MOOD:MIX to MOOD:HARMONY™

Upgrade Knowledge Pack

Welcome to the Harmony Music!

Harmony's user friendly Content Management System (CMS) will have all of the same features as Mix plus more.

The purpose of this guide is to help you transition from Mood:Mix to the Harmony Music platform by providing you with a side by side platform comparison so you can get started using your favorite features in Harmony Music.

Use the links in the **Table of Contents** to quickly navigate this guide and to start exploring Harmony's application and features.

Table of Contents

Mood:Mix to Harmony Introduction

This section provides an overview of your transitional experience from Mood Mix to Harmony. Learn more about what you can expect in your new user experience and how Harmony will benefit and enhance your musical experience.

In the section, you will find information pertaining to:
1) Upgrade Overview
2) Content Transfers
3) High-Level Product Comparison
4) Important Login information

MOOD:MEDIA

MOOD:MIX »» **MOOD HARMONY™**

We're on a mission to elevate the experience by transitioning all Mix customers to our Mood Harmony platform.

Harmony's user friendly control site is more engaging and designed to make your experience even better.

This new platform will have all of the same features as Mix plus more.

HOW WILL MOOD HELP?

We're committed to:

- Moving all playlists, schedules and messages to Harmony for you!

- Providing Quick Reference Guides, User Guides and Webinars!

- A seamless and painless service transition!

MORE MUSIC! MORE FEATURES.

FREE catalog expansion so more music selections.

More Elements, Stations

NEW USER FRIENDLY CONTROL SITE.

An easy to use content management system designed with you in mind.
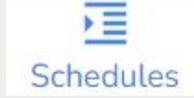
EASY TRANSITION

Same experience with No Device Changes (for ProFusion clients).

Content Transfers from Mood:Mix to Harmony

All your content, including Mixes, Schedules, and Messages, will be automatically transferred to your Harmony account.
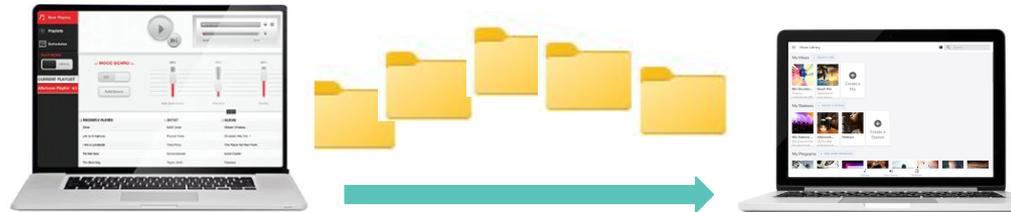
Harmony offers a more extensive selection of Programs & Elements.

To ensure a smooth transition, our teams have mapped the music you chose in Mix to its corresponding Harmony equivalent.

Application		Location
Music	✔ Mixes ✔ Programs	Library
	✔ Schedules	Schedules
Messaging	✔ Messages	

MOOD:MEDIA

Mood:Mix to Harmony Music Comparison

Mood:Mix

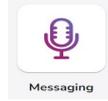| |
|---|
| |
| Now Playing: on-demand playing, view play history, like/block songs, Mix Board/Add Programs |
| Scheduling in Mood:Mix required users to manually select Days. |
| Select up to 5 Elements/Programs to create a Mix. |
| Stations were not a part of Mood:Mix. |
| Programs were a part of Mixes. |

VS

Music

Messaging

♪ Library

🔊 Now Playing

≣ Schedules

+ CREATE A MIX

+ CREATE A STATION

+ FIND MORE PROGRAMS

Harmony Music

Home: Access Music or Messaging; adjust settings.
Content Management System (CMS) - Stores Mixes, Programs, Stations. Access to Now Playing and Schedules.
Now Playing: plays music on-demand, view playing history, block songs/artists.
Expanded Feature. More advanced settings and defaults make scheduling music fast and easy.
Expanded Feature. Select up to 10 Elements to create a custom blend.
New Feature. Create custom music stations by selecting up to 5 "seed" tracks or artists.
Expanded Feature. Stand alone feature with an expanded catalog. More music choices.

Login

All Mood:Mix users will use the same email associated with their Mix account to login into Mood Harmony.

Login Credentials: Your user name will be the same email used to login to Mood Mix.
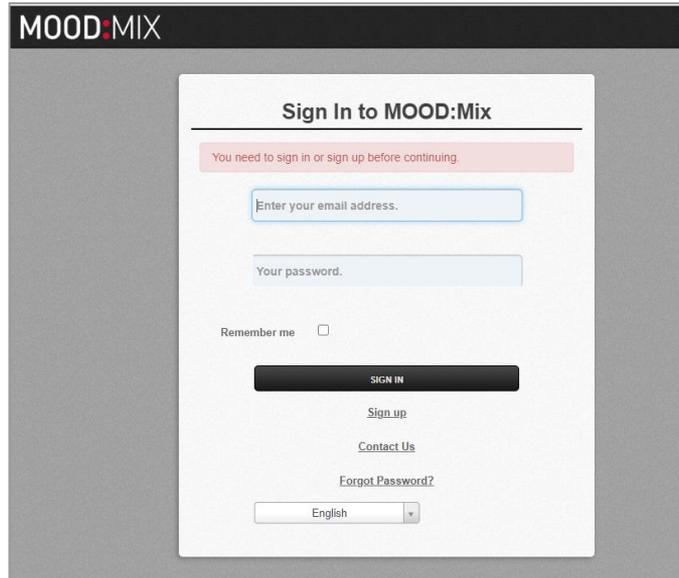
A **Temporary Password** will be provided to you through email communication.

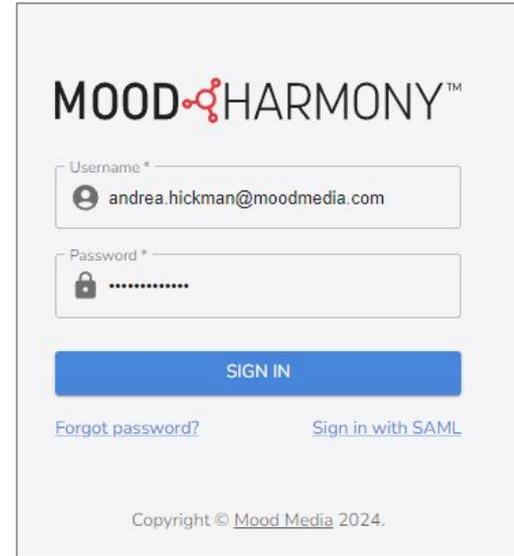You will need to change the temporary password upon first login.

Password Criteria
Passwords must include:
> 12 characters (minimum)
> 1 or more uppercase letters
> 1 or more lowercase letters
> 1 or more special characters

MOOD:MIX

Sign In to MOOD:Mix

You need to sign in or sign up before continuing.

Enter your email address.

Your password.

Remember me ☐

SIGN IN

Sign up

Contact Us

Forgot Password?

English ▾

https://mix.moodmedia.com/users/sign_in

MOOD HARMONY™

Username *
👤 andrea.hickman@moodmedia.com

Password *
🔒 ●●●●●●●●●●●●

SIGN IN

Forgot password?   Sign in with SAML

Copyright © Mood Media 2024.

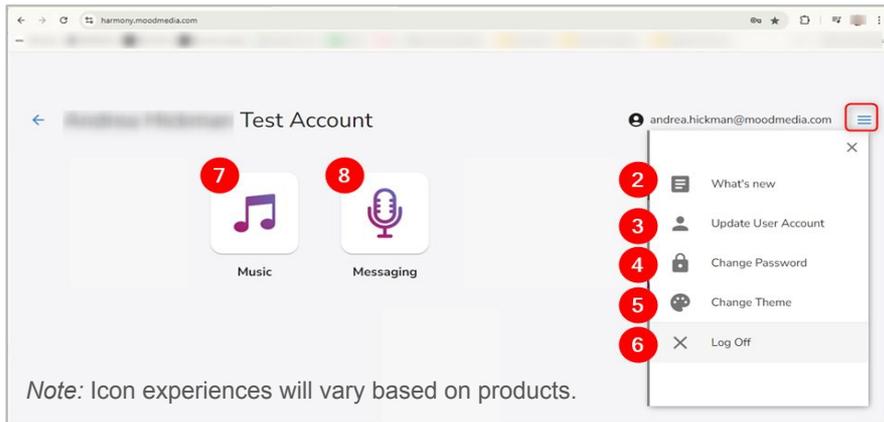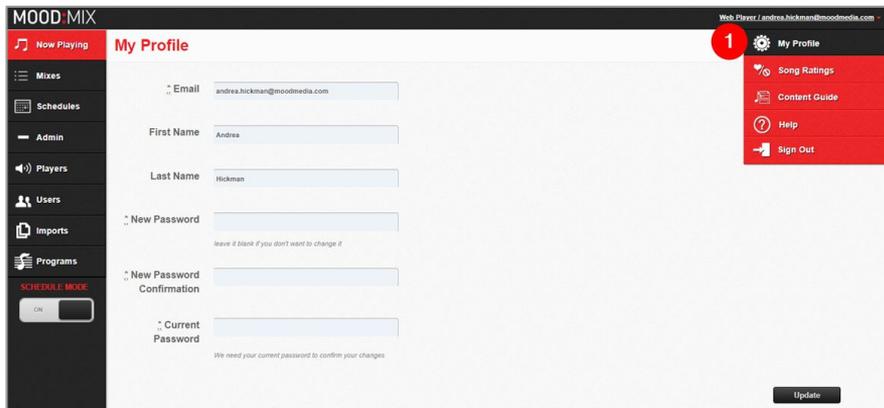https://harmony.moodmedia.com/login

MOOD:MEDIA

Harmony Home

From *Harmony's* **Home** page, you can access Harmony's **Music** and **Messaging** applications, view/update account information or tailor your user experience. Harmony allows user to customize screen settings with light and dark mode options.

- Menu Options
- Music Mode
  - Single Player
  - Multi-Player

Harmony - Home

Note: Icon experiences will vary based on products.

My Profile - Mood:Mix: Changes to your account. Email, First Name, Last Name, New Password, Current Password. Perform all of these actions and more through *Harmony Music's* **Home** page.

From *Harmony Music's* **Home** page, you can access your **Music** and **Messaging** content.

Select the **hamburger menu** (three lines) in the top right corner to expose menu options where you can manage your profile, update your user account, manage your display, and to catch up on newest features through the *Harmony Music Home* page.

What's New: link to *Release Notes* where you can find information on the newest features and hot fixes to enhance your Harmony experience.

Update User Account: Modify First Name, Last Name, Username or Email.

Change Password: Change your old password to a new password.
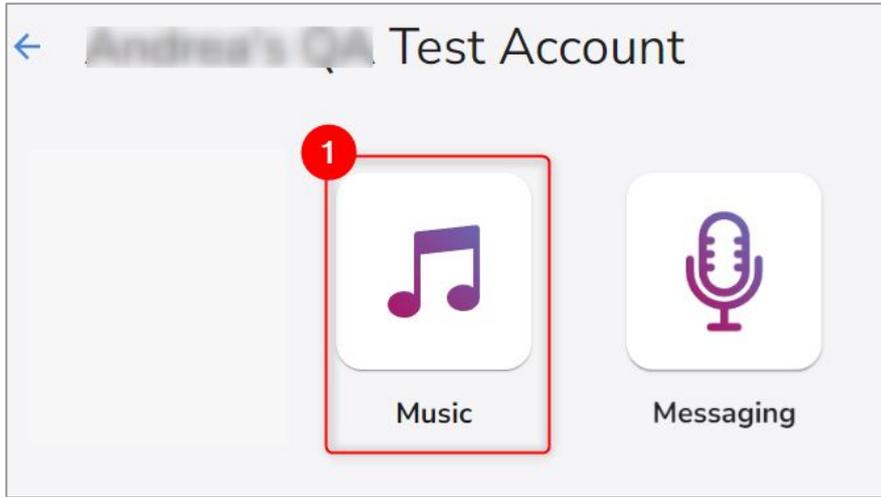
Change Theme: Change your display options.
Choose between *Light* or *Dark* mode or change the *System* settings.

Log Off: Log out of your account.

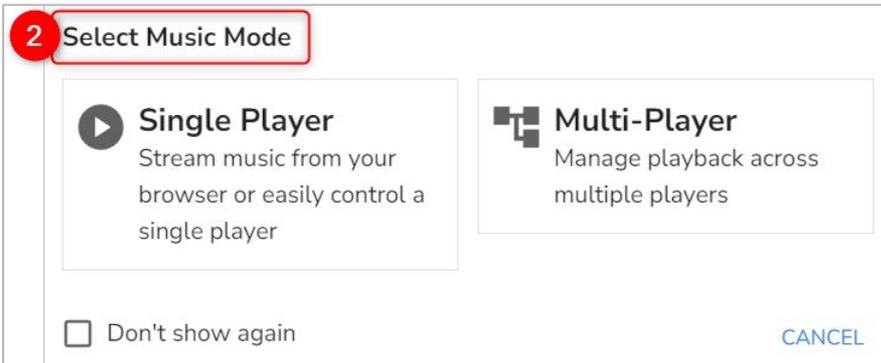**Music:** Opens the *Music* application. You will enter the *Music Library*.

Messaging: Opens the M*essaging* application.

MOOD:MEDIA

Harmony Music - Select Music Mode

1 Select the **Music** icon to open Harmony's Music application.

2 The **Select Music Mode** pop-up window displays. Music Mode allows you to choose how your will stream and manage playback within the Harmony Music application.
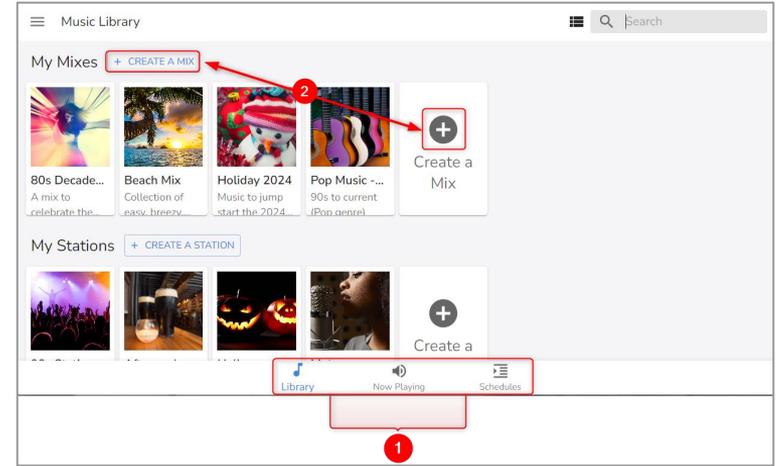
Single Player and Multi-Player experiences are detailed in the next section of the *Music Library*, because the selection you make at this decision point will impact the display of the Player (formerly the **Now Playing** tab in Mood:Mix).

Music Library

- Music Mode
  - Single Player
  - Multi-Player
- [My Mixes](#)
- [My Programs](#)
- [My Stations](#)
- [Preview/Play Now](#)
- [Menu Options](#)

Music Library - Music Modes

The **Now Playing** view was the primary view for Mood Mix whereas the **Music Library** is the primary view in Harmony Music.

Harmony's **Music Library** is the starting point for viewing, creating, modifying, or deleting musical content. It is a catalog of your *Mixes, Stations,* and *Programs* and access points for *Schedules.* Dependent upon the **Music Mode** selected after selecting the Harmony's Music application, **Now Playing** displays in the bottom menu tray if **Multi-Player** was selected as the Music Mode. If **Single Player** is selected as the Music Mode, **Now Playing** is not a bottom menu option; however, the player displays at the top of the page as a toolbar in the *Music Library.*

Learn more about Music Modeson the next two slides.
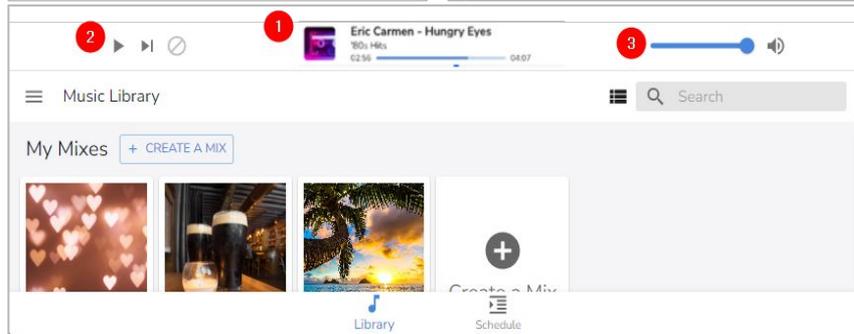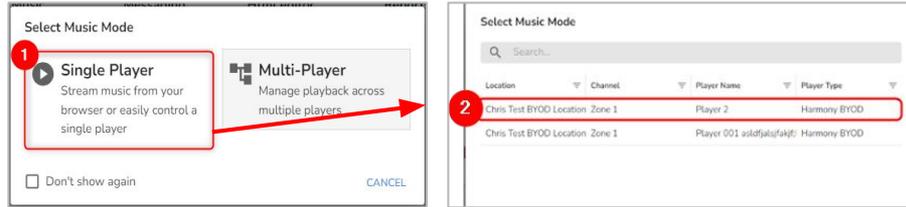
MOOD:MEDIA

Harmony Music - Single Player Mode

Single Player Music Mode

1. Select **Single Player** as your *Music Mode* if your Company has a single device in a single-zone playback or if your Company has multiple devices and you want to stream from a single device.
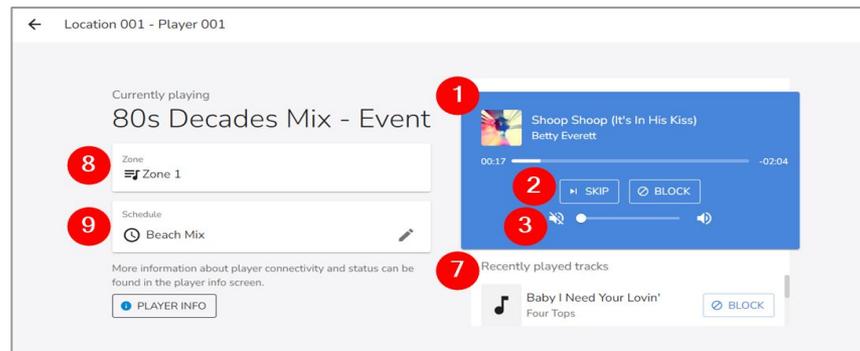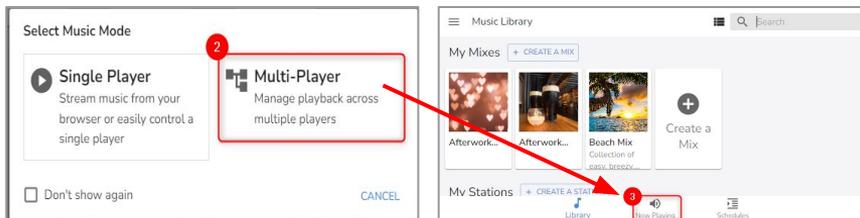
2. Select a device from the device list.

The Player displays at the top of the page as toolbar in the *Music Library*.

Note: Every action taken in the *Music Library* will only impact the single player. In Single Player mode you can only access the Schedule your connected to, you can not see any other schedule to do that you would need to switch to Multi-Player mode.

1 **Now Playing:** Displays the Song Title, Artist, and Album in addition to a progress bar which shows the remaining time of the current song.

2 **Play, Pause, Skip:** Cannot Pause in Harmony; play/stop button - can skip up to 5 songs per hour.

3 **Volume:** Adjust on a horizontal rather than a vertical slider. Slide to the right to increase or to the left to decrease the volume.

4 **Mix Board Toggle On/Off:** Manage your **Mix Board** by opening a Mix from the My Mixes section of the *Music Library* in Harmony.

5 **Add Program:** Add Programs through the *My Programs* section of the Music Library in Harmony.

6 **Element Blending:** Manage your **Mix Board** by opening a Mix from the *My Mixes* section of the *Music Library* in Harmony.

7 **Recently Played:** Ability to Like (Heart button) or Block (Not Allowed symbol) in Mood:Mix; Block by track or artist for all or specific locations in Harmony.

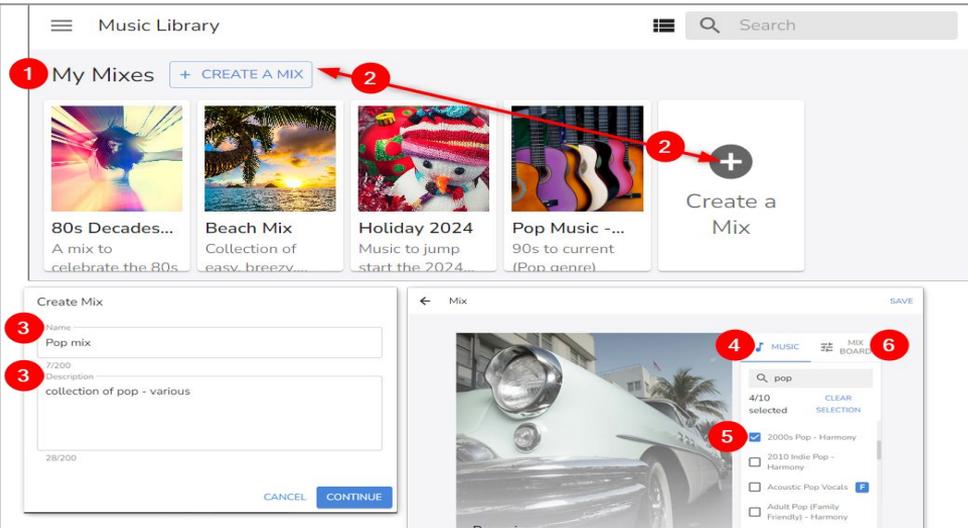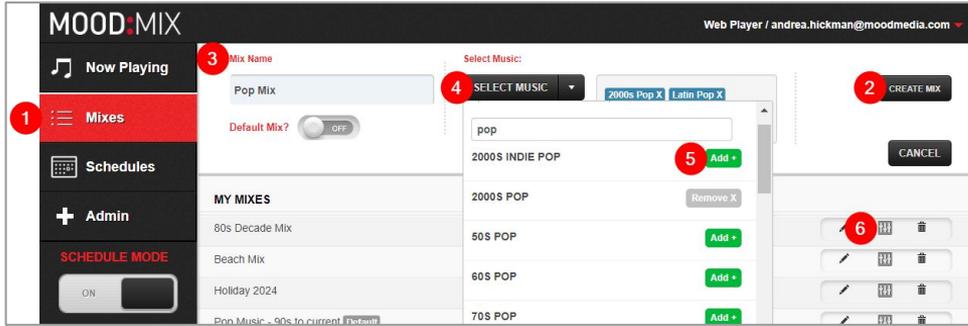# Harmony Music - Multi-Player Mode (Now Playing)

Multi-Player Music Mode

Enjoy a streamlined **Now Playing** experience in Harmony Music.

1. Select **Multi-Player** as your Music Mode if you intend to work with all devices.
2. To access the **Player**, select **Now Playing** from the bottom menu in Harmony (formerly Now Playing was the landing page in Mood:Mix and the first left menu option).

1 **Now Playing:** Displays the Song Title, Artist, and Album in addition to a progress bar which shows the remaining time of the current song.

2 **Play, Pause, Skip:** Cannot Pause in Harmony; play/stop button can skip up to 5 songs.

3 **Volume:** Adjust on a horizontal rather than a vertical slider. Slide to the right to increase or to the left to decrease the volume.

4 **Mix Board Toggle On/Off:** Manage your **Mix Board** by opening a Mix from the My Mixes section of the *Music Library* in Harmony.

5 **Add Program:** Add Programs through the *My Programs* section of the Music Library in Harmony.

6 **Element Blending:** Manage your **Mix Board** by opening a Mix from the *My Mixes* section of the *Music Library* in Harmony.

7 **Recently Played:** Ability to Like (Heart button) or Block (Not Allowed symbol) in Mood:Mix; Block by track or artist for all or specific locations in Harmony.

8 **Zone:** Harmony displays the Zone that is that is currently playing.

9 **Schedule:** Harmony displays available Schedules; can select between Schedules.
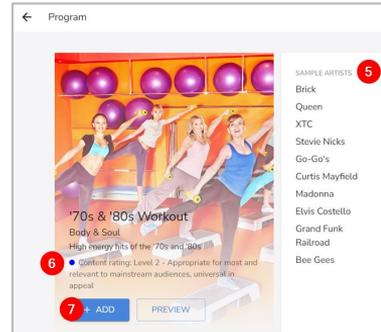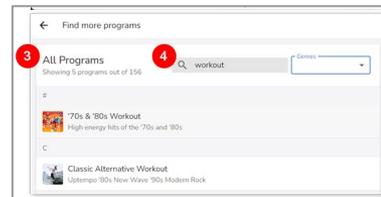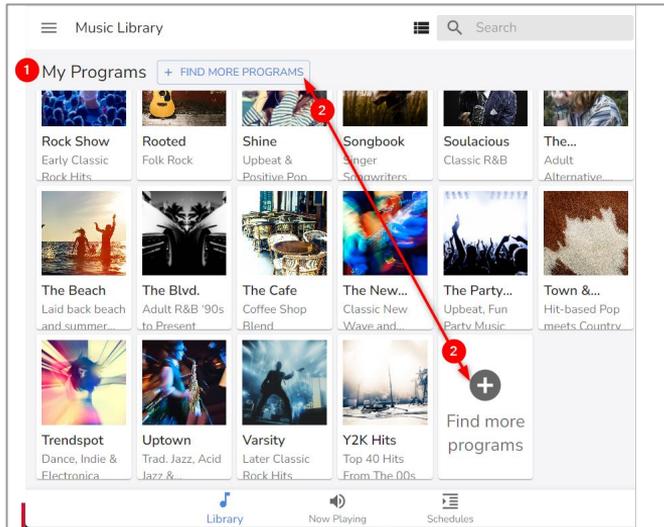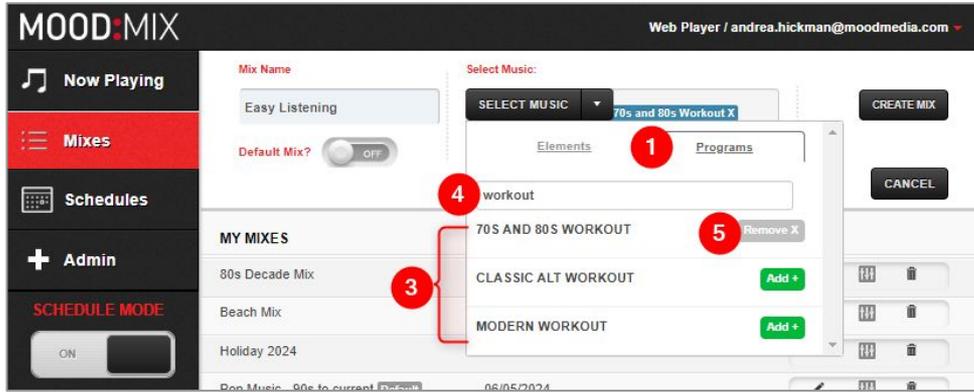
MOOD:MEDIA

My Mixes

A **Mix** allows you to create your custom sound by blending 3 to 10 musical elements. Elements are micro-genres from different eras and styles. With Harmony, you can easily create new Mixes, modify current Mixes, or delete Mixes. Mixes are stored in your *Music Library.*

1 **Mixes/My Mixes:** The **Mix** tab has moved from left menu pane in Mood:Mix to the *Music Library* in Harmony. **My Mixes** is where you can create, modify or delete Mixes.

2 **Create a Mix:** Click the **+ Create a Mix** button to start creating your own mixes.

3 **Create Mix - Name/Description:** Make your new Mix memorable by providing a unique **Name** for the Mix. Add a **Description** (optional).

4 **Music - Search:** Browse Mood provided genres or enter a **Search** term to filter music selections.

5 **Music - Elements:** Select 3 (minimum) to 10 (maximum) musical Elements to add to the Mix. All mixes associated with your account will be listed in your *Music Library*. From the Library, you can open mixes to edit or delete.

6 **Mix Board:** Allows you to change how often a specific genre is played by increasing or decreasing the percentage slider.
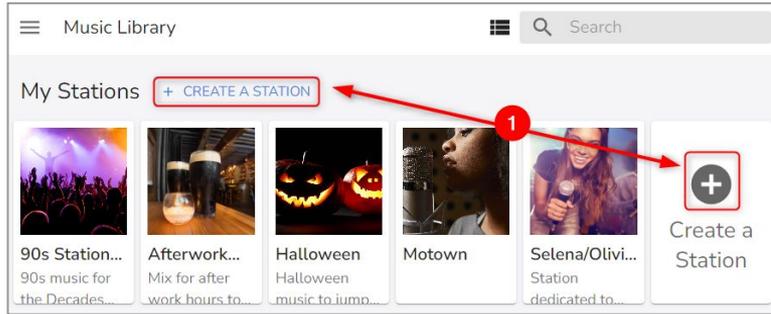
My Programs

Mood offers an extensive catalog of professionally curated **Programs** to expand your *Music Library*. Our Program content is regularly updated from artists and major labels. To get started adding or deleting Programs, browse your stored Programs in your *Music Library.*

1 **Programs/My Programs:** Moved from the **Select Music** drop-down menu in Mood:Mix to a stand alone feature, **My Programs,** in Harmony's *Music Library*.

2 **Find More Programs:** Select **+ Find More Programs** to get started browsing and adding new programs.

3 **All Programs:** Displays all available programs or filters Mood curated programs by matching your search criteria.

4 **Search:** Use the **Search** bar or the **Genres drop-down menu** to filter the All Programs view.

5 **Sample Artist:** Displays a list of sample artists.

6 **Content Ratings:** Review Content Ratings Levels. Content levels are rated using a scale of 1 to 4.

Level 1: Family-friendly, kid-safe, appropriate for all ages.
Level 2: Appropriate for most and relevant to mainstream audiences, universal in appeal.
Level 3: Reflective of pop culture and current media trends, appropriate for many.
Level 4: Edgy, expressive and progressive, may contain content not suitable for some retail environments or audiences.

7 **Add:** Select **+ Add button** to add the program to your *Music Library*.
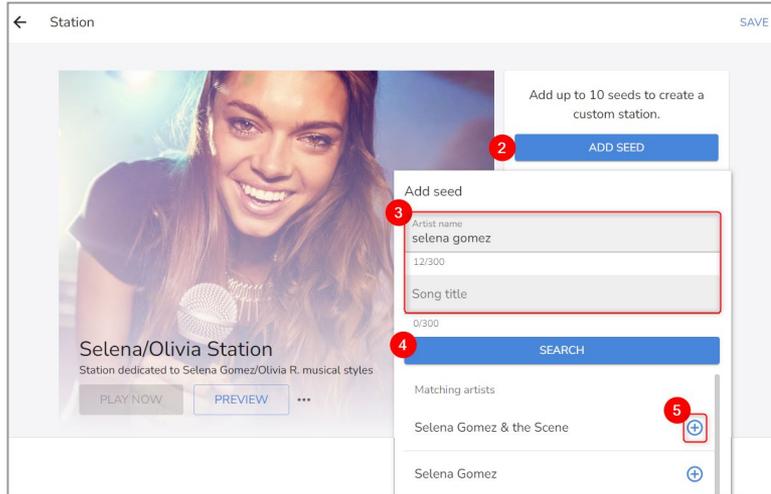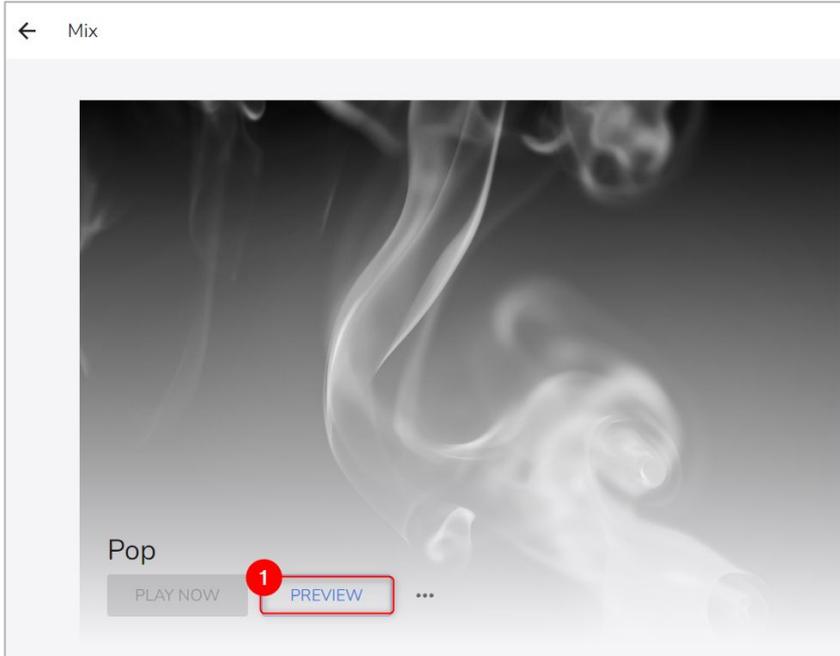
MOOD:MEDIA

My Stations

My Stations is a new feature for Mood Mix users. Play and discover music you'll love by leveraging Harmony's recommendation algorithm.

Create customized music stations based on "seeds" of 1 to 10 songs/artists. Once Stations are created, they are viewable in the *Music Library*. From there, you can add, modify, or delete stations.

1 **My Stations + Create a Station:** From the *Music Library*, select **+ Create a Station** to get started creating your own customized station.

2 **Add Seed:** Select **Add Seed** to add up to 10 seed tracks/artists. For best results, select similar "seeds." If you select a Rock genre and a Classical genre, the algorithm may have trouble connecting the music.

3 **Artist/Song Title:** Enter an artist or song title.

4 **Search:** Select the **Search** button to view results.

5 **Add:** Select **+ Add button** to add the seed to your new station.
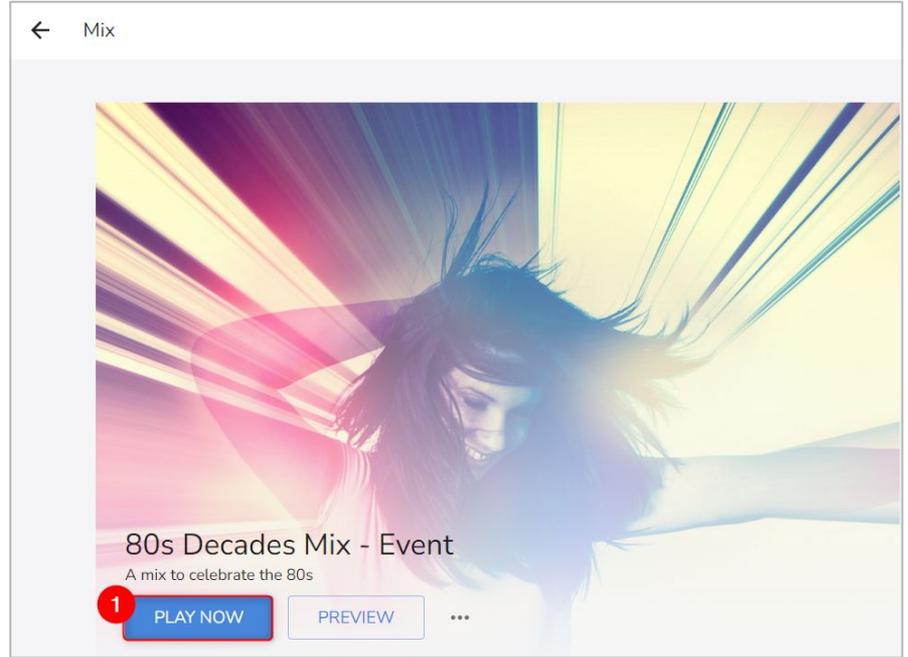
Preview

Pop

PLAY NOW   **1**   PREVIEW   ...

1   **Preview:** Listen to 30 second song snippets prior to adding a music selection to your *Mixes*, *Programs*, and *Stations*. This feature is new to Mix users. It is available when creating new Mixes, Programs, Stations or while viewing Mixes, Programs, Stations in the *Music Library.*

Play Now

80s Decades Mix - Event

A mix to celebrate the 80s

1   PLAY NOW   PREVIEW   ...

1   **Play Now:** Open any *Mix*, *Program, Station* from your *Music Library*.
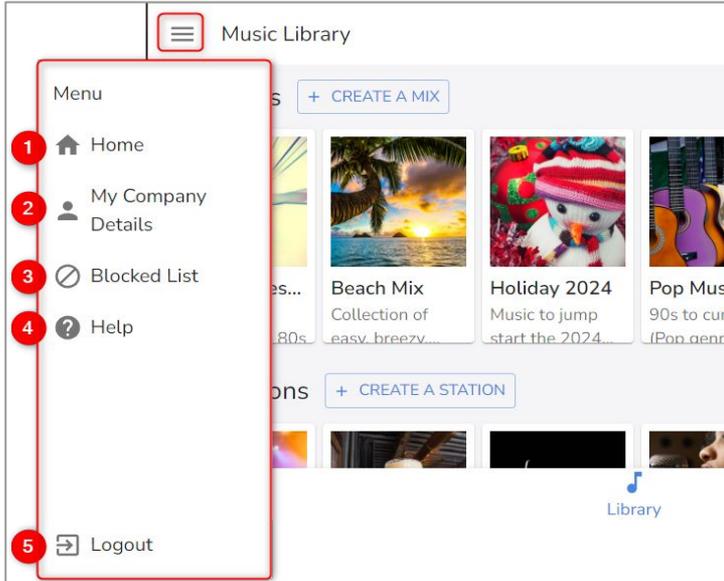
Select **Play Now** to play music on-demand. Formerly known as **Manual Mode** in Mix.

MOOD:MEDIA

Music Library

Song Ratings, Content Guide, Help, and Sign Out, previously located in the top right menu options of Mood:Mix have moved to the left menu of Harmony's *Music Library.*

Select the **hamburger menu** (three lines) in the top left corner to expose menu options to view Company Details, manage blocked lists, find support and more.
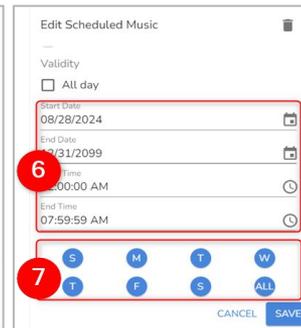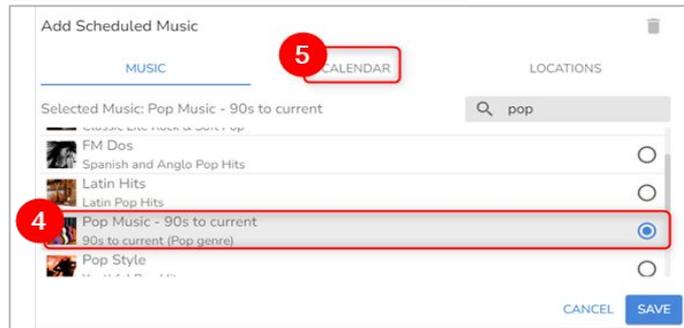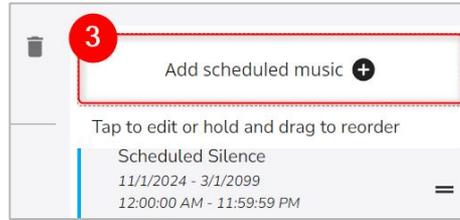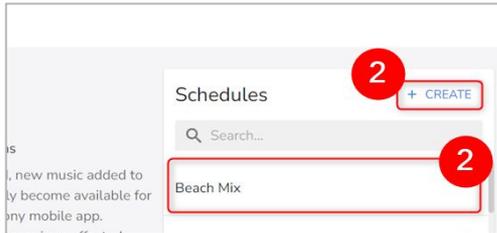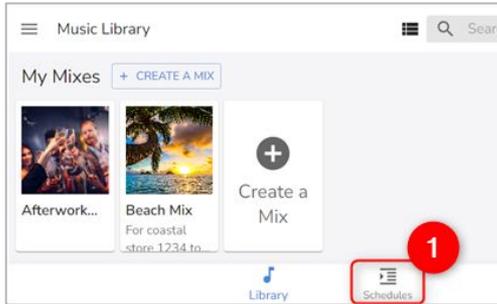
1 **Home:** Return to Mood's **Home** page.

2 **My Company Details:** Displays company information based on answers from the Company questionnaire.

3 **Blocked List:** Displays currently blocked list; also allows users to search keywords, songs, or artists to **ADD TO BLOCKED** list.

4 **Help:** Opens the *Welcome to Harmony Music* window where users can self services through video tutorials and support guides.

5 **Logout:** Sign out of the content management system.

MOOD:MEDIA

Schedules

Schedules

Scheduling Silence

Schedules

New scheduling features with advanced defaults in Harmony Music will help you set up a new schedule or alter a schedule with ease.

1. The **Schedules** tab has moved from left menu pane in Mood:Mix to the bottom menu of the *Music Library* in Harmony.

2. In Harmony, click **+ Create** to create a new schedule or click an existing schedule to edit a schedule. If starting a new schedule, users will **Add Default Music**. Previously users clicked on the calendar in Mix.

3. Select **Add Scheduled Music button** in Harmony.

4. In Harmony, select the **radio button** next to the music selection you wish to add to the schedule. Previously, users made selections from the Mix drop-down menu.

5. Select the **Calendar tab.**

6. Unselect the **All Day** checkbox to edit Start/End Dates/Times.

7. Adjust the days by **deselecting** the days you do not want music to play.

MOOD:MEDIA

Schedules - Silence

The **Schedules** tab has moved from left menu pane in Mood:Mix to the bottom menu of the *Music Library* in Harmony.
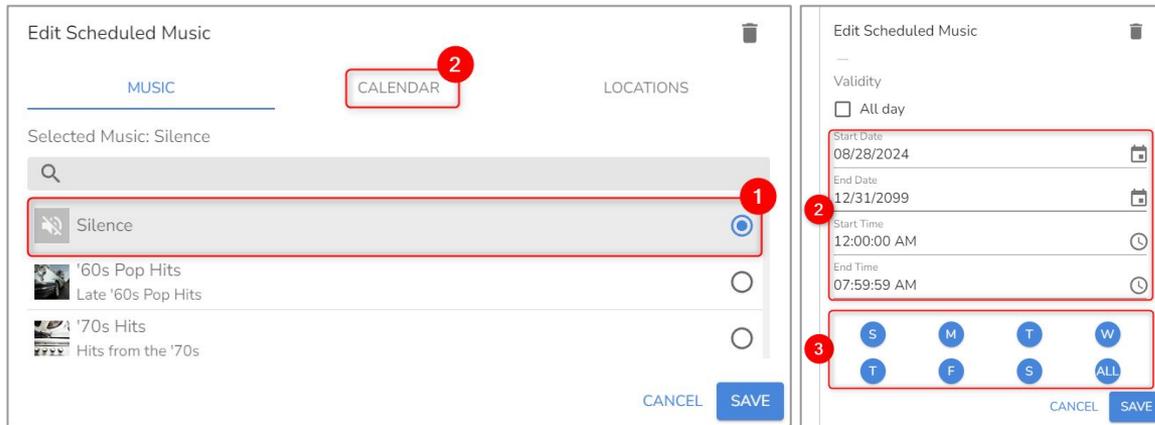
By scheduling **Silence** via a Music Schedule, you can control your music and make it to automatically stop and start on specified dates/times.

1 In Mood:Mix, Silence was a **On/Off toggle**. In Harmony, Silence is a music option that can be added to a new or existing schedule.

2 In Mood:Mix, music was scheduled through a calendar view. By clicking on the calendar, users could select **Start/End Dates** and **Times**. Users also selected days of the week for the schedule to **Repeat**.

In Harmony, users select the **Calendar** tab to open the music schedule. The calendar defaults to play 24/7 (all day, every day) via the **ALL DAY** checkbox. To edit the Start/End Dates, uncheck the **ALL DAY** box and select a **Start/End Date**. Use the **Clock** to set the **Start/End Time.**

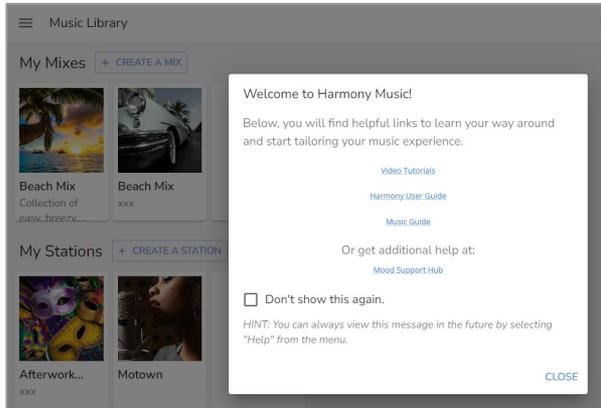**3** Adjust the days by **deselecting** the days you do not want music to play.

ELEVATE THE EXPERIENCE
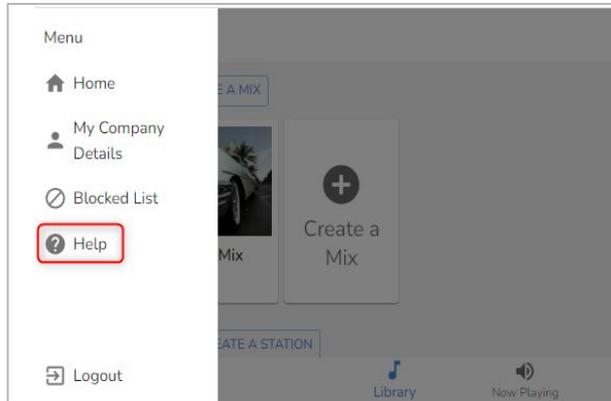
MOOD:MEDIA

Support

Support Information

Other Supporting Documents

MOOD:MEDIA

Support

Upon login, Harmony supports new users. As a result, there are many different ways to find help when you need it. You can self-service within the Harmony Music application or you can reach out for live support.

Welcome to Harmony Music pop-up offers useful links to help you get started using Harmony Music upon login.
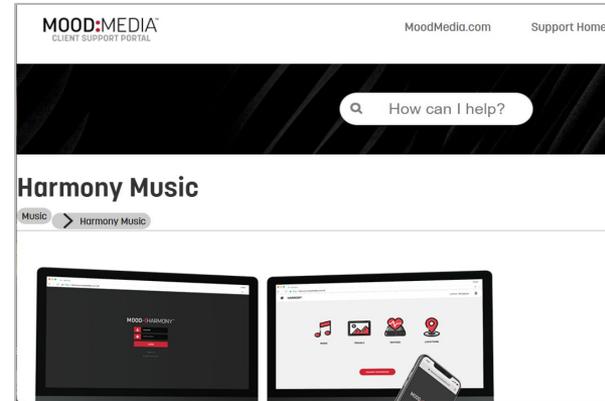

Select **Help** in the left menu pane to reopen the Welcome to Harmony Music pop-up window.

The Mood Client Support Portal for a list of Quick Reference Guides to help complete a task.

Other Supporting Documents:

Check out the Mood Client Support Portal for step by step instructions on how to complete the following tasks in Harmony's Music Application:

1. How to create a Mix
2. How to create a Station
3. How to add a Program
4. How to Play Music
5. How to create a New Schedule
6. How to add to an Existing Schedule
7. How to add Silence to a Schedule