



---

# Harmony 550

User Manual, version 1.1

## Table of Contents

<b>INTRODUCTION</b> .....	<b>1</b>
GETTING TO KNOW YOUR HARMONY REMOTE.....	2
BEGINNING THE ONLINE SETUP PROCESS.....	3
<b>USING YOUR HARMONY REMOTE</b> .....	<b>4</b>
USING THE GLOW BUTTON .....	4
USING THE MOTION SENSOR .....	4
DISPLAYING HELP ON YOUR HARMONY REMOTE .....	4
<i>Types of Help Available</i> .....	5
<i>Using the Remote Assistant</i> .....	5
SELECTING AN ACTIVITY.....	6
CONTROLLING INDIVIDUAL DEVICES.....	6
USING THE SMART BUTTONS.....	6
<b>CUSTOMIZING YOUR HARMONY REMOTE</b> .....	<b>7</b>
CUSTOMIZING THE DISPLAY ON THE HARMONY REMOTE .....	8
<i>Changing the Behavior of Buttons within an Activity</i> .....	8
<i>Adding Custom-Labeled Buttons</i> .....	8
CHANGING THE SETTINGS FOR YOUR HARMONY REMOTE .....	9
LEARNING INFRARED (IR) COMMANDS .....	9
<i>Using the Infrared Sensor</i> .....	10
<i>Naming an Infrared Command</i> .....	11
<b>GETTING ADDITIONAL HELP</b> .....	<b>12</b>
<i>Finding Answers to Your Questions</i> .....	12
<i>Troubleshooting Your Harmony Remote</i> .....	12

# Introduction

Congratulations on the purchase of your Harmony remote! True system control is now at your fingertips. This User Manual will introduce you to the basic online setup process, customizations and main features of your Harmony remote.

If in doubt about how to set up your Harmony remote, follow the information and instructions using the Logitech Harmony remote control software (also referred to as Harmony remote control software).

The Harmony remote is an Internet-powered universal remote control. Your Harmony remote can control most devices that understand infrared (IR) signals.

The configuration of your Harmony remote is simple:

- You will be prompted to answer questions about your entertainment devices to create your own personal Harmony remote configuration.
- Your answers will provide us with a description of the entertainment devices you want to control, how they are set up, and your preferences for controlling them.
- If one of your devices is not in the Harmony remote's database, the Harmony remote control software will learn about your device and add it to your configuration.
- Once you have told us about your devices, you will then be guided through setting up Activities. Creating Activities is simple: you will be prompted to indicate the devices you use within an Activity and how you want to control specific features, such as the volume, within that Activity.
  - An **Activity** is a set of commands the Harmony remote sends to your entertainment system to turn on the necessary devices.
  - Once you have selected an Activity, you are in Activity mode, and the functionality of each button on your Harmony remote is automatically configured for that Activity.
  - Additionally, the display buttons will give you access to other commands for that Activity, which cannot be set to the standard buttons.

## Example

For the Watch Television Activity, the Harmony remote sends commands to your entertainment system to turn on the necessary devices so you can watch television. The remote will automatically be configured for the Activity based on the answers you selected during the online setup process for the Activity.

At the end of the setup process, you will have your own configuration loaded in your Harmony remote.

Use your Harmony remote control software to:

- Customize any of your Harmony remote's features.
- Add more entertainment devices.
- Add more Activities.

## Getting to Know Your Harmony Remote

Many of the Harmony remote's buttons are standard remote buttons. However, there are buttons and other hardware that may not be so familiar to you. The extra buttons and hardware give you access to the special features of the Harmony remote.



**USB Connector:** Connect one end of the USB cable to this connector and the other end to your computer so that you can download your configuration using the Harmony remote control software.

**OFF:** Turns all devices off with one button press.

**Activities:** Press Activities to view a list of Activities you have added. Press the display button next to the Activity you want and the Harmony remote will set up your entertainment system.

**Devices:** Lists all your devices on the display, and allows you to select and directly control any device.

**Help:** Asks you simple questions so that your Harmony remote can fix problems you are having within an Activity.

**Display:** Shows a list of your Activities and devices, help, infrared (IR) commands and any available listings.

**Display Buttons:** Use the buttons at the side of the display to select the corresponding command.

**Left/Right Arrow:** Allows you to view more options on the display.

**Guide:** Gives you access to view program listings, if you have a device with this feature.

**Info:** Gives you additional information on program listings, if you have a device with the Guide feature.

**Exit:** Exits from the Guide feature.

**Menu:** Gives you access to the menu system on a device, if you have a device with this feature.

**Smart Buttons:** While there is a default setting for the buttons in most Activities, you can customize these buttons to send different commands.

**Glow:** Turns on and off the backlight on the Harmony remote.

**Prev:** Goes to previous television channel.

**SOUND:** Controls special sound features.

**PICTURE:** Controls special picture features.

**A, B:** These two buttons are designed for use with the on-screen menu for some digital set-top boxes, but can be customized to send any command you want.

**Infrared Learning Port:** The Harmony remote uses this port to learn commands from your original remote.

## ***Beginning the Online Setup Process***

Once you have installed the Logitech Harmony remote control software, you will be guided through a series of question-and-answer steps to complete each of the five main steps of the online setup process:

1. **Login Information:** Create your login information.
2. **Check Connection:** Ensures your computer and your Harmony remote are communicating properly.
3. **Set Up Devices:** Helps you provide us with information about the devices in your personal home theater system.
4. **Set Up Activities:** Helps you provide us with information about the way your devices work together to perform Activities (e.g. **Watch Television** Activity).
5. **Update Remote:** Updates your remote with your personal settings.

**Note:** When using the Harmony remote control software, click **Help** to view specific help for the step you are at.

# Using Your Harmony Remote

This section provides you with information that will help you use your remote.

## *Using the Glow Button*

Press the **Glow** button to light up or turn off the display backlight. To determine the length of time the backlight stays on:

1. Connect your Harmony remote to your computer to start the Harmony remote control software.
2. Click **Remote Preferences**.
3. Select **Settings**.
4. Click **Next**.

## *Using the Motion Sensor*

If the remote is not used for two hours, the motion sensor on the remote automatically turns on. When the sensor detects any motion, the motion sensor will turn on the backlight on the remote. You can also turn off the motion sensor by pressing the **Glow** button.

## *Displaying Help on Your Harmony Remote*

From time to time when you select an Activity, the Activity may not work. This can happen when the Harmony remote sends many infrared commands to set up all your devices for an Activity, but one or more devices are not receiving some commands. The Harmony remote is then "out of sync" with your devices (e.g. it thinks one of your devices is on, but it is turned off). Some of the reasons the Harmony remote can become "out of sync" with your system are:

- Someone walks between the Harmony remote and your entertainment system while an Activity is starting.
- You point your Harmony remote away from your system while an Activity is starting.
- There is an object blocking the line-of-sight between your Harmony remote and the system.
- You are very far away from your entertainment system.

You will need to use the **Help** button on your Harmony remote to resynchronize the remote with your devices. Before resynchronizing, ensure the cause of the problem has been addressed.

### **Example**

Remove all obstructions so that the entertainment devices can receive the infrared commands from the Harmony remote.

**To resynchronize:**

1. Press the **Help** button.



2. Answer the questions on the remote's display by selecting **Yes** or **No**. If you answer no to any question, the Harmony remote will resend the necessary command and ask you the same question again.

When you are done, the Harmony remote will be "in sync" with your devices again.

**Types of Help Available**

You can customize the **Help** button on your Harmony remote to provide one of the following types of help:

- **Smart help**  
Asks questions about the devices that are on during a specific Activity.
- **Full help**  
Asks questions about all the devices in your help system.

Select **Full help** if you find devices that aren't being controlled the way you want them to, and the help on the remote is not asking you questions about these devices.

**To select the type of help you want:**

1. Connect your Harmony remote to your computer to start the Harmony remote control software.
2. Click **Remote Preferences**.
3. Select **Settings**.
4. Click **Next**.

**Using the Remote Assistant**

Extra help is available from your remote by turning on the **Remote Assistant**.

**To turn on/off this feature using the remote control software:**

1. From **Home** in the Harmony control software, click **Remote Preferences**.
2. Select **Settings**.
3. Click **Next**.

While the **Help** button helps you solve device problems within an Activity, the **Remote Assistant** teaches you how to use your Harmony remote. The following is an example of the type of help the **Remote Assistant** offers:

### Example

If any devices are not set up correctly, press “Help” now.

## Selecting an Activity



View the Activities you have added by pressing the **Activities** button. The display will then list the Activities you have added. Press the corresponding display button next to the Activity you want to start.

As a default, when you select an Activity, you will see a message on the remote’s display reminding you to keep the remote pointed at your entertainment system while the Activity starts. This helps ensure that all infrared (IR) signals are properly sent.

To turn on/off the “Starting Activity” message:

1. Connect your Harmony remote to your computer to start the Harmony remote control software.
2. Click **Remote Preferences**.
3. Select **Settings**.
4. Click **Next**.

## Controlling Individual Devices

Press **Devices** to enter device mode. Device mode gives you access to all the possible commands for each device included in your Harmony remote configuration. To access device mode you do not need to be in an Activity. However, you should never need to use device mode during normal use of your Harmony remote. This mode should only be used to send a specific command to a specific device.

You can eliminate the use of device mode by customizing your Activities.

### Example

You can put commands on the display or customize specific buttons for the commands.

See [Customizing Your Harmony Remote](#).

At any time, press **Devices** to switch into device mode. Once in this mode, the Harmony remote will display a list of all the devices you have in your configuration. Select a device from the list and the Harmony remote will only control the device features for the device.

### Example

If you choose Television as the device, the number, volume and channel buttons will all control your television.

Press **Devices** to return to Activity mode.

## Using the Smart Buttons

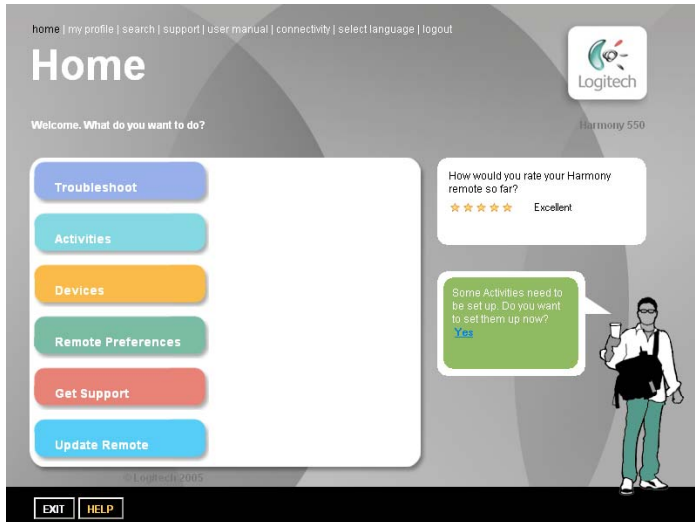
While there is a default setting for the buttons in most Activities, you can customize these buttons to send different commands. See [Changing the Behavior of Buttons Within an Activity](#).





# Customizing Your Harmony Remote

Customize your Harmony remote from **Home** in the Harmony remote control software.



Use the Harmony remote control software to:

## **Troubleshoot**

- Click **Troubleshoot** when your Harmony remote isn't controlling your system correctly.

## **view Activities**

- Click **Activities** to add or delete Activities.
- Click an Activity icon to change the specific settings (e.g. the name of an Activity) for an Activity.

### **Example**

To have more than one Activity of a given type (e.g. If you have both a cable converter and a satellite receiver, you can add a second **Watch Television** Activity) click **Add an Activity**. When you're done, rename the Activities to help you distinguish between them (e.g. For the **Watch Television** Activity you could rename one from "Watch Television" to "Watch Cable" and the other to "Watch Satellite".)

## **view Devices**

- Click **Devices** to add or delete entertainment devices.
- Click a device icon to change the specific settings for a device you have already set up.

## **view Remote Preferences**

- Click **Remote Preferences** to change the remote's settings.

## **Get Support**

- Click **Get Support** to view a list of support tools and services we offer.

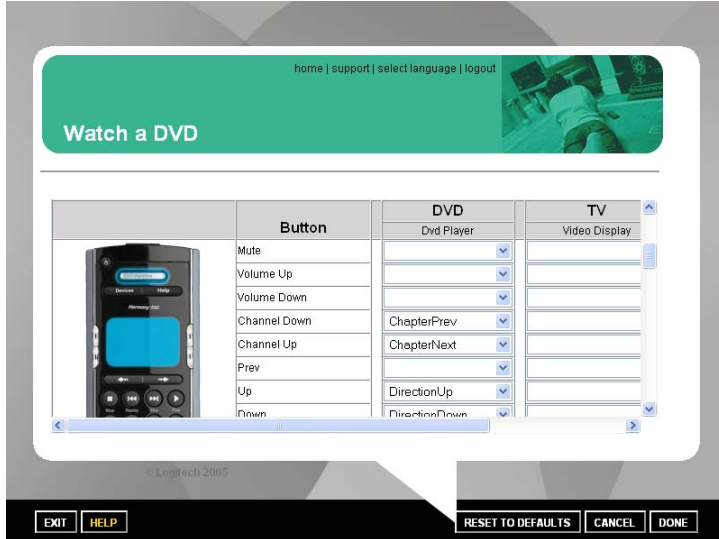
## **Update Remote**

- Click **Update Remote** after you have made changes your configuration or settings. This will ensure you have the latest configuration and settings on your Harmony remote.

## Customizing the Display on the Harmony Remote

This section provides information that will help you to customize the commands and options listed on the Harmony remote's display.

### Changing the Behavior of Buttons within an Activity



When you select an Activity, the Harmony remote will:

- Turn on all the correct entertainment devices
- Set the device inputs correctly
- Set up the remote's buttons to control the Activity

Based on our knowledge of how each of your devices is controlled, the Harmony remote will make its best effort to match all the buttons you need to control an Activity.

However, there may be some commands you want to add to buttons or list on the display. Commands can be added to buttons quickly and easily by customizing any Activity to change the behavior of buttons.

#### **To change the behavior of buttons:**

1. Connect your Harmony remote to your computer to start the Harmony remote control software.
2. Click **View Activities**.
3. Click an Activity.
4. Select **Change the Behavior of Buttons** to view the:
  - Buttons that have a command associated with them
  - Device being controlled
  - Command being sent to the device

### Adding Custom-Labeled Buttons

You can also add any number of custom-labeled buttons to an Activity.

#### **To add a custom-labeled button for an Activity:**

1. Connect your Harmony remote to your computer to start the Harmony remote control software.
2. Click **Activities**.

3. Click an Activity.
4. Select **Change the Behavior of Buttons**.
5. Click **Next**.
6. Under the **Custom Button Label** column, type the name for the button label you would like to appear on the display.
7. Select a command from the list in the appropriate device column, next to the name of the button you want to set.
8. Click **Done**.

**Note:** Custom-labeled buttons are displayed on the Harmony remote's display from left to right, top to bottom.



## Changing the Settings for your Harmony Remote

Click **Remote Preferences** to change the remote's settings:

- Turn on/off Remote Assistant (for additional information, see [Displaying Help on Your Harmony Remote](#).)
- Select the type of help to display on the remote (for additional information, see [Displaying Help on Your Harmony Remote](#).)
- Set the backlight timing.
- Show/Hide the "Starting Activity" message (for additional information, see [Selecting an Activity](#).)

## Learning Infrared (IR) Commands

The Harmony remote can learn infrared commands from other remote controls, and should only be used in situations where the Harmony remote's database does not already contain an infrared command you would like to use.

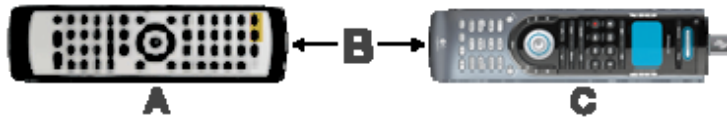
Determine the device you would like to send the infrared command to:

1. Connect your Harmony remote to your computer to start the Harmony remote control software.
2. Click **Devices**.
3. Click a device.
4. Select **Learn Infrared Commands**.

5. Click **Next**.

### Using the Infrared Sensor

The Harmony remote has an infrared sensor at the end opposite to the USB connector. The Harmony remote uses this sensor to learn commands from original device remotes.



- **A:** Your original remote
- **B:** Distance between remotes: 5-10 cm (2"-5") apart
- **C:** Your Harmony remote

The following steps outline what happens when you press a button on your original remote control:

1. The infrared sensor on the Harmony remote learns the infrared signal.
2. The Harmony remote uploads it via the USB cable (and your computer's internet connection) to the Harmony database.
3. The Harmony remote control software will try to find a matching pattern for the infrared signal.

4. If no pattern is found, the signal will be stored as-is in its original format.
5. If a pattern is found, the Harmony remote control software converts the signal into a format for convenient storage.

Either way, the signal is then available for you to assign to a button on your Harmony remote.

## **Naming an Infrared Command**

When the Harmony remote learns an infrared command, give the command a name. This way you can refer to this command by name in various locations of the online setup process. It is best to use the default names listed in the **Learn infrared commands** step so that automatic button function assignments can be applied to your Harmony remote.

### **Example**

If the Harmony remote learns the volume button infrared commands from your original remote control, name the commands "VolumeUp" and "VolumeDown" (i.e. with no space, and capitalization as shown). The Harmony remote control software looks for commands with these names to automatically assign them to the volume up and down buttons on the Harmony remote.

### ***Naming Conventions***

When naming a command for which there is no default name under the **Learn infrared commands** option, use the following naming conventions to make button assignment and sharing infrared commands easier:

- Capitalize the start of words (e.g. NextDisc, ModeDigital).
- Start the command name with its main function (e.g. VolumeRearUp, VolumeRearDown, VolumeFrontUp, VolumeFrontDown). This helps group related commands in lists.
- For infrared commands that select inputs (e.g. on a stereo receiver), start with the prefix "Input".
  - Do not name the input based on what you have connected to your device, rather name it based on what it is called on the front of the device, or on the remote control (e.g. InputAux, InputVideo1, InputTape, InputDVD, InputVCR).

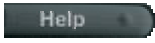
# Getting Additional Help

The Harmony remote provides you with several features to assist you with:

- Finding answers to your questions quickly and easily.
- Troubleshooting the setup and customization process.

## Finding Answers to Your Questions

To help you find answers to your questions quickly and easily, use any of the following features:

Feature	Description
Search	A support tool that enables you to do a keyword search.
FAQs (Frequently-Asked Questions)	A searchable list of customer questions, with answers provided by Harmony's support center.
User Manual	The User Manual explains the concept of your Harmony remote and provides information about setting up and using the remote.
<b>Help</b> button	When running the Harmony remote control software, click this button for help specific to the step you are at.
<b>Help</b> button (remote) 	Asks you simple questions so the Harmony remote can automatically fix problems you are having with an Activity.

## Troubleshooting Your Harmony Remote

In addition to the tools listed under **Finding Answers to Your Questions**, you can use the following feature:

Feature	Description
Troubleshoot	To be used when the Harmony remote is not controlling your system correctly.

If you cannot find the answer to your question(s) or troubleshoot your problem(s), contact your Harmony Support Team.