MOOD:™

Mood Control Site User Guide

*Please note that some information contained in this document, as well as certain The Mood Control Site features and functionality, are not applicable to all users. Some are dependent upon the Mood Account and device type. Contact your Mood Account Manager with any questions.

Contents

1. Control Site Overview

The Mood Control Site provides Mood Media customers the ability to manage key features and functions of their on-premise digital music and overhead messaging from anywhere with broadband Internet access. Features include: music program detail, program scheduling, overhead message scheduling, group management, and access to the most commonly requested reports.
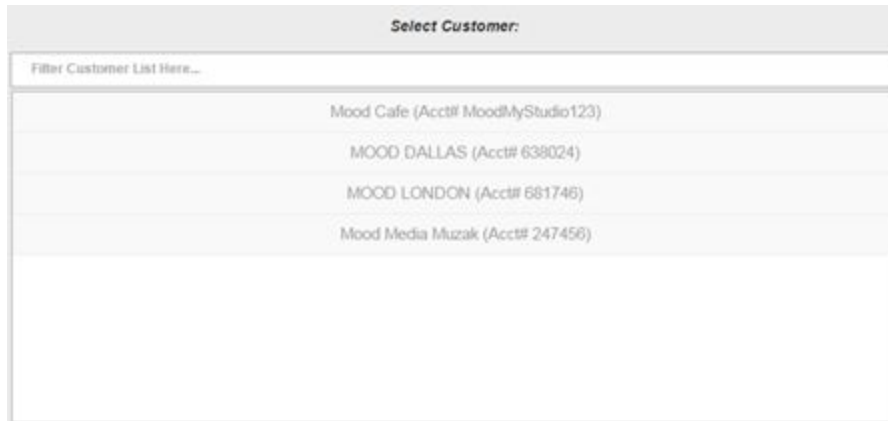
2. Logging In

Logging In

The URL is **https://control.mymood.com** for US accounts and **https://eucontrol.mymood.com** for European accounts. Your username is your email address. Passwords are case-sensitive, and must be at least six characters in length. If you forget your password, please use the "Forgot or Change Password" link.

Client Select

If you are a Mood affiliate, you will first see the option to select the client that you want to manage:

Select Customer:

Filter Customer List Here...

Mood Cafe (Acct# MoodMyStudio123)

MOOD DALLAS (Acct# 638024)

MOOD LONDON (Acct# 681746)

Mood Media Muzak (Acct# 247456)

ect page from the upper right corner of the site or from the publishing
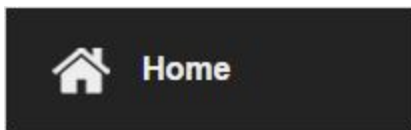
Device Select

If you have multiple device types you will need to select which type you wish to manage. Note that changes such as daypart schedules will need to be made to both types.
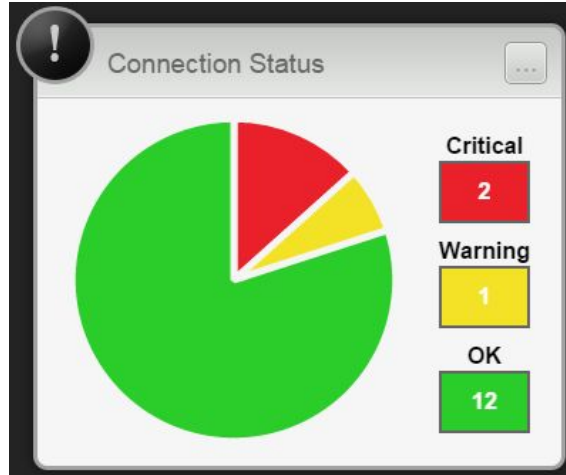
Select a device type ✕

ProFusion iS/iO

ProFusion X

3. Home Page

🏠 Home

The Home page of the Mood Control Site provides information on the site and your account, and provides a dashboard view of your devices to monitor their status.

Connection Status

For clients with network update devices, this graph indicates the devices' connectivity status.

The numbers indicate the number of devices of that status. If you have disc update devices, those are not included in the counts.

Hover your cursor over the Critical, Warning and OK boxes to see their definition.

Most network update devices are configured to connect to their update date server once daily (or nightly). During the assigned connection window, the device uploads logs that contain information about the device's health, songs played, etc., and downloads any new configuration and/or content that has been sent.
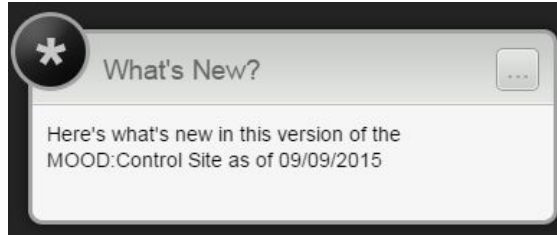
The box with the [...] ellipses takes you to the Network Device Connection Status report where you can see the details of exactly when the devices last connected.

Getting Started
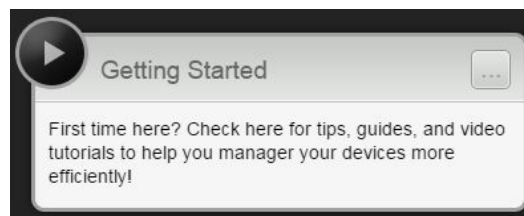
Click the [...] ellipses box to display an overview of the Control Site.

What's New

Click the [...] ellipses box to display release notes on the latest Control Site software updates.

Account Information

Mood Cafe

Logged In As:	Admin User
	admin@moodcafe.com
Device Type:	ProFusion iS/iO Change
Account #:	MoodMyStudio123
	Have Billing Questions?
Devices:	1 - AxisPro (Network Update)
	1 - ProFusion iO (Network Update)
	5 - ProFusion iS (Disc Update)
	12 - ProFusion iS (Network Update)
	2 - ProFusion XS (Disc Update)

Users:

Adam Markley
Admin User
Adrianne Pryor
AIYANA VABER
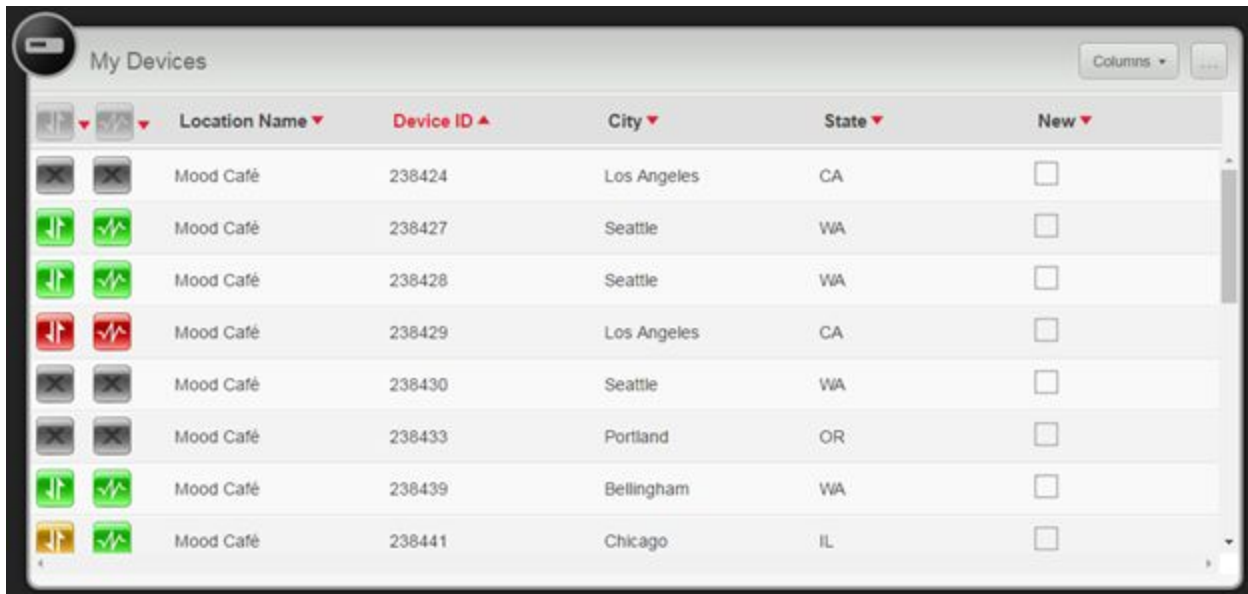ANITA BENNER
Anthony Molina

View All User Details

Regional Users:

Admin Account
Bellingham Manager
Dionna Napoli
Dionna Napoli
Jil Demo
JOe Schmoe

On the right hand side of the Home page, you'll see basic information on your account including your account number, the number and type of devices associated with your Control Site account, and the users that have access to the Control Site.

Selecting "Have Billing Questions?" will load iReceivables.moodmedia.com in a separate browswer tab. This option displays on the US site, not the EU site.

Select "View User Details" to see the users' email addresses/logins, the last time each user logged in and their access level.

My Devices

"My Devices" is a dashboard where you can easily view the connectivity status of all of your devices. If you have multiple device types you manage from the Control Site they will all display in this dashboard.

The status of New indicates the device has not been fulfilled and/or shipped from the Mood warehouse.

You can modify which columns display by clicking the Columns button and checking/unchecking the column names.
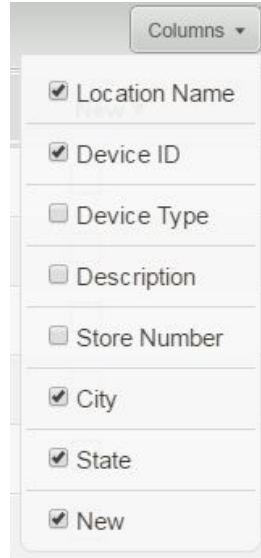
The […] ellipses box takes you to the device listing report. You can use this to confirm which locations update via network vs. disc update.

Click on any of the column headers to sort by them.

 Device Connection Status

Hover your cursor over any of the Device Connection Status icons in the device listing and you will see the date and time the device last connected. Note that there can be a short delay between the time the device last connected and what displays on the site because there is a process that runs to scan the connection information from the device update server into the Control Site. Also, if a recent connection was made, you should use the Refresh Data button to pull in current information.

> Red = Critical; the device has not connected in more than 5 days, or has never connected.
> Orange = Warning; the device has not connected in the last 3-5 days.
> Green = OK; the device has connected within the last 3 days.
> Gray = Not a network updated device or a network updated device that hasn't shipped yet.

 Heartbeat Status

This column indicates when the device last checked in over HTTP to report it is operating. Hover your cursor over any of the Heartbeat Status icons in the device listing and you will see the date and time the device last sent a heartbeat.

Not all customers utilize the heartbeat feature. If your ProFusion iS devices are not configured to heartbeat and you wish to add it, call Mood Client Satisfaction or your Mood Account Manager.

It is possible for a device to be operating properly but not heartbeating; usually that would indicate that HTTP traffic on port 80 to the heartbeat server is blocked.

Red = No heartbeat within the last 24 hours.
Orange = Last heartbeat was more than 12 hours ago.
Green = Last heartbeat less than 12 hours ago.
Grey = Not configured to heartbeat, CD update device, or a device type that doesn't support heartbeat.

Click on any row to load details for that device.
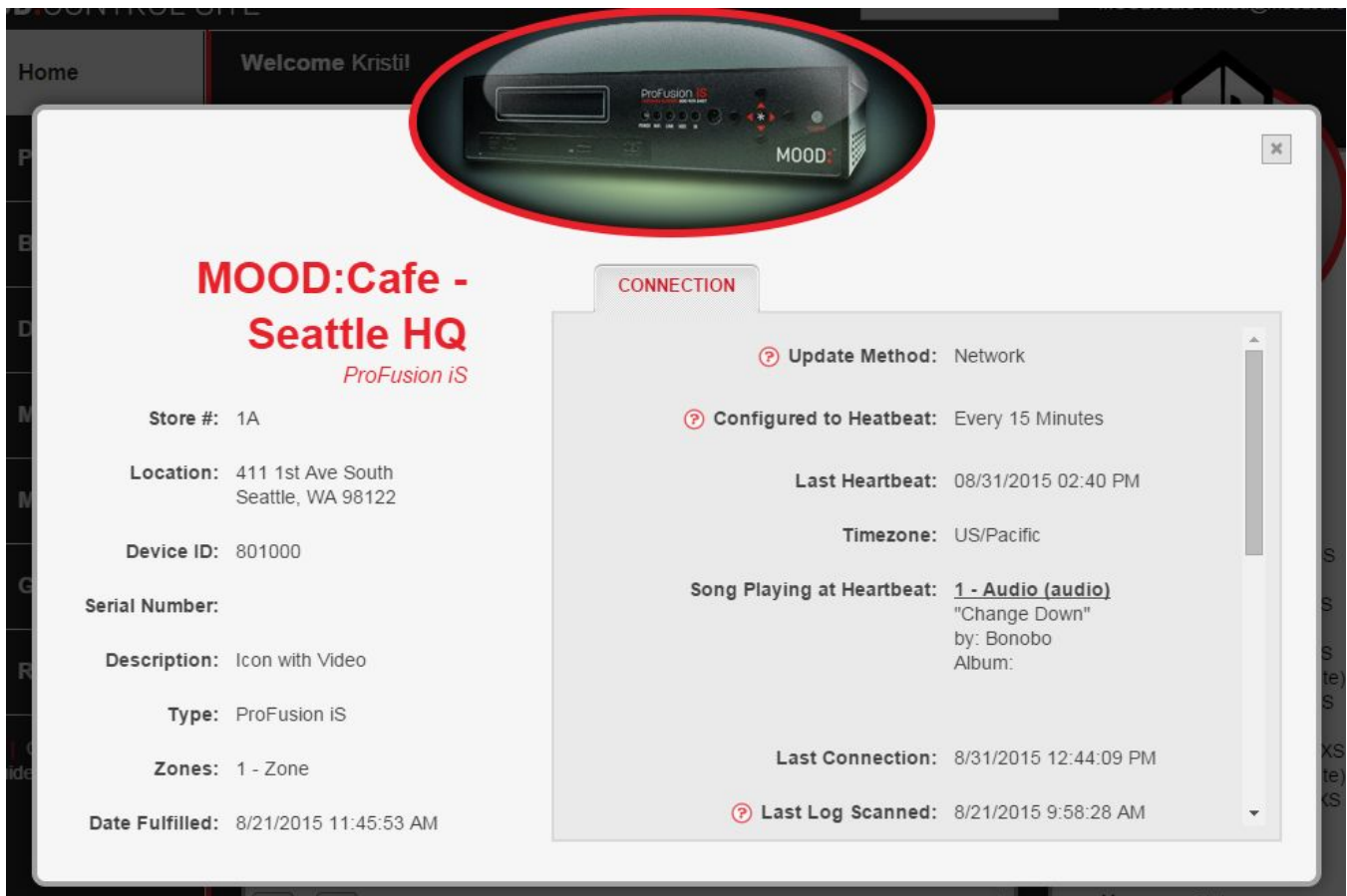
Device Details

On the left you'll see an overview of the device.

The Connection tab displays details for a network update device. Many of the fields are populated by the Heartbeat data. When the device heartbeats it sends back the timezone it is configured with, the song that it is playing at that time, whether it is wired or wireless, the IP address it connected with, etc. If the device does not heartbeat many of the fields will be blank.

If the device was not playing content when it sent the last heartbeat, the "Song Playing at Heartbeat" field will be blank.

A few of the items have a red question mark icon to the left of them; hover over that icon to see a definition of that field.

4. Making Changes in the Mood Control Site☐

Publish and Discard

It's important to understand that changes made for your business in the Mood Control Site are bundled and Submitted or Discarded together. When blocking or unblocking songs, when editing dayparts or message schedules and when managing groups, you must save changes to individual edits by using the "Save" buttons presented. Once you have finished making all desired changes click on the "Publish Changes" or "Discard Changes" button in the upper right of the page. The presence of these buttons indicates that you have made changes within the Mood Control Site that haven't yet been submitted to MOOD.

When you "Publish Changes", you send all edits made in the application; if you discard, you discard all changes you've made since the last time you chose to Publish Changes.

When you "Publish Changes", Control Site displays a message that it is Publishing Changes. Processing time typically takes a few minutes but, depending on the current system traffic, may take longer. During this time if you have multiple businesses or device types you can click on "Manage other devices" link and return to the device/business select page.
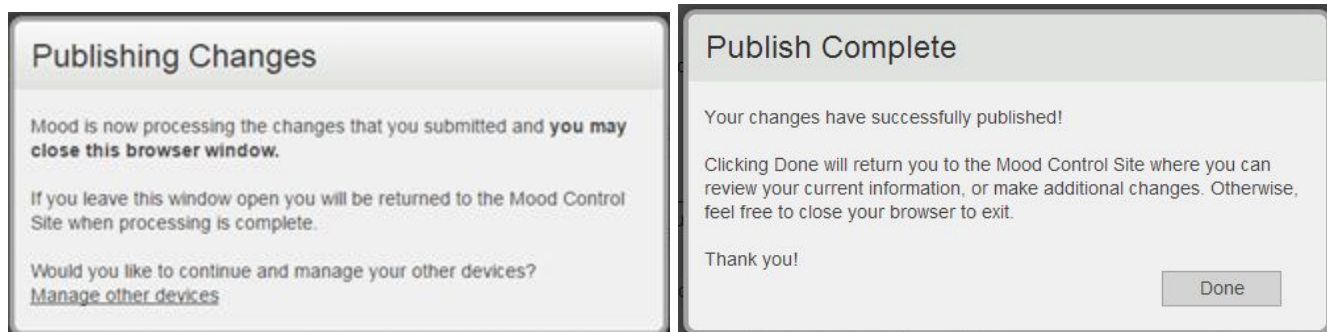
Once the updates are processed, they will be pushed out to the device(s). For network update devices, the new configuration will be put out on the server for the device to download. It may take a few hours before the update is on the server ready for download. Disc update devices will receive the changes when the next monthly update is shipped, or sooner if you select the option to expedite the disc shipment.

5. Programs
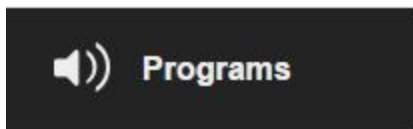
The Programs tab allows you to view the music programs that are on one or more of your devices, see the songs contained on the programs, and block/unblock songs.

Navigation

To access your playlist lineup, click the Programs tab at the left of the website.

Music Search

You can search for specific songs within a program across song title and/or artist name.
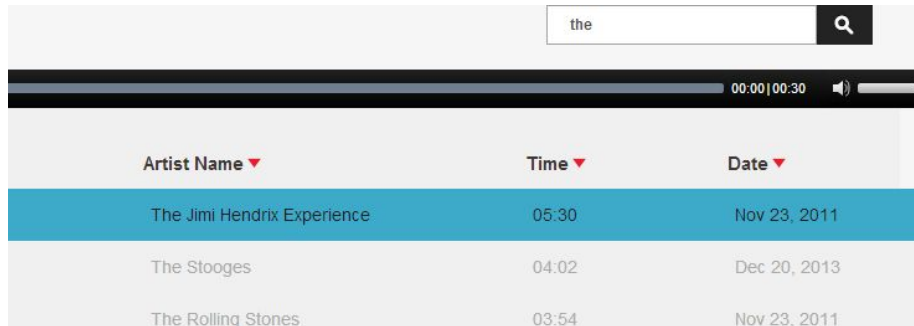
Song Preview

As a Mood Control Site user, you have the option to "preview" songs in your Program; by clicking on the play button next to a song you can listen to a 30 second clip. When the selected clip has finished, a clip of the next song will play automatically until reaching the end of the Program.

Program Preview

As a user with a custom program, a "Previews" a tab will appear within the Programs module and within the tab will be listed your available previews. A Preview is simply a list of additions to a custom Program; for those songs we allow you to preview the songs in their entirety in order to approve or reject the song.

Comments

Custom Programs are tailored to suit your business so we value your input. While you are reviewing your Custom Programs you can leave feedback in the form of comments, letting us know what you think about individual songs or the Program as a whole.

Content Blocking

You can block individual songs or artists from playing in your locations. To block the song or artist, click the no icon. For more about Song Blocking, please refer to the **Blocked Songs** section of this guide.

6. Blocked Songs
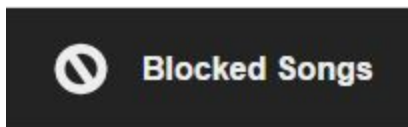
You can also manage blocked content from the "Block Songs" tab at the left of the screen. You can click here at any time and search for and block songs that are in any of your programs, or unblock songs you may have changed your mind about.
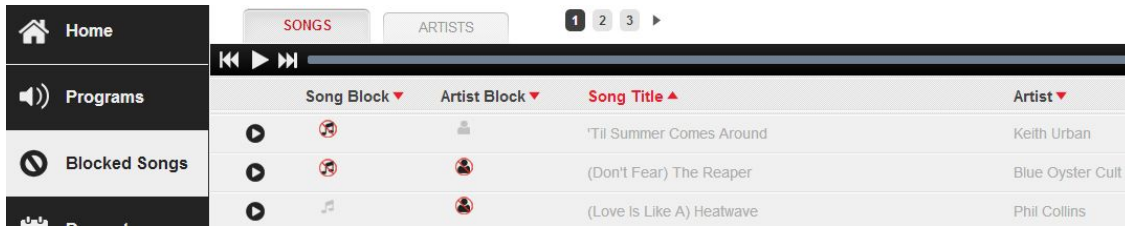
The blocked song(s) will not play in any of your locations on any zone (once the change has been distributed to your devices). Enter the song title or artist in the Search field and use the Filter to limit results. You can also "unblock" to remove the blocking rule for a particular song or artist.

Songs and artists blocked from the Programs tab will automatically appear in this list, and may be unblocked here as well. The date the song was blocked is listed, as is the user who blocked them.

7. Dayparts

Dayparting is scheduling content to play for a device zone or group of zones. When you navigate to the Dayparts module you will see a list of your devices sorted by location. When you click on the location name you will be taken to a detailed device view that allows you to select the zone to manage.

Finding a Device

If you have many locations, there are a couple tools to help you find a specific device without searching through all the results. First, the list is sortable by any of the column headers. Click the small red arrow next to the item you wish to sort by in the header. You can change between ascending and descending sorts by clicking the arrow again.

The second tool is the Search field located in the upper right corner. This allows a user to enter all or part of a phrase and have non-matching results filtered out as you type.

Dayparting

The key to understanding Dayparting is that the user only sets the start time for a program to begin playing. The end time is assumed to be the start time of the next scheduled event or midnight. If you don't want anything to play at a certain time, schedule "Silence" to begin at that point. Dayparts do not cross into the next day, so if you need music to continue playing after midnight, you should add a new event to begin at 12:00 AM the next day.

Control Site assigns a color at random to each program, which allows you to easily discern between different programs on the calendar. Note that colors may not be consistent — if a color changes between logins or while working, it does not mean a change has been made or anything to be concerned about. Colors only exist to make viewing the calendar easier.

Calendar View

The calendar view is a graphic representation of the daypart scheme for a particular zone or group of zones. You may edit a particular event by clicking on it in the calendar. This will allow you to change the start time,

days-of-week or program for that event. If you want to remove the event entirely, see **Programs Roster** below.

You can copy one day's scheduled to other days of the week using the "Copy" button next to each day. Click the Copy button for the day you wish to copy from, then check the days you wish to copy it to in the window that appears to the right (the days that already have that event scheduled are unavailable.) To save this change, click "Save". The page will reload with the change represented.

The "Default" schedule is the schedule the device zone plays generally. If you have a special, temporary schedule (known as an "Override" schedule) scheduled to play today, that is what will default into the "Select Schedule" drop-down menu; otherwise the default will display. One difference in the behavior between the two is you are able to scroll through the entire date range of an override but since the default is for all days navigating between dates is moot and therefore disabled. The "Select Schedule" drop-down menu allows you to change the calendar display between the Default schedule and any Override schedules that are currently active, or scheduled for dates in the future. To learn more, see Override Schedules below.

Programs Roster

The Programs roster lists all programs available for the device, and notes which are on the current schedule. The Program Roster allows you to add a new event, edit an existing one (similar to clicking the event in the Calendar View), or delete an event.

Add an Event

Click the plus button that corresponds with the program you wish to schedule. The calendar will slide to the left and you will have access to the options for scheduling the event.

Use the arrows to select the hour, minute, and AM/PM. Click the days of the week for which you want the program to begin playing at that time. You may click "Select All" as a shortcut for all days of the week. Click the "Save" button to set the event. The page will reload with the change represented.

If you want to replace an event with a different one, you don't have to delete the old one first. Just add the new event using the instructions above and it will overwrite the old event.

Edit an Event

Click the "pencil icon" next to the Program name. You'll see three icons, the days-of-week, and the start time for that event. If that program has more than one event, each one is listed. Pick the one you want to work with and click its pencil icon to edit. You can change the time the program starts to play and the days of the week. To change

the program scheduled to play at that time, add an event with the new Program and the old one will be overwritten.

Delete an Event

Click the pencil icon next to the Program name. Pick the one you want and click the trash icon. The event will be removed from your schedule.

To copy an event to another day (identical to using the "Copy" buttons in the Calendar View), click the "double-square" icon. Check the days you wish to copy to in the window that appears. (The days that already have that event are unavailable.) To save this change, click "Save". The page will reload with the change represented.

Override Schedules

Override Schedules (aka "Exception Schedules") are for special events, holidays, etc. when you may want to temporarily use a different schedule without losing your default schedule. You can change the Dayparts page to reflect one of these schedules that is already in existence, or add a new one.

To view/edit an existing Override Schedule, use the drop-down menu in the Override Schedules section to select a schedule. If you don't have any options other than "Default", it means you don't have any current or future Override Schedules set up. Override Schedules with an end date in the past are not displayed. When you select an Override Schedule to work with, the Calendar View and Program Roster will update to reflect the Override Schedule instead of the Default Schedule.

The edit fields also become available in the Override Schedules area, and dates appear on the calendar view. The edit fields allow you to change the name, start date and/or end date of your Override Schedule. To edit the scheduled events themselves or to add/remove events, you do so exactly the way you would for a Default Schedule (see above).

There can only be one Override Schedule in effect on any given date. If you create Override Schedules that overlap, Control Site will prompt you to correct this when you try to Publish. Additionally, if you copy an Override Schedule to a group, if one or more devices in that group don't have a program you've scheduled to play; you'll be prompted to change the schedule or remove those devices from the group.
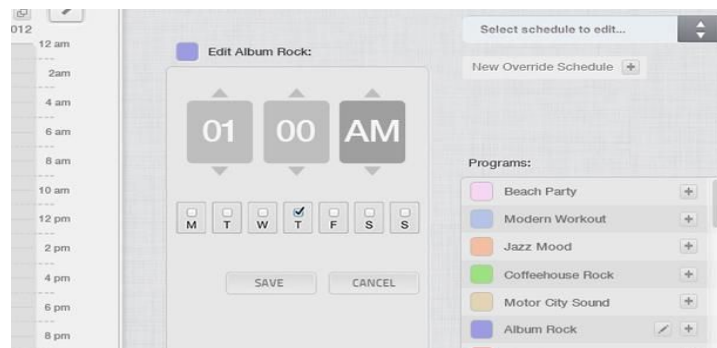
Copy Schedule to Zones or Groups

Once you've set up a zone's scheduling the way you want it, you may wish to apply that schedule to other individual zones, or entire groups.

To copy the schedule to other zones, click the "Copy Schedule to: Zones" button. You'll see a list of devices you have access to edit with a plus button next to them. Click the plus button to add a zone to the schedule. You may add as many zones as you wish. If you change your mind about a zone and wish to remove it, click the zone

number button next to it again. When you've completed adding the zones to which you want to copy the schedule, click "Save" (scroll to the bottom of the device listing if you do not see the Save button).

To copy the schedule to groups, click the "Copy Schedule to: Groups" button. You'll see a list of groups which include zones you have access to edit. To copy to that group, click the plus button that corresponds to that group. You may add as many groups as you wish. If you change your mind about adding the schedule to that group, click the minus button to remove it. When you've completed adding the groups to which you want to copy the schedule, click "Save."

To learn more about setting up groups and managing their membership in Control Site, see the **Groups** section.

8. Message Loops
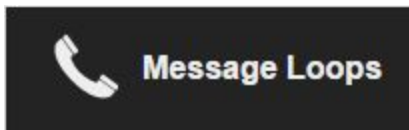
In the Message Loops module you can control the Message On-Hold zones of your ProFusion devices. This module will only appear if you have on-hold zones.

When you select Message Loops, you will see a list of your devices sorted by location.

Location Name ▲	Store # ▼	City ▼	State ▼
Mood Cafe		Fort Mill	SC
Mood Cafe	21	Seattle	WA

Finding a Device

If you have many locations, there are a couple of tools to help you find a specific device without searching through all the results. First, the list is sortable by any of the column headers. Just click the small red arrow next to the item you wish to sort by in the header. You can change between ascending and descending sorts by clicking the arrow again.

The second tool is the Search field located in the upper right corner. This allows a user to enter all or part of a phrase and have non-matching results filtered out as you type.

Calendar View

The calendar view is a graphic representation of the on-hold message schedule for the zone you selected to view.
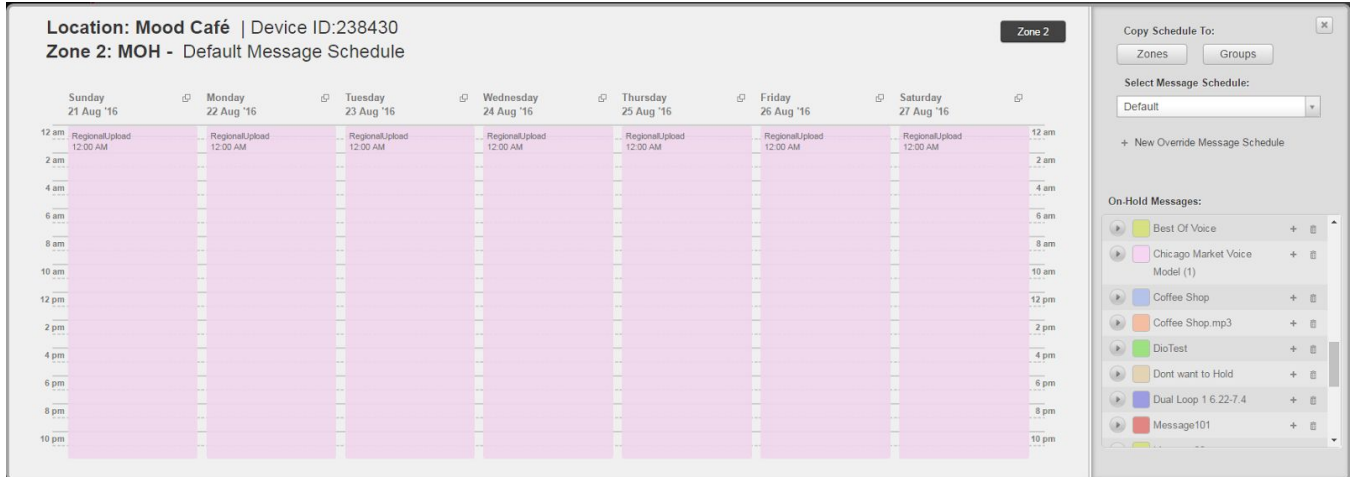
The calendar will default to show the schedule that is currently active for this on-hold zone. Generally this will be the "Default" schedule, but if there is an override date specific schedule in place, that will display.

Use the "Select Message Schedule" dropdown to determine which schedule you're viewing and select other schedules. Only current and future schedules are available to view.

Default On-Hold Message Schedule

Most clients use one on-hold message that plays 24 hours a day, 7 days a week.

To change what is scheduled to play, first verify the "Select Message Schedule" dropdown shows "Default". Click the + icon to the right of the message you wish to schedule in the on-hold messages library. Select the time of day the message should play and the days of the week. Click Save. The calendar will refresh to display what you have added.

Optionally, you can daypart on-hold messages for specific times of the day. If you have, for example, a different on-hold message loop for the evening hours, select the + icon for that message and select the appropriate start time. That message will then loop until the next daypart.

To make changes to the start time or to remove a particular message file from the schedule, click the pencil icon. In the "edit" information that comes up you can select the trashcan to remove that item from the schedule, or click the pencil icon to change the schedule parameters.
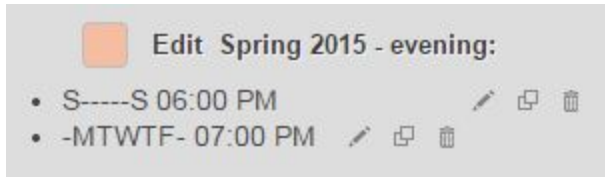
Override Message Schedule

Override schedules allow you to set an on-hold message to start and end playback on specific dates. When the override schedule expires, the device will revert to playing the default schedule unless another override schedule is active.

To view an existing override schedule, click the Select Message Schedule drop-down menu to select a schedule. If

you don't have any options other than "Default", it means you don't have any current or future override schedules set up. override schedules with an end date in the past are not displayed.

When you select an override schedule to work with, the calendar view and program roster will update to reflect the override schedule instead of the default schedule.   To edit the scheduled events themselves or to add/remove events, you do so exactly the way you would for a default schedule (see above).

To edit an override schedule name and view or edit the associated dates, select it in the Select Message Schedule dropdown, then click the pencil icon to the right.

To remove an override schedule, select it in the Select Message Schedule dropdown, then click the trashcan icon to the right. If there are additional device zones with that same override schedule name and dates, then you will be presented with the option to remove it from all device zones.

There can only be one override schedule in effect on any given date. If you create override schedules that overlap, Control Site will prompt you to correct this.

Copy On-Hold Message Schedule to Zones or Groups

In the upper right you'll see an option to copy schedule to zones or groups.

Click the Zones button and you'll see a listing of all on-hold message loop zones you have access to edit. Click the individual zones that you wish to copy the schedule to. The schedule that is currently displayed is what will be copied. If you have additional override schedules to copy, you will need to repeat the process for those schedules.

If any of the zones that you are attempting to copy an override schedule to already have an override schedule for any of those dates, you will need to remove those conflicting schedules before the copy will be enabled.

When the Groups option is selected, you will be presented with a list of on-hold message loop zone groups which include devices you have access to edit. Click the + icon for the group(s) that you want to copy the schedule to and all zones assigned to that group will be affected. If you have a large number of devices, using groups is the efficient way to update all of them.

To learn more about setting up groups and managing their membership in Control Site, see the **Groups** section.

On-Hold Message Library
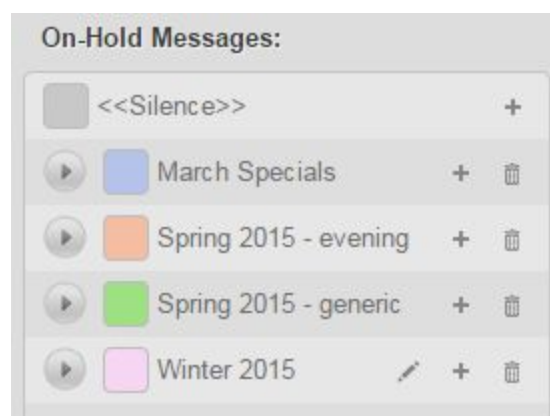
When you select a device to view, on the right you will see your library of on-hold messages. The library is not specific to the individual device; all on-hold message files display, even if it was created specifically for another

location.

Control Site assigns a color at random to each message which allows you to easily discern between different programs on the calendar.

Click the play button to listen to the entire on-hold message.

Delete an On-Hold Message

If you wish to remove a message from the on-hold message library, click the trashcan icon to the right of the message name and then select Delete when it asks you to confirm that action. Note that if the message is in use on any message on hold schedules for any of your device zones, it will be removed from that schedule and replaced with silence.

Adding an On-Hold Message

Most client's messages are produced by their Mood Voice Consultant, but if you produce your own loop file for your message on hold zone, you can upload that file and then schedule it. You may upload audio files with the filename extension .wav or .mp3. The maximum file size is 60 MB.

Select the Message Loops module, then click the "Upload Message(s)" button. Select the message files that you wish to add. The message names will default based on the file name; change as needed. Click Start Upload. Once the upload is complete click the Done button that will appear.

Your new message(s) will now appear in the list of available messages for scheduling.

9. Messages
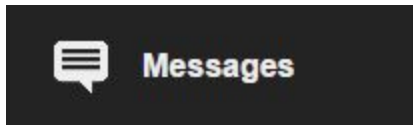
The Messages module is used to manage your on-site messaging.

When you select Messages, you will see a list of devices you have access to edit sorted by location on one tab, and a list of Groups which include device zones you have access to on the second tab.

Message Schedules

Messages can be scheduled on individual zones or for a group, and the message will be scheduled for all device zones in the group. If multiple messages are scheduled for the exact same time, the ProFusion device will play them back-to-back.

Whether you're scheduling messages for a zone or for a group, the process and tools are the same. Message and Daypart schedules differ in that, with Dayparts, you are creating a schedule for the zone - while with Messages you're creating a schedule for the message itself.

Message Scheduling Options: Rotation List and Individual

Rotation Lists allow you to schedule a device or group to rotate through a list of messages. They can have as many or as few messages as desired and will play a message after every X number of songs or every X number of
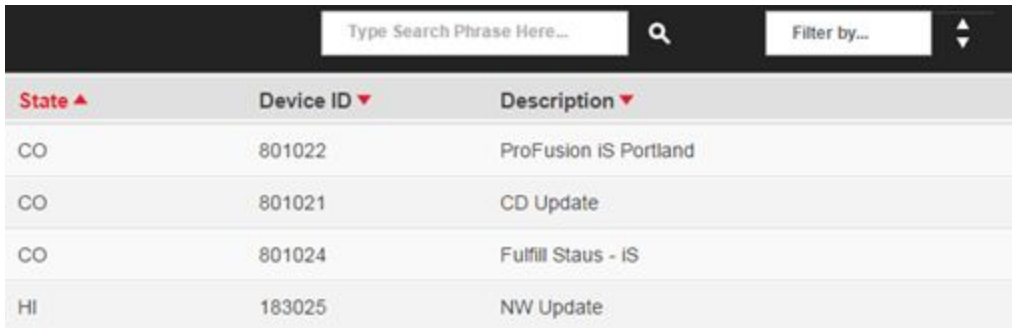
minutes.

Individual messages on the other hand are scheduled to play at a specific time of day. An example of this would be a message scheduled to play 15 minutes before a business closes.

There are separate tabs in the form for each type of scheduling.

Finding a Device or Group

There are a couple tools to help you find a specific device or group without searching through all the results. First, the lists are sortable by any of the column headers. Just click the small red arrow next to the item you wish to sort by. The column header you've sorted on turns Red. You can change between ascending and descending sorts by clicking the arrow again.

The second tool is the Filter, which is essentially a specific search. You can filter by the same criteria you can sort by, but for a specific value. For example, if you want to see only devices in Colorado, type "CO" into the Search field and choose "State" in the Filter By drop-down. The list will be shortened to only include devices in Colorado. As another example if you know a specific Device ID that you want to work with, you can enter that Device ID number into the Search field, and choose Device ID in the Filter By drop-down. That device will be the only one returned.

State ▲	Device ID ▼	Description ▼
CO	801022	ProFusion iS Portland
CO	801021	CD Update
CO	801024	Fulfill Staus - iS
HI	183025	NW Update

Device Calendar View

When you select the Messages module, the Devices tab will be selected. When you select a device from there you will see a calendar.

Location: Mood Café | Device ID:398956
Zone 1: One (Standard Audio) - Messages

Zone 1

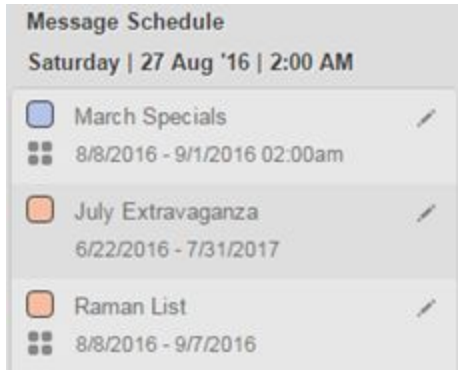| Time	Sunday 23 Oct '16	Monday 24 Oct '16	Tuesday 25 Oct '16	Wednesday 26 Oct '16	Thursday 27 Oct '16	Friday 28 Oct '16	Saturday 29 Oct '16
12 am	1	1	1	1	1	1	1
	1	1	1	1	1	1	1
2 am	1	1	1	1	1	1	1
	1	1	1	1	1	1	1
4 am	1	1	1	1	1	1	1
	1	1	1	1	1	1	1
6 am	1	1	1	1	1	1	1
	1	1	1	1	1	1	1
8 am	1 1	1 1	1 1	1 1	1 1	1 1	1 1
	1	1	1	1	1	1	1
10 am	1	1	1	1	1	1	1
	1	1	1	1	1	1	1
12 pm	1	1	1	1	1	1	1
	1	1	1	1	1	1	1
2 pm	1	1	1	1	1	1	1
	1	1	1	1	1	1	1
4 pm	1	1	1	1	1	1	1
	1	1	1	1	1	1	1
6 pm	1	1	1	1	1	1	1
	1	1	1	1	1	1	1
8 pm	1	1	1	1	1	1	1
	1	1	1	1	1	1 1	1 1
10 pm	1	1	1	1	1	1 1	1 1
	1 1	1 1	1 1	1 1	1 1	2 1	2 1

The device zone calendar view is a graphic representation of the dates and times that have messages scheduled. It's a comprehensive representation and includes messages scheduled on the individual zone as well as those scheduled on any Group the zone is a member of. It includes Individual Message schedules as well as Rotation Lists and each is color coded differently in the calendar to make it easy to distinguish between the two:

[2] Individual Messages

[1] Rotation Lists

On the Messages calendar, if you see "1" in a salmon color coded box that indicates that the device or group is scheduled to play from one Rotation List within that hour, and if you see "2" in a lilac coded box that indicates that the device has 2 Individual Message scheduled to play during that hour.

You can see detail on what is scheduled to play during a particular hour by clicking on that hour window on the calendar. The hour slot in the calendar turns black, and the slider opens to display information about how the messages are scheduled:

Message Schedule
Saturday | 27 Aug '16 | 2:00 AM

March Specials
8/8/2016 - 9/1/2016 02:00am

July Extravaganza
6/22/2016 - 7/31/2017

Raman List
8/8/2016 - 9/7/2016

Messages scheduled for a group display the Group icon below the color coded square; see 'March Specials' and 'Raman List' above. The message 'July Extravaganza' is scheduled on the device zone and does not display the Group icon.

Group Calendar View

The Group Calendar View differs in that only messages scheduled on the selected group will be displayed.

If you wish to schedule messages to play on multiple devices, you should use the Groups tab to create the message schedule for a Group. This allows you the flexibility of moving devices between groups. For example, you may have one group for stores that open at 8:00, another for those that open at 9:00, another for stores that have a bakery department, and another for all of the stores. One particular device zone can then be assigned to a subset of those groups, and if you need to make a change to the bakery department messages, it will automatically apply the change to all of the assigned devices. And if you open a new store, you can simply assign the appropriate groups and the associated message schedules will be applied.

See the **Groups** section for information on how to assign device zones to groups.

The process to create a message schedule is the same whether it's created for a single device zone or for a Group.

Create a Message Rotation List

A Message Rotation List is a group of messages that you can program your device to play from; it will cycle through them in the order you specify in the list.

Click "Create New List" to create a Message Rotation List.

Enter a name for your list in the "Rotation List" box at the top. Using the Available Messages list on the left, click the + sign to add messages to the list. Change the order of the messages in the list by clicking on the message name and dragging it to the desired position. If there are messages you want to play more frequently than others, add them to the list multiple times. Click Save when finished.
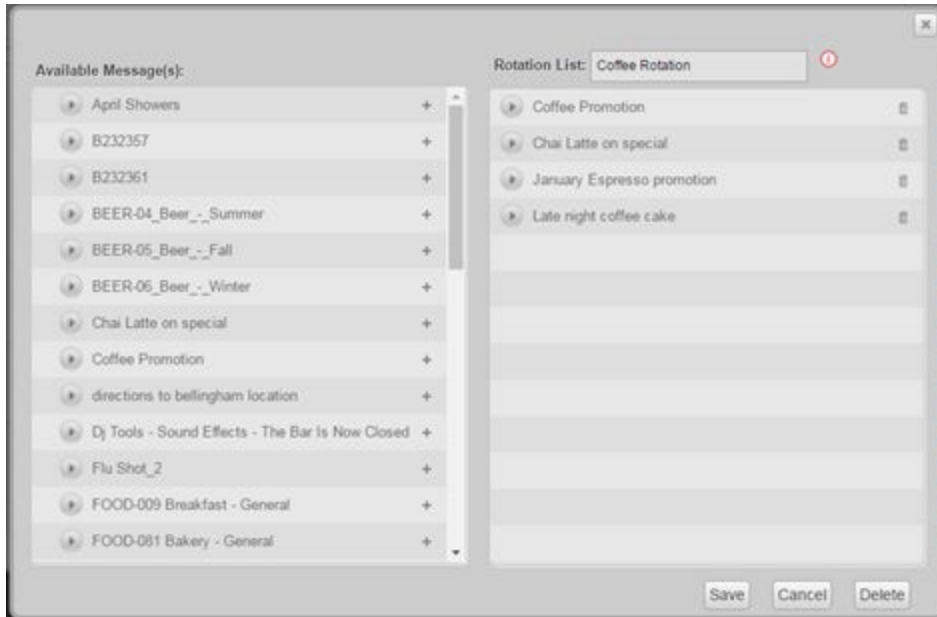
Click the play button to listen to any of the messages.

Schedule a Message Rotation List

Once you have created the Rotation List, it will appear in the Rotation List tab. Select the + symbol to the right of the list to schedule it. The start date will default to the current date. Enter the end date that you want the schedule play through. Select the hours of the day the messages should play. Select the message play; Every [ ] Songs will play one message from the list every X songs (in the example below a message will play after 3 songs), and Every [ ] Minutes and [ ] Seconds will schedule them by time.   Click Save when you've completed your schedule parameters.

Edit a Message Rotation List

To view and edit the contents of an existing list, click the icon to the left of the message list name as circled below.
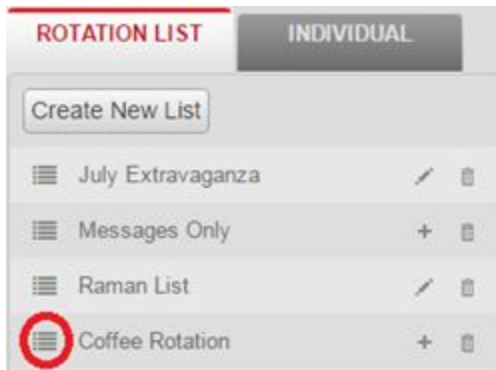
Make the desired changes and click the Save button.

Delete a Message Rotation List

To delete a Rotation List select the trashcan next to the list in the Rotation List tab.

Individual Messages

The Individual tab displays the message roster; the list of all messages available for you to schedule. The messages Roster allows you to listen to messages, add a new schedule, edit an existing schedule (similar to clicking the event in the Calendar View), or delete a schedule.

Individual message schedules can be combined with a message rotation list. For example, if you have a rotation list that plays a message every 2 songs, but you have a specific message that needs to play at noon every day, you can schedule that as well. If the device has more than one message scheduled to play at the same time, it will play them back to back.

Schedule an Individual Message

Click + in the messages roster for the message you wish to schedule.
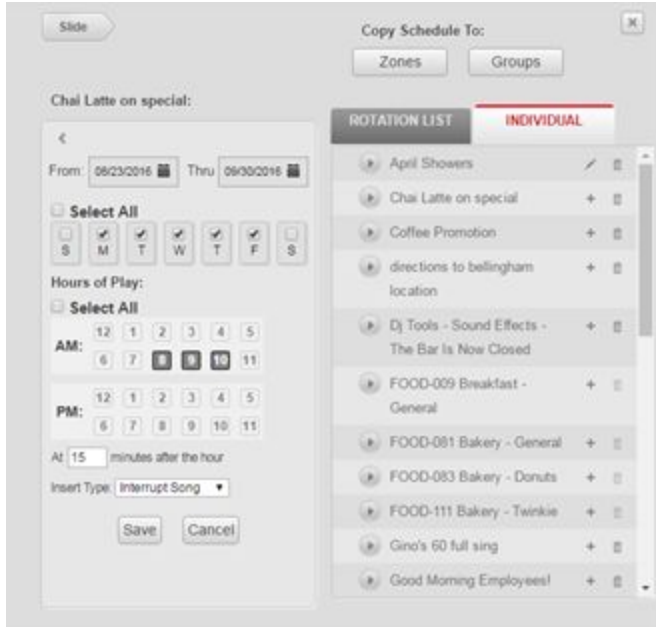
The start date defaults to today - click the date to change it if needed. Select the end date you want the message to play through. Select the days of the week the message should play. You can click "Select All" as a shortcut for all days of the week.

Select the hours the message should play. Select the minutes after the hour. Select the insert type of "ASAP (Between Songs)" to indicate it should play as soon as the song that's playing at that scheduled time finishes, or "Immediate (Interrupt Song)" if it should interrupt the song and play at that exact time of day.

In the example pictured above, the 'Chai Latte on special' message will play Monday through Friday at exactly 8:15, 9:15 and 10:15 AM.

Click Save when you've completed your entry.

Edit a Message Schedule

When viewing messages for a device zone, all Individual and Rotation List messages scheduled (via zone or a Group that the zone is a member of) will display the pencil icon next to the message or Rotation List. When you click the pencil icon,

those schedules you have permission to edit will display a pencil icon. Schedules you do not have permission to edit will display a view only (ellipsis) icon. Message schedules for a Group that includes zones you do not have access to cannot be edited.

Click one of the entries in the Calendar View, or click the pencil icon for that item in the Rotation List or Individual tab. The same scheduling window will appear as if you were adding a new schedule, but it will be pre-populated with the dates and events for that schedule. Make the desired changes and click the Save button.
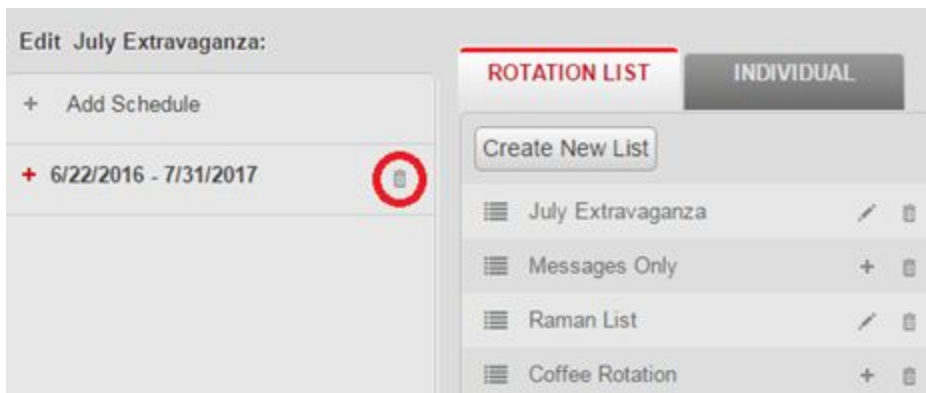
When editing a rotation list or message scheduled on a group, you will see the following message:
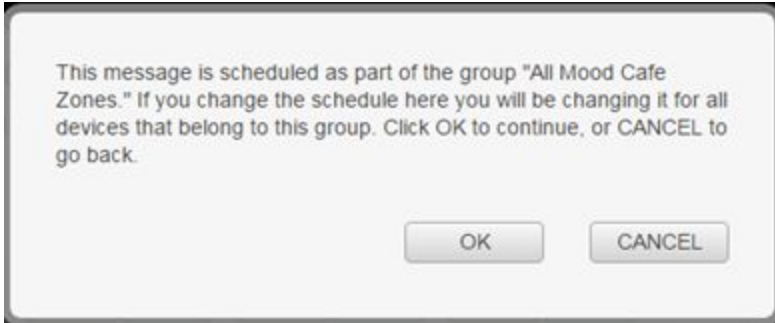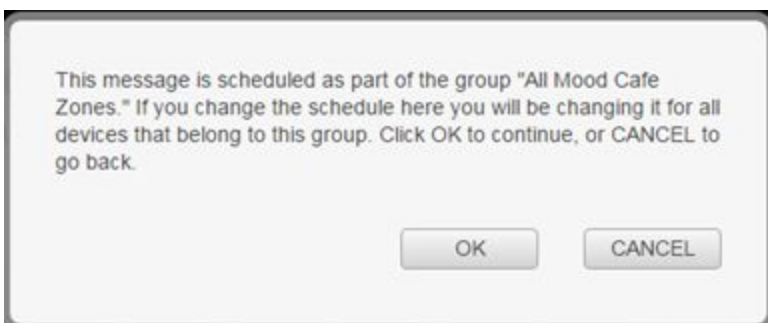
If you select OK the changes made to the schedule will affect every device that belongs to the group, not just the device schedule you have opened. To verify group membership see the **Groups** section.

Delete a Message Schedule

To delete an individual message schedule click the pencil icon, then click the trashcan icon for the schedule you wish to delete.

When deleting a rotation list or message scheduled on a group, you will see the following message:


If you select OK the message will be deleted from every device that belong to the group, not just the device schedule you have opened. To verify group membership see the **Groups** section.

Create a New Message

The Mood Control Site allows you to upload a digital audio message file to be scheduled and distributed to your

devices. You will see an "Upload Message(s)" buttons at the top of the messages screen.
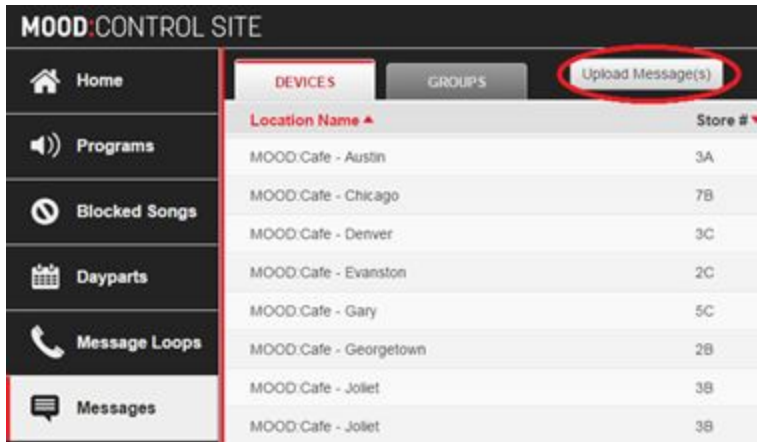
You may upload audio files with the filename extension .wav or .mp3. The maximum file size is 60 MB.

To create a message, click the "Upload Message(s)" button. Select the message file(s) that you wish to add. The message names will default based on the file name; change as needed. To upload more than one message at a time, click the Add Files button to attach the next file. Once all message files have been selected, click Start Upload. Once the upload is complete click the Done button.
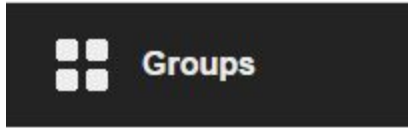

Your new message(s) will now appear in the list of available messages for scheduling.

Delete a Message

To remove a message from your library of available messages, click the trashcan next to the message in the "Individual" tab. Message deletion is permanent and cannot be undone once the changes are published.

10. Groups

Groups allow you to combine playback zones on different devices or in different locations in order to schedule dayparts or messages to multiple, associated zones at once. Individual device zones may be members of multiple groups simultaneously. This allows you to create groups by geographic region, by device zones serving common areas in different locations (such as all Lobby zones or all Bakery zones), or by any combination of the two.

When you open Groups, the first screen you see is a list of groups which contain devices you have access to. This page allows you to create a new group (Add Group button), or show grouping by either Groups (Groups Tab- this is the default view) or Zones (Devices Tab.)

Viewing by Groups allows you to select a group to edit (click the Group Name) to see which zones are members, and to add or remove zones. Viewing by Zones allows you to select a zone to see of which groups it is a member, and then add or remove that zone from groups.

Add Group

"Add Group" allows you to create a Group. When creating a new group be sure to add a brief description and you will be able to associate zones with a zone type that corresponds to the selected group type.

Edit a Group

Clicking a Group Name allows you to modify the Group Name, Description, or zone membership. To modify the name or description, simply type the new information in the editable fields. The description is limited to 1,000 characters.

The default view is all locations with zones that are already members of that group (Included tab). To add or remove zones from the group, find the location you wish to work with. You can sort by clicking any of the column headers.

If you want to add zones to a group, click the "Excluded" tab. You will see a very similar screen, but all these locations listed have zones that are not yet members of the group.

Zones already in the group will have a checkmark next to the included zone number. To remove a zone from the group, click that check mark for the zone to be removed. Zones available to add to the group will have an unchecked zone number. To add these zones to that group, check the box for the zone to be added.

To save your progress in groups at any time, click the Save button. To cancel your progress, click the Cancel button.

In order to submit your changes to MOOD and update your devices, you will need to click Publish Changes. Only do this if you have no other changes to make in Dayparts, Messages, or Groups. If you have other changes to make, use the Save button instead. Your changes will be saved even if you log out.

Manage a Device's Group

Alternately, you can add a device zone to a group by navigating to the Devices tab and selecting a zone:

You will be presented with a pop-up that displays all groups to which the zone is eligible to be added. Any groups to which the zone already belongs will be checked; to add it to additional groups simply check the box next to the desired group(s) and Save when finished.

11. Reports

The Mood Control Site provides access to some commonly requested reports. To open a report, click the Report Name. Some reports generate automatically and some require you enter information such as a specific Device ID number or a date range before generating the report.

If you generate a report that returns no information, you will see a message "No results to display". You may see this if you run a report that doesn't apply to you (such as Ethernet IP Detail if all of your locations are CD update) or if you entered a Device ID that isn't valid for you.

Following is a list of the Reports and a brief explanation of each:

Connection History of Device: This report displays details of the last 50 network updates for a network-update device. Data includes the connection duration, how many songs were downloaded, and the data transfer rate in KB/s. This report does not apply to disc-update devices. You will need a specific Device ID number for a network update device in order to generate this report.

Control Site Update Audits: This report includes information on updates processed for your devices. This report requires a date range. Detail includes the date the changes were made, who processed the update, what type of changes were made as well as how many devices were affected.

□**Device Listing**: This report lists your location's active devices. Detail includes the Device ID, device serial #, and update method. This report does not require any specific information, and will return information for both network and disc updated devices.

Disc Shipment Detail (Last 30 Days): This report includes details of disc updates created for your locations in the past month. If the disc shipped via UPS, the tracking number will be provided. This report does not require any specific information, but will only return information for disc-updated devices for which an update has been sent in the past 30 days.□

Ethernet IP Detail: If you have devices that connect for updates via Ethernet, this report lists device's IP addresses and other IT-related configuration settings. This report does not require any specific information, but will only return information for network-updated devices.

Group Membership: This report lists all of your device zones that are members of a group(s). This report does not require any specific information, but will only return information if you have groups set up either by yourself in Control Site, or by a Mood representative.□

Location Addresses: This report lists the addresses Mood has on record for each of your locations. This report does not require specific information, and contains both disc and network update locations.

Message Playback Log: This report will list all messages that a device played on each zone for a specified date range, and the number of times that each message played in each 24 hour period. This report requires a date range. You may run it for a specific Device ID by including that Device ID number, or run it for all your

messaging-enabled, network update locations by leaving the Device ID field blank. This report only returns information for messaging-enabled, network update devices that have connected during the date range you select.

Message Schedule on Device: This report lists all messages scheduled to play on all zones of an individual device from today's date forward. If the device is a member of multiple groups, the message schedules associated with those groups will display. The days of week columns list the hours-of-day that the message is scheduled to play. Combine that with the minutes after the hour column to determine scheduled playback times. This report requires a specific Device ID for a messaging-enabled device.

Network Device Connection Status: This report lists the active devices that are configured to receive updates via a network connection. Data includes the most recent date and time that the device connected to receive an update. This report does not require any specific information, and only returns information about network update devices.

Playlist Version on Devices: The report lists all devices, the programs to which they subscribe and details about the last playlist version that was sent. For devices using network update, the report also lists the playlist version actually loaded on the device as of its last connection.

You have the option to both print reports directly from Control Site as well as export them to your computer to be opened and saved using a spreadsheet program (this is also how you would share a report via e-mail.) Most reports will print correctly in landscape mode, so be sure to select that option when your print dialog box appears.

12. Administration
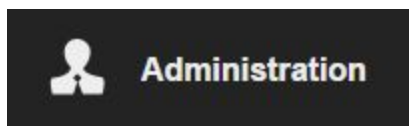
The Administration module is visible to users with an administrator login. This module is where you create new logins, delete logins and associate logins with specific device access.

Users: This is a list of existing users that can log into Control Site. The Type column indicates their level of access; All Locations, Region or a single Location.   The Access column indicates which Region or single Location the user has access to.

To delete a user, click the trash can.

Click on the user and you will be presented with options to change what region or location they are assigned to, resend the user the Welcome email which contains the login instructions, change their password, or delete the user.

Regions: Regions allow the grouping of locations for granting user access to only those devices.

Click on the Region Name and you will see a Users tab which indicates what users are assigned to the region. Add additional users by checking them. Click the Locations tab to see which locations are assigned to the region and add and remove locations as needed. Use the trashcan to remove the region.

Locations: Select a location from the Locations tab to view what users are assigned single location access to that location, and what regions this location belongs to on the Regions tab.

Create a New Region

1. Enter a Region Name and an optional description.
2. Check the locations that belong to the region.
3. Select the Next button.
4. When creating a new region you must create the regional user at the same time. Follow the steps in 'Create a New User' and click the 'Add New User' button to assign the user to the region.
5. Click the 'Finish' button to complete the setup and publish the changes, or 'Finish and Create Another' to create another Region + User.
6. Continue to make more additions or publish the changes.

Create A New User

1. Click the 'Create New User' button at the top of the page.
2. Add First Name, Last Name and the email address to be used as the Control Site login.
3. Select Access Type (One Locations, Region or All Locations).
4. Choose the location or region the user will have access to if either Access Type was chosen.
5. Select what modules the user should have access to on the site (default is All Modules) by clicking the dropdown and checking the module names.
6. Select the Create User button and continue to add more, or publish the changes.
7. The new users will automatically receive an email with login instructions.

Delete a Region

1. Find the region in the Region tab and select the trashcan icon to the far right.
2. Publish the changes.

Delete a User

1. Find the user in the Users tab and select the trashcan icon to the far right.
2. Publish the changes.

Resend Welcome Email

Use this feature if a user reports that they didn't receive login instructions.

1. Find the user in the Users tab and click to open the detail page.
2. Click the Resend Welcome Email button.

Change a User's Password

Note that users can change their passwords on their own by using the Forgot or Change Password link on the Control Site login page https://control.mymood.com/Account

1. Find the user in the Users tab and double click to open the detail page.
2. Click the Change Password button.
3. Enter the user's new password and click the Set Password button.
4. Publish the changes.