



# MOOD HARMONY Setup App User Guide

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MOOD  HARMONY™

**MOOD HARMONY Setup App**



## Product Information

### Specifications

- App Name: Mood Harmony
- Version: 2.5

## Product Usage Instructions

### Setup Basics

1. Download the Mood Harmony app from the appropriate app store.
2. Enter the mobile key provided by Mood Media and press the Continue button.

### QR Code Setup

If your media player has a QR code:

1. Tap the QR code icon in the key field.
2. Tap the Open Camera button and allow Mood Harmony to access your camera.
3. Scan the QR code.

### Music Preparation

If you are using the Mood Harmony app to play music on your device:

1. When you initially open the app, you will receive a progress message indicating that your music is being prepared.

### Home Screen

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

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

- The “Playing Now” section displays the current song, artist, and playlist. It also shows any audio messages being played.
- You can skip to the next song by tapping the skip icon in the “Playing Now” section. Up to 5 songs can be skipped per hour across all playlists.
- To connect to Client Support, tap the Harmony icon in the top corner of the screen.
- The “Today’s Program” section displays the scheduled music for the location/zone. Scroll to see what’s coming up next.
- The “Library” section contains playlists available for playback in the location/zone. It is sorted alphabetically.

## **Volume Control**

To control the music volume:

- Use the volume adjustment buttons on the device.
- To stop music, tap the stop icon. To resume, tap the play icon in the “Playing Now” section.

## **Remote Control Mode**

To access the volume control slider:

- Press the red volume icon in the “Playing Now” section.

## **Library**

The Library contains playlists selected by the brand administrator. These playlists can override the scheduled music program unless noted with a lock icon.

- To view detailed information about a playlist, tap on it in the Library.
- To select a playlist, tap the Play button. The next program will start playing when the current song ends.
- To return to the scheduled content, tap “Return to Scheduled Content”.

## **Recently Played Songs**

To view recently played songs and artists:

- Tap the clock icon in the “Playing Now” section. The time and date of playback will be listed.

## **Devices**

To add or remove devices:

- To remove a device, tap the Harmony icon in the top right corner of the screen.
- Tap the Forget Device button and confirm the removal. You may be asked to enter the mobile key for added security.
- Note that the music will stop after removing the device.

## **FAQ**

- Q: How do I download the Mood Harmony app?  
A: You can download the app from the appropriate app store.
- Q: How many songs can I skip per hour?

A: You can skip up to 5 songs per hour across all playlists.

- Q: Can I control the music volume?

A: Yes, you can use the volume adjustment buttons on your device to control the music volume.

- Q: How do I remove a device?

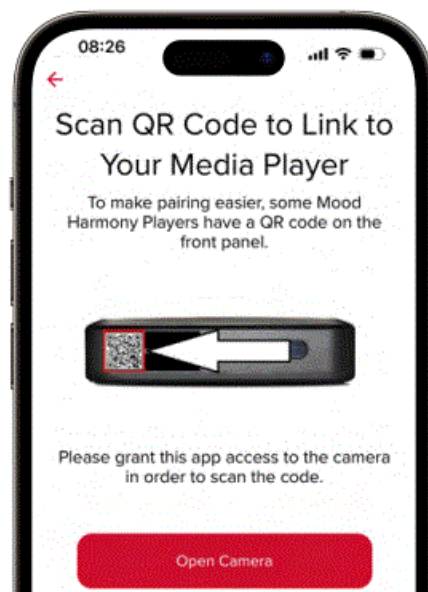
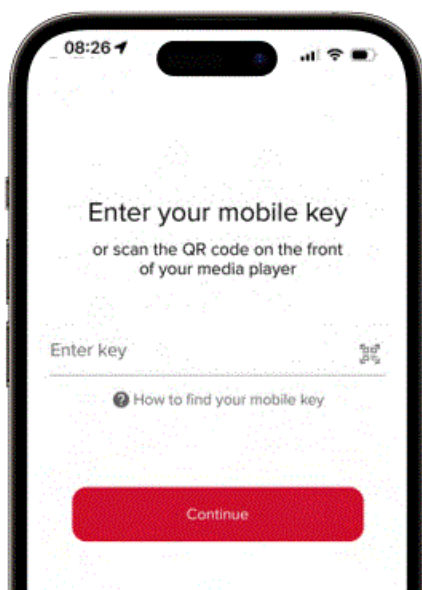
A: Tap the Harmony icon, then select Forget Device and confirm the removal. You may need to enter the mobile key for added security.

## APP GETTING STARTED GUIDE

### Setup basics




Download the Mood Harmony app from the appropriate app store.

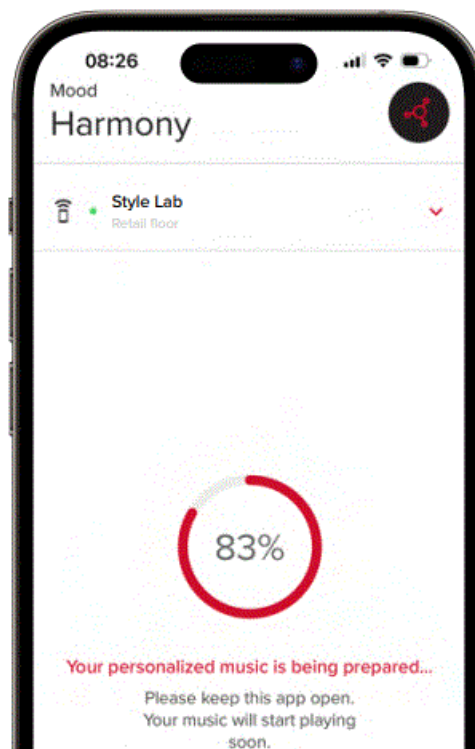


- **Mobile key**

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

- **QR code**

If your media player has a QR code, tap the QR code icon  in the key field, tap the Open Camera button, and allow Mood Harmony to access your camera, then scan the QR code.

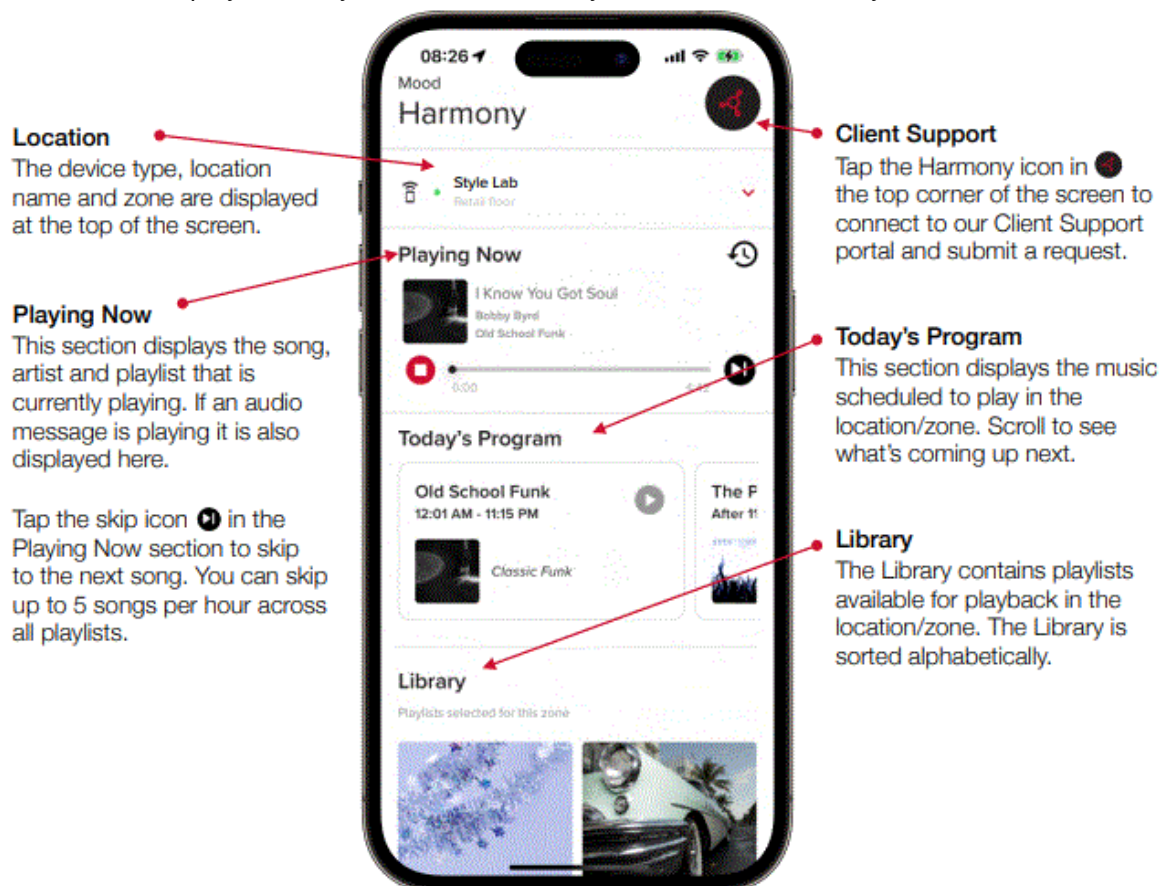


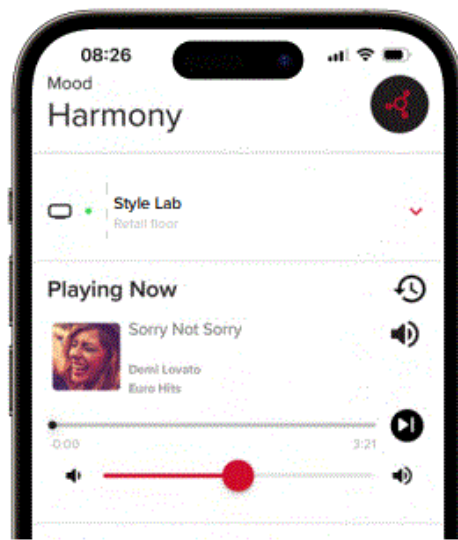
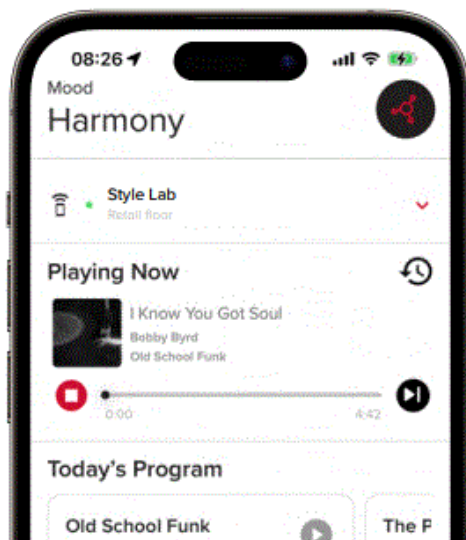
## • Music prep

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.

## Home screen

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





## • Volume control

### Playback mode

Use the volume adjustment buttons on the device to control the music volume. To stop music, tap the stop icon



. Tap the play icon



that appears in the Playing Now section to resume.

## • Volume control

### Remote control mode

Press the red volume icon



in the Playing Now section to display the volume control slider.

## 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

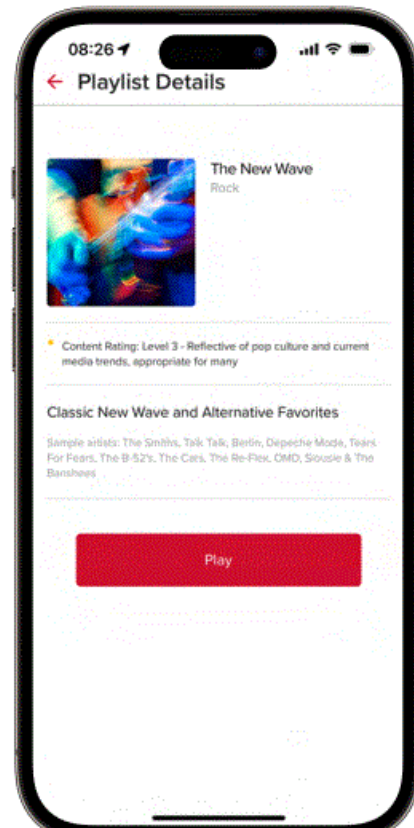
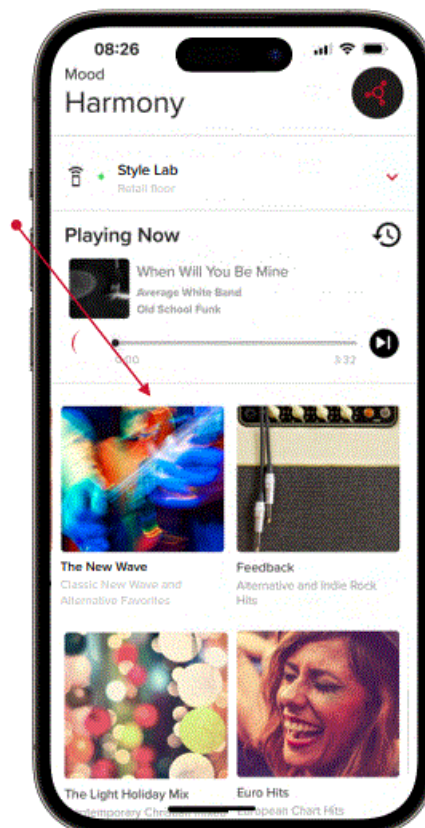


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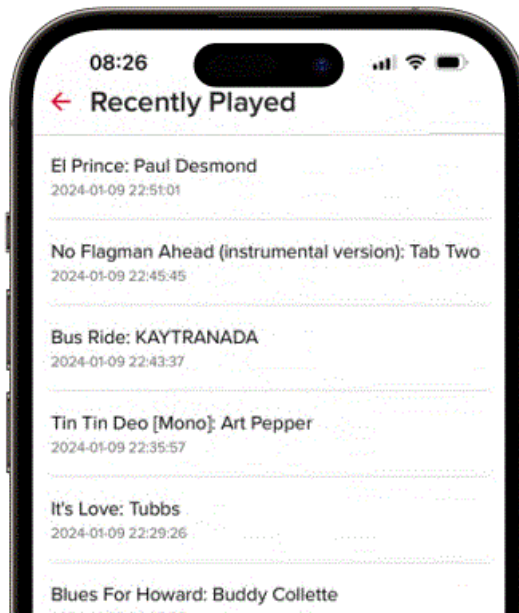
Tap a playlist in the Library to view the detailed information.

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.





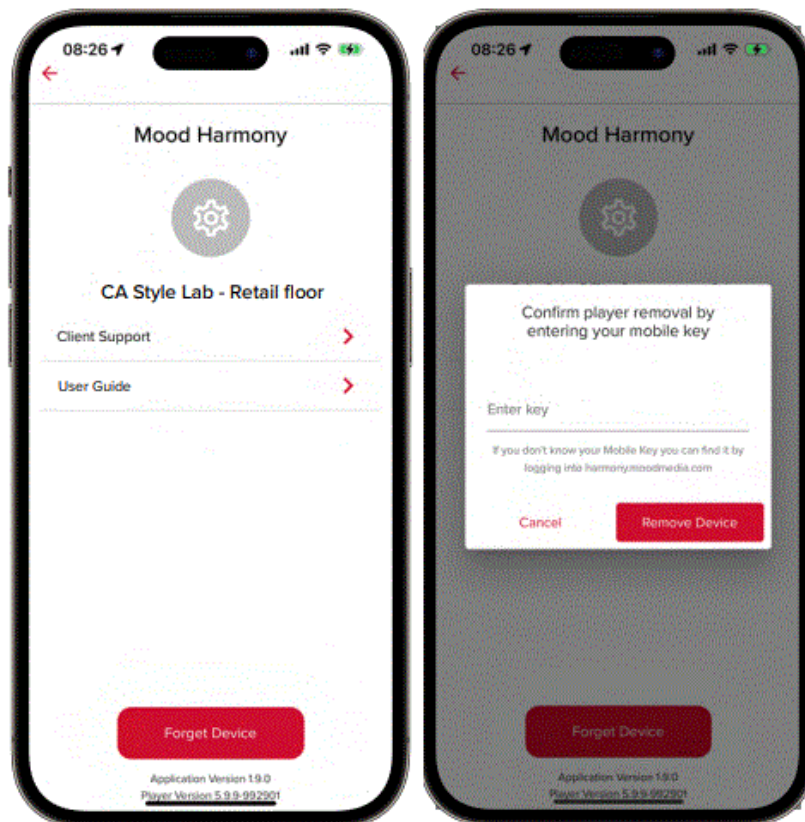


## Recently played songs

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.



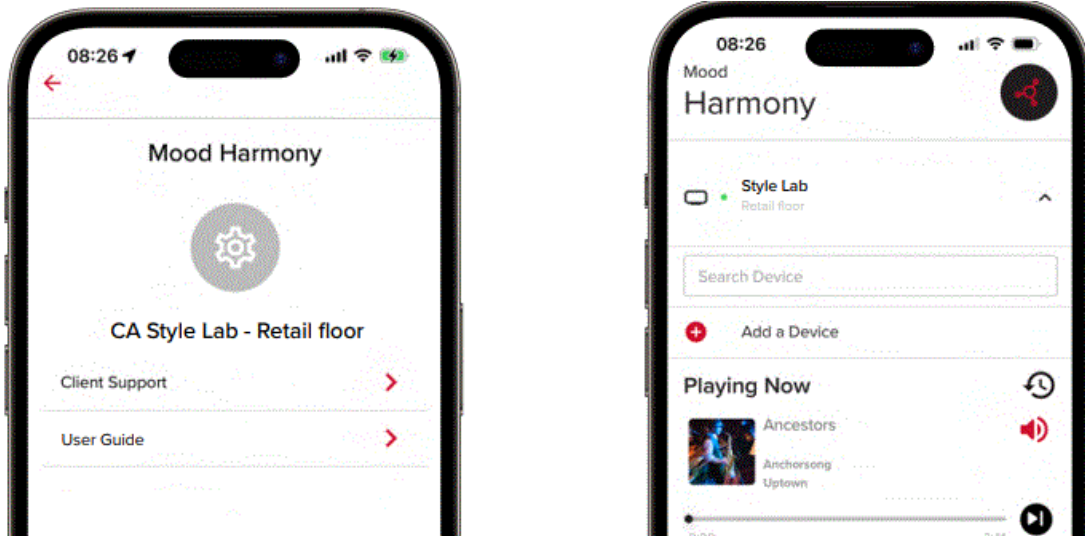
## Removing devices

### Playback mode

Tap the Harmony icon  in the top right corner of the screen.  
Tap the Forget Device button to remove the device. You will receive a confirmation screen asking if you are sure


you wish to remove the device.

For added security, you will be asked to enter the mobile key to remove the device. Note that the music will stop after you remove the device.






- **Removing devices**

Remote Control mode

Tap the Harmony icon  in the top corner of the screen, then tap the Forget Device button to remove the device. Music will continue playing from your media player after you remove the device.

- **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 .

## 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. <http://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.

## 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.

MOOD HARMONY APP | GETTING STARTED GUIDE – VERSION 2.5

Documents / Resources

	<a href="#">MOOD HARMONY Setup App</a> [pdf] User Guide Setup App, App
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References

- [MOOD: Harmony](#)
- [MOOD: Mood Harmony](#)
- [MOOD: Contact Us](#)
- [User Manual](#)

Manuals+, [Privacy Policy](#)

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