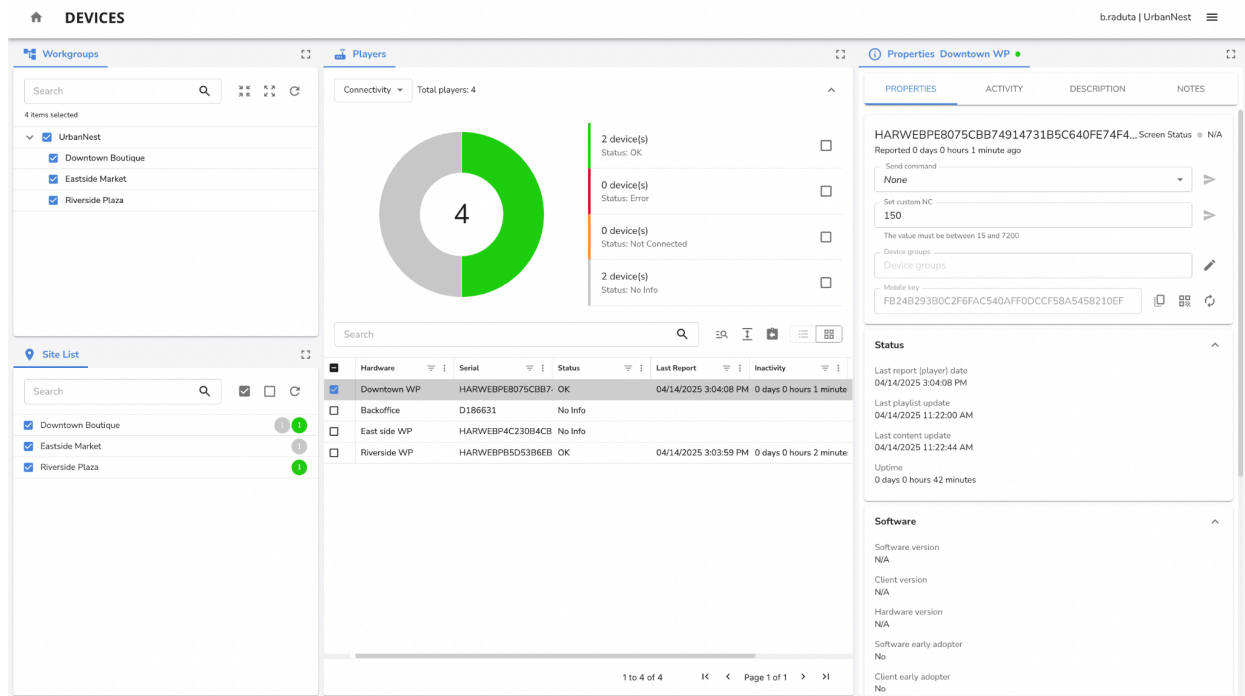


Harmony Devices v2 user guide

The Harmony Devices app gives you a real-time view of all your connected players, whether they're playing music, showing visuals, or both. This quick tour will walk you through the main parts of the app so you can get comfortable with the layout before you start managing your devices.

Main Interface Layout

The Devices app is divided into five main panels, arranged from left to right across the screen. Each panel provides you with access to a different part of the device management process.



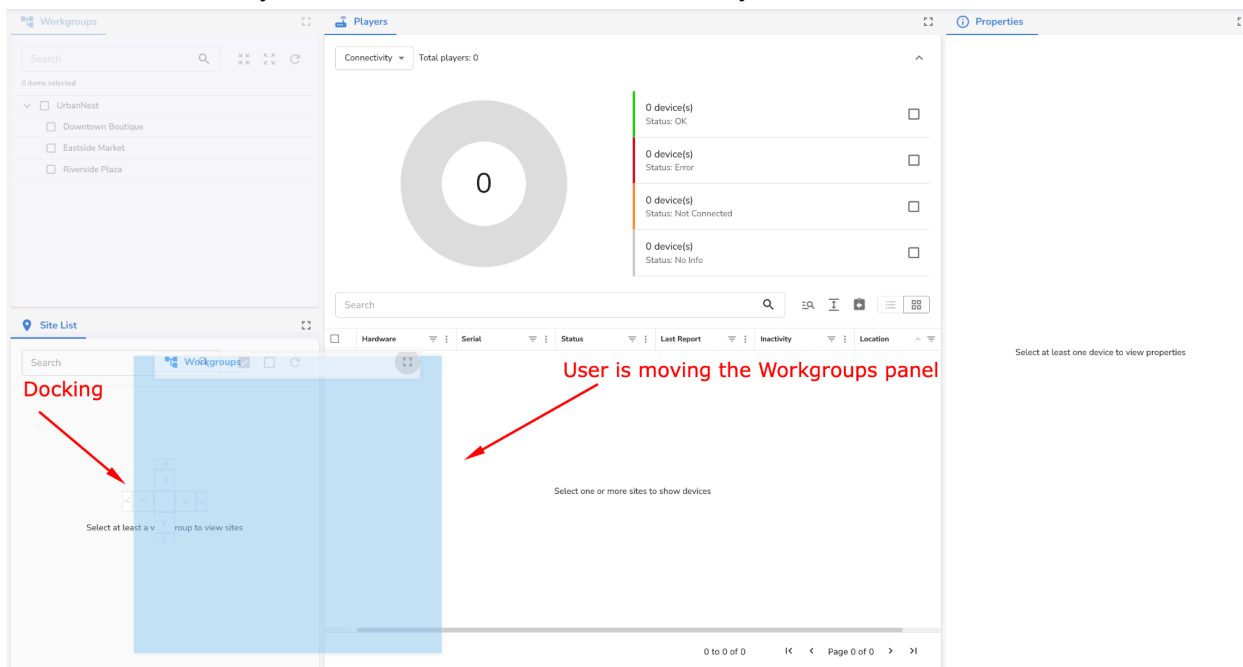
- **Workgroups:** displays all the workgroups under the root workgroup you're currently logged into. Workgroups can be expanded and selected.
- **Site List:** displays all the sites that belong to the workgroups selected in the Workgroups panel. You can select one or more sites to filter the devices shown in the rest of the interface.
- **Players:** gives you a quick summary of player statuses (e.g., OK, Error, Not Connected). It shows how many players are in each state and displays basic information such as hardware name, serial number, last report time, and location.
- **Detailed View (Device Table):** lists the players from the selected sites, along with key info like hardware details, connectivity status, and inactivity time. You can use this table to sort, search, and select the device you want to inspect further.

- **Properties:** when you select a player in the table, this panel reveals everything you need to know about it, including its configuration, activity log, and notes. Use the tabs (Properties, Activity, Description, Notes) to see and manage different aspects of the device.

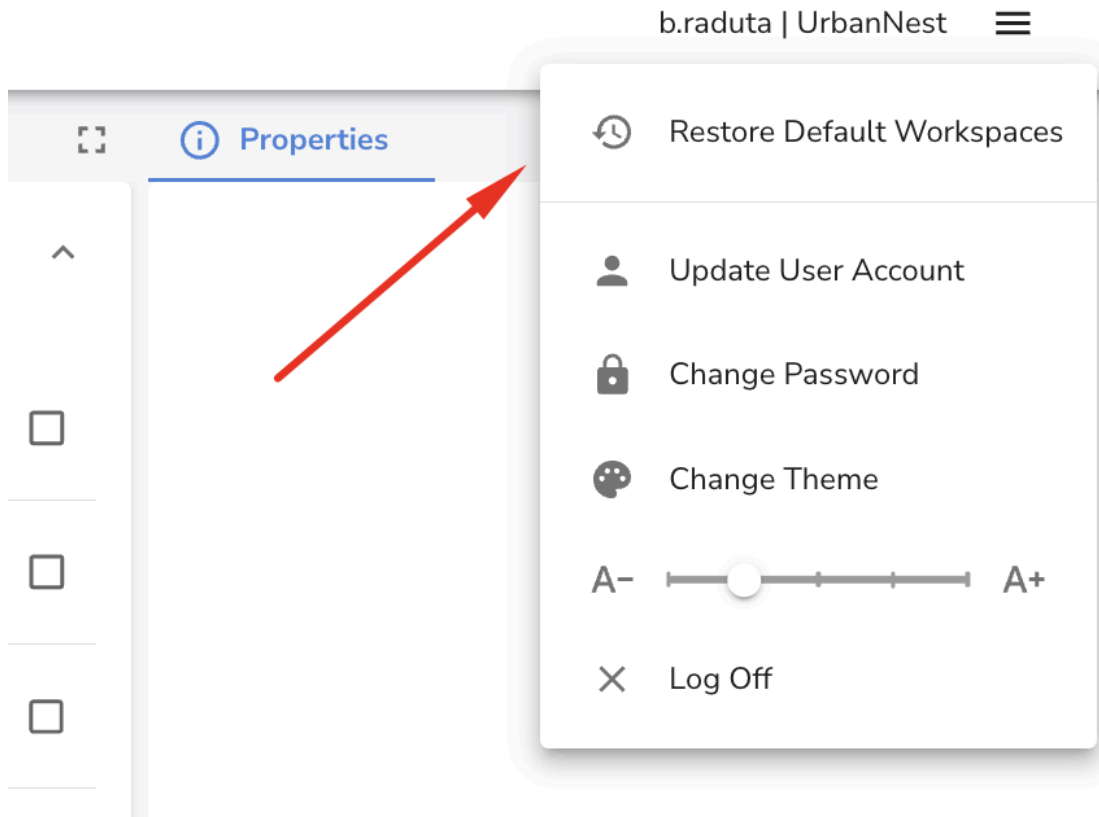
Dashboard features

The Harmony Devices app offers a flexible and customizable dashboard. Here are some key features to help you tailor the layout to your needs:

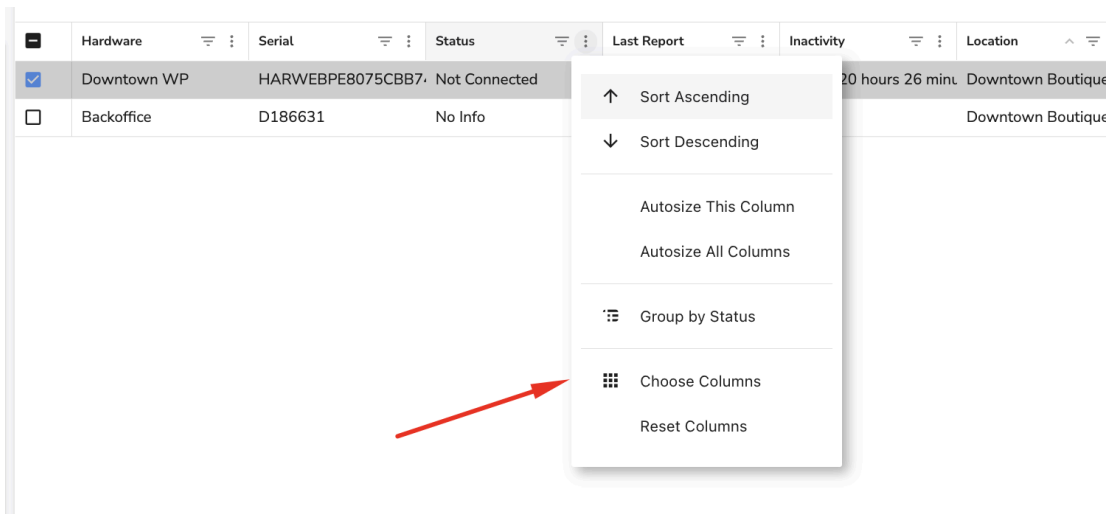
- **Expandable Panels:** Each panel can be expanded to full height using the square icon in the top-right corner of the panel header.
- **Movable & Dockable Panels:** You can reposition any panel by dragging it across the screen. When dragging, visual guides will help you dock the panel into a new location — either side-by-side with others or stacked vertically.



- **Restore Default Layout:** If you've made changes and want to go back to the original view, you can easily restore the default layout. Click on your user menu (top right) and select Restore Default Workspaces.



- **Customizable Columns in the Device Table:** The device table supports column customization. You can:



You can:

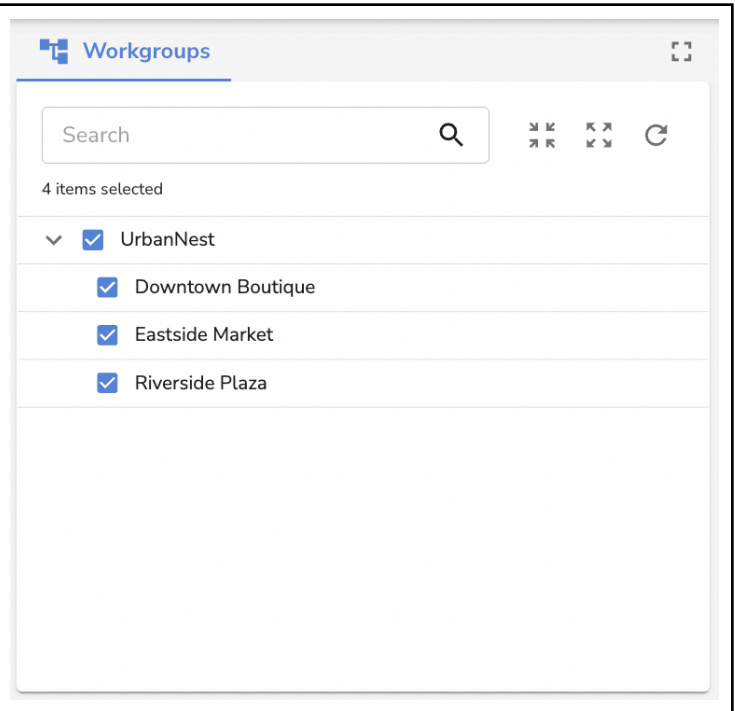
- Sort columns ascending or descending
- Resize all visible columns automatically
- Group rows by certain fields
- Show or hide columns using the Choose Columns option from the column menu (three dots icon)

1. Workgroups Panel (top left)

Here, you can view and select the workgroups you want to manage. You can:

- Select one or multiple workgroups using the checkboxes
- Use the search bar to quickly find a specific workgroup
- Reload the list to get the latest workgroup structure
- Expand or collapse all workgroup parents

Selecting workgroups filters the content shown in the Site List panel below.



2. Site List Panel (bottom left)

This panel displays all locations (or sites) that belong to the selected workgroups. You can:

- Select one or more sites to view their associated devices
- See how many players are in each site, grouped by status (OK, No Info, etc.)

Site List

Search

Downtown Boutique

11

Eastside Market

1

Riverside Plaza

1

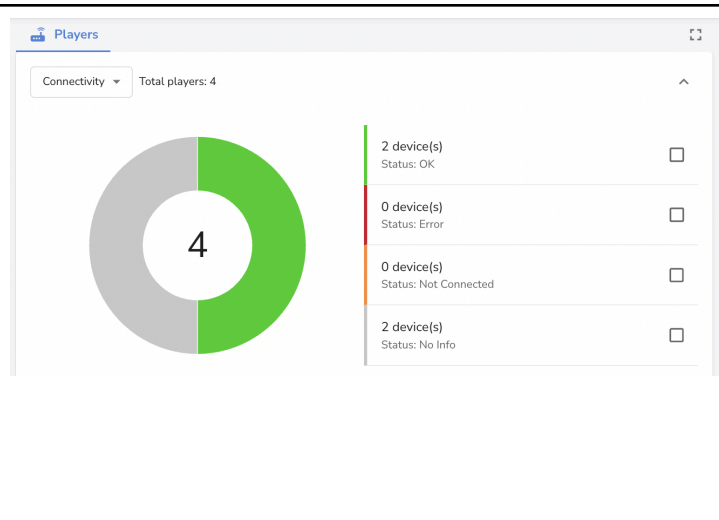
3. Players - Overview Section (top center)

This panel shows a donut chart that summarizes the status of all devices from the selected sites:

- **Green (OK):** Device is working and reporting normally; screen state is OK or NA;
- **Red (Error):** A required software component isn't running, playlist not up-to-date (compare sha codes of playlists), or not logging proof-of-play;
- **Orange (Not Connected):** last report from player > default 2 hours (XML setting on server (Workgroup ID)); the hour is customizable by workgroup;
- **Gray (No Info):** Device never reported or has been reset

You can click on one or multiple status groups to filter the player list by those statuses.

You can choose between the player connectivity and screen statuses. Furthermore, you can collapse this section by clicking on the arrow located above the statuses.



4. Players - the list (bottom center)

This is where you see the full list of devices from the selected sites. It supports:

- Search (you can include hidden columns in your search)
- Export to Excel
- List view and thumbnail view (for visual screenshots)
- Sort by hardware name, serial number, status, last report, etc.
- Add or hide columns by clicking on the 3-dotted menu from a column
- Bulk selection for batch actions
- Save the current table view as a template (See [Appendix](#) for more details)

Search						
Hardware	Location City	Serial	Status	Last Report	Location ID	
<input checked="" type="checkbox"/> Downtown WP	New York	HARWEBP8075CBB74	Not Connected	08/26/2025 11:33:30 AM	205039	
<input type="checkbox"/> Backoffice	New York	D186631	Not Connected	05/19/2025 2:11:55 PM	205039	
<input type="checkbox"/> Reception	New York	HARWEBP9CC48A920E	No Info		205039	
<input type="checkbox"/> Mido	New York	C16AFC4178C44FC8B2	No Info		205039	
<input type="checkbox"/> Device DM1	New York	D187140	No Info		205039	
<input type="checkbox"/> Web Music	New York	HARWEBPA05AC104A4	No Info		205039	
<input type="checkbox"/> East side WP	Paris	HARWEBP4C230B4CB4	Not Connected	08/26/2025 11:28:43 AM	205041	
<input type="checkbox"/> Mobile App Player	Paris	FS42BD550B6D40F286	No Info		205041	
<input type="checkbox"/> Riverside WP	Bucharest	HARWEBP85D53B6EB	Not Connected	08/26/2025 11:29:29 AM	205040	

5. Properties Panel (right side)

When you select a player, its full details appear here, organized into four tabs:

- **Properties** – Device ID, screenshot (if available), status info, hardware/software details, NC timeout, mobile key, etc.
- **Activity** – Device event history (visible to user)
- **Description** – Notes added by your team
- **Notes** – Internal conversation thread about the player

If the player is displaying visuals, you'll see live screenshots below the device title. You can click on these screenshots to enlarge them or browse through the images.

Properties East side WP

PROPERTIES

ACTIVITY

DESCRIPTION

NOTES

HARWEBP4C230B4CB47D4637AF13EC458E7... Screen Status ● N/A

Send command

None

Set custom NC

150

The value must be between 15 and 7200

Device groups

Device groups

Mobile key

6A55DB4D94286ABC8129B4A4349C8F5965AA082B

Status

Last report (player) date

5.1 Player - Properties tab

In the properties tab, you can:

- See player information:
 - Player name
 - Screen status
 - Player screenshots(navigate or click to expand)
- Send live commands to the selected player(s), set the custom NC time or manage device groups - See Appendix at the end of this document for a list of live commands
- See the player status
- See the latest played media
- See the hardware, software, and network info
- See other custom information such as the battery and wifi status or display settings

You can pin devices to keep them easily accessible. When a device is pinned, its row will stay frozen at the top of the device list, as long as it matches the current filters. For example, if a pinned device has status OK, it won't appear when you're viewing only devices with status Not Connected. You can pin multiple devices, and your pinned selections are saved automatically, even if you leave and return to the Devices app.

East side WP

PROPERTIES

ACTIVITY

DESCRIPTION

NOTES

HARWEBP4C230B4CB47D4637... Screen Status ● N/A

Send command

None

Set custom NC

150

The value must be between 15 and 7200

Device groups

Device groups

Mobile key

6A55DB4D94286ABC8129B4A4349

5.2 Player - Activity tab

- Player history
- Player activity log
- Player screenshots
- Player description
- Player notes
- IP, MAC, and status details

PROPERTIES		ACTIVITY		DESCRIPTION	NOTES
Status	Date	Last Date	Type		
Not connected	04/14/2025 5:35:05 PM		Auto		
OK	04/14/2025 2:22:44 PM	04/14/2025 3:04:08 PM	Auto		

5.3 Player - Description tab

- The Description tab lets you add helpful notes about the selected player, such as its physical location, purpose, or any custom details relevant to your team.
- Each entry shows the name of the user who last updated the description, along with the date and time of the change.

The screenshot shows a web application interface for 'Properties Downtown WP'. At the top, there's a header bar with an information icon, the title 'Properties Downtown WP', and a close icon. Below the header is a tabbed interface with four tabs: 'PROPERTIES', 'ACTIVITY', 'DESCRIPTION' (which is selected and highlighted with a blue underline), and 'NOTES'. The main content area under the 'DESCRIPTION' tab displays a message: 'Bogdan Raduta - 04/15/2025 11:37:04 AM' followed by a text box containing the note 'This player is located in room 123, ground floor.'

5.4 Player - Notes tab

- The Notes tab provides a simple way to exchange messages with other users who have access to the player. It's useful for leaving internal comments, sharing context, or asking quick questions.
- Older messages can be viewed by clicking "Load more from history".

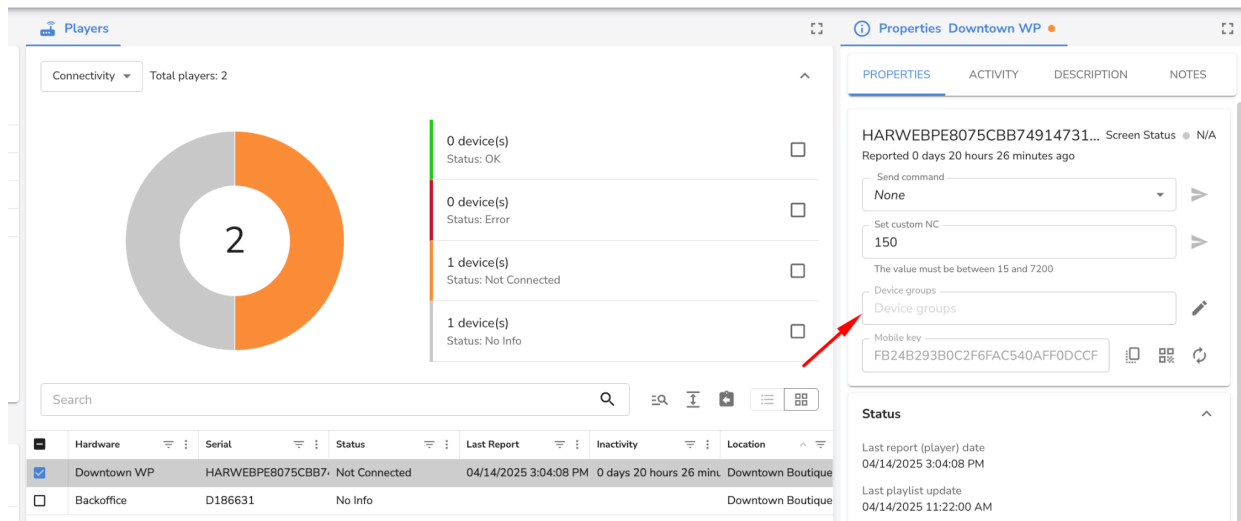
The screenshot shows the same 'Properties Downtown WP' interface, but with the 'NOTES' tab selected and highlighted. The main content area displays a message: 'Hey team, can I clear the activity log' followed by the user 'b.raduta' and the timestamp '04/15/2025 12:27:57 PM'. Above the message, there is a 'LOAD MORE' link in blue text.

Device grouping

Device grouping helps you organize players into custom categories using tags called device groups. These groups make it easier to manage and filter devices, especially multiple large workgroups.

What Are Device Groups?

Device groups are labels that start with a hashtag (e.g. #grocery, #window-display) and are visible in the Properties Panel and optionally in the Device Table. You can assign one or more groups to a device, and later search using those tags.



Note: Device groups are created and managed by the Mood Media team. If you need a new group added or an existing one removed, please contact support.

How to Assign or Remove Device Group

1. Select a player from the device table.
2. In the Properties Panel, locate the Device Groups section and click the pen icon button.
3. In the window that appears:
 - a. Use the search bar to find existing groups.
 - b. Check or uncheck the groups you want to assign.
 - c. Click Save to apply the changes.

If the device is already part of a group, it will appear pre-selected in the list.

Where Group Info Appears

1. In the Properties Panel of the selected device.
2. In the Device Table, if the "Device Groups" column is made visible.
3. When selecting multiple devices, you'll see group assignment counts for each group.

Filtering by Device Groups

You can quickly find all devices in a group by typing the group name in the search field in the Device Table.

Search rules:

1. Always start with # (e.g. #bakery)
2. Must match the exact group name
3. You can search for multiple groups by separating them with spaces (e.g. #bakery #window-display)

You can also filter search results by player status using the status summary in the top panel.

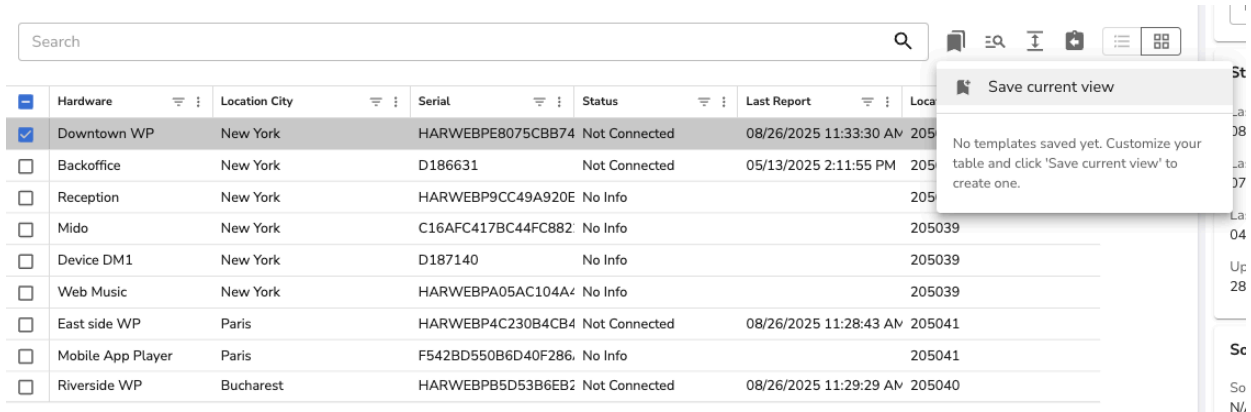
Appendix

A1. Live Commands

1. **Capture screenshot** - capture a screenshot of what is currently playing on the screen; the image will be shown in the screenshot carousel.
2. **Playlist & Content update** - triggers the player to check for new a playlist and content. If new assets are found, they are downloaded, then the player waits for the currently playing media to finish before reloading the playback service with the updated content. This command respects download windows and bandwidth throttling configured on the media player.
3. **Playlist & Content update [Forced]** - triggers the player to immediately check for playlist and content updates. If new content is found, playback restarts as soon as the new content is downloaded, interrupting the currently playing media. This command ignores the content download window but respects bandwidth throttling.
4. **Playlist only update [Forced]** - triggers the player to immediately check for playlist updates but does not lead to any content files (e.g. videos, images) being downloaded. This ignores the content download window but respects bandwidth throttling.
5. **Monitoring** - triggers the player to immediately send the monitoring info to the server (everything that appears in the properties tab) - instead of waiting for the usual monitoring frequency.
6. **Player files update** - triggers the player to immediately check for new settings to be updated - instead of waiting for the usual update frequency.
7. **Force hotspot mode** - triggers the player to enable the hotspot mode. This is used for the headless setup.
8. **Force upgrade** - triggers the player to immediately check for software updates. If there is one, it will update and restart playback.
9. **Reboot device** - triggers the player to immediately reboot.
10. **Application restart** - triggers the player to immediately restart the playback service (without doing a full device reboot).

A2. Templates

The Templates feature in the Harmony Devices app allows you to customize how your Devices table is displayed and save those configurations for quick access. Templates store your preferred column layout, such as which columns are visible and in what order, so you can easily switch between different views depending on your workflow. Templates are especially useful for users who frequently review specific sets of device information (for example, network details or playback settings) and want to avoid reconfiguring the table each time.



The screenshot shows a table with columns: Hardware, Location City, Serial, Status, Last Report, and Location. The first row is selected. A dialog box titled 'Save current view' is open, displaying the message: 'No templates saved yet. Customize your table and click 'Save current view' to create one.'

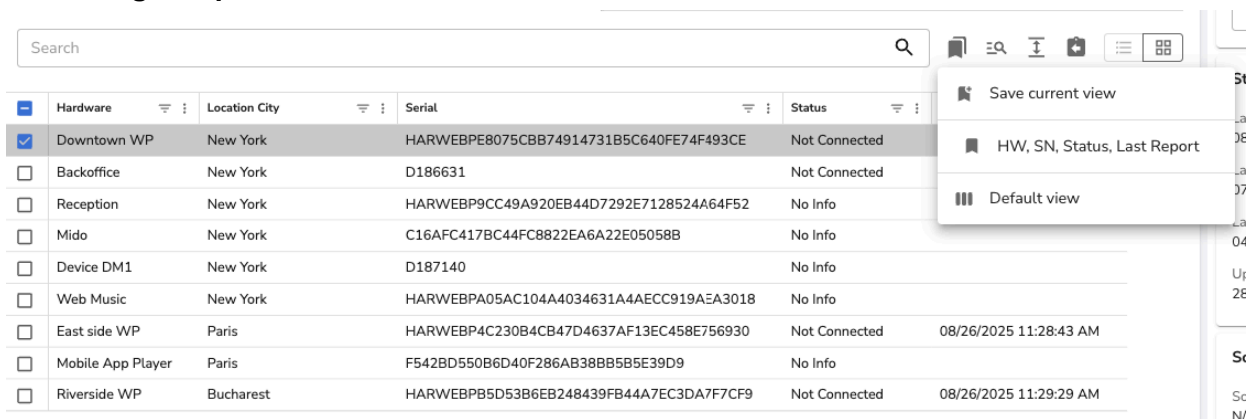
	Hardware	Location City	Serial	Status	Last Report	Location
<input checked="" type="checkbox"/>	Downtown WP	New York	HARWEBPE8075CBB74	Not Connected	08/26/2025 11:33:30 AM	205039
<input type="checkbox"/>	Backoffice	New York	D186631	Not Connected	05/13/2025 2:11:55 PM	205039
<input type="checkbox"/>	Reception	New York	HARWEBP9CC49A920E	No Info		205039
<input type="checkbox"/>	Mido	New York	C16AFC417BC44FC882	No Info		205039
<input type="checkbox"/>	Device DM1	New York	D187140	No Info		205039
<input type="checkbox"/>	Web Music	New York	HARWEBPA05AC104A4	No Info		205039
<input type="checkbox"/>	East side WP	Paris	HARWEBP4C230B4CB4	Not Connected	08/26/2025 11:28:43 AM	205041
<input type="checkbox"/>	Mobile App Player	Paris	F542BD550B6D40F286	No Info		205041
<input type="checkbox"/>	Riverside WP	Bucharest	HARWEBPB5D53B6EB2	Not Connected	08/26/2025 11:29:29 AM	205040

Overview

Templates let you:

- Save the current table configuration as a new template
- Apply a saved template to instantly update your view
- Rename or delete existing templates
- See which template is currently active

Accessing Templates



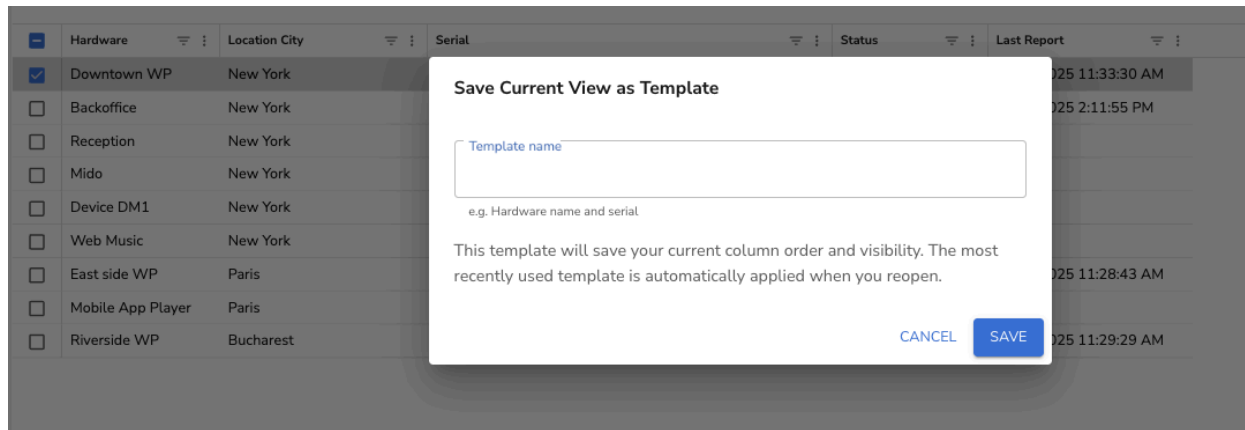
The screenshot shows the same table as before. A dropdown menu is open, showing options: 'Save current view', 'HW, SN, Status, Last Report', and 'Default view'.

	Hardware	Location City	Serial	Status	Last Report	Location
<input checked="" type="checkbox"/>	Downtown WP	New York	HARWEBPE8075CBB74914731B5C640FE74F493CE	Not Connected		
<input type="checkbox"/>	Backoffice	New York	D186631	Not Connected		
<input type="checkbox"/>	Reception	New York	HARWEBP9CC49A920EB44D7292E7128524A64F52	No Info		
<input type="checkbox"/>	Mido	New York	C16AFC417BC44FC8822EA6A22E05058B	No Info		
<input type="checkbox"/>	Device DM1	New York	D187140	No Info		
<input type="checkbox"/>	Web Music	New York	HARWEBPA05AC104A4034631A4AECC919A5A3018	No Info		
<input type="checkbox"/>	East side WP	Paris	HARWEBP4C230B4CB47D4637AF13EC458E756930	Not Connected	08/26/2025 11:28:43 AM	
<input type="checkbox"/>	Mobile App Player	Paris	F542BD550B6D40F286AB38BB5B5E39D9	No Info		
<input type="checkbox"/>	Riverside WP	Bucharest	HARWEBPB5D53B6EB248439FB44A7EC3DA7F7CF9	Not Connected	08/26/2025 11:29:29 AM	

- To access Templates, open the Devices app and ensure the Players panel is visible.
- Click the bookmark icon in the toolbar above the table.
- A dropdown menu will appear, showing available actions and saved templates.

- If no templates have been created yet, you will see the message: “No templates saved yet. Customize your table and click ‘Save current view’ to create one.”

Creating a Template



1. Customize the table by showing, hiding, or rearranging columns as you prefer.
2. Click the bookmark icon → Save current view.
3. Enter a name for your new template.
4. Click Save.

Applying a Template

To apply a template:

1. Click the bookmark icon to open the Templates menu.
2. Select a template from the list.
3. The table instantly updates to match the saved configuration.

When a template is active:

- The bookmark icon appears highlighted (blue).
- The active template name is displayed above the table.

Tips and Notes

- Templates are user-specific, not shared with other users.
- They are available in all workgroups to which your account has access.
- Up to 20 templates can be stored per user.
- If you delete a template, it cannot be recovered.
- The Default view is always available and cannot be renamed or removed.