

Sho

User manual

Last updated 29 May 2026



Table of Contents

Sho	4
Logging in	4
Quick start guides.....	5
Dashboard	9
Navigation - Dashboard.....	9
Menu	11
Media	12
Media Overview	13
Add media to your library.....	14
Add media from Canva	15
Add media from PosterMyWall	18
Add media from Google Slides	20
Create a Template	23
Create your own template	23
Navigation - Template editor.....	24
Save template.....	26
Create an AI Template.....	27
Playlist	29
Playlist overview	29
Create a Playlist	30
Navigation - Playlist editor.....	31
Playlist Editor.....	32
Connect to Google Calendar	38
Connect to Facebook.....	41
Connect to Instagram.....	44
Media actions	46
Slide and Playlist settings.....	49
Publish a Playlist to a device from editor	52
Share a playlist.....	53
Edit a shared playlist.....	54
Copy a shared playlist	54
Device management.....	55
Navigation - Device management	55

Navigation - Device options (Properties)	56
Navigation - Live dashboard	57
Publish a Playlist to a device.....	58
Add a device to your Sho organization	63
Message.....	66
Users	67
Navigation - Users	67
Add user	68
Organizations.....	70
Navigation - Organization	70
Navigation - Show details for organization	71
General information	72
Licences	72
Add-ons	78
Users.....	80
Devices.....	80
Device groups	80
Change theme (Add-on) **	80
How to Delegate access (Add-on) **	81
Broadcast alerts	85
Integrations Public Service Announcement (PSA)	86
Usage stats.....	88
Help.....	89
Account	90
Appendices	95
Appendix A - Function overview	96
Appendix B - Device settings.....	118
Appendix C - Offline/USB mode	123
Appendix D - Whitelisting	127
Appendix E - Quick start guides.....	129
Appendix F - Schedule Playlist	134
Appendix G - Troubleshooting	143

Sho

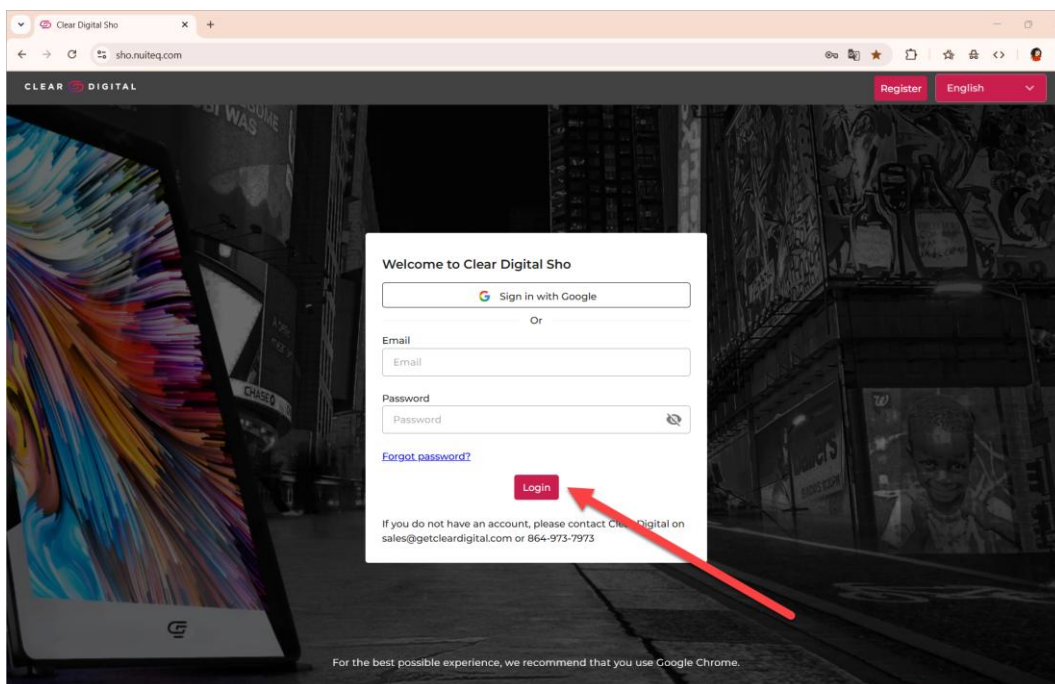
Sho is a remote content management software for digital signage provided by Clear Digital.

Sho is a cloud-based software designed to remotely manage, schedule, and deploy digital signage content across multiple locations. Sho focusing solely on core content management features for easy and intuitive usage.

Sho is structure so that you upload your objects/media and then add the media/objects on a slide to put together several slides to create a playlist. Then you publish to a device with the Sho application.

Logging in

You should have received an email containing your login credentials. Log into your account from sho.getcleardigital.com. Sho works best with Google Chrome.



Logging out

To log out of Sho, you find the logout-button in top right corner of the 'Account' page.

Quick start guides

These short guides walks you through the key steps to get Sho up and running — from logging in to seeing your first playlist live on a screen.

Log in to Sho

1. Go to your Sho login page. (<https://sho.getcleardigital.com/>)
2. Enter your credentials and sign in.
3. The **Dashboard** opens — your overview of media, playlists, and connected devices.

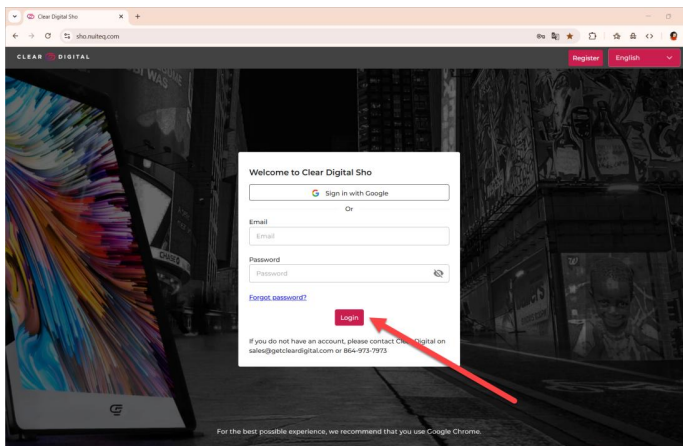


Image 1. Sho login page

Start by register your android device/screen/panel. Make sure that the Sho application is installed.

Register your display device

1. On your device or panel, open the **Sho Player app**.
2. Note the **registration code** displayed.
3. In Sho, go to **Device Management** → **Add new device**.
4. Enter the code, name the device, and confirm.
5. When connected, its status changes to **Online**.

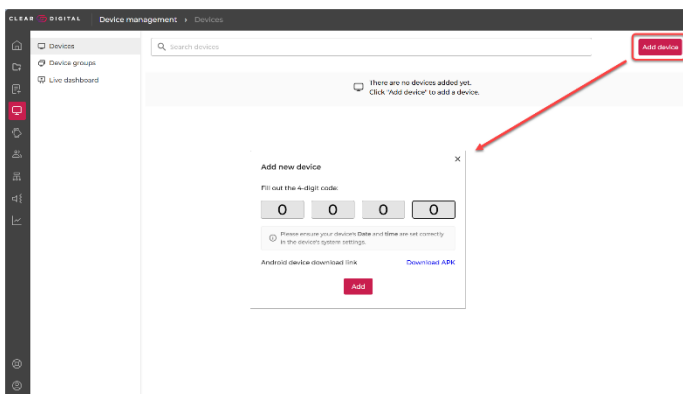


Image 2. Add new device by entering the 4-digital number from the device.

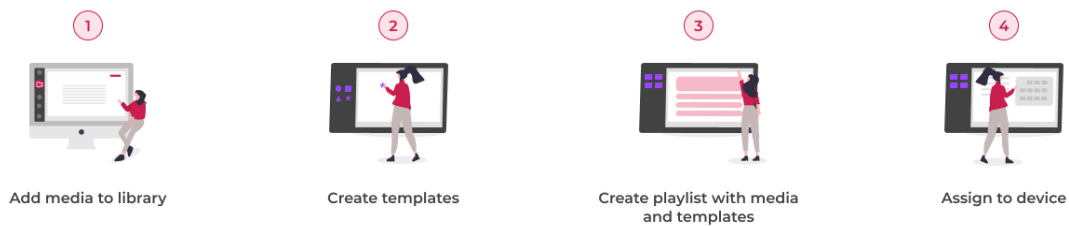
As easy as 1-2-3

Then you upload media (*the objects*), to be used to create a playlist (*the presentation*). When you are happy with the playlist, you publish it and then assign it to a device or device group.

Now you schedule the time frame for the playlist to be shown on the device. *Note. You can for example have 2 or more playlist alternating during the day/week/month depending on the message and target group.*

Media → Playlist → Publish → Device

Steps to get started:



Upload your first media

1. Select **Media** from the left-hand menu.
2. Click any option to **upload** a media file. Locally from your computer or from online (Unsplash, Pexels) or third party (Canva, PosterMyWall or Google slides). Choose an image or video.
3. Add tags or organize it into folders. (*Optional*)

*Note: You can also browse **Shared Media** or **Stock Media** to find media.*

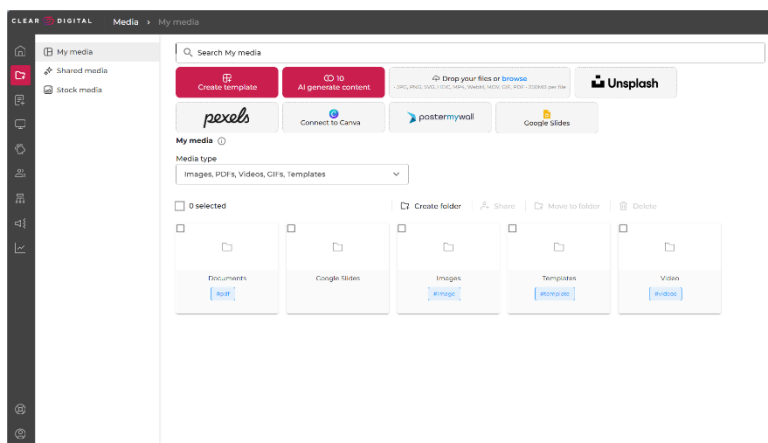


Image 3 Upload media, like video, images or pdf and organise them in folders.

Create a playlist

1. Go to **Playlists** → **Create new playlist**.
2. Add a new **Slide**.
3. Adjust **Duration** for the slide (default 10 s).
4. **Add media** by clicking on one from the left media pane. Click on 'See all' to access more media/objects of the same type.
5. Add more slides with media or objects, to create a playlist.

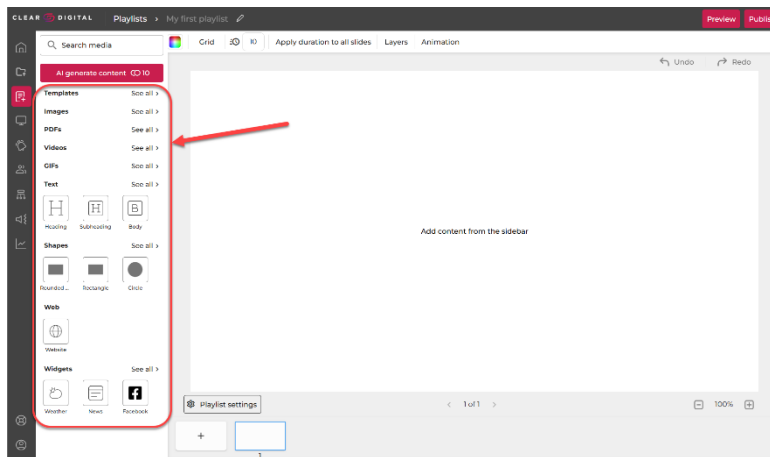


Image 4. Add media or objects from left pane. To see more media click on 'See all' for the media type.

Publish your playlist

1. Open your device properties.
2. Select the '**Assign a playlist**' in the left pane.
3. Schedule or play now.
4. **Save**.

Your playlist will appear within a few moments!

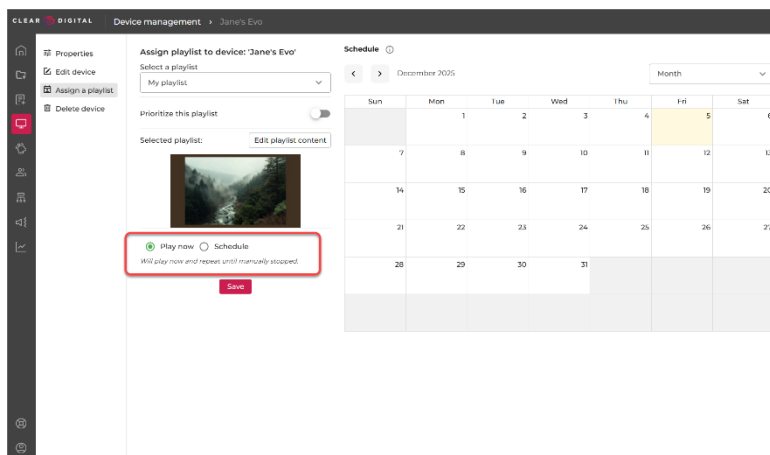
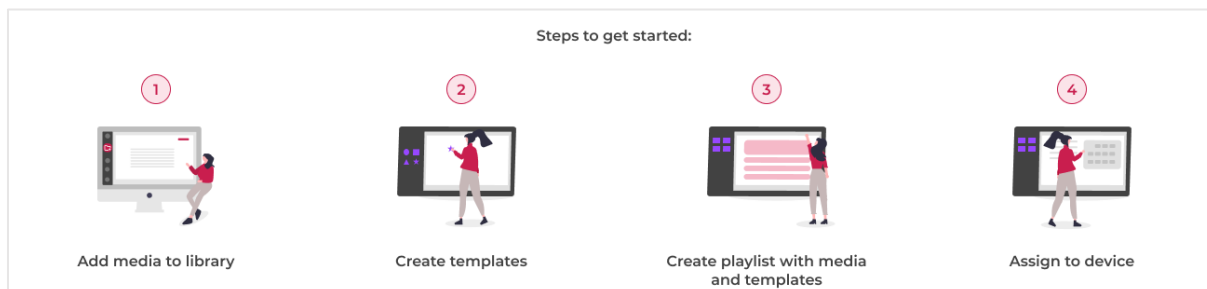


Image 5. Select if the playlist is to play now or to be schedule for later.

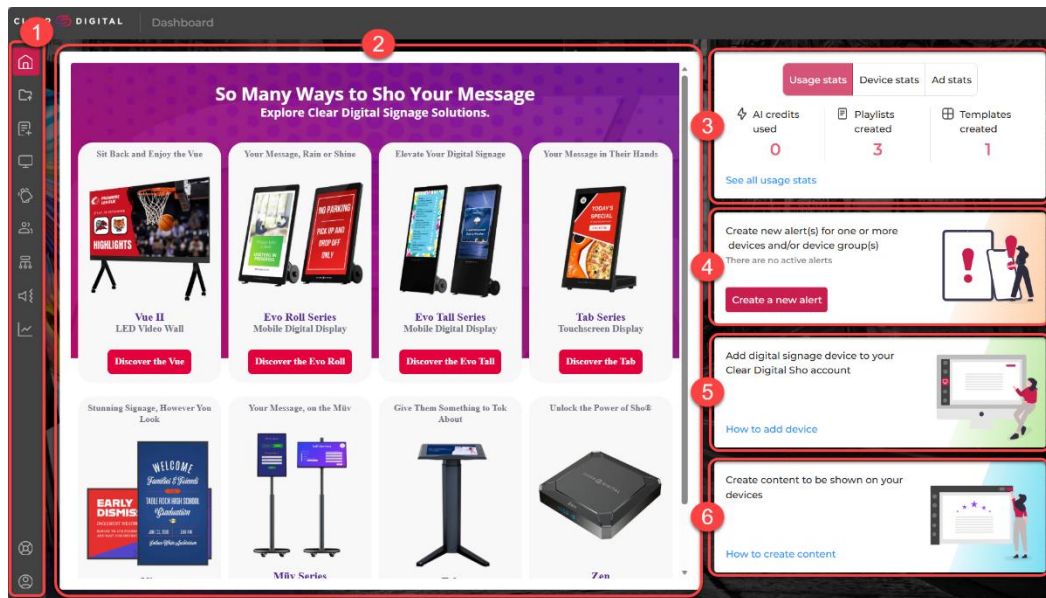
For a printable **Quick start** guide see [Appendix E](#)



Dashboard

When you log into Sho you end up on the dashboard. Here you have fast links to the most used feature, and quick help. You also find information from Clear Digital.

Navigation - Dashboard



1. Navigation Menu: All functions are found in the sidebar. Visible options depend on the permission you have (*Owner, Admin, Staff, Content manager or Device manager*)
2. Interesting Clear Digital marketing material like upcoming events, products, etc.
3. Stats for the organization's:
 - Usages stats: Read more [here](#).
 - AI credit
 - Playlist created
 - Template created
 - Device stats:
 - Active - Device is connected to the cloud and is playing content.
 - Offline - Device is not connected to the cloud and can still play content.
 - Ad stats
 - Tracking of advertisement slides - Plays and time

getcleardigital.com/sho

864.973.7973 / info@getcleardigital.com

4. Alert broadcast. Read more [here](#).
5. Pop up dialog with information on how to add a device to the organization, a link to **Device management**, and a **How-to guide**.

Read more [here](#).

×

Add digital signage device to your Clear Digital Sho account

1



Go to Device management

[Click here](#), to go to the Device management page to add a new device.

2



Locate your 4-digit code

Open the Clear Digital Sho Android app on your digital signage device to locate the 4-digit code.

3



Fill out the 4-digit code

To add your digital signage device to your Clear Digital Sho account, fill out the 4-digit code.

[See the Getting-started guide](#)

6. Pop up dialog with information on how to add and publish content, with additional links to Playlist and the How-to guide. Read more [here](#).

×

Create content to be shown on your devices

1



Create a playlist

[Click here](#), to go to the playlist tab to create a new playlist.

2



Create your slides from scratch or use templates

You can create your playlist from scratch or by using templates that you or others have created in the Media tab.

3



Publish the playlist and assign it to a device

Before you can assign your playlist to a device, you need to publish it in the top right.

[See the Getting-started guide](#)

Menu

- **Dashboard** - This brings you to the dashboard where you have an overview and quick links.
- **Media** - This section allows you to manage your media, including images, videos, GIFs, PDFs, by uploading them and creating templates.
- **Playlists** - Here you can create and manage your message/content to be displayed on devices.
- **Device management** - Here you can manage devices by add, remove and group (devices), have a live overview of current playing content.

You schedule playlists to play on the digital signage devices.

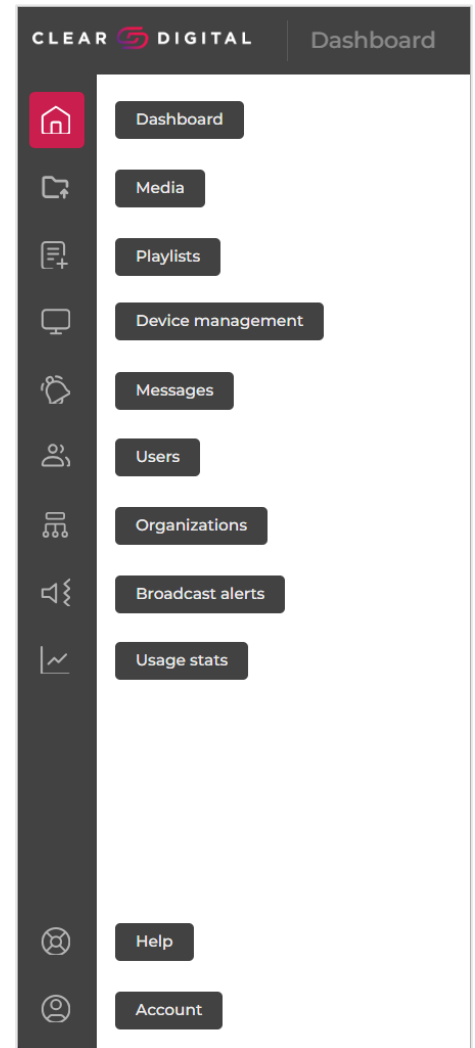
- **Messages** - Here you can see logs coming in from devices (for example, when a device goes offline)
- **Users** - Here you can add new users, edit users, filter users by type and see an overview list of users.
- **Organizations** - Here you find your properties and can renew your license.

You might also add new organizations and view a list of suborganizations and various details about them.

- **Broadcast alerts** – Create and send an emergency alert to all the selected devices.

The Alerts will override the current playlist and immediately display the alert.

- **Usage stats** – Stats of the organisation's usage of AI credits, creation of playlist and templates, and time and plays for advertisement slides.
- **Help** - Here you find links for contact to support and enquiries, and you can find a quick start and this user guide. You also will have the release notes of Sho.
- **Account** - Here you log out of the Sho application. You can change the password, change system language and give yourself a username. You can also find the EULA and the Privacy policy here.

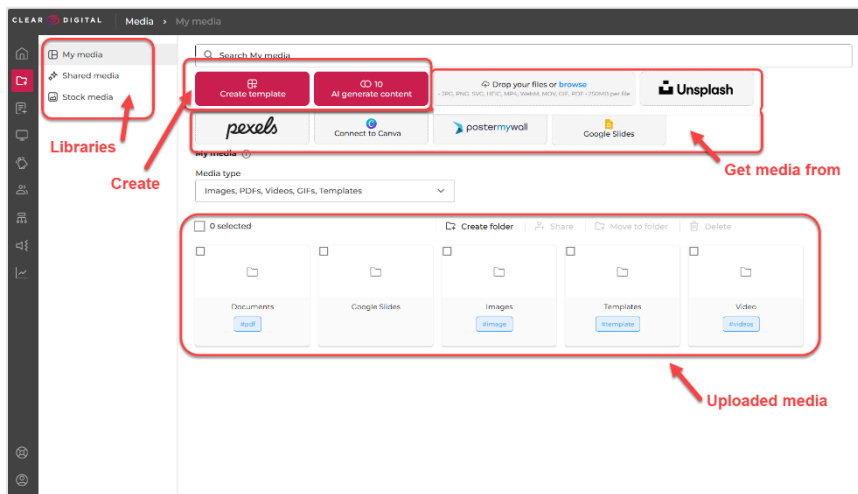


Media

The Media section will explain how Sho is structured from the smallest building block and how to put them together. You will learn to add media to your own library, to the shared organisations library and how to create a template.

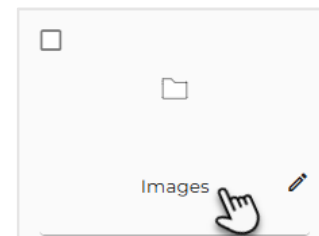
Media is the building blocks of the content. Content, such as images, videos, PDF or GIFs, is needed to create a playlist or template. You can add media by uploading from your computer or from the web via Unsplash or Pexels, and from Canva and PosterMyWall.

Compatible file type JPG, PNG, SVG, PDF, MP4, WEBM and GIF. Each file can be up to a maximum of 250 MB.

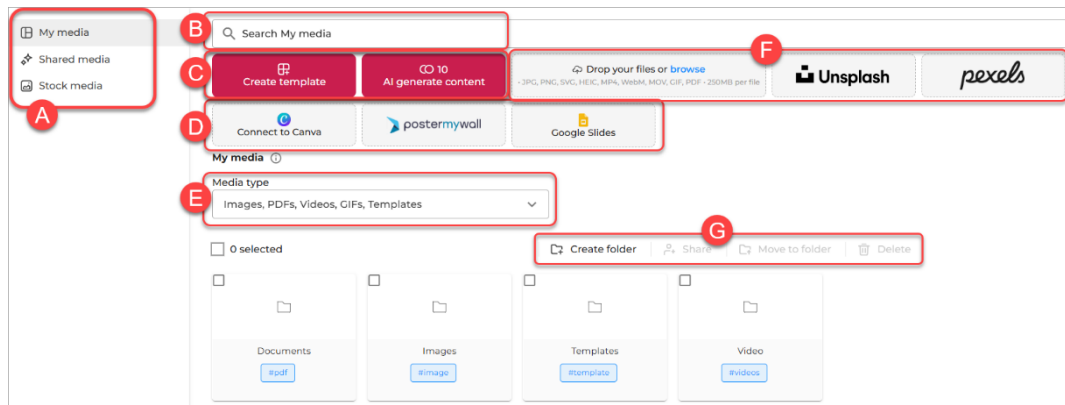


You can edit the media properties, or the folder name.

- Edit media properties
 - Click on the media and you get a preview of the media.
 - In the dialog you can edit the file name of the media, and you can add hashtags for easier search and categorization of the media.
Note: The file name can be up to 36 characters
- Edit folder name
 - Click on the folder name.
Note: The folder name can be up to 36 characters.
Note. You can only add a hashtag to a folder when you are creating it.



Media Overview



A. Media libraries

- In 'My media':
 - This is where you can find all your images, videos, GIFs, and templates, as well as upload new media.
- In 'Shared media':
 - You will find media that has been shared by the organization or by individuals within the organization.
- In 'Stock media':
 - You will find media provided by Clear Digital, NUI TEQ, or shared by a parent organization.

B. Search My media: Submit a keyword for the name of the media

C. Create Templates: Create own from start, or use the AI function (*AI credits needed*)

D. Upload media from integrate 3 party.

E. Filter by file type: Filter media to only view the chosen media type

F. Adding media

- From your own computer
 - Media from your local library or your organizations.
- From online Unsplash, Pexels
 - These image and videos can be used commercial

G. Media options

- To be able to do any option you first need to mark the media that are to be deleted, shared or moved to a folder.
- You can organise your media by using folders. *Note. You can only add a hashtag to a folder when you are creating it.*
- Added media will appear in the root folder, allowing you to move it to another folder for better organization and management.
- You can share your media to your organization (or suborganizations) and you can delete a media file (Note: Deleting media cannot be undone.)

Add media to your library

Upload media from your computer.

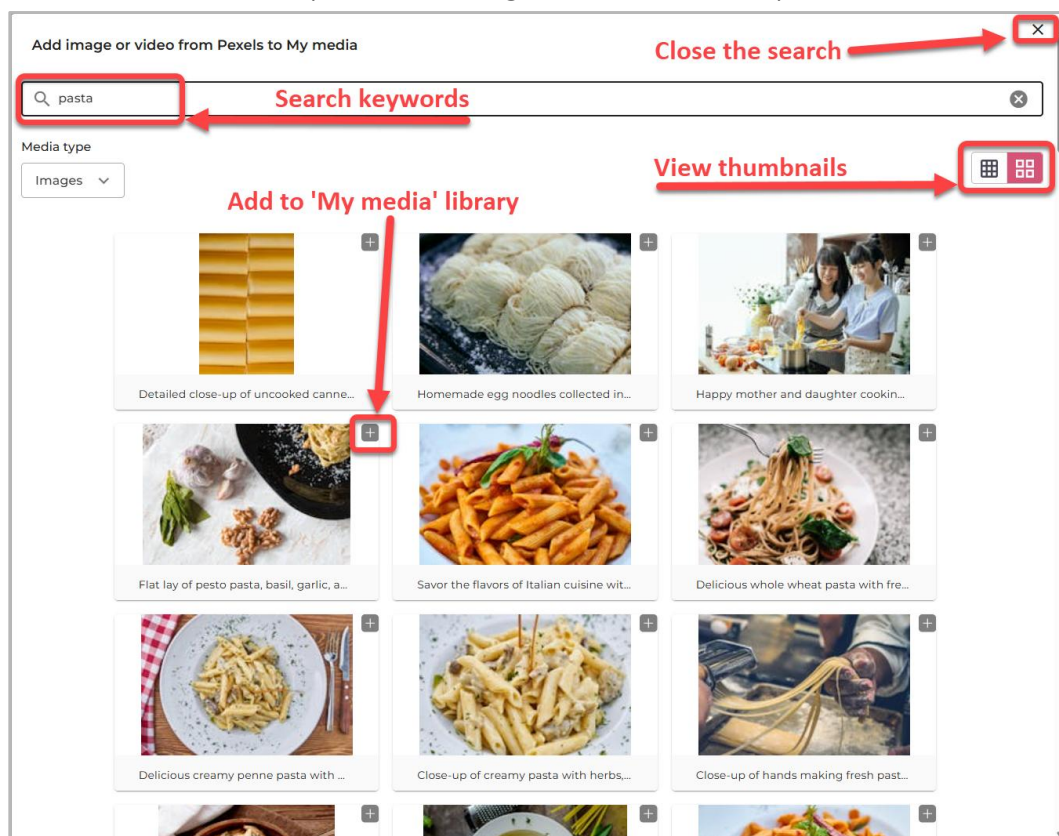
Note. upload file format like JPG, PNG, SVG, PDF, MP4, WEBM, GIF and PDF · 250MB per file.

- Click on 'Drop your files or browse'
- Use your file explorer to find and upload the desired media
- Or
- From your file folder drag-n-drop the file to the 'Drop your files or browse'

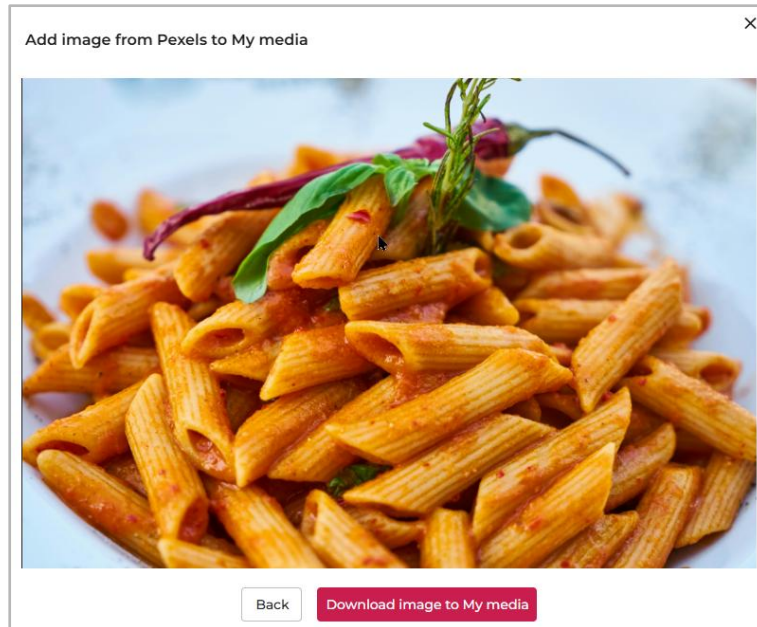
Upload media from the web.

Choose which provider you want to fetch media from (*Note: Images and videos are free to use for commercial purposes*)

- Click on Unsplash/Pexels
- Enter a search term (*Note: Use English search terms*)



- Click the plus (+) to add it to your library
- Click on the image to preview it



- Click 'Download image to My media' to upload it to Sho
- Click 'Back' to continue browsing your results
- Or click the cross (X) in the upper right corner to exit the image viewer.

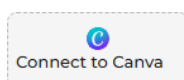
Add media from Canva

In Sho you can add some of your design project created in Canva.

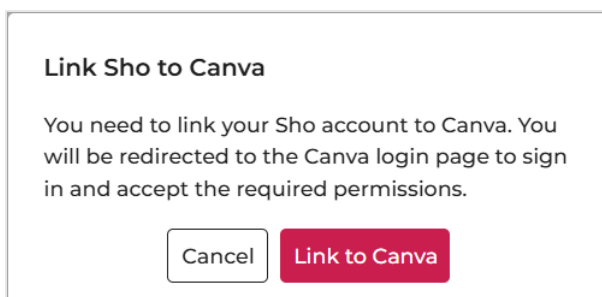
Note: Design projects will be added as an JPEG image.

Connect your Canva account to Sho

- Go to 'My media'
- Click on 'Connect to Canva'



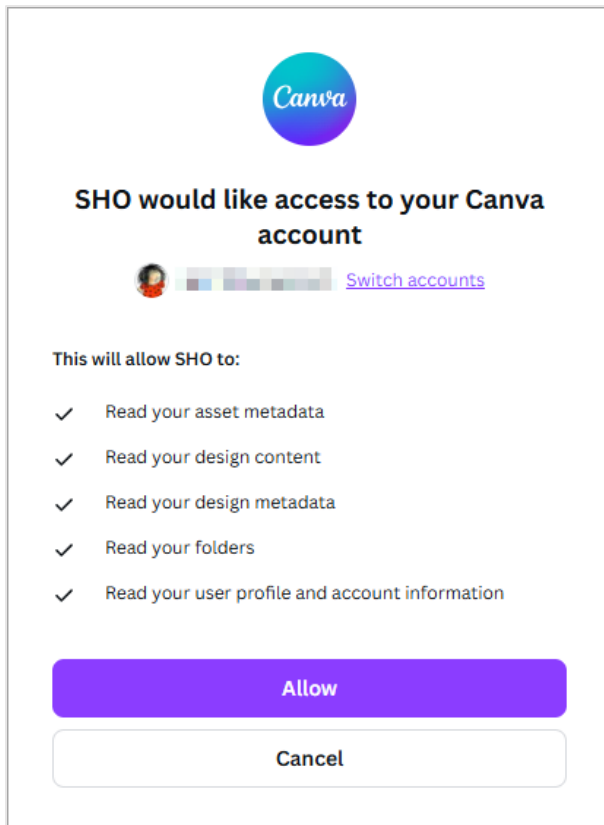
- You need to sign in to Canva and link your Sho account to Canva.



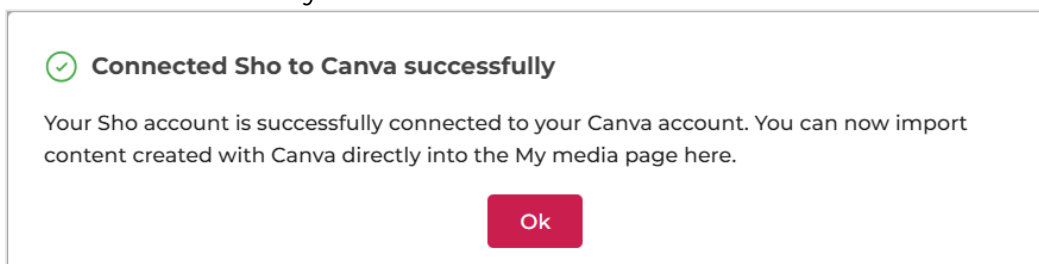
- Select 'Allow'

getcleardigital.com/sho

864.973.7973 / info@getcleardigital.com



- Click on “Allow” and your account is now connected.

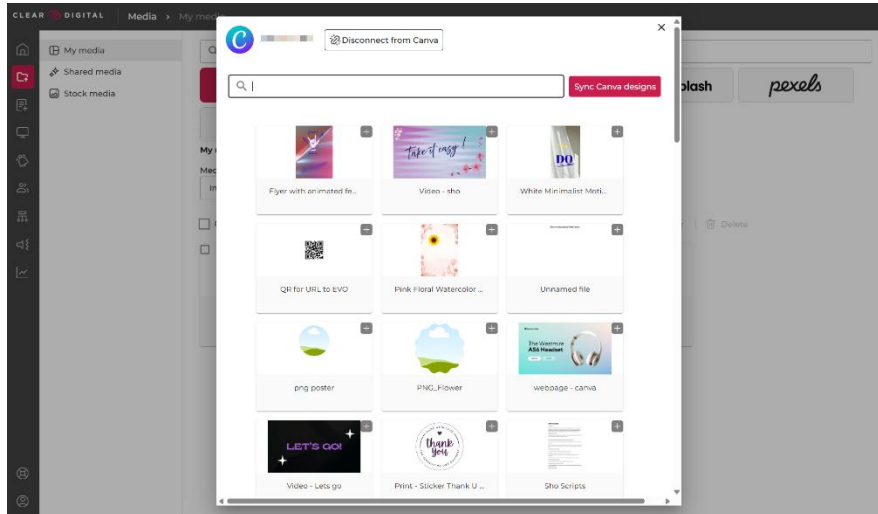


Import media from your Canva account to Sho Media

- Go to ‘My media’
- Click on “Canva”



- Search for the design you would like to add, as a JPEG, to Sho media.
- Select the design and add it via the [plus, 



The media is now added to your media.

Import Canva media to a playlist

In the playlist editor you can also add media from Canva

- Go to 'Images' in the left pane.
- Click on "See all"
- Click on "Canva"

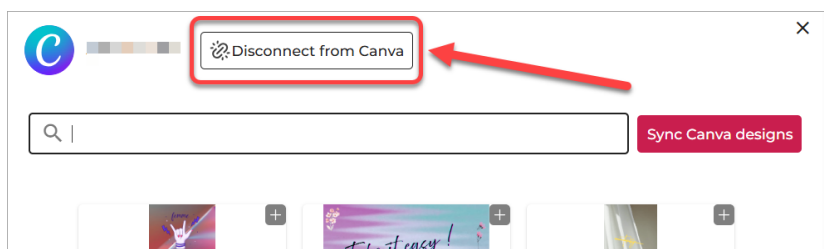


- Search for the design you would like to add, as a JPEG, to Sho media.
- Click on the design in the left pane to add it to your slide.

Disconnect from Canva

To disconnect from Canva, you can either do this from the library 'My media', from editor pane or from 'Account'.

- In 'My media' or in the editor. Click on the 'Canva'-button and select "Disconnect from Canva".



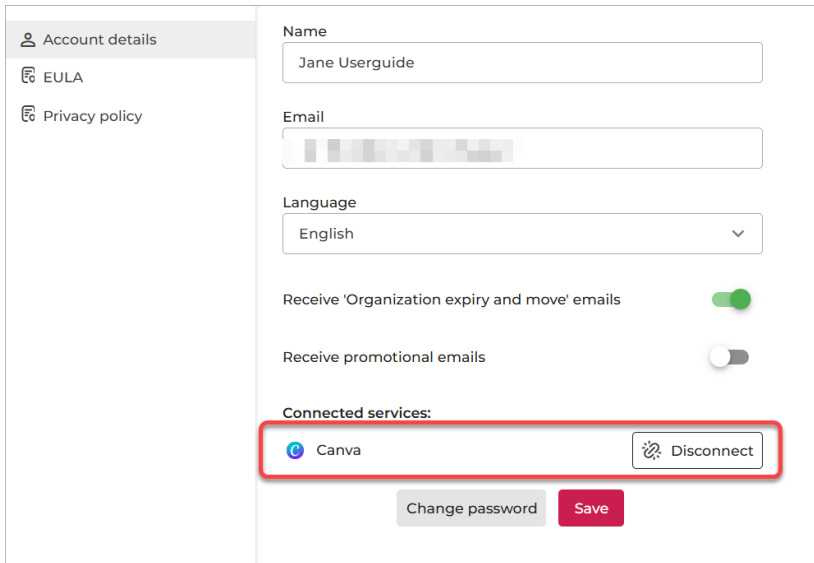
Or

- Go to 'Account' in Sho

getcleardigital.com/sho

864.973.7973 / info@getcleardigital.com

- Click on the 'Disconnect' for Canva



- Your Canva account have now been disconnected from Sho.

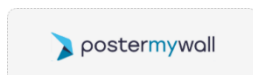
Add media from PosterMyWall

In Sho you can get some of your design project created in PosterMyWall (PMW). The project will be transferred from PMW into a playlist in Sho.

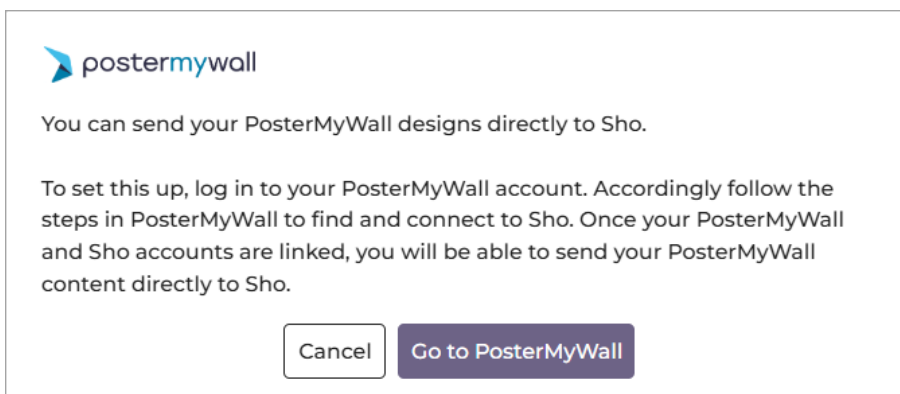
Note: Both videos (MP4) and images (JPEG) projects can be added from PMW

Go to your PosterMyWall account from Sho

- Go to 'My media' and click on the option 'postermymwall'.



- Accept to go to your account by clicking on the "Go to PosterMyWall"-button.

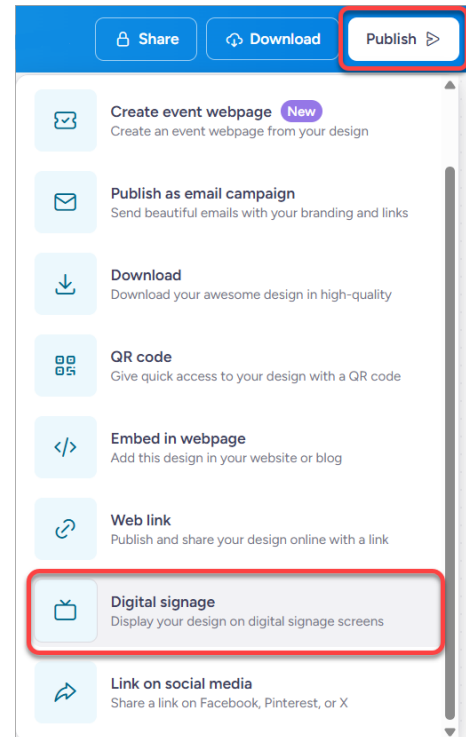


- Create your project in the PosterMyWall application or select the design file.

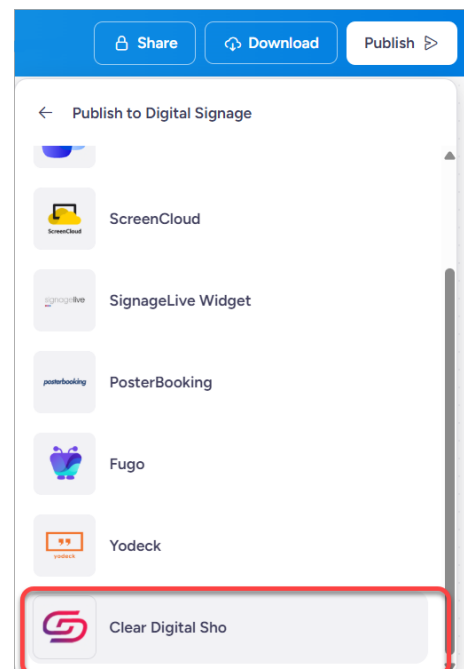
getcleardigital.com/sho

864.973.7973 / info@getcleardigital.com

- In the design project, select “Publish”
- And select the option for ‘Digital signage’ by click on it.

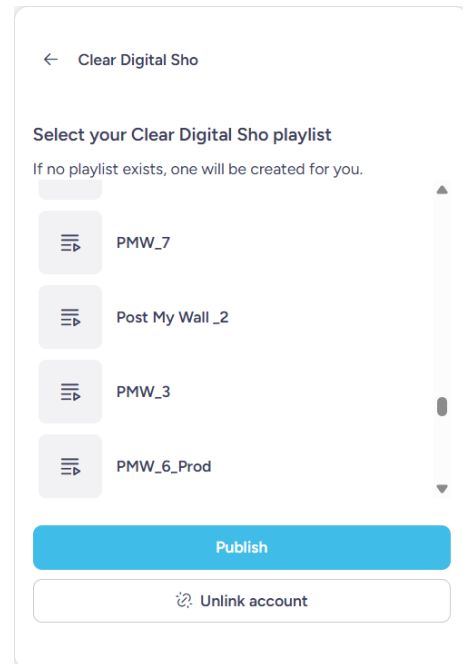
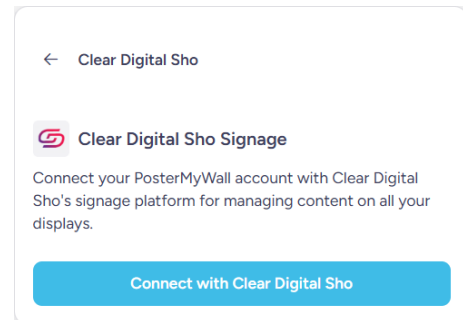


- Find the option for Clear Digital Sho and select it.



- Connect to Sho

- Select to which Sho playlist you want to add the PMW design by scrolling in the list. Then click on 'Publish'



- Go back to Sho and then selected playlist to verify the export.

The PosterMyWall design have now been added on the last slide in the playlist. It has also been added to 'My Media' in the folder for 'PosterMyWall'

Tips: Edit the name of your PMW design file in the folder for easier search in the future. The file is uploaded to Sho with an ID

Add media from Google Slides

If you have a presentation from Google slides, you can upload the pages from the presentation as PNG to Sho.

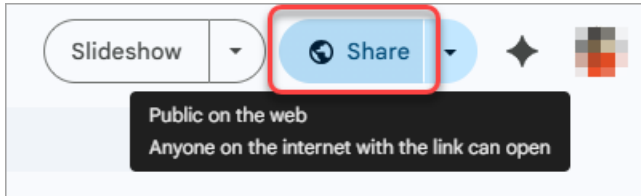
Go to your Google slide

You need to make your presentation public.

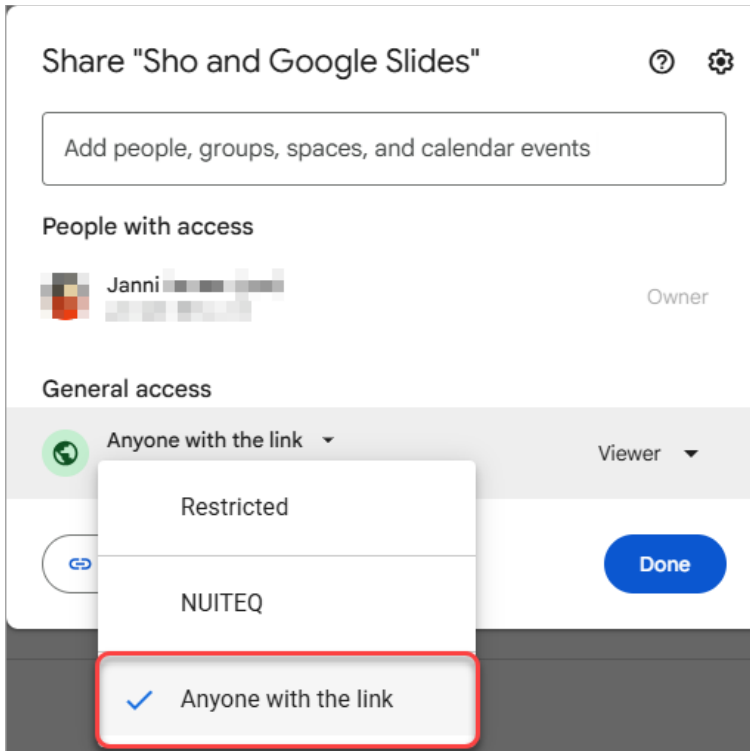
- Go to 'Share'

getcleardigital.com/sho

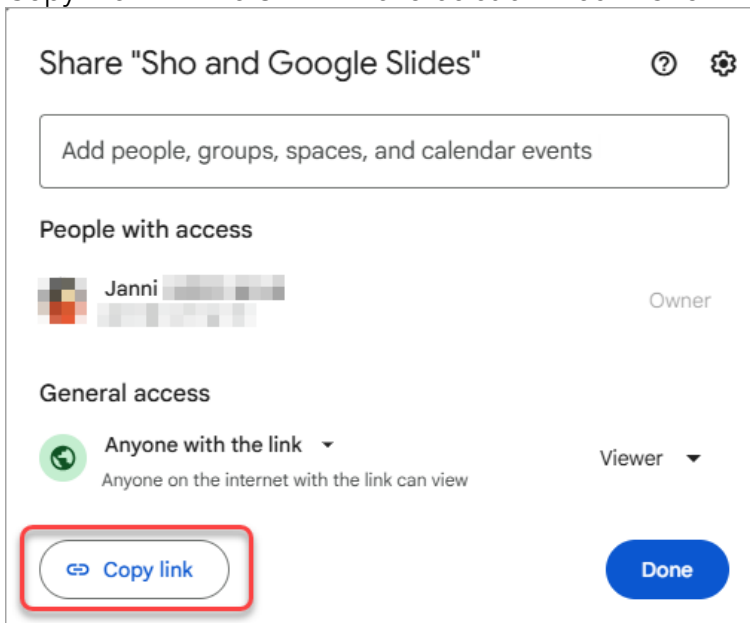
864.973.7973 / info@getcleardigital.com



- Under 'General access' select "Anyone with the link". Choose the option 'Viewer'.



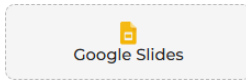
- Copy the link. The URL link is to be submitted in Sho.



-

In Sho

- Go to 'My media' and click on the option 'Google Slides'.



- Paste the link from the Google Slide presentation.

Import from Google Slides

Google Slides public URL:

Cancel

Import slides

- Select all pages or select individuals

Import from Google Slides

Select the slides you want to import

Deselect all

☒

Test Of Google Slides

☒

☒

Editing/Formatting Slides

☒

Common Slide Objects

☒

Heading

☒

☒

☒

☒

Cancel

Import slides

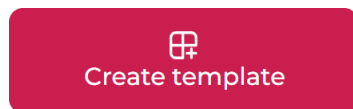
- Click on "Import slides"

You now will find your pages from the presentations in the folder, "Google slides".

Create a Template

In Media you can create a Template. A template is a single slide that you can reuse for several different playlists. This is ideal for templates or content that will be used repeatedly by the organization. E.g. for your organization's graphic profile or placement of logo on a slide.

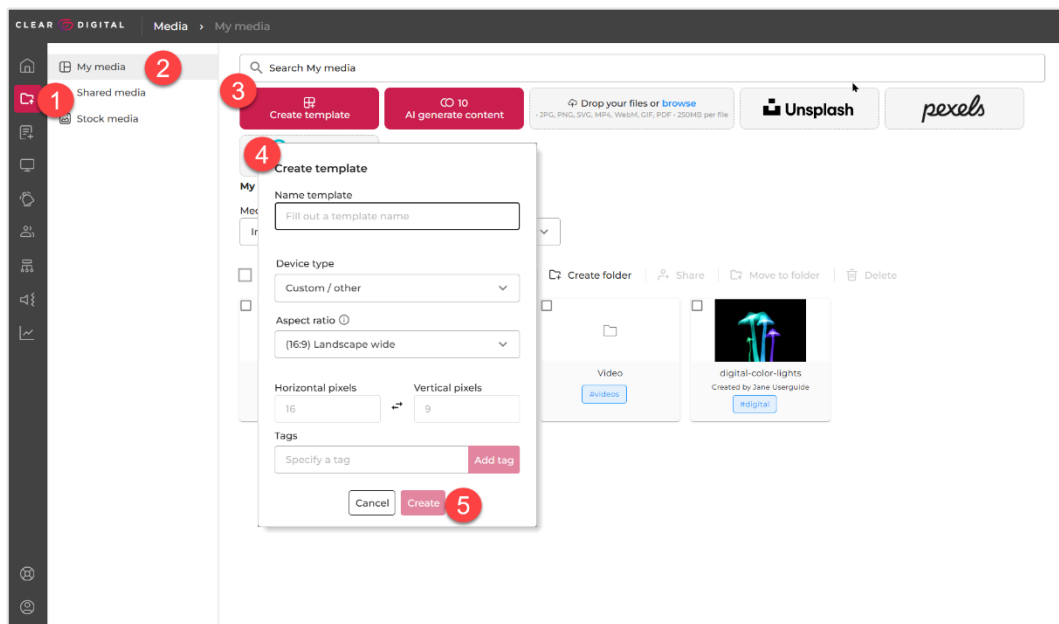
You create a template by clicking on the big button **"Create template"** in **'My media'**.



Create your own template

Steps for creating your own template.

1. Go to 'Media' in the navigation menu



2. Select 'My media'
3. Click on 'Create template'

A dialog window will open for you name the template and to set the orientation.

4. Submit the required details;

getcleardigital.com/sho

864.973.7973 / info@getcleardigital.com

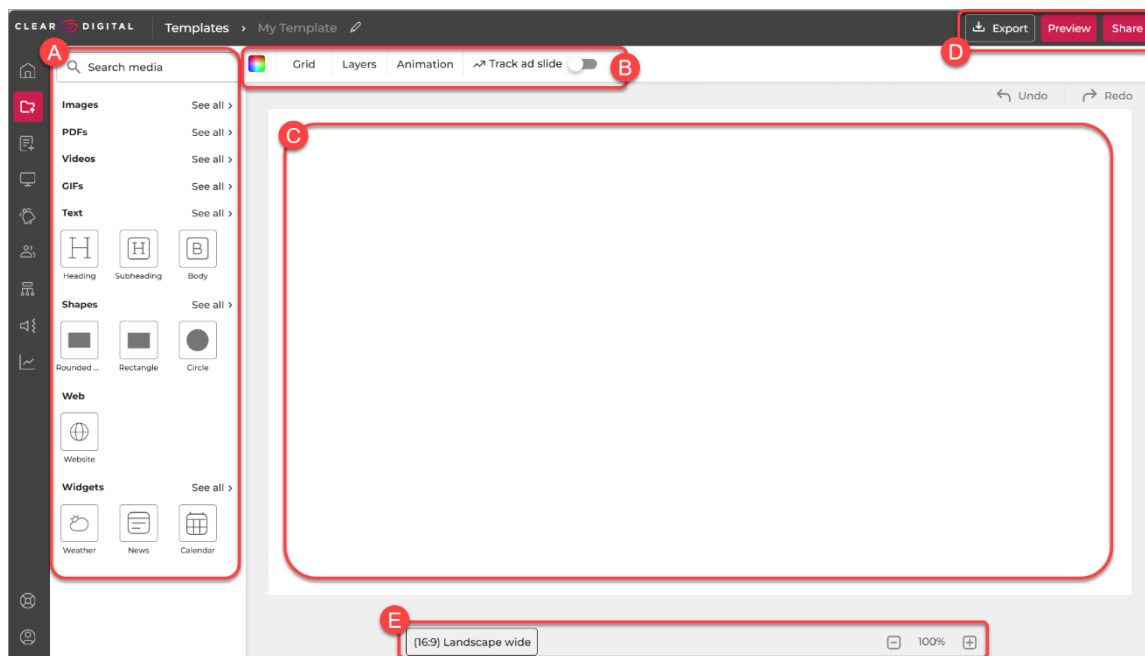
- Name the template (preferably something descriptive for easy searching)
- Choose the Device type or orientation (Portrait or Landscape and size)
You can select from pre-listed of device types or make a custom one
- Add a hashtag for easy search.

Note. Hashtags can only be added when creating a new template.

5. Click on 'Create'

You enter the Template editor.

Navigation - Template editor



- A.** In the editor's media pane, you find **media** to be added to the template slide;
- Image
 - PDFs
 - Videos
 - GIFs
 - Text
 - Shapes
 - Web
 - Widgets
- B.** In the top object menu, you find **Option** and **settings** for the object.
See overview for function in editor in [Appendix A](#).

- Select the object and the different options will be displayed here. Like color, font, animations, integrations and so on.
- Activate the **Track ad slide** function.
- C.** Work area.
 - Here you add the media of your choice. Move the object around, resize position to create the template as you will.
- D.** In the top right corner, you find the option to **Export** the template as JPG, **Preview** of the template and **Share** with your organization.
- E.** In the bottom of the editor, you find the **slide** size /ratio, and zoom in or out of the slide view.

Work on your template by adding background color and objects like images, text, videos, widgets, etc., from the media menu on the left. Edit or apply animations to the objects. (Note: Images, Videos, and GIFs should be uploaded to your library beforehand)

Click 'See all' to access more media/objects

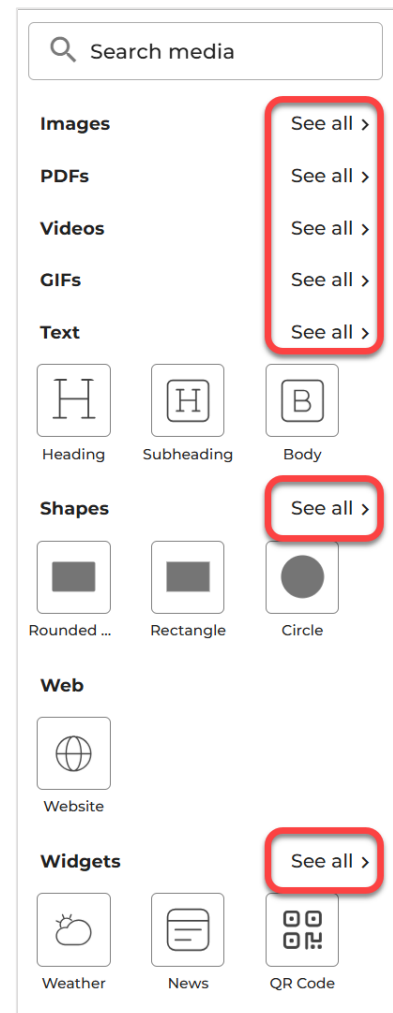
- Click on a media from the media pane to the left to add it to the workspace
- You select the object/media by clicking on it after it have been added to the slide.

Once objects are on the workspace, you can:

- Move the objects
- Aline objects (hold down shift and select)
- Resize by dragging the corners of the objects
- Rotate objects using the 'Rotation' icon
- Change colors
- Change fonts
- Change text size
- Make objects transparent (Opacity)
- Add animations to the objects
- Layer objects above or below one another (Position)

[Read more](#) about media action under the Playlist section.

See more function and actions in [Appendix A](#)



To be able to view the template in its whole , with all the actions, you can preview it by clicking on '**Preview**'.

Click on '**Share**' to share the template to your own organization or to suborganizations if you have the add-ons for suborganizations.

Save template

Your work will be saved automatically. So, you can leave the page whenever and your work will have been saved.

Create an AI Template

With the help of Sho's AI you can fast and easy create a template. Use the AI as it is or use it as a draft to work from. You need AI credits to create AI templates.

When you generate AI content you get 5 suggestions to choose from, select one or all the 5 one-by-one to be added to your media as a new template.

- Click 'AI generate content'

AI generate content

Template name

Aspect ratio

☒ Landscape
 ☐ Portrait

Topic ⓘ

Style ⓘ

Bold ▼

Color ⓘ

×

Layout ⓘ

Cancel

Generate

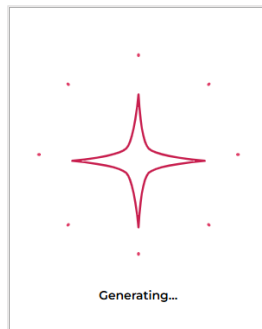
1 AI credit creates 5 options for you to choose from.
Credits left: 10

- Name the template.
- Set ratio.
 - Landscape or Portrait
- Prompt the topic with what you would like for content.
 - Enter the topic to generate the templates.
- Select type.
 - Choose a style that fits your vision, the layout will change accordantly.

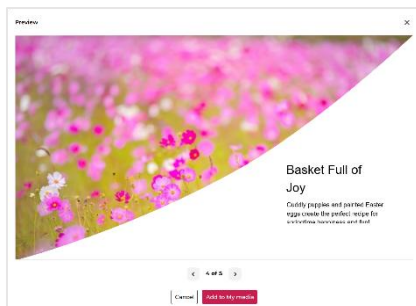
The different AI styles are:

 - Bold

- Minimalistic
- Modern
- Playful
- Professional
- Select the color palette for the template.
- Select Layout.
 - Choose on how the layouts should be arrange
- Click “Generate”
 - Your credit will count down by one (1) and your templates will now be generated



You now have up to 5 templates to select from and can toggle to preview them. Select one or several by clicking on “Add to media library”.



Now you can use the template as is, or open the template and edit the content.

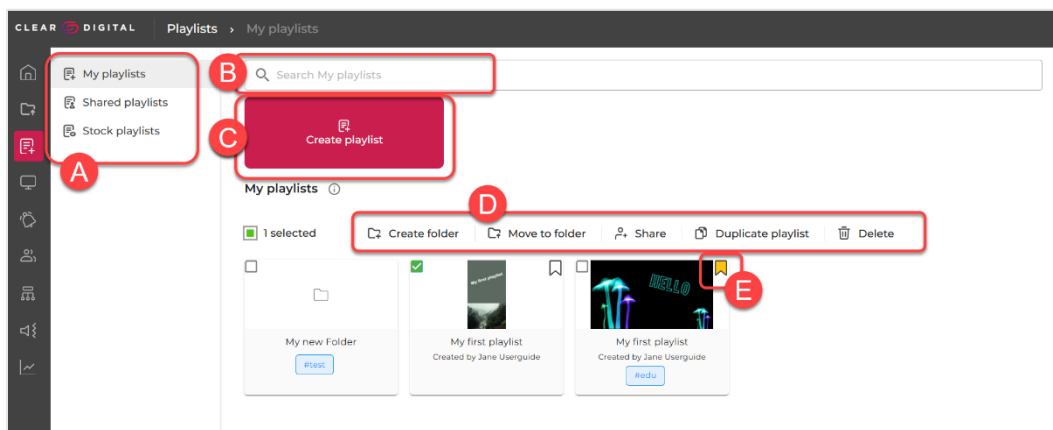
Playlist

The Playlist section explains how to combine your media and templates into a playback sequence. You'll learn how to add slides, edit content, set timing, and publish playlists to your devices.

A playlist is a presentation or slideshow that can include elements such as videos, images, text, or other objects to create a message for display on one or more devices.

Only Owner, Admin Staff or Content manager roles have access to the 'Playlists' options.

Playlist overview



A. Playlist libraries

- In 'My playlists':
 - This is where you can find all your own playlists listed in alphabetical order.
- In 'Shared playlists':
 - You will find playlists that has been shared by the organization or by individuals within the organization.
- In 'Stock playlists':
 - You will find playlists provided by Clear Digital, NUI TEQ, or shared by a parent organization.

B. Search within the selected library.

C. Create a playlist

- You will go to the playlists editor to be able to make content to your playlist.

D. Playlist options

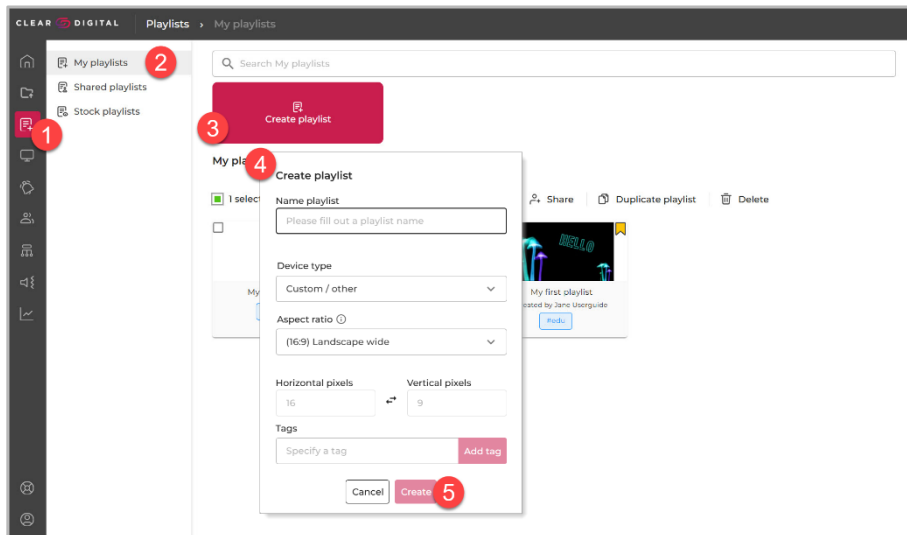
- a. Mark a playlist to be shared, duplicate, deleted or moved to a folder.

E. Shortlist

- Mark a playlist for easy access from mobile phone on site.

Create a Playlist

1. Go to 'Playlists' (1)
2. Select 'My playlists'
3. Click on 'Create playlist' (2)



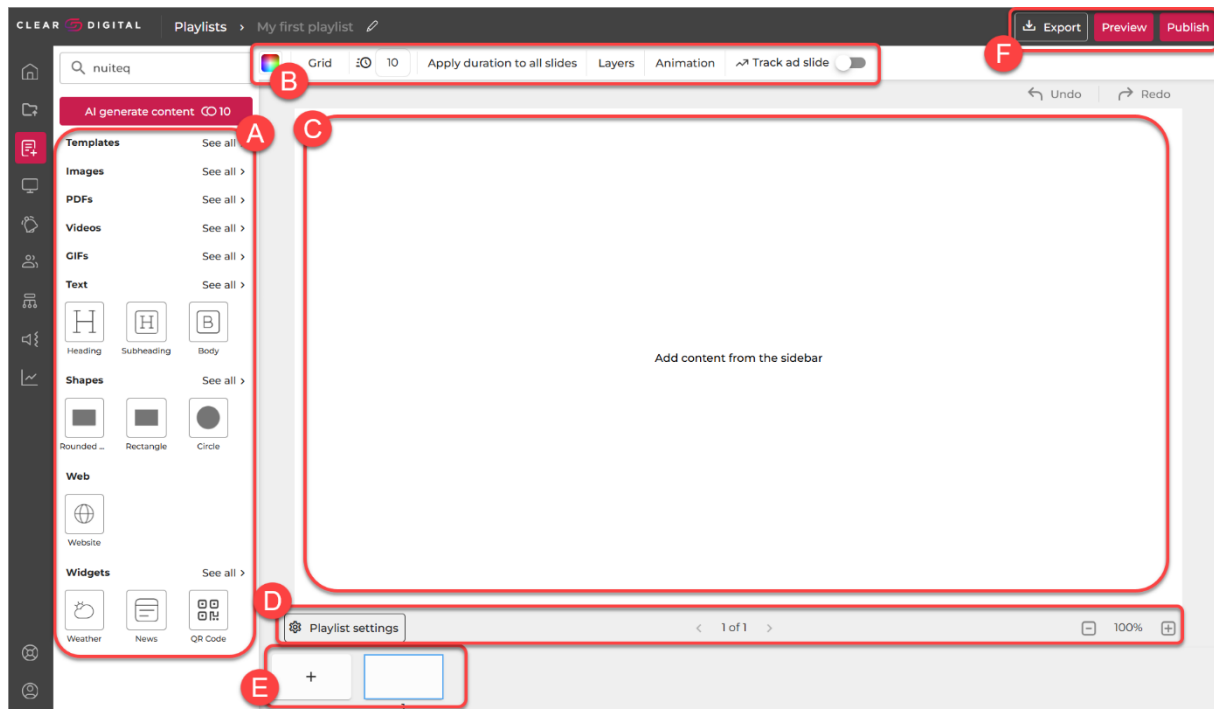
A dialog opens;

4. Submit the required details;
 - o Name the playlist (preferably something descriptive for easy searching)
 - o Select the Device type or the orientation (Portrait or Landscape and size)
You can select from pre-listed of device types or make a custom one
 - o Add tags for easy search.
Note. Hashtags can only be added when creating a new playlist.
5. Click on 'Create'

The playlist editor will open.

Work on your playlist by adding templates or creating new slides with media objects.

Navigation - Playlist editor



A. Media pane

In the left pane you have access to objects that you can add to your slides, including Templates, Images, PDFs, Videos, GIFs, Text, Shapes, Web and Widgets.

B. Object and Slide Option

Option and activities for editing the selected object. The options in the menu will change depending on which object that are selected.

See overview for function in editor in [Appendix A](#)

C. Work area

It is here the magic happens. The slides work area where you add media of your choice.

D. Playlist settings

Change the slide size /ratio for the playlist or add hot corners. Browse between the slides or zoom in or out.

E. Slides thumbnails

Here you add a new slide. You can also navigate through the slides and rearrange them.

F. Export, Preview and Publish playlist

You can export your playlist as JPG's. In preview you can view the playlist from the start or from the current slide. From the editor you can publish the playlist to a device or device group.

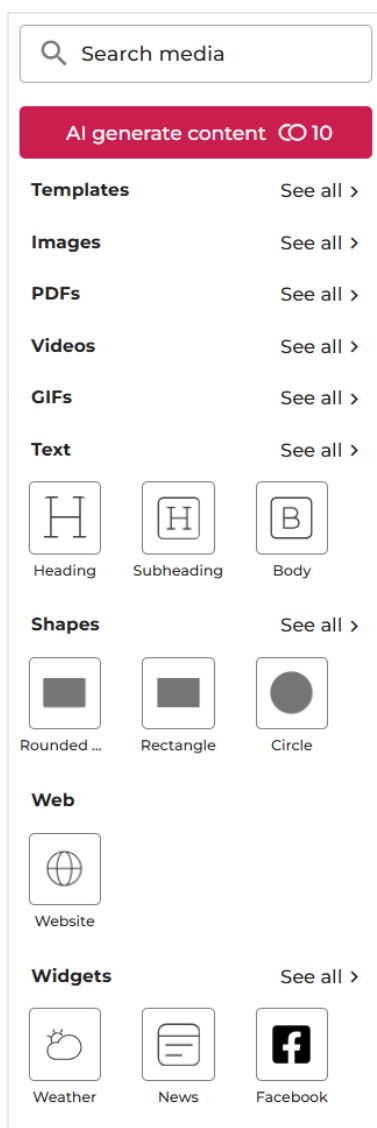
Playlist Editor

A playlist contains of more than one slide. *Note. It is recommended to have at least 2 slides in a playlist for better performance.*

Change the background color and add objects like images, text, videos, widgets, etc., from the media menu on the left. (*Note: Images, Videos, and GIFs should be uploaded to your library beforehand.*)

If selecting background, you have the option for;

- Adjust the duration time for how long a slide should display before moving to the next one ('Slide duration').



Add media

In the left media pane (A) you have the media/objects that can be added to a slide.

- Here you will have access to the media that are in the libraries of 'My media', 'Shared media' and 'Stock media'.
- The 3 last added media will be shown in the pane.
- Click on 'See all' to access more media/objects of the same type.

To add a media to a slide;

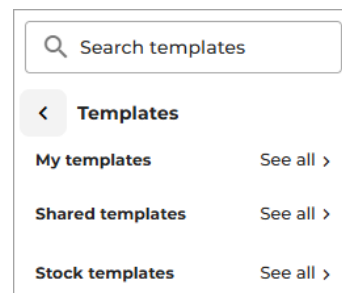
Search and then click on the media.

- First you find the media type in the left pane that are to be added to the slide. (Templates, Image, PDF, Video, Gif, Text, Shapes, Web or Widget,)
- To add the media/object to the slide, you either searching for or by clicking 'See all' to access the folders from 'Media'.
- Click on the media/object to add it to the workspace.

Templates

The template that you have created or have via share, you can add it to your playlist. If the template is not locked or have other restrictions, you can edit it.

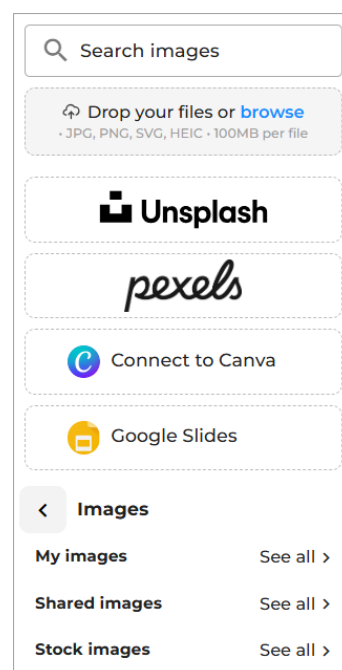
Select a template to be added to the playlist by clicking on it.



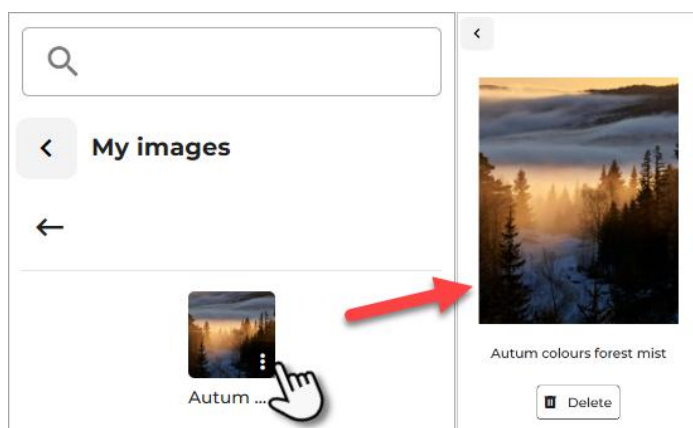
Images

When you have uploaded images to your own library 'My media' you can access them from the editor pane. From the editor pane you can also upload more images or add from online (Unsplash or Pexels).

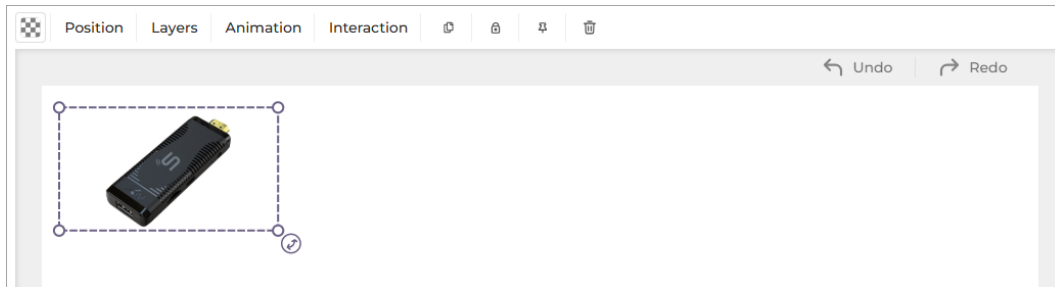
To view your or shared images, click on 'See all' for the media type Images.



Tips. To view the image's thumbnail a bit bigger, or to delete it from 'My media'. You can click on the 3 dots when hovering over the thumbnail. This option is only available if you are in the end folder of 'See all'.

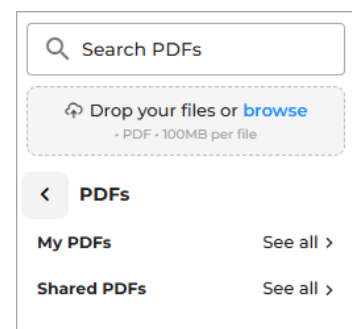


You need to select the image you have added to the slide to have access to the image options.



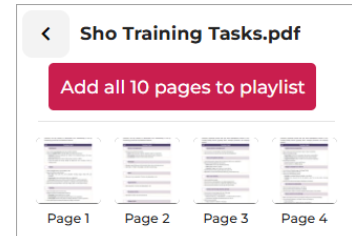
PDFs

You can upload a PDF to Sho and then use it as a part of your presentation.

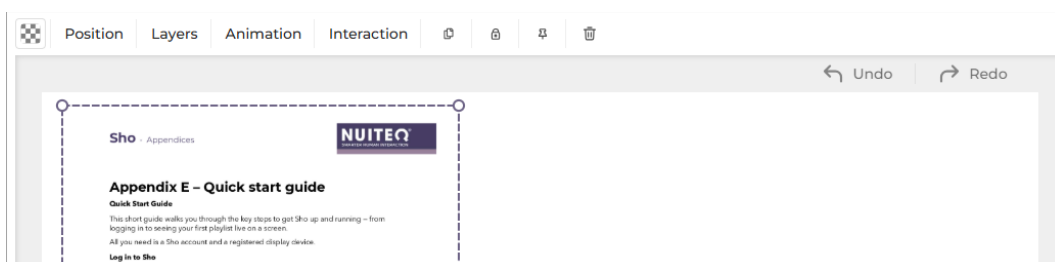


You can add one single page from the PDF or all of them.

When selecting “Add all pages to playlist” every PDF page will be added to it s own slide.

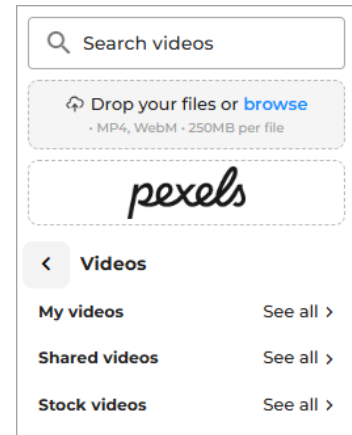


You need to select the PDF object to have access to the options.

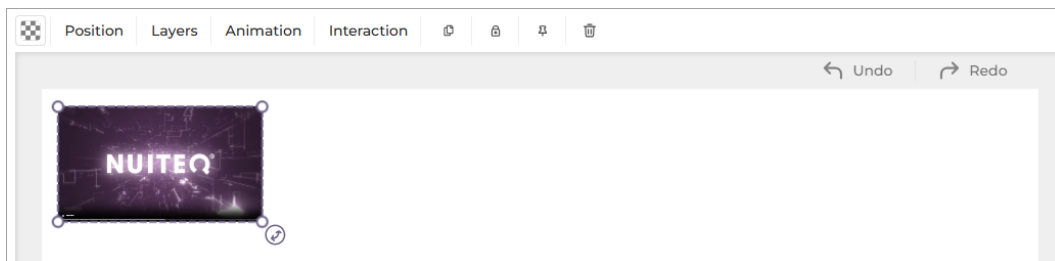


Videos

The videos you have upload to your media or the ones you have access to via 'shared video' you can add to a slide by clicking on it.

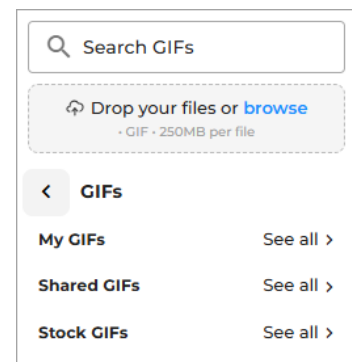


You need to select the video object on the slide to have access to the top menu options.

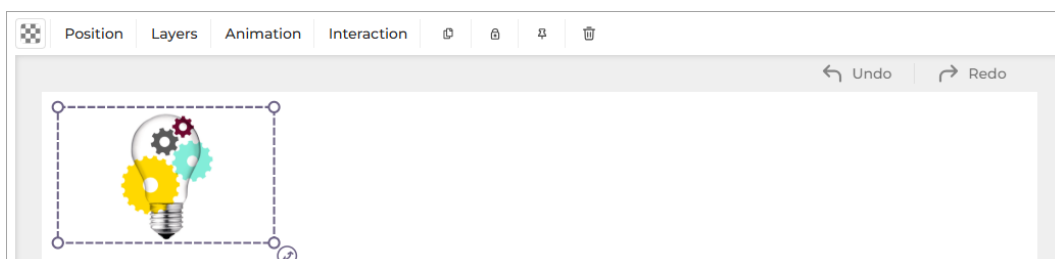


GIFs

You can upload an animated GIF to Sho and then use it as a part of your presentation.

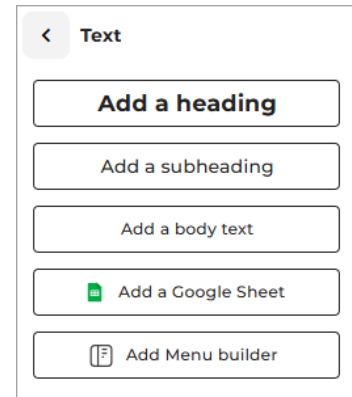


You need to select the GIF object to have access to the options.

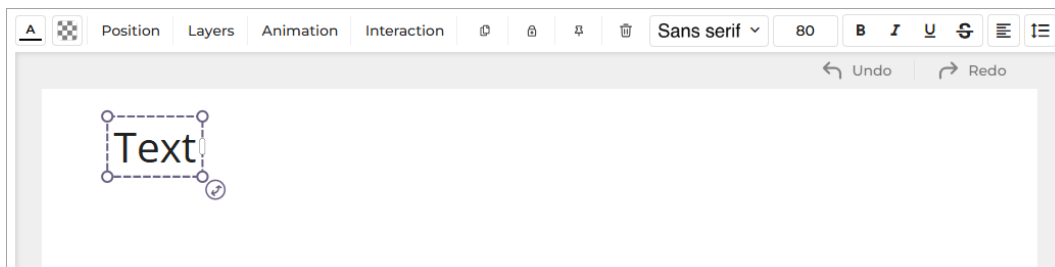


Text object

A text object is either a heading, subheading or a body. You can edit the textbox once it has been added to the slide. Under 'See all' you also have the option for adding link to a Google sheet. The 'Menu list builder helps with creating a menu, it has predefined menu options.

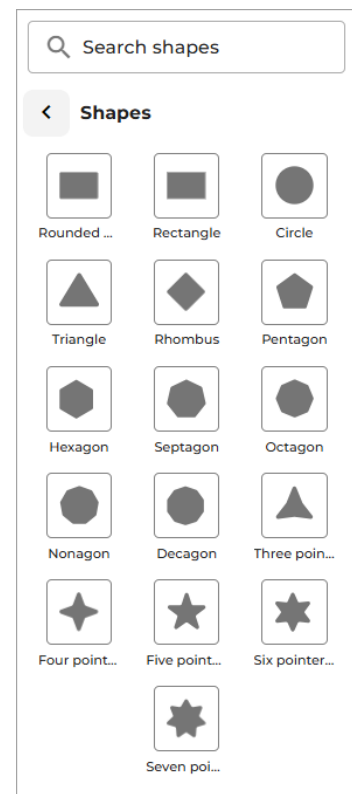


You need to select the text object to have access to the text options.

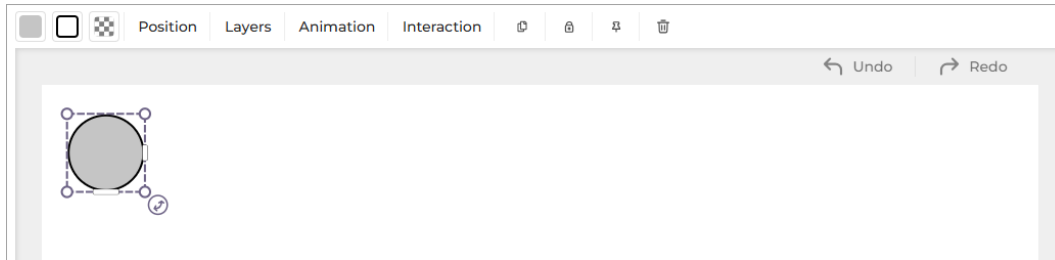


Shape object

Sho have the basic shapes that in combination can become other shapes.



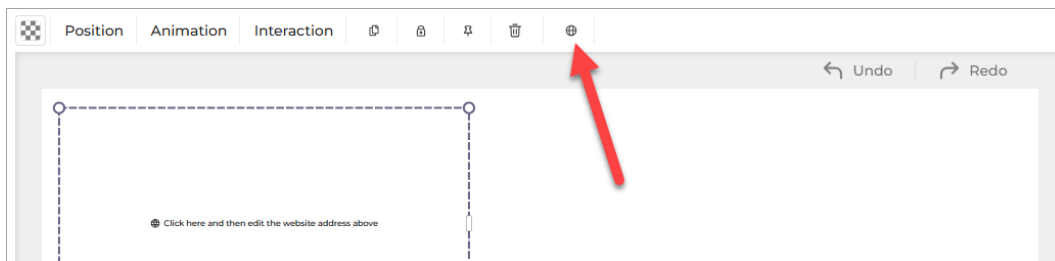
You need to select the shape to have access to the options.



Web object

To add the web object to your slide, you just click on the web icon in the left media pane.

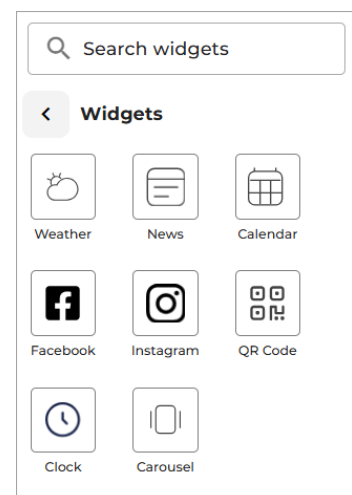
Then you select the globe icon in the top object menu to access the web settings.



Widgets object

Sho widgets cover live content (Weather, News, Calendar, Clock), social media feeds (Facebook, Instagram), and interactive tools (QR codes and Carousel). Together, they let organizations show real-time information and allow viewers to interact with the signage.

To add a widget to your slide, you just click on the widget in the left media pane.

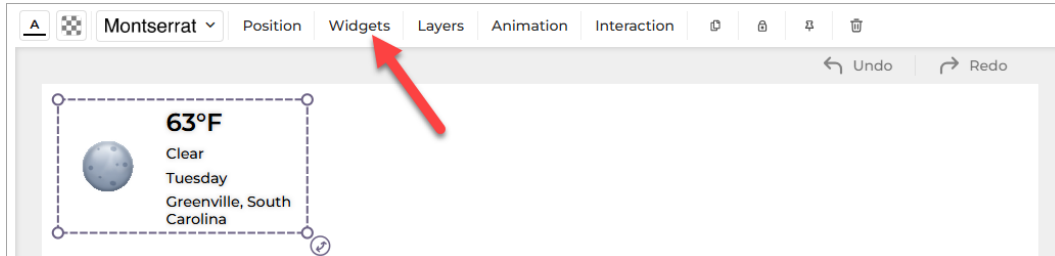


Then you select the widget by clicking on it. Up in the top object menu you then select 'Widget' to access the widgets settings.

Note. For a widget to be displayed on a device, the device needs to have network access all the time. If the network connection is broken, then no widget will be shown, except for QR code and Carousel.

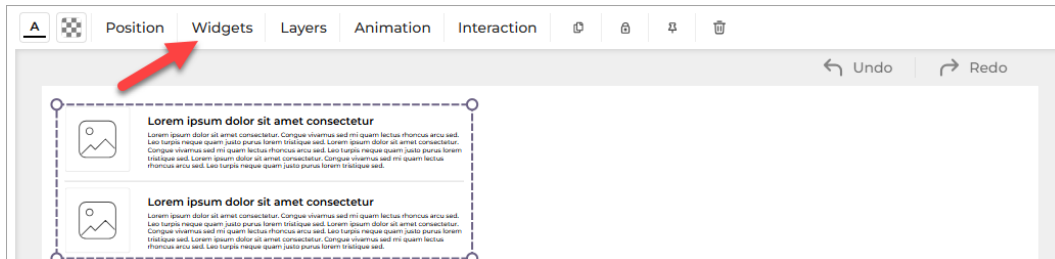
Weather

Displays a weather forecast for a selected city.



News

Displays news headlines from an external RSS feed.



Google Calendar

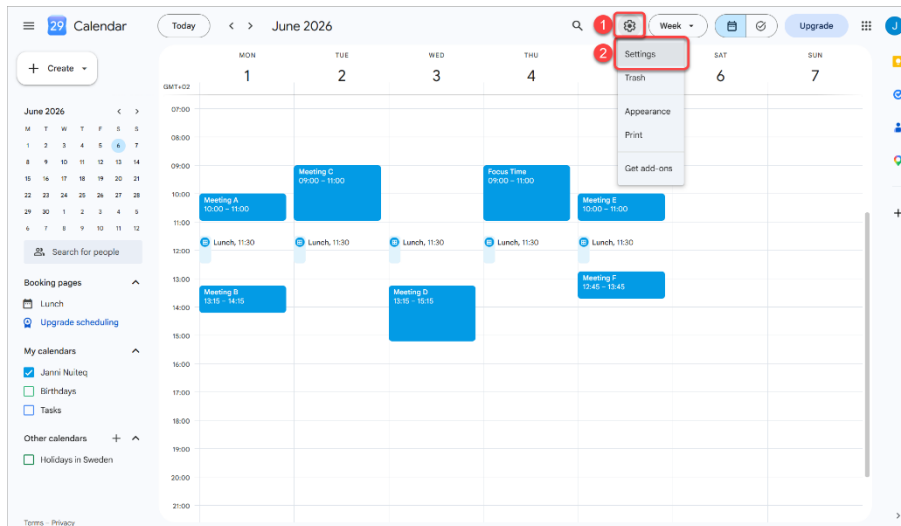
This allows you to add Google Calendar events to your playlists. Connect your Google Calendar by simply pasting your Google Calendar public URL and selecting your desired view (daily, weekly, or monthly). This widget allows businesses to display their upcoming events or view meeting room occupancy

Connect to Google Calendar

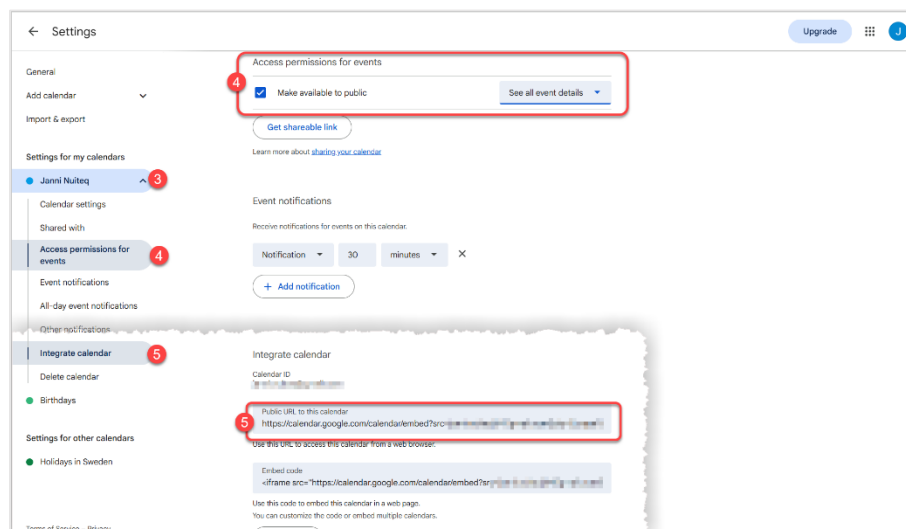
To be able to display a Google calendar on a device, you first need to connect the calendar with Sho.

Connect your Google Calendar Public URL to Sho In your Google calendar

1. Go to settings (the cogwheel)
2. Select 'Settings'



3. In the left pane, under 'Settings for my calendars' select your calendar.
4. Under 'Access permissions for events', make the calendar public by checking in the box.
5. Under the 'Integrated calendar' you find the URL link to use
Copy the URL link



In Sho

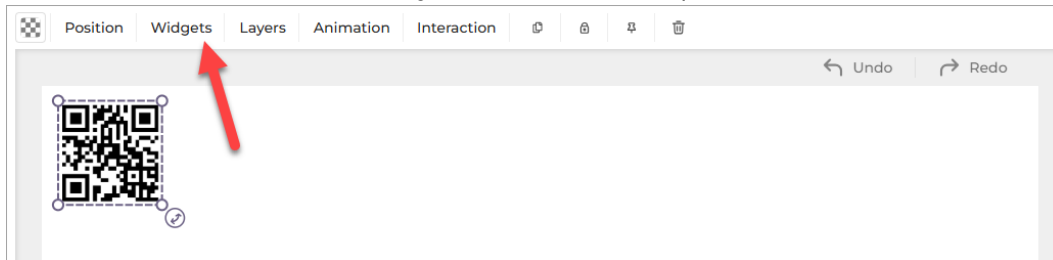
- Paste the URL link in the Widget.

Disconnect from Google calendar

You remove the Public URL from the Calendar widget by deleting it.

QR code

Generates a QR code directly on the slide for quick interactions.



Clock

This allows you to display a digital clock in your playlist.

The clock widget follows your device's clock. For the best accuracy, enable 'Set automatically' in your device setting. An internet connection is required to sync and stay up to date.

Choose either the 12-hour or 24-hour format and whether to display seconds. This widget is perfect for waiting room or check-in spaces to keep everyone on schedule.

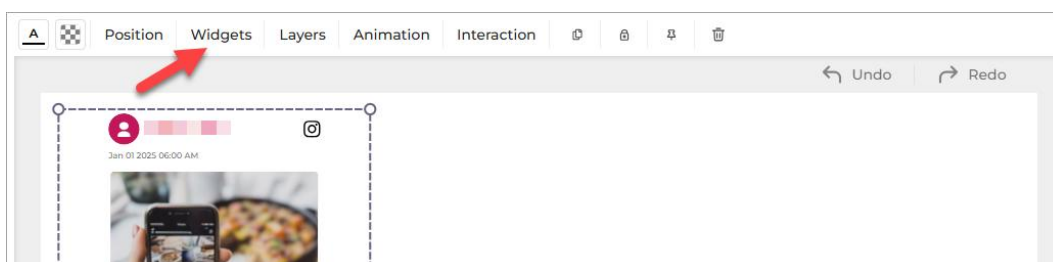
Carousel

This allows you to display multiple images that loop continuous in your playlist.

Choose to cycle through 3 or 5 images. Whether you're displaying product images, team pics, or sponsors, share your story in one slide with this dynamic widget!

Social media **

Embeds posts from a selected Facebook/Instagram post/feed.



Connect to Facebook

In Sho you can add a post from your Facebook account by connecting it to Sho.

Note: You need to be the administrator for the Facebook, personal profiles can't be connected.

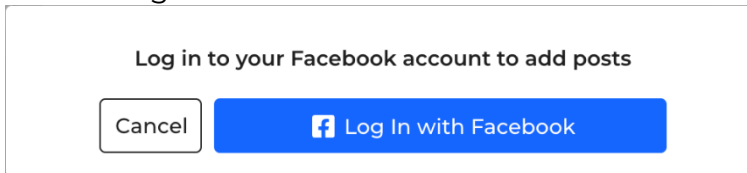
Connect your Facebook account to Sho

- Go to 'Widget' in the editor and media pane.
- Select 'See all'
- Click on 'Facebook'

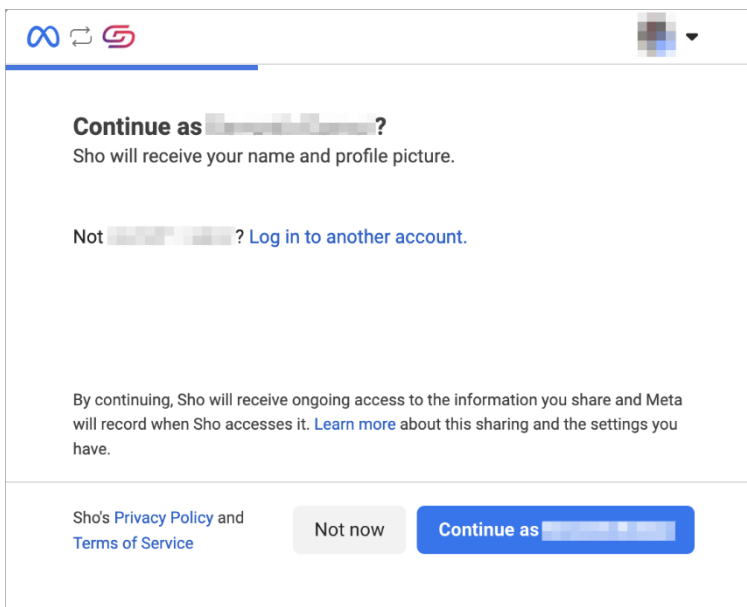


You need to first sign in to the Facebook account. Follow the steps below;

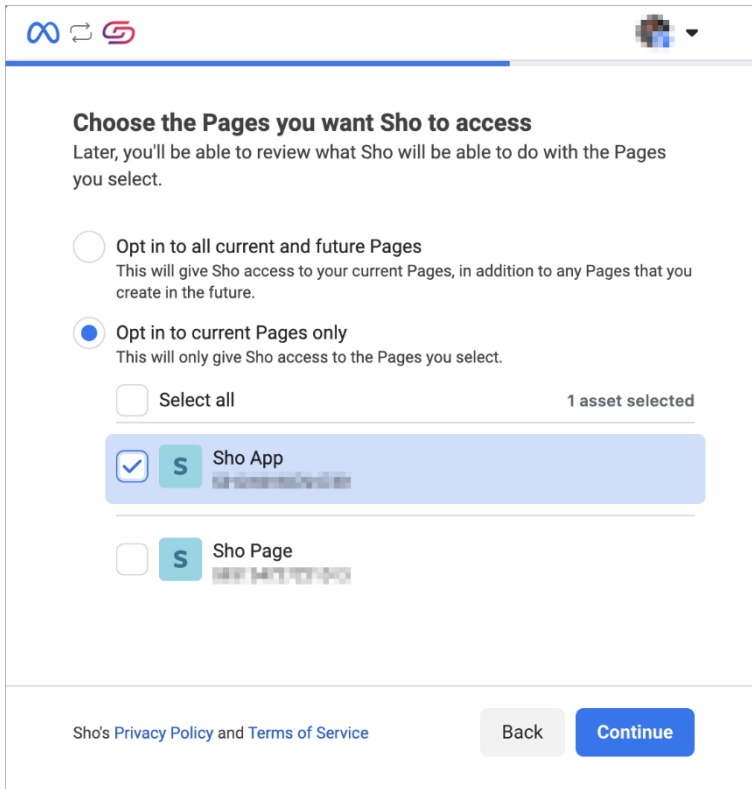
- Select "Log In with Facebook"



- Click on "Continue as *Name*"



- Select if Sho is to access all your current pages or only selected ones



Choose the Pages you want Sho to access
Later, you'll be able to review what Sho will be able to do with the Pages you select.

☐ Opt in to all current and future Pages
This will give Sho access to your current Pages, in addition to any Pages that you create in the future.

☒ Opt in to current Pages only
This will only give Sho access to the Pages you select.

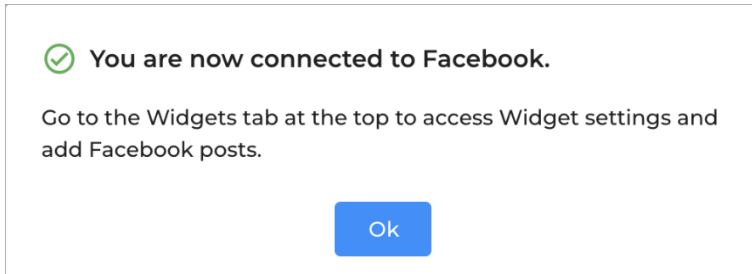
☐ Select all 1 asset selected

☒  Sho App

☐  Sho Page

[Sho's Privacy Policy](#) and [Terms of Service](#) Back Continue

- Click 'Ok'



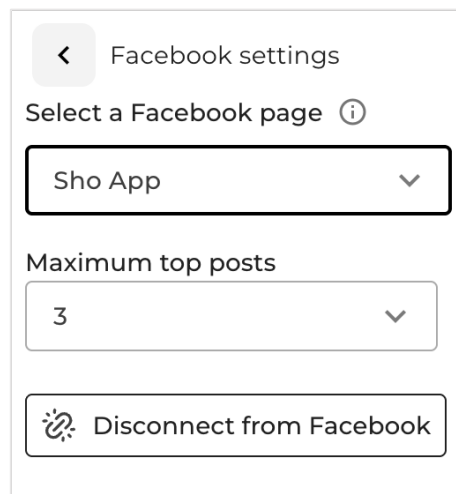
 **You are now connected to Facebook.**

Go to the Widgets tab at the top to access Widget settings and add Facebook posts.

Ok

You are now connected to Facebook and can add the widget to a slide.

Now you can select the Facebook page to be displayed and choose how many posts to be shown.



The screenshot shows a 'Facebook settings' panel. At the top is a back arrow and the title 'Facebook settings'. Below it is the text 'Select a Facebook page' followed by an information icon. A dropdown menu is open, showing 'Sho App' with a downward arrow. Below this is a section titled 'Maximum top posts' with a dropdown menu showing the number '3' and a downward arrow. At the bottom is a button with a disconnect icon and the text 'Disconnect from Facebook'.

Note. For a post to be displayed on a device, the device needs to have network access all the time. If the network connection is broken, then no post will be shown.

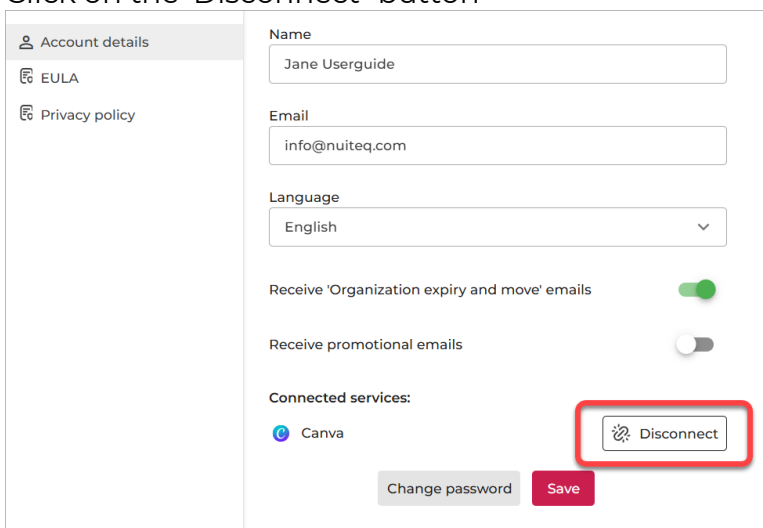
Disconnect from Facebook

You disconnect from Instagram from 'Account'.

- In 'Facebook settings' when you have a Facebook widget selected.
- Click on the button "Disconnect from Facebook'.

Or

- Go to 'Account' in Sho
- Click on the 'Disconnect'-button



The screenshot shows the 'Account details' page. On the left is a sidebar with links: 'Account details' (selected), 'EULA', and 'Privacy policy'. The main content area has fields for 'Name' (Jane Userguide), 'Email' (info@nuiteq.com), and 'Language' (English). Below these are two toggle switches: 'Receive 'Organization expiry and move' emails' (turned on) and 'Receive promotional emails' (turned off). Under 'Connected services', there is a Canva icon and a 'Disconnect' button, which is highlighted with a red rectangle. At the bottom are 'Change password' and 'Save' buttons.

- Your Facebook account have now been disconnected from Sho.
 - To connect again, you go to the editor and Widget and select 'Facebook'

Connect to Instagram

In Sho you can add post from your Instagram account by connecting it to Sho.

Note: The Instagram account must be a professional one.

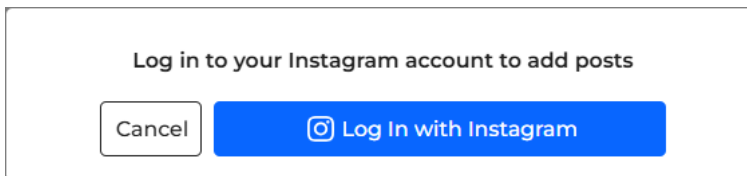
Connect your Instagram account to Sho

- Go to 'Widget' in the editor and media pane.
- Select 'See all'
- Click on 'Instagram'

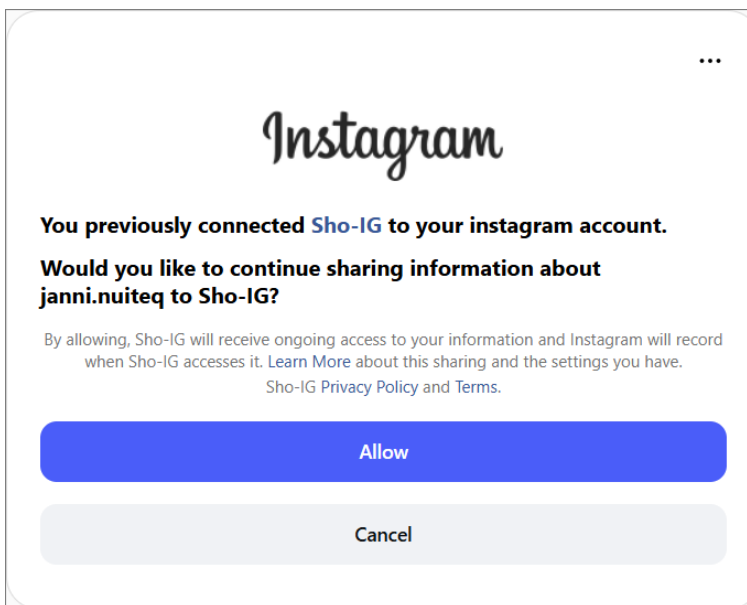


You need to sign in to Instagram account. Follow the steps below;

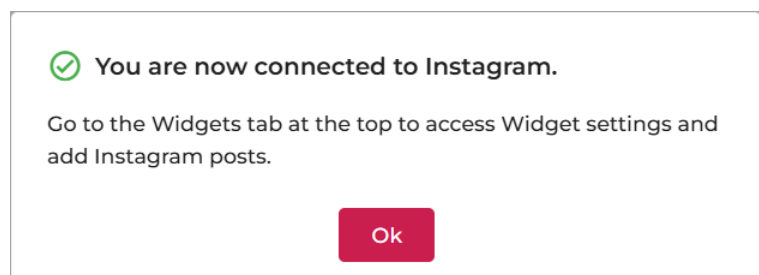
- Select "Log In with Instagram"



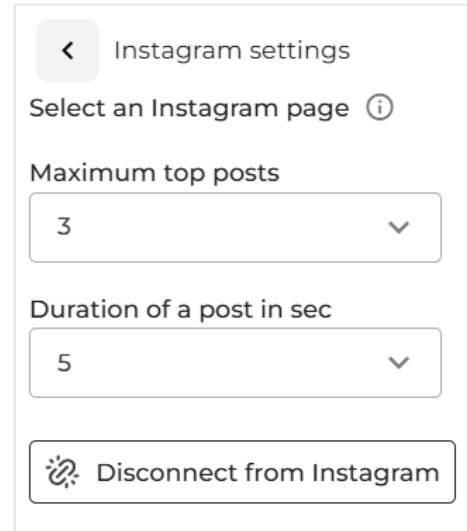
- Click on 'Allow'



- You are now connected to your Instagram account



Now you can choose how many posts to be displayed and for how long the post is to be displayed.



The screenshot shows the 'Instagram settings' panel. At the top is a back arrow and the title 'Instagram settings'. Below it is a link 'Select an Instagram page' with an information icon. There are two dropdown menus: 'Maximum top posts' set to '3' and 'Duration of a post in sec' set to '5'. At the bottom is a button with a disconnect icon and the text 'Disconnect from Instagram'.

Note. For a post to be displayed on a device, the device needs to have network access all the time. If the network connection is broken, then no post will be shown.

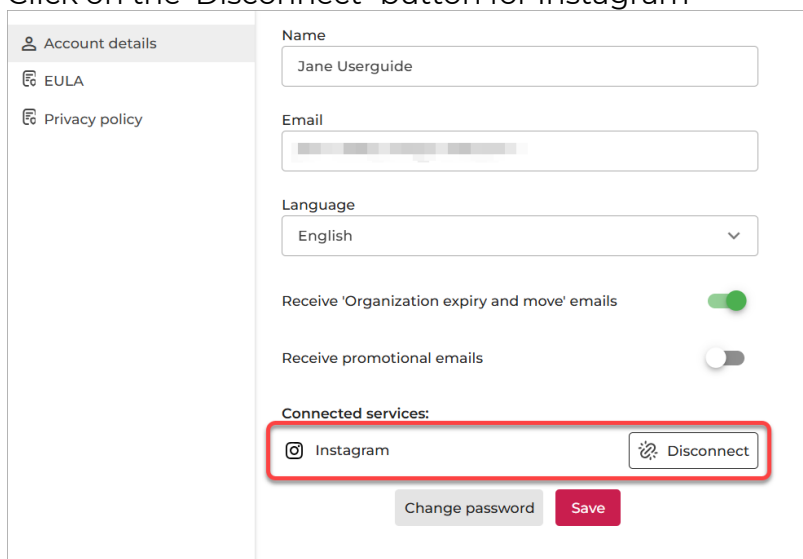
Disconnect from Instagram

You disconnect from Instagram from 'Account'.

- In 'Instagram settings' when you have an Instagram widget selected.
- Click on the button "Disconnect from Instagram'.

Or

- Go to 'Account' in Sho
- Click on the 'Disconnect'-button for Instagram



The screenshot shows the 'Account details' page. On the left is a sidebar with links: 'Account details' (selected), 'EULA', and 'Privacy policy'. The main content area has fields for 'Name' (Jane Userguide), 'Email' (redacted), and 'Language' (English). There are two toggle switches: 'Receive 'Organization expiry and move' emails' (turned on) and 'Receive promotional emails' (turned off). At the bottom, under 'Connected services:', there is a red-bordered box containing an Instagram icon, the text 'Instagram', and a 'Disconnect' button. Below this box are 'Change password' and 'Save' buttons.

- Your Instagram account have now been disconnected from Sho.
 - To connect again, you go to the editor and Widget and select 'Instagram'

Media actions

Edit objects

Once objects are on the workspace, you can edit the object via the menu at the top. Depending on which object that are in focus, the object menu will display the specific settings and the available option there is for that object.

- Click on an object to get it in focus to access the top menu options.

You can;

- Move the objects by dragging it around
- Align objects by using the 'Position' option (*shift + multiselect*)
- Resize objects by hold-n-drag the object handles
- Rotate the objects using the 'Rotation' icon
- Change colors via the color palette in the top menu
- Make objects transparent (Opacity)
- Change fonts
- Change text size
- Align objects
- Pinn an object
- Add animations
- Add 'Interaction' (if the panel is a touch panel)
- Add 'Hot corners' (if the panel is a touch panel)
- Layer objects above or below one another (Position)

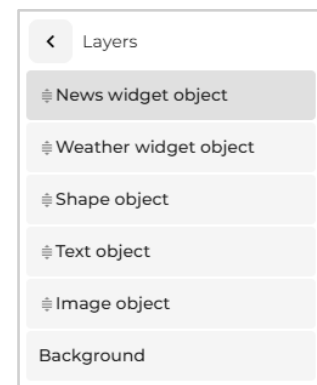
See more information for objects options in [Appendix A](#).

Note. The menu will change depending on which object that are selected

Layers

Layers in Sho can be used to position objects under and above of each other for effects in the messages. *Note: Useful if you have many objects on a slide or if they are overlapping.*

- Click on 'Layers'
- You can change the order of the layers by drag-n-drop in the list. The on in top of the list is on top on the slide.
- Select an object or several objects by clicking in the list.



Tip. You can select several objects and then position them as a group via 'Position'

Pinned objects

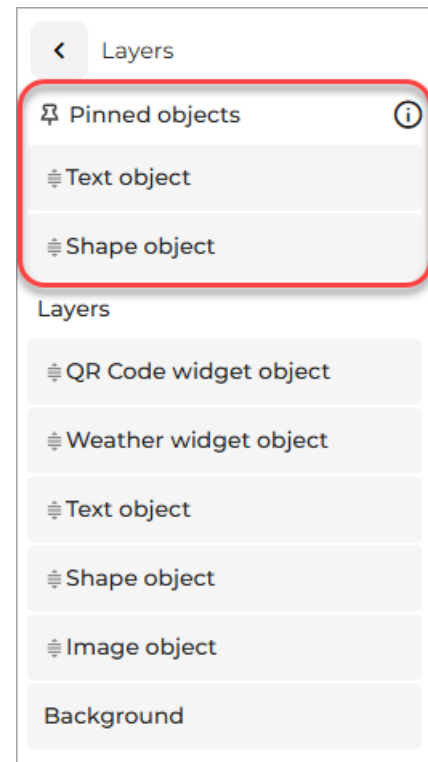
A pinned object is an object that will be shown in the same position and size on all slides. You can pin an object either by selecting the option in the top object menu or by drag-n-drop in 'Layers'.

You can have several pinned objects in a playlist.

In 'Layers' the pinned objects appear above the other objects and will always be layered above other objects that are not pinned on the slides.

Any editing of a pinned object will be reflected on all slides.

Note. The pinned object option is only available in the playlist editor, not in template editor.



Animation

You can add an animation to an object. This could be useful to get attention and make the slide more dynamic, instead of a static one. Select from a variety of animations with vary of animation speed, delay, repetition, if the animation is on entry or exit or both.

Animation on an object is useful to get attention to the playlist, for example:

- ✓ For the offer of today with a repetition of a wiggle on the word "Offer".
- ✓ To highlight an area on a map with a shape gliding in.

Interaction

Add an interaction function, allowing users to touch the panel to navigate to another page (Jump to slide) or open dialog (Open popup).

Jump to slide is useful for interactive content, for example:

- ✓ A main menu slide with buttons linking to detailed product pages.
- ✓ A map where tapping on an area, opens a more detailed view.

Open popup could be useful for interactive content, for example:

- ✓ Tapping a product image to open a larger view with details.
- ✓ Showing a promotional video in a popup when tapping a “Play” button.

Note. Interaction is only applicable for touch devices!

Jump to slide

The interaction ‘Jump to slide’ allows users on a touch device to navigate directly to a specific slide by tapping on an object.

Sho will return to the first slide in two cases:

- If no interaction is made, the slide’s duration time will control how long it remains visible before returning.
- And if you jump to a slide that has no further interactions, the playlist will also return to the first slide after duration time ended.

Open popup

The interaction ‘Open popup’ allows users to tap an object and open media (image, video, or template) in a popup dialog window on touch devices.

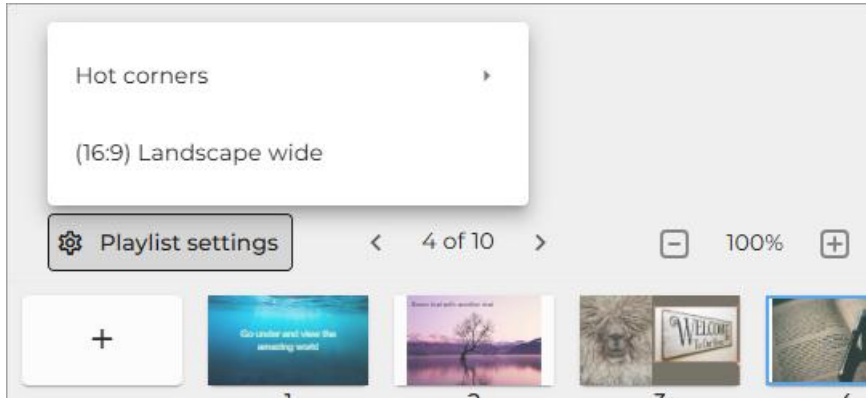
The popup will close when the user taps outside the window or presses the close icon (X).

After closing, the playlist continues from the same slide where the popup was triggered.

[Read more](#) on adding an interaction in appendix A.

Slide and Playlist settings

You find settings for the playlist and for the slide at the bottom of the work area. And you find slide and background settings in the top menu. [See more](#) appendix A.



Slide

You add a new slide by clicking the plus (+) down at the left.

You can browse between the slides via the slide toggler. It toggles between the previous slide and the next one.

You can also navigate through the slides by clicking on the thumbnail at the bottom. Here you also rearrange slides by drag-n-drop the thumbnails in the slide list.

If you would like to zoom out or in, you have the option to do so with the zoom function in the right corner.

Slide Background

You can set background color for a slide.

Recommended when having a video fully expanded on a slide to have a black background or a background matching the video.

Slide duration time

You have the option to select how long a slide is to be shown.

Timing of the slides could be useful for information content, for example:

- ✓ Have longer time for waiting areas when the audiences will have time to read.
- ✓ For slides with a simpler message like just one images and a heading, opt for faster duration time.

Set the time in 'Slide duration', in seconds. Default time is 10 s. You can have individual time per slide or select the same time for all. When adding a video to a slide the duration time is set to the videos playing time.

Grid

You can use a grid to guide you for placing of objects on a slide. Turn the grid on and select the lines. The grid is an overlay to help you with placement of object on a slide and help with placement between objects on different slides.

Slide transition

You have the option to select how slides are to transit when going to next slide in the playlist. You find the slide transition under 'Animation' and the tab 'Slide'.

Slide Tracking

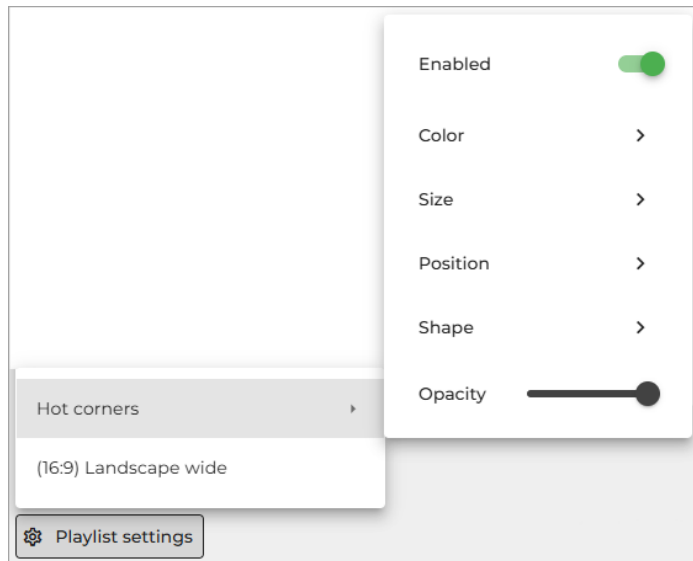
You can turn on the option 'Track ad slide' for playback analytic. It will measure track frequency, time window, and duration for that slide.

You have the option to select Playlist settings

In the bottom of the editor, you find the playlist settings option. Here you have the option to change the ration for the playlist. You can also enable the hot corners and customize them.

Hot corners

Hot corners can only be used for an interactive device, e.g. touch device. Hot corners is an interaction that add a button on every slide. One button for previous slide and one for next slide in addition to the go to first slide 'Home'.



Preview

To see how the content in the playlist would display on a device, you can do a preview. Here you can view the slide animations and test the interaction, see if the messages is going through or see if the duration time is sufficient.

To 'Preview' you either select to view the playlist from the start, or from the current slide. In the 'Preview' mode you can navigate sequential from one page to another to see how slides transition and flow together.

Save playlist

Your work will save automatically, so if you aren't done with the playlist, just leave the page, and it will be there next time you open the playlist.

Publish a Playlist to a device from editor

After you have created the content of your playlist, you would need to publish the playlist for it to be displayed on a device(s).

- Click on the 'Publish' button.

This playlist has been published

Do you want to assign this playlist to a device or device group, or would you like to continue creating content?


Assign playlist to Device

A


Assign playlist to Device group

B

Continue creating content

C

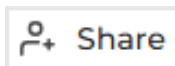
You get 3 different options;

- Assign your playlist to a device. Read more [here](#)
 - You will be directed to the device management page.
 - Select one device from the list by clicking on its name.
 - Then schedule if needed or just play it from now.
- Assign the playlist to a device group. Read more [here](#)
 - You will be directed to the device group page.
 - Select the group from the list and then schedule if needed.
- Update the newest version of the playlist to devices already running the playlist and/or continue with editing your playlist.

Share a playlist

You have the option to share a playlist you have created to your organization.

- In the 'My playlists' library view, mark the playlist, via the checkbox, the one you would like to share.
- Click on the button 'Share'



A dialog with the option to share to your own organization and/or to suborganizations (depending on your license).

Manage access to 'My first playlist'

Share to your organization

☒ This playlist will move to the "Shared playlist" section, where anyone within your organization can access it.

Copy to stock playlists

☐ A copy of this playlist will be saved in "Stock playlists" and can be accessed by selected organizations.

When you share to your own organization you, the playlist will be moved from your own library "My playlists" to the library of the organizations, to "Shared playlists". From here other users can edit the playlist.

When you share to stock media you are creating a copy of the playlist. This mean that you will still have the original playlist in your own library "My playlists". The suborganizations will be able to use and edit their copy of the playlist.

- Select the relevant option
- If you share to 'Stock playlists', then click on the "*Select organizations with access to this stock playlist.*" And you can select the organizations you would like to share to.

Edit a shared playlist

Within the same organization you have the option to edit a shared playlist.

- Go to 'Shared playlists'
- Select the playlist you would like to edit
- Click on "Customize this playlist"

Customize this playlist

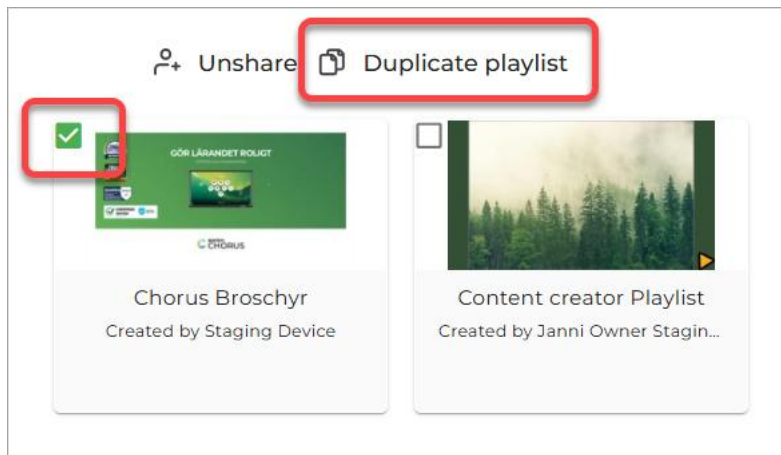
- You can now edit the playlist
 - If another user already has the playlist in the editor, you can not edit it, until they have released it. *Note. A playlist that has been customized will not be available until 5 min after the release.*

Copy a shared playlist

From the shared playlist library, you have the option to copy a shared playlist.

The duplicate of the shared playlist will be in 'My playlists' and only you can access it.

- Go to 'Shared playlists'
- Mark the playlist in the checkbox and then select 'Duplicate playlist'

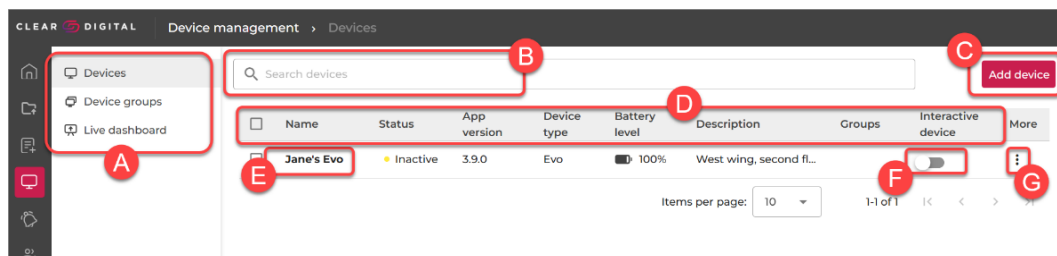


Device management

In Device management you have access to all the organization's devices. Only an Owner, Admin, Staff or Device manager have access to the 'Device management' options.

In the 'Devices' section of the web app, you can select 'Devices' from the left sidebar. This will display a list of devices associated with your account, along with the option to add a new device.

Navigation - Device management



- A.** Toggle between Devices and Device groups
 - o Device group are a group of devices
 - o Devices are the list of the organization's devices
 - o Live dashboard will show a preview of the current playing content
- B.** Search for a device by 'Name', 'Device type' or 'Description'
- C.** Add a new device with the code from the application on the device itself
 - o Download the APK for an Android device.
- D.** Filter item in the list
- E.** Name of the devices
 - o Click here to go to device properties
- F.** Toggle for the device interactivity
- G.** More
 - o Go to 'Properties' for the device
 - o Delete the device from the organization

Navigation - Device options (Properties)

A. Device options

- Properties like the device status, what Android version and Sho version the device have and settings for if it is an interaction device.
- Edit device
 - Change name
 - Toggle interactivity
 - Add to a device group
- Assign a playlist
 - 'Play now'
 - Schedule date and time
- Delete device

B. Preview of the assigned playlist

C. Device information

- Status: Active (green dot) Offline (red dot)
- Interactivity: Toggle the devices interactive
- Shortlist: Sync to turn on/off the QR code icon for shortlist on device
- App version: Version of the Sho software
- Device group: The name of the device group
- Device type: What kind of device it is
- Description: Your description, e.g. location of device

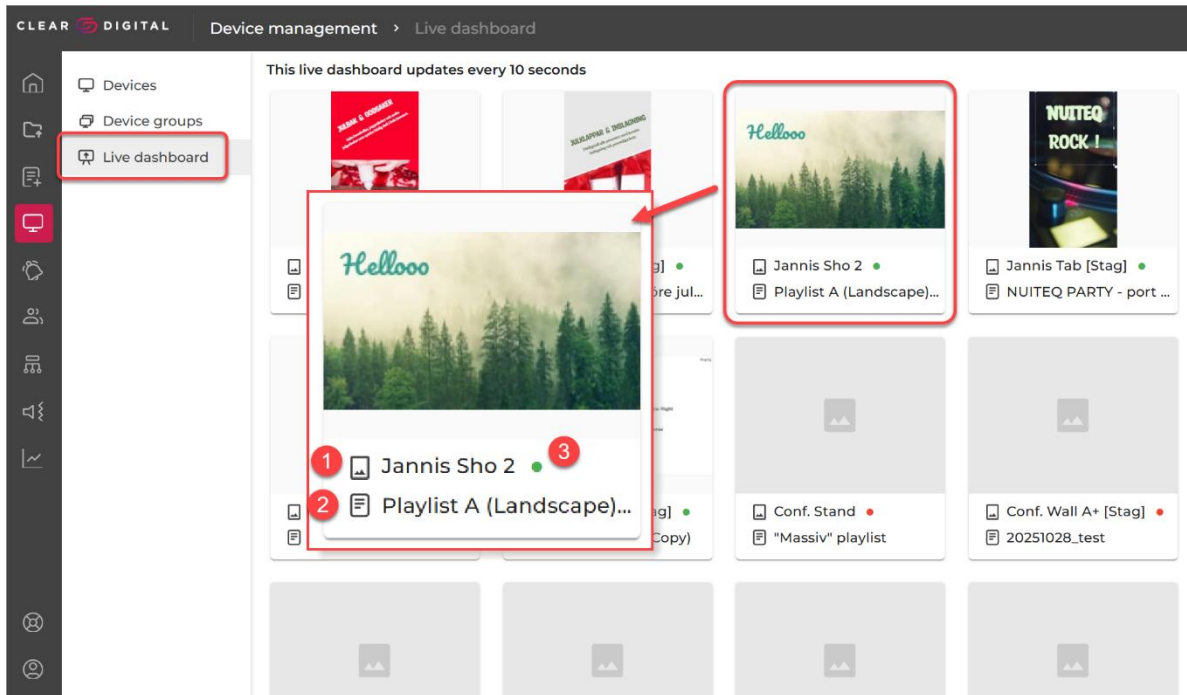
D. View the schedule for the device

- Left click on a playlist in the calendar and you can go to the playlist for edit.

Navigation – Live dashboard

The live dashboard is an overview of what is showing on the individual devices right now. The preview is updated every 10 second

The previews are in alphabetic order, with the active devices first and then the offline ones.

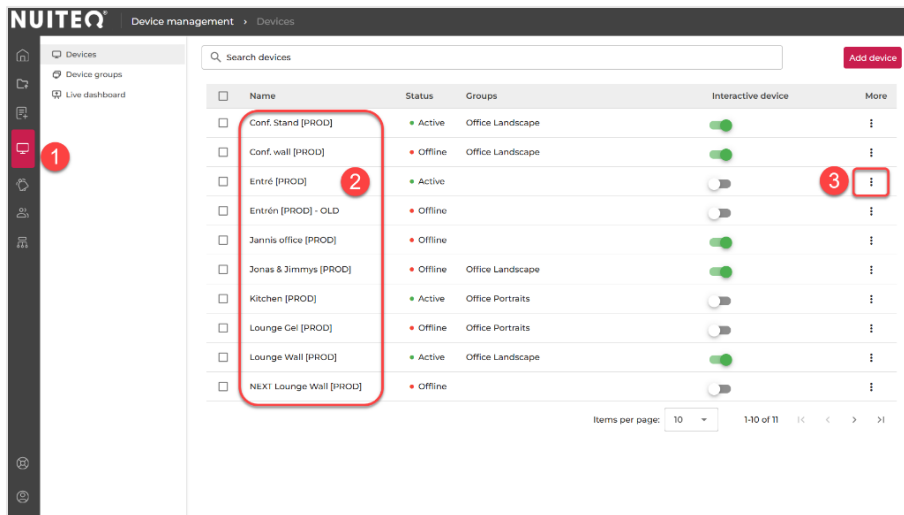


In the device preview you will see the device name (1), the playlist name (2) and the status (3). By clicking on the device name, you will be able to go to the properties of that device.

Publish a Playlist to a device

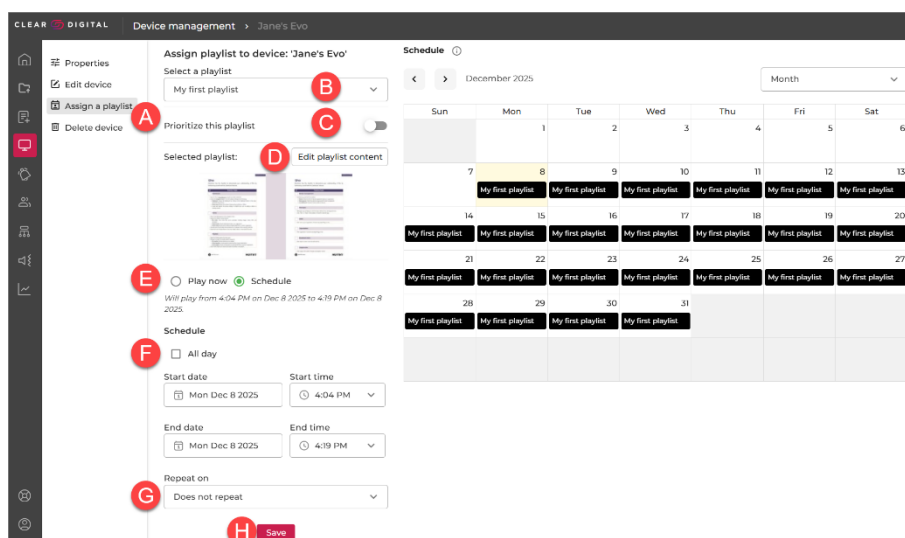
When you have a playlist, you would like to display on a device, you need to publish it. You can publish from the playlist editor, but also from the 'Device management'.

Alternative A – A single device



1. Go to 'Device management'
2. Find your panel, under 'Devices' and click on the name or
3. Click on the three dots and select 'Properties'

You will enter the device overview.



- A. Select 'Assign a playlist'
- B. Search for and select the playlist you want to display on the device.

getcleardigital.com/sho

864.973.7973 / info@getcleardigital.com

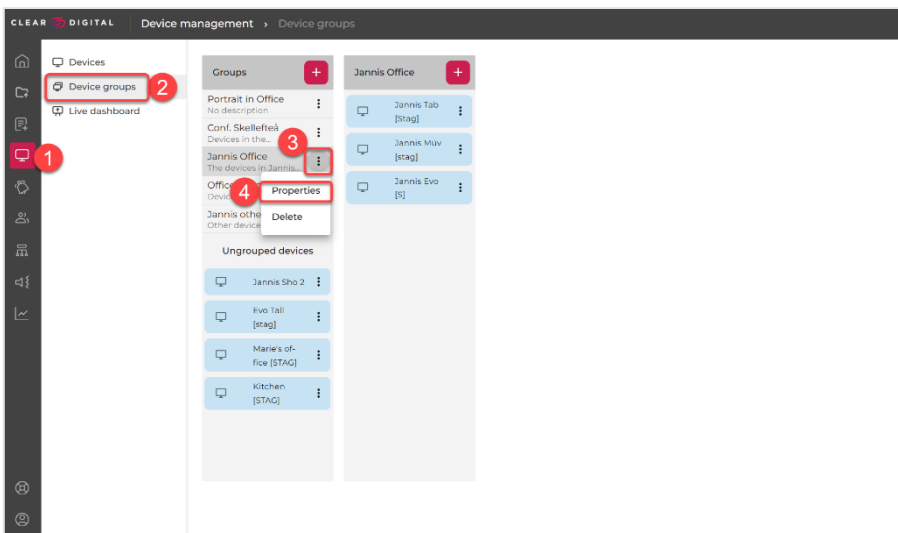
- C. Choose if this playlist should be the prioritized or not.
 - o A prioritized playlist will override the current playlist.
Example: Use this when you normally run a general playlist but want to temporarily show another one.

Note: A playlist assigned from Group will always override any playlist assigned from an individual device.
- D. Go directly to the playlist editor to edit the playlist.
- E. Decide how to play it now 'Play now' or 'Schedule' it
 - o 'Play now' starts the playlist immediately and continues until you manually change or remove it
- F. 'Schedule' allows you to set a daily schedule or specific times when the playlist should play.
- G. You can also repeat the schedule on certain days/times.
- H. Click 'Save'

The device will now display the playlist you assigned.

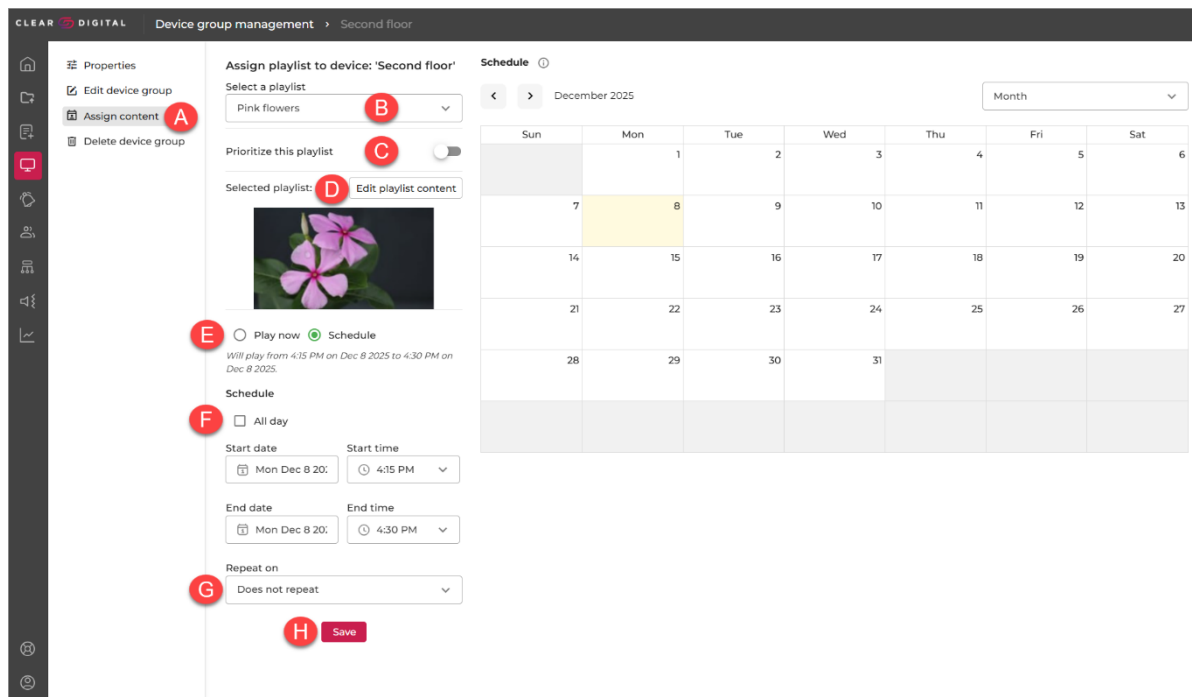
Note: It may take up to 20 s before the playlist is uploaded to the device. For the first upload, it may take longer depending on the playlist content (e.g., number of slides or video quality).

Alternative B – A device group



1. Go to 'Device management'
2. Select the option 'Device groups'
3. Find your device group and click on the three dots
4. Then select 'Properties'

You will enter the device groups overview.



- A. Select 'Assign content'
- B. Search for the playlist you want to display on the devices.
- C. Select if this playlist should be the prioritized playlist or not.
- D. Go directly to the playlist editor to edit the playlist.
- E. Choose whether to play it now ('Play now') or schedule it
 - o 'Play now' starts the playlist immediately and will keep playing until manually changed or removed
- F. 'Schedule' allows you to set a daily schedule or choose specific times for different playlists.
- G. You can also repeat the schedule on certain days/times.
- H. Save by clicking 'Save'

The devices will now display the playlist you assigned.

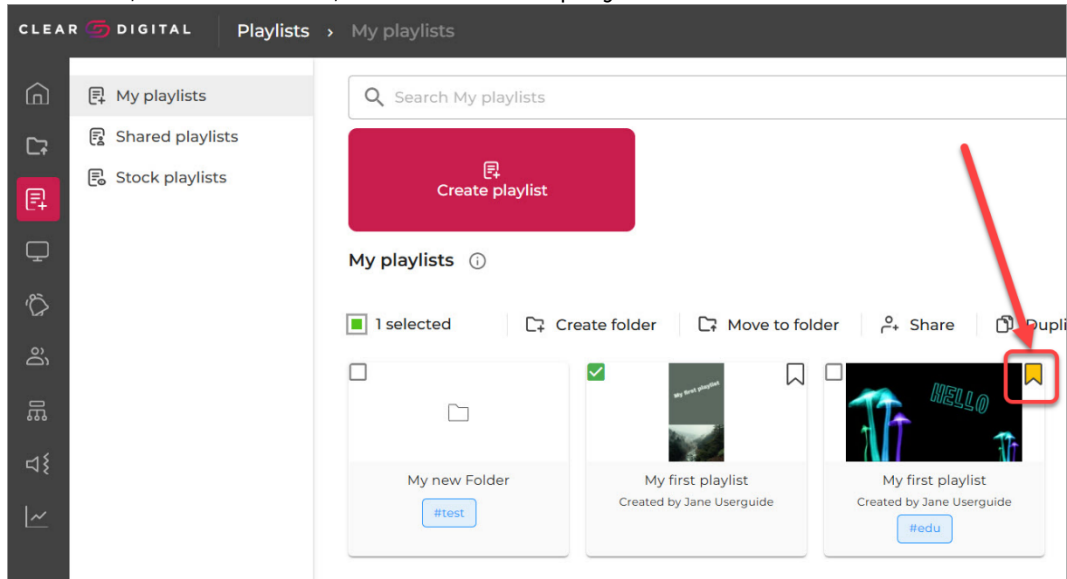
Alternative C – Shortlist

You can shortlist a playlist for easy quick access.

Shortlist a playlist in the 'Playlists - My playlists' section. Just click on the 'Shortlist' icon for the specific playlist. Every shortlisted playlist will be conveniently displayed on your mobile phone on site.

- Go to 'My playlists'.

- Shortlist, or bookmark, one or several playlists.



To access the shortlist, you need to toggle on the shortlist QR on the device. You do this via the device settings and select “Playlist assign QR code”.

- On site with your device, toggle on the settings “Playlist assign QR code”.
- Scan the QR code displayed in the lower right corner.
- On your mobile phone, login to your account.
- Select the new playlist to be displayed on the device.

It can take up to 30 seconds before the new playlist is displayed.

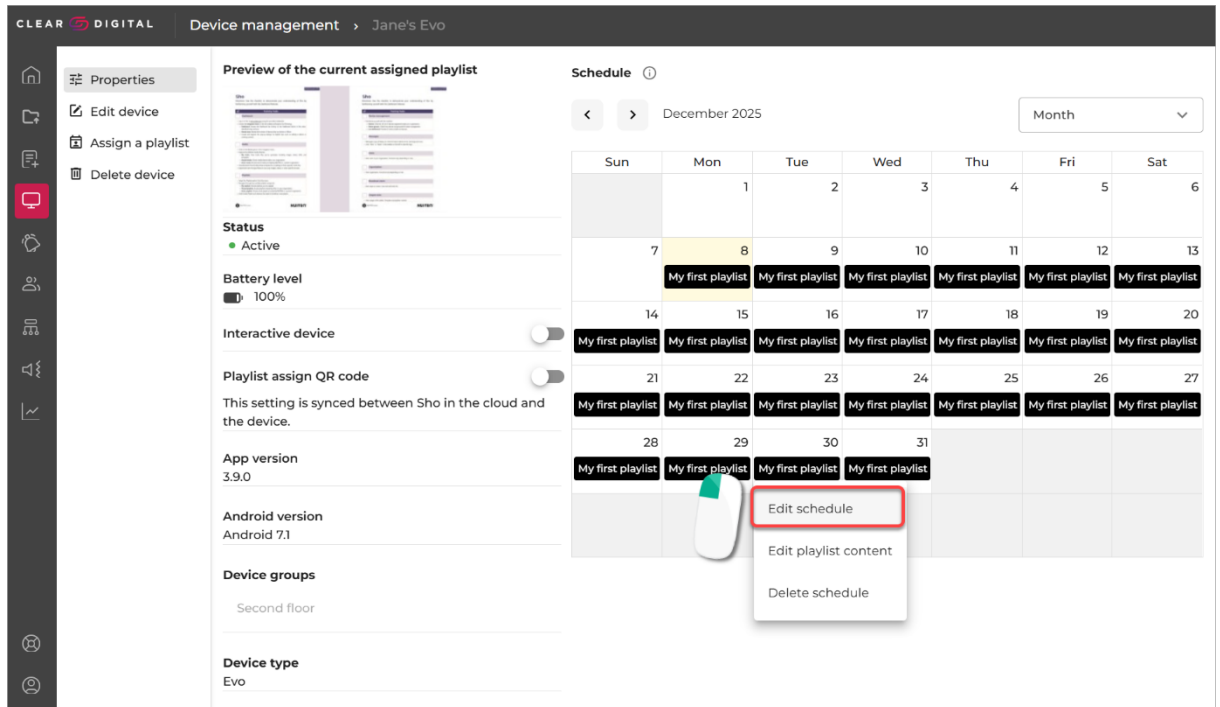
Edit a schedule playlist

You have the option to edit the schedule of a published playlist. This could be good if you like to prolong or shorten the time the playlist is to be displayed.

Go to the device with the schedule playlist.

- Go to ‘Device management’.
- Select the device by click on the name or via the ‘more’ option (3 dots) and Properties.
- In the calendar, left click on the playlist

- Select 'Edit schedule'



- Now you will be able to edit the schedule for this playlist.

☐ Play now
 ☒ Schedule

Will play from Dec 8 2025 between 12:00 AM and 12:00 AM, and repeat every 1 week(s), on Mon, Wed, and Fri and end after 5 time(s).

Schedule

☐ All day

Start date

Start time

Mon Dec 8 2025

12:00 AM

End date

End time

Tue Dec 9 2025

12:00 AM

Repeat on

Custom

Save

- Click on 'Save'.

For more in-depth example of scheduling playlist, see [Appendix F](#).

Add a device to your Sho organization

Depending on your license, you can add devices to your organization. A device is a screen that displays the content that you have created.

Start by downloading the installation file (APK) for the device and then install the file onto your device via a USB drive.

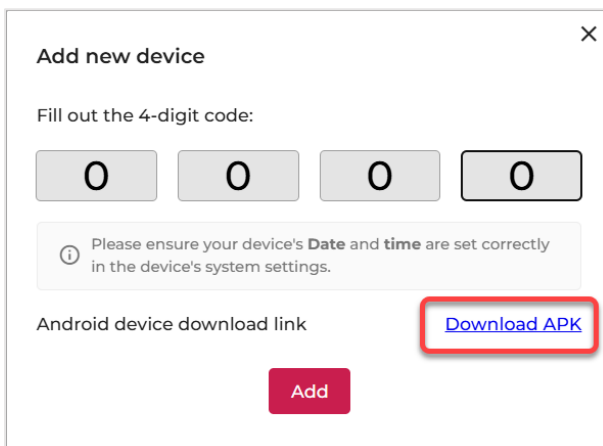
Installations file (APK)

If your device does not already have Sho installed, you will need to install the application on the device.

- In the online Sho portal, go to 'Device management'
- Click on the "Add device"

Add device

- Click on the 'Download APK' and save the file, either directly onto a USB drive or onto your computer or server.



Add new device

Fill out the 4-digit code:

0 0 0 0

Please ensure your device's **Date** and **time** are set correctly in the device's system settings.

Android device download link

[Download APK](#)

Add

Note. Remember where you save the file.

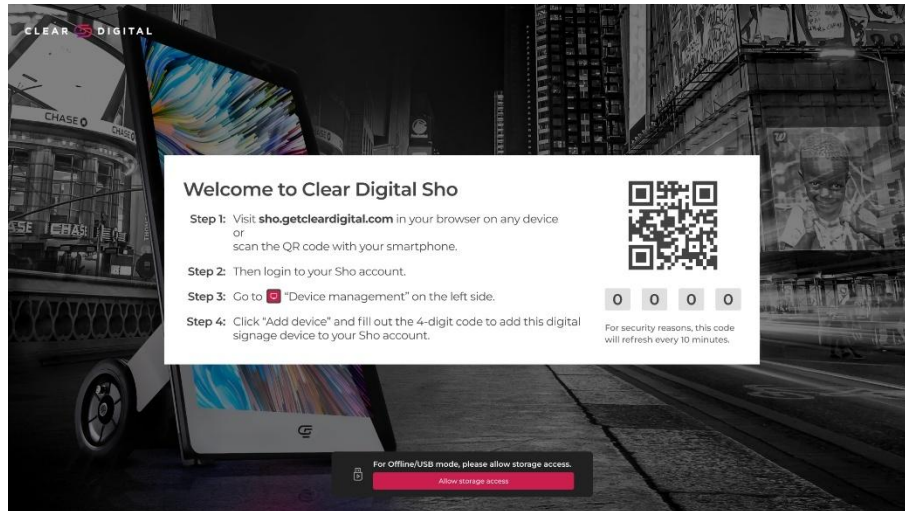
Plug the USB drive into the device(s) and install the application by following the instructions.

Add a device to the Sho account

Once the application is installed on your device, you can now add the device to your organization for quick and easy uploading of content.

- Open the application on your device.

You will receive a 4-digit code, that is valid for 10 minutes before it is replaced.



Note. Make sure your device is connected to a network.

Go back to your online software in your browser.

- In the online Sho portal, go to 'Device management'
- Click on the "Add device"

Add device

- Enter the 4-digit code from the device application.

×

Add new device

Fill out the 4-digit code:

0 0 0 0

ⓘ

Please ensure your device's **Date** and **time** are set correctly in the device's system settings.

Android device download link [Download APK](#)

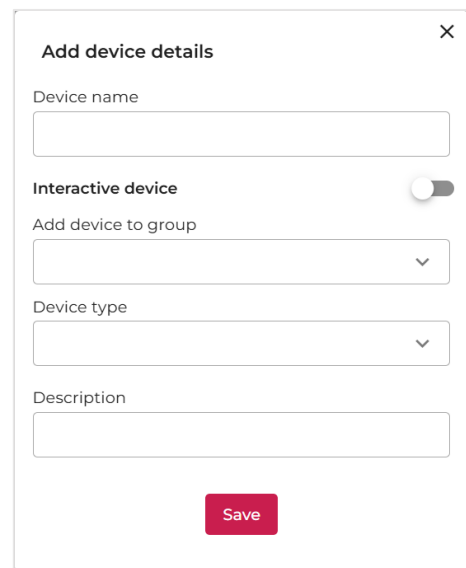
Add

- Click on 'Add'

getcleardigital.com/sho

864.973.7973 / info@getcleardigital.com

- Name the device and specify whether it is an interactive/touch device or not. Add the device type and a description
- Click 'Save'



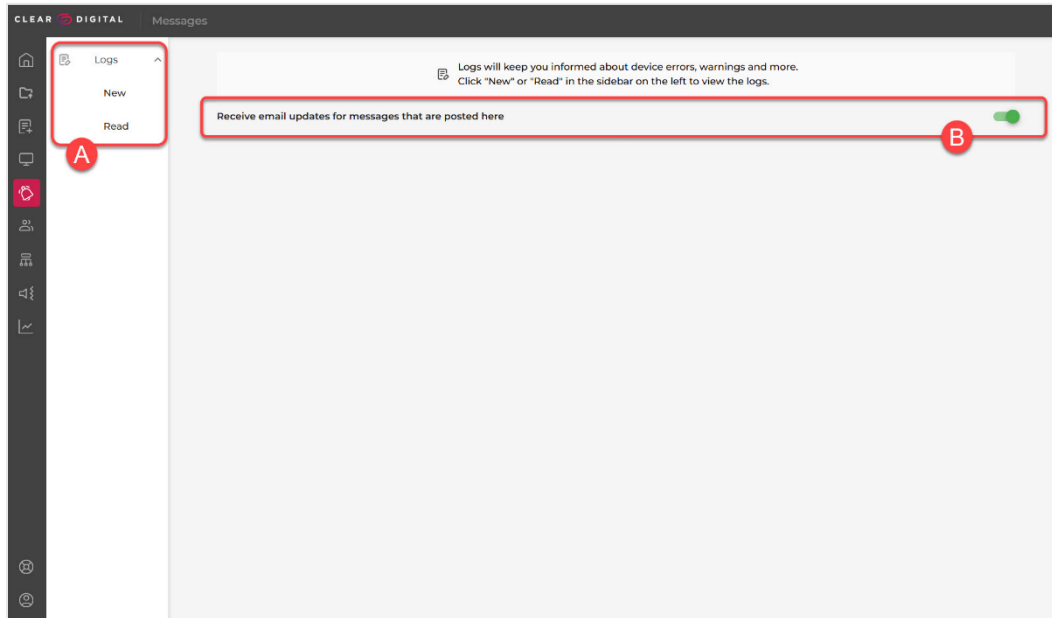
The form is titled "Add device details" and includes a close button (X) in the top right corner. It contains the following fields and controls:

- Device name:** A text input field.
- Interactive device:** A toggle switch, currently turned off.
- Add device to group:** A dropdown menu with a downward arrow.
- Device type:** A dropdown menu with a downward arrow.
- Description:** A text input field.
- Save:** A red button at the bottom right.

You have now successfully added a device to your organization, and it can be used for informative, important, or fun content.

Message

Notifications appear if a device is offline for more than 15 minutes.

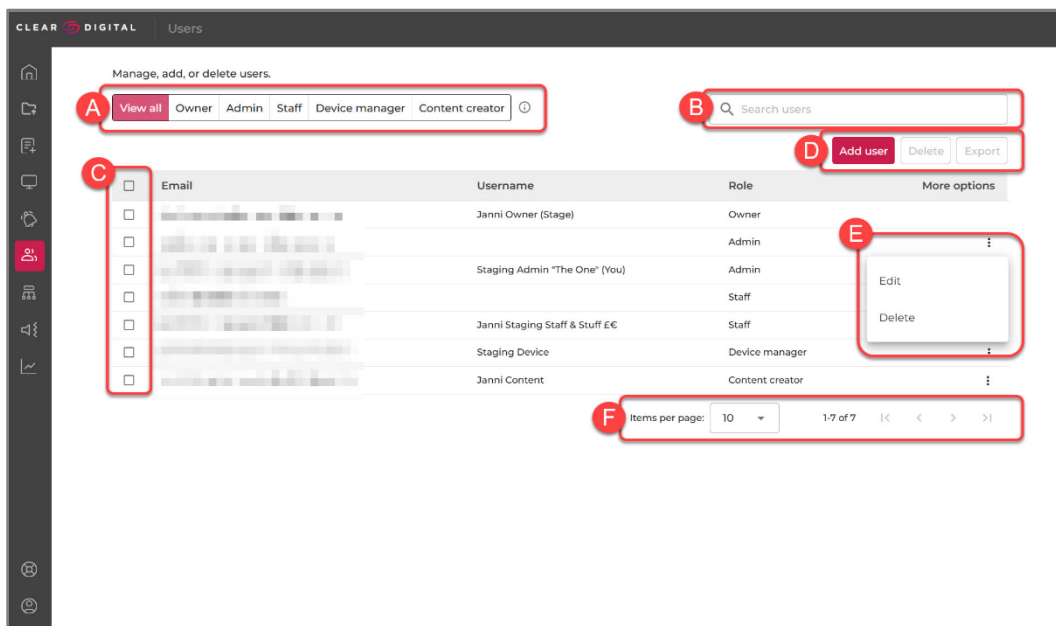


- A.** Logs of the messages for when a device has gone offline
 - 'New' (You need to open the message in new to have the message moved to 'Read')
 - 'Read' are old notifications
- B.** Select if you would like to get a message via email for when a device has gone offline
 - Toggle on (green) if you like emails notifications
 - Toggle off (grey) if you would not like to receive an email

Users

You can manage users and roles by adding, editing, or deleting users, adjusting permission levels, and resending invitations.

Navigation - Users



A. Filter of user rolls

- **Owner:** Full access control. Include; User management, Content modification, Device management and Organizations management.
- **Admin:** Organizations management and can add staff (*but cannot add or delete Admins*), also manage content and devices.
- **Staff:** Can modify content and devices. No user or organization management privileges.
- **Device manager:** Limited to managing devices only.
- **Content creator:** Limited to managing content, like Media and Playlist.

B. Search

C. Mark one or several users

D. Option

- Add a user
- Delete a marked user
- Export a list of the users CSV

E. More

- Edit a user, change roll
- Delete a user

Add user

You can add a user to have access to the software. Depending on the purpose you can set different rolls and thereby give different permission for the user. You can change the roles later if needed.

- Click on the button “Add user” and a dialog opens
- Submit an email address for the user
- Choose the role of the user
- Click on ‘Add user’

Add user to this organization

User email

Role

Please whitelist incoming e-mails from support@mg.nuiteq.com to ensure that the invite arrives successfully.

Cancel
Add user

The new user will receive an email with their login credentials.

(Note. To ensure that the invite arrives successfully, some organizations might need to whitelist incoming e-mails from support@mg.nuiteq.com.)

If they have not logged in, you have the option to resend the invitation to them again via ‘More options’ (the 3 dots menu) and option ‘Resend invitation’. If you do not have the option, then the user has logged in a first time

More options

⋮

Edit

Delete

Resend invitation

Roles

Based on the user role, you will have access to some or all the options in the menu.

If you are a '**Content creator**', you have access to the following sections:

- *Dashboard* - This brings you to the dashboard where you have an overview.
- *Media* - Here you can manage your media, which includes images, videos, GIFs by uploading them and creating templates.
- *Playlists* - Here you can create and manage your playlists to be displayed on devices.
- *Messages* - Here you can see logs coming in from devices (like when a device goes offline, you will have a log being displayed here).

If you are a '**Device manager**', you have access to the following sections:

- *Dashboard* - This brings you to the dashboard where you have an overview.
- *Device management* - Here you can manage devices by add, remove and group (devices), and schedule playlists to play on the digital signage devices.
- *Messages* - Here you can see logs coming in from devices (like when a device goes offline, you will have a log being displayed here).

If you are a '**Staff**' user, you have access to sections from both the roles above ('Content creator' and 'Device manager').

If you are an '**Owner**' or '**Admin**' user, you can see the above-mentioned sections, and these additional sections described below:

- *Users* - Here you can add new users, edit users, filter them by type and see an overview list of users.
- *Organizations* - Here you can add new organizations, you can see a list of organizations and various details about them.
- *Broadcast* – The option to create send Alerts to devices
- *Usage stats* – Here you can view the stats for the usages of the organisations AI credits as well as for Playlist created on an individual level.

Organizations

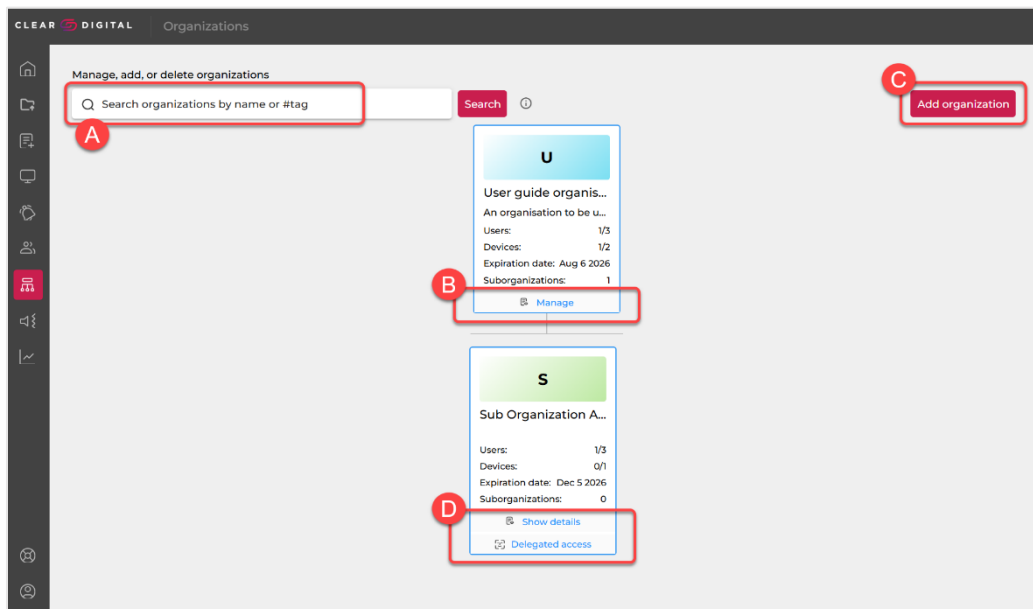
The organization function is a tool for managing licences and overseeing organizational activities.

As an 'Owner' or an 'Admin' user, you can add and manage organizations and their licences.

You can create suborganizations to your own organization, every organization has their own number of users and licences and expiry date for the subscription of Sho.

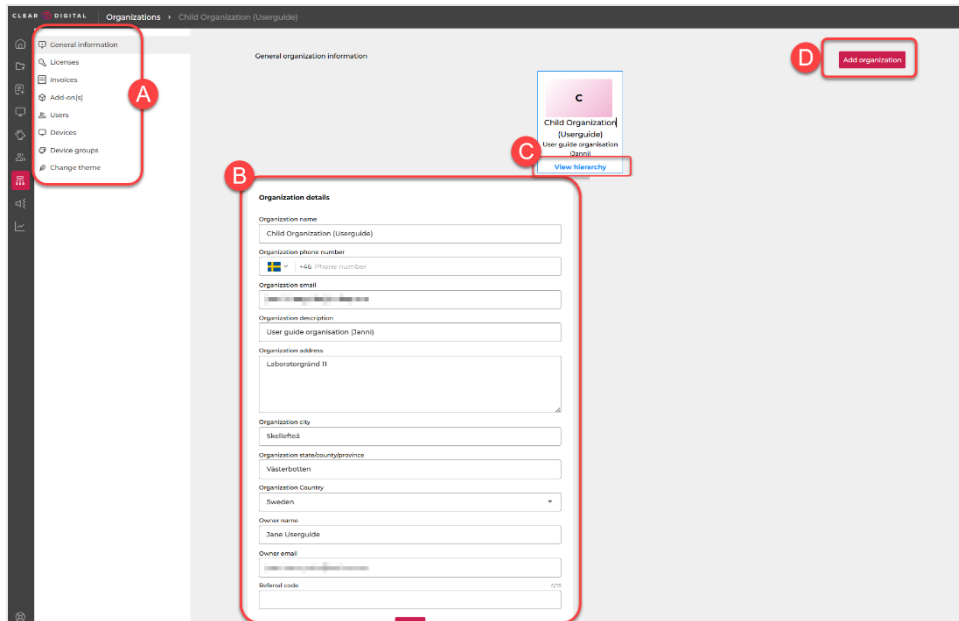
(Note. An owner of the organization can't be a part of any other organization with the same email address within the application Sho.)

Navigation - Organization



- A.** Search
- B.** Add suborganization and Move organizations
- C.** Manage your own organization
- D.** Manage suborganization
 - Show details
 - Delegated access (Add-on)

Navigation - Show details for organization



A. Navigation menu for Organizations

- General information - Overview of organizations
- Licences – Overview of current license and change license for a sub-org
- Invoices - Overview of the Invoices via Stripe
- Add-ons - Showing the add-ons included in the license package
- Users - View users of the selected organization
- Devices - View devices of the selected organization
- Device groups - View device groups of the selected organization
- Change theme - System color and logo for the selected organization

B. The selected organizations detail information

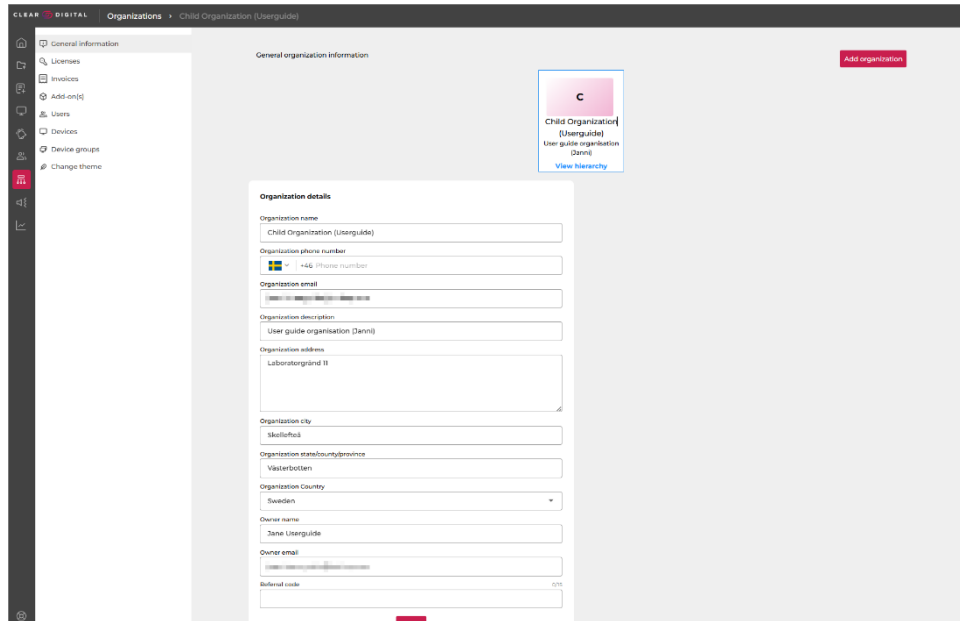
- *Note. Can't edit the 'Owner name' or 'Owner email'*

C. Go back to hierarchy, the overview

D. Add a suborganization. *Note. This feature is an add-on*

General information

Here you find contact information for the organization.



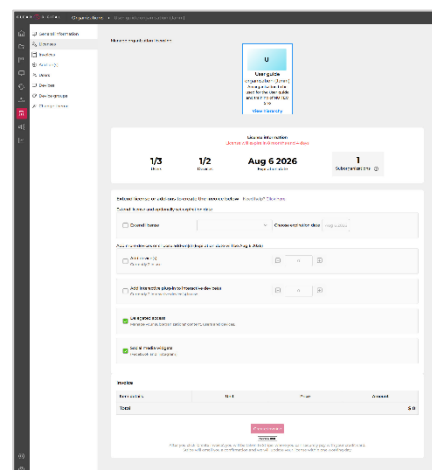
Suborganizations

If you have the licenses package and the permission it is here you, as the parent organisation, you can add a suborganization, a child, to your organization via 'Add organization'. You can also edit some of the contact information, *not the organisations email*, and delete the suborganization.

You also have the option to add hashtags to an organization for easy search and categorising.

Licences

Here you have an overview of the current license for your organization. You can also extend your license depending on the licenses package you have.



Extending your license

You have the option to extend your license yourself and upgrade your license by adding add-ons.

Extend license or add-ons to create the invoice below
[Need help? Click here.](#)

Extend license and optionally set expiration date

☐ Extend license

▼

 Choose expiration date

Jun 22 2026

Add more devices or choose add-on(s) (Expiration date will be Jun 22 2026)

☐ Add device(s)
Currently 1 in use

-

0

+

☐ Add interactive plug-in to interactive device(s)
Currently 1 interactive device(s) in use

-

0

+

☐ Delegated access

☐ Social media widgets
(Facebook and Instagram)

The payment is conducted via third party Stripe. With Stripe you can securely pay with your credit card. Stripe will email you a confirmation and we will update your license within one working day.

You check in the desired options, extend the license or add an add-one. Via the 'Create invoice'-button you will be redirected to Stripe for the creation of the invoice and for payment. Stripe will be opened in a new tab. *Note. Some browser would require permission to open a new tab. Accept the request.*

The cost will be calculated based on existing license.

To extend current license

- Check the box for 'Extend license'.
- Select from the dropdown how many years to extend.
 - 1 year
 - 3 years
 - 5 years
- Select the expiration date.
- Click on the 'Create invoice'-button
 - or add more to the current license from the device and add-on section.

getcleardigital.com/sho

864.973.7973 / info@getcleardigital.com

To add more devices

- Check the box for 'Add devices'
- Submit a number for devices to add to the current license by increasing via (+)

To add more add-ons

Interactive devices

- Check the box for 'Add interactive devices'
- Submit a number for interactive devices to add to the current license

Delegated access

- Check the box for 'Delegated access'

Social media widgets

- Check the box for 'Social media widgets'

After clicking on the 'Create invoice'-button, you will be redirected to another browser tab with Stripe.

You can view the invoice and payment details. It is also possible to open and then download the invoice as a pdf.

- Select currency
- Choose how to pay. Select 'Card'
- Submit the card information
- Click on 'Pay'

Note. By confirming your payment, you allow Clear Digital Solutions, Inc to charge you for this payment and save your payment information in accordance with their terms.

In Stripe you can download the receipt and the invoice.

To go back to Sho just close the Stripe tab or select the tab for Sho.

In the section "Invoices" you will now find the paid invoice and can download the receipt and the invoice.

Manage Suborganizations **

If you have the licenses package and the permission it is here you, as the parent organisation, can manage a child organizations license. Such as change the license package, turn on and off Add-ons for a child organization.

Overview

Manage license

Assign a license package to the organization ⓘ

Current settings

1

Selected license package settings

Number of devices allowed

2

Unlimited

Number of users allowed

3

Unlimited

Number of days of subscription

365 days (End date Sat May 29 2027)

Unlimited

Allow adding, editing, and removal of suborganizations ⓘ

Suborganization at any level

2

Allow theme management ⓘ

Suborganization at any level

3

Add-on(s)

** Delegated access. Allow this organization to manage their suborganizations' content, users and devices.

4

** Interaction feature. This allows the suborganization to add touch interactions to their device.

5

Child Organization (Userguide) has a license package for 2 devices. How many of them would you like to designate as interactive? ⓘ

2

** Custom website title

6

** Facebook widget

7

** Instagram widget

8

** Ad stats: Track slide performance and view data in the Usage stats tab.

9

Weather widget

10

News widget

11

Calendar widget

12

Canva

13

Google Slides

14

QR Code widget

15

Messages

16

Broadcast alerts

17

Clock widget

18

** AI Menu Builder

19

Carousel widget

20

AI Assistant

21

Credits:

To start using the AI Assistant, the suborganization requires AI credits.

Credits summary:

The suborganization has only 10 credits left, add more to keep going.

Add credits

0

Add

** Premium feature

Save

getcleardigital.com/sho

864.973.7973 / info@getcleardigital.com

75

1. **Licence package** : Select a license package. The package determines which features and limits the organization will have. It is possible to edit the license.
 - TRIAL
 - Full Access
 - Single Device - One, three or five years
 - Location - One, three or five years
 - CUSTOM
2. **** Sub-organizations permissions** : Allow the organization to add and manage its own suborganizations.
 - Not allow
 - Immediate suborganizations only
 - Suborganization at any level
3. **** Theme management** : Allow the organization to manage system themes.
 - Not allow
 - Immediate suborganizations only
 - Sub-organization at any level
4. **** Delegated access** : If checked, it allows the admins to manage a suborganization's content, users, and devices.
5. **** Interaction** : If checked, the organization has access to interaction features. Add numbers of interactive devices they are allowed to have.
6. **** Custom browser tab** : Allow the organization to customize the title for the tab in the browser.
7. **** Widget - Facebook** : Allows you to add posts from Facebook connection.
8. **** Widget - Instagram** : Allows you to add posts from Instagram connection.
9. **** Add stats** : Track slide performance, you can view plays, playback data, and related analytics in Stats.
10. **Widget - Weather** : If checked, the organization has access to the widget and allow them to add weather forecast.
11. **Widget - News** : If checked, the organization has access to the widget and allow them to add newsfeeds.
12. **Widget - Google Calendar** : This allows you to add Google Calendar events to your playlists.
13. Allow **Canva** connection. This allows the organization to import content created with Canva.
14. **Google Slides** : This allows you to import content created with Google Slides.
15. **Widget - QR Code** : If checked, the organization will have access to the QR code feature and allow them to add QR codes.
16. **Messages** : If checked user that added a device will get device notifications.
17. **Broadcast alerts** : If checked, it allows emergency alerts for administrators.



- 18. Widget - Clock** : This allows you to display a digital clock in your playlist.
- 19. ** AI menu builder** : This allows you to generate menu items from photos and PDFs using AI.
- 20. Widget - Carousel** : This allows you to display multiple images that loop automatically in your playlist.
- 21. AI Assistant** : If checked, it allows the organization to create content using AI. Add AI Credits to the suborganization.

*** Premium features*

Add-ons

Delegated access **

The delegated access add-on allows an admin or owner of an organization to view and manage the suborganization's content, users, and devices. Admins can create playlists and templates, add media, schedule playlists, add users, devices and more. An email will be sent to the owner of the suborganization, asking for their consent.

The suborganization needs to give consent and can revoke the access at any time.

Interaction feature **

This allows the suborganization to add touch interactions to their device. You set how many interactions devices that the suborganization is allowed to use in the 'Licences' tab.

Canva

Allows the organization to import content created with Canva.

Google Slides

Allows the organization to import content created with Google slides.

AI Assistant

Allows the organization to create content using AI. AI credits are needed.

AI Menu Builder **

This allows the organization to generate menu items from photos/images and PDFs using AI scanning.

Ad stats **

Allows admins to view plays, playback data, and related analytics in Usage stats.

News Widget

Allows the organization to add news feeds in templates and playlists.

Weather Widget

Allows the organization to add weather forecast in templates and playlists.

Calendar Widget

Allows the organization to add Google Calendar events to playlists.

Facebook Widget **

Allows the organization to add Facebook posts in your templates and playlists.

Instagram Widget **

Allows the organization to add Instagram posts in your templates and playlist.

QR Code widget

Allows the organization to add QR Codes in templates and playlists.

Clock widget

Allows the organization to display a digital clock in a playlist.

Carousel widget

A the organization to display multiple images that loop automatically in a playlist.

*** Premium features*

Users

Here you find an overview over all the users for this organization. You have the option to search, filter, add, edit and delete users. Read more above under the section 'User management'.

Devices

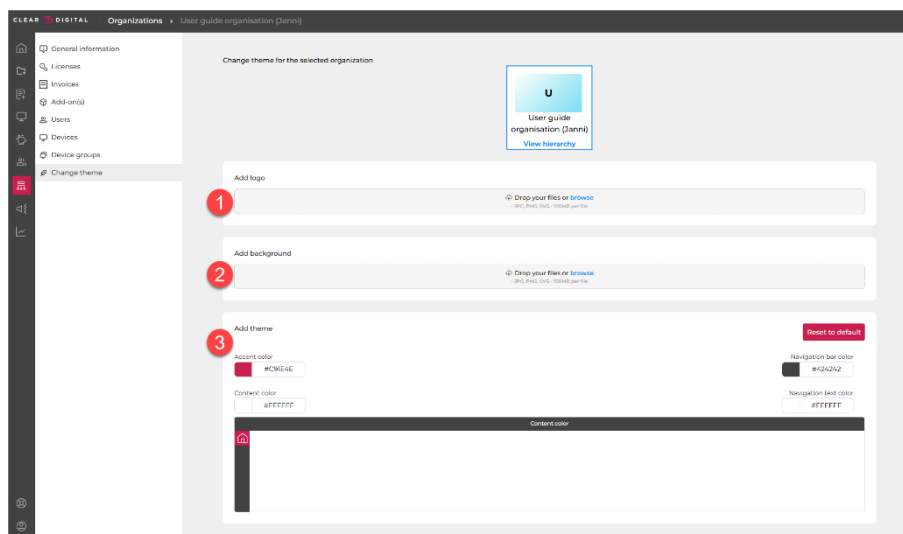
Here you can see a list of devices added to this organization and also have an option to add a new device. Read more under the section above 'Managing devices on the cloud app'.

Device groups

You can organise your devices into groups for easier management of devices and scheduling content. Read more under the section above 'Managing devices on the cloud app'.

Change theme (Add-on) **

Here you have the option to set your system theme. This is an add-on.



1. You can add your own logo (to be seen up in the left corner of Sho).
2. You can have your own background.
3. You can change the theme for the system for example, the color of the buttons.

How to Delegate access (Add-on) **

Delegated access allows an admin or owner of an organization to view and manage the suborganization's content, users, and devices. In delegated mode, admins can create playlists and templates, add media, schedule playlists, add users, devices and more.

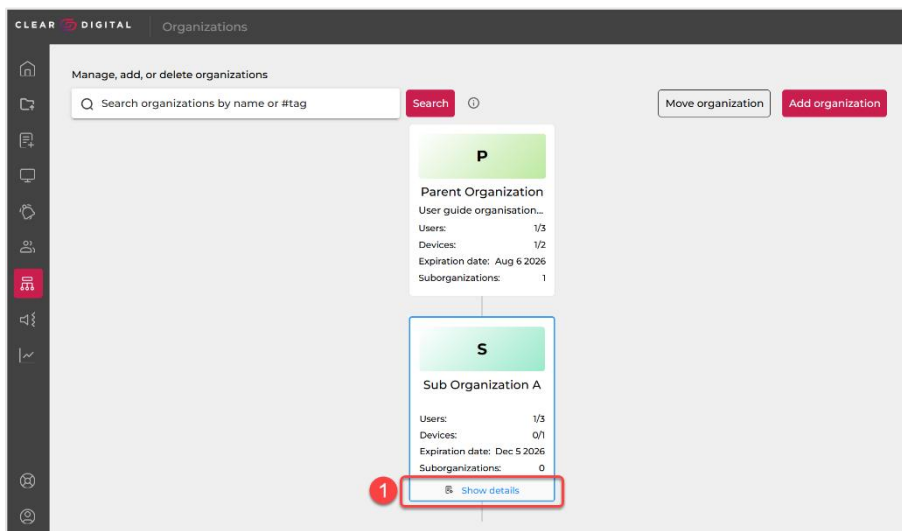
An email will be sent to the owner of the suborganization, asking for their consent. The suborganization needs to give consent and can revoke the access at any time.

Steps for setting up the Delegated access permission:

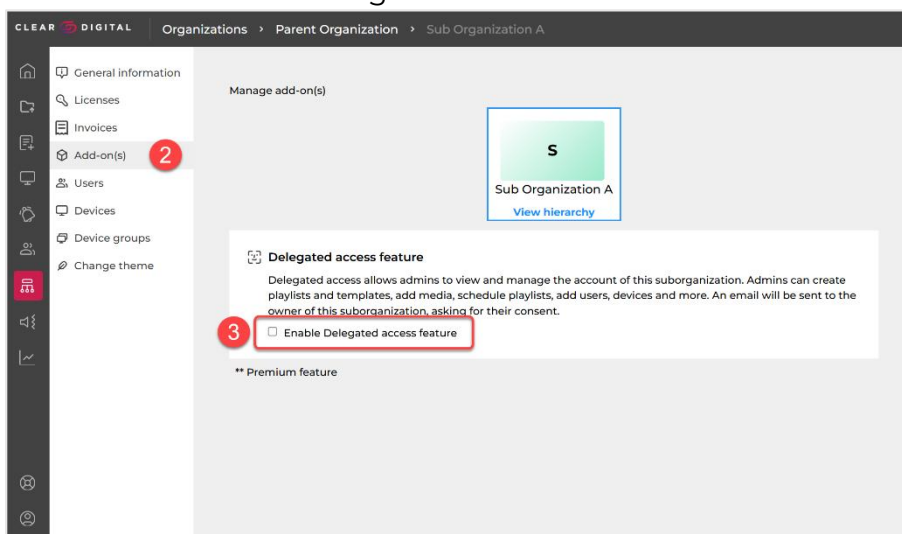
As the **parent**:

Send a request to the child by opening the child's organizations details

1. In the hierarchy tree find the child and click on "Show details".



2. Go to the child's 'Add-ons'.
3. Tick the box 'Enable delegated access feature'

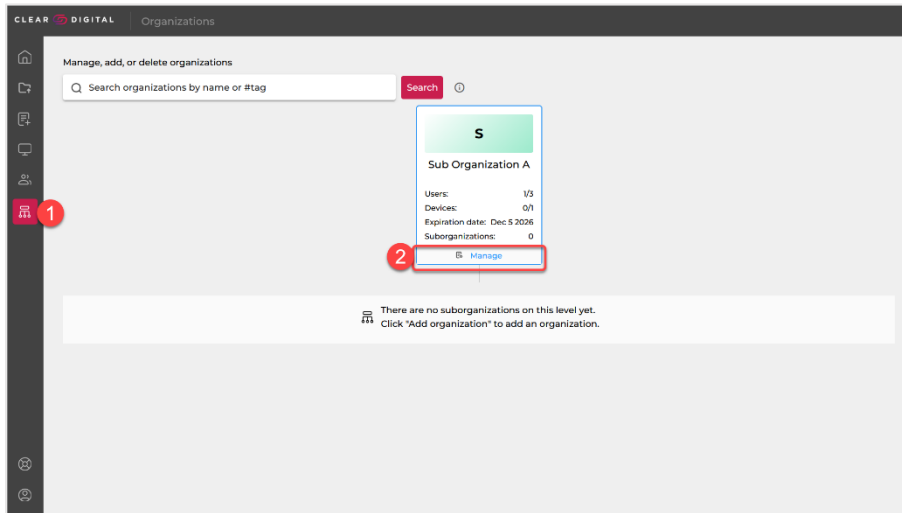


getcleardigital.com/sho

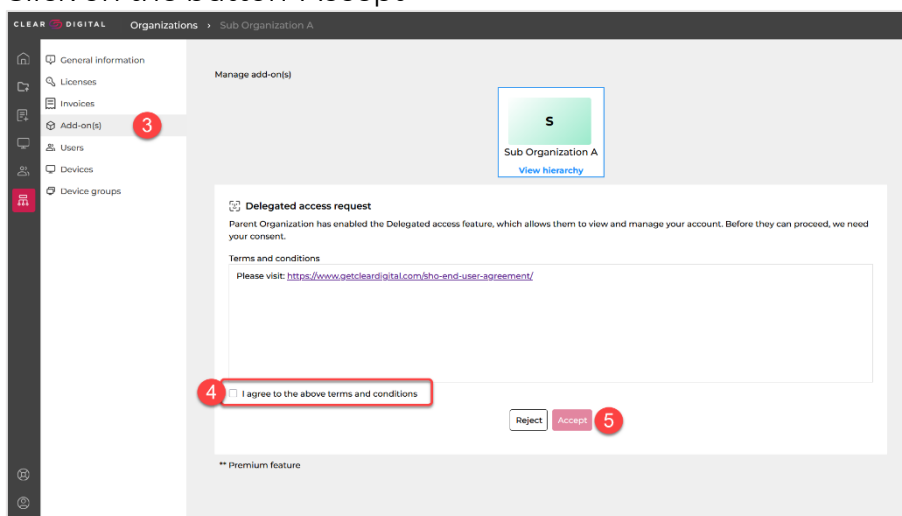
864.973.7973 / info@getcleardigital.com

As the **child**:

1. Go to Organization
2. Click on "Manage"

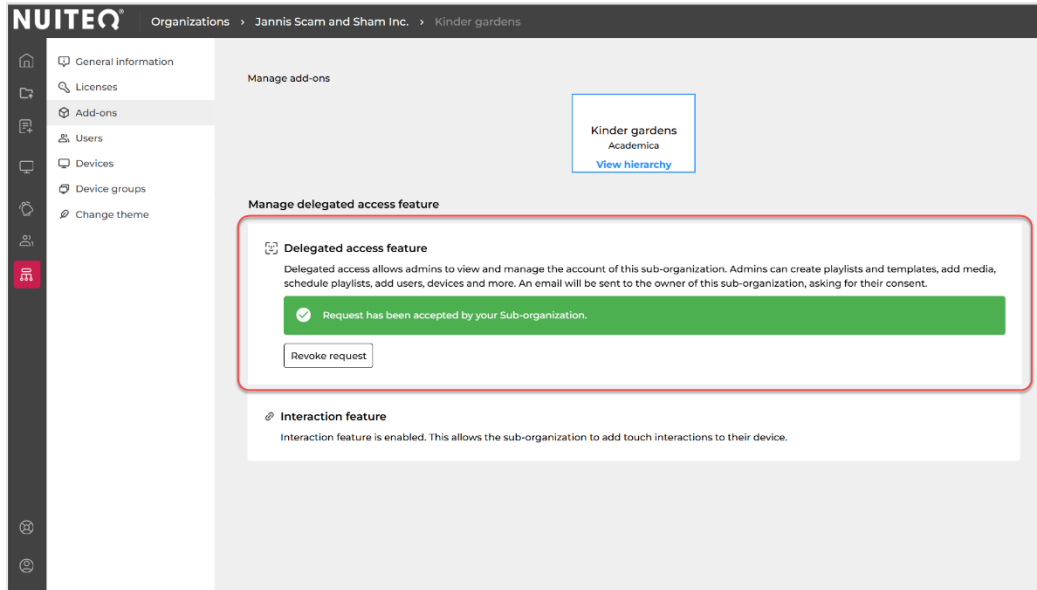


3. Go to 'Add-ons'
4. Verify the request
5. Click on the button 'Accept'



Now the Parent will receive an email with information that the child has granted delegated access to their organisation for the Parent organization.

The parent can now view in the Add-ons tab that the child has accepted the request in the view for 'Add-ons' under.



Revoke permission for delegated access

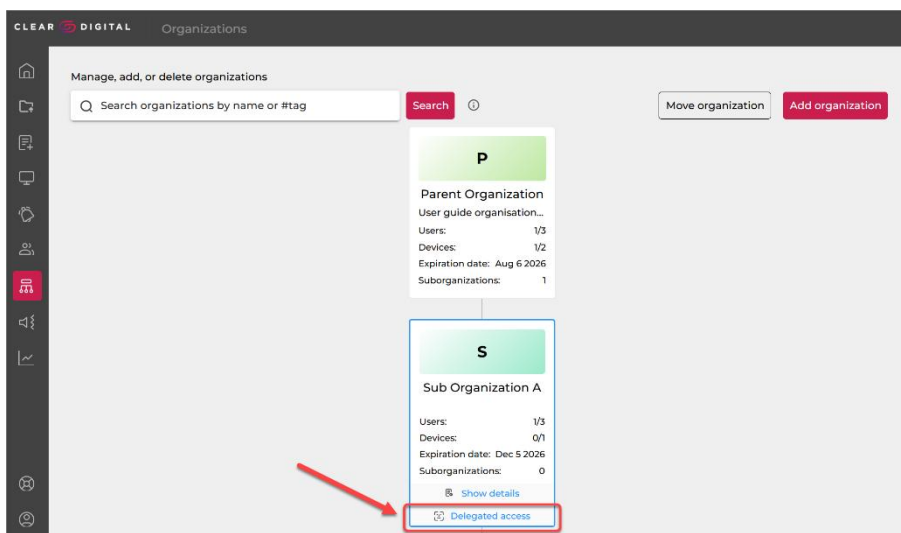
It is possible for both the child and the parent to revoke the delegated access feature.

Go to the 'Add-ons' view that you find in 'Organization'.

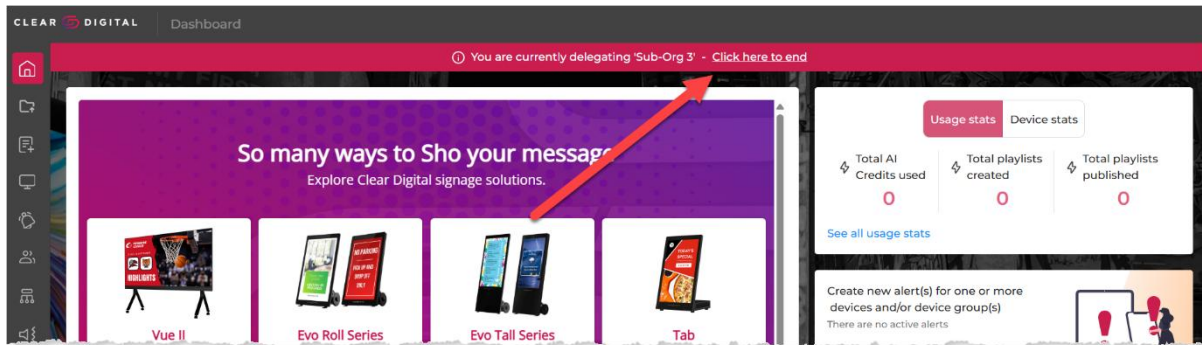
- As the **Parent**: Just click on 'Revoke request'-button
- As the **Child**: Click on 'Reject' - button

To Delegated access for a child organization

In the hierarchy view the parent now have another option 'Delegated access'.



When in delegated access mode there is a banner at the top with the information "You are currently delegating 'Sub- Organization' - [Click here to end](#)"



To end the delegation, click on "[Click here to end](#)" in the top banner.

Broadcast alerts

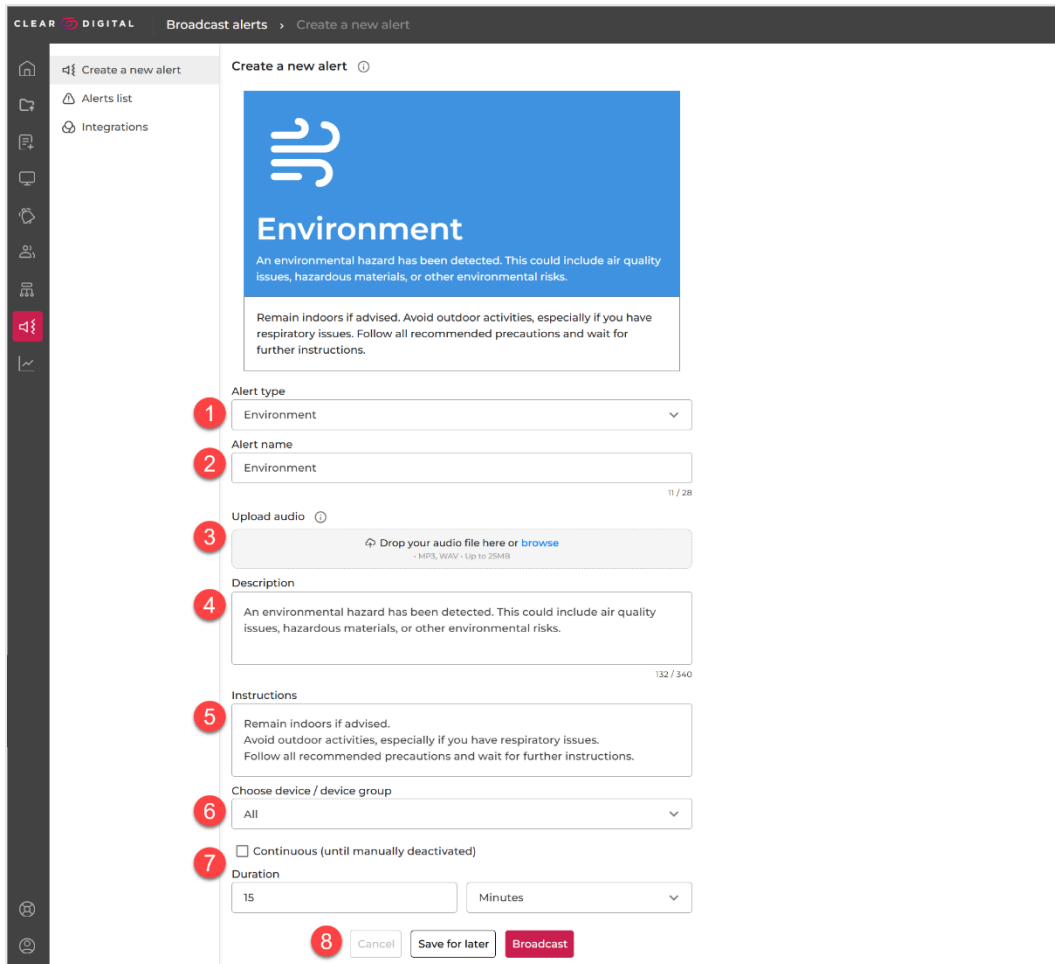
The Broadcast alerts is an emergency alert system to be publish to all devices. This alert will override any current playlists and display the alert immediately for the set duration.

You can send out an emergency alert to selected devices/device groups.

Note. *It is strongly recommended that your organization create broadcast alerts in advance of any potential situation.*

Create an alert

Create an alert via the "Create a new alert ".



1. Select the Alert type.
2. Name your alert, select a describing name so it will be easy to find in case of urgency. Note. You can not have alerts with the same name.
3. Add an audio file. The audio will automatically be played on the device where the alert is displayed.
 - a. In the dropdown 'Playback mode', you have the option to select the frequency of the audio to be played.

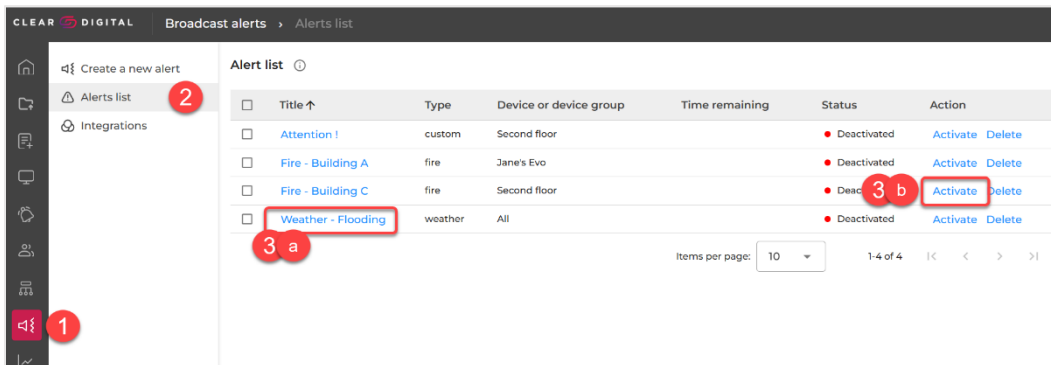
getcleardigital.com/sho

864.973.7973 / info@getcleardigital.com

4. Edit the describing text from the default alert type.
5. Adjust the instruction to suit your organizations and/or location.
6. Select the device or device group for where the alert should be displayed.
Note. Use the device group if possible.
7. Edit the duration time for how long the alerts is to be shown on the devices via unchecking the "Continuous (until manually deactivated)" or let the checkmark be filled in for alert to be show without any ending time.
8. Save the alert for later to be user when there is an urgency or send out the alert immediate with the "Broadcast" option.

Broadcast an alert

Use the steps above or;



1. Go to 'Broadcast alerts'
2. Go to 'Alerts list'
3. Select the premade alert you wish to send out by (You will go to the edit view for the alert);
 - a. Click on the Alert name (Title)
 - b. Click on 'Activate'.
4. Click on 'Broadcast'

Integrations Public Service Announcement (PSA)

Sho's PSA Integration API connects external data feeds and real-time emergency alerts, ensuring your audience receives accurate information when it matters most.

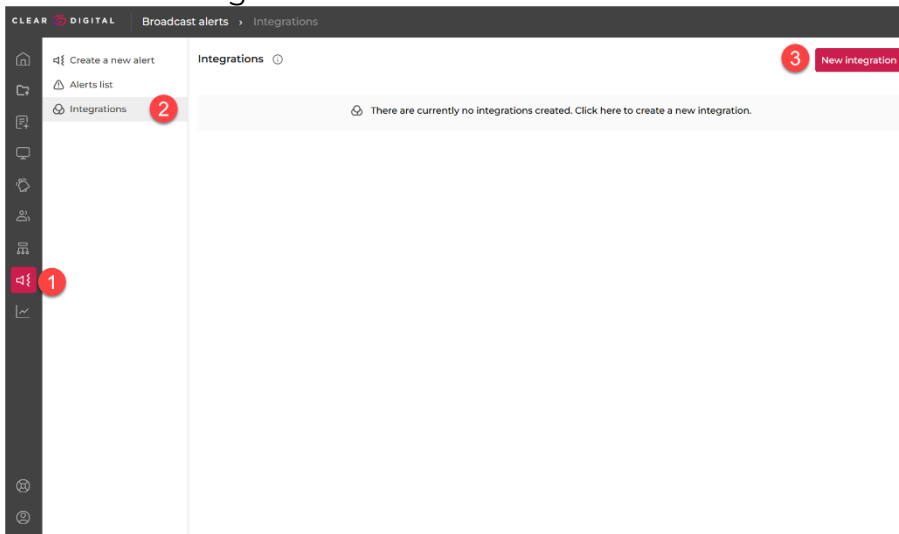
Create the integration in Sho

Sho can integrate with third-party Public Service Announcement (PSA) systems.

Note: It is recommended that someone with IT knowledge handles the third-party integration.

1. Go to 'Broadcast'.
2. Select 'Integrations' in the left pane.

3. Click “New integration”.



4. Enter a name for the integration.

5. Choose the devices or device groups that will receive integrated Alerts.

6. Select your PSA provider.

Create new integration

Name

Choose device / device group

Service provider type

7. Click “Create”.

8. Confirm the message that you need to test the integration with your provider prior implementation to ensure functionality.

Next, you need to copy the triggers to integrate with your PSA system and update them on the alert provider’s interface.

- Copy the triggers/deactivations.
- Submit them to your emergency alert provider’s interface.

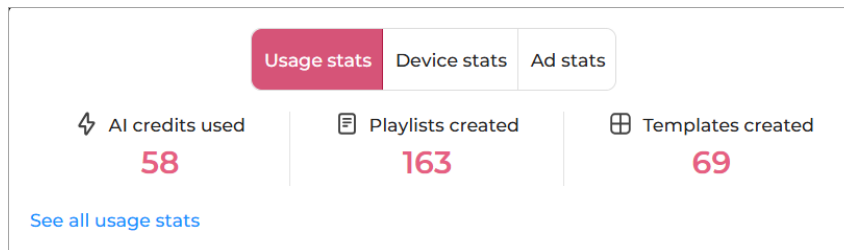
Note: Please make sure that you test the integration with your emergency alert provider to ensure functionality prior to implementation.

Usage stats

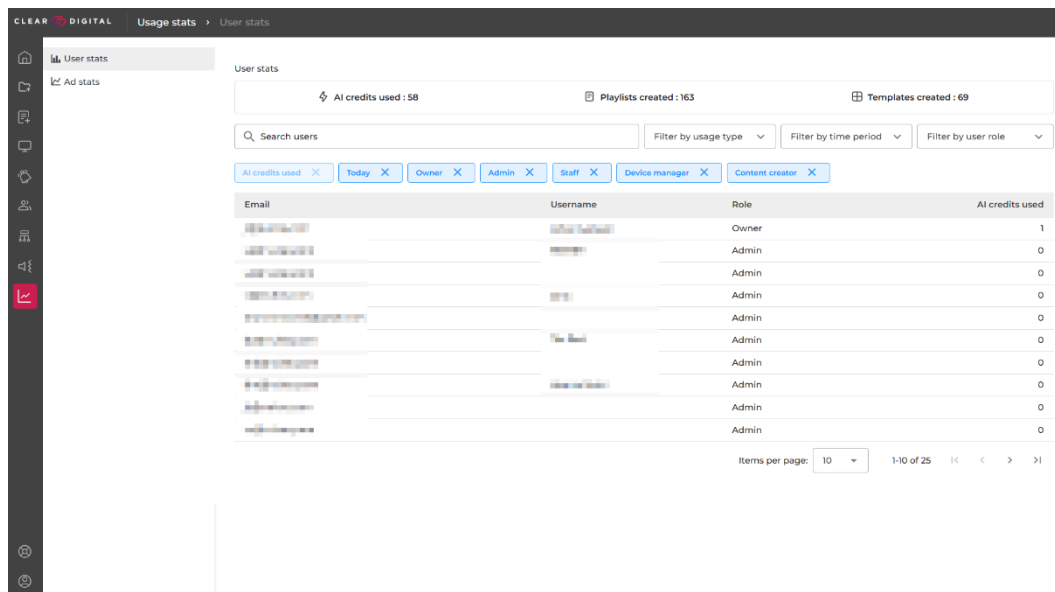
In the 'Usage stats', an administrator can access an overview of the usages of AI credits, Playlist and Template, as well as the advertising tracking for an organization.

On the dashboard you can view the total usage of the organization AI Credit, the total usage of playlist and template created and the numbers of devices that bare active and offline, as well as the playtime and plays slides have shown.

Just toggle between the tabs for 'Usage stats', 'Device stats' or the 'Ad stats'.



You can access the overview either via the link on the dashboard, or via the main left menu.



The screenshot shows the 'User stats' page with the following filters and data:

- Filters:** AI credits used: 58, Playlists created: 163, Templates created: 69. Search users, Filter by usage type, Filter by time period, Filter by user role.
- Active Filters:** AI credits used, Today, Owner, Admin, Staff, Device manager, Content creator.
- Data Table:**

Email	Username	Role	AI credits used
[Redacted]	[Redacted]	Owner	1
[Redacted]	[Redacted]	Admin	0
[Redacted]	[Redacted]	Admin	0
[Redacted]	[Redacted]	Admin	0
[Redacted]	[Redacted]	Admin	0
[Redacted]	[Redacted]	Admin	0
[Redacted]	[Redacted]	Admin	0
[Redacted]	[Redacted]	Admin	0
[Redacted]	[Redacted]	Admin	0
[Redacted]	[Redacted]	Admin	0
- Footer:** Items per page: 10, 1-10 of 25.

User Stats

You first select which usage type you would like to view and then filter usage by user, roles and by period.

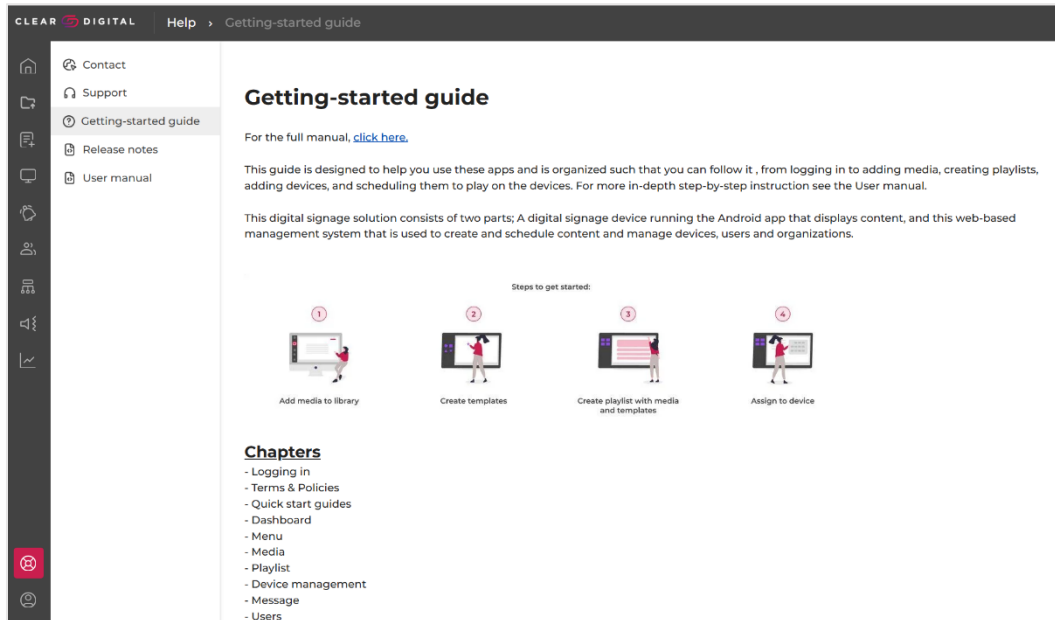
Ad Stats

You first select for which playlist you would like the data, then you select time. Click on the row for the desired data and a new view of more detail will open.

From here you can download the data as a CSV file.

Help

Under 'Help' you will find contact information for support and other enquiries. Here you will also find an overview on how to use Sho, the 'Getting-started guide', the release notes for the software and the step-by-step 'User manual'.



Contact

Here you find contact information for any questions about; for example, pricing or other commercial topics, requesting new features or suggesting improvements for the software. Here is also a form to send this to us.

Support

Here you find contact information for support questions or if you need help with technical issues. Here is a form to send if help is needed.

Getting-started guide

Here you find an overview guide of the functions in Sho.

Release notes

Here you find detailed list of improvements and fixes for the Sho software.

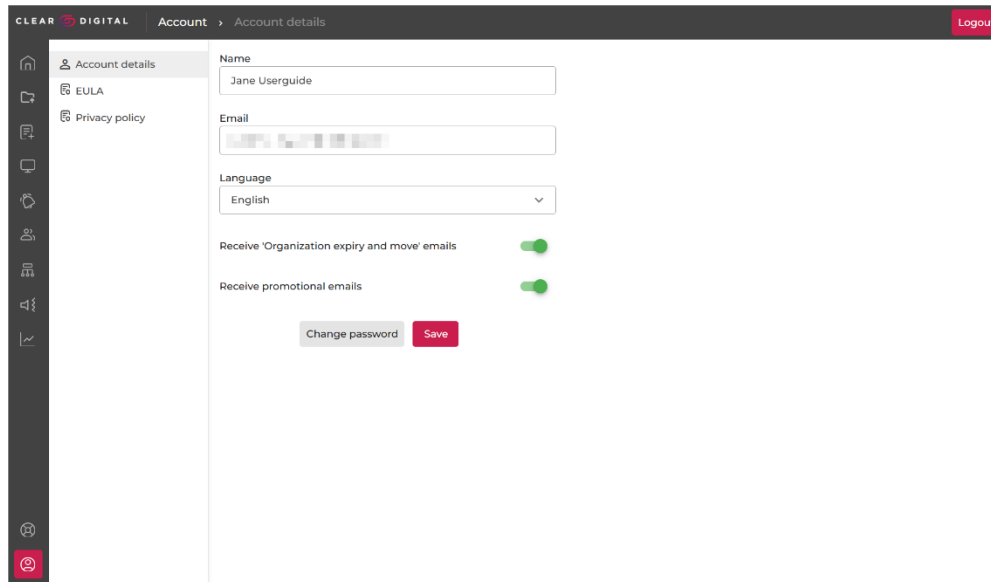
User manual

Here you find a guide with step-by-step instructions for the Sho software.

Account

Under 'Account' you where you change your email, password and change the system language.

You will also find the EULA and privacy policy for Sho.



Changing email address

You have the option to change your email address to another valid one. Just remember to which email-address since this will now be the one you will use to login to Sho again.

In the field for email edit your email address and then save.

Changing password

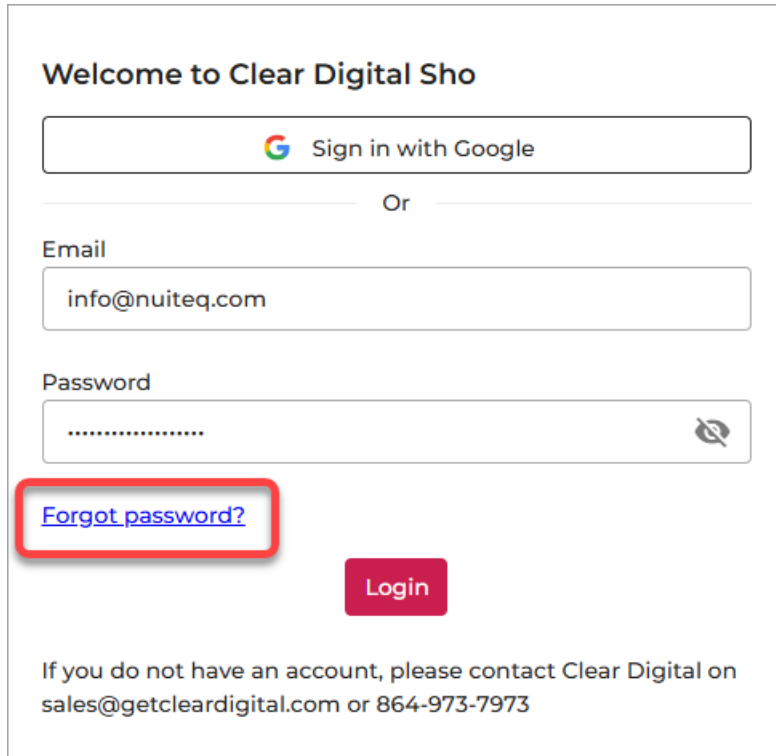
It is recommended to change your password from the one you were given. (*Note. Remember that the password is a secure record, and it is up to you to make sure that unauthorised personnel do not have access to your password and login credentials.*)

- Click on the 'Change password'-button
- Fill out your current password
- Fill out the new password.
 - The longer the password is, the more secure it will be. We recommend 12 characters and to mix numeric, upper case, lower case and special characters to reduce the risk of someone cracking the password.
- Repeat the new password to ensure that there are no mistakes and to verify the new password.

Changing password (SSO)

If you have signed up via your Google SSO, you first need to verify your email address to be able to add a password.

- In the login page, <https://sho.getcleardigital.com/>, you first click on the 'Forgot password?'



Welcome to Clear Digital Sho

 Sign in with Google

Or

Email

info@nuiteq.com

Password

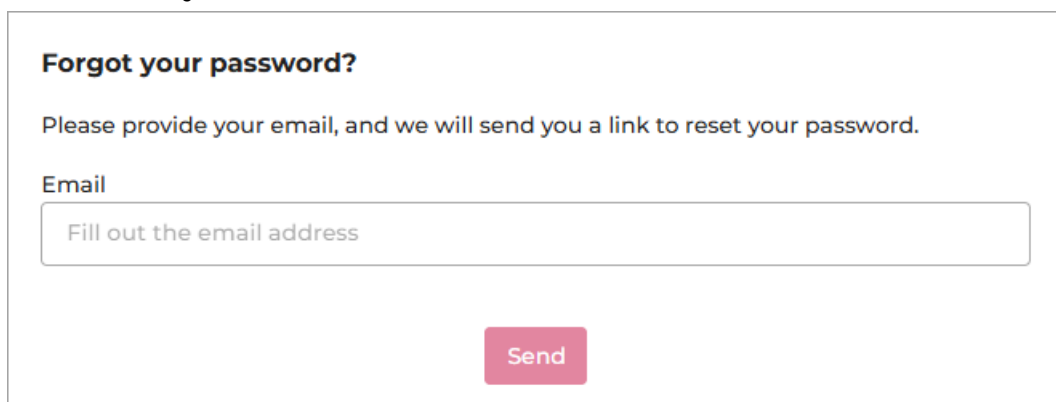
..... 

[Forgot password?](#)

Login

If you do not have an account, please contact Clear Digital on sales@getcleardigital.com or 864-973-7973

- You submit your email



Forgot your password?

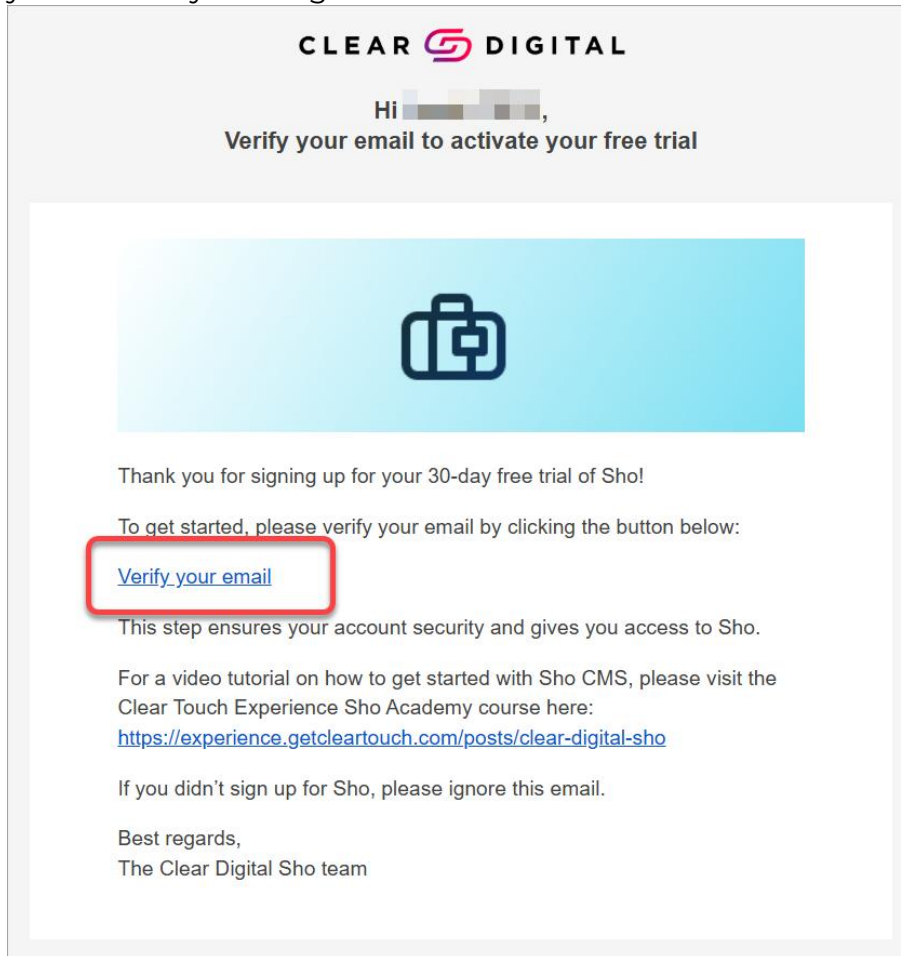
Please provide your email, and we will send you a link to reset your password.

Email

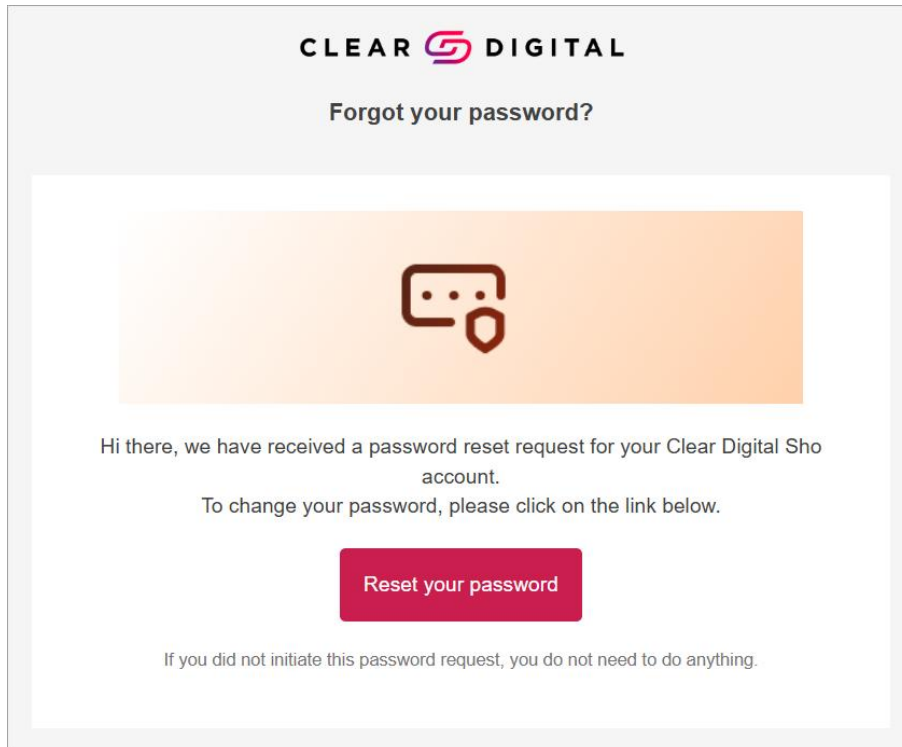
Fill out the email address

Send

- You will receive an email “Welcome to Clear Digital Sho”. You need to verify your email by clicking on the link.



- Then you ask for a password, again, in the login page, <https://sho.getcleardigital.com/>, by click on the ‘Forgot password’?
- You submit your email
- You will receive an email “Reset your Clear Digital Sho password”. You then click on the “Reset your password”-button.



- And now you will be able to add a password.

New password

Set a new password for your account.

New password

👁

Repeat password

👁

Save

Changing system language

Here you can change the language for the system.

Opt out or Opt in

Here you change the if you would like to be notified via email.

As the Owner/admin you have the option to receive emails when there are some changes made for a suborganisation like when their subscription is about to run out or if a sub-org has been moved in the hierarchy. You can also choose to get promotion emails. *Note. If you do not get any promotion emails you will also neither get any mail with updates of the Sho software.*

Connected services

Here you can disconnect the services/integration you are currently having active. Today you can disconnect the Canva, Instagram and Facebook services.

Note. To connect the service again you need to go to the editor.

Logging out

To log out of Sho, you find the logout-button in top right corner of the 'Account' page.

Appendices

[Appendix A – Function overview](#)

[Appendix B - Device settings](#)

[Appendix C – Offline/USB mode](#)

[Appendix D – Whitelisting](#)

[Appendix E – Quick guider](#)

[Appendix F – Custom Scheduling of playlists](#)

[Appendix G – Troubleshooting](#)

Appendix A – Function overview



Function overview

This appendix is a reference guide for all available object functions in the Template and Playlist editors.

Use it to quickly look up what options are available for the object you are working with.

TOC

[Common functions \(all objects\)](#)

[Object actions](#)

[Object options](#)

[Text object](#)

[Google sheet links](#)

[Menu list builder](#)

[Media](#)

[Shapes](#)

[Widgets](#)

Information widgets: [Weather](#), [News](#)

Social Media widgets: [Facebook](#), [Instagram](#)

Interaction widgets: [QR Code](#)

[Web](#)

[Slide settings](#)

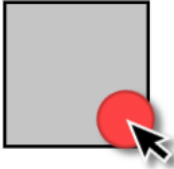
Common functions (All objects)

These apply to all objects (text, images, shapes, widgets, etc.).

Object actions

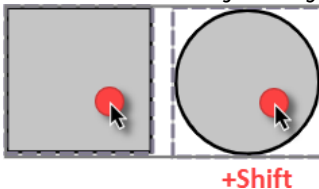
- **Select object**

Click to select an object.



When an object has been selected the options for that object will be found in the top menu.

Select more object by holding down Shift and click on the objects.



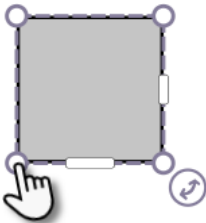
- **Move**

Hold down the left mouse button and drag then object into position



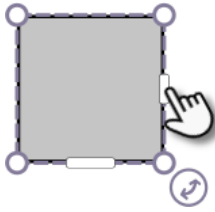
- **Scale**

You can scale the object by pulling on the corner handles to increase or decrease to the dimensions that you prefer. (proportional)



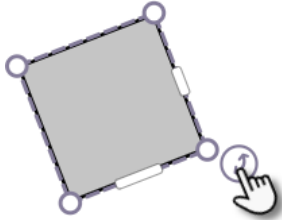
- **Resize**

You can resize the object by pulling on the side handles to increase or decrease to the new size that you prefer. (non-proportional)



- **Rotate**

You can rotate an object by dragging on the rotating handle, .



Object options

You always first need to select an object to get access to the object menu in the top.

- **Change Opacity**

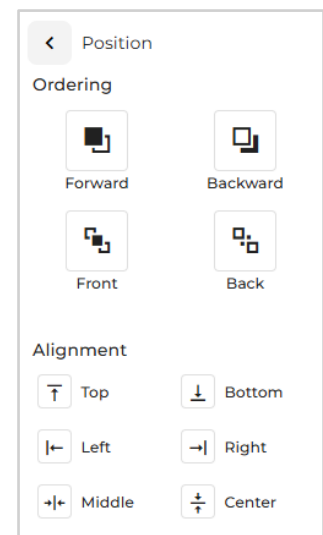


Adjust transparency of the object by dragging the circle

- **Position**

Position

- Change the order of objects overlapping each other.
- Move objects to align to edges/centre.
- Distribute between objects. When multiselected objects, the objects can be position in between them self.

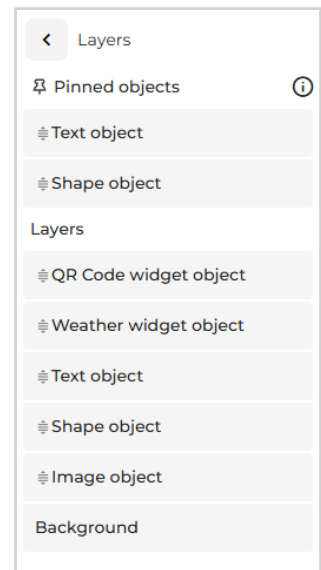


- **Layers**



Layers is useful if you have many objects on a slide or if they overlapping.

- Select objects
- You can change the order of the layers by drag-n-drop.
- Here you also can select several objects and then position them as a group
- You also can rearrange the Pinned objects



- **Copy** and **Paste** object or objects



Duplicate object(s). Be able to copy and paste an object, with its format, to a slide or playlist.

- **Lock position**



Lock the object in place on the workspace by clicking the icon to prevent moving/editing of the object.

- **Pinned object**



Pin an object to all the slides in the playlist. Pinned objects stays in the same position on all slides. They will always be layered above other objects on the slides.

Any editing of a pinned object will be reflected on all slides.

- **Delete media**



Remove the object from the slide.

- **Set edit permission**

Note. This option is only available in the Template editor



Restrict editing for shared template. Choose whether others can edit the object. Click on the icon to restrict editing of the objects.

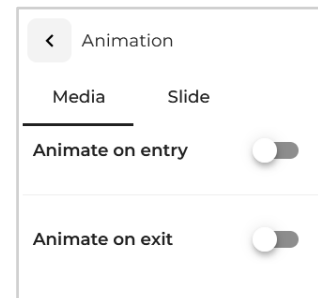
Animation on Object

Apply an animation type to an object.

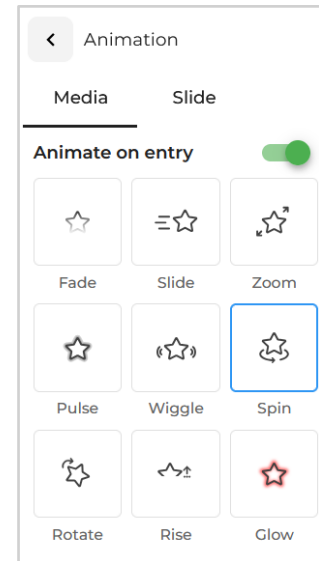
- For object animation, start by selecting which object to apply the animation to.
- Then select 'Animation' in the top object menu.

Animation

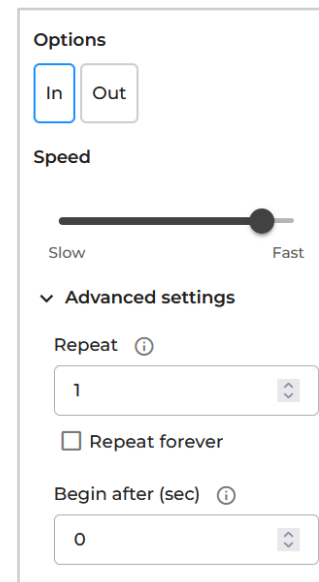
- Choose whether it is the object ('Media') or the page ('Slide') that is to be animated.
For slide animation see section '[Slide settings](#)'
- Entry/exit animations
Choose if the animation should happen at the start ('Animate on entry') or the end ('Animate on exit')



- Then select the type of animation



- Choose specific animation options;
 - Animation direction (in, out, right, left, up, down)
 - Edit speed by dragging the circle left or right.



Under 'Advanced settings', you can:

- Set how many times the animation should repeats or make it repeat indefinitely ('Repeat forever')
 - Set a delay before the animation starts
- **Glow color** (Only for the 'Glow' animation)



Sett the color of the animation 'Glow'.

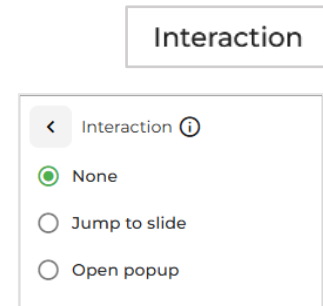


Interaction (Playlist)

Interaction is a feature applied to an object, where you must click the object on the device to navigate to another page or dialog.

Note. Interaction is only available for objects in the playlist editor.

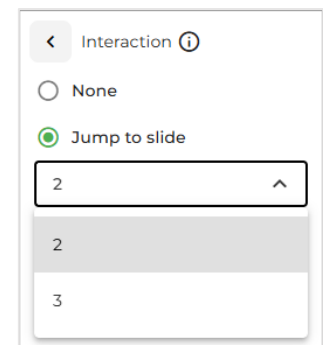
- Select an object
- Click on the 'Interaction'
- Select what kind of interaction to use
 - Jump to slide
 - Open popup



Jump to slide

How to add:

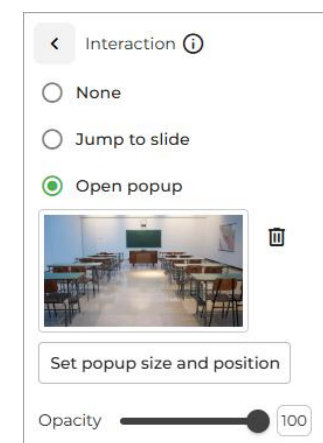
- Enable 'Jump to slide'
- Select which page to jump to from the object



Open popup

How to add:

- Enable 'Open popup'
- Select a media to be displayed when the object is clicked on. Select from;
 - 'Images'
 - 'Templates'
 - 'Videos'
- Set size, position, and opacity of the popup for the slide



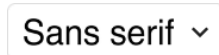
Text Objects



See object option under its section above. [Object option](#)

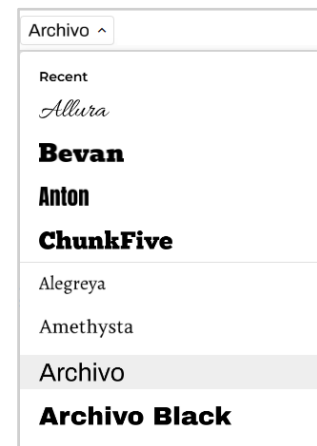
When selecting a text box, the following options are available:

- **Change Font**



Choose a font from installed fonts by scrolling through the dropdown list.

Note: The top 5 fonts are your recently used ones.



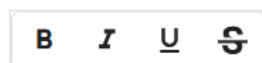
- **Change Font size**



Choose the size of the font by entering a number between 1- 250 pt, or by clicking (+) or (-) to increase or decrease the size.

It is also possible to edit the size by dragging in the corner handle of the text object.

- **Font format**



Choose **Bold**, *Italic*, Underline, or ~~Strikethrough~~

- **Align**



Align text in its textbox by clicking the icon to set Right, Left, or Centre alignment. When you click you will toggle between the different options.

- **Line height**



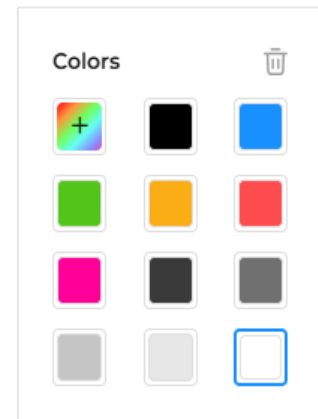
The spacing for the selected text row, default value is 1,15. You can set a custom one or select a common one from the dropdown.

- **Text color**



Change the font/text color

Click on the multicolor square to add color by HEX or RGB code, or via a color pipette.



Google sheet link



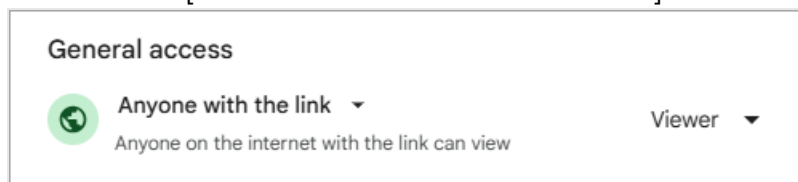
Dynamic text update directly to the device via a link from a cell in a Google sheet to a textbox.

Note: Only data from cells on the first sheet in the google file will be linked.

In Google sheet

In the Google sheet file:

- Make sure that the file is accessible by selecting “Anyone with the link” in General access [File > Share > Share with others]



- Copy the link

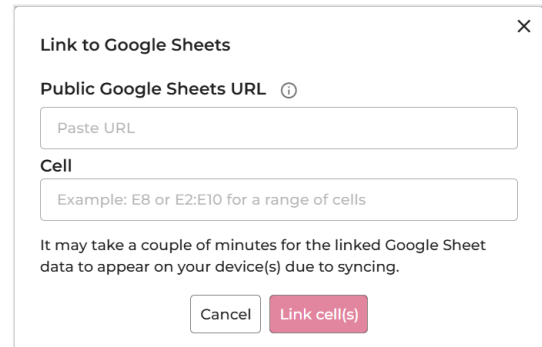


In Sho software

- Click on the 'Add a Google Sheet'

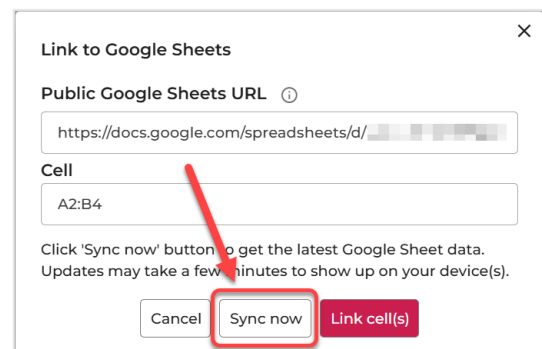


- Paste the shared link for the Google sheet.
- And set the cell ranges for the linked data.

A dialog box titled "Link to Google Sheets" with a close button (X) in the top right corner. It contains two input fields: "Public Google Sheets URL" with a placeholder "Paste URL" and "Cell" with a placeholder "Example: E8 or E2:E10 for a range of cells". Below the fields is a note: "It may take a couple of minutes for the linked Google Sheet data to appear on your device(s) due to syncing." At the bottom are two buttons: "Cancel" and "Link cell(s)".

To update the linked textboxes when edit data in the Google spreadsheet.

- Click on the Google icon and then select "Sync now".

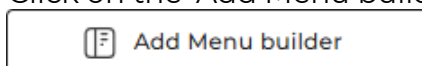
A dialog box titled "Link to Google Sheets" with a close button (X) in the top right corner. It contains two input fields: "Public Google Sheets URL" with a placeholder "https://docs.google.com/spreadsheets/d/" and "Cell" with a placeholder "A2:B4". Below the fields is a note: "Click 'Sync now' button to get the latest Google Sheet data. Updates may take a few minutes to show up on your device(s)." At the bottom are three buttons: "Cancel", "Sync now", and "Link cell(s)". A red arrow points to the "Sync now" button, which is also highlighted with a red rectangle.

Menu list builder



The menu list builder helps with creating an a la cart menu. Add items manually, or upload from a CSV file, or have a google sheet link for easy update and editing of a menu. You find the function in the 'Text' section in the left media pane.

- Click on the 'Add Menu builder'



- First add an item either manually or import a menu in CSV-format or connect to a Google sheet with the menu items.

Add and sort menu items

Select a style

Add Menu item

Import from CSV

Connect to Google Sheets

Generate from photo/image/PDF  10

 There are no menu items yet.
Add your first item or import to get started.

Cancel

Ok

- Add a menu item manually**

Add Menu item

- Add a new category or select a category from the dropdown
- Enter item name
- Enter a description
- Enter price
- Click on 'Add'
- Add a new menu item until you are done
- Select menu style
- Click on 'Ok'

- Import a CSV**

Import from CSV

- The CSV first row must contain the following;
Category,Name,Description,Price

Example;

Category,Name,Description,Price
Starters,Kebab,Chicken kebab,7€
Starters,KebabKebab,Chicken chick kebab,11€
Main course,Biriyani,Chicken biriyani,17€

```

1 Category, Name, Description, Price
2 Starters, Kebab, Chicken kebab, 11 €
3 Starters, Kebab, Lamb kebab, 13 €
4 Main course, Biriyani, Chicken biriyani, 18 €
    
```

- Verify that the posts are in right order
- Accept by clicking on 'Add'

- Then select 'OK' to add the menu list to the slide

Note. You can save your menu with the headings of; Category, Name, Description and Price from your sheet in a CSV-format, by using the 'save as' function and select the format CSV

- **Link to a Google sheet for instant update**

Connect to Google Sheets

- The first sheet must contain the following;
Category, Name, Description, Price
- Paste the Google link address
- Select "Connect"
- Verify that the posts are in right order
- Accept by clicking on 'Add'
- Then select 'OK' to add the menu list to the slide

- **Generate with AI menu scanning**

Generate from photo/image/PDF  10

Be able to import text from a menu. You can choose to generate a menu from an existing photo, Images or PDF scan. Just upload your file into the menu builder and the text will be generated. The AI reader will instantly create an editable menu, so you no longer need to completely retype each item.

- Click on the button for generating
- Add the images, photo or PDF of the menu.
- Let the AI do its thing

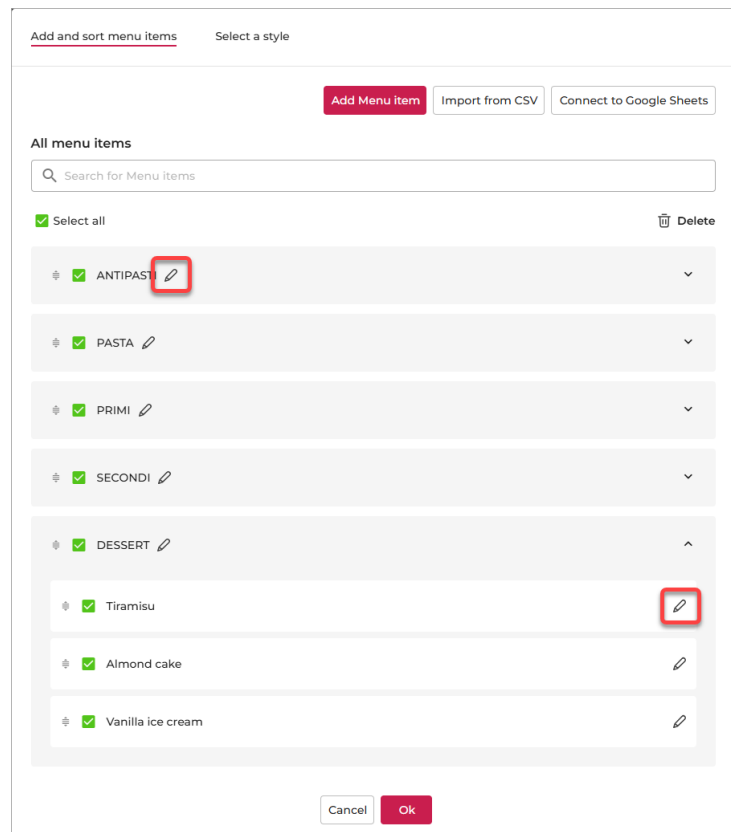
When text is submitted, check so it is as you expected and keep working the menu list as usual.

Note: It cost an AI credit to generate.

- **Select menu list style**

- Select the tab 'Select a style'
- Select a style and then click on 'Ok'

- **Edit the menu list**
You can edit a menu item by selecting the pen for the item.

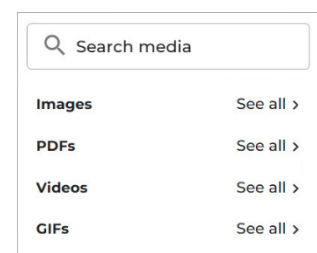


Images & Media (images, video, GIF, PDF)

In the editor you will find your added media in the left pane.

Note. The last saved media is the one shown in the editor pane.

- To access the libraries 'My media', 'Shared media' and 'Stock media'. Click on the 'See all'.
- Select the media by clicking on it to add it to the slide.

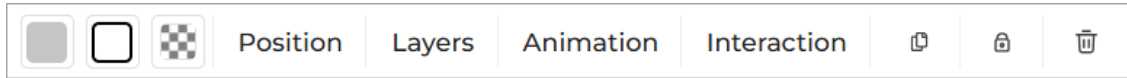


- Click on the media to activate the object menu in the top.



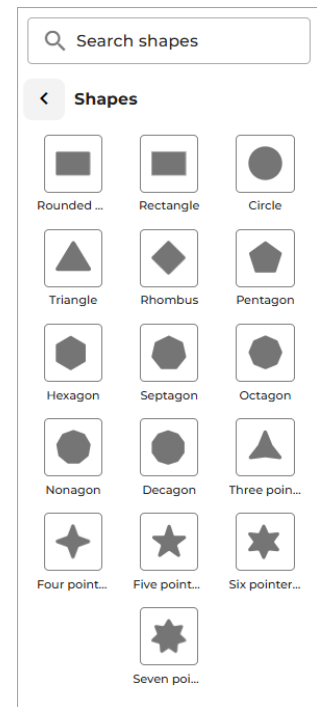
See object option under its section above. [Object option](#)

Shapes (rectangles, circles, stars etc.)



In the left pane of the editor, you find the 'Shapes'.

- Click on a shape from the selection, to add to the slide.

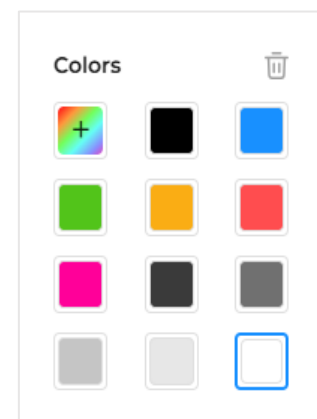


See object option under its section above. [Object option](#)

Fill color



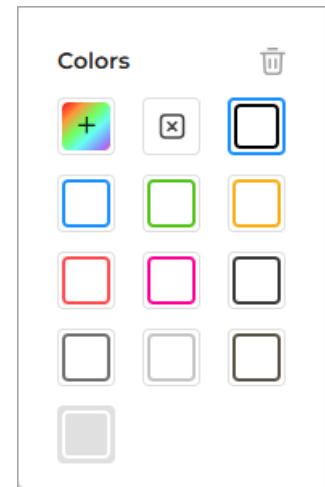
Set the fill color for the shape.



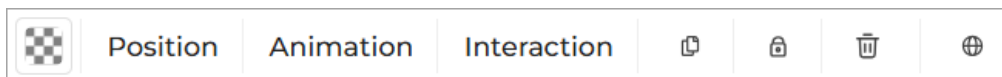
- **Border color**



Change the border color of the shape or select no boarder.



Web

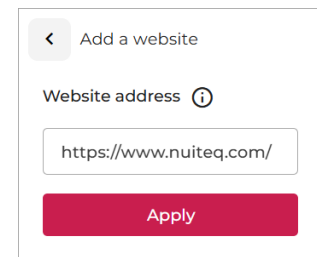


See object option under its section above. [Object option](#)

- **Website**



Enter a valid web address to embed.
Note. Some websites may have restrictions on embedding.



Widgets

Sho widgets cover live content (weather, news), social media feeds (Facebook, Instagram), and interactive tools (QR codes). Together, they let organizations show real-time information and allow viewers to interact with the signage.

To add a widget to your slide, you just click on the widget in the left media pane. Then you select the widget by clicking on it. Up in the object menu you select 'Widget'.

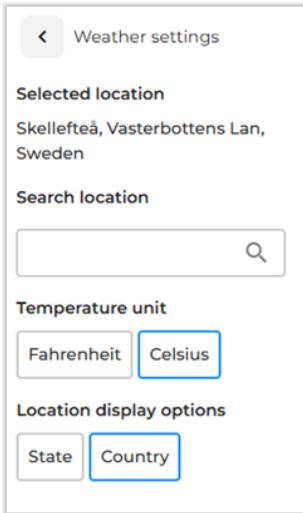


Widget - Weather

Displays a weather forecast for a selected city.

Options:

- Search city.
- Choose temperature unit (°C/°F).
- Display State or County (if applicable).



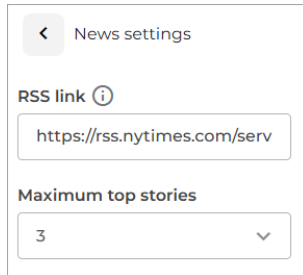
The image shows a 'Weather settings' dialog box. It has a back arrow in the top left. The 'Selected location' is 'Skellefteå, Vasterbottens Lan, Sweden'. Below it is a 'Search location' section with a text input field and a magnifying glass icon. The 'Temperature unit' section has two buttons: 'Fahrenheit' and 'Celsius', with 'Celsius' being the active selection. The 'Location display options' section has two buttons: 'State' and 'Country', with 'Country' being the active selection.

Widget - News

Displays news headlines from an external RSS feed.

Options:

- Add RSS link (must be an RSS URL, not a regular webpage).
(Note: Make sure the link is an RSS link, not a website URL)
- Choose number of headlines to display (1–5).



The image shows a 'News settings' dialog box. It has a back arrow in the top left. The 'RSS link' section has a text input field containing 'https://rss.nytimes.com/serv'. The 'Maximum top stories' section has a dropdown menu with the value '3' selected.

Widget - Calendar

Displays events from a public Google calendar.

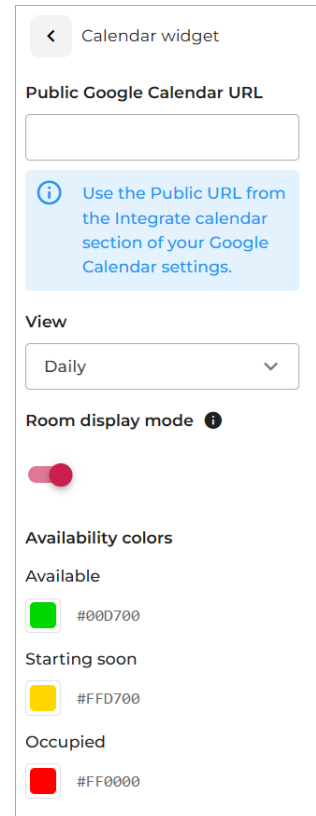
Add a Google Calendar public URL by simply pasting the link and selecting your desired view (daily, weekly, or monthly).

This widget allows businesses to display their upcoming events or view meeting room occupancy.

Options:

- Add the public URL link
- Select which view to be displayed
 - Daily
 - Weekly
 - Monthly
- Turn on the availability banner
 - Select which colors to use for the availability states by clicking on the color square.

Note. Instruction to get the public google calendar URL see [here](#).



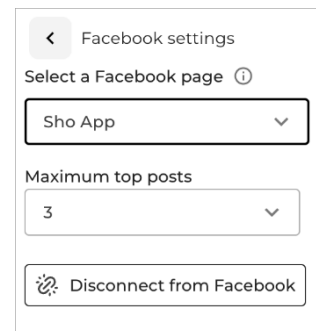
Widget - Facebook

Embeds posts from a selected Facebook page/feed. *Note. You must be the administrator of the Facebook account to add it to Sho.*

Options:

- Choose which feed to display.
- Set how many posts to show.

Note. For a post to be displayed on a device, the device needs to have network access all the time. If the network connection is broken, then no post will be shown.

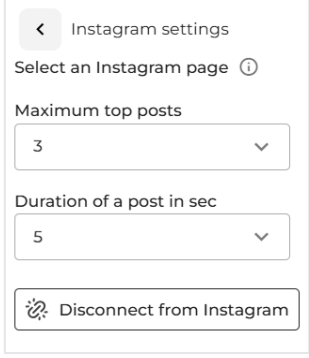


Widget - Instagram

Embeds posts from an Instagram account. *Note. The Instagram account need to be a professional account for the post to be added to Sho.*

Options:

- Select number of posts to display.
- Set display duration per post.



Instagram settings

Select an Instagram page ⓘ

Maximum top posts

3 ▼

Duration of a post in sec

5 ▼

 Disconnect from Instagram

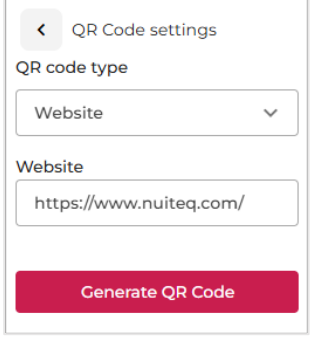
Note. For a post to be displayed on a device, the device needs to have network access all the time. If the network connection is broken, then no post will be shown.

Widget - QR Code

Generates a QR code directly on the slide for quick interactions.

Types supported;

- Website URL
- Email
- Phone number
- SMS
- Wi-Fi credentials
- Event
- vCard (contact card)



QR Code settings

QR code type

Website ▼

Website

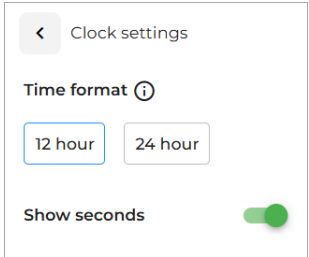
<https://www.nuiteq.com/>

Generate QR Code

Widget - Clock

With the clock widget, you can add local time to a slide. This widget is perfect for waiting room or check-in spaces to keep everyone on schedule.

- Toggle to either view time in a 12-hour or 24-hour format.
- Turn on/off for whether to display seconds.



Clock settings

Time format ⓘ

12 hour 24 hour

Show seconds ☒

Widget - Carousel

Select the carousel widget to cycle through 3 or 5 images in a continuous loop. You can add up to 10 images per carousel to be lopped round.

- Select if the carousel shall have 3 images shown at the same time or 5.
- Select for how long time the images should be view before moving to next. There are 5 options between 2s and 30 seconds.
- Add an images from your My media library

< Carousel settings

Display layout

3 Images 5 Images

Transition time

5s - Default

Image Selection (0/10)

+ Add new

Slide settings

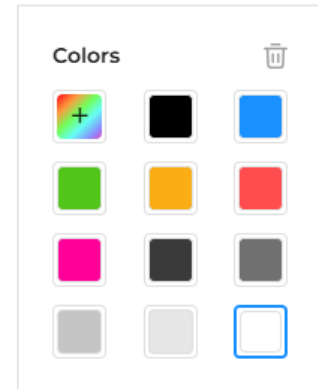


Option for a slide ;

- **Background color**



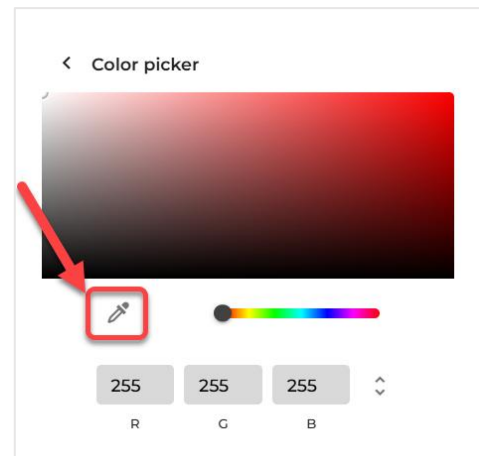
Sett the background color for the slide. Click on the multicolor square to add color by HEX or RGB code, or via a color pipette.



- **Color pipette**



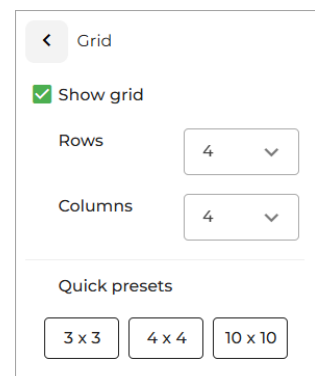
Select a color anywhere on your screen



- **Grid**

Toggle on grid lines to visually align the position of objects.

Select rows and columns up to 24 lines.



- **Duration time**



Apply duration to all slides

Set the time, in seconds, for how long time a slide is to be shown. Duration time can be set individually per slide or have the same time. Default is 10 s.

- **Animation**

Apply an animation type for the slide transition.
For object animation see section '[Animation](#)'

Select the tab 'Slide' and then select transition animation.

You can choose animation for individual slides or the same animation for all the slides.


 Animation

Media

Slide



None



Fade



Slide



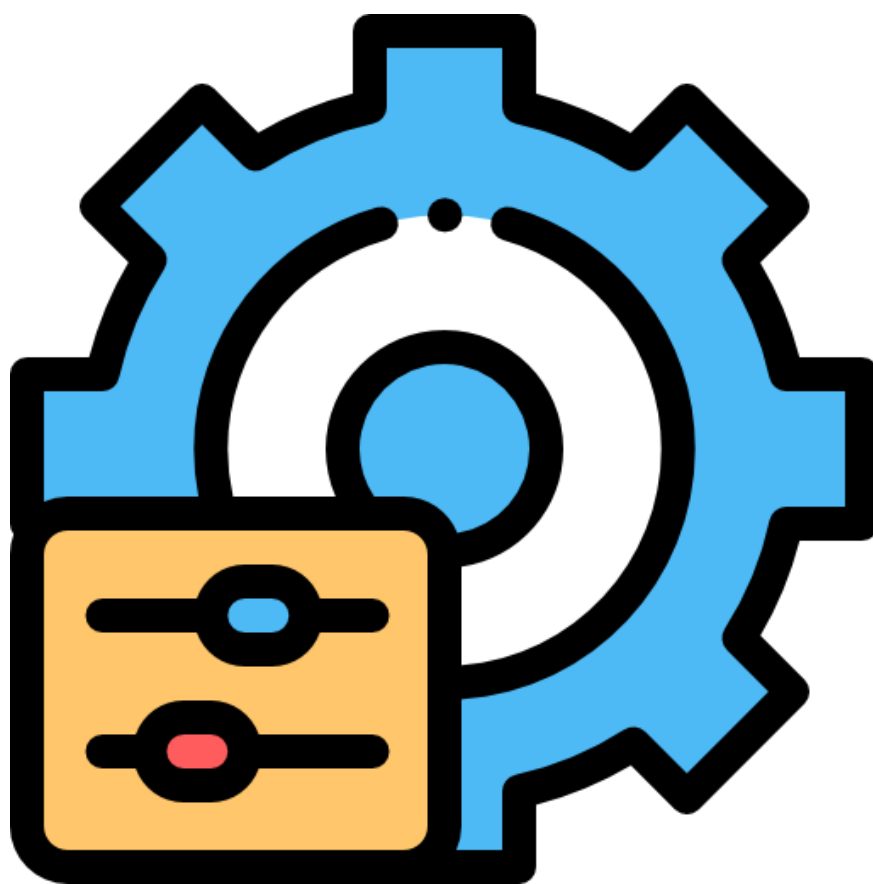
Zoom

Apply to all slides

- **Track ad slide**

Toggle on if the slide is to collect playback data as track frequency, time window, and duration .

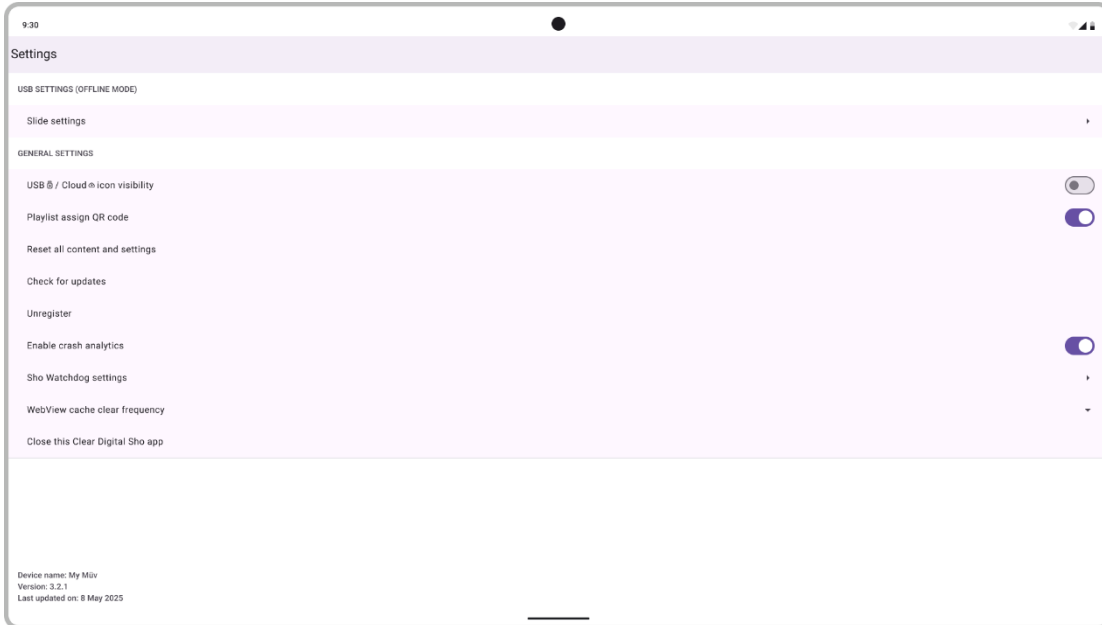
Appendix B - Device settings



Device settings

Press the back button (on the device if it has a touch screen or use the remote for a non-touch digital signage device).

Here you will find various options you can set for the offline/USB mode.



USB settings (Offline mode)

Slide Settings

Animation type:

This option allows you to set the type of transition when moving between slides

You can choose from;

- Slide in/out (default)
- Fade in/out
- Zoom in/out

Content type

You have the option to let the content fill or fit the device screen.

Duration

You can set the duration time in seconds. A duration time is for how long a slide to be displayed before it moves to the next one.

Player type

There are two different slide players: ExoPlayer (default) and Media Player. Depending on the device you use, you have the option to pick the one most suitable for your content.

General settings

USB/cloud icon visibility

On the device you can have an icon in the top right corner, showing if the content is playing from Offline or Online mode.

- Toggle to turn on or off the icon

Online mode 

Offline mode 

Playlist assign QR code

If you have shortlisted, or bookmarked, some playlists in the Sho software you can easily and quick access the shortlisted playlists on site.

Toggle on the settings and a QR code will appear in the lower left corner of the current playlist. Scan the code, login to your Sho account and select a shortlisted playlist.

Reset all content and settings

This will clear all the permissions, cached files and preference, and then the application will close.

Reset the offline content currently playing and/or reset to return to the welcome screen on the device to fetch the device code.

- Click on the option 'Reset all content and settings'
- Verify via 'OK'

The application will close, and you need to restart it.

Check for updates

Update the application on the device.

- Click on the option 'check for updates'
 - If no updates are available, you will get the notification 'No new updates are available'
 - If there is a new update, make sure that you have permission to update the application on your device. The system will ask if you want to install an update. Click on 'Install' (*Note. Your existing data will not be lost.*)

Unregister

If the application on the device has been registered with the Sho online, this action will unregister it.

You unregister the device to change device owner or unregister the device from the current organization to add the device to another. (*Note. A device needs to be unregistered to be able to play in Offline mode.*)

Enable crash analytics

Enabling this setting turns on a collection of information around crashes in the application. The service that are used is Google Crashlytics, a service offered by Google Inc. The data that are collected is fully anonymous, only containing information about the software crash itself and will be used to improve the quality of Sho.

If the application is unexpected crashing, you may be asked to switch on the analytic tool. So next time the application has a software crash you can notify your Sho provider, and they get a report to use for troubleshooting the issue.

Sho watchdog settings

Sho Watchdog is a safety feature that keeps an eye on the Sho application. If the app unexpectedly stops, the Watchdog automatically restarts it, ensuring it keeps running smoothly.

You need to install the watchdog to your device.

- Go to the device Android settings
- Install the Watchdog
- Close the Sho application on the device
- Restart the device
- Allow the “draw over apps”

Now the Sho Watchdog is running and will restart the Sho application if it stops.

To turn off the watchdog

- Go to the device Android settings
- Expand the Sho Watchdog settings
- Click on “Sho Watchdog is running, click here to stop it”

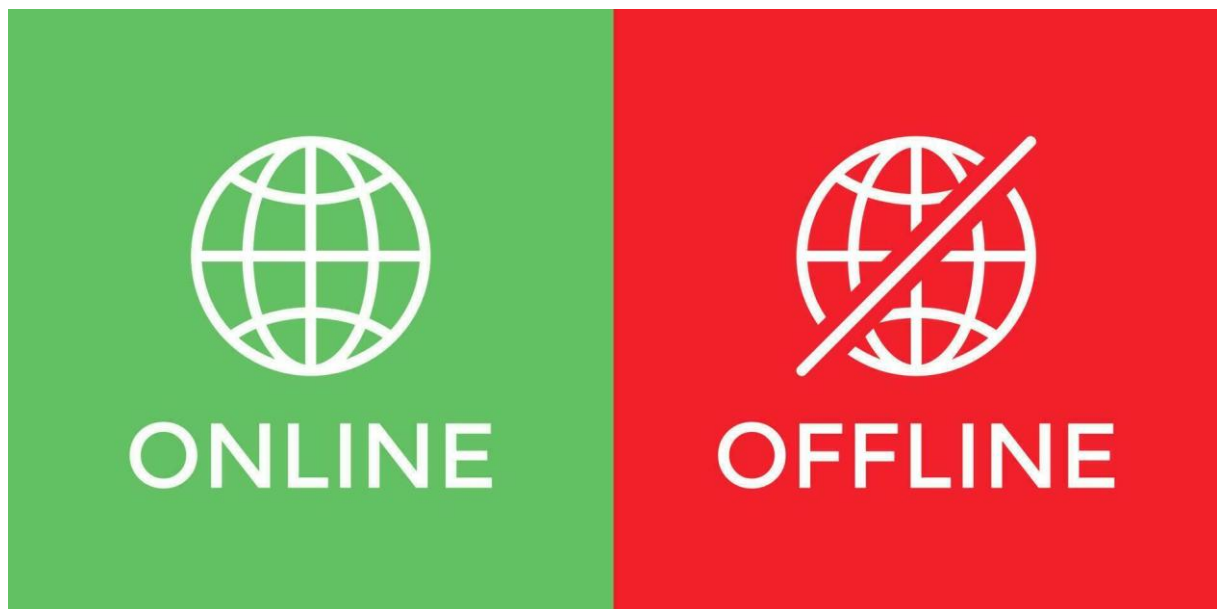
WebView cache clear frequency settings

Clearing the WebView cache can help prevent lagging or stuttering of images and videos, especially during long sessions or when loading heavy content. These issues may vary depending on your device.

If you experience performance issues, try adjusting the cache clear frequency.

- **Low:** Best for newer devices (approx. 12 hour)
- **Medium:** Default setting (approx. 2 hour)
- **High:** Recommended for older devices (approx. 20 min)

Appendix C – Offline/USB mode



Setting up the digital signage device to play content from a USB drive
(Offline/USB mode)

Prepare the USB drive

Prepare the USB drive with the content to be played. On the USB drive, make a folder in the root of the USB drive called **SHO-MEDIA** (*Note. make sure that the name is in all caps*). Place your content (images, videos) in this folder.

Tips: To have control of the order the media is playing on the device, you can number the files. Tex 1-image_file_name; 2-image_file_name; 3-image_file_name; 4-video_file_name and so on.

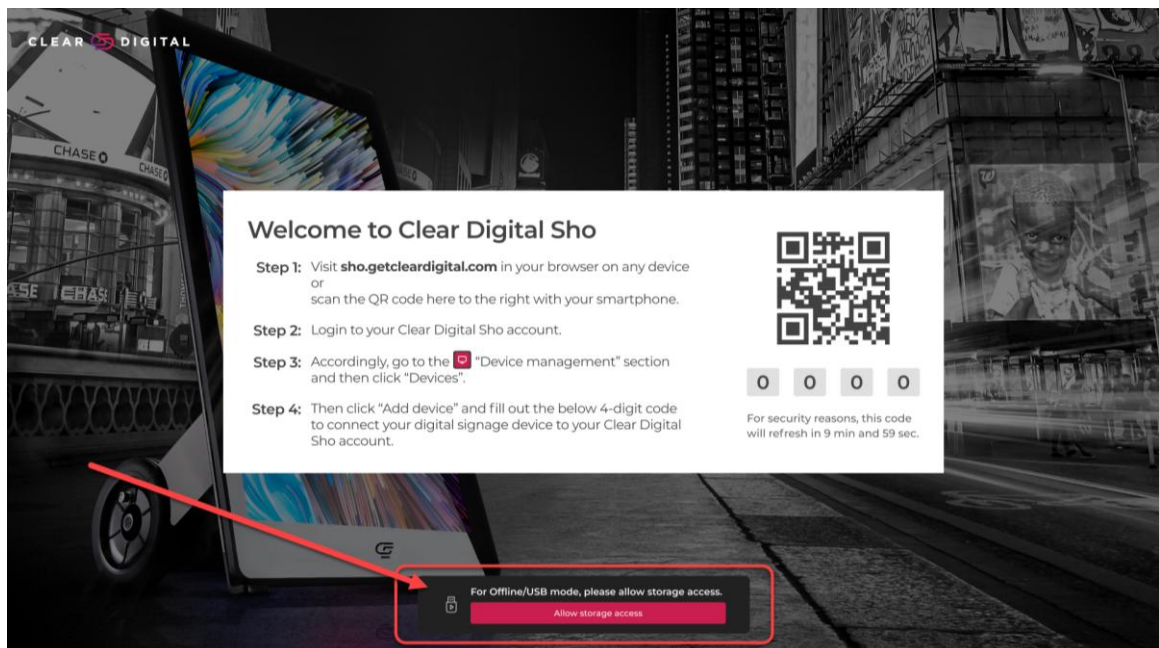
Access the media from USB drive

Allow the Sho app on the digital signage device to access content from a USB-drive. You can set up the digital signage device to play content from a USB drive.

IMPORTANT: You must wait to plug the USB drive in the device until you have given permission for storage access!

IMPORTANT: You need to have unregistered the device first, if you have run a playlist from cloud/online mode!

- On the welcome screen, click on the "Allow storage access" button



getcleardigital.com/sho

864.973.7973 / info@getcleardigital.com

You will be presented with a popup from the Android system asking you to give permission to allow the app to read content from a USB drive,

- Click 'Allow'

Playing content from the USB drive

Connect the USB drive to the digital signage device.

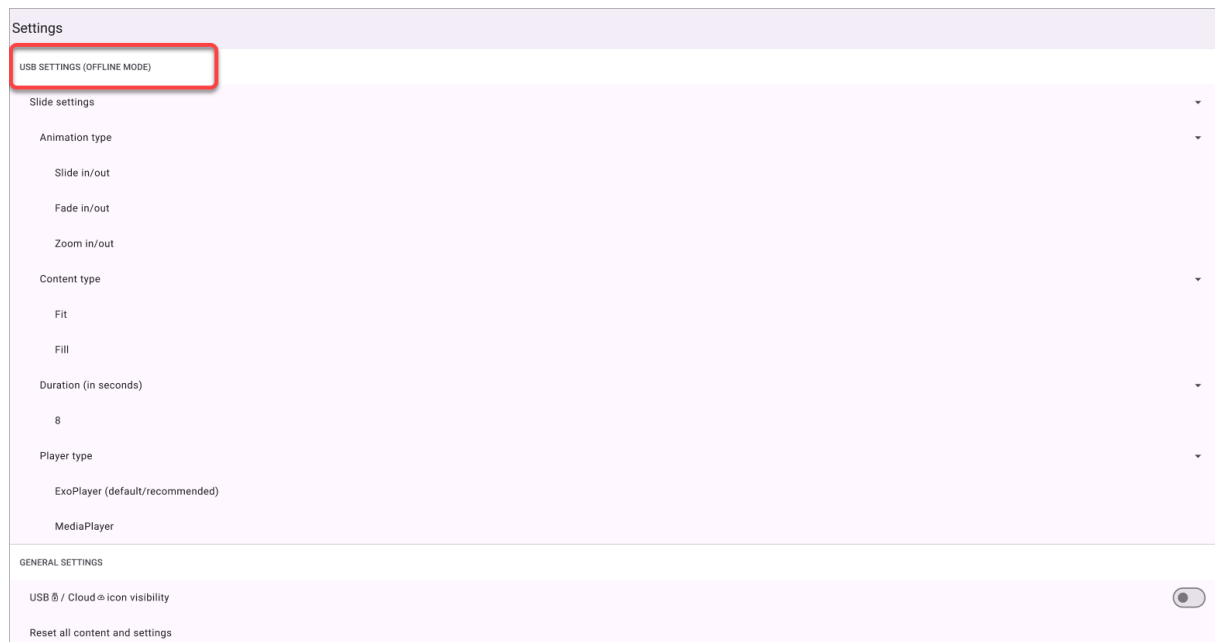
If the device has not been registered under any account on the cloud, it will start copying over the content from the USB drive to the digital signage device

Once the copying over is completed, the digital signage device will start playing the content

Offline/USB mode Settings

Press the back button (on the device if it has a touch screen or use the remote for a non-touch digital signage device).

Here you will find various options you can set for the offline/USB mode.



USB Settings (offline mode)

Animation type

This option allows you to set the type of transition when moving between slides. You can choose from Slide in/out (default), Fade in/out, Zoom in/out.

Content type

You have the option to let the content fill or fit the device screen.

Duration

You can set the duration time in seconds. A duration time is for how long a slide to be displayed before it moves to the next one.

Player type

There are two different slide players: ExoPlayer (default) and Media Player. Depending on the device you use, you have the option to pick the one most suitable for your content.

General settings

USB/cloud icon visibility

On the device you can have an icon showing if the content is playing from Offline or Online mode.

Reset all content and settings

Remove the offline content currently playing or reset to return to the welcome screen on the device to fetch the device code.

Check for updates

Update the application on the device.

If there is an update the application will ask if you would like to update. Your existing data will not be lost.

Appendix D – Whitelisting



Below are the URL's that need to be whitelisted for Sho, if the network has restrictions.

URL's to be listed

- <https://sho.getcleardigital.com/> and <http://sho.nuiteq.com/>
 - The main software
- <https://sho-api.nuiteq.com>
 - Main endpoint for API communication from screens
- <https://sho-payload-storage.s3.us-east-1.amazonaws.com/>
 - Presentation data payloads
- <https://sho-news.nuiteq.com>
 - News widget API
- <https://sho-weather.nuiteq.com>
 - Weather widget API
- <https://drvns4su1ktn1.cloudfront.net>
 - Downloading Android app updates

Appendix E – Quick start guides



Quick Start Guides

This short guide walks you through the key steps to get Sho up and running — from logging in to seeing your first playlist live on a screen.

All you need is a Sho account and a registered display device.

Log in to Sho

1. Go to your Sho login page. (<https://sho.getcleardigital.com/>)
2. Enter your credentials and sign in.
3. The **Dashboard** opens — your overview of media, playlists, and connected devices.

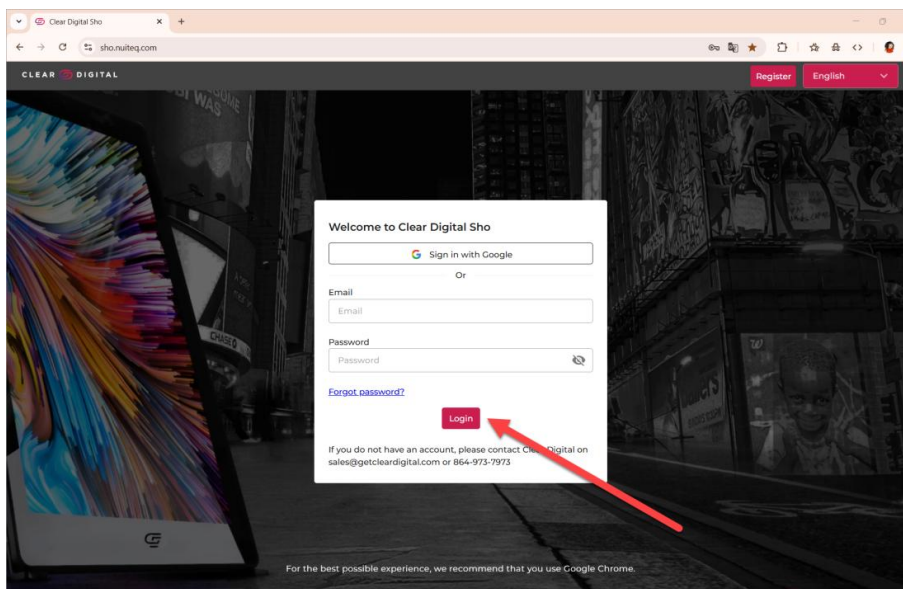


Image 6. Sho login page

Register your display device

1. On your device or panel, open the **Sho Player app**.
2. Note the **registration code** displayed.
3. In Sho, go to **Device Management** → **Add new device**.
4. Enter the code, name the device, and confirm.
5. When connected, its status changes to **Online**.

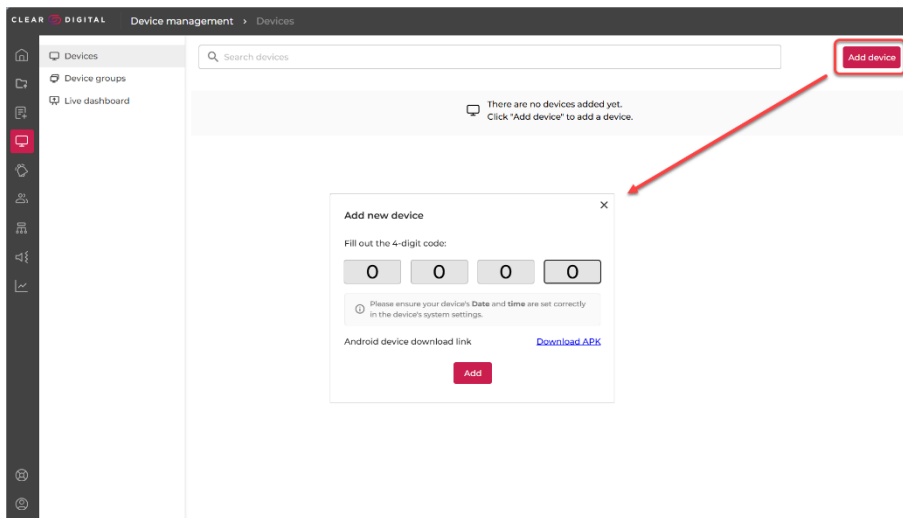


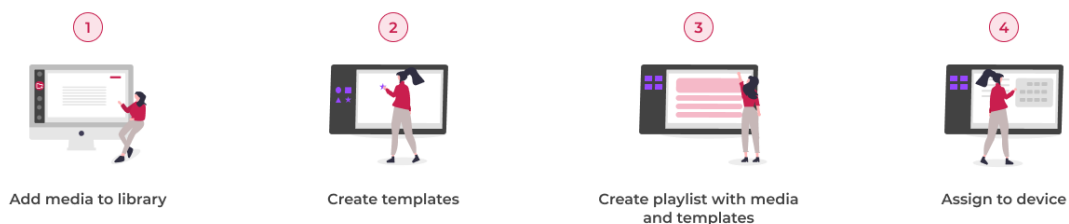
Image 7. Add new device by entering the 4-digital number from the device.

As easy as 1-2-3

First you upload media (*the objects*), then you use the media to create a playlist (*the presentation*). When you are happy with the playlist, you publish it and then assign it to a device or device group. Now you schedule the time frame for the playlist to be shown on the device. Note. You can for example have 2 or more playlist alternating during the day or week depending on the message.

Media → Playlist → Publish → Device

Steps to get started:



Upload your first media

1. Select **Media** from the left-hand menu.
2. Click any option to **upload** a media file. Locally from your computer or from online (Unsplash, Pexels, Canva). Choose an image or video.
3. Add tags or organize it into folders. (*Optional*)

*Note: You can also browse **Shared Media** or **Stock Media** to find media.*

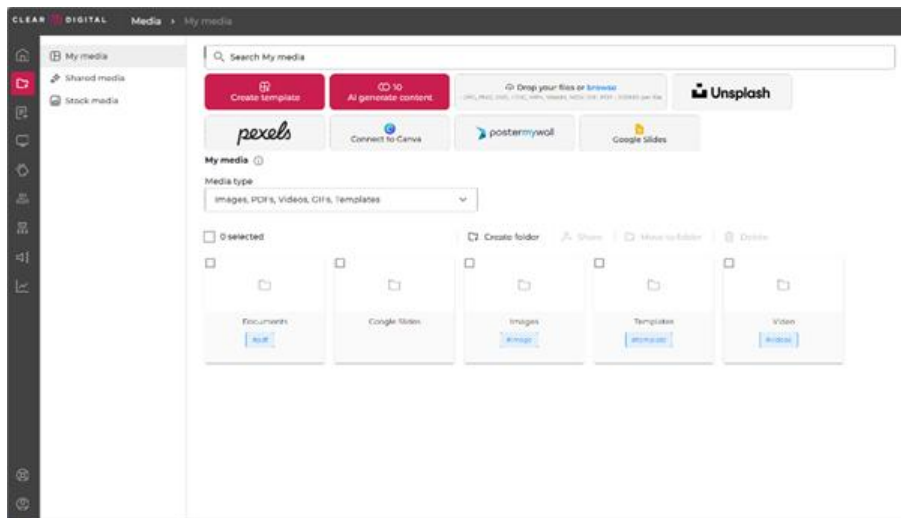


Image 8 Upload media, like video, images or pdf and organise them in folders.

Create a playlist

1. Go to **Playlists** → **Create new playlist**.
2. Add a new **Slide**.
3. Adjust **Duration** for the slide (default 10 s).
4. **Add media** by clicking on one from the left media pane. Click on 'See all' to access more media/objects of the same type.
5. Add more slides with media or objects, to create a playlist.

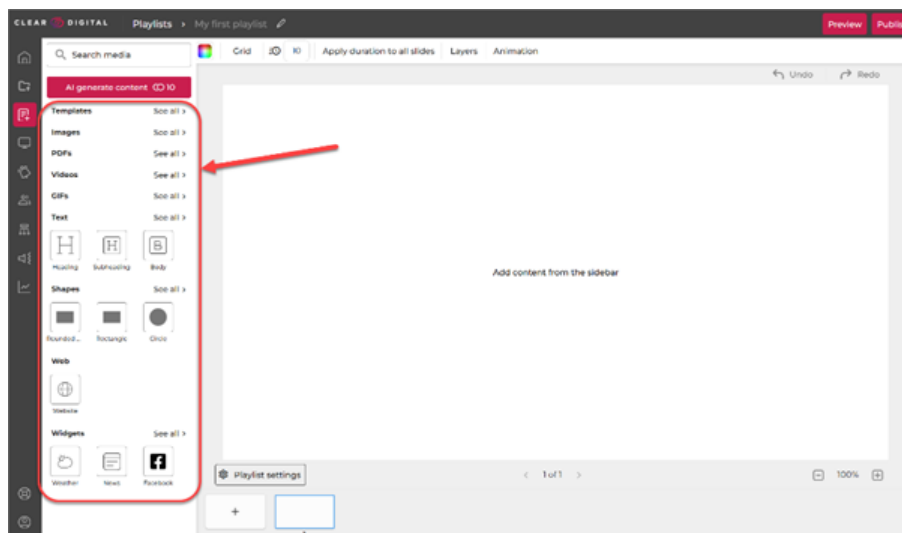


Image 9. Add media or objects from left pane. To see more media click on 'See all' for the media type.

Publish your playlist

1. Open your device properties.
2. Select the '**Assign a playlist**' in the left pane.
3. Schedule or play now.
4. **Save.**

Your playlist will appear within a few moments!

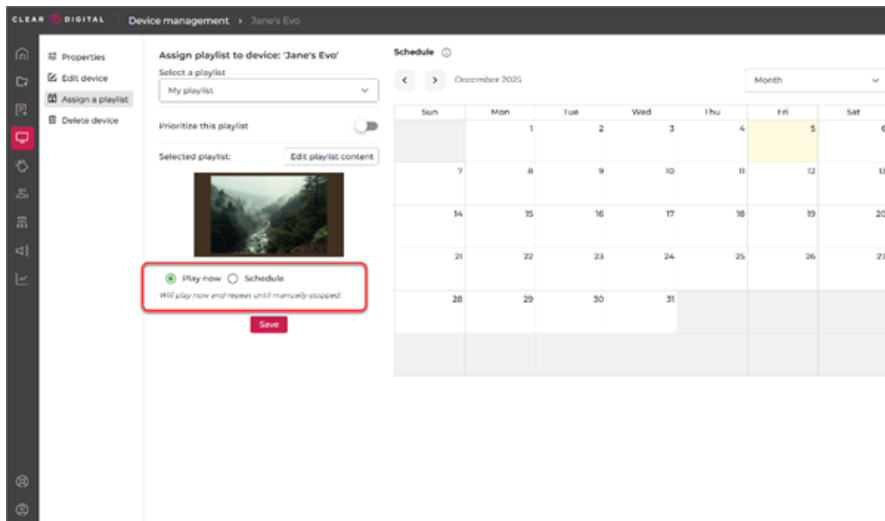


Image 10. Select if the playlist is to play now or to be schedule for later.

You're Live!

Your first playlist is now playing on your screen.
You've completed the full Sho content flow.

Next Steps

- **Media:** Learn to organize and share media.
- **Templates:** Create reusable branded layouts.
- **Playlists:** Build dynamic presentations.
- **Devices:** Schedule playlist, manage multiple devices and monitor status.

Appendix F – Schedule Playlist

Schedule ⓘ

< >

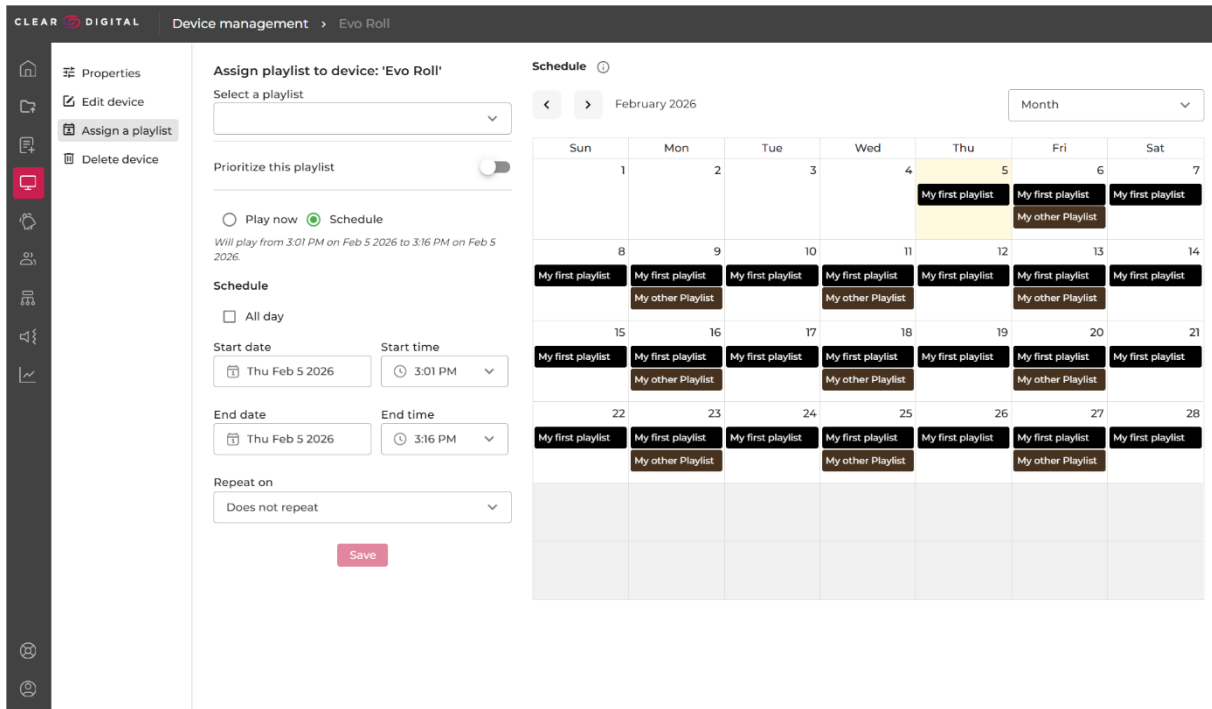
February 2026

Month ▾

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
				My first playlist	My first playlist	My first playlist
					My other Playlist	
8	9	10	11	12	13	14
My first playlist	My first playlist	My first playlist	My first playlist	My first playlist	My first playlist	My first playlist
	My other Playlist		My other Playlist		My other Playlist	
15	16	17	18	19	20	21
My first playlist	My first playlist	My first playlist	My first playlist	My first playlist	My first playlist	My first playlist
	My other Playlist		My other Playlist		My other Playlist	
22	23	24	25	26	27	28
My first playlist	My first playlist	My first playlist	My first playlist	My first playlist	My first playlist	My first playlist
	My other Playlist		My other Playlist		My other Playlist	

Sho Guidelines for scheduling playlists

This guide explains how to schedule playlists in Sho, including how playlist priority works and how to use Play now, Schedule, and Repeat options to control what content are shown on your devices.



The screenshot shows the 'Assign playlist to device: Evo Roll' screen in the Sho interface. The left sidebar contains navigation icons and a list of actions: Properties, Edit device, Assign a playlist, and Delete device. The main area is divided into two sections: 'Assign playlist to device: Evo Roll' and 'Schedule'.

Assign playlist to device: Evo Roll

- Select a playlist:
- Prioritize this playlist: ☐
- Play now: ☐ Schedule: ☒
- Will play from 3:01 PM on Feb 5 2026 to 3:16 PM on Feb 5 2026.
- Schedule:
 - ☐ All day
 - Start date: Start time:
 - End date: End time:
 - Repeat on:
 -

Schedule

February 2026

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
				My first playlist	My first playlist	My first playlist
					My other Playlist	
8	9	10	11	12	13	14
My first playlist	My first playlist	My first playlist	My first playlist	My first playlist	My first playlist	My first playlist
	My other Playlist		My other Playlist		My other Playlist	
15	16	17	18	19	20	21
My first playlist	My first playlist	My first playlist	My first playlist	My first playlist	My first playlist	My first playlist
	My other Playlist		My other Playlist		My other Playlist	
22	23	24	25	26	27	28
My first playlist	My first playlist	My first playlist	My first playlist	My first playlist	My first playlist	My first playlist
	My other Playlist		My other Playlist		My other Playlist	

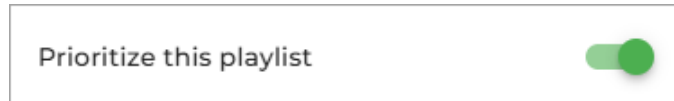
How Playlist Scheduling Works

When your playlist is ready, you can schedule it to control when and for how long it is to be displayed on a device.

- Only one playlist can play on a device at any given time.
- The first playlist scheduled is the one that will be shown.
- Additional playlists will not replace the current one unless they are set as prioritized
- Devices in Groups only play Group-Assigned Playlists and anything sent to an individual device will be overwritten by the Group-Assigned Playlist, even when using the "Prioritize" feature.

Prioritized playlist

A prioritized playlist temporarily overrides the currently running playlist on a device.



When to Use a Prioritized Playlist

This is useful when you normally have a general playlist running, but need to display temporary content such as:

- A welcome message
- An event announcement
- Time-limited information

Note: *Only one prioritized playlist can be active at a time.*

For example: Showing a Temporary Welcome Message

You have a generic company playlist playing on a screen at your office entrance. On a specific day, you want to display a welcome message for a visitor. Once the scheduled time ends, the device will automatically return to the generic playlist.

Generic company playlist:

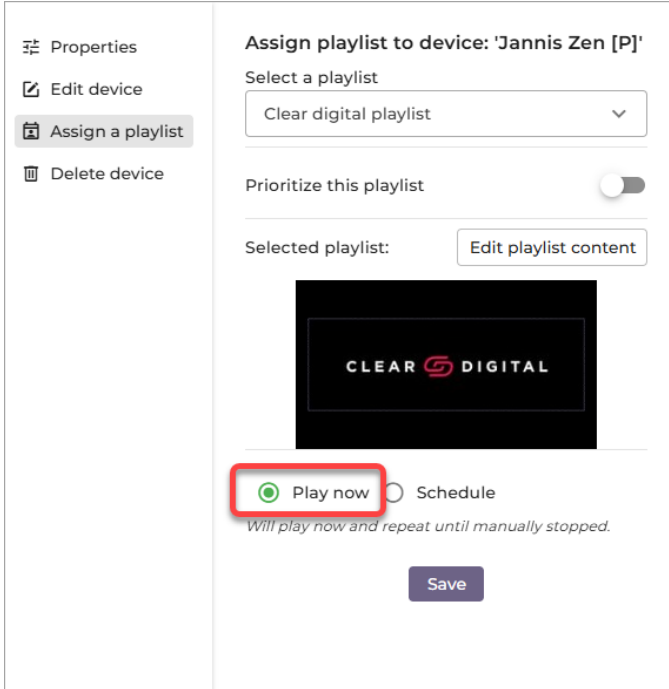
- Mode: 'Play now'

Welcome message schedule:

- Enable 'Prioritize this playlist'
- Select "Schedule"
- Set a 'Start date' and time (or select "All day")
- Set 'End date and time'
- Set 'Repeat on' to "Does not repeat".

Play now

The 'Play now' option starts the playlist immediately and plays it continuously until it is manually stopped or replaced.



Note. The playlist will loop indefinitely

If you edit a playlist set to 'Play now', you will be taken to the 'Custom Repeat' dialog. Cancel the dialog and change the settings 'Repeat on' to "Does not repeat".

Schedule

The **Schedule** option allows you to control exactly **when** a playlist are shown, based on dates and times.

Common Use Cases

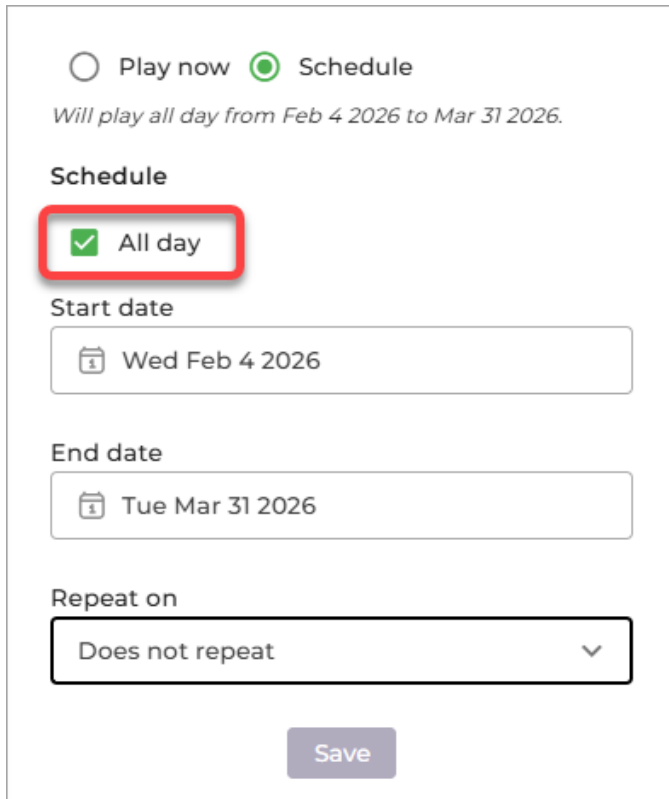
- One playlist during office hours and another in the evening
- One playlist until a specific date, then a different one afterward
- Different playlists for various times of the day

Schedule: All Day

Use 'All day' when a playlist should be displayed continuously throughout the day for one or more dates.

Steps

- Select 'Schedule'
- Enable 'All day'
- Select a Start date
- Set 'Repeat on' to 'Does not repeat'



☐ Play now ☒ Schedule

Will play all day from Feb 4 2026 to Mar 31 2026.

Schedule

☒ All day

Start date

End date

Repeat on

Note. You can not select a date that has already passed.

Schedule with Start time and end time

This option allows you to define a start time and end times for a playlist.

Steps

- Select 'Schedule '
- Make sure 'All day' is disabled
- Select a 'Start date' and 'Start time'

- Select an 'End date' and 'End time'
- Set 'Repeat on' to 'Does not repeat'

Important: Before selecting 'Custom' under 'Repeat on', the start date and end date must be set to the **same date**.

Note: The end date and time must be later than the start date and time, otherwise the schedule cannot be saved.

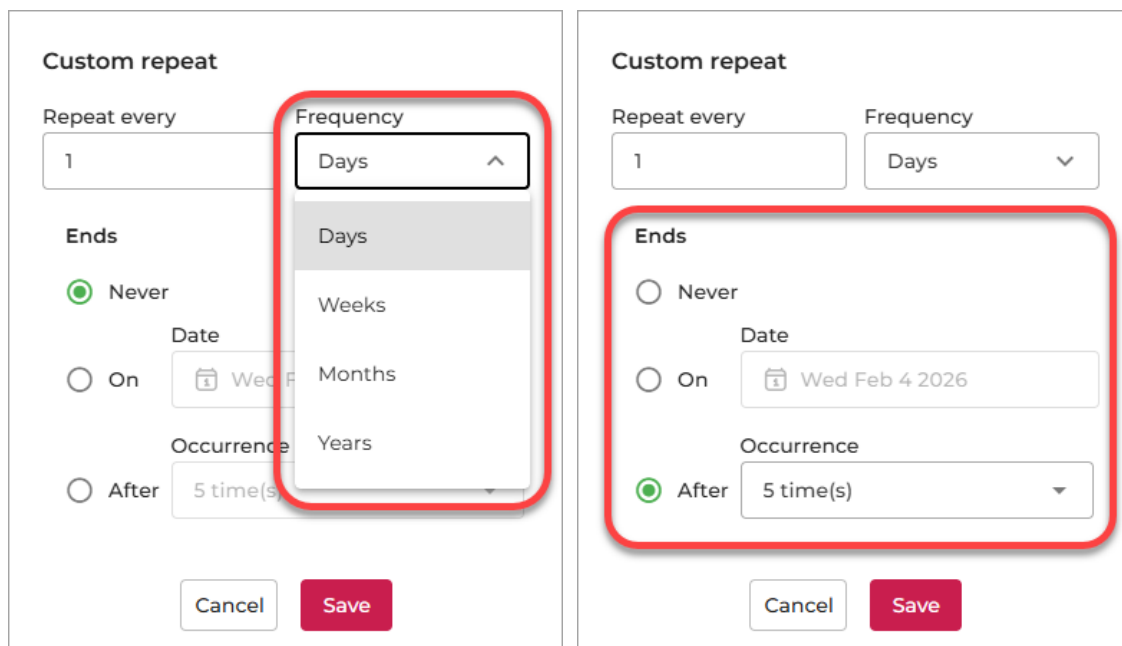
Repeat Scheduling

Repeat scheduling allows you to create recurring playlists that repeats.

- Daily
- Weekly, on specific weekdays
- Monthly
- Yearly

You can choose whether the schedule:

- Never ends
- Ends on a specific date
- Ends after a certain number of occurrences



Custom repeat

Repeat every

Frequency Days

Ends

☒ Never

☐ On

☐ After

Custom repeat

Repeat every

Frequency Days

Ends

☐ Never

☐ On

☒ After

Custom repeat for days

Use this option when you would like to have different playlists repeated in a recurrent way.

Note: If the start and end dates are not the same, the schedule will be duplicated incorrectly in the schedule calendar.

For example: Daily Menu scheduling

If you want the option to have a playlist with a breakfast menu to be displayed in the mornings and then a lunch menu displayed mid-day, every day. You would have the settings:

Playlist 'Breakfast'

- Start date = End date
- Start time = 5:00 AM
- End time = 10:30 AM
- Repeat every = 1
- Frequency = Days
- Ends = Never

Playlist 'Lunch'

- Start date = End date
- Start time = 10:30 AM
- End time = 1:30 PM
- Repeat every = 1
- Frequency = Days
- Ends = Never

Custom repeat

Repeat every

Frequency

Days ▼

Ends

☒ Never

Date

☐ On

Sun Feb 8 2026

Occurrence

☐ After

5 time(s) ▼

Cancel

Save

Custom repeat for weekdays

Use this option when you would like to have a playlist repeated in a weekly manor. You select which weekdays you would like to have the playlist displayed.

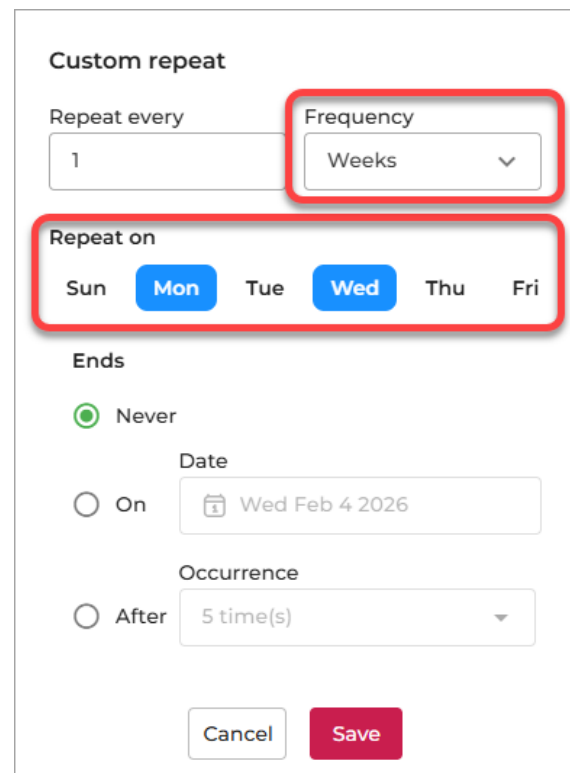
For example: Morning Meeting Reminder

If you want the option to have a playlist with a remainder for morning sessions Monday , Wednesday and Friday. You would have the settings:

Playlist 'Morning meeting'

- Start date = End date
- Start time = 7:30 AM
- End date = Start date
- End time = 8:30 AM
- Select 'Custom' for the 'repeat on' option
- Repeat every = 1
- Frequency = Weeks
- Repeat on: Select by clicking on :Mon, Wed and Fri
- Ends = Never

(or set an end date, e.g. end of term)



Custom repeat

Repeat every: 1

Frequency: Weeks

Repeat on: Sun Mon Tue Wed Thu Fri

Ends: ☒ Never

☐ On: Date: Wed Feb 4 2026

☐ After: Occurrence: 5 time(s)

Cancel Save

Final Tips

- Use **prioritized playlists** for temporary or urgent content.
- Use **Play now** for always-on playlists.
- Use **Schedule + Repeat** for recurring daily or weekly content.
- Always verify your schedule using the **Schedule calendar** to ensure playlists behave as expected.
- **Group-Assigned Playlist**, a playlist for devices in a group, will overwrite any playlist assigned for an individual device, even when using the "Prioritize" feature for the individual device.

Appendix G – Troubleshooting



TROUBLESHOOTING

getcleardigital.com/sho

864.973.7973 / info@getcleardigital.com

Network

Sho is a cloud-based software, so if you do not see any content on your device start by checking if the device has access to a network

Instagram

If the Instagram post is not showing in the preview or on device, it could be a good idea to disconnect Instagram and connect it again.

Uploading the playlist

First time uploading a playlist, it could take some time for the device to cash it. It could take several minutes if you have many slides or a heavy video.

Version: 29 May 2026

getcleardigital.com/sho

864.973.7973 / info@getcleardigital.com