



Endpoint Security Policy

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Presented by:

Tech Americas USA

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Purpose

The purpose of this policy is to regulate protection of the customer network when accessed by Endpoint equipment such as laptops, tablets, and mobile devices. It is designed to protect our employees, customers and other partners from harm caused by the misuse of IT systems and data. Misuse includes both deliberate and inadvertent actions.

The repercussions of misuse of systems can be severe. Potential damage includes, but is not limited to, malware infection (e.g. computer viruses), legal and financial penalties for data leakage, and lost productivity resulting from network downtime.

Definitions

“Users” are everyone who has access to any of the Customer IT systems. This includes permanent employees and also temporary employees, contractors, agencies, consultants, suppliers, customers and business partners.

“Systems” means all IT equipment that connects to a corporate network or accesses corporate applications. This includes, but is not limited to, desktop computers, laptops, smartphones, tablets, printers, data and voice networks, networked devices, software, electronically-stored data, portable data storage devices, third party networking services, telephone handsets, video conferencing systems, and all other similar items commonly understood to be covered by this term.

Objective

The objective is to reduce the risk of security breaches that could result from the connection and use of Endpoint devices. This policy seeks to limit security threats by:

- Ensuring Users are aware of the requirements and restrictions around Endpoint devices.
- Enabling protective measures and controls to manage Endpoint security and software compliance risks.

Audience

Everyone who works at Tech Americas USA or anyone performing work on behalf of Tech Americas USA including contractors, consultants and volunteers are subject to this policy and responsible for the security of customer IT systems and the data on them. As such, everyone must ensure they adhere to the guidelines in this policy at all times.

Scope

This policy covers all Endpoint devices connected to any customer network.

Policy

This Audience is responsible for ensuring that:

Information Security

- All care is taken to prevent unintended exposure, modification, or removal of private, copyright, or confidential information as a result of leaving this information on the screen or desk, or exposed in such a way that it can be viewed or accessed by an unauthorized individual. This includes information stored on portable storage media or hard copy.
- Any private, sensitive, or confidential information that is stored on such an Endpoint device has the appropriate security controls to restrict and prevent retrieval or intercept by an unauthorized third-party.

End Point Software

All software contains security vulnerabilities, and software vendors are constantly supplying updates (patches) to address these vulnerabilities when they are identified.

- Endpoint software Operating Systems (OS) and application software are to be kept up to date with the latest security related patches, as soon as it is practical to do so, i.e.:
 - Critical security patches are applied within 1 week of them being released by vendors
 - Important security patches are applied within 2 weeks of them being released by vendors.
 - Endpoint systems must be restarted following installation, to ensure security patches have been fully installed.
 - Where possible, it is recommended that Endpoint devices are set to auto-update their security patch levels, and restart if necessary to complete the installation.

Computer and Data Security

If data on the Customer systems is classified as confidential users must take all necessary steps to prevent unauthorized access to confidential information.

Users are expected to exercise reasonable personal judgement when deciding which information is confidential.

Users must not send, upload, remove on portable media or otherwise transfer to a non-Customer system any information that is designated as confidential, or that they should reasonably regard as being confidential to the Customer except where explicitly authorized to do so in the performance of their regular duties.

Because information on portable devices, such as laptops, tablets and smartphones, is especially vulnerable, special care should be exercised with these devices.

Multiple layers of security practices should be utilized for devices connected to the Customer systems. These layers include firewalls, up-to-date anti-virus software, current software security patches and spyware removal and detection software.

Users must at all times guard against the risk of malware (e.g., viruses, spyware, Trojan horses, rootkits, worms, backdoors) being imported into the Customer systems by whatever means.

All devices being connected to Customer systems should be for professional use and not contain personal documents or any have any content related to activities that are inappropriate for the Customer to be associated with and/or are detrimental to the company's reputation, including pornography, gambling, inciting hate, bullying and harassment.

Enforcement

Tech Americas USA will not tolerate any misuse of customer systems and will discipline anyone found to have contravened the policy, including not exercising reasonable judgment regarding acceptable use. While each situation will be judged on a case-by-case basis, Users should be aware that consequences may include the termination of their employment.

Use of any of the customer resources for any illegal activity will usually be grounds for summary dismissal, and Tech Americas will not hesitate to cooperate with any criminal investigation and prosecution that may result from such activity.

Acceptance and Authorization

Performing service work by accepting a work order from Tech Americas USA implies acceptance of this policy. I have read and understand and agree to abide by its terms and conditions. I understand that violation of the use and provisions stated in the policy may result in limitations, suspension or dismissal, and/or disciplinary actions by Tech Americas USA or by legal authorities.



Lounge Training TV Installation and BCM Phone System

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Lounge Training TV & Cabling

Overview

TJX (Marshall's, Homegoods, Home Sense & TJ Maxx) is installing a Training TV in the employee Lounge. The TV will be mounted on a rolling stand. One (1) cable will need to be run from the nearest MDF/IDF closet with an available switch ports between 41-46.

Training TV Cable will be terminated at the patch panel and RJ45 jack in a Cut-in plate 44" from floor near existing Time Clocks.

Materials

TJX will ship the following materials direct to technician

- Stainless plate
- Purple RJ45 Jack (Training TV)
- Purple Patch Cord
- CAT5e Cable (Training TV)
- Technician will need to provide label printer and low voltage (cut-in) ring

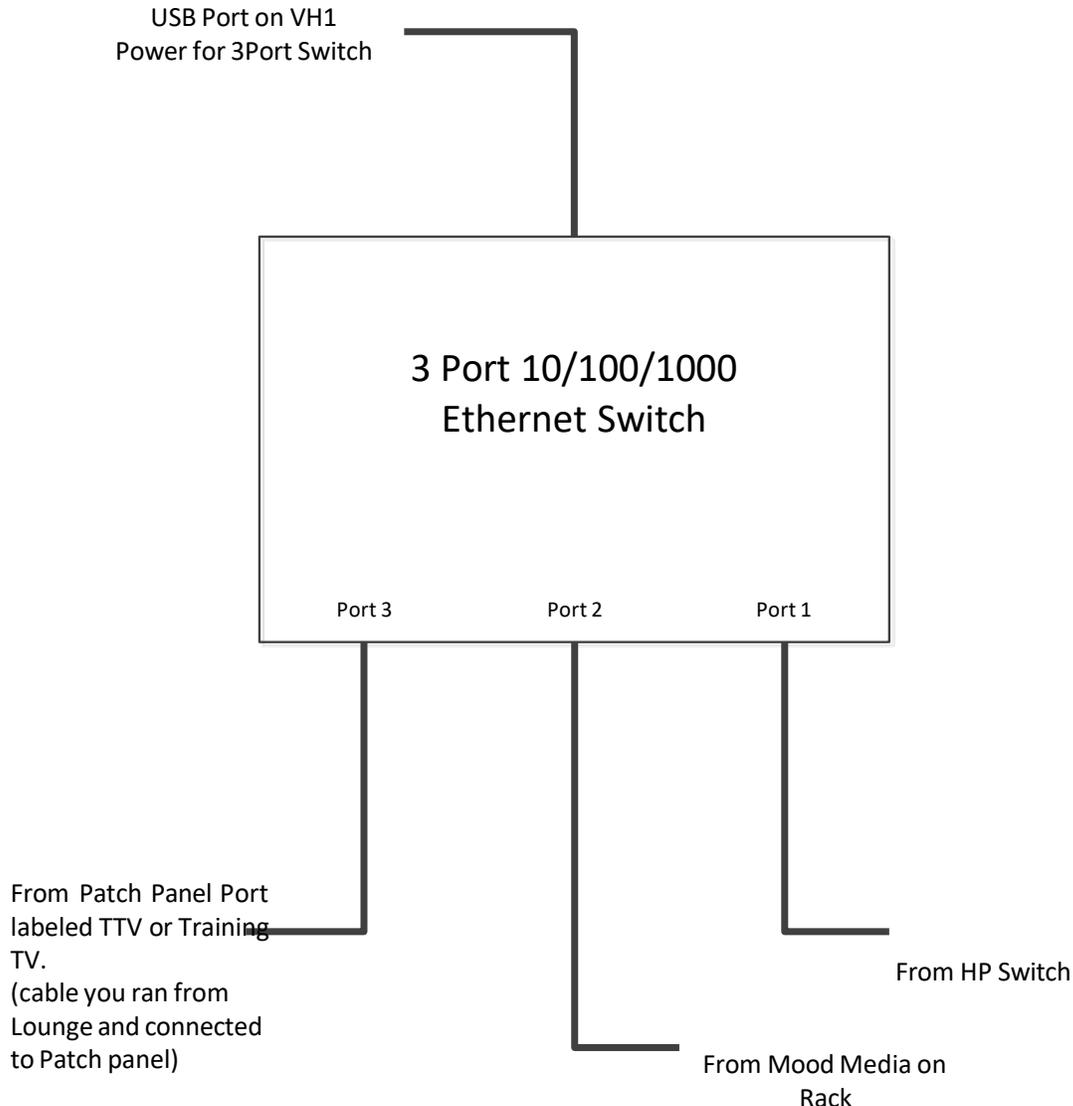
Assumptions

- Cable run should not exceed 300-feet. If run exceeds call TA PM/PC team at 281-668-3211
- Ceiling heights should not exceed 10 to 12-feet where the use of an 8 to 10-foot ladder could be used. If a lift is needed call TA PM/PC team
- Onsite environment assumes drop ceiling. If site ceilings are not drop ceiling call TA PM/PC team
- Equipment should not be damaged. If any of the equipment is found to be damaged or is missing anything, escalate to the TA PM/PC. Will need to also take pictures of damaged equipment and the box it was shipped in.

Training TV and AP Cable Installation

1. Contact Tech Americas Call Center 281-668-3211 for Check-In and Security Code
2. Check-in on-site with Manager on Duty
3. Contact TJX Command Center to Check-In
 - a. TJX Command Center 888.444.4848
 - b. Option 1 English/Option 9/Option 5
 - c. Option 9 and 5 are Silent Options. Wait for prompts
4. Locate Nearest Switch to Lounge with Port 41-46 available
 - a. Only Switches are labeled H/H2/H3 can be used
 - i. Labels on side of switch
 - ii. Loss Prevention (LP) Switches H4/H5 not available
 - b. IDF (ASM/Cash Office) – 41-46 Commonly Available
 - c. MDF (System Room) – Only available if 2 or more switches installed
 - d. MDF (System Room) If port 41 – 46 is not available you can share the line with the Mood Media player that is installed for the stores music using the 3 port switch you received.
 - i. Connect the USB cable to VH1 server (used for power to the 3-port switch)
 - ii. Disconnect the data cable from the existing Mood Media player located on the rack & connect it to port 1 on the 3 port switch. The other end connects to HP switch. Do not disconnect this cable from the switch.
 - iii. Install a patch cord from port 2 on the 3 port switch to the existing Mood Media

- player located on the rack.
- iv. Install a patch cord from port 3 on the 3 port switch to the port on the patch panel labeled TTV or Training TV (new cable you installed).



5. Run 1 Cables from Nearest Patch Panel with Switch Port Available Port 41-26
 - a. Training TV – Cut-in Plate 44” from floor near Time Clock
 - i. Terminate RJ-45, install Stainless Wall Plate Label Training TV
 1. Remove protective coating from plate
 - ii. Terminate at Panel, Test Cable & Label TTV or Training TV
6. Assemble Stand and Mount TV
 - a. Mood Player Velcro Center Back of Stand
 - b. TV Remote Velcro Back Left Stand
 - c. Mood Remote Tether to Front Left Corner of Shelf
 - d. Tether Mood Remote to Battery Door (Lower Half of Remote)
7. Connect Mood Player & Label Connections
 - a. Label TV Power

b. Label Data

- c. Label Plate
- 8. Contact TJX Command Center to Verify Player is On-Line
 - a. TJX Command Center 888.444.4848
 - b. Option 1 English/Option 9/Option 5
 - c. Option 9 and 5 are Silent Options. Wait for prompts
 - d. Verify Player Online
 - e. Provide Return Shipping Number
 - i. Label is shipped with Equipment
 - ii. Return any 3-port switch, power adapter and all left over equipment
 - iii. Leave with Manager
 - f. Check out with the Command Center. If the site is complete, they will provide a SOT#. If the site is not complete, they will provide a TTR#, both which need to be recorded and provided to TA when checking out.

Documentation: All pictures will need to have a sticky note with the store # you are at, date, & name of technician.

- g. Picture of TV Back
- h. Picture of TV Front
- i. Picture of Wall Plate Labeled Training TV
- j. Picture of Patch Panel Labeled TTV or Training TV
- k. Picture of Switch Port used (ports 41-46).
- l. Picture of Return Shipping Label
- m. Picture of Completed Check-off List (attached)
- 9. Contact Tech Americas Call Center 281-668-3211 for Check-Out and Security Code
 - a. Record SOT Number or TTR Number
 - b. Verify all pictures uploaded (7-8 Pics)
 - c. Fill-out attached Check-off list, take a photo of it and send it in with the other required photos to: documents@tech-americas.com

Return Shipping

All Unused equipment must be boxed up by the technician re-using a box that was shipped to site & addressed to the following address to be shipped by the Store Management:

Shipping Address: Whalley Computer Associates
One Whalley Way
Southwick, MA 01077
Attn: TJX Depot (413) 569-420

Appendix “B” – BCM Telephone System

1. The BCM Telephone System may be found on the shelf of the system rack inside the system room or on a wall located in the storage area or electric room inside the store. Confirm with the CC if the store has a BCM Telephone System.



BCM



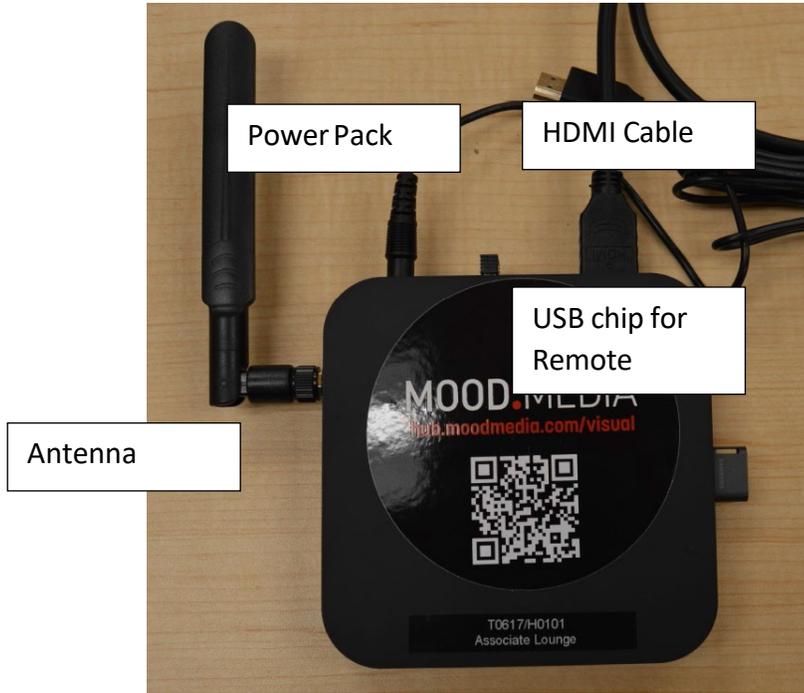
2. Disconnect the patch cable that connects to port 1 on the back of the BCM. The other end of the patch cable should connect to one of the ports 20-24 on the HP Network switch. Be sure to trace the cable back to the correct port and disconnect.
3. Once the patch cable is disconnected, call the Command Center and make sure that the CC is unable to see the BCM Telephone System (last octal will be .188 of the IP address).



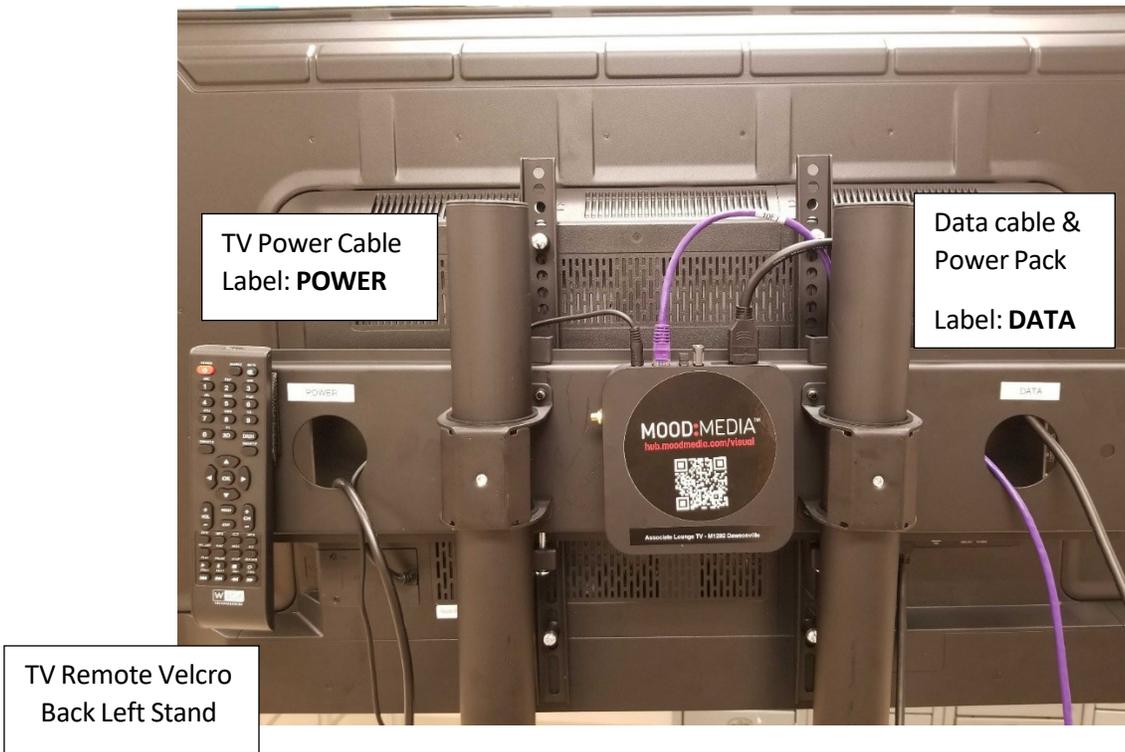
Figure A: Showing the BCM on System Rack
Disconnect from port 1 (second from left)

Example Installation Pictures

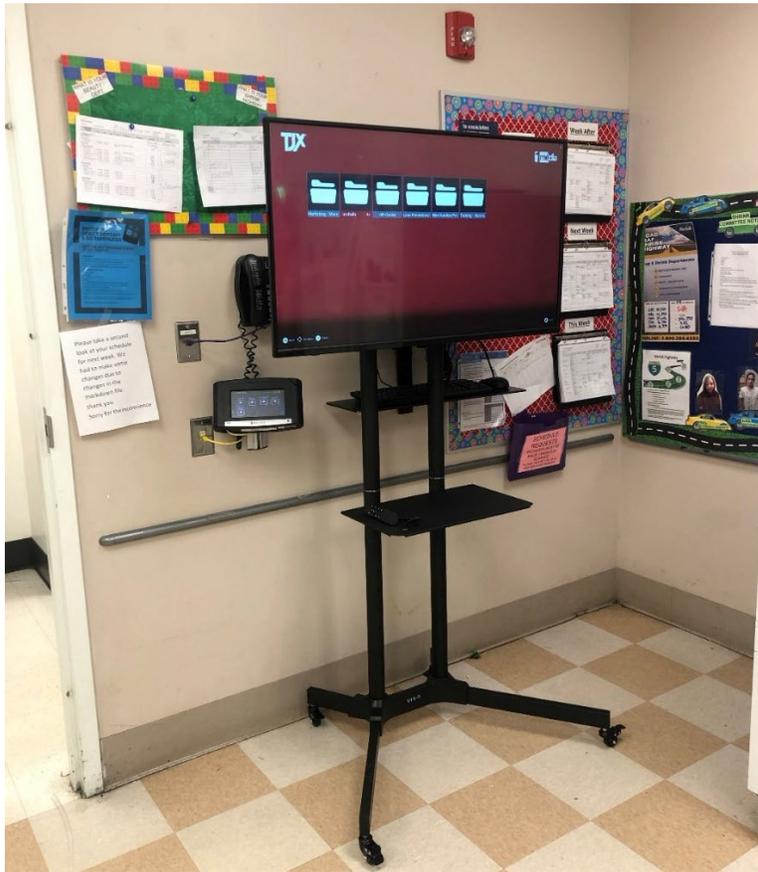
Mood Media Equipment



TV installation Back



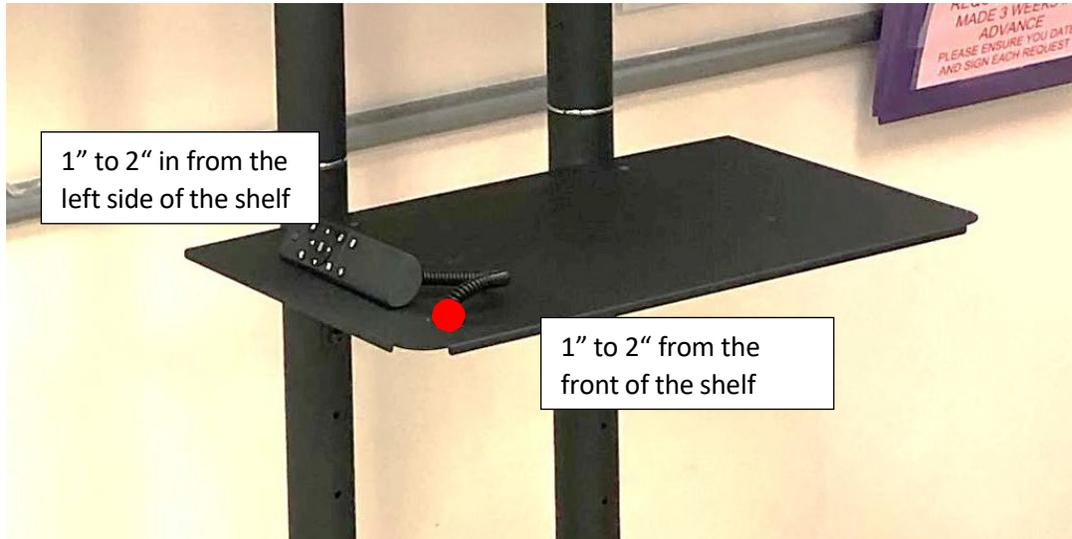
TV installation Front



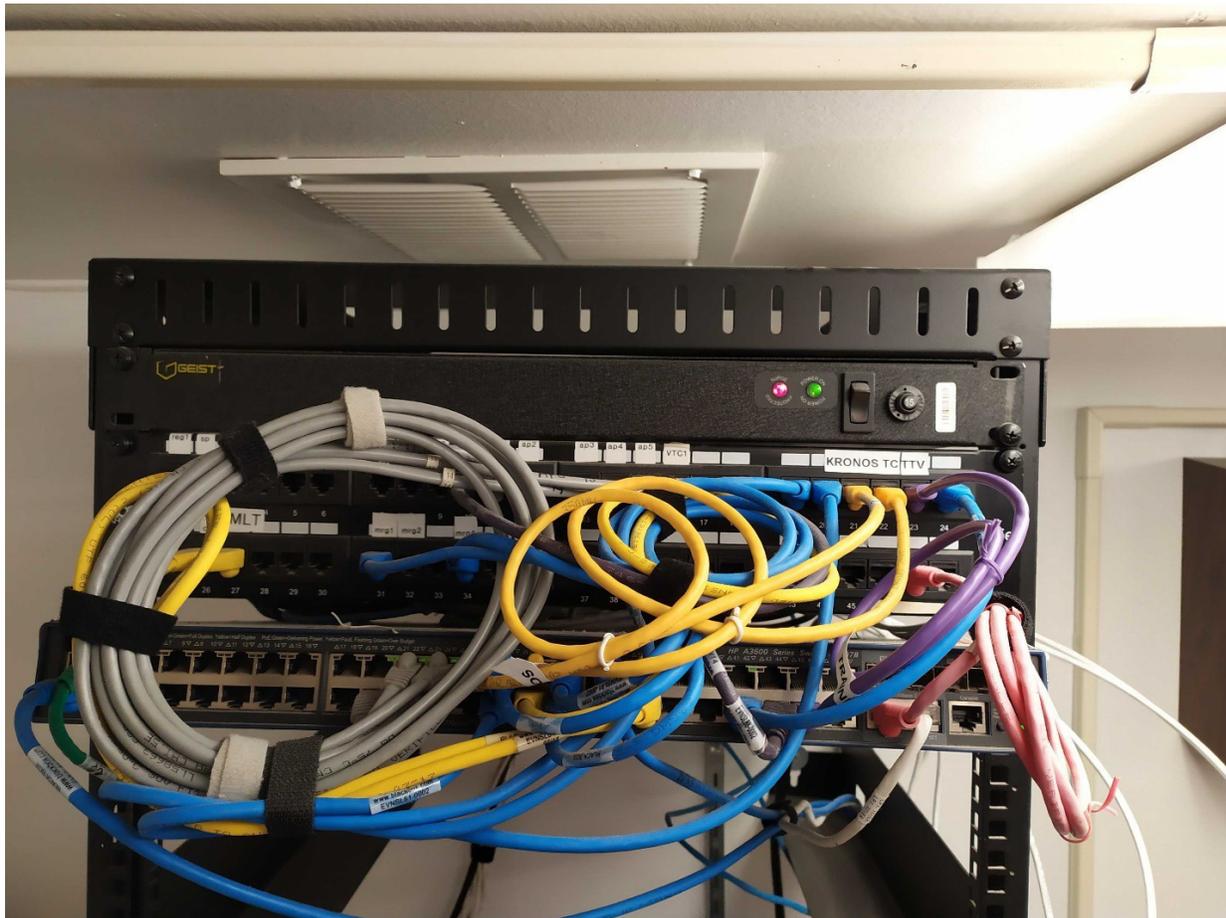
Training TV Wall Plate Labeled Training TV (44" From Floor)



Remote Tether Front Left Shelf (TETHER TO BATTERY DOOR BOTTOM HALF OF REMOTE)



Patch Panel Labeled Training TV (TTV)/Lounge AP (LAP)



Mood Media Checkout Sheet

Store Name: _____ Store #: _____ City: _____ State: _____

Completed TV Stand Assembly

Mounted TV to the TV Stand

Mounted the Mood Media unit to the back of the TV Stand per procedures

Attach the Mood Media remote to the TV Stand shelf as shown in the procedures

Installed a new Cat5 cable from the Lounge Time Clock to the IDF patch panel

Verified with the TJX Command Center that the Mood Media in the Lounge is online

Verify with the TJX Command Center that the BCM is offline

Store Management verified Installation was complete

Took the following photos of the completed project: All pictures must have sticky note attached with the store # you are at, date, & name of technician.

- Front view of the completed Training TV
- Rear view of the completed Training TV
- Data jack for the Training TV
- Switch Port Connection (any available port 41 thru 46 only)
- Patch Panel labeled
- Return shipping label for unused equipment

Document any issues: _____

Store Management Name: _____

Store Management Signature: _____

MOOD:MVISION

Android Media Player Settings User Guide

v 1.0
October 02, 2018

Audience

This guide is intended for any MVision user. No specific technical background is required.

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Introduction

The purpose of this guide is to help users navigate the Media Player's Settings App.

Other Useful User Guides

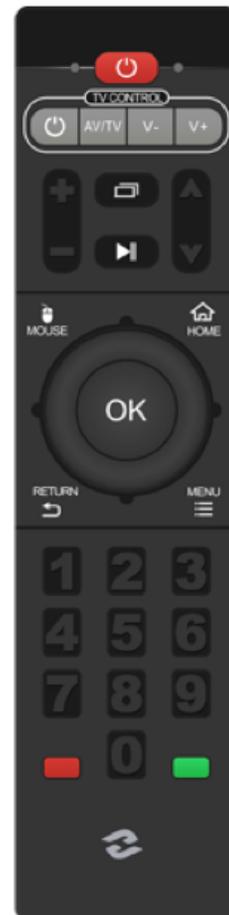
- MVP175 Diagnostics App
- Android P2P Communication
- Offline updater

Requirements

- 1 MVision Android Media Player
- 1 IR Remote Control with AAA batteries (included) - or other input device



IR Remote Control



Access the Settings App

Once the media player is running and playing content, point the IR Remote Control towards the device and hit the HOME button on the top of the Remote Control. This will interrupt playback and display the home screen.

Using the arrows on the remote control, navigate down to the Settings button and hit "OK" on the Remote Control.



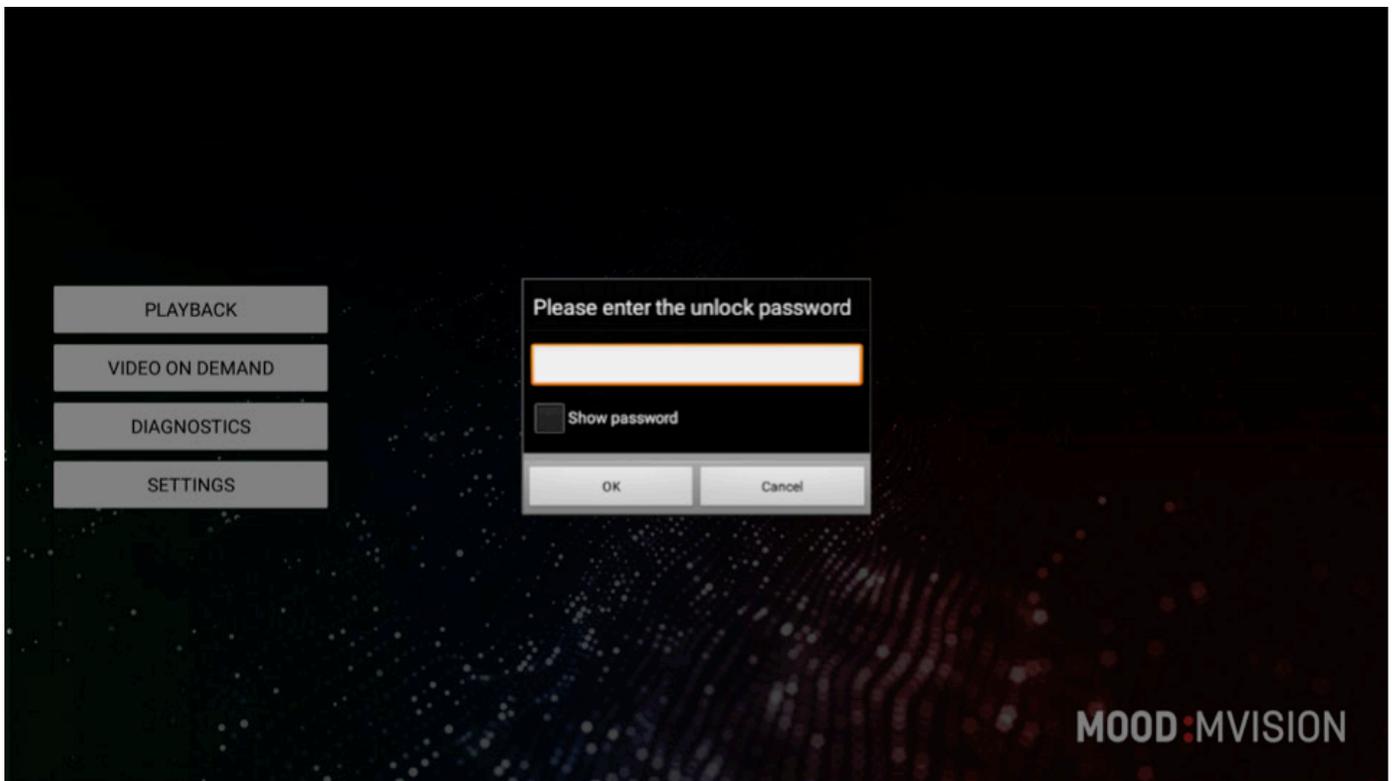
Home Screen

Password Protection:

As a security enhancement, the Settings application can also be password protected.

If so, when clicking on the Settings application, the unlock dialog opens and the user must type in the password using either the remote or the mouse and the built-in onscreen keyboard.

NOTE: In order to enable password protection please contact Mood Media for further information.



Unlock Dialog

Serial

Allows the user to edit the Serial Number of the device.

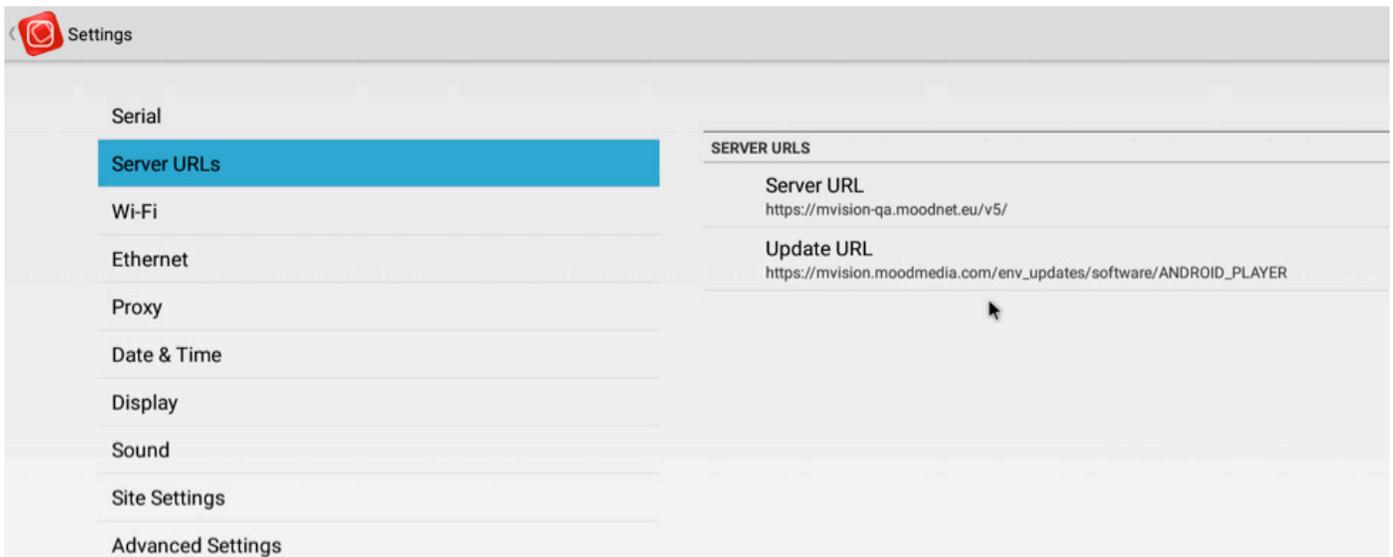


Serial Menu

Server URLs

Allows the user to edit the Server URLs used for content and software updates.

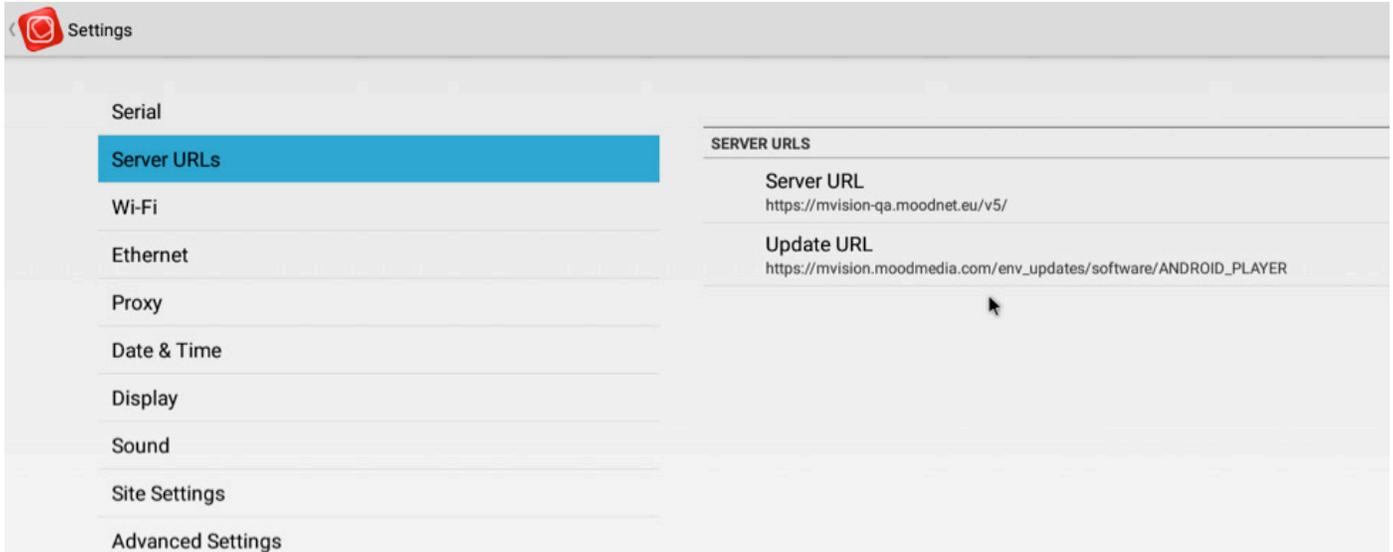
NOTE: This also lets the user switch between HTTP and HTTPS communications with the servers.



Server URLs Menu

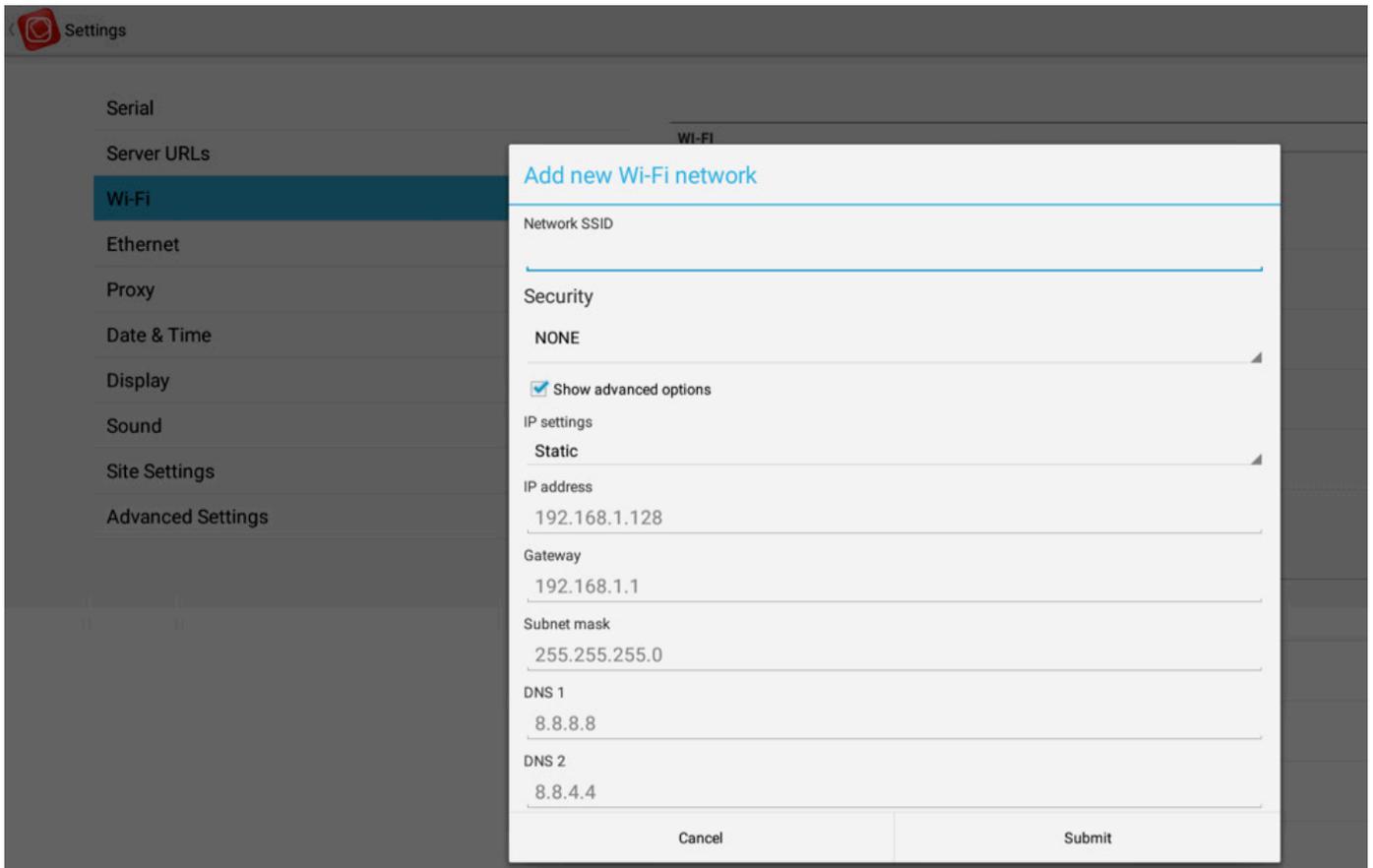
WiFi

Allows the user to scan for available Wi-Fi networks and enable/disable/configure the device's Wi-Fi settings. Also provides the Mac Address of the Wi-Fi NIC.



Wi-Fi Menu

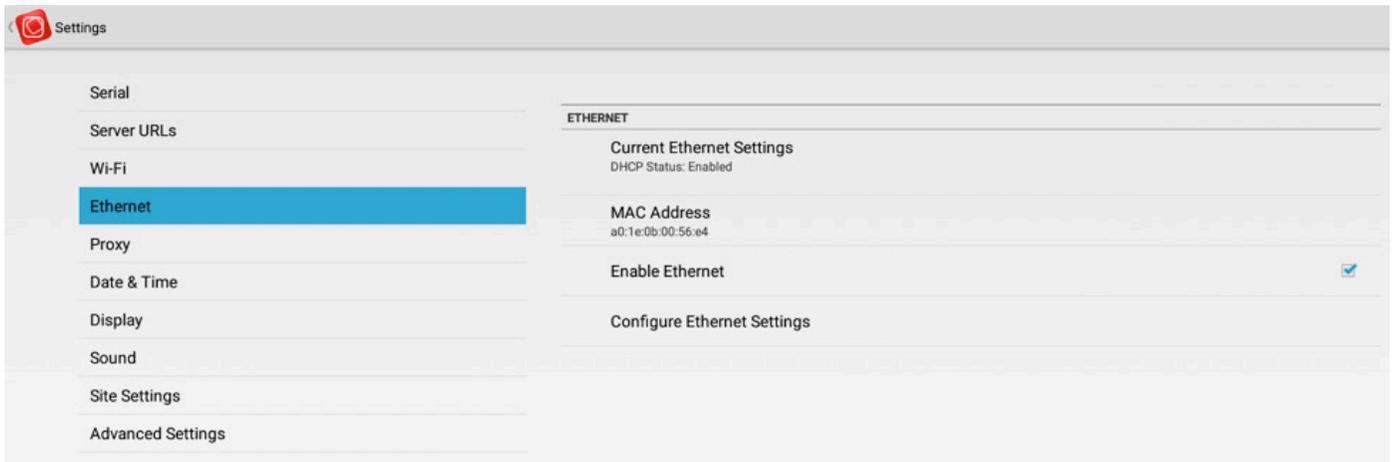
Manually add a Wi-Fi network



Add WiFi Network Dialog

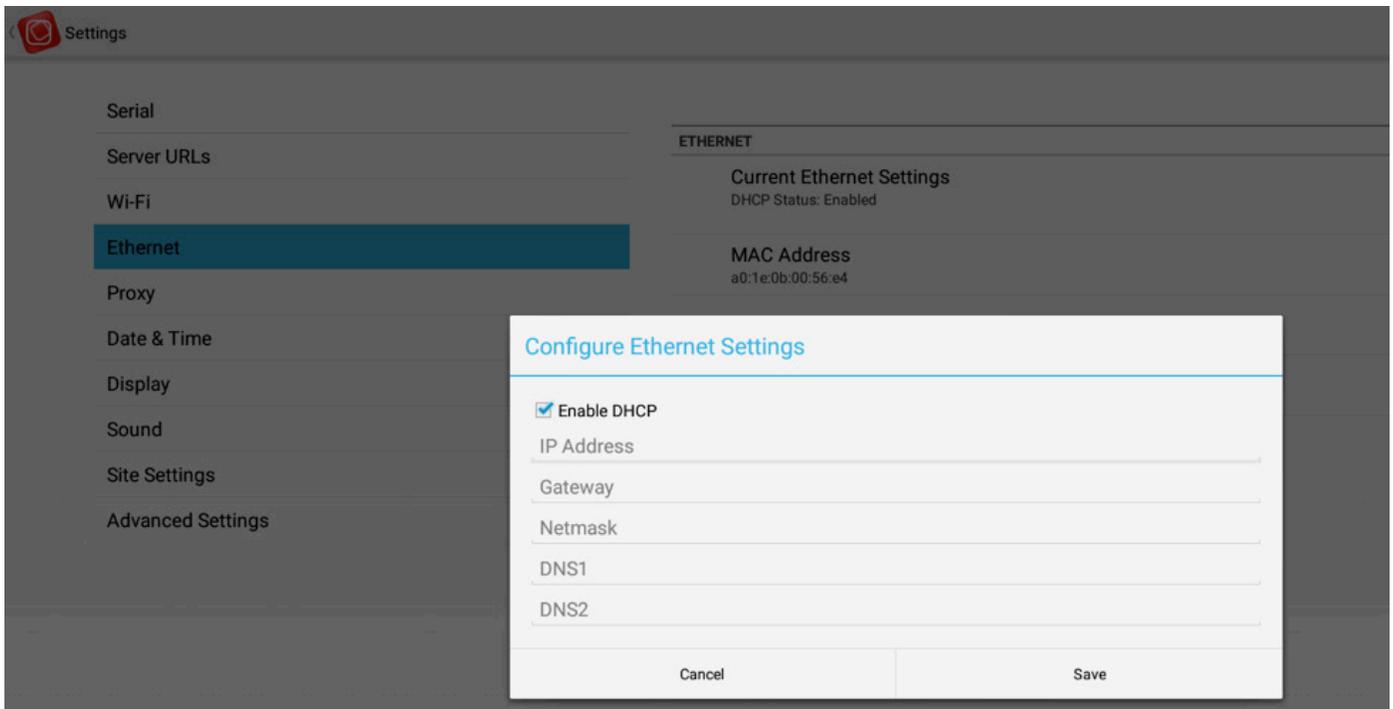
Ethernet

Allows the user to enable/disable/configure the device's wired Ethernet settings. Also provides the Mac Address of the RJ45 NIC.



Ethernet Menu

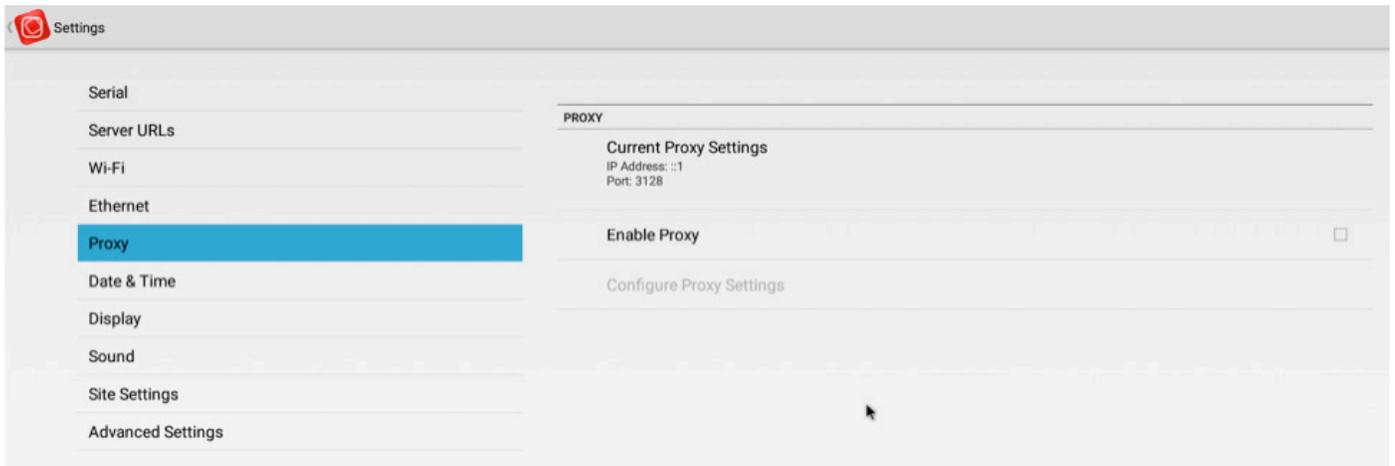
If the "Enabled Ethernet" is checked then the user can configure the Ethernet settings



Configure Ethernet Settings Menu

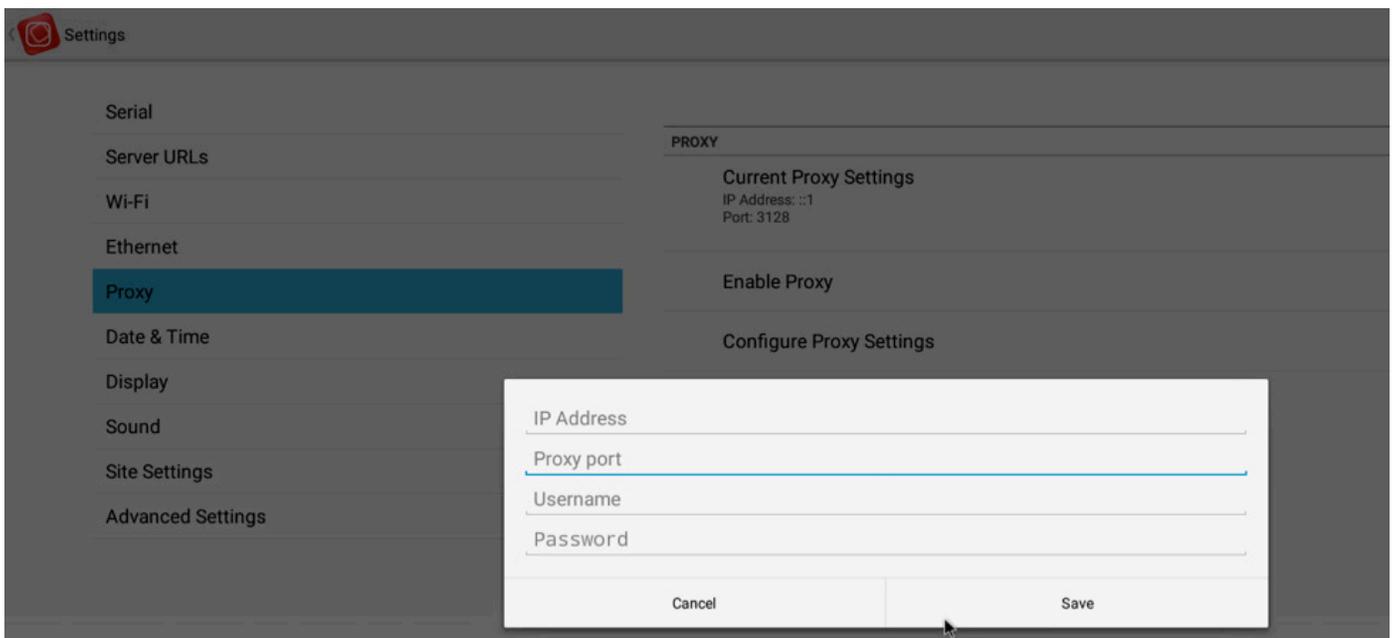
Proxy

Allows the user to enable/disable/configure the Proxy settings: IP, port, user and password.



Proxy Menu

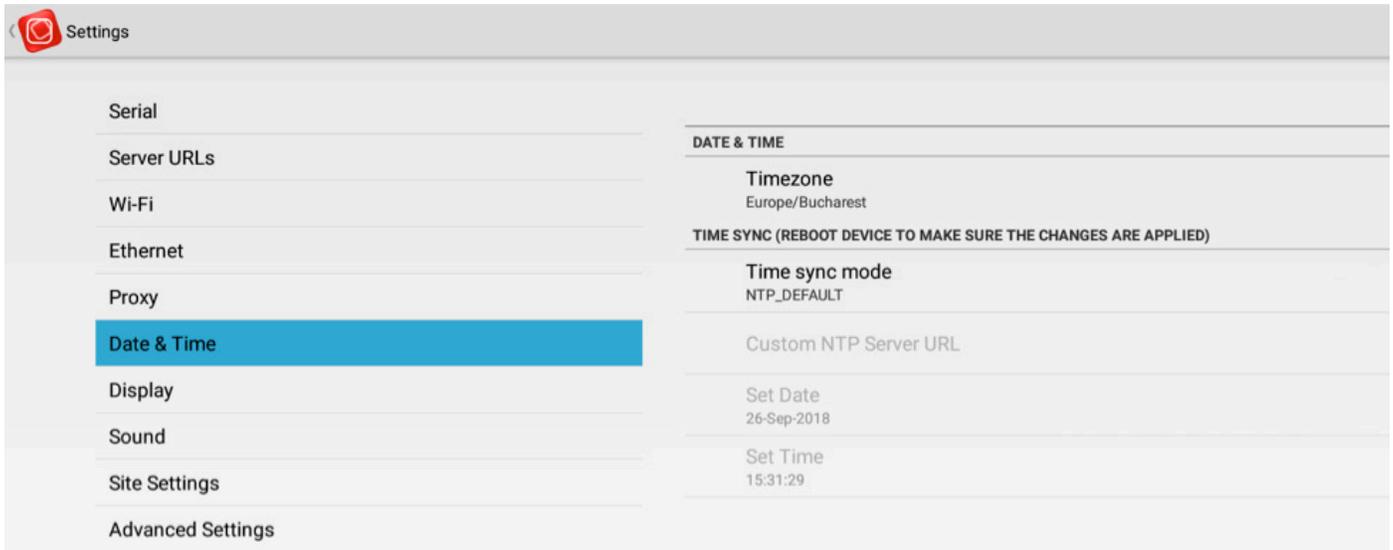
Once the proxy is enabled, the user can configure its settings.



Configure Proxy Settings Menu

Date & Time

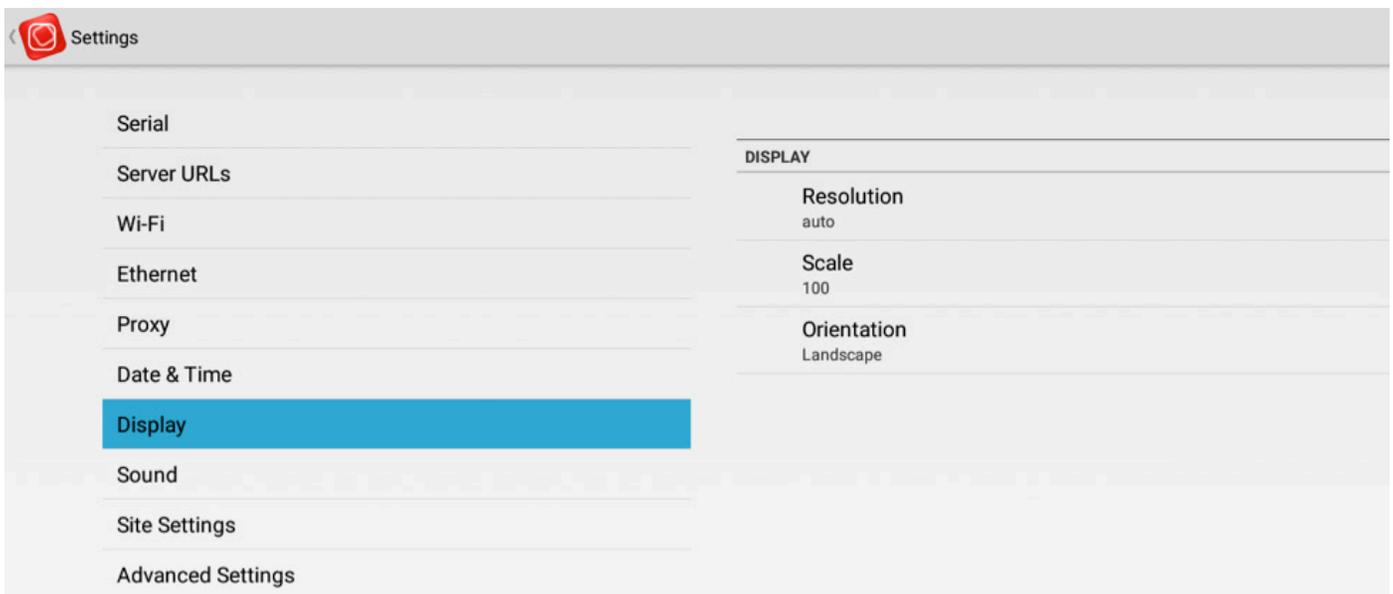
Allows the user to select the appropriate time zone and edit the NTP Server address if a custom NTP server is available.



Date & Time Menu

Display

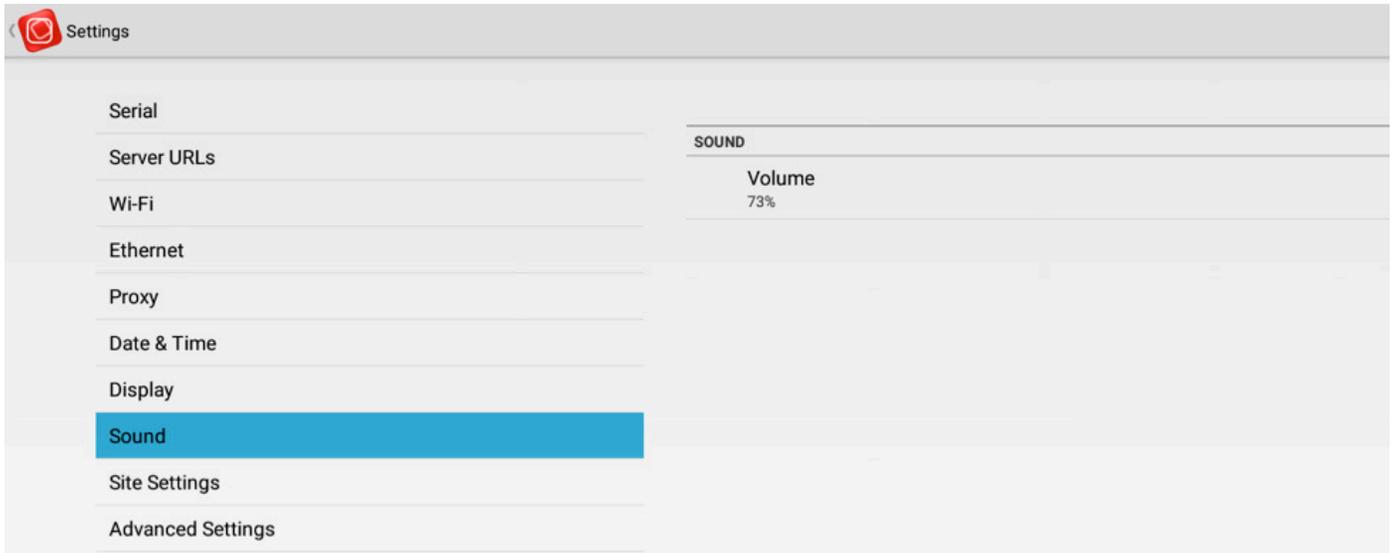
Allows the user to adjust the device's display resolution, scale factor (to mitigate over/underscan settings of some screens) and orientation (portrait vs. landscape).



Display Menu

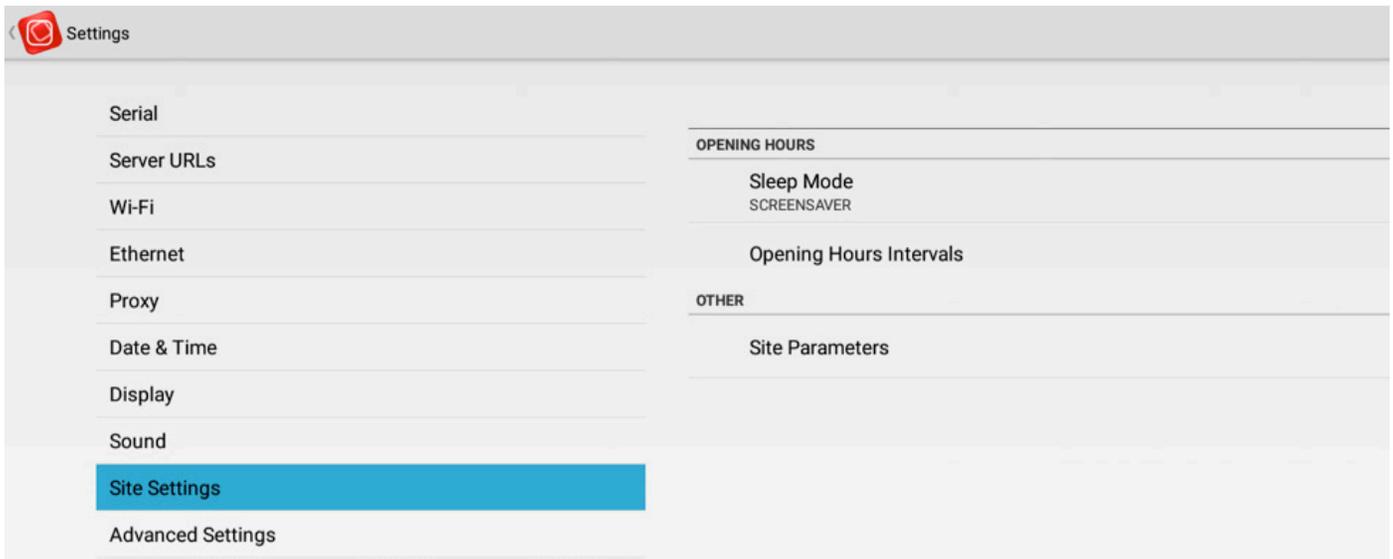
Sound

Allows the user to adjust the device's master volume. Note: the + and - keys on the Remote Control also let the users adjust the volume of the device during playback.



Sound Menu

Site Settings



Site Settings Menu

Opening Hours

Sleep Mode:

Lets the user choose the sleep mode behavior:

- **Screen Off:**

Turns off the monitor/tv (using RS232)

- **Screensaver:**

Displays the current configured screensaver

- **Playback:**

Doesn't interrupt the playback when exiting the opening hours

Opening Hours Interval:

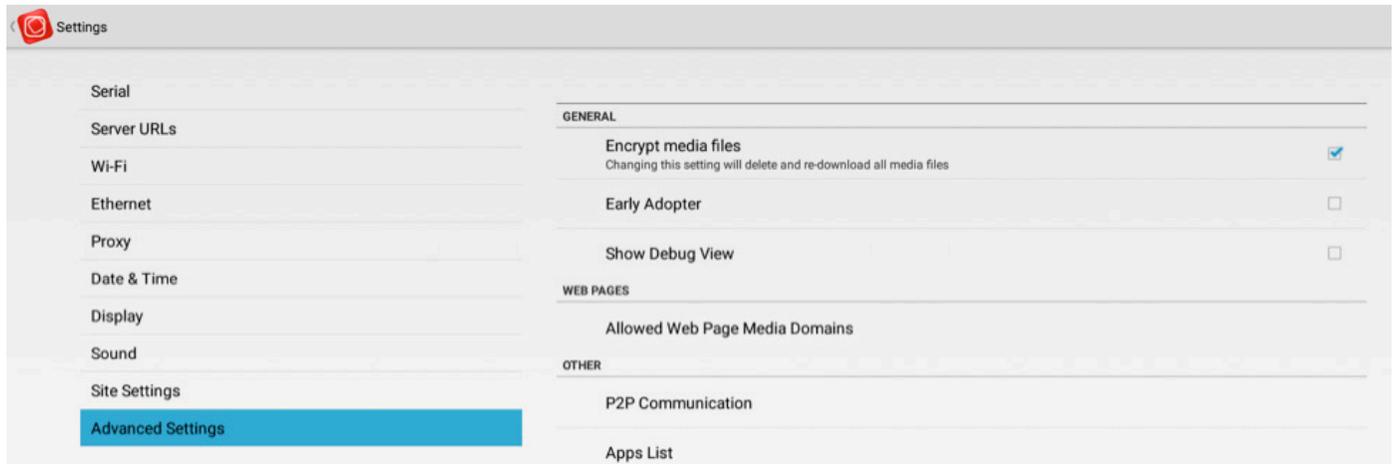
Displays the opening hours intervals from XML file and allows the user to change the opening hours interval. NOTE: these changes are made only on the player side; any change made on the server will overwrite these values.

Other

Site Parameters:

Add/remove/edit the device's custom settings (such as zip codes and location IDs) typically used for dynamic URLs in Web Page Media items.

Advanced Settings



Advanced Settings Menu

- **Encrypt media files:**
If checked, all media downloaded into the device will be encrypted.
NOTE: Changing this setting will delete and re-download all media files.
- **Early adopter:**
When checked, the player will get specific early adopter updates.
- **Show debug view:**
Enables the debug overlay during playback.
- **Allowed web page domains:**
Allows the user to specify what domains are whitelisted when a web page is loaded. If a URL contains an unlisted domain, then its content will not be loaded.
 - **Domain whitelist examples:**
 - **Domain whitelist examples:**
Allows all the *subdomains.example.com* to be loaded
 - **Subdomain.example.com:**
Allows only *subdomain.example.com* to be loaded
 - **Example.com:**
No other urls besides *example.com* are being loaded
 - **Example.com/subdomain:**
Will be loaded.

- **P2P parameters:**
Allows HTML messages running on one or multiple devices in the same network to communicate with each-other.
- **Apps list:**
Gives the user access to other various applications such as a text editor or a directory viewer.

MOOD:MVISION

Android Diagnostics Guide

v 1.0
October 13, 2018

For Support:

Please call Visual Support at 1-800-331-3340, Option 1, Option 3 for further assistance.

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Accessing and Using the Diagnostics App

1. Once the MVision Player is running and playing content, point the IR Remote Control to the blue LED (Power indicator light) on the side of the device and hit the **HOME** button on the top of the Remote Control. This will interrupt playback and display the home screen.



IR Remote Control

Navigate to Diagnostics

- Using the remote, navigate to the <Diagnostics> button and click OK.



Home Screen

Within the Diagnostics Page

3. Within the diagnostics page, you have the ability to verify vital information such as internet connectivity, playlist download completion, and player serial number.

(see Page 04 for Diagnostics App Terms and Definitions)

Diagnostics	
General Information	
Serial	RADU_BYOT
Player Time	2018-09-27 T 01:10
Time Zone	Europe/Bucharest
Display Resolution	Auto Width=1920, Height=1080, Refresh Rate=60 Hz
Battery Status	No battery
Server URLs	
Server Base URL	https://mvision-qa.moodnet.eu/v5/
Server Update URL	http://mvision-qa.moodmedia.ro/v5/env_updates/software/ANDROID_PLAYER
Server Connectivity Information	
Server Connectivity	OK
Passed Download	.apk; .jpeg; .jpg; .mp4; .part; .sha; .xml; .txt; .zip;
Failed Download	
WiFi Status - Click here for more details	
WiFi Status	Disabled
IP Address	N/A
Signal Strength	N/A
Ethernet Status - Click here for more details	
Ethernet Status	Enabled
IP Address	192.168.0.45
Proxy Status - Click here for more details	
Proxy Status	Disabled
Proxy IP Address	192.168.0.143
Playlist Content - Click here for more details	
Playlist Update Status	Playlist update finished (UPDATE_PLAYLIST_AND_DEPENDENCIES). Dependencies - up to date: 3, downloaded: 0, failed: 0
Playlist File Status	playlist file up to date
Playlist Update Progress	Downloading dependency: Dependency file: File part:
Playlist Updated	2018-09-26 T 23:05:38 - 2 hours ago
Last Content Check	2018-09-27 T 01:09:59 - 0 seconds ago
Maxim Filice Count	14 files: inv (13) mod (1)

Diagnostics Screen

Diagnostic App Terms and Definitions

Category	Name	Description
General Information	<i>Serial</i>	Player serial number should match device serial number in MVision
	<i>Player Time</i>	Local player time, automatically updated from player Settings\Date & Time
	<i>Time Zone</i>	Player timezone, automatically updated from player Settings\Date & Time
	<i>Display Resolution</i>	Display resolution from player Settings\Display
	<i>Battery Status</i>	Displays the current battery level: No battery/Charging (AC or USB), and capacity
Server URLs	<i>Server Base URL</i>	MVision Server URL, defined in player Settings\Server URLs for content and monitoring
	<i>Server Update URL</i>	MVision Server URL, defined in player Settings\Server URLs for content and monitoring
Server connectivity information	<i>Server connectivity</i>	Tests every 30 seconds if the server is available. Connectivity responses: OK or KO
	<i>Passed download</i>	Tests for file download every 30 seconds (.apk, .jpeg, .jpg, .mp4, .part, .sha, .xml, .txt, .zip)
	<i>Failed download</i>	If a key file type cannot be downloaded, it will appear here

Category	Name	Description
WiFi Status	<i>WiFi Status</i>	WiFi connectivity status: Disabled or Enabled. If WiFi status is enabled then the WiFi IP address is displayed
	<i>WiFi Details</i>	If WiFi is enabled, then clicking on the "WiFi Status" label will display a window with the MAC, SSID, DHCP, IP, Netmask, Gateway and DNS information
	<i>IP Address</i>	Displays the current IP of the player
	<i>Signal Strength</i>	Displays the WiFi strength
Ethernet Status	<i>Ethernet Status</i>	Ethernet connectivity status: Disabled or Enabled. If Ethernet status is enabled then the Ethernet IP address is displayed
	<i>Ethernet Details</i>	If Ethernet is enabled, then clicking on the "Ethernet status" label will display a window with the MAC, DHCP, IP, Netmask, Gateway and DNS information
	<i>IP Address</i>	Displays the current IP of the player
Proxy Status	<i>Proxy Status</i>	Proxy service status: Enabled or Disabled
	<i>Proxy Details</i>	If Proxy is enabled, then clicking on the "Ethernet status" label will display a window with the Proxy IP, Port and Username information
	<i>Proxy IP Address</i>	Displays the current IP of the proxy

Category	Name	Description
Playlist Content	<i>Playlist Content Details</i>	Clicking on the Playlist content details label will display a window with the playlist update status (downloaded dependencies, download state)
	<i>Playlist Update Status</i>	Information regarding the current playlist update: shows if it is successful or failed Color coding: Green: everything is ok Yellow: update in progress Red: error during update Empty: the player is not connected to Internet or the update hasn't started
	<i>Playlist File Status</i>	Verifies and informs if there is a new playlist on the server. Note: launching the Diagnostics app will automatically trigger a playlist update
	<i>Playlist Update Progress</i>	If a new playlist is being downloaded then the file currently downloading is displayed
	<i>Playlist Updated</i>	Timestamp of the newest downloaded playlist
	<i>Last Content Check</i>	Timestamp of the newest content successfully downloaded
	<i>Media Files Count</i>	Total amount of media files downloaded into the Media folder, organized into file types: eg. .png, .jpg, .mp4, etc
	<i>Other Files Count</i>	Total amount of non media files downloaded into the Media folder, organized into file types: eg. .sha, .dat

Category	Name	Description
Music Playlist Content	<i>Music Content Details</i>	Clicking on the "Music Playlist Content" label will display a window with the tracks for the current and next playlist
	<i>Current Playlist Status</i>	Displays information related to the current playlist (eg. download successful, in progress, failed, etc)
	<i>Next Playlist Status</i>	Displays information related to the next playlist (eg. download successful, in progress, failed, etc)
	<i>Current Tracks Download Status</i>	Shows the status of the tracks from the current playlist that are downloaded from the total amount (x tracks pending, x downloaded, x failed)
	<i>Next Playlist Tracks Download Status</i>	Shows the status of the tracks from the next playlist that are downloaded from the total amount (x tracks pending, x downloaded, x failed)
	<i>Current Playlist Last Update</i>	Displays the date of the last update for the current playlist
	<i>Next Playlist Last Update</i>	Displays the date of the last update for the next playlist
	<i>Track Files Count</i>	Displays the number of track files stored on the device
Statistics Files Upload	<i>Show Errors</i>	Displays more details if an error occurred
	<i>Playback Logs Upload</i>	Displays the status of the playback logs upload(eg. In progress/Finished; successful/failed/pending)
	<i>Analytics Upload</i>	Displays the status of the analytics logs upload(eg. In progress/Finished; successful/failed/pending)

Category	Name	Description
Player Storage Information	<i>Internal Storage</i>	Information regarding the internal player storage: Label - internal memory brand name; Path - path to the internal partition; Is Active (false/true) - if it is used (media is downloaded here) or not by MVision; Memory - memory statistics; File system; Permissions
	<i>External Storage(s)</i>	Information regarding the external player storage: Label; Path; Active status; Memory; File system; Permissions
Opening Hours	<i>Opening Hours Details</i>	Clicking on the Opening hours label will display a window with the opening hours schedule
	<i>Sleep Mode</i>	Screen off - during sleep, the display will be turned off, Screensaver - during sleep, the screensaver will be launched, Playback - sleep mode is ignored during playback
	<i>Site Status</i>	Open - the local player hour is between the opening hours, Closed - the local player hour is outside opening hours
Devices Information	<i>USB Devices</i>	Shows the Vendor ID and Product ID information. Useful for getting the RS232 adapter product ID
Other	<i>P2P Client Status</i>	Displays if the P2P setting is enabled (values are: enabled/disabled)
	<i>P2P Server Status</i>	Displays if the P2P server setting is enabled (values are: enabled/disabled)
	<i>P2P Communication Port</i>	Displays P2P communication port value

Category	Name	Description
Versions	<i>Version Details</i>	Clicking on the Versions label will force a check for getting the newest player and launcher updates
	<i>Player Version</i>	Playback application version
	<i>Launcher Version</i>	Launcher application version
	<i>Browser S Version</i>	Standard browser version. NOTE: If Crosswalk browser is used, then the browser version will not be visible
	<i>Firmware Version</i>	Firmware version
	<i>Early Adopter</i>	Shows if the upgrade process is using the early adopter feature

For Support:

Please call Visual Support at 1-800-331-3340, Option 1, Option 3 for further assistance.

MOOD:HARMONY™

All-In-One Audio & Visual Digital Media Platform

MEET HARMONY

Deliver your Music, Messaging and Digital Signage from one device with Mood Harmony - Mood's most innovative and versatile digital media player. Compact and reliable, Harmony is easy to install and designed to withstand the most demanding business environments. An intuitive content management system makes it easy to manage multiple in-store media solutions from one user-friendly portal.

WHY HARMONY?

UNMATCHED MUSIC CONTROL. Create the perfect sound for your brand and choose from multiple professionally-designed music programming options - all backed by the world's largest library of fully-licensed music.

EASY VISUAL CONTENT MANAGEMENT. Instantly manage and schedule your Digital Signage solutions across one or multiple locations.

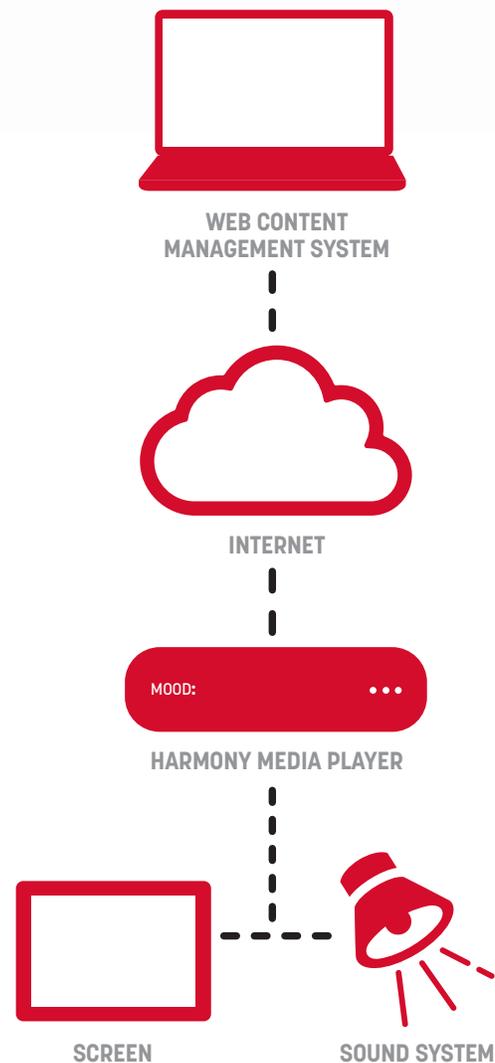
SUPPORTS MULTIPLE FILE TYPES. Harmony supports all common HD image and video file types, including HTML5, RSS feeds, live streaming and more.

EXPANDABLE STORAGE. From 16 GB to 256 GB of storage, Harmony makes it easy to store a wealth of Music, Messaging, and Digital Signage content.

EASY INSTALLATION. Harmony is designed for simple plug & play installation. Built-in mounting ports make it easy to attach the player.

CENTRALIZED MONITORING. Conveniently monitor the health of your fleet of Harmony devices through Mood's online Monitoring app: easily identify devices that are offline, review performance metrics, recently played content, send on-click commands, export reports and opt-in for email alerts.

ENERGY-EFFICIENT. Designed to be 'always on', Harmony is designed with energy efficiency in mind, using under 10W of power no matter what content is playing.



MOOD HARMONY™

All-In-One Audio & Visual Digital Media Platform

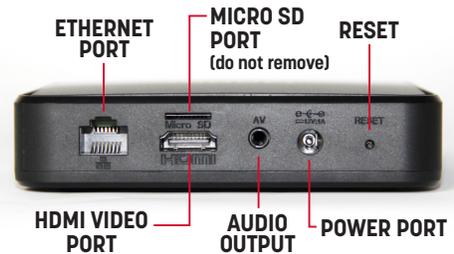
SPECIFICATIONS

Operating System	Android 8.1 (MAVPSG1-A) or Linux (MAVPSG1-L)
Processor	Rockchip RK3328, ARMv8-4
Memory	2GB DDR3
Storage	Up to 16GB eMMC 1 Micro SD Card slot up to 256 GB
Graphics	ARM Neon Advanced SIMD
Wireless	WiFi: 802.11 a/b/g/n/ac 2.4G / 5G
Network	1x Ethernet Interface: 10/100M Base-T
Audio Outputs	Digital on HDMI and Analog Mono/Stereo
Front Panel	3x LEDs for Power, Playback and Network 1x IR Receiver
Back Panel	Power Supply Input 12V-1A DC 1x 3.5mm A/V Jack 1x HDMI 2.0 1x Micro SD 1x RJ45 Ethernet Jack
Right Panel	2x USB 2.0 Host Controller Ports
Power Adapter	External 100-240VAC Input - 12V-1A DC Output
Chassis	ABS, ventilated
Dimensions	110 [W] x 107 [D] x 26.5 [H] mm
Temperature	Operating 0°C - 40°C Storage -20°C - 45°C
Relative Humidity	0%-95% (non-condensing)
Net Weight	Player: 0.22 pounds/100 grams Power Adapter: 0.18 pounds/82 grams
Certifications	FCC, CE, cTUVus, CB Scheme, CCC

Front Panel



Back Panel



Right Panel



Top



Bottom



LED CONTROL GUIDE

Your Mood Harmony device has 3 front-facing LED lights that provide helpful information. Use this guide to understand what the lights mean.

NOTE: Check hub.moodmedia.com/harmony for the latest version of this document.



POWER LIGHT

LIGHT STATUS	MEANING	RESOLUTION
Off	No Power to the Device	Check that the device is plugged in to a working power outlet
Solid Green	Device is Powered On`	
Solid Red	Device is Asleep	Use the remote control to turn device on or power cycle the device
Green / Red Slow	Device is booting up - can take up to 2 minutes	If continues for more than 2 minutes, power cycle the device
Green / Red Fast	Receiving commands from the remote control	

NETWORK LIGHT

LIGHT STATUS	MEANING	RESOLUTION
Off	No network connection	Check network cable and WiFi settings
Solid Green	Device connected to the Internet and communicating with Mood services	
Solid Orange	Device connected to the Internet but not communicating with Mood services	Contact your network administrator
Green / Orange Slow	Device is in hotspot mode. Setup using the Harmony Setup App on your mobile device.	Hotspot stays active for 10 minutes
Green / Orange Fast	Device is connected to the network but not connecting to the Internet	Contact your network administrator
Orange Slow Blink	WiFi not connected to the network	Use the Harmony Setup Mobile App to connect the player to the network

PLAYBACK LIGHT

LIGHT STATUS	MEANING	RESOLUTION
Solid Green	Music is playing	
Solid Red	Playback hasn't started	Power cycle the media player if playback doesn't start after 2 minutes
Green / Orange Fast	Volume is muted or player is scheduled to be silent	Use the remote control to change volume or program
Red / Orange Fast	External storage (micro SD) is unplugged or damaged	Check / replace micro SD