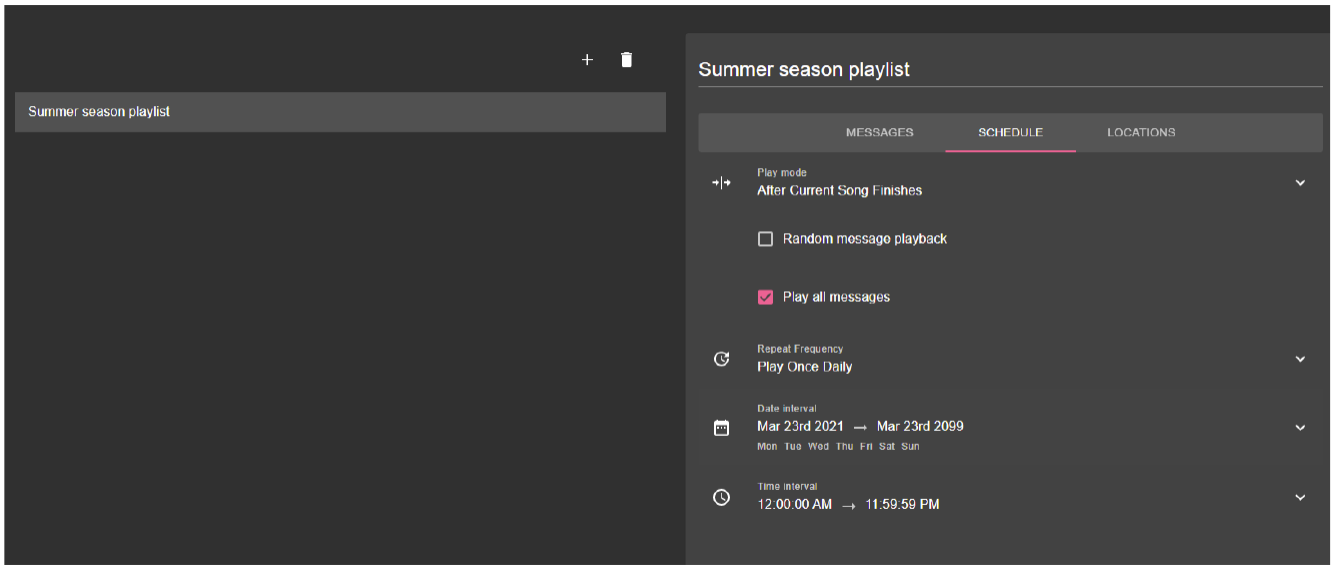
Once you click the Save button, the messages will appear in the playlist:



To delete or duplicate a message, select the message and then click on the Delete ( ) button or on the Duplicate ( ) button.

How to schedule a playlist

By default, a newly created playlist is set to play just once daily, however you can customize its schedule by clicking on the Schedule tab:



Expanding each area ( ) allows you to see more information about the scheduling.

Property name	Description
Play mode	• **After current song finishes:** the playlist waits for the current song to finish before starting playback; this prevents the playlist from interrupting the music. • **Interrupt Song:** the playlist will start playing precisely at the indicated time, therefore interrupting the currently playing content; after the messages are played, the normal music resumes. • **Random message playback:** if checked, this will force the messages of the playlist to play in a random order. • **Play all messages:** by default, all messages from a playlist are played; however, you can instruct the playlist to only play a certain amount of messages by unchecking this property and setting the number manually. Please note that if you manually set a number, then each time the playlist is played, new messages will be selected. For example, if you set the number to 3, the first time when the playlist is triggered it will select 3 messages; the second time it will select another 3 messages and so on.
Repeat frequency	• **Play once daily:** the playlist will play only one time each day, between the given date and time defined in the Date interval property. • **Time interval:** the playlist will repeat playing after a defined time interval while respecting the Date interval validity. For example, repeat playing a playlist every hour. • **Playback interval:** the playlist will repeat playing after the number of media defined by the user.
Date interval	Defines when the playlist is valid: between which dates, hours and in which days of the week

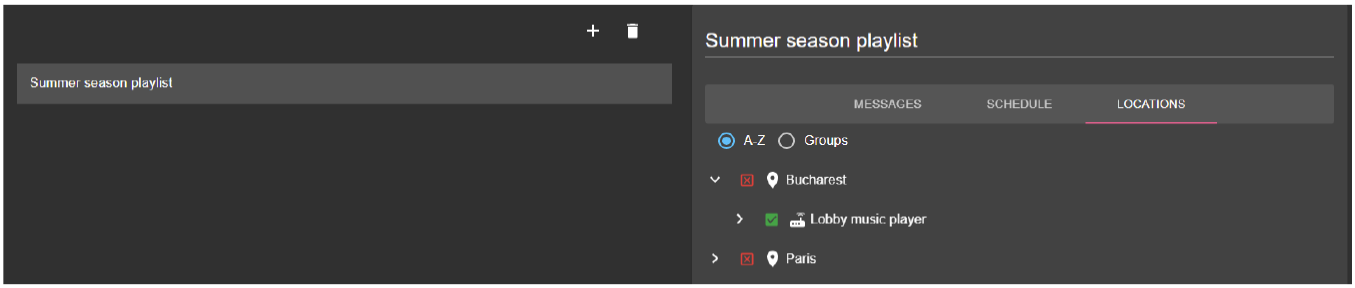
Example: If you want to set up a playlist to be played every 15 minutes, each Monday starting from 1st of January 2021 until 10th January 2021 from 1:00PM to 6:00PM and it must start exactly at 1:00 PM, then I will set up the following:

- Play mode: Interrupt song
- Play frequency: Time interval
    - Play every: 15 minutes
- Start date: 01/01/2021
- End date: 01/10/2021
- Start time: 1:00 PM
- End time: 6:00 PM
- Weekdays: Monday

Recap	If it's important that the playlist must be triggered at the scheduled time, then use the **"interrupt song" as a play mode**.
	If the playlist can wait until the currently playing song finishes, then use the **"after current song finishes" as a play mode.**
	If you want the playlist to cycle after a certain amount of played songs or after a certain amount of time, use **"Playback interval"** or **"Time interval"**.

How to set where the playlist must play

The last step in creating your playlist is to choose the locations where you want it to be played. You can do this by clicking on the Locations menu from the Properties section:



By default, a playlist is not configured (or "addressed") to any location, device, or group. In order to make sure that your playlist is downloaded and played correctly, use the appropriate addressing rules to allow or deny it. In the image above, the "Summer season" playlist will only play on the "Lobby music player" from Bucharest.

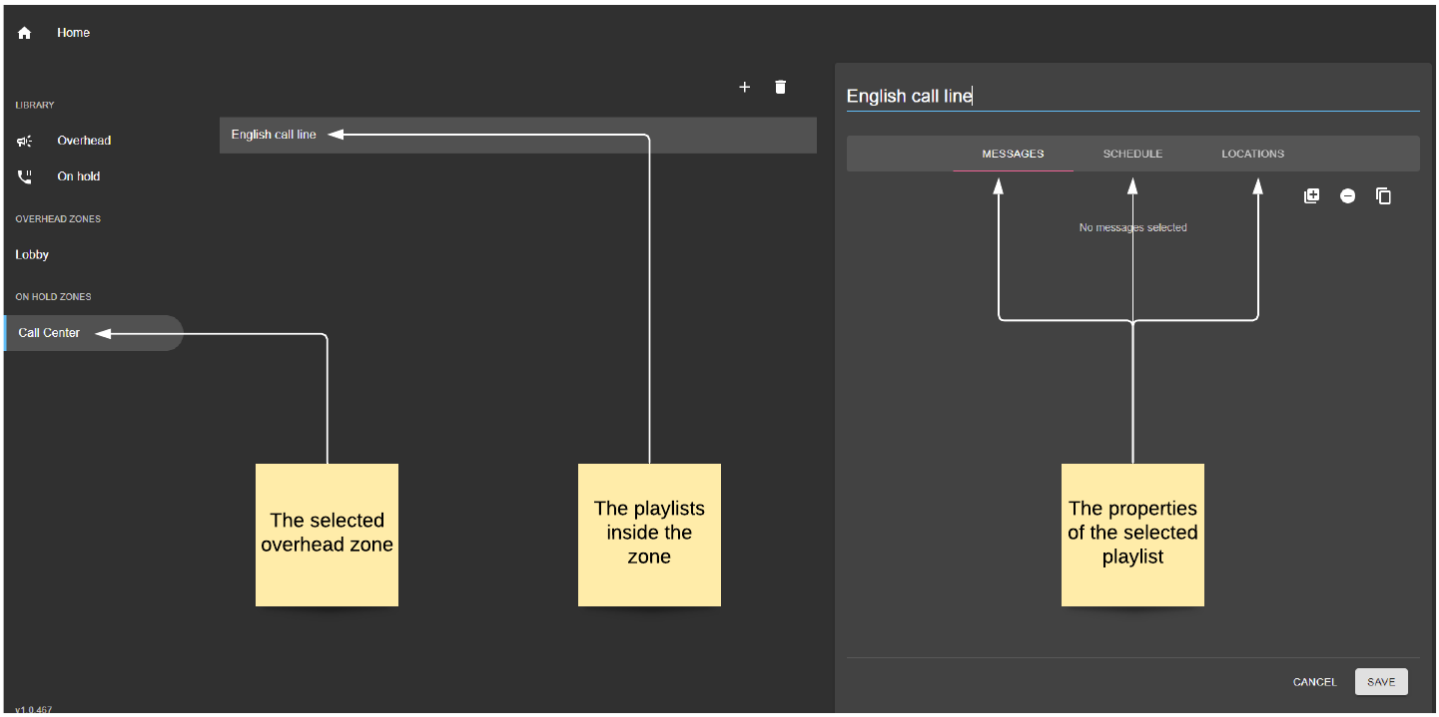
The standard addressing rules are used for playlists:

- **Force allow (strong green):** the playlist will always be addressed even if its parent has a "deny" rule.
- **Force deny (strong red)**: the playlist will always be denied even if its parent has has an "allow" rule
- Allow but inherit (light green): the playlist will be addressed for because it inherits the addressing rules of its parent permissions
- Deny but inherit (light red): the playlist will not be addressed because it inherits the addressing rules of its parent permissions.

For more information regarding Addressing, please contact your Moodmedia administrator.

On Hold zones

An on hold zone plays messages in a non stop loop and it does not overlap with the music playing from the Harmony device because they don't share the same channel. You will find all your on hold zones organized into a category called "On Hold zones" inside the Menu section:



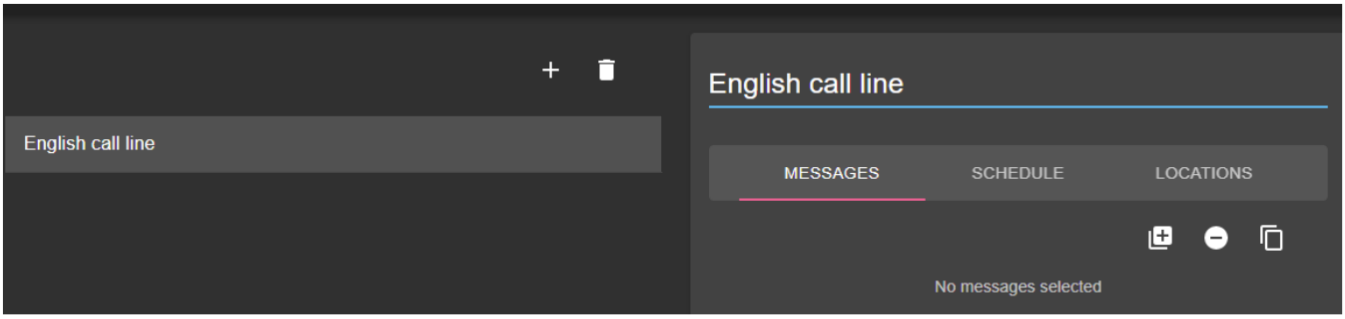
Once you click on a zone, the Details section will show its playlists.

How to add a playlist in an on hold zone

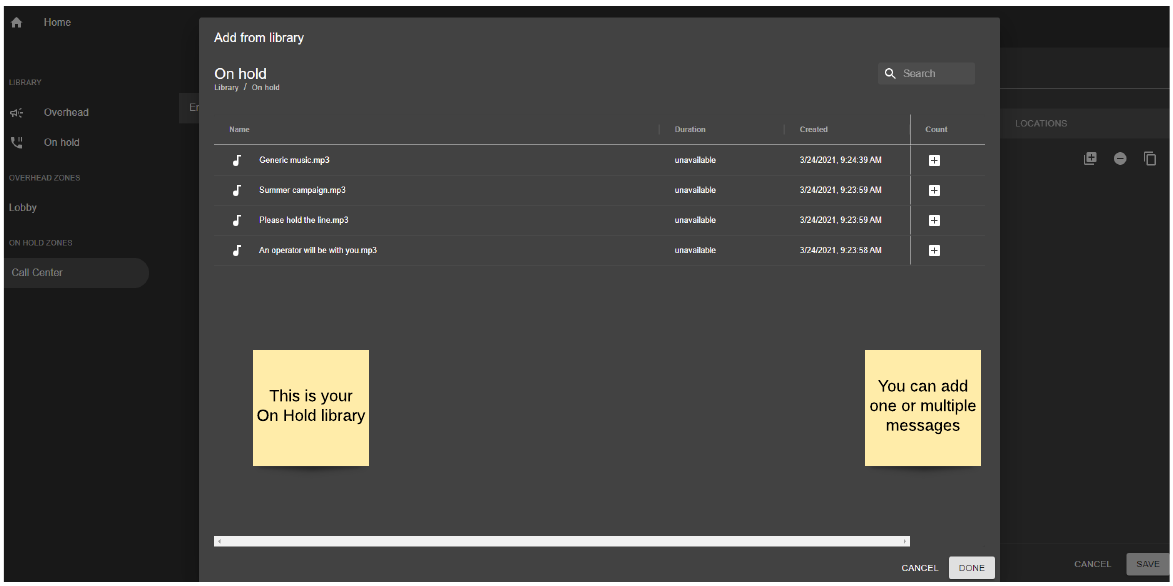
Once the zone is opened, you will see all of its playlists in the Details section. From here you can add playlists by clicking on the Add (+) button or delete playlists by clicking on the trash button.

How to manage the messages of a playlist

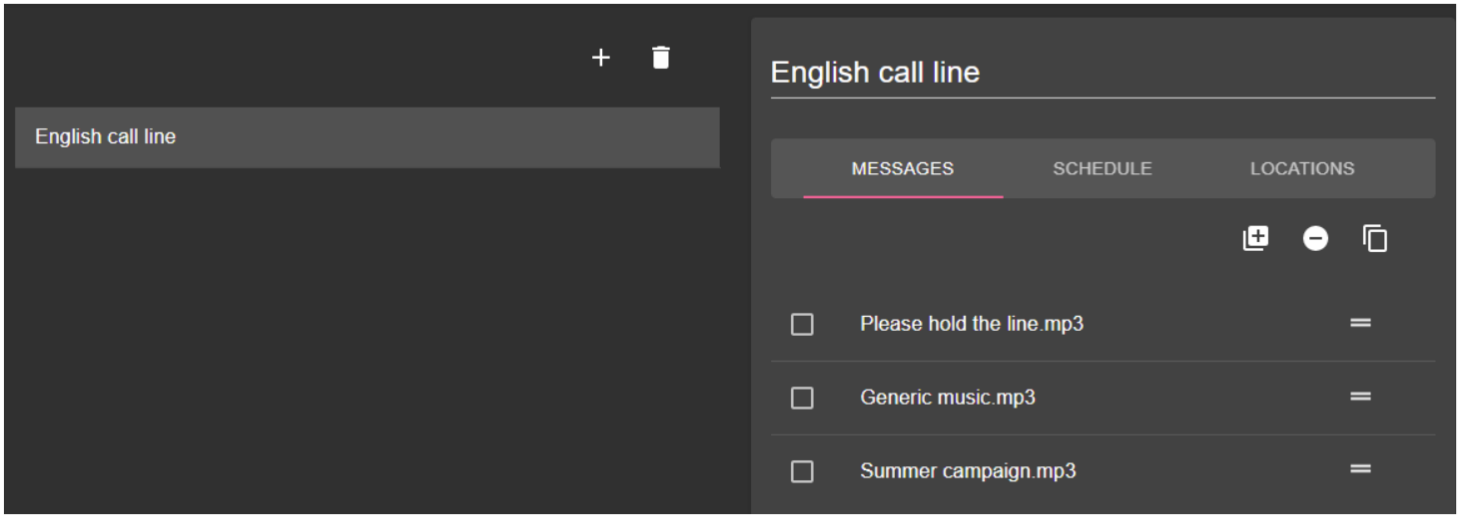
Once you created a new playlist or clicked on an existing one, the Properties sections will show you three tabs: Messages, Schedule, Locations. In order to manage the messages, click on the Messages tab:



A newly created playlist will be empty, however you can add messages from your library by clicking on the Add ( ) button. This will open up a window with all the audio files from your On Hold library. From here you can add one or multiple messages by clicking + button ( ); clicking it twice or more, will add multiple instances of the same message:



Once you click the Save button, the messages will appear in the playlist:



To delete or duplicate a message, select the message and then click on the Delete ( ) button or on the Duplicate ( ) button.

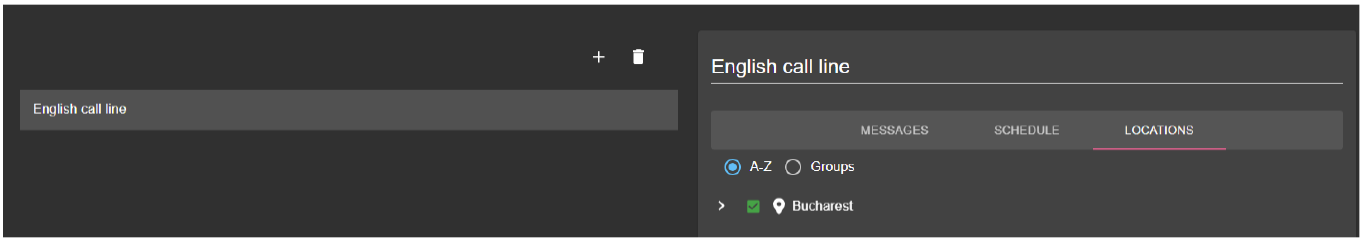
How to schedule a playlist

An On Hold playlist will always play, therefore it has fewer options than an Overhead playlist. Expanding each area ( ) allows you to see more information about the scheduling.

Property name	Description
Random message playback	If checked, this will force the messages of the playlist to play in a random order.
Date interval, Time interval	Defines when the playlist is valid: between which dates, hours and in which days of the week

How to set where the playlist must play

The last step in creating your playlist is to choose the locations where you want it to be played. You can do this by clicking on the Locations menu from the Properties section:



By default, a playlist is not configured (or "addressed") to any location, device, or group. In order to make sure that your playlist is downloaded and played correctly, use the appropriate addressing rules to allow or deny it. In the image above, the "English call line" playlist will only play on all the devices from Bucharest, which have a stream connected to the Call Center zone.

The standard addressing rules are used for playlists:

- **Force allow (strong green):** the playlist will always be addressed even if its parent has a "deny" rule.
- **Force deny (strong red)**: the playlist will always be denied even if its parent has has an "allow" rule
- Allow but inherit (light green): the playlist will be addressed for because it inherits the addressing rules of its parent permissions
- Deny but inherit (light red): the playlist will not be addressed because it inherits the addressing rules of its parent permissions.

For more information regarding Addressing, please contact your Moodmedia administrator.

Glossary

Term	Definition
Media	Audio file of type .mp3
Message	A media added into a library
Overhead message	A media added into the Overhead Library
On hold message	A media added into the On Hold Library
Library	A collection of media files; can be either the Overhead library or the On Hold library
Zone	
Channel	
Stream	
Playlist	A virtual container that hosts one or multiple media of the same type; it can be either an overhead playlist or on hold playlist.
Schedule	Playback rules applied to a message or a playlist
Player	Harmony device that is connected to a music channel
Addressing	A set of rules that allows or prevents a player, location or group from playing a playlist