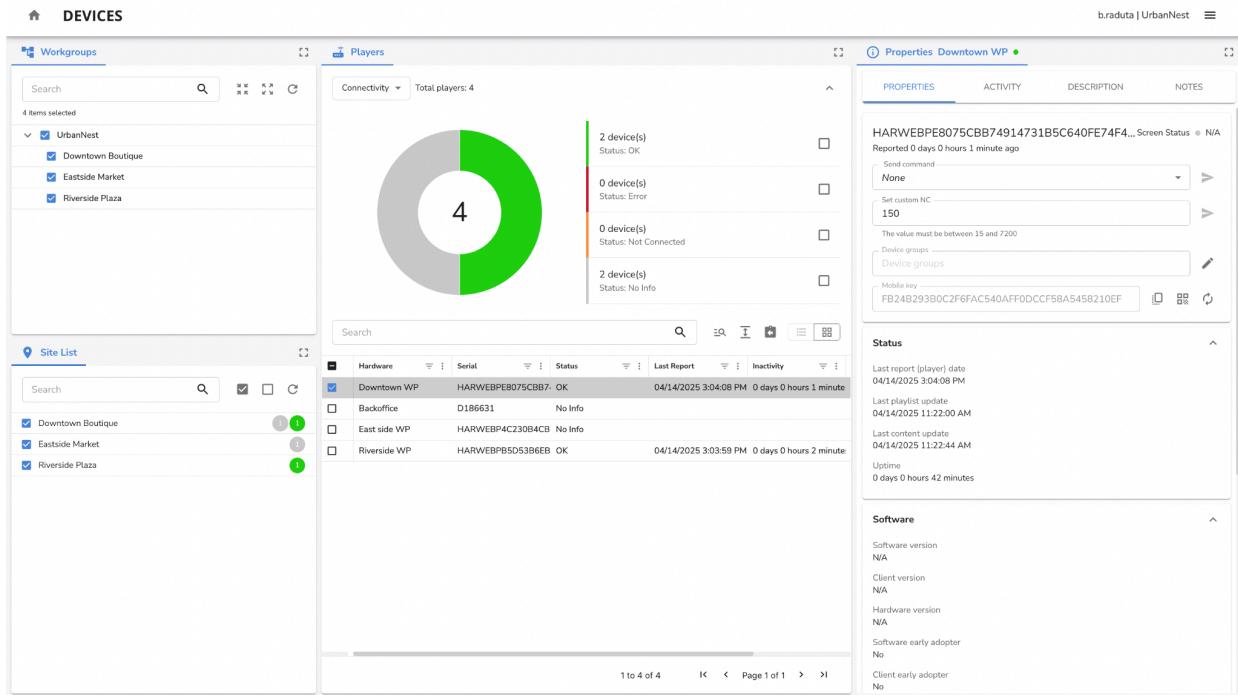


Harmony Devices v2 user guide

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.



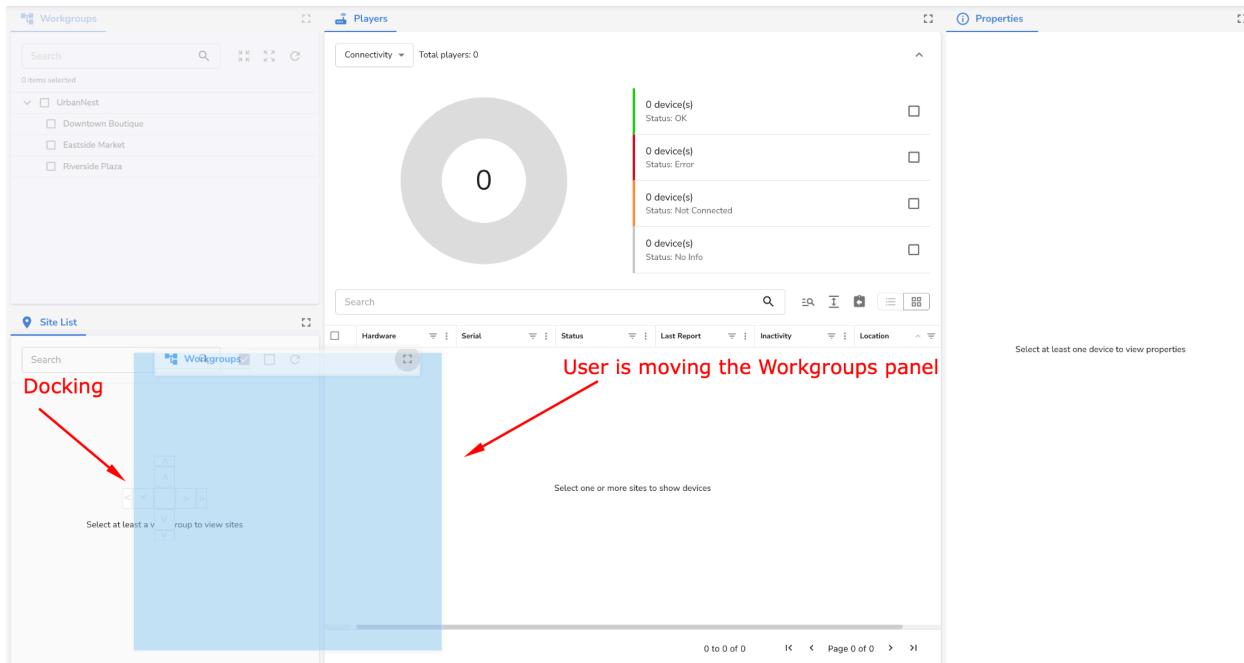
- **Workgroups:** displays all the workgroups under the root workgroup you're currently logged into. Workgroups can be expanded and selected.
- **Site List:** displays all the sites that belong to the workgroups selected in the Workgroups panel. You can select one or more sites to filter the devices 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.

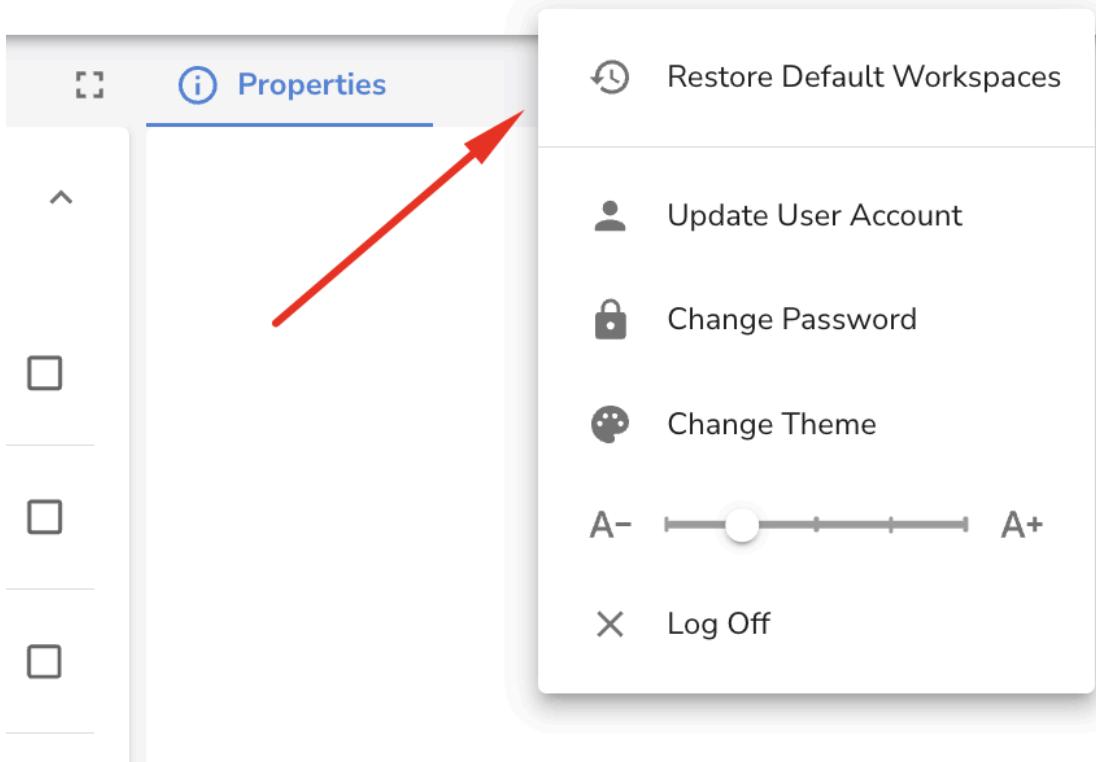
Dashboard features

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

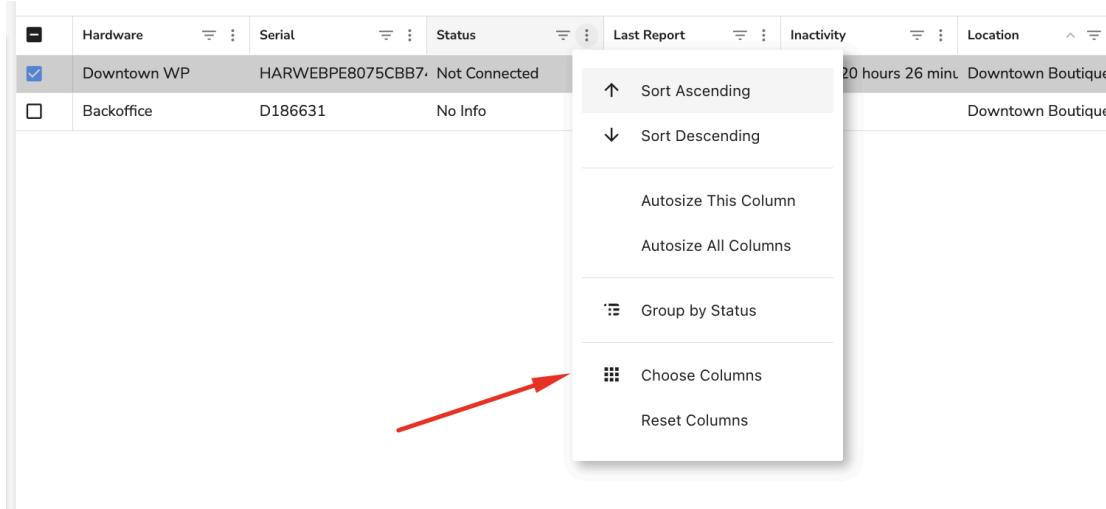
- **Expandable Panels:** Each panel can be expanded to full height using the square icon in the top-right corner of the panel header.
- **Movable & Dockable Panels:** You can reposition any panel by dragging it across the screen. When dragging, visual guides will help you dock the panel into a new location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



A screenshot of the UrbanNest mobile application showing a device table. The table has columns for Hardware, Serial, Status, Last Report, Inactivity, and Location. Two rows are visible: 'Downtown WP' (checked) and 'Backoffice'. A context menu is open over the 'Downtown WP' row, with a red arrow pointing from the text in the following list to the top of the menu. The menu options are: Sort Ascending, Sort Descending, Autosize This Column, Autosize All Columns, Group by Status, Choose Columns, and Reset Columns.

	Hardware	Serial	Status	Last Report	Inactivity	Location
<input checked="" type="checkbox"/>	Downtown WP	HARWEBPE8075CBB7	Not Connected	20 hours 26 min.	Downtown Boutique	
<input type="checkbox"/>	Backoffice	D186631	No Info		Downtown Boutique	

You can:

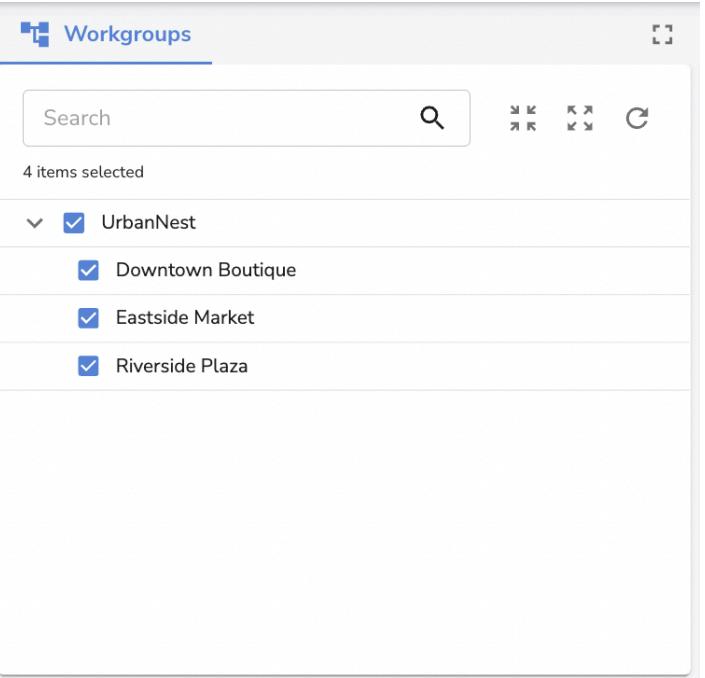
- Sort columns ascending or descending
- Resize all visible columns automatically
- Group rows by certain fields
- Show or hide columns using the Choose Columns option from the column menu (three dots icon)

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.



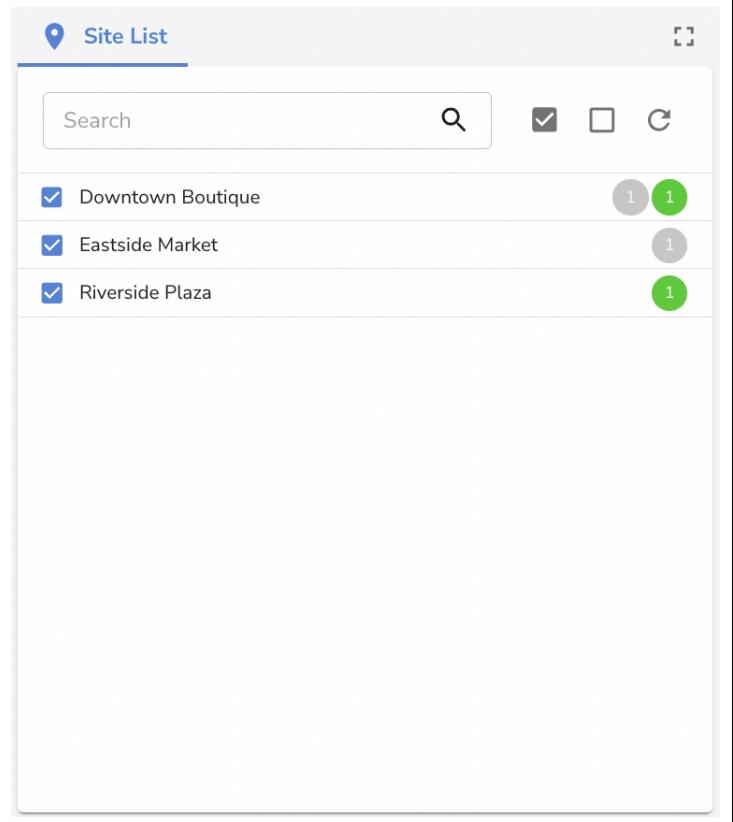
The Workgroups panel is a modal window with a title bar 'Workgroups'. It features a search bar with a magnifying glass icon and a 'Search' placeholder. Below the search bar, a message says '4 items selected'. A list of workgroups is displayed with checkboxes next to each name. The selected items are: UrbanNest, Downtown Boutique, Eastside Market, and Riverside Plaza. Each item has a small downward arrow icon to its left.

Workgroup	Status
UrbanNest	Selected
Downtown Boutique	Selected
Eastside Market	Selected
Riverside Plaza	Selected

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.)



The screenshot shows a 'Site List' interface with a search bar and three listed locations. Each location has a status indicator (1) and a green circle icon.

Location	Status	Icon
Downtown Boutique	1	Green circle
Eastside Market	1	Grey circle
Riverside Plaza	1	Green circle

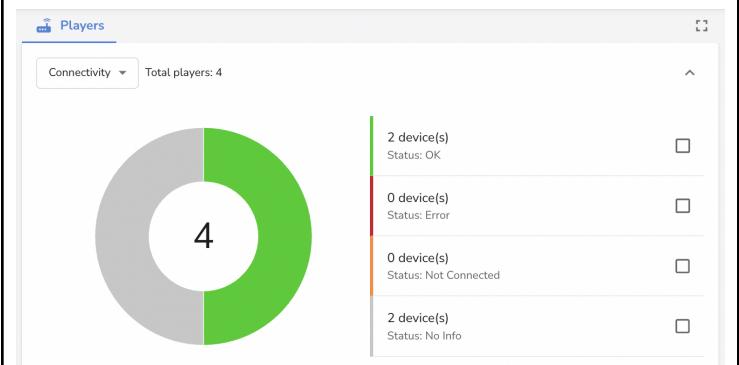
3. Players - Overview Section (top center)

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)

The screenshot shows a table of device hardware details. The columns are: Hardware, Location City, Serial, Status, Last Report, and Location ID. The table contains the following data:

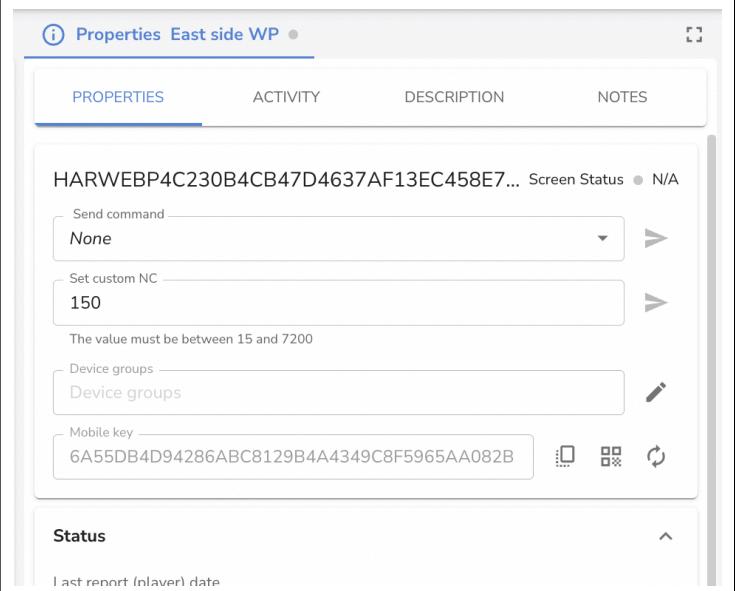
Hardware	Location City	Serial	Status	Last Report	Location ID
Downtown WP	New York	HARWEBP8075CBB74	Not Connected	08/26/2025 11:33:30 AM	205039
Backoffice	New York	D186631	Not Connected	05/13/2025 2:11:55 PM	205039
Reception	New York	HARWEBP9CC49A920E	No Info		205039
Mido	New York	C16AFC4178C44FC882	No Info		205039
Device DM1	New York	D187140	No Info		205039
Web Music	New York	HARWEBPA05AC104Ax	No Info		205039
East side WP	Paris	HARWEBP4C230B4C84	Not Connected	08/26/2025 11:28:43 AM	205041
Mobile App Player	Paris	F542BD550B6040F286	No Info		205041
Riverside WP	Bucharest	HARWEBPB5D5386EB2	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.



The screenshot shows the 'Properties' tab for a device named 'East side WP'. The interface is organized into four main sections: PROPERTIES, ACTIVITY, DESCRIPTION, and NOTES. The PROPERTIES section is currently active, displaying the following details:

- Device ID: HARWEBP4C230B4CB47D4637AF13EC458E7...
- Screen Status: N/A
- Send command: None
- Set custom NC: 150 (Note: The value must be between 15 and 7200)
- Device groups: Device groups
- Mobile key: 6A55DB4D94286ABC8129B4A4349C8F5965AA082B

The ACTIVITY, DESCRIPTION, and NOTES tabs are visible at the top but are not active. Below the PROPERTIES section, there is a 'Status' section with a note: '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.

A screenshot of a software interface showing the 'Properties' tab for a device named 'East side WP'. The tab has four tabs: PROPERTIES (selected), ACTIVITY, DESCRIPTION, and NOTES. The PROPERTIES tab contains the following fields:

- Send command: A dropdown menu set to 'None' with a '▼' arrow and a '►' arrow to its right.
- Set custom NC: A text input field containing '150' with a note below it: 'The value must be between 15 and 7200'.
- Device groups: A text input field containing 'Device groups' with a pencil icon to its right.
- Mobile key: A text input field containing '6A55DB4D94286ABC8129B4A4349' with three icons to its right: a square with a dot, a grid of dots, and a circular arrow.

5.2 Player - Activity tab

The Activity tab shows a timeline of all status changes for the selected device.

There are two available actions:

1. Clear activity log: removes all entries from the status change history.
2. Clear player history: marks the device as new and resets it.

Warning: Clicking Clear player history will set the player's status to No Info and permanently remove the following:

- o Player history
- o Player activity log
- o Player screenshots
- o Player description
- o Player notes
- o 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				

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CLEAR ACTIVITY LOGSCLEAR PLAYER HISTORY

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.

5.4 Player - Notes tab

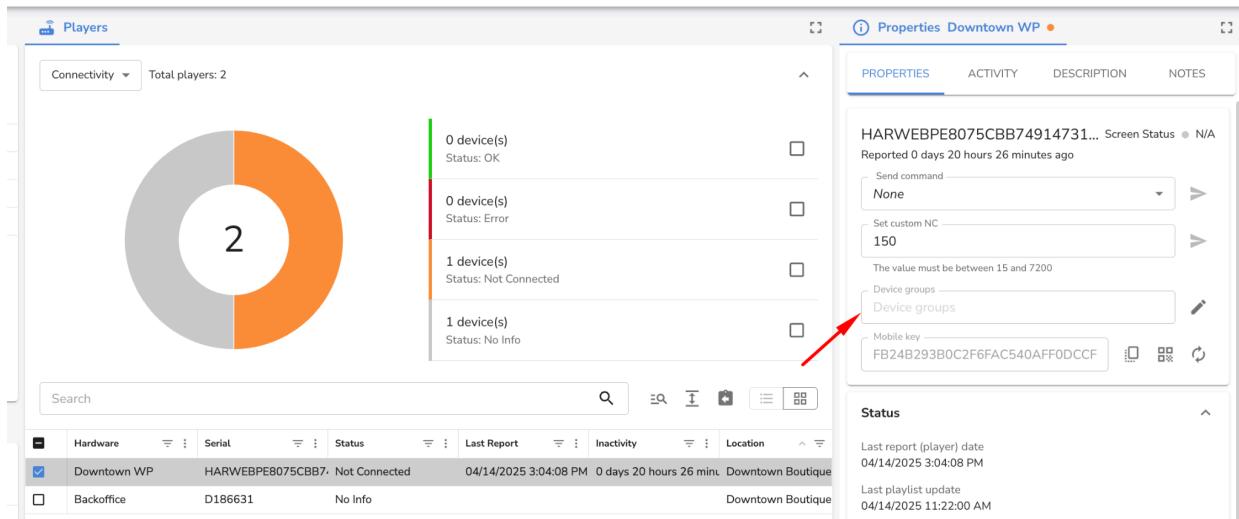
- The Notes tab provides a simple way to exchange messages with other users who have access to the player. It's useful for leaving internal comments, sharing context, or asking quick questions.
- Older messages can be viewed by clicking "Load more from history".

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.



The screenshot shows the Mood Media interface with the 'Players' tab selected. On the left, a donut chart indicates 2 total players. The main area shows a table with two rows: 'Downtown WP' (selected) and 'Backoffice'. The 'Downtown WP' row shows details: Serial: HARWEBPE8075CBB7, Status: Not Connected, Last Report: 04/14/2025 3:04:08 PM, Inactivity: 0 days 20 hours 26 min, Location: Downtown Boutique. On the right, the 'Properties' panel is open for 'Downtown WP'. It includes sections for 'PROPERTIES', 'ACTIVITY', 'DESCRIPTION', and 'NOTES'. The 'PROPERTIES' section shows: Screen Status: N/A, Reported: 0 days 20 hours 26 minutes ago, Send command: None, Set custom NC: 150, and a note: 'The value must be between 15 and 7200'. A red arrow points to the 'Device groups' input field, which is empty. Below it is a 'Mobile key' field containing 'FB24B293B0C2F6FAC540AFF0DCCF'. The 'Status' section shows: Last report (player) date: 04/14/2025 3:04:08 PM, and Last playlist update: 04/14/2025 11:22:00 AM.

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.

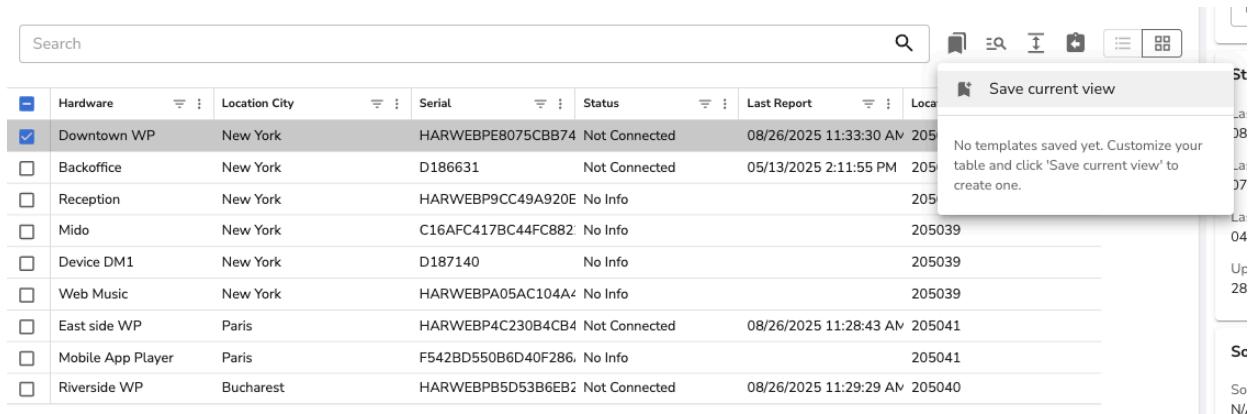
Appendix

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.



A screenshot of the Harmony Devices app interface. At the top, there is a search bar and a toolbar with various icons. Below the toolbar is a table with columns: Hardware, Location City, Serial, Status, and Last Report. The first row, 'Downtown WP', is selected and highlighted in grey. A dropdown menu is open on the right side of the table, showing the following options: 'Save current view' (with a bookmark icon), 'HW, SN, Status, Last Report' (with a list icon), and 'Default view' (with a grid icon). The table contains the following data:

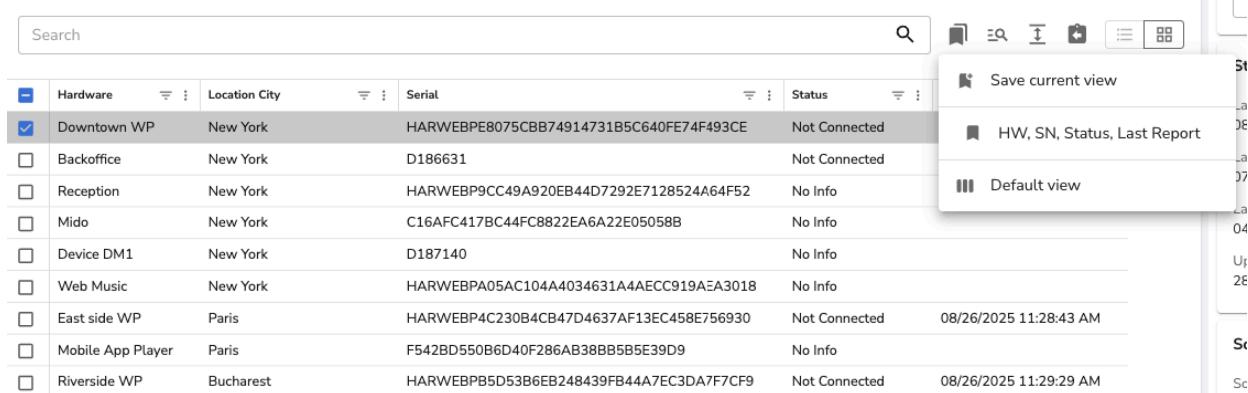
Hardware	Location City	Serial	Status	Last Report	Loca
Downtown WP	New York	HARWEBPE8075CBB74	Not Connected	08/26/2025 11:33:30 AM	205
Backoffice	New York	D186631	Not Connected	05/13/2025 2:11:55 PM	205
Reception	New York	HARWEBP9CC49A920E	No Info		205
Mido	New York	C16AFC417BC44FC882	No Info		205039
Device DM1	New York	D187140	No Info		205039
Web Music	New York	HARWEBPA05AC104A4	No Info		205039
East side WP	Paris	HARWEBP4C230B4CB4	Not Connected	08/26/2025 11:28:43 AM	205041
Mobile App Player	Paris	F542BD550B6D40F286	No Info		205041
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



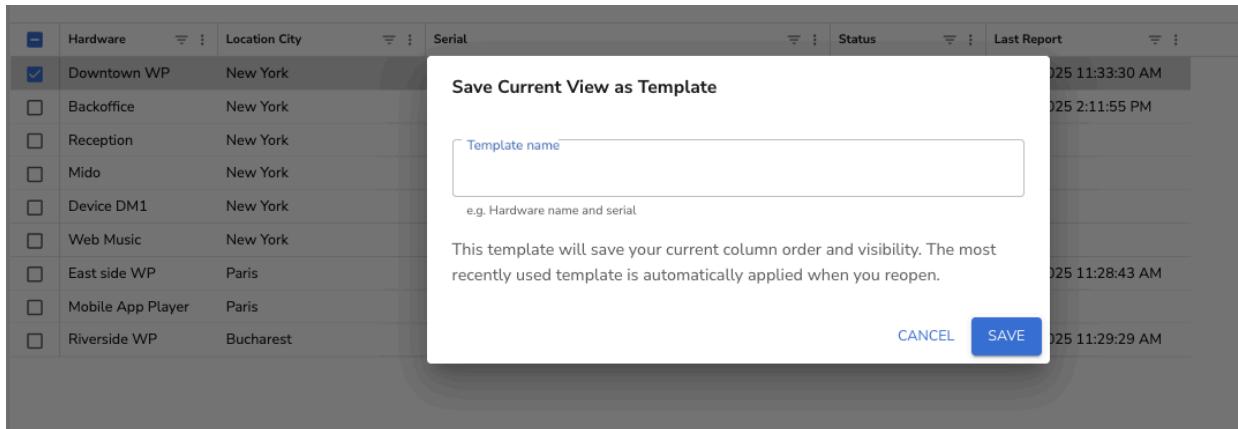
A screenshot of the Harmony Devices app interface, similar to the one above but with a different dropdown menu. The dropdown menu now highlights the 'HW, SN, Status, Last Report' option. The table data is the same as in the previous screenshot.

Hardware	Location City	Serial	Status	Last Report	Loca
Downtown WP	New York	HARWEBPE8075CBB74914731B5C640FE74F493CE	Not Connected		
Backoffice	New York	D186631	Not Connected		
Reception	New York	HARWEBP9CC49A920EB44D7292E7128524A64F52	No Info		
Mido	New York	C16AFC417BC44FC8822EA6A22E05058B	No Info		
Device DM1	New York	D187140	No Info		
Web Music	New York	HARWEBPA05AC104A4034631A4AECC919A3A018	No Info		
East side WP	Paris	HARWEBP4C230B4CB47D4637AF13EC458E756930	Not Connected	08/26/2025 11:28:43 AM	
Mobile App Player	Paris	F542BD550B6D40F286AB38BB5B5E39D9	No Info		
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.