MOOD HARMONY™

Harmony Music, Messaging, and Visuals
Devices App User Guide

Harmony Devices User Interface
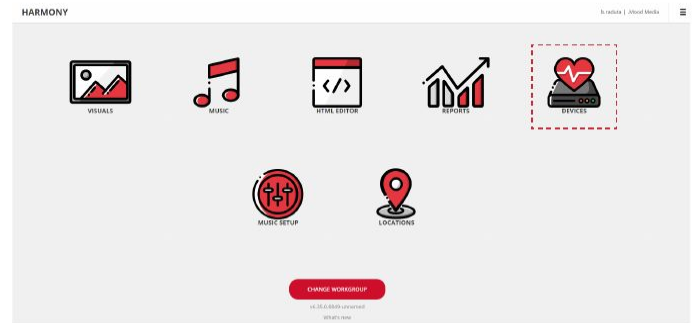

1. **Workgroups:** all the workgroups to which you have access to, the root one being the workgroup on which you are currently logged in to.
2. **Site List:** all the sites that belong to the workgroups selected in the Workgroups.
3. **Overview:** a quick statistics of the statuses of the players that belong to the sites selected in the Site List.
4. **Detailed View:** the list of all the players that belong to the sites selected in the Site List. Here you can see the properties of each player, such as: its hardware name, serial number, last report date, location, etc.
5. **Properties, Activity, Description, Notes:** a comprehensive list of properties and actions for the player that you select in the Detailed View.
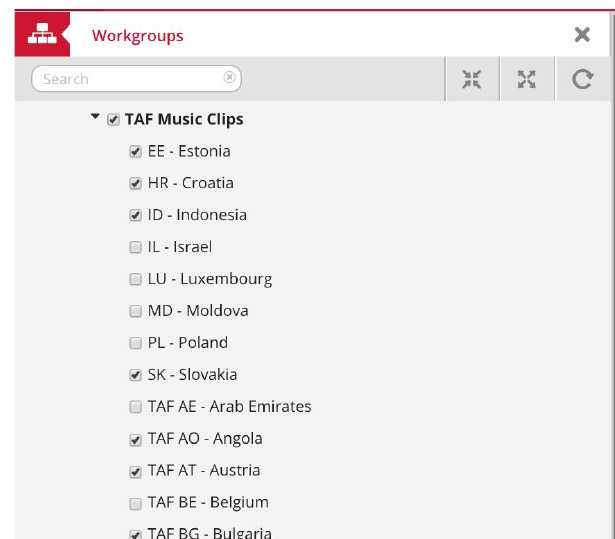
Logging in to Harmony

- Visit your Harmony portal URL
- Enter your username and password
- After logging in, click the Monitoring icon (figure 1)
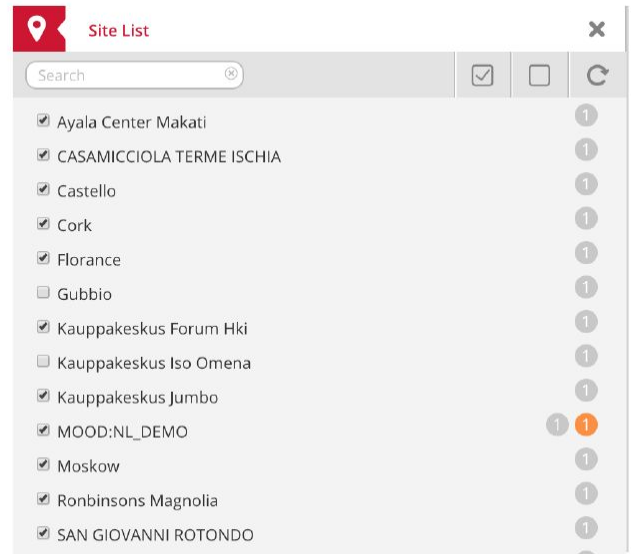

(figure 1)

Select the workgroup(s)

- Go to the Workgroups panel (figure 2)
- You can search for a workgroup
- You can select one or more workgroups

(figure 2)

Select the site(s)

- Once you selected a workgroup, its sites will appear in the Site List (figure 3)
- The total number of players and their status color appears near the site name
- You can select one or more sites to see their hardware

(figure 3)

Overview

- Once you selected a site, in the Overview you will see its total number of hardware grouped by status (figure 4)
- If you click on a status group, its players will appear in the Detailed view; click again in order to show all players in the Detailed view
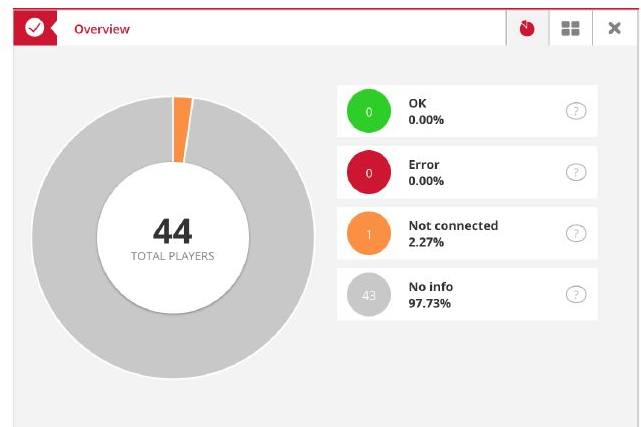
Player statuses explained:

Green:
- player is running as expected and reporting every x minutes
- screen state is OK or NA

Red:
- a piece of the MVision software isn't running
- playlist not up-to-date
- not logging proof-of-play

Orange:
- last report from player > default 2 hours (XML setting on server (Workgroup ID)

(figure 4)

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- the hour is customizable by workgroup **Gray:** - hardware never reported - not installed (production needs a button to delete the data in DB and change the status to not installed / never reported)	
Detailed view ● The Detailed view shows you all the hardware from the selected sites; optionally it can show only the hardware from the selected status from Overview (figure 5) ● You can export, switch the view from list to thumbnail (this shows the current screenshot), select all/deselect all ● Click on a hardware to see its properties	 (figure 5)
Properties, Activity, Description, Notes ● After you selected a player from the Detailed view, you can see its properties, check the activity log, write down information in the Description tab or communicate with other colleagues in the Notes tab. Note: You can also select multiple players at once but only the Properties tab is available	

Properties tab

In the properties tab you can:
- See player information (1):
  - Player name
  - Screen status
  - Player screenshots
- Send live commands to the selected player(s), set the custom NC time (2) or manage device groups - See Appendix at the end of this document for a list of live commands
- See the player status (3)
- See the latest played media (4)
- See the hardware, software and network info (5)
- See other custom information such as the battery and wifi status or display settings (6)

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Activity tab

- The Activity tab shows you each status change
- The status log can be cleared by clicking on the "Clear activity log" button (1)
- The player can be as new by clicking on the "Clear player history" (2)

Warning, marking a players as new will set its status as "No Info" and will remove:
  - Player history
  - Player activity log
  - Player screenshots
  - Player description
  - Player notes
  - IP, MAC, TeamViewer ID and status details

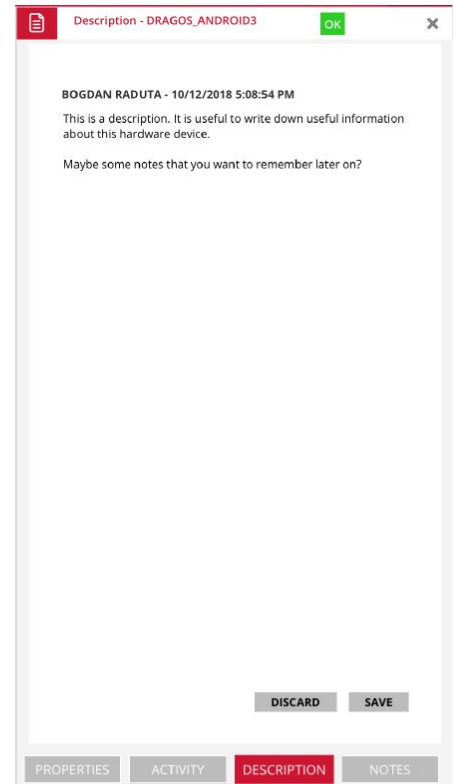Activity - DRAGOS_ANDROID3   OK   ✕

CLEAR ACTIVITY LOGS (1)

Status	Date	Type	Message
OK	10/08/2018 3:05:...	Other	Main storage rea...
OK	06/22/2018 12:17...	Other	Main storage rea...
Error	07/12/2018 4:39:...	Other	Main storage rea...
OK	07/12/2018 4:41:...	Other	Main storage rea...
Error	07/12/2018 4:44:...	Other	Main storage rea...
OK	07/12/2018 4:46:...	Other	Main storage rea...
Error	07/12/2018 4:49:...	Other	Main storage rea...
OK	07/12/2018 4:51:...	Other	Main storage rea...
Error	07/12/2018 4:54:...	Other	Main storage rea...
OK	07/12/2018 4:56:...	Other	Main storage rea...
Error	07/12/2018 4:59:...	Other	Main storage rea...
OK	07/12/2018 5:01:...	Other	Main storage rea...
Error	07/12/2018 5:04:...	Other	Main storage rea...
OK	07/12/2018 5:06:...	Other	Main storage rea...
Error	07/12/2018 5:09:...	Other	Main storage rea...
OK	07/12/2018 5:11:...	Other	Main storage rea...
Error	07/12/2018 5:15:...	Other	Main storage rea...
OK	07/12/2018 5:16:...	Other	Main storage rea...
Error	09/13/2018 3:02:...	Other	Main storage rea...

CLEAR PLAYER HISTORY (2)

PROPERTIES   ACTIVITY   DESCRIPTION   NOTES
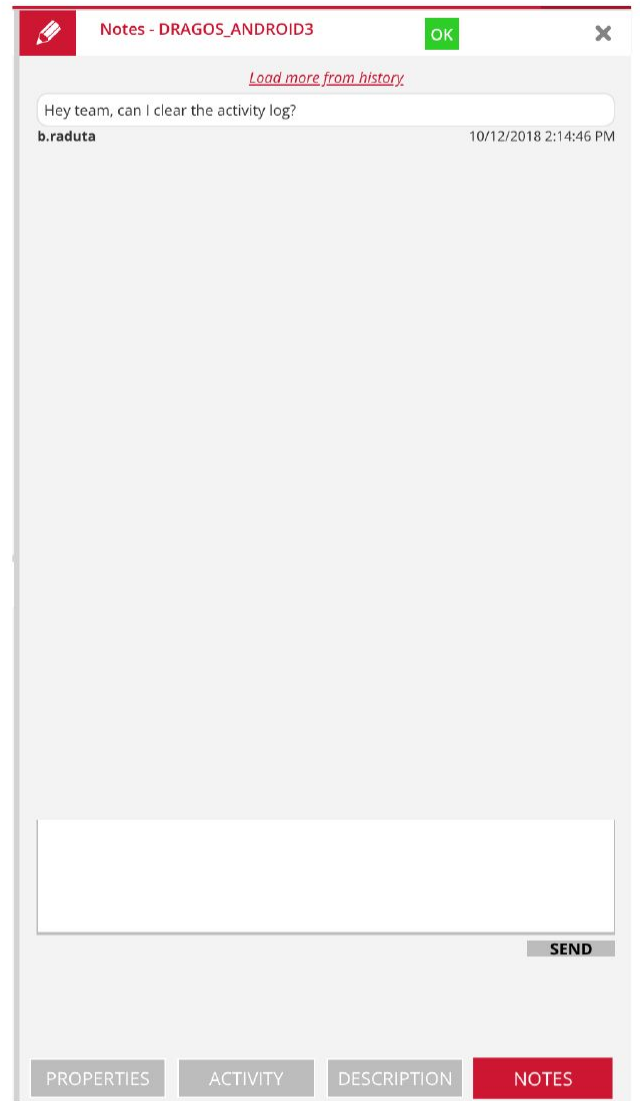
Description tab

- The Description tab is aimed at writing down useful information about the player
- It shows the date and the name of the last user that modified the description

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Notes tab

- It gives you a simple platform of chatting with other users that have access to the player
- You can load previous messages by clicking on "Load more from history"

1. **Capture screenshot** - capture a screenshot of what is currently playing on the screen; the image will be shown in the screenshot carousel after the user presses the "reload button". C

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).