

# User Manual



Version 1.1

 **Harmony<sup>®</sup>**  
ADVANCED  
UNIVERSAL  
REMOTE **one**

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## Introduction

The Harmony Advanced Universal Remote is your answer to effortless home entertainment. The **Activities** button puts control for all your devices in one convenient location. You can go from watching TV to watching a DVD to listening to music with the touch of a button. You no longer need to type in codes to get your remote working with your entertainment system. The guided online setup walks you through the step-by-step configuration of your Harmony One with your entertainment system and then you'll be ready to sit back and enjoy!

Whether you're new to Harmony products or you consider yourself an expert, this User Manual provides you with useful information to get you going.

## Getting to know your remote

### How your Harmony One works

The Harmony One is an Activity-based infrared (IR) universal remote control. Using the Harmony Remote Software, you can configure the Harmony One to control up to 15 devices.

The Harmony One delivers powerful Activity-based control by using Smart State Technology®. This technology allows the Harmony One to keep track of the devices it controls, so it always knows which of your devices are on. Using Smart State Technology®, the Harmony One switches effortlessly from watching a DVD to listening to music on the stereo with the touch of a button.

### Activities, devices, and inputs

**Activities** are the basis for how the Harmony One works. Things like watching a DVD, listening to radio, playing a game are all examples of Activities you can set up for your remote using the Harmony Remote Software.

When you select an Activity, your Harmony One sends a series of commands to your entertainment system to turn on the necessary devices and configure them for the selected Activity. After you select an Activity, your Harmony One assigns the buttons on your remote so they control the proper devices and the screen displays other commands for that Activity.

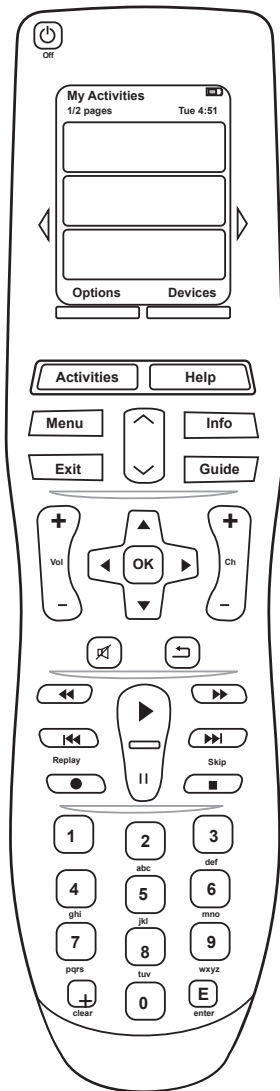
For information on how to select an Activity, or how to switch between Activities, see [Selecting an Activity](#).




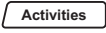





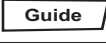





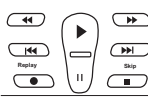



**Devices** are the components of your entertainment system. They're things like your TV, cable box, DVD player, or game system.

**Inputs** are how your devices are connected. For example, if your DVD player is connected to your TV using the *Component 1* input, then the TV needs to be set to *Component 1* to display the DVD picture properly.

## The buttons on your Harmony One

The Harmony One's buttons may have different functions or control different devices depending on which Activity you're in. For more information, see [Changing how buttons work in an Activity](#).

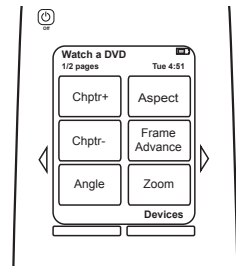


	The system off button turns off all the devices in the current Activity.
	The arrow keys help you page through items on the touch screen.
	The function buttons are dynamic and select different functions on the remote or the Activity.
	The <b>Activities</b> button returns you to the Activities starting point.
	The <b>Help</b> button starts the on-remote help.
	The <b>Menu</b> button opens the on-screen menu for the device selected. For information on selecting devices, see
	The page up and page down arrows help you navigate through your on-screen guide or menu.
	The <b>Info</b> button opens the information section of your on-screen guide.
	The <b>Exit</b> button closes your on-screen menu or guide.
	The <b>Guide</b> button opens your on-screen guide.
	The volume button changes the volume.
	The navigation pad arrows allow you to move through menus or on-screen guides.
	The channel button changes the channels.
	The mute button mutes the sound.
	The previous channel buttons returns you to the last channel you were on.
	The play area puts your play, pause, skip and other buttons in one area for quick access.
	The number pad has the digits 0-9.
	The enter button enters a selection from the number pad.
	The clear button clears an entry from the number pad.

## What's on the Harmony One's screen

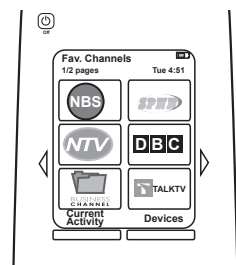
### Commands common to your Activity

When you select an Activity, your Harmony One's screen displays all the commands related to that Activity, not just the ones related to the primary device of that Activity. For example, if you're watching a DVD, your screen displays functions and commands for your DVD and other devices you use in the Watch a DVD Activity.



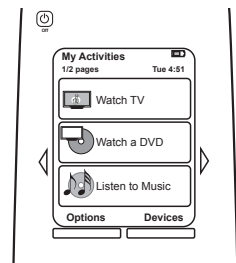
### Favorite channels

You can set up your favorite channels on your Harmony One so that you've quick access to the channels you watch the most. You can also add your own icons to customize the screen for your favorite channels.



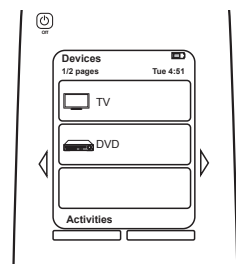
### Activities

The Activities screen is your starting point on the Harmony One. From this screen, you can select your Activities.



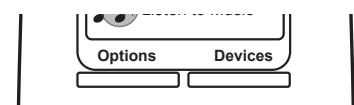
### Devices

When you press the **Devices** button, the Harmony One's screen displays a list of your devices. From this screen, you can control individual devices.



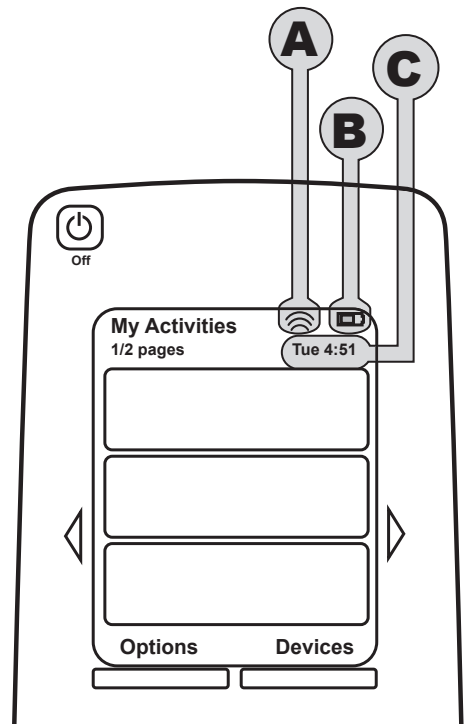
### Options

When you press the **Options** button, the Harmony One's screen displays a list of remote options so you can customize certain features and functions on the remote.



## Status icons

A	The status indicator flashes whenever an IR command is being sent from your Harmony One.
B	The battery indicator shows you the status of the battery. To ensure your Harmony stays properly charged, see <a href="#">Charging your remote</a> .
C	The current date and time display on your remote screen. To set the date and time on your remote, see <a href="#">Setting the date and time</a> .



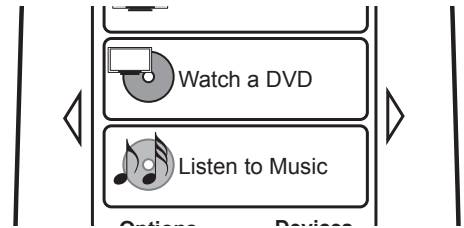


# Using your Harmony One

## Viewing your touch screen menus

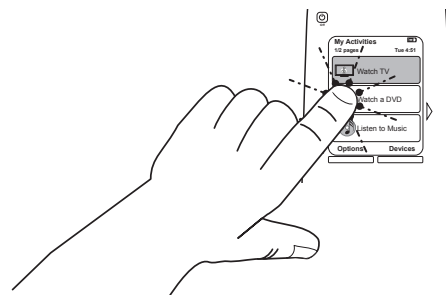
The arrow keys help you page through each menu.

The arrow keys illuminate only if there are multiple pages.



## Selecting an Activity

The **Activities** screen displays the Activities you have created for the remote. You can start an Activity by touching the item on the screen.



## Switching between Activities

To select a new Activity, press the **Activities** button, and select the Activity you want to enjoy.

The Harmony One will take care of powering on the needed devices, and powering off the ones not needed.

## Turning off your devices

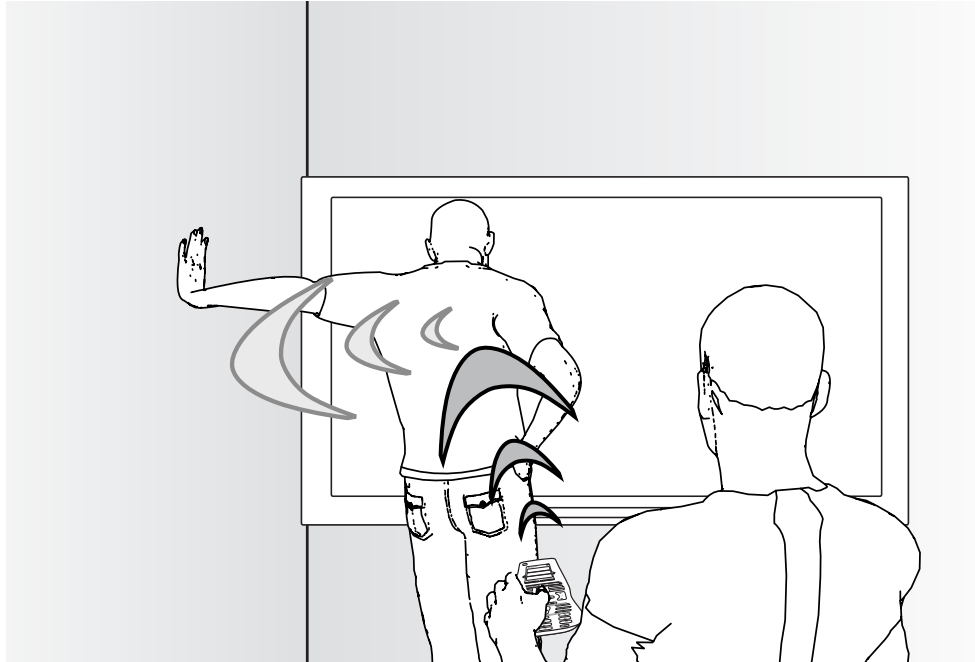
Press the system off button to power off all the devices used in the Activity.



You don't need to press the system off button when switching between Activities. The Harmony One ensures the proper devices for the Activity are On or Off.

## Using the **Help** button

Because obstacles or distance can interfere with the signals the Harmony One sends when it starts an Activity (for example, someone walks between your Harmony One and the TV when you press **Watch TV**, or you're very far away from the system when you start an Activity), your Harmony One can become "out of sync" with your devices.



To fix the problem, use the help feature on your Harmony One.

1. On the remote, press the **Help** button.
2. Answer the questions on the Harmony One's screen by selecting **Yes** or **No**.

Based on your answers, the Harmony One re-sends the necessary commands to synchronize with your devices.

When you're done with this process, the Harmony One will be "in sync" with your devices.



Before using the **Help** button, be sure you've addressed the cause of the problem, such as removing any obstacles from the line of sight.

## Using your favorite channels

To set up your favorite channels, and to add your own icons, go to the Harmony Remote Software:

1. Select the **Activities** tab.
2. Under **Watch TV**, click **Options**.
3. Select **Set up Favorite Channels** and follow the online instructions.

When you have favorite channels set up on your Harmony One, a **Favorites** button appears at the lower end of your remote's screen when you're in the **Watch TV** Activity.

To use your favorite channels:

1. Press the **Favorites** button.
2. The favorite channels you've added appear on the remote's screen.
3. To select a channel, simply press the button associated with the channel.

## Controlling your devices individually

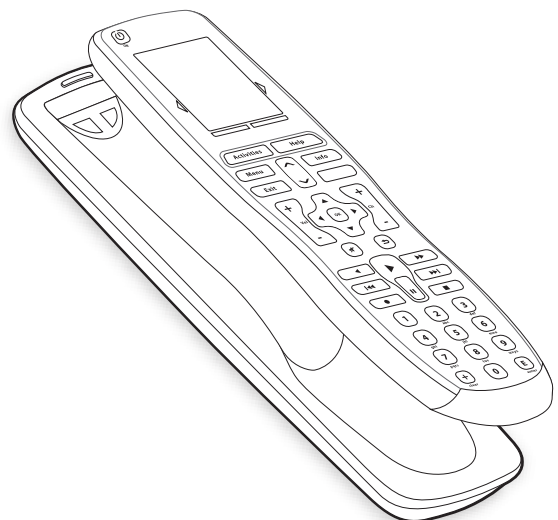
In some cases, you may need to control a device individually. You can use the device feature of the Harmony One to control devices one-by-one.

When you press the **Device** button, the Harmony One's screen displays a list of your devices. Select the device you wish to control. After you select a device, the Harmony One controls only that device. You have access to all the commands for the device included in your Harmony One configuration.

Once you've finished, return to Activities for the optimal control of your entertainment system.

## Charging your remote

Your Harmony One comes with a charging station. The charging station plugs into a wall outlet and charges the battery every time you put the remote on it. All you need to do is pick up the Harmony One, use it, and place it back on the charging station when you're done to ensure it stays charged.



## Setting the date and time

You can change the date and time that appears on the Harmony One's screen.

To set or change the date and time, follow these steps:

To set the date and time on your Harmony:

1. On your Harmony One's screen, select **Options**.
2. Select **Set the Current Time**.

## Setting the backlight timing

The Harmony One senses when you pick it up, and lights up the display and buttons.

To set the length of time the backlight stays on, follow these steps:

From your Harmony Remote Software:

1. Select **Remote Settings**.
2. Select **Display Settings**.

# Setting up your Harmony One for the first time

## Overview of the setup process

When you insert the Harmony remote CD, the guided online setup launches. Follow the easy setup instructions to install the Harmony Remote Software. For more information on installing the Harmony Remote Software, refer to the Installation Guide.

After the software installs, start the Harmony Remote Software. When you start the Harmony Remote Software, it checks for updates automatically and downloads them if necessary.

After you install the Harmony Remote Software and gather your device information using the Device Worksheet, the setup process guides you through five steps in which you answer a series of questions about how your entertainment system is set up.

1. *Create Account*: the setup walks you through creating a user account on the Harmony Remote Software.
2. *Check connection*: the software ensures your computer and Harmony One are communicating with each other.
3. *Set up Devices*: the software walks you through entering the manufacturer and model numbers of your entertainment system that you collected using the Device Worksheet.
4. *Set up Activities*: the software asks you questions about how your entertainment system is set up, and then saves the settings.
5. *Update Remote*: the software transfers the information from your PC to the remote.

### Gathering your device information



To simplify the setup process, we recommend you fill out the [Device Worksheet](#), so that all the device information is at hand when you need it.

### Locating manufacturer and model number on your devices

Manufacturer names and model numbers are typically found at the front of a device, on a label on the back of the device, or in the User Manual for that device.

## 1. Creating your user account

When you start the Harmony Remote Software for the first time, you must create your user account.

From the Harmony Remote Software:

1. Click **Create New Account**.
2. Complete the required account information.
3. Follow the instructions in the setup wizard.
4. After you create your user account, the Harmony Remote Software opens your home page each time you log in.

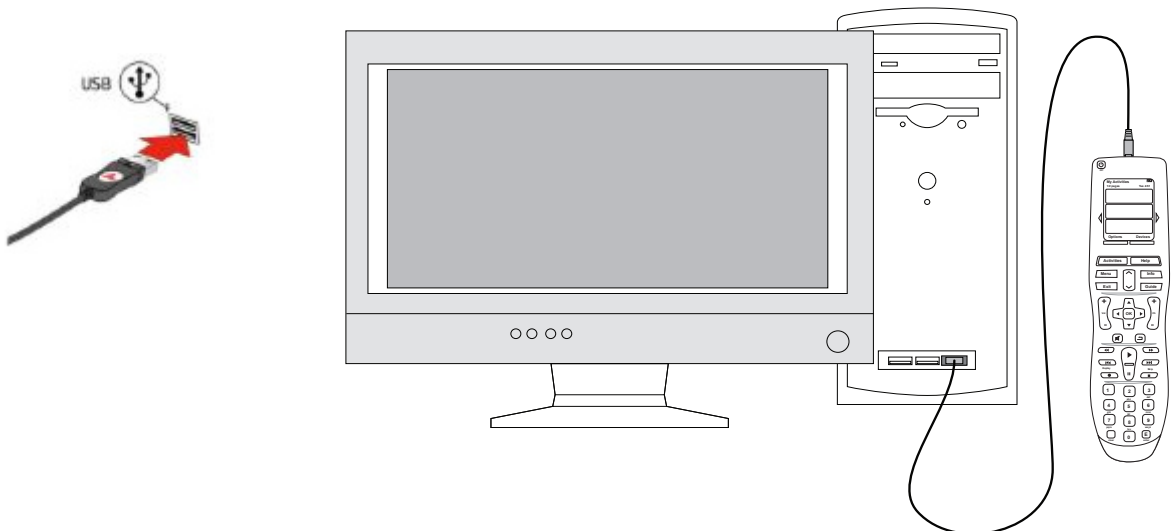
Your home page is where you can manage your Activities and Devices, as well as change the settings on your remote.

Whether you want to add a new Activity or device, troubleshoot a problem with an Activity, or customize remote buttons, the Harmony Remote Software home page is the place to start.

## 2. Connecting your Harmony One to your computer

To connect your Harmony One to your PC, use the USB cable provided.

1. Remove your Harmony One from the charging station.
2. Connect the smaller end of the cable to the USB port on your remote.
3. Connect the wider end of the USB cable to a USB port on your computer.



### 3. Setting up the devices you want to control

The guided online setup asks you to enter your device information. Enter the information for all the entertainment components you want to control with your Harmony One. You should use the Device Worksheet to gather all your device information before starting the setup process.

1. Select the Device Type for each of your devices.
2. Select the Manufacturer for each device.
3. Enter the Model numbers for each device.



#### Adding new devices at a later time

If you want to add newly acquired devices after the initial setup, see [Adding and changing your devices](#).

### 4. Setting up Activities for your Harmony One

To set up Activities, you need to enter the information related to the Activities you will be using on your Harmony One. The Harmony Remote Software shows you a selection of recommended Activities based on the device information you provided.

When you set up Activities, the software asks questions about the function of each device. For example, if you set up the Watch TV Activity, you're asked which device changes the channels (TV or satellite/cable box). If you only have one device that is capable of doing something, then the software skips the question. For example, if you only have one TV, the software doesn't ask you which device displays video.

If the device has more than one input, the software asks you which input the device needs to be set. If you're not sure which input a device uses, see [Determining your inputs](#) for more information.



Activities are the basis for how the Harmony One works. With Activities, the Harmony One eliminates the need to use multiple remotes for simple tasks. Just select the Activity and the Harmony One does the rest. For more information on Activities, see [Adding and changing your Activities](#).

## 5. Updating the remote

After you enter your device and Activity information, the software saves your information. It also transfers the information to your Harmony One. After the software updates your remote, you're ready to test your setup. For specific details about testing your setup, see the chapter on [Testing your Setup](#).



## Testing your setup

Every time you update your Harmony One, you should test your remote to ensure it's working the way you expect. This chapter gives you the information you need to test your remote. It also has some suggestions on what to check while you're testing your setup.

If you run into specific issues while testing your remote, refer to the [Troubleshooting](#) section of this manual for suggestions and possible fixes for your problems.

The process of testing your Harmony One is straightforward. It involves simply trying the Activities you use most often and then using the on-remote help to correct any issues.

In some cases, you may need to return to the Harmony Remote Software to make changes to your remote's setup to ensure the remote is working the way you want.

To begin testing your remote:

1. Ensure all the devices in your entertainment system are turned off.
2. Disconnect the USB cable from your remote.

*If this is the first time you've updated your remote, the Harmony One's tutorial will start on the remote's screen.*

1. Follow the instructions displayed on the remote's screen.
2. Go to your entertainment system and try each of your Activities.

*For tips on what to look for when starting an Activity, or switching between Activities, see the tips in this chapter.*



If an Activity doesn't start correctly, press the **Help** button on the remote and the on-remote help will get you back "in sync". After you finish testing your Activities, be sure to re-test any for which you had to use the Help.

### Testing your setup -- Starting an Activity

Look for these things in particular:

- Did all of your devices for that Activity turn on?
- Do you hear the correct sound?
- If the Activity includes your TV, do you see the correct picture?



### Testing your setup -- Switching between Activities

Look for these things in particular:

- Are all devices needed for this new Activity on?
- Did devices not needed for this Activity turn off?
- Do you hear the correct Sound?
- If the Activity includes your TV, do you see the correct picture?

## Changing your setup

Whether you get a new device or want to change the behavior of some buttons, you may need to make changes to your Harmony One's setup. The following sections provide you with the information to help you with these tasks.

### Adding and changing your Activities

In the Harmony Remote Software, select the **Activities** tab.

- To add an Activity, click **Add Activity**.
- To remove an Activity, click the 🗑 icon for the Activity you want to remove.
- To modify the settings for an Activity, press the **Settings** button for the Activity you want to modify.

### Renaming an Activity

In some cases, you may want to rename an Activity. You can rename any Activity using the Harmony Remote Software.

To rename an Activity, go to the Harmony Remote Software:

1. Select the **Activities** tab.
2. In the Activity you want to rename, click **Settings**.
3. Select **Rename** <current Activity name>.

### Adding and changing your devices

To add or change a device in your Harmony One's set up, use the Harmony Remote Software and select the **Devices** tab.

- To add a device, click **Add Device**.
- To remove a device, click the 🗑 icon for the device you want to remove.
- To modify the settings for a device, press the **Settings** button for the device you want to modify.



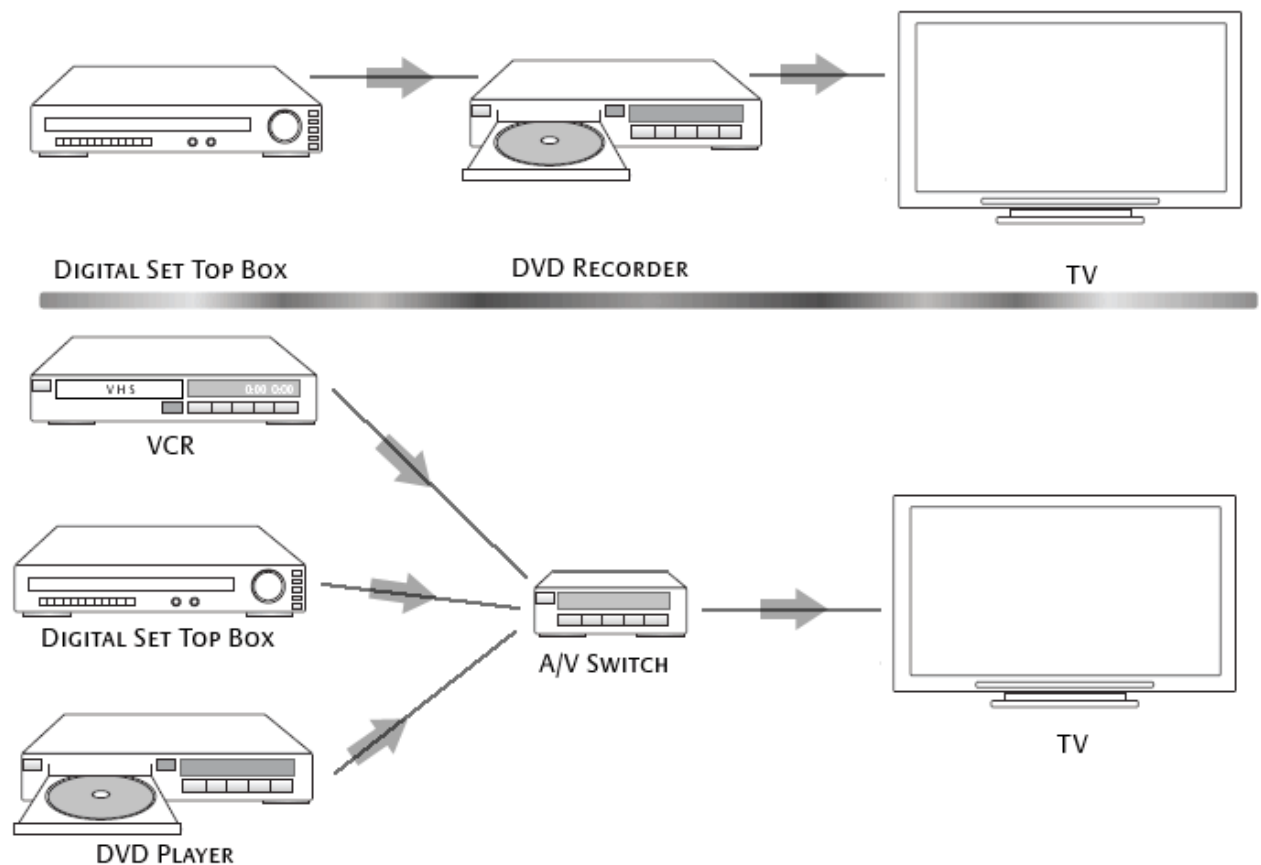
If you delete a device, be sure to update your Activities!

## Adding an extra device (passthrough) to an Activity

A passthrough device is a device that you add to your system that a signal passes through unaltered.

For example, if you use your DVD recorder (or VCR) to record shows from your satellite or set top box, you may need to add your DVD recorder as a passthrough device.

In these examples, the DVD Recorder and the A/V Switch are used as passthrough devices.



To add an extra Device (Passthrough) to an Activity, go to your home page:

1. Select the **Activities** tab.
2. Click **Settings** next to the appropriate Activity.
3. Select **Review the settings for this Activity**.
4. Select **Yes, but I want to add more control of options and devices for this Activity**.
5. Click **Next**.
6. Follow the online instructions to complete the setup.

## Changing how buttons work in an Activity

When you select an Activity, your Harmony One turns on all the required entertainment devices, sets up the device inputs correctly, and sets up the remote's buttons to control the devices in the Activity. For example, when you select the Watch a DVD Activity, the volume buttons on the Harmony One changes the volume.

However, there may be some commands you want to add to buttons or display on the remote's screen. Using the Harmony Remote Software you can add or customize how buttons work in any Activity quickly and easily.

From the Harmony Remote Software:

1. Select the **Activities** tab.
2. In the Activity in which you want to change a button, click **Customize Buttons**.
3. Follow the online instructions.

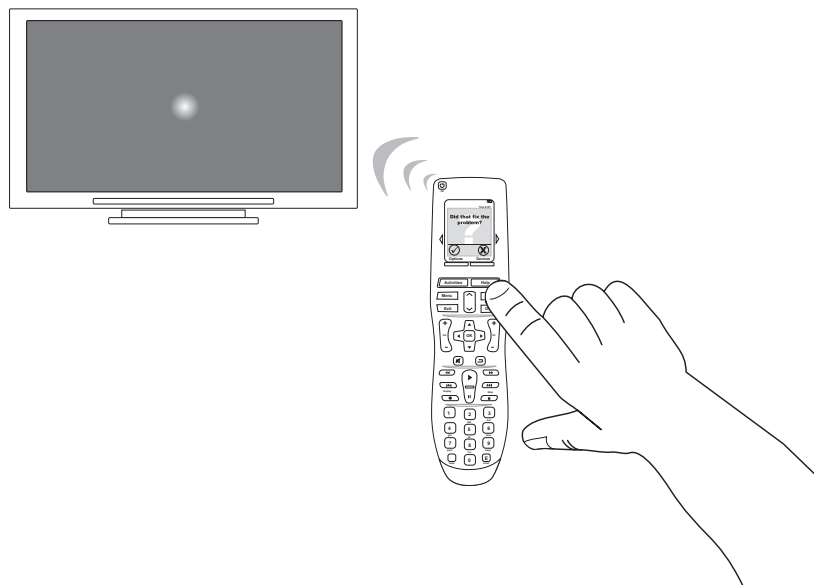
## Customizing the on-remote help

Using the Harmony Remote Software, you can customize the Harmony One's on-remote help by selecting between two 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 account.

From the Harmony Remote Software:

1. Select the **Remote Settings** tab.
2. Click **Display Settings**.
3. Follow the online instructions.



## Controlling the Remote Assistant

The Harmony One's Remote Assistant guides you through starting Activities. It also gives you more information about the status of your remote and the Activity you selected.

For example, when you select the Watch TV Activity, the Remote Assistant asks you if the TV is on and if the other devices in the Activity are configured properly.

You can turn this feature on or off from the Harmony Remote Software or from the remote. The Remote Assistant can be turned off permanently only by using the Harmony Remote Software.

To permanently turn the Remote Assistant off, from the Harmony Remote Software:

1. Select the **Remote Settings** tab.
2. Click **Display Settings**.
3. Follow the instructions online.

To temporarily turn the Remote Assistant off, from your Harmony One:

1. On your remote, press **Options**.
2. Turn the **Remote Assistant** on or off.

## Viewing the on-remote tutorial

The Harmony One's on-remote tutorial teaches you about your Harmony One and how to use its most common features.

After you update your remote for the first time, the tutorial starts as soon as you disconnect your remote from your computer.

However, you can replay the tutorial whenever you need a reminder on using some of the features of your Harmony One (or when you want to show visitors how easy it is to use your entertainment system with your Harmony One).

To start the tutorial from the Harmony One:

1. Press **Options**.
2. Press **View Tutorial**.

## Personalizing your Harmony One

You can personalize your Harmony One to make the screen look and act the way you want.

### Changing the order of Activities on your Harmony One's screen

You can easily change the order in which your Activities appear on your remote's screen. Rearranging the order of the Activities allows you to have the Activities you use most often appear at the top of the list.

From the Harmony Remote Software:

1. Click the **Activities** tab.
2. Click **Re-order Activities**.
3. Follow the online instructions.

### Selecting or changing a theme on your Harmony One

You can change the theme on your Harmony to any of the themes included with the Harmony Remote Software. When you select a new theme, you change the look of the Harmony One's screen.

To change the theme on your Harmony One, go to the Harmony Remote Software.

From the Harmony Remote Software:

1. Click **Remote Settings**.
2. Click **Select a Theme**.
3. Follow the online instructions.

### Adding custom-labeled buttons to an Activity

If you want a button to do something specific, or there's a function on your device's original remote that's not on the Harmony One, you can create your own buttons that appear on the Harmony One's screen.

You can also change the name of buttons on your remote's screen to help make them easier to find.



#### **Naming buttons that appear on the remote's screen**

When you create a custom name for a button, remember to think about how the name will look on the remote's screen! We recommend keeping button names to 10 characters or less.

When you use your Harmony One to control devices one-by-one, you can customize the commands that appear on the Harmony One's screen to make the functions you use easiest to find.

You can even add the commands you're missing to your Activities so they'll always be easily accessible.

If there's a button that you don't use, you can remove buttons that appear on the remote's screen using the Harmony Remote Software.

To customize the buttons that appear on the Harmony One's screen, from the Harmony Remote Software:

1. In the Activity for which you want to customize a button, click **Customize Buttons**.
2. Follow the online instructions.

## Adding a slideshow to your Harmony One's screen

You can use your own pictures or images to create a slideshow on your Harmony One. To add a slideshow to your Harmony One, go to the Harmony Remote Software.

From the Harmony Remote Software:

1. Click **Remote Settings**.
2. Click **Set Up a Slideshow**.
3. Follow the online instructions.

## Viewing a slideshow on your Harmony One's screen

The slideshow automatically displays on the remote's screen while the remote is in the charging station. You can also start the slideshow manually using the Harmony One.

From your Harmony One:

1. Press the **Options** button.
2. Select **Start Slideshow**.



### Sizing slideshow images to fit your remote display

For optimal results, use a .jpg with the following image dimensions:

- Width: 176 pixels
- Height: 220 pixels

Your image will automatically be adjusted to meet these requirements.

The maximum file size is 160 KB.

## Adding additional features to your Harmony One

It's possible that a device's commands are not recognized. Maybe you have a very rare device? Or a new one? Although we update our device list regularly, there are always new devices in the market. To remedy this, you can teach your Harmony One how to control this device by using the device's original remote.

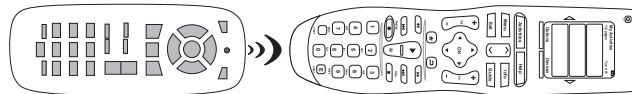
### Teaching your Harmony One new commands using your old remote

With the Learn IR feature of the Harmony One and the Harmony Remote Software, you can use your device's original remote to "teach" your Harmony One. You should only need to use this feature when Logitech's device list doesn't have your device listed, or there's a button you want to use that's missing from the device configuration.

To use the Harmony One's learning feature, go to the Harmony Remote Software.

1. Select the **Devices** tab.
2. Click **Learn IR** located next to the device you want to control.
3. Follow the online instructions.

5-10 cm (2" - 5")



### Naming a new command your remote learned

When you teach your Harmony a new command, you need to give the command a name. This way, you can refer to the command by name in various locations in the Harmony Remote Software.

Logitech recommends you use the default names listed on the Learn IR page. By using the default names, you minimize the chance of a button being assigned incorrectly on the Harmony One.

#### Naming conventions

When naming a command for which there is no default name on the Learn IR page, use the following naming conventions to make button assignment easier:

- Don't use spaces or special characters such as /, & or \* in the name.
- Capitalize the start of words (for example, **NextDisc**, **ModeDigital**).
- Start the command name with its main function (for example, **VolumeRearUp**, **VolumeRearDown**, **VolumeFrontUp**). This helps group related commands in lists.



- Start infrared commands that select inputs (for example, on a stereo receiver) with the prefix "Input".
- Don't name the input based on what you've connected to your device, rather name it based on what it's called on the front of the device, or on the remote control (for example, ***InputAux, InputVideo1, InputTape, InputDVD***).

## Types of delays or speed settings

If your device doesn't react to a command from the Harmony One, it may be because the delay setting needs to be adjusted. By default, different devices take different amounts of time to react to a command from a remote control. To accommodate these differences in your devices, the Harmony One uses several types of delays, or speed settings, to control your devices.

### Power On Delay

The Power On Delay is the amount of time that a device needs to "warm up" before receiving another command. For instance, when you turned on a device, you may notice that the device needs a certain amount of time before it can receive another command from the remote.

**Example:** Every time I turn on my system with an Activity, my TV powers on but doesn't go to the correct input. However, it does go to the correct input when switching between Activities when the TV is already on. The **Help** button fixes it each time, but I don't want to use the **Help** button every time.

### Inter-key Delay

The Inter-Key Delay is the amount of time allotted for commands to be sent between button presses.

**Example:** Any time I press volume up multiple times in a row, for my AV Receiver it takes a long time to increase the volume. I would like my devices to respond quicker to these presses.

### Input Delay

The Input Delay is the amount of time that the remote takes when switching between inputs. Many devices need a certain amount of time before changing to the next input in the input list.

**Example:** My TV doesn't always go to the correct input when switching between Activities and I have already verified that the input list is correct.

## Inter-Device Delay

The Inter-Device Delay is the amount of time between commands for different devices when you start an Activity. The Inter-Device Delay is also the time between the next sequence of commands that are sent to other devices within an Activity.

**Example:** My DVD player doesn't always turn on when I start the Activity. I can get the DVD player to turn on by using the **Help** button however I don't want to use **Help** every time.

## Repeats

The Repeats are the number of times the remote repeats a command for a device to properly respond to the command. For instance, many devices need longer or shorter command repetitions to respond properly.

**Example:** Any time I press channel up, my Digital Set Top Box skips two channels at a time.

## Adjusting the delay between IR commands (speed settings)

If you find the delay between IR commands is too long, especially when changing channels on your TV, you can change the delay time for a device that is reacting too slowly.

The Harmony One uses several different delays to control your devices. For more information on which delay you need to adjust, see [Types of delays or speed settings](#).

To adjust the delay between IR commands, go to the Harmony Remote Software:

1. Click the **Devices** tab.
2. Select the device for which you want to apply the change and click **Settings**.
3. Select **Adjust the delays (speed settings)**.
4. Click **Next**.
5. Follow the online instructions.

# Maintaining your Harmony One

## Upgrading your Harmony One firmware

Your Harmony One contains internal software, called firmware. The remote's firmware is similar to your computer's operating system.

Logitech updates the firmware for your remote to ensure you're always getting the most from your Harmony One. Generally, when you connect your remote to your computer the Harmony Remote Software updates your remote automatically if new firmware is available.

However, sometimes you may need to update the firmware manually.

To upgrade your Harmony One firmware:

1. Remove your Harmony from the charging station.
2. Connect your Harmony to your computer using the USB cable.
3. Start the Harmony Remote Software.
4. Click **Downloads**.
5. Click **Firmware**.
6. Follow the online instructions.

## Testing your remote settings after a software upgrade

After you finish making any changes to your Harmony One's configuration, you should test the new set up to ensure everything is working the way you expect. This testing process is the same as the one you did when you set up your Harmony One for the first time. For more detailed information, see [Testing your setup](#).

## Upgrading to a new Harmony remote

When you upgrade to a newer model Harmony, you can transfer the configuration from your old remote to your new remote.

To upgrade to a new model Harmony remote:

From the Harmony Remote Software:

1. Click **Remote Settings**.
2. Click **Manage Remotes**.
3. Click **Replace**.
4. Follow the online instructions.

## Troubleshooting problems with your Harmony One

In this section, you'll find some commonly reported issues and the suggested solutions. These solutions may help you fix problems you're experiencing. If you still cannot fix the problem, refer to [Getting help with your Harmony One](#).



### **The TV doesn't turn on when starting an Activity, but using the Help button on the remote fixes the issue.**

- Try increasing the [Inter-Device Delay](#) for your television. Sometimes commands are sent too close together for different devices and need to be spaced out more.



### **The TV doesn't go to the right input when starting Activities.**

- Using the Harmony Remote Software, check your Activity to ensure the Activity is set up to use the correct input your TV needs to be set on to get a picture. Next, check that the inputs are in the correct order for the Harmony One to know how to cycle through each input. If you're still experiencing trouble, try raising the [Inter-Device and Input Delays](#) for your TV.



### **When pressing buttons in an Activity, the remote sends the command twice.**

- Try lowering the repeats for the device that is receiving the command. You can do this by using the troubleshoot option in the Harmony Remote Software.



### **When you try to add a new TV to your account, you get a message informing you that you haven't entered the correct model number.**

- The model number for most devices can be found on the front of the device. If it isn't there, it can be found on a label on the back or bottom of the device. The model number shouldn't be confused with the serial number or the model number of the device's remote control, as many different devices by a manufacturer can share the same remote.



**The On Demand command isn't on the Harmony One for the Watch TV Activity.**

- You can map the command to any unused button on the Harmony One or on the remote's screen. The command is likely in our database, but wasn't mapped to the Activity. If we're missing the command, the Harmony One can learn it from your original remote. For more information, see [Teaching your Harmony One new commands using your old remote](#).



**The Harmony Remote software is unable to communicate with the Harmony One.**

- Try disabling any Internet security software you might have including firewalls and anti-virus software.

## Figuring out which inputs your system uses

One of the most important parts to creating your Activities for your Harmony One is determining which inputs your system uses for each device. This chapter gives you some suggestions on how to figure out which inputs your entertainment system uses if you're not sure.

Inputs are how the devices in your entertainment system are connected. For example, your DVD or cable box is connected to your TV through an input. If you use an AV Receiver to control the sound on your devices, for example if you have a home theater system, this chapter will also help you figure out the inputs for your audio connections.

After you know how your devices are connected, you can use the information to create your Activities using the Harmony Remote Software.

### Figuring out which type of input control you have

The first step in determining which inputs you have is to figure out how you use your device's original remote to change inputs. In general, there are four possibilities and each one is described in this section. To figure out which option your TV or AV Receiver uses, look at your device's original remote and see which option fits.

#### Option 1 — One source button

In this case, your remote has only one source or input select button.

When you press the source button, your device switches to the next input and the label appears on your TV screen.

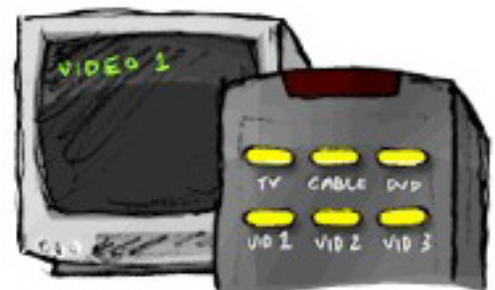
Each time you press the source button, the device switches to a new source until you get back to where you started.



#### Option 2 — Several source buttons

In this case, your device's original remote has several source buttons — one for each input. For example, you may have buttons labeled TV, CABLE, DVD, VIDEO 1, or S-VIDEO.

When you press one of the source buttons, the device switches to the source you selected and the label appears on your TV screen.

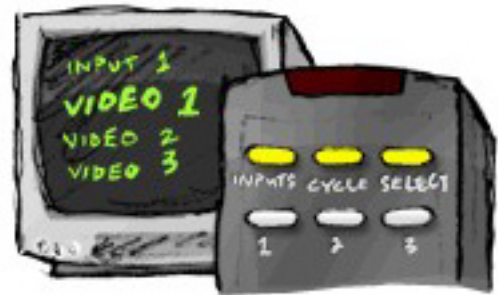


### Option 3 — Select the input from an on-screen menu

In this case, your device uses an on-screen menu from which you can select the input you want.

When you press the source button, the menu appears on your TV screen. Then, you use another button on the remote to choose the input you want, and then a third button to select the input.

For example, you press the source button to display the on-screen menu, the arrow keys to select an input, and then the **OK** button enter your selection.



### Option 4 — Select the source from a list

In this case, your device has a list of inputs and you can use the buttons on the remote to select the input you want from the list.

After you press the source button, you have to press another button on the remote that selects the input you want.

In this option, there's no menu from which to choose (Option 3) and you don't have to cycle through all inputs to get to the one you want (Option 1).



## Step 1 — Turn on all your devices

To determine which devices are using which inputs, Logitech recommends you start by turning on all the devices in your entertainment system.

If possible, you should even start something playing in your DVD player, CD player, VCR, etc.

By having all your devices on, it's easier to see how they're connected.

It's also handy to have some paper and a pen so you can note which devices are connected to which inputs.

## Step 2 — Watch the TV

In this step, you must use your TV's original remote control to switch between inputs.

1. Using your TV's original remote, select each input one-at-a-time.
2. For each input, note which device appears to be connected to that input.  
*For example, if you switch to VIDEO 1 and see your DVD playing, you know your DVD player is connected to VIDEO 1.*
3. Repeat step 2 for each input.

## Step 3 — Listen to the sound

You need to complete this step only if you have a separate device (called an AV Receiver) that manages the sound for your entertainment system. For example, you have a home theater system or connect your TV to your stereo so the sound comes out of your stereo speakers.

You must use your AV Receiver's original remote control to switch between inputs.

1. Using your AV Receiver's original remote, select each input one-at-a-time.
2. For each input, note which device appears to be connected to that input.  
*For example, if you switch to OPTICAL 1 and hear the sound from your DVD playing, you know your DVD player is connected to OPTICAL 1.*
3. Repeat step 2 for each input.



# Getting help with your Harmony One

## Contacting Customer Support

If you're experiencing problems and can't find the solution, our courteous and expert professionals can assist!

From your home page, click the **More Help** button located in the **Tip Center** and then select the **Contact Us** tab.

## Finding answers to questions

You can access our online help to search for topics or Frequently Asked Questions (FAQs).

From your home page, click the **More Help** button located in the **Tip Center**.

## Getting help with your online setup

You have access to several online features that help guide you through the online setup and customization of your Harmony One:

Harmony Remote Software	Provides instructional help to guide you through a series of question-and-answer steps to accomplish a task.
FAQs (Frequently Asked Questions)	A searchable list of customer questions with answers provided by the Harmony One's support center.
<b>More Help</b> button	Provides specific online help for the page you're on.

## Using the On-Remote Help

When one or more of your devices don't power on or off, or when they don't switch inputs correctly, you can use the **Help** button on the remote for simple troubleshooting. Answer the questions on your Harmony One to re-synchronize it with your entertainment system. See [Using the Help button](#).

## Logitech's Harmony Remote user forums

You can also access the user forums to see what other users like you're discussing. Simply go to <http://forums.logitech.com/>.

Getting Started



Add Devices

Create Activities

Finish Setup

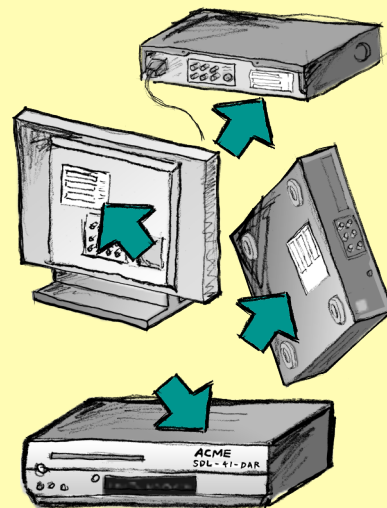
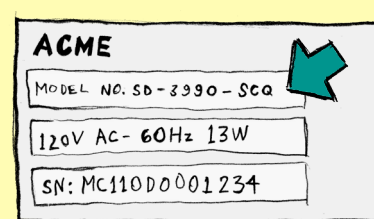
In the **Add Devices** step of the setup software, you will need to enter information about the components in your entertainment system. Fill out this worksheet to use as your guide.

List the entertainment components below that you would like your new remote to control.

Device Type	Manufacturer	Model Number
example: DVD Player	example: Pioneer	example: DV-414

### Tip Center How to Find Model Numbers

On most entertainment components, the model number is usually found on a label located on the front, back or bottom.



If you cannot find the model number on the component itself, the user manual that came with your component should list the manufacturer and model number.

#### Tips for identifying Device Type:

- a general category description
- examples: Television, VCR, CD Player, DVD Player, Stereo Receiver, Amplifier, Game Console, etc.

#### Tips for identifying Manufacturer:

- also referred to as “make” or “brand name”
- typically on the front of the component
- sometimes on the label with the Model Number
- examples: Sony®, Phillips®, Denon®, DirecTV®, TiVo®, etc.

#### Tips for identifying Model Number:

- also “Model” or “M/N”
- usually on a label on the front, back or bottom of the component (see the Tip Center )
- model number may be different than model name
- also found in the component’s user manual
- NOT model number on the old remote control
- NOT serial number (SN) which is usually much longer
- examples: RC-QN3BK, CT-36XF36C, Explorer 3100, L32 HDTV 10A, etc.

Once you have gathered all of your information, take this worksheet to your computer and continue with the Setup software.

## Appendix B - Glossary

<b>Amplifier</b>	A stereo component that outputs to speakers, and increases the gain or level of an audio signal. An amplifier doesn't typically include a radio.
<b>Anamorphic views</b>	Also referred to as Enhanced for Widescreen, or Enhanced for 16:9. The process that horizontally shrinks a 16:9 image into a 4:3 space to convert images between widescreen and typical television image aspect ratio. Used on many DVDs.
<b>Aspect ratio</b>	The ratio of image width to image height. Common motion-picture ratios are 1.85:1 and 2.35:1. Television screens are usually 1.33:1 (also known as 4:3). HDTV is 1.78:1, or 16:9.
<b>A/V switch</b>	A device with several audio and video source inputs that sends a selected audio/video source input signal to an output device like speakers or a TV.
<b>DLP® (Digital Light Processing)</b>	Projector screen technology that relies on using individually controlled tiny mirrors (micro mirrors) to produce an image. Developed originally by Texas Instruments.
<b>DVD recorder (DVR)</b>	A standalone unit that resembles and functions very much like a VCR. Like a VCR, DVD recorders all have AV source inputs, as well it can record TV shows.
<b>HDTV (High Definition Television)</b>	The high-resolution form of television. HDTV has 1125 lines of resolution, or more than five times the video information than that of a TV set, creating a much crisper, more detailed picture.
<b>Light controller</b>	A device that is connected to a set of lights and allows the lights to be powered or dimmed remotely.
<b>Mini-system</b>	A single unit that is some combination of the functionality of a DVD, VCR, radio, and amplifier.
<b>NTSC (National Television System(s) Committee)</b>	The standard video broadcast format used in North America.
<b>Output Device</b>	A device that produces the sound or picture, for example, a TV or speakers.
<b>PAL (Phase Alternating Line)</b>	A video format that is used in the UK, and parts of Europe and Asia.

<b>Passthrough</b>	A device that routes video or audio from one device to another device.
<b>Personal Video Recorder (PVR)</b>	Contains an internal recorder and player that records and plays video without the use of a removable tape or disc. Typically PVRs can pause, rewind, instantly replay, and play slow-motion for live or recorded TV. Examples of PVR service providers are TiVo, ReplayTV, UltimateTV, and Keen PM. Many satellite providers also provide PVR services and have PVRs included in some of their satellite receivers.
<b>Pre-amplifier</b>	A control and switching component that may include equalization functions.
<b>Pre-amp Sound Processing</b>	Takes a small signal and amplifies it sufficiently to be fed into the power amplifier for further amplification. A pre-amp includes all of the controls for regulating tone, volume, and channel balance. This task is known as sound processing.
<b>Receiver</b>	Also referred to as a tuner or a stereo receiver. A receiver can be any component that receives or tunes broadcast signals, or AM/FM radio. Typically refers to the single component that includes a preamplifier, surround processor, multi-channel amplifier, and AM/FM tuner.
<b>RF (Radio Frequency)</b>	Used by some remote controls, to control devices because it doesn't have the same line-of-sight restrictions as IR (infrared) signals.
<b>SACD (Super Audio CD)</b>	A read-only optical audio disc aimed at providing much higher quality of digital audio reproduction than the compact disc.
<b>Satellite Radio</b>	A service in the United States that provides digital programming directly from satellites. Currently the 2 main providers for service are XM and Sirrus.
<b>SDTV Standard Definition Television</b>	One mode of operation of digital television where the broadcaster transmits pictures with detail similar to, or slightly better than, today's analog television. Since the picture contains less information, there is "room" in the digital signal multicast broadcasting.
<b>Stereo receiver</b>	Also referred to as a tuner or a receiver. A stereo receiver is any component that receives or tunes, broadcast signals, or AM/FM radio. Typically refers to the single component that includes a preamplifier, surround processor, multi-channel amplifier, and AM/FM tuner.

**Tuner**

Also referred to as a receiver or a stereo receiver. A tuner is any component that receives or tunes, broadcast signals, or AM/FM radio.

Typically refers to the single component that includes a preamplifier, surround processor, multi-channel amplifier, and AM/FM tuner.

**Power strip**

A common device that acts like an extension cord, providing additional cord length, as well as a mechanism that offers several electrical outlets.

## **Appendix C - Product Specification**

LCD Size	2.2" Diagonal
LCD Resolution	220 x 176 (QCIF+)
LCD Screen	64,000 Color
Touch Screen Technology	Capacitive
Power Source	Rechargeable
Power Type	Lithium Ion
Brands Supported	5,000+
Devices Supported	200,000+
Maximum number of devices per account	15
Backlit keypad	Yes
Backlight Color	White or Amber (depending on mode)
IR Learning	Yes (Up to 200 Khz)
Learning Capabilities	Any IR Device
IR Transmitters	2
IR Transmission Range	Up to 65ft
Memory Type	Flash
Memory Amount	4MB
Weight	6 oz (with battery installed)
Dimensions	8.75" x 2.3" x 1.3"
Warranty	1 Year
Supported Platforms	Windows 2000/XP/Vista MAC OS X 10.3 +

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