MOOD ⊶ HARMONY™
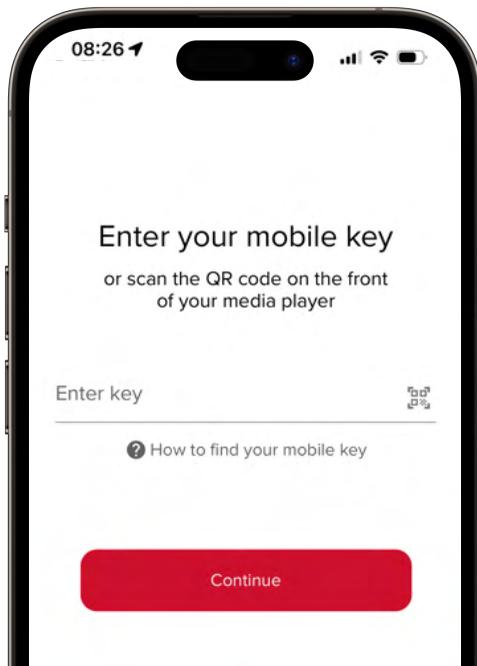# APP GETTING STARTED GUIDE

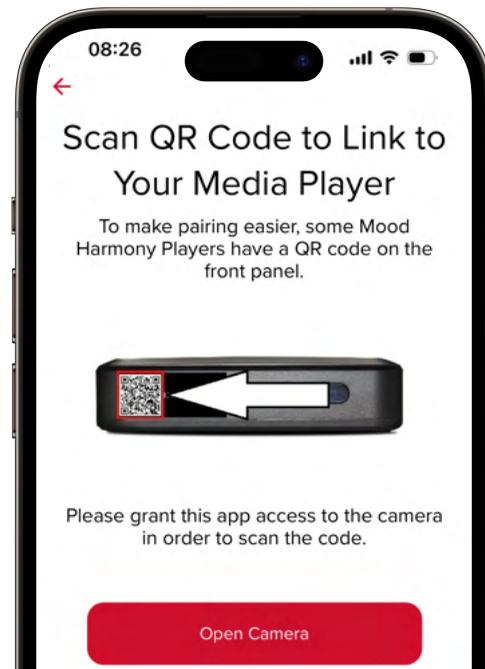## Setup basics

Download the Mood Harmony app from the appropriate app store.
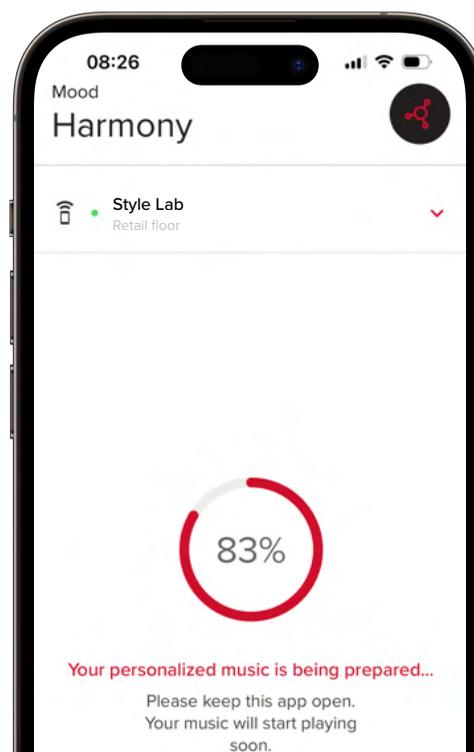
Download on the **App Store**

GET IT ON **Google Play**

Enter your mobile key
or scan the QR code on the front of your media player

Enter key

How to find your mobile key

Continue

Mobile key

Enter the mobile key provided by Mood Media and press the Continue button.

Scan QR Code to Link to Your Media Player

To make pairing easier, some Mood Harmony Players have a QR code on the front panel.

Please grant this app access to the camera in order to scan the code.

Open Camera

Go back to entering the key manually

...R code,
...he key
...button and
...ess your
...ode.

Scan QR Code to Link to Your Media Player

To make pairing easier, some Mood Harmony Players have a QR code on the front panel.

Please grant this app access to the camera in order to scan the code.

Open Camera

Go back to entering the key manually

Mood Harmony

Style Lab
Retail floor

83%

Your personalized music is being prepared...
Please keep this app open.
Your music will start playing soon.

Music prep

If you are using the Mood Harmony app to play music on your device, you will receive a progress message that your music is being prepared when you initially open the app.

MOOD:MEDIA

Home screen

The Home screen is displayed after you have successfully entered the mobile key.

Location

The device type, location name and zone are displayed at the top of the screen.

Playing Now

This section displays the song, artist and playlist that is currently playing. If an audio message is playing it is also displayed here.

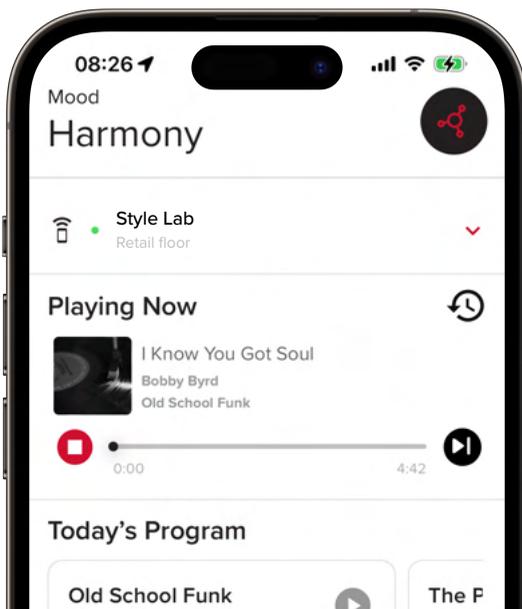Tap the skip icon in the Playing Now section to skip to the next song. You can skip up to 5 songs per hour across all playlists.

Client Support

Tap the Harmony icon in the top corner of the screen to connect to our Client Support portal and submit a request.

Today's Program

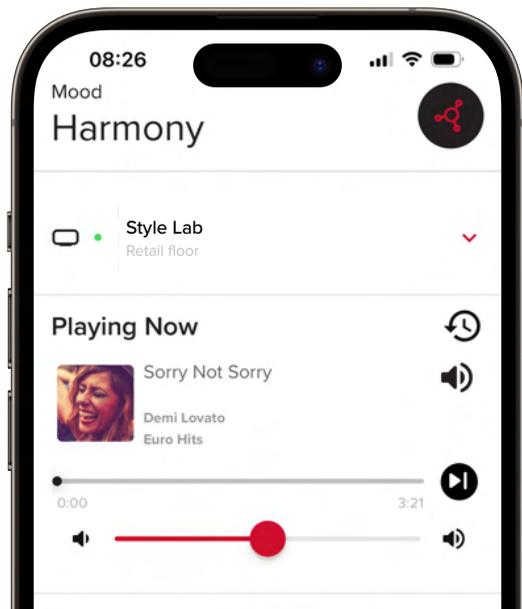This section displays the music scheduled to play in the location/zone. Scroll to see what's coming up next.

Library

The Library contains playlists available for playback in the location/zone. The Library is sorted alphabetically.
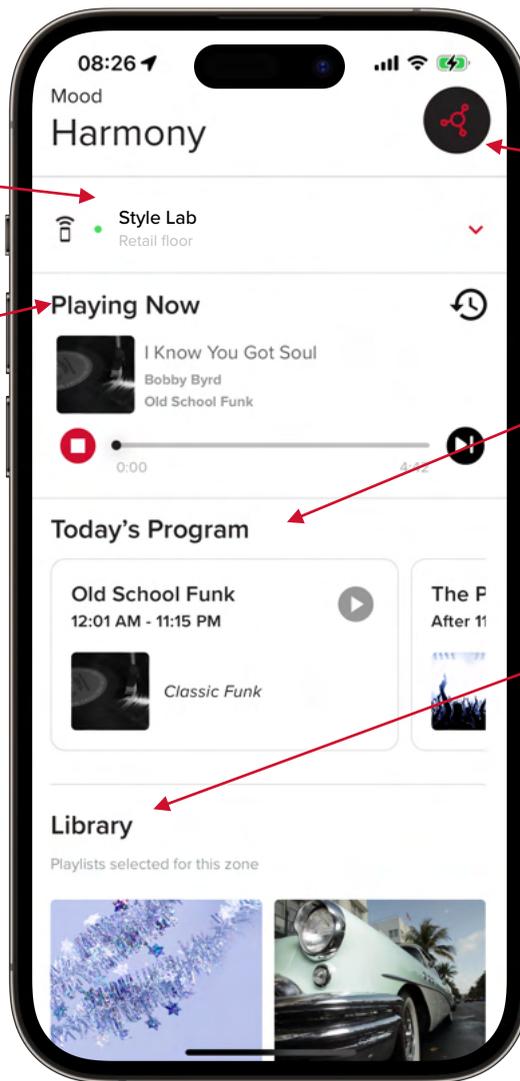
OOD:MEDIA

Library

The Library houses a collection of playlists selected by the brand administrator. These playlists can override the scheduled music program unless the scheduled program is noted with a lock icon 🔒.

Tap a playlist in the Library to view the detailed information.

Tap the Play button to select the playlist. To ensure the smoothest experience, the next program will start playing when the current song ends.

The scheduled content will automatically resume based on your device configuration or when you tap Return to Scheduled Content.
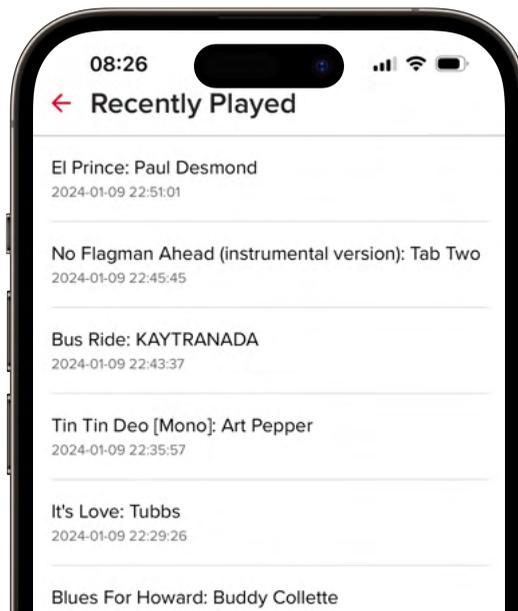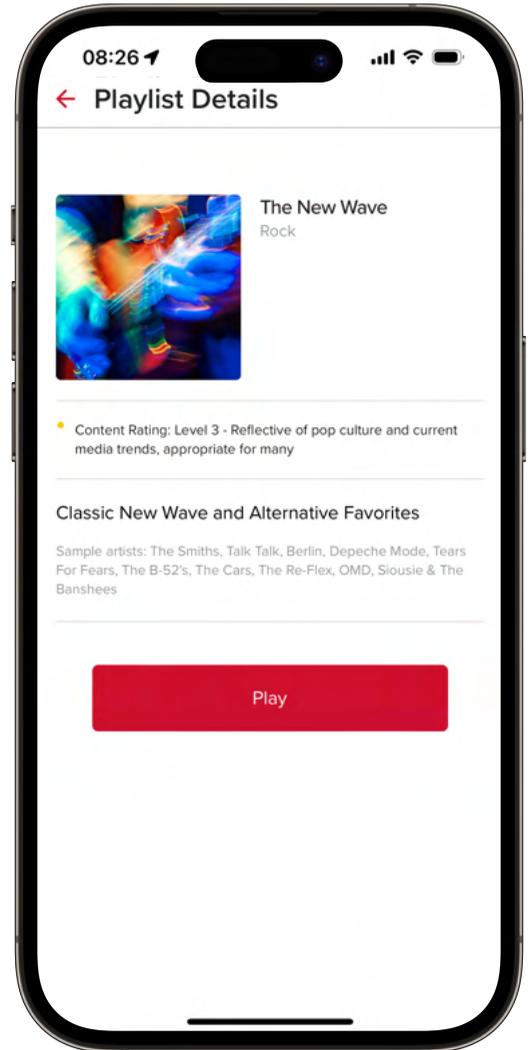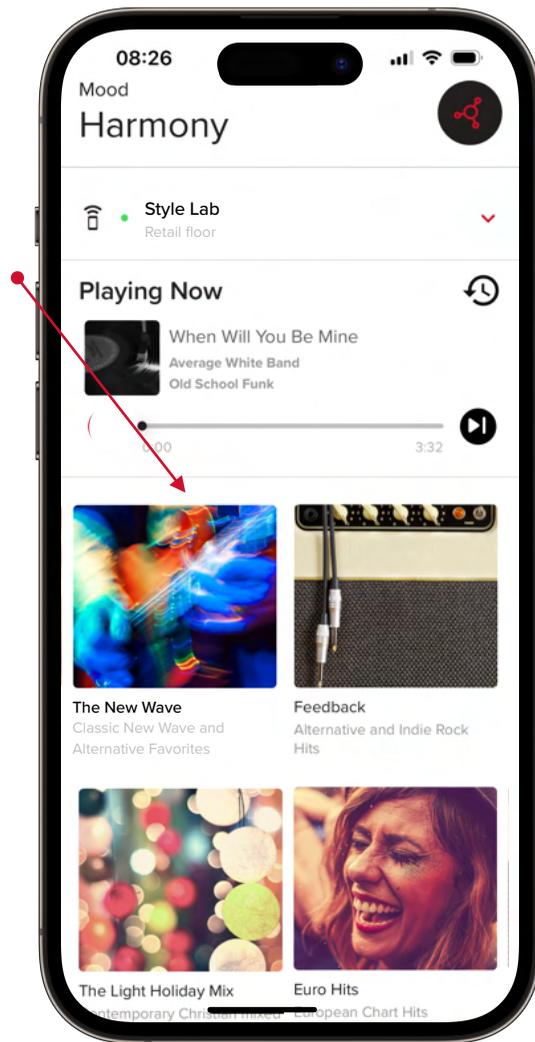
Recently played songs

Tap the clock icon 🕘 in the Playing Now section to view songs and artists that have recently played. The time and date of the playback will be listed.
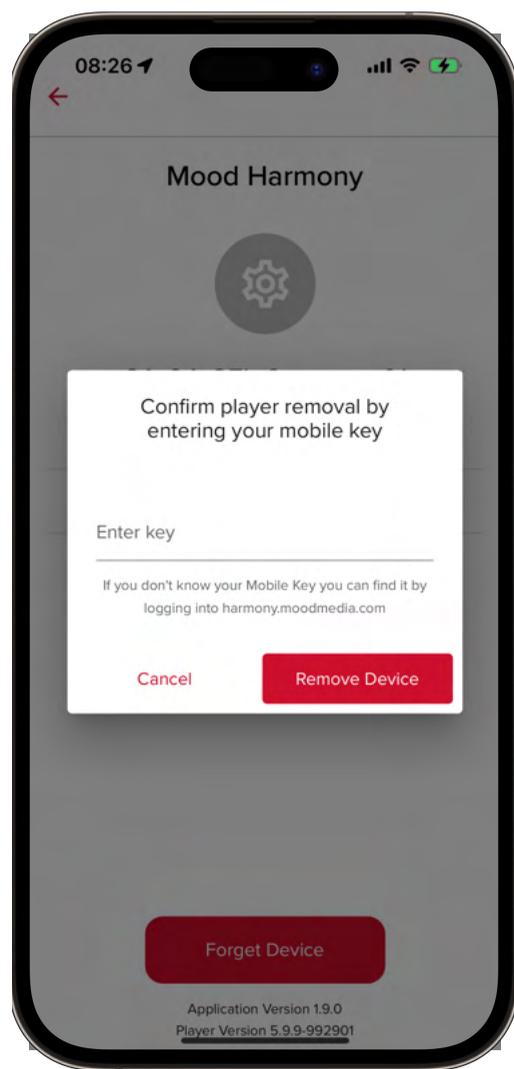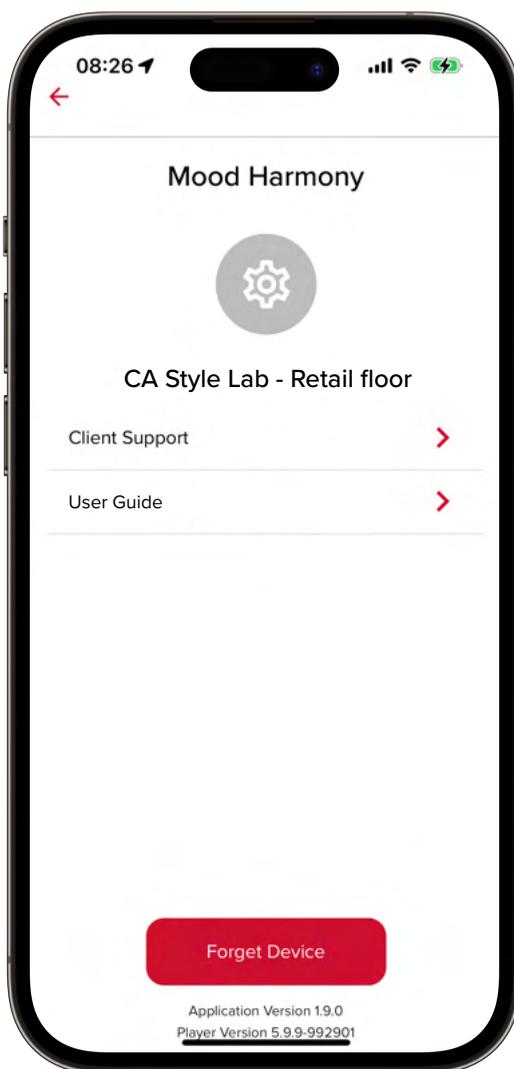
Devices

We have made it easy to add and remove devices.

Mood Harmony

CA Style Lab - Retail floor

Client Support >

User Guide >

Forget Device

Application Version 1.9.0
Player Version 5.9.9-992901

Confirm player removal by entering your mobile key

Enter key

If you don't know your Mobile Key you can find it by logging into harmony.moodmedia.com

Cancel   Remove Device

Forget Device

Application Version 1.9.0
Player Version 5.9.9-992901

Remove a device
Remove and Deletion mode

Tap the Harmony icon in the top right corner of the app, then click the Forget Device icon to disconnect the device and erase associated metadata from your device. The player will be removed from your Mood Harmony account.

Adding a device
Playback & Remote Control mode

Tap the chevron icon ∨ in the Location section of the app, then click the Add a Device icon ⊕ and enter your mobile key. You can now switch between control devices by tapping the chevron icon ∨.

MOOD _o HARMONY™
# FREQUENTLY ASKED QUESTIONS

General Questions

Will the Mood Harmony app work on a tablet or just a phone?

The Mood Harmony app works on both Apple and Android tablets and phones.

How do I request or locate my mobile key?

If you have access to the Devices application in the Harmony Portal, you can locate the mobile key there. The Generate New Key button will create a new key. Note this will remove access for all devices that used the previous key, so please proceed with caution.
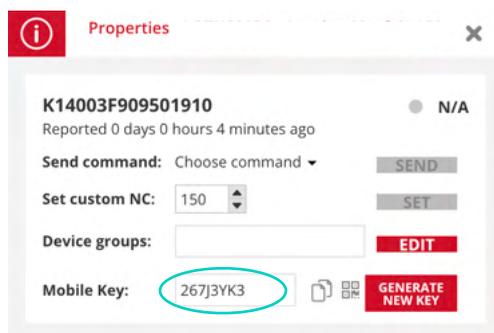
Alternatively, tap the Harmony icon in the top right corner of the app screen, then select Client Support and submit a request via the form. You can also reach out to our Client Support team directly:

https://moodmedia.custhelp.com/app/ask

What if I receive an error message when entering my mobile key?

Copy the error message and add it to your Client Support request mentioned above.

Are mobile keys case-sensitive?

No. You can type in the mobile key as you see fit.

Do mobile keys expire?

No. Mobile keys do not have an expiration date, however while they can be used more than once in Remote Control mode. Each key can only be used one time in Playback mode.

How do I request a Harmony portal login so that I can select playlists for the app?

The music selection in the app's library is managed through the Harmony Music portal. If you don't already have an account, please contact our Client Support team.

Is it possible to access the app via a web link without downloading the app?

Yes. You can access it via a web link. https://harmony.moodmedia.com/wpn/MOBILEKEY. Just replace MOBILEKEY with the mobile key supplied by Mood Media.

If you have access to the Devices application in the Harmony Portal, you can locate the QR code icon next to the Generate New Key button and scan it with your phone or tablet.
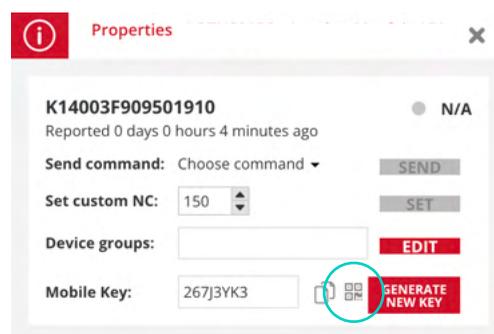
If a playlist is selected from the library, will it interrupt the song playing?

No. By default, the new playlist will begin when the song that is currently playing ends. If you would like to change this functionality to instantly switch to the new playlist or give users the option to choose between the two options, contact our Client Support team with this request.

Minimum Requirements

Active internet connection/data plan

Operating system
- Apple operating system - iOS 13+
- Android operating system - Android 5+

Device capacity - 5 GB storage is recommended for local caching of content.

MOOD:MEDIA

MOOD⌖HARMONY™
FREQUENTLY ASKED QUESTIONS

Playback Mode

How do I play music through a Bluetooth speaker?

First, make sure your phone or tablet supports Bluetooth and Bluetooth is enabled, then pair it with the speaker following the manufacturer's instructions.

How do I play music through a Sonos speaker?

If you are using the Mood Harmony app on an iOS device you can use AirPlay® to play music on most Sonos speakers.

How do I play music through my location's overhead speakers?

Connect an appropriate cable directly from the device to your amplifier to send the music audio through your overhead sound system.

What happens if I lose my internet connection?

While music will continue to play even if the device loses connectivity temporarily, an active internet connection is required for optimal experience.

Do you have any tips for using the playback app in a business environment?

We recommend keeping your phone or tablet connected to a charger so that it doesn't run out of power and interrupt your music.

To limit interruptions, we suggest the following:

- Put the device in silent mode and if possible, Do Not Disturb mode to eliminate unexpected distractions
- Turn off notifications
- Remove apps that play music or videos

Remote Control Mode

Can I use my device with more than one location?

Yes. You can pair your device with one or more locations by clicking the chevron next to the device name at the top of the home screen, then select Add a Device and enter your mobile key.

Can more than one mobile device be used as a remote control or a player?

Yes. There is no limit to how many mobile devices (phones and tablets) can pair with a media player. The same mobile key can be used multiple times across multiple devices.

Does the mobile device that is being paired need to be in the vicinity or on the same wifi network during the pairing process?

No. As long as the media player and the mobile device running the Mood Harmony app are both online and able to connect to https://harmony.moodmedia.com), the app will be able to pair and control the media player. This allows users to continue monitoring and controlling media players anywhere, anytime.