

PROFUSION iH2

USER GUIDE



GETTING STARTED

PACKAGE CONTENTS



ProFusion iH2 playback device



External Power Supply



(3.5mm) AUX to RCA
audio cable



HDMI cable



CAT5 cable



Remote Control



AAA Batteries (x2)

Any additional equipment required to complete installation must be ordered separately. Please store all packaging material in the event your ProFusion iH2 must be re-shipped or returned.

INSTALLATION & SETUP

PLACEMENT GUIDELINES

1. ProFusion iH2 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.
2. ProFusion iH2 should be placed in a clean, well-ventilated area. Do not stack items on or against your ProFusion iH2 as this can create excessive heat and/or static electricity charge problems.
3. ProFusion iH2 should only be placed on a surface of adequate strength and stability and free of excessive vibration.
4. Ensure all cabling is routed properly and safely. This will avoid tripping hazards that could pull your ProFusion iH2 off the surface you have placed it on.
5. Ensure your ProFusion iH2 is plugged into a properly grounded, always-on AC electrical outlet.

Do not plug your ProFusion iH2 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 iH2 TO YOUR AMPLIFICATION EQUIPMENT

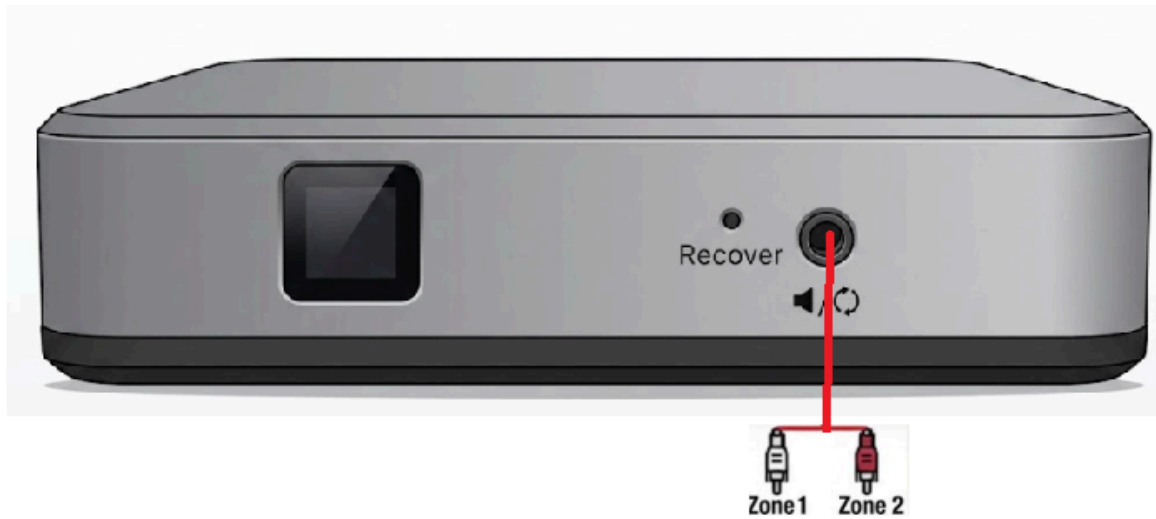
- Turn volume on your amplification equipment completely down and turn power off before installing your ProFusion iH2.
- Only plug your ProFusion iH2 power supply into a properly wired outlet in good working order. To avoid being inadvertently powered off, never plug your ProFusion iH2 into a switched 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 iH2. Connect the white end of the RCA cable into the corresponding input of your amplification equipment.

If your ProFusion iH2 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 iH2 is configured to provide a single stereo zone or two mono zones.

STEP 2: If your ProFusion iH2 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.



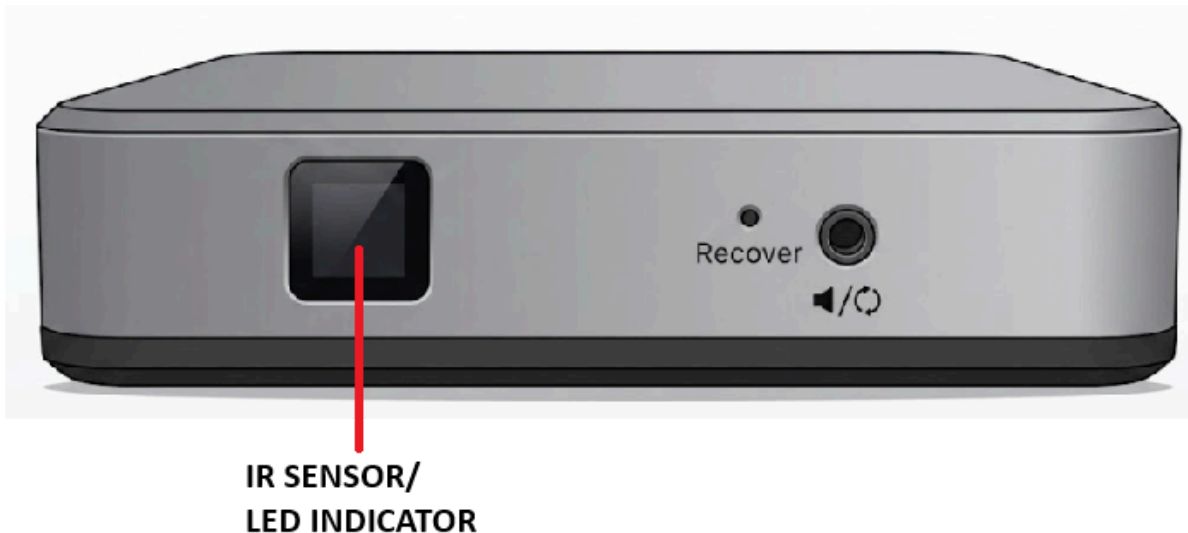
CONNECTING YOUR PROFUSION iH2 TO YOUR NETWORK - WIRED

STEP 1: Connect one end of a CAT5 Ethernet cable to the Ethernet port located on the rear panel of your ProFusion iH2.

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



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



CONNECTING YOUR PROFUSION iH2 TO YOUR NETWORK - WIFI

Download the **MOOD Controller** app and follow the in-app instructions to access your ProFusion iH2 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



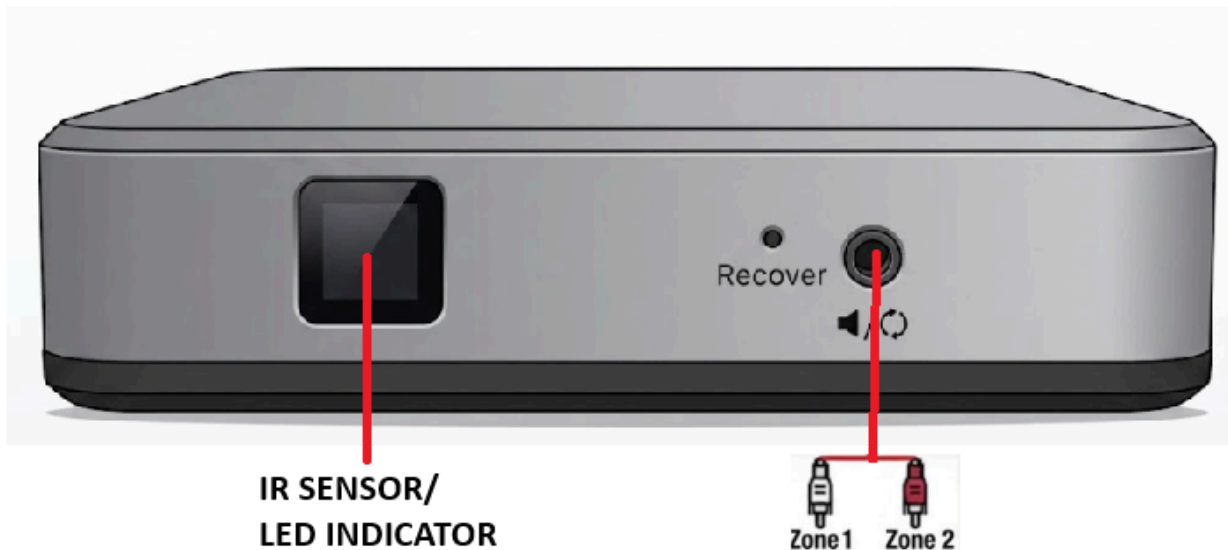
For more details about the MOOD Controller app, visit

<https://support.moodmedia.com/troubleshooting/mood-controller-app/>

CONTROLS & FUNCTIONS

FRONT PANEL

The front panel of the ProFusion iH2 provides information about the player's on/off power setting, network connectivity, and music playback status. The front panel also contains the port for your audio plug



IR Sensor/LED Indicator: Aim your Remote Control at this area to use. This area also contains the LED Indicator that will provide if the player is powered on and connected. The LED Indicator will also show light sequences if the player is experiencing any issues

Audio Port: This is the port you will plug in your 3.5mm Aux to RCA audio cable.

Is the LED Indicator not Solid? Refer to the Device LED Guide below for more information.

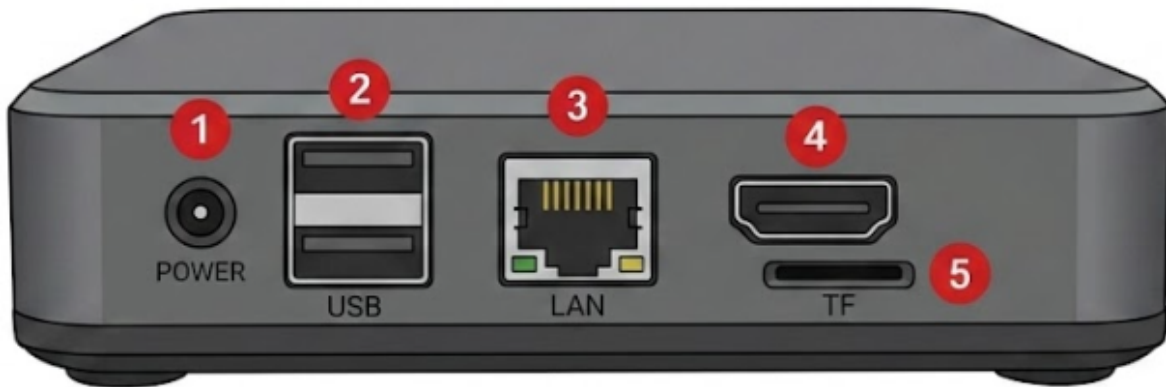
LED Status Guide

Your **ProFusion iH2** player features a blue LED indicator near the remote control sensor to provide real-time status updates.

LED Indicator	Status	Action Required
Solid On	Normal Operation	No action required
Solid Off	Device Powered Off	Check power connection
Solid Blink (2s On, 0.5s Off)	Hotspot Mode	Connect to device's hotspot to complete network setup
Fast Blink (0.5s On, 0.5s Off)	Offline	Check network cables or WiFi connection
Slow Blink (0.5s On, 2s Off)	Limited Connectivity	Verify firewall settings and ensure required ports are open
Double Blink – Pause	Connected but Content Stopped	Ensure player is in playback mode, check schedule settings
Triple Blink – Pause	Audio Muted / Unplugged	Check volume settings and audio connections

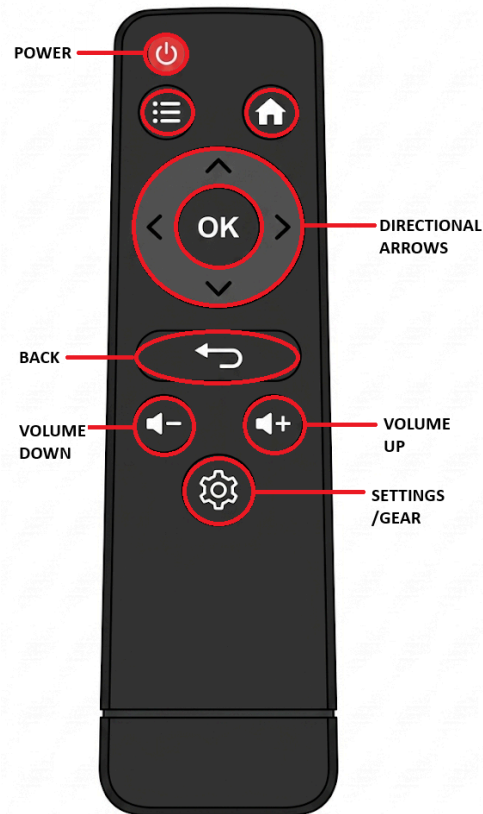
REAR PANEL

The rear panel of the ProFusion iH2 has a variety of connections that are used to integrate with your existing amplification equipment and network.



- | | | |
|---|----------------------|---|
| 1 | 12V - - 2A | External power supply connects to this port to provide power to ProFusion iH2. |
| 2 | USB PORT | Connects USBs port to the ProFusion iH2. |
| 3 | ETHERNET PORT | Used to connect ProFusion iH2 to your network to receive configuration, content and software updates. |
| 4 | HDMI PORT | HDMI video output. No functionality or output through this port at this time. |
| 5 | MICRO SD SLOT | Micro SD card slot holds micro SD storage card that stores music and messaging content. |

REMOTE CONTROL



Power : Pressing will toggle Standby Mode

- **Standby Mode** - all playback stops and puts the power into a low-power state.

Navigation Keys

- **Up** - change the Programs/Channel
- **Down** - change the Programs/Channel
- **Left** - changes the Device to Zone *(If single Zone Device this button will not do anything)*
- **Right** - changed the Device to Zone 2 *(If single Zone Device this button will not do anything)*

Back: Use the Back button as follows:

- Press and hold for 2 - 5 seconds -> trigger IP2SPEECH
- Press and hold for 5 - 25 seconds -> "Reset admin password"
- Press and hold for longer than 25 seconds -> "Reset network settings"

Volume Up & Down: Pressing either increases or decreases the volume of the Music on the player

Settings/Gear: Press and hold for about 3 seconds starts device hotspot: enabling a Mobile Device to connect with ProFusion player and setup with Mood Controller 2.0 app.

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 program
- 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!



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 CONTROL 2.0 APP

Download the MOOD Controller 2.0 app to access your ProFusion iH2 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

<https://support.moodmedia.com/troubleshooting/mood-controller-app/>

STANDBY MODE

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

The music from all zones will fade down as your ProFusion iH2 enters Standby Mode. When your ProFusion iH2 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 Power button on the remote control.

Your ProFusion iH2 will re-enter Playback Mode with the appropriate scheduled styles playing on all zones.

To completely shut down your ProFusion iH2 from Standby Mode, remove the power supply.

NOTE: If your ProFusion iH2 is configured for Network update, it will update at its scheduled time while in Standby Mode.

CHANGING PROGRAMS

Your ProFusion iH2 is configured to follow a pre-determined schedule. You may override the schedule by changing the program manually using the **Up & Down** 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 iH2. 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 your Profusion iH2 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 iH2 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 iH2 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 iH2 VIA ETHERNET OR WIFI

The ProFusion iH2 is capable of receiving updates over the network via Ethernet or WiFi. ProFusion iH2 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 iH2 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 iH2

- STEP 1** Open the Mood Controller app and follow the on-screen prompts to connect to your Profusion iH2 player.
- STEP 2** Press the menu button in the top-right corner of the app and select **Administration >**.
- STEP 3** Press the menu button in the top-right corner once more and select **UPDATE**
- STEP 4** Scroll down and select **Update Music & Configuration**.
- STEP 5** The Profusion iH2 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 iH2 has completed updating, the message **UPDATE FINISHED, STATUS: SUCCESS** will be displayed in the app. Press the button in the top-right corner 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 iH2.

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 iH2. It ensures that custom configurations and settings are applied only to your specific ProFusion iH2.

- STEP 1** Open the Mood Controller app and follow the on-screen prompts to connect to your Profusion iH2 player
- STEP 2** Press the menu button in the top-right corner of the app and select **Administration >**.
- STEP 3** Press the menu button in the top-right corner once more and select **DEVICE INFORMATION**.
- STEP 4** The Profusion iH2 device ID number is listed in the **ID** section.

VIEW DEVICE CONFIRGURATION 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 iH2 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 iH2 player.
- STEP 2** Press the menu button in the top-right corner of the app and select **Administration >**.
- STEP 3** Press the menu button once more and select **DEVICE INFORMATION**.
- STEP 4** The Profusion iH2 configuration version is listed in the **Configuration View** section.

