Mood Mix Upgrade Support FAQs

MOOD:MEDIA

1. **Not sure if you've been upgraded?**

   - A Welcome Email with your username and temporary password has been sent to the email address associated with your Mood Mix account.
   - Your new Harmony credentials are included in this Welcome Email.
   - Please check your spam folder, and if you need any additional support accessing your Harmony account, please call us at (800) 345-5000 or email us at mixupgrade@moodmedia.com.

2. **Having trouble with your Network settings or not sure if your Media Player is connected?**

   - Your network must be connected for the upgrade to work and your device must be turned on.
   - Confirm network connection settings using these steps: Mood Media Network Settings Instructions - ProFusion-iS-iO-iH
   - Confirm your media play is connected using one of these help links:

ProFusion iS Connection Guide   ProFusion iH Connection Guide   ProFusion i0 Connection Guide

3. **Having trouble accessing Mood Harmony?**

   - Confirm your network is open to allow communication to the new Harmony CMS (harmony.moodmedia.com).

4. **Unable to log-in with your temporary Harmony password?**

   - First try to reset your password. Click **Reset Password** on the **Login** page.
   - If you are unable to reset your password, we can help do a hard reset. Please call us at (800) 345-5000 or email us at mixupgrade@moodmedia.com.

5. **Want to use an iPad or tablet to play and control music directly from the Harmony Portal?**

   - Do not download Harmony's Mobile App for Android or iOS. This is a separate music service and will ask for a Mobile Key.
   - Instead use your browser and follow these steps:
     - Enter Hamony.moodmedia.com into your browser and login to your account.
     - Select your music mode. (Instructions here: Help me choose my music mode)

6. **Music stopped. How do I check my device and network connections?**

   - Received Message: **Zone Stopped Mode: Not available**
   - First, check to make sure your Profusion device is turned on and is connected to the network. See step 2 in Pre-Upgrade Support for steps to confirm connectivity. You could also try power cycling the device by turning on/off.
   Note: Troubleshooting during business hours will cause the music to stop.