



# MOOD MEDIA Harmony App User Guide

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# MOOD:MEDIA

**MOOD MEDIA Harmony App**



## MOOD HARMONY APP AS A REMOTE CONTROL FOR THE CURIOPlayer Z8

### Getting the app

Download the app from the appropriate app store.

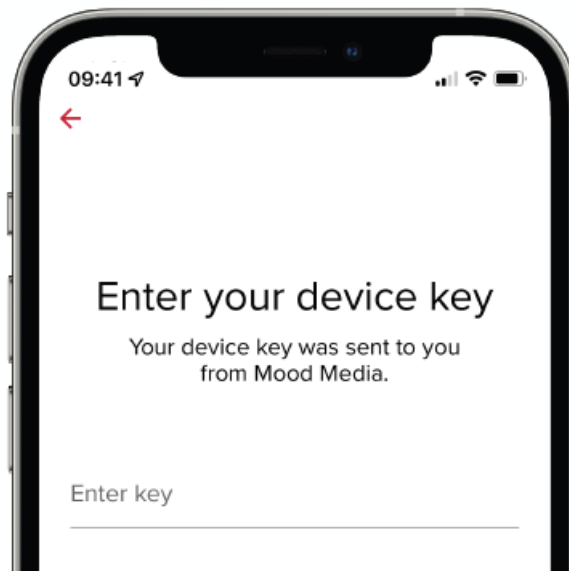


### Device pairing key

When you open the app for the first time, you will be required to pair the device with the CURIOPlayer Z8. This enables the app to control functions on the media player.

Enter the device key provided by Mood Media and press the Continue button. A confirmation screen will confirm the location and zone of the media player you have paired with your device.

Please contact our Customer Service team if you need to request a key or if you receive an error message. US / Canada / APAC- [customerservice@playnetwork.com](mailto:customerservice@playnetwork.com) EMEA – [service.emea@playnetwork.com](mailto:service.emea@playnetwork.com).



## **Player overview**

The Home Screen will be displayed after you have successfully paired the device with the media player.

### **Device information**

The location and zone that this device is connected with are displayed at the top of the screen.

### **Playing Now**

This section displays the song, artist, and genre that is currently playing.

### **Today's Program**

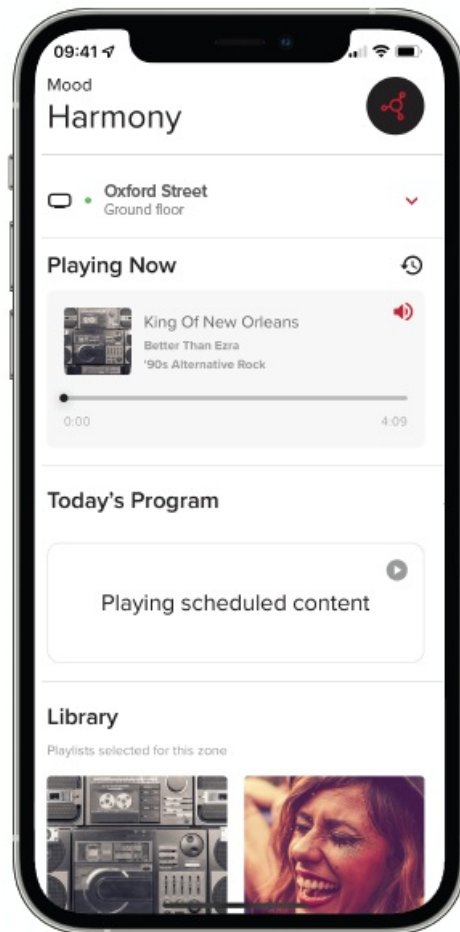
This section displays the program that is scheduled to play in the location/zone.

### **Library**

The Library contains playlists that are available for playback in the location/zone.

### **Customer Service**

The Harmony icon in the top right corner of the screen will connect you with our Customer Service team.



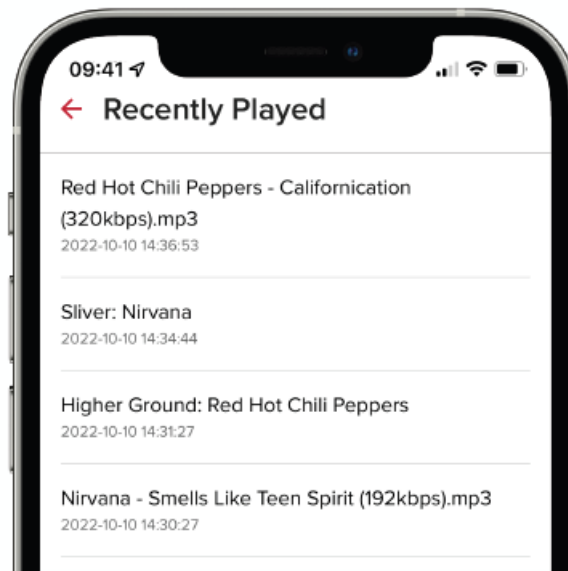
## Adjusting volume

To adjust the volume, tap the red icon in the Playing Now section. The panel will open and display the volume control. Tap the black icon to close the panel.



## Recently played songs

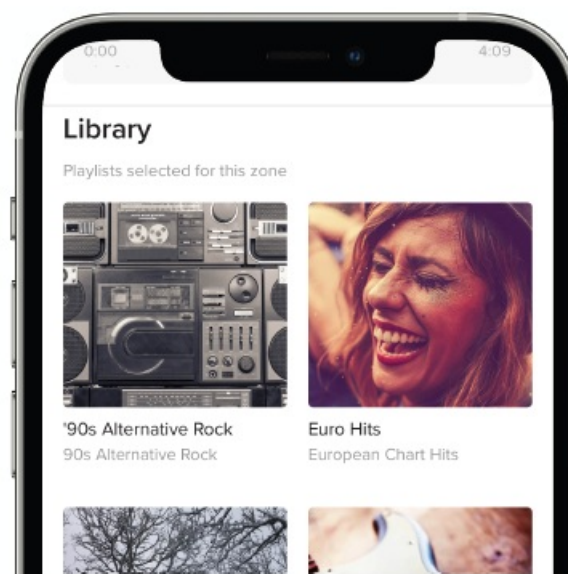
Tap the icon to view songs and artists that have recently played. The time and date of the playback will be displayed.



## Library

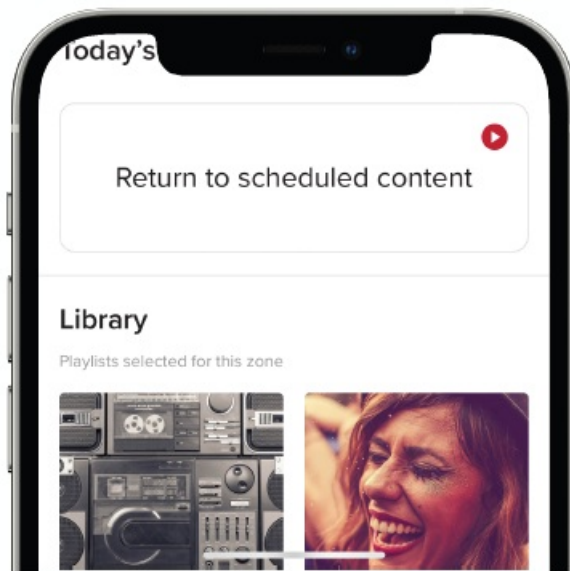
The Library contains playlists that are available for the location/zone. These playlists are selected by your Music Supervisor and the administrator(s) for the brand.

Selected playlists from the library will override the scheduled music program. The selected playlist will begin playing when the current song ends and it will play until the end of the day at which time the system will return to the scheduled program.



## Return to scheduled content

Tap the icon in the Today's Program section at any time to return to the regularly scheduled music program.



## FREQUENTLY ASKED QUESTIONS

### PAIRING KEYS & DEVICES

#### **How do I use a device as a remote control for my media player?**

We need to update the software on your CURIOPlayer Z8 first, then you can visit the App or Play store and download the Mood Harmony app.

#### **Will the Mood Harmony app work with my current player before it gets updated?**

No. The Mood Harmony app will only work after the software on the player is updated to Mood Harmony. You can download the Mood Harmony app at any time and the two can live side-by-side on your device until the software update is complete.

#### **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.

#### **Can I still use the Apple Music for Business app?**

No. Following the update of the software on your CURIOPlayer Z8 media player, you will need to use the Mood Harmony app to control the device. The Apple Music for Business app will not be available in the App and Play stores after October 31.

#### **How do I request a device pairing key?**

Tap the Harmony icon in the top right corner of the screen, then select Customer Service and log the request in the form. You can also reach out to our Customer Service team directly:

#### **US/Canada/APAC**

[customerservice@playnetwork.com](mailto:customerservice@playnetwork.com)

#### **EMEA**

[service.emea@playnetwork.com](mailto:service.emea@playnetwork.com)

#### **Are device keys case-sensitive?**

No. You can type in the device key as you see fit.

#### **Do the device keys expire?**

No. The device keys do not have a limited time or expiry date.

### **My brand has many locations. Is it possible to customize the device keys?**

Yes. Please contact our Customer Service team or your Client Manager with your request.

### **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, then selecting Add a device and entering your pairing key.

### **Is it possible to remove my device from a location?**

Yes. Tap the Harmony icon in the top right corner of the screen, then select Forget Device.

## **PLAYLISTS**

### **How do I request a Harmony admin login so that I can select playlists for the app?**

Tap the Harmony icon in the top right corner of the screen, then select Customer Service and log the request. You can also reach out to our Customer Service team directly:

- US/Canada/APAC-  
[customerservice@playnetwork.com](mailto:customerservice@playnetwork.com)
- EMEA  
[service.emea@playnetwork.com](mailto:service.emea@playnetwork.com).

### **Is it possible to import my playlist cover art for my brand's custom playlists?**

Not at this time, however, we have this feature along with custom playlist descriptions on our future roadmap.

### **If a playlist is selected from the library, will it interrupt the song playing?**

No. The new playlist will begin when the song that is currently playing ends.

## **MINIMUM REQUIREMENTS**

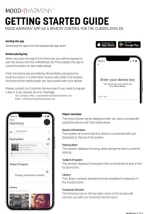
### **Device capacity – no min requirements**

### **Operating system**

- Apple operating system – iOS 13+
- Android operating system – Android 5+

US / Canada / APAC- [customerservice@playnetwork.com](mailto:customerservice@playnetwork.com). EMEA – [service.emea@playnetwork.com](mailto:service.emea@playnetwork.com).

## **Documents / Resources**

	<p><a href="#">MOOD MEDIA Harmony App</a> [pdf] User Guide Harmony App, App, Harmony</p>
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