

PROFUSION iH

USER GUIDE



TABLE OF CONTENTS

CONTENTS

PACKAGE CONTENTS.....	3
INSTALLATION & SETUP.....	3
PLACEMENT GUIDELINES.....	3
CONNECTING YOUR PROFUSION iH TO YOUR AMPLIFICATION EQUIPMENT	4
CONNECTING YOUR PROFUSION iH TO YOUR NETWORK - WIRED.....	4
CONNECTING YOUR PROFUSION iH TO YOUR NETWORK - WiFi	5
FRONT PANEL	6
REAR PANEL	7
REMOTE CONTROL	8
myMOOD CONTROL SITE	9
MOOD CONTROLLER APP.....	9
POWERING YOUR PROFUSION iH ON AND OFF	10
POWERING ON PROFUSION iH.....	10
POWERING OFF PROFUSION iH.....	10
STANDBY MODE.....	10
CHANGING PROGRAMS	11
UPDATING YOUR PROFUSION iH VIA CD	11
UPDATING YOUR PROFUSION iH VIA ETHERNET OR WIFI.....	12
FORCE A NETWORK UPDATE ON YOUR PROFUSION iH	12
VIEWING DEVICE INFORMATION.....	12
VIEW DEVICE ID NUMBER.....	13
VIEW DEVICE CONFIGURATION VERSION.....	13
CONTACT SUPPORT.....	14

GETTING STARTED

PACKAGE CONTENTS



ProFusion iH playback device



External Power Supply
(US ver. AC line power cord included)



1/8" (3.5mm) AUX to RCA audio cable



HDMI cable



CAT5 cable



Remote Control



Remote Control Adhesive Tether



Welcome Card, Device LED Guide,
Window Sticker



AAA Batteries (x2)

Any additional equipment required to complete installation must be ordered separately. Please store all packaging material in the event your ProFusion iH must be re-shipped or returned.

INSTALLATION & SETUP

PLACEMENT GUIDELINES

- + ProFusion iH is designed to be placed horizontally and right-side up. Other positions may cause problems with air flow within the case and may significantly shorten the lifespan of components.
- + ProFusion iH should be placed in a clean, well-ventilated area. Do not stack items on or against your ProFusion iH as this can create excessive heat and/or static electricity charge problems.
- + ProFusion iH should only be placed on a surface of adequate strength and stability and free of excessive vibration.
- + Ensure all cabling is routed properly and safely. This will avoid tripping hazards that could pull your ProFusion iH off the surface you have placed it on.
- + Ensure your ProFusion iH is plugged into a properly grounded, always-on AC electrical outlet.

Do not plug your ProFusion iH into a switched outlet, such as power strips or other outlets that may be inadvertently turned off. This can lead to improper shutdowns which will likely shorten the life of the equipment.

CONNECTING YOUR PROFUSION IH TO YOUR AMPLIFICATION EQUIPMENT

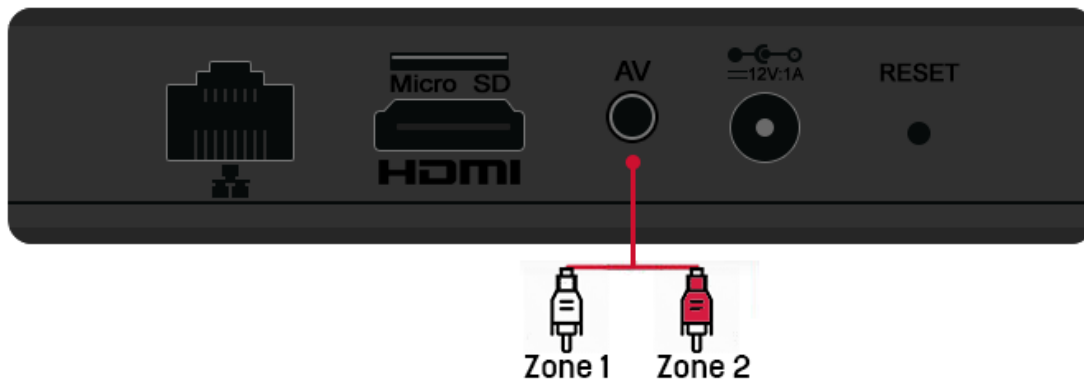
- + Turn volume on your amplification equipment completely down and turn power off before installing your ProFusion iH.
- + Only plug your ProFusion iH power supply into a properly wired outlet in good working order. To avoid being inadvertently powered off, never plug your ProFusion iH into a switched outlet or extension cords.

STEP 1 Connect the 1/8" (3.5mm) AUX audio cable into the headphone jack labeled AV on the rear panel of your ProFusion iH. Connect the white end of the RCA cable into the corresponding input of your amplification equipment.

If your ProFusion iH is configured for a single mono zone, use only the white RCA connector to connect to your amplification equipment. The red RCA connector is active only when the ProFusion iH is configured to provide a single stereo zone or two mono zones.

STEP 2 If your ProFusion iH has been configured with one stereo zone or two mono zones, connect the red end of the RCA cable to the appropriate input of your amplification equipment.

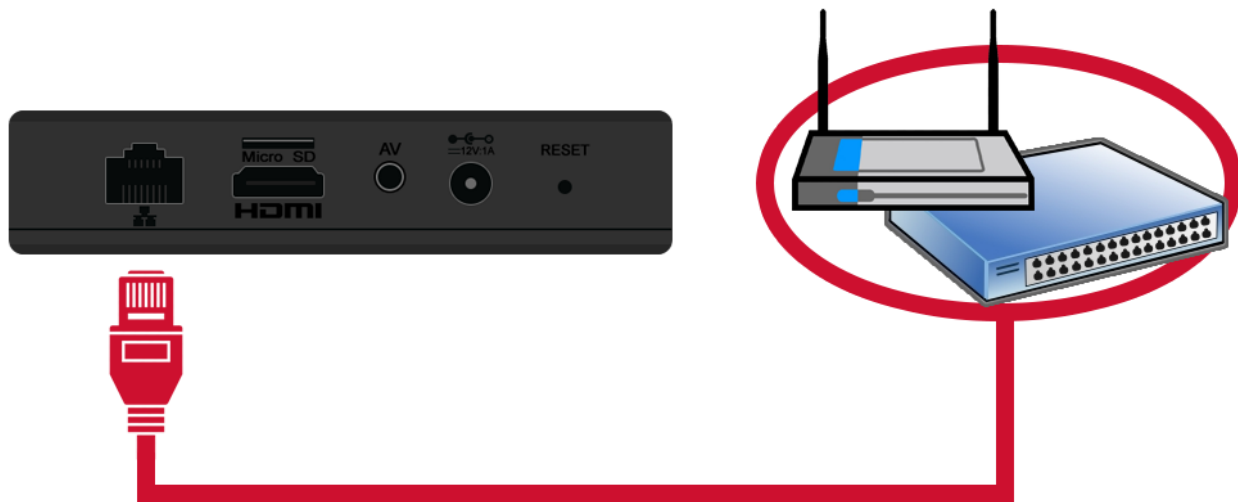
Amplification equipment connections vary by manufacturer. Please consult manufacturer documentation to determine the correct audio input connections for your sound system equipment.




CONNECTING YOUR PROFUSION IH TO YOUR NETWORK - WIRED


STEP 1 Connect one end of a CAT5 Ethernet cable to the Ethernet port located on the rear panel of your ProFusion iH.

STEP 2 Connect the other end of the CAT5 Ethernet cable to your network equipment (router, hub, or switch).



STEP 3 Confirm that the  indicator light on the front of the player is illuminated solid green.



Is the  indicator light off or not solid green? Refer to the Device LED Guide included with your player.

CONNECTING YOUR PROFUSION IH TO YOUR NETWORK - WIFI

Download the **MOOD Controller** app and follow the in-app instructions to access your ProFusion iH from your mobile device and configure your player's WiFi connection.

- + View device playback and connectivity settings
- + Control music playback, change programs and set daypart schedules*
- + Set up your ProFusion player directly from your mobile device



For more details about the **MOOD Controller** app, visit support.moodmedia.com/controller

CONTROLS & FUNCTIONS

FRONT PANEL

The front panel of the ProFusion iH provides information about the player's on/off power setting, network connectivity, and music playback status.

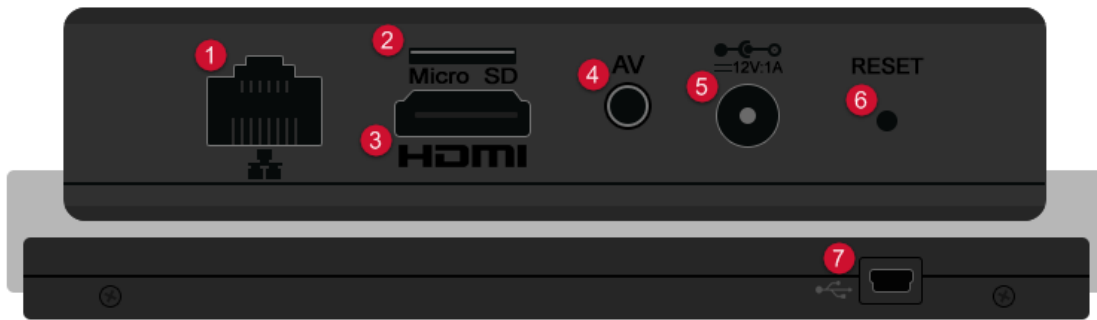


1	POWER LED	Displays the player's current power mode (on/off or standby). View the Device LED Guide for more information.
2	NETWORK LED	Displays the player's current network connectivity status. View the Device LED Guide for more information.
3	PLAYBACK LED	Displays the player's current music/audio playback status. View the Device LED Guide for more information.
4	IR SENSOR	Remote control sensor; aim remote control at this sensor when inputting commands.
5	USB	Two USB ports on the side of the player; used to connect optional DVD-ROM drive.
6	DVD-ROM	Optional pre-installed DVD-ROM drive used for Mood-provided disc updates; not available on all models.

Are any indicator lights not solid green? Refer to the Device LED Guide included with your player for more information.

REAR PANEL

The rear panel of the ProFusion iH has a variety of connections that are used to integrate with your existing amplification equipment and network.



1 ETHERNET PORT

Used to connect ProFusion iH to your network to receive configuration, content and software updates.

2 MICRO SD

Micro SD card slot holds micro SD storage card that stores music and messaging content.

3 HDMI

HDMI video output. No functionality or output through this port at this time.

4 AV

1/8" (3.5mm) AUX audio output. AUX to RCA adapter included. White RCA is zone 1 or left channel audio; red RCA is zone 2 or right channel audio.

5 12V -- 1A

External power supply connects to this port to provide power to ProFusion iH.

6 RESET

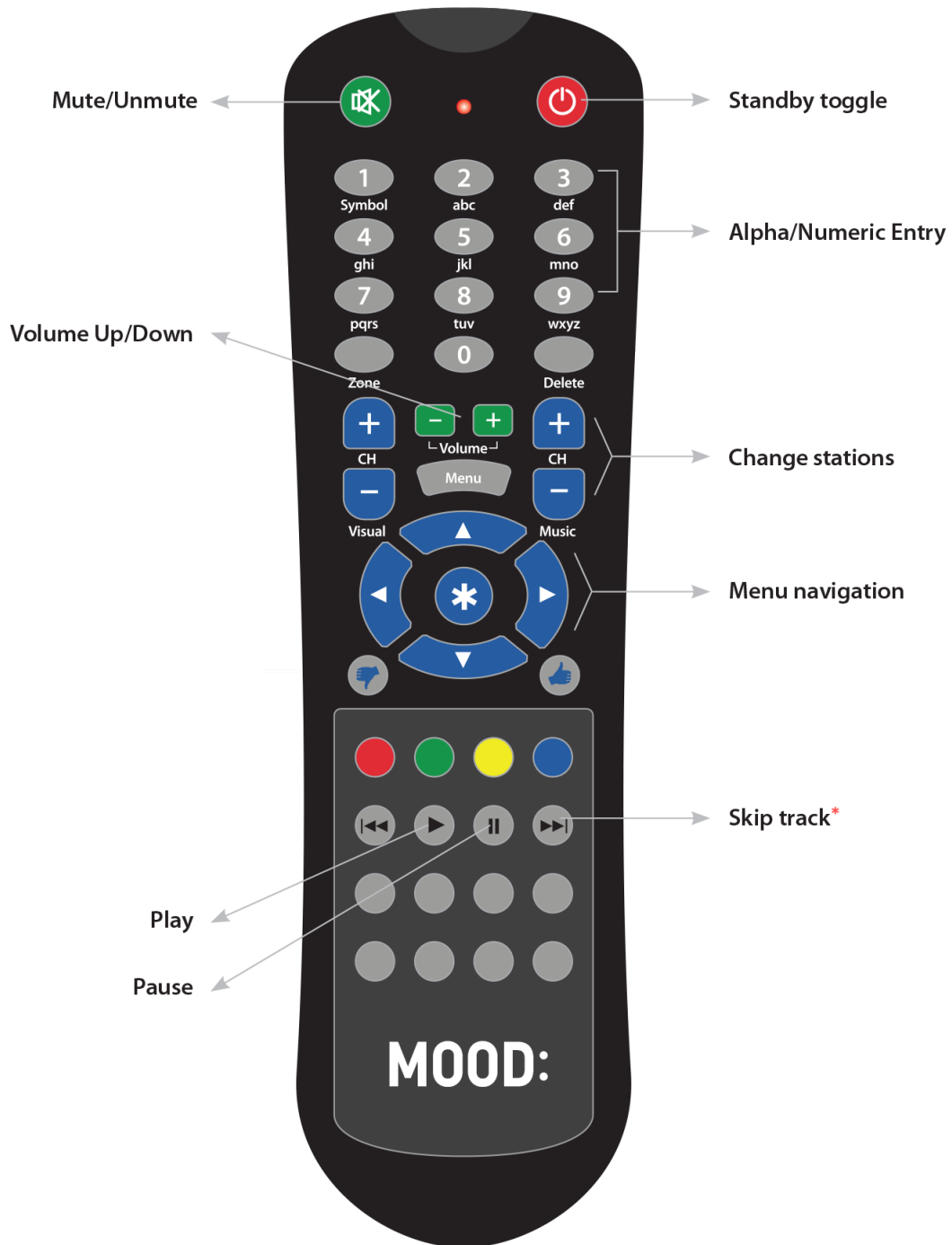
Reset pin button used to reset player software.

7 USB MINI

Connects to the USB port on right side of ProFusion iH; for DVD models only.

REMOTE CONTROL

The remote control can be used to adjust local settings on the ProFusion iH.



* select control features may be disabled due to licensing restrictions

Remote control requires two (2) AAA batteries (included).

MYMOOD CONTROL SITE

The **myMOOD Control Site** puts control of your ProFusion devices at your fingertips.

- + View device connectivity status from the dashboard
- + View detailed status per device (ex. what song played last)
- + Block specific songs or artists from playing on your programs
- + Listen to samples of the songs in your programs
- + Create and edit daypart schedules for your programs
- + Create override daypart schedules for holidays or special events
- + Manage overhead and on-hold messaging, and upload your own messages to play
- + Manage multiple devices easily with configurable groups
- + Manage your own users with access to specific locations or devices
- + Run reports to view network configuration, connection data, get playback affidavits of messages played, and much more!



 **control.mymood.com**

For more details including links to tutorial videos and the Mood Control Site User Guide, please review the **Getting Started** section on the Home page. To request access, please click on the Request Access link on the home page.

MOOD CONTROLLER APP

Download the **MOOD Controller** app to access your ProFusion iH from your mobile device.

- + View device playback and connectivity settings
- + Control music playback, change programs and set daypart schedules
- + Set up your ProFusion player directly from your mobile device




For more details about the **MOOD Controller** app, visit support.moodmedia.com/controller

POWERING YOUR PROFUSION iH ON AND OFF

Always use the Power button on the back panel of the ProFusion iH to power off ProFusion iH before unplugging it from an electrical outlet. Failure to do so may result in damage to the device.


POWERING ON PROFUSION iH

- STEP 1** If the ProFusion iH is in standby mode (the power LED is red), press the  button on the remote control, or by select the option from the Mood Controller app to resume playback.
- STEP 2** The power indicator will illuminate and alternate between green and red. After approximately 10 seconds, the power indicator should remain solid green.
- STEP 3** Playback will begin after approximately 15 seconds, at which time the playback LED should illuminate solid green.

NOTE: If the power supply to your ProFusion iH is removed, re-inserting it into the back of the player will start the initialization process above.

POWERING OFF PROFUSION iH

If your device is configured to receive its updates via Ethernet, your ProFusion iH must remain powered on at all times.



- STEP 1** Place the ProFusion iH in standby mode by pressing the  button on the remote control, or by selecting the standby option from the Mood Controller app.
- STEP 2** Approximately 10 seconds after the pressing the Standby button, ProFusion iH will enter a Standby Mode. At this time playback on all zones will stop. The ProFusion iH can receive updates via Ethernet in this mode. See section on 'Standby Mode'.
- STEP 3** Once the ProFusion iH is in Standby Mode, remove the power supply from the back of the ProFusion iH to complete the shutdown process. The ProFusion iH will not receive updates via Ethernet in this mode.

NOTE: Never remove the ProFusion iH power cord before pressing the "Standby" button.

STANDBY MODE

If it is necessary to stop playback on all zones immediately, press the Standby button once.


The music from all zones will fade down as your ProFusion iH enters Standby Mode. When your ProFusion iH is in Standby Mode, all functionality remains active but all zones will stop playback.

To resume playback on all zones when in Standby Mode, press the  or  button on the remote control. Your ProFusion iH will re-enter Playback Mode with the appropriate scheduled styles playing on all zones. To completely shut down your ProFusion iH from Standby Mode, remove the power supply.

NOTE: If your ProFusion iH is configured for Network update, it will update at its scheduled time while in Standby Mode.

CHANGING PROGRAMS

Your ProFusion iH is configured to follow a pre-determined schedule. You may override the schedule by changing the program manually using the **CH +/-** buttons on the remote control or selecting a program from the Mood Controller app. If requested, the ability to change programs may be disabled on your ProFusion iH. If you attempt to change programs and the Mood Controller app displays **YOU DO NOT HAVE PERMISSION TO USE THIS FEATURE**, the ability to change programs has been disabled.

- STEP 1** Open the Mood Controller app and follow the on-screen prompts to connect to your ProFusion iH player.
- STEP 2** Press the  button in the lower-right corner of the app.
- STEP 3** Select the drop-down menu for **Audio Program** and select the desired program.
- STEP 4** The ProFusion iH will fade out the current track and begin playing a track from the selected program.

Looking to change programs for Zone 2? Press the  button in the top-right corner and select the desired zone from the Zone drop-down menu.

If your ProFusion iH is scheduled to stop playback at a certain time, the Mood Controller app will display **MUSIC STOPPED** during that time. You may manually begin playback by selecting any available program.

UPDATING YOUR PROFUSION IH VIA CD

Select ProFusion iH models can be updated via CD. It is important to update your device as soon as you receive any update CDs. Please note that clients with devices configured for Ethernet updates may still receive CD updates, and should load them as soon as they arrive.

Always verify the update disc is clean and free of scratches, smudges and fingerprints. To clean a CD use a lint-free cotton cloth and wipe against the tracks, starting in the middle of the disc and wiping towards the outside of the disc. Do not wipe in a circular motion as this can create scratches.

- STEP 1** If your update contains multiple CDs, locate disc #1 (discs are labeled as 1 of 3, 2 of 3, etc).
- STEP 2** Hold the CD face up and by the edges.
- STEP 3** Press the DVD-ROM eject button to open the tray.
- STEP 4** Insert the CD into the center of the DVD-ROM tray.
- STEP 5** Push the tray in fully (it will remain latched when properly closed).

STEP 6 Approximately 15 seconds after the tray has closed, the update will automatically start; the green indicator light on the front of the DVD-ROM drive should flash green while the disc is being read. The update will take anywhere from 60 seconds to 10 minutes, depending on the type and size of content on the disc.


STEP 7 The DVD-ROM tray will automatically eject once the update has completed and the control panel will display the status of the update

Disc update download status can be viewed from the Mood Controller app by navigating to Administration > Update.

If your player displays an error code, please visit support.moodmedia.com for information about the error message.

UPDATING YOUR PROFUSION IH VIA ETHERNET OR WIFI

The ProFusion iH is capable of receiving updates over network via Ethernet or WiFi. ProFusion iH devices typically contact the update server for new content nightly, so it is important to keep your player powered on or in standby mode in order to receive these updates.

Do not completely power down the ProFusion iH to stop music playback, as this prevents the player from receiving updates. If you wish to stop music playback, press the  button on the remote control to enter standby mode or adjust volume from your amplifier.

FORCE A NETWORK UPDATE ON YOUR PROFUSION IH

STEP 1 Open the Mood Controller app and follow the on-screen prompts to connect to your ProFusion iH player.

STEP 2 Press the  button in the top-right corner of the app and select **Administration >**.

STEP 3 Press the  button once more and select **UPDATE**.

STEP 4 Scroll down and select **Update Music & Configuration**.

STEP 5 The ProFusion iH will attempt to connect to the update server. Please allow up to 30 minutes for the player to complete downloading content.

STEP 6 When the ProFusion iH has completed updating, the message **UPDATE FINISHED, STATUS: SUCCESS** will be displayed in the app. Press the  button and select **Zone >** to return to playback.

If your player displays an error code, please visit support.moodmedia.com for information about the error message.



VIEWING DEVICE INFORMATION

The **DEVICE INFORMATION** menu option provides some key information about your specific ProFusion iH.

NOTE: When contacting Mood Support for assistance, please provide your Device ID and configuration version.



VIEW DEVICE ID NUMBER

The Device ID is a unique number specific to your ProFusion iH. It ensures that custom configurations and settings are applied only to your specific ProFusion iH.

- STEP 1** Open the Mood Controller app and follow the on-screen prompts to connect to your ProFusion iH player.
- STEP 2** Press the  button in the top-right corner of the app and select **Administration >**.
- STEP 3** Press the  button once more and select **DEVICE INFORMATION**.
- STEP 4** The ProFusion iH device ID number is listed in the **ID** section.

VIEW DEVICE CONFIGURATION VERSION

Configuration version refers to a set of specific settings such as scheduling, playback start and stop times, and other settings unique to your device. This number also ensures that an older configuration update to your ProFusion iH will not overwrite the current configuration settings.

- STEP 1** Open the Mood Controller app and follow the on-screen prompts to connect to your ProFusion iH player.
- STEP 2** Press the  button in the top-right corner of the app and select **Administration >**.
- STEP 3** Press the  button once more and select **DEVICE INFORMATION**.
- STEP 4** The ProFusion iH configuration version is listed in the **Configuration Version** section.

SPECIFICATIONS

Connections

Audio: (1) 1/8" (3.5mm) headphone jack

Network: (1) RJ-45 Ethernet 10/100M Base-T

Wireless: WiFi 802.11 a/b/g/n/ac 2.4G/ 5G

HDMI Video: (1)

USB: (2) USB 2.0 host controller ports

For detailed output specifications, please contact Mood Support.

Dimensions

Length: 110 mm

Depth: 107 mm

Height: 26.5 mm

Total rack units: (2RU) 3.5" (88.9mm)

Weight: 0.22 lbs / 100 grams

Power Specifications

Power Supply: external AC to DC power transfer device

Input Voltage (AC~): 100-240Vac Nominal
(90-265Vac Maximum)

Input Frequency: 47- 63Hz

Input Current: 0.6Amax at 90Vac
(0.3Amax at 265Vac)

Output Voltage (DC): 12Vdc
(range 11.4Vdc - 12.6Vdc)

Output Current: 2A

Output Watts: 24W

Output Ripple: Low frequency ripple
(< 100KHz) <= 120mVpp

Conditions

Working Temperature: 32°F to 105°F; 0°C to 40°C

Working Humidity: 5%-90% (Non-condensing)

Storage Temperature: -4°F to 113°F; -20°C to 45°C

Storage Humidity: 0-98% (Non-condensing)

CONTACT SUPPORT

Seeking further assistance? Visit our Client Portal:

support.moodmedia.com

Serial Number: _____

Note: The serial number is located on a white sticker on the bottom of the player.