

Sho

User manual

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Sho

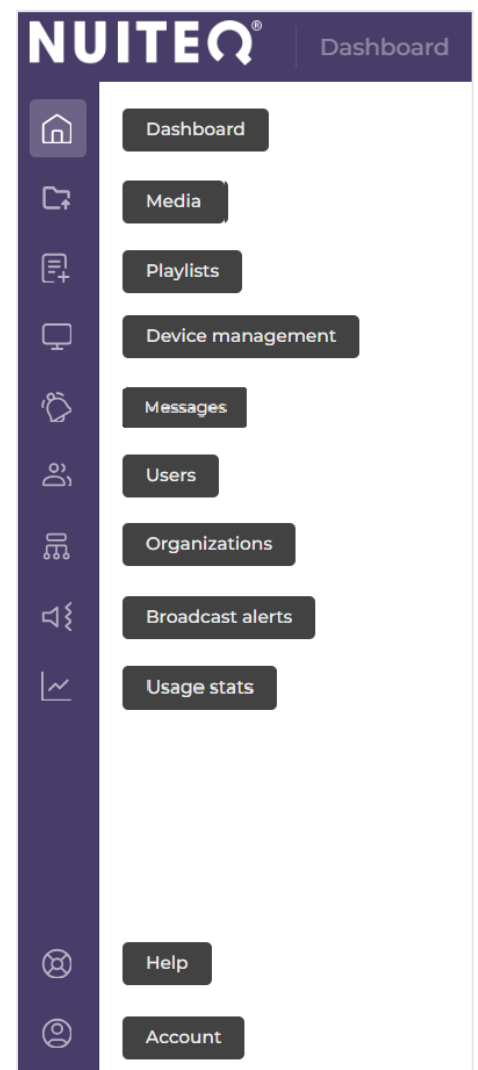
Sho is a remote content management software for digital signage provided by NUITEQ.

Logging in

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

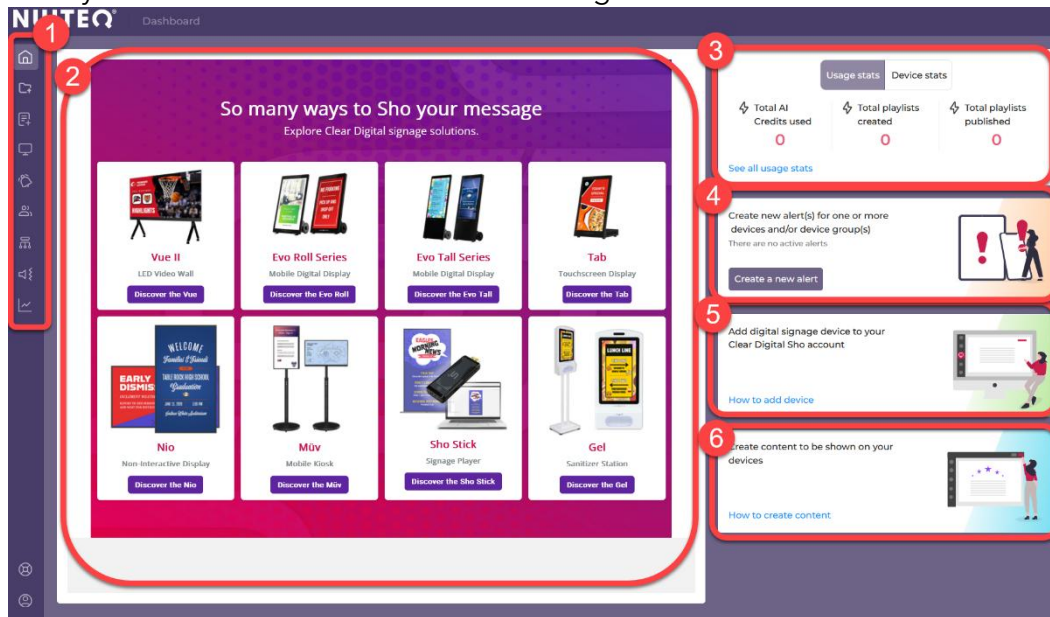
Menu

- **Dashboard** - This brings you to the dashboard where you have an overview and quick links to playlists and devices.
- **Media** - This section allows you to manage your media, including images, videos, GIFs, by uploading them and creating templates.
- **Playlists** - Here you can create and manage your playlists to be displayed on devices.
- **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 (for example, when a device goes offline, you will have a log being displayed here)
- **Users** - Here you can add new users, edit users, filter users by type and see an overview list of users.
- **Organizations** - Here you can add new organizations and view a list of organizations and various details about them.
- **Broadcast alerts** - An emergency alert to all the selected devices. The Alerts will override the current playlist and immediately display the alert.
- **Usage stats** - Overview of the usage of AI credits.
- **Help** - Here you find links for contact to support and enquiries, and you can find this quick guide.
- **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.

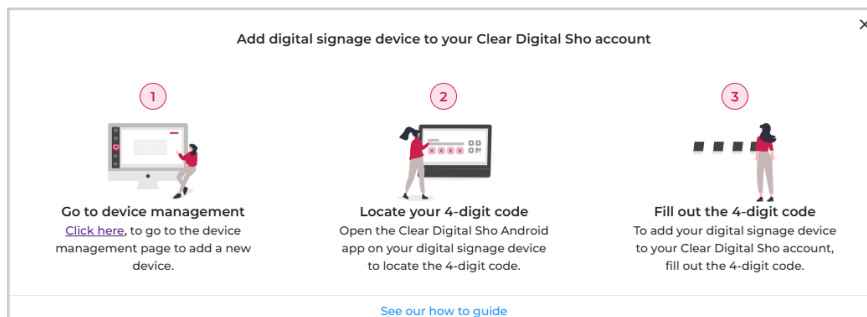


Dashboard

Here you can find information from Clear Digital.



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 : Usages of AI credit and playlist created, as well as device stats for the organization's
 - Active - Device is connected to the cloud and is playing content.
 - Offline - Device is not connected to the cloud and can still play content.
4. Alert broadcast
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**.




6. Pop up dialog with information on how to add and publish content, with additional links to Playlist and the How-to guide.

×


Create content to be shown on your devices

1




Create a playlist in the playlist tab
[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

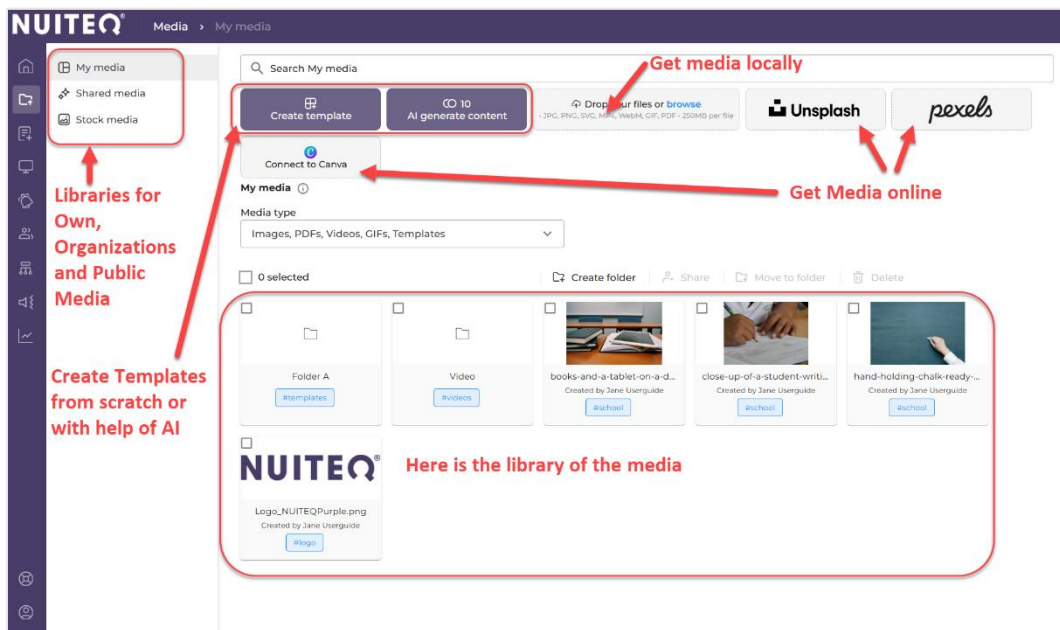


Publish the playlist and assign it to a device
 Before you can assign your playlist to a device, you need to publish it in the top right.

[See our how to guide](#)

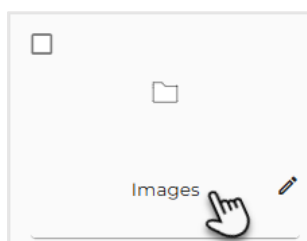
Media

Media is the building blocks of the content. Content, such as images, videos, 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. (Compatible file type JPG, PNG, SVG, MP4, WEBM and GIF. Each file can be up to a maximum of 250 MB.)



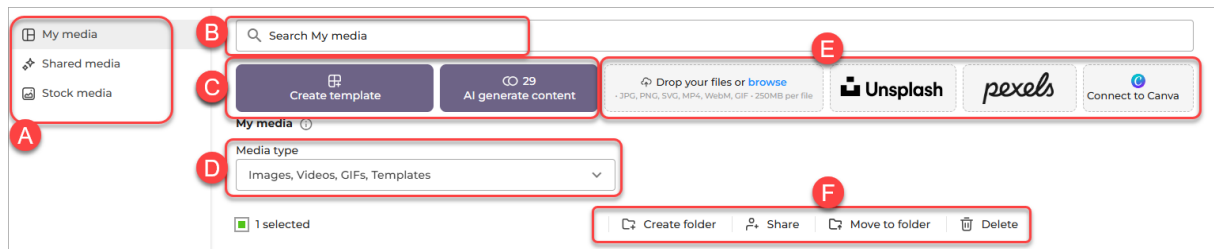
You can edit the media, or the folder name.

- Edit media
 - 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
 - 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. Filter by file type

- Filter media to only view the chosen media type

E. Adding media

- From online Unsplash, Pexels or Canva
 - These image and videos can be used commercial
- From your own computer
 - Media from your or your organization

F. 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

Upload media from your computer.

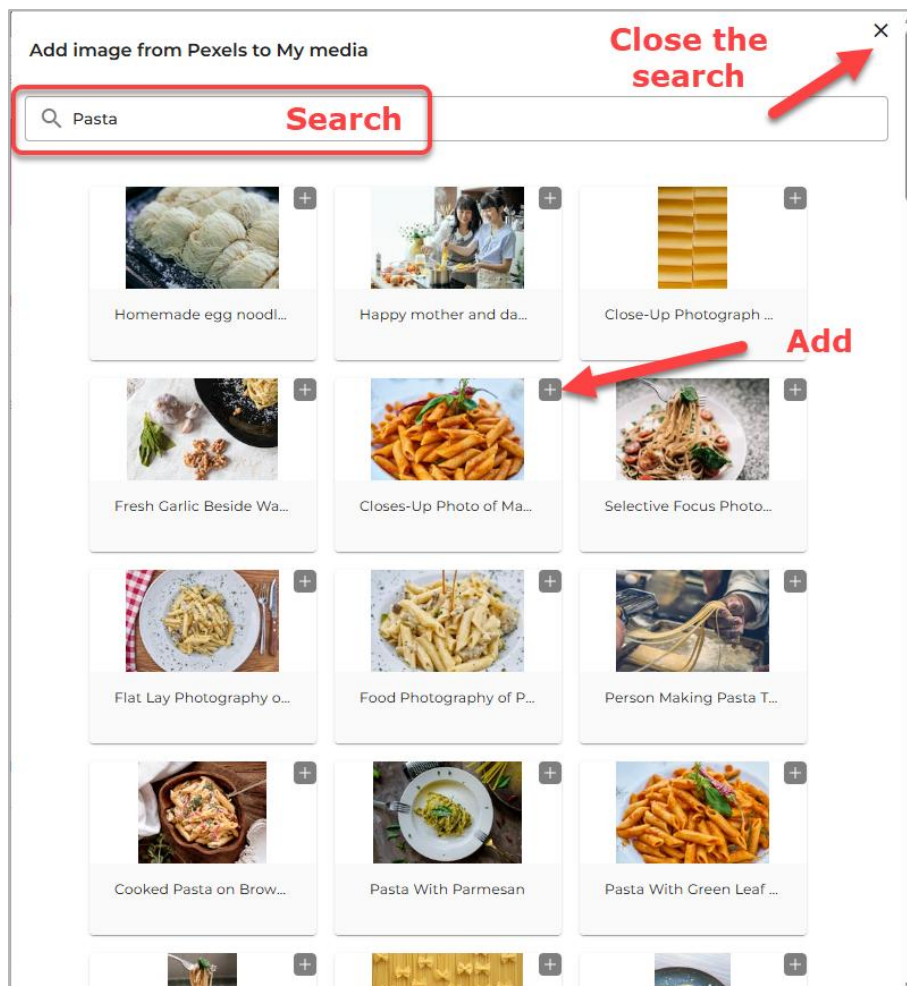
Note upload file format like JPG, PNG, SVG, MP4, WebM, GIF and PDF • 250MB per file.

- Click on 'Drop your files or browse'
- Use your file explorer to find and upload the desired media

Upload media from the web.

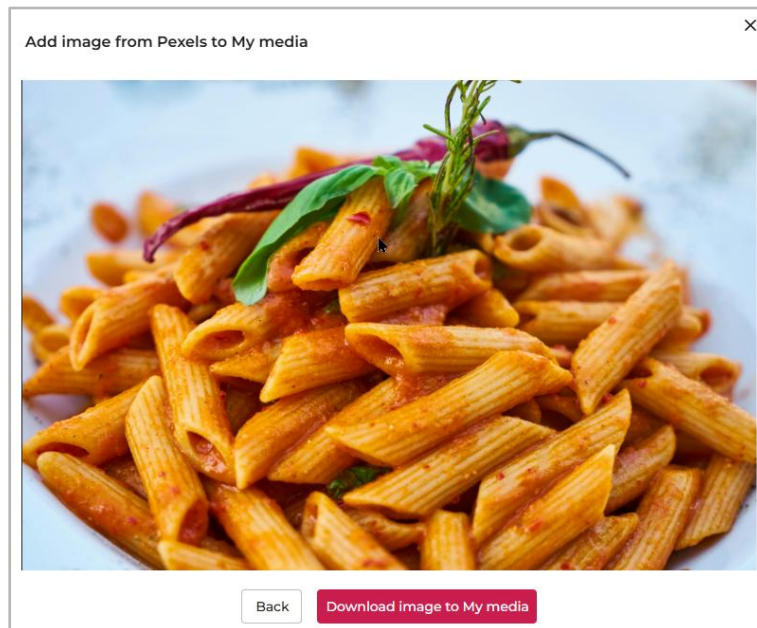
Choose which provider you want to fetch media from (*Note: Images and videos are free to use for commercial purposes*)

- 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.

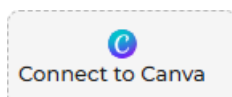
Add media from Canva

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

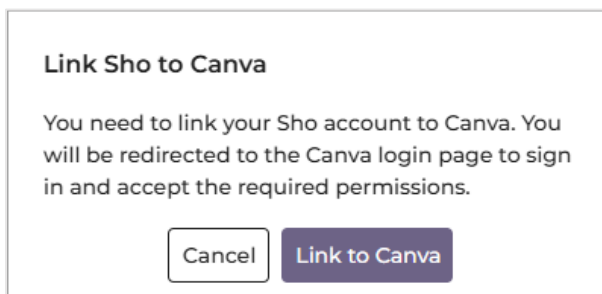
Note: design projects will be added as an JPEG image.

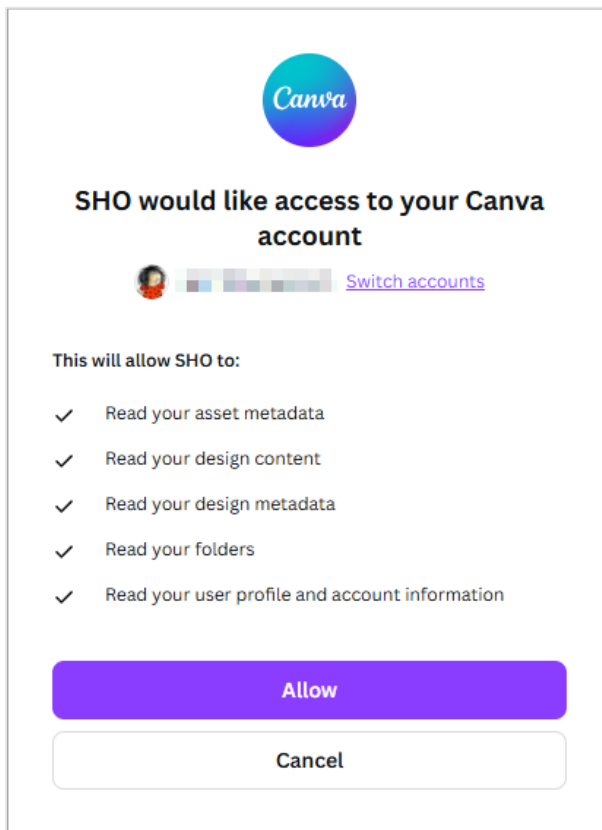
Connect your Canva account to Sho

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

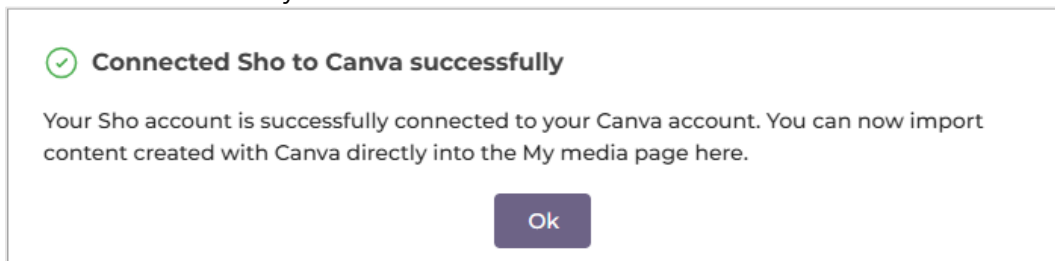


- You need to sign in to Canva and link your Sho account to Canva.





- Click on "Allow" and your account is now connected.

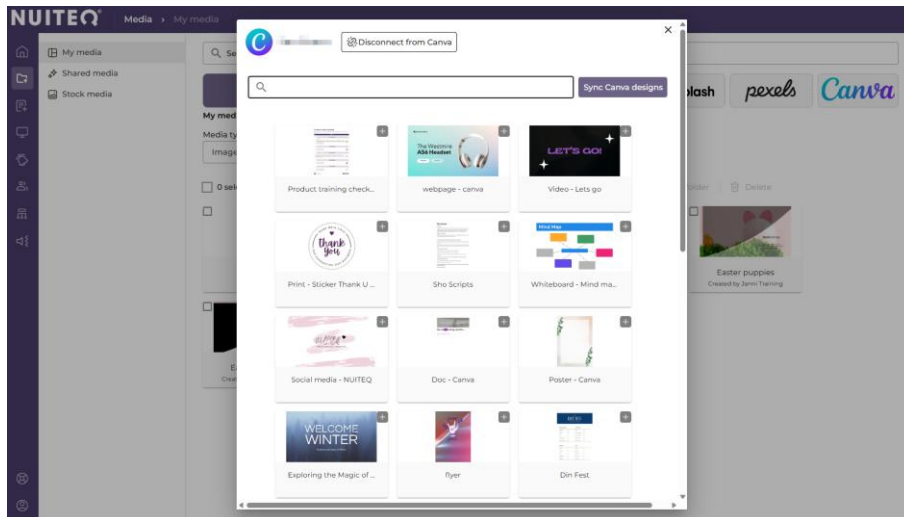


Import media from your Canva account to Sho Media

- 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"

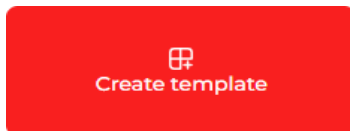


- Search for the design you would like to add, as a JPEG, to Sho media.
- Click on the design in the left pane to add it to your slide.

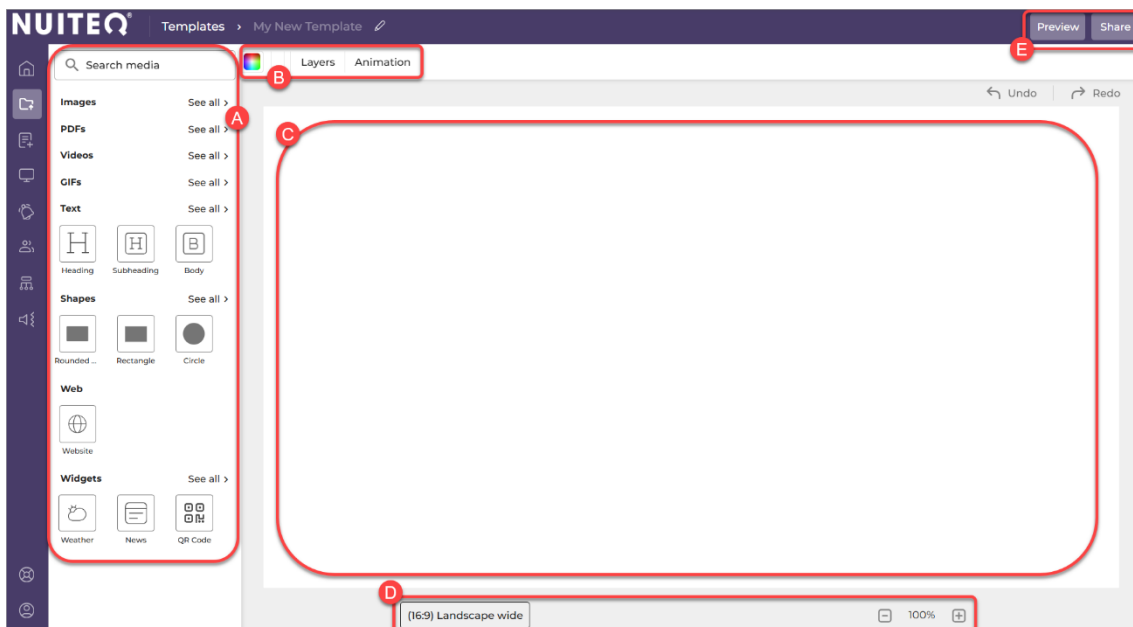
Create a Template

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 red button "**Create template**" in '**My media**'.



Navigation - Template editor



A. Content to be added to the template slide;

- Image
- PDFs
- Videos
- GIFs
- Text
- Shapes
- Web
- Widgets

B. Option and **settings** for the object.

- Mark the object and the different options will be displayed here. Like color, font, animations, integrations and so on. See *overview for function in editor* in [Appendix A](#).

C. Work area.

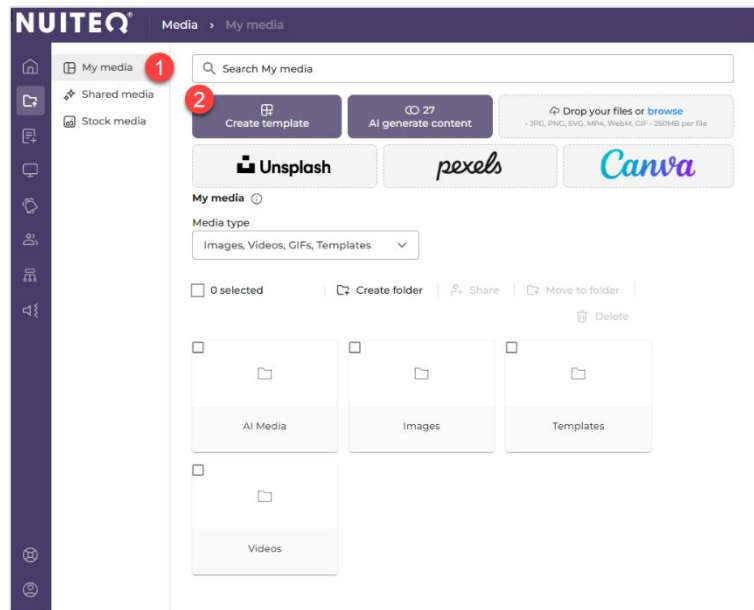
- Here you add the media of your choice.

D. Change the **slide** size /ratio, and zoom in or out of the slide view.

E. Preview of the template and **Share** with your organization.

Create your own template

- Go to 'Media'
- Select 'My media' (1)
- Click on 'Create template' (2)



- Name the template
(preferably something descriptive for easy searching)
- Choose the Device type or orientation
(Portrait or Landscape and size)
- Add a hashtag. *Note. Hashtags can only be added when creating a new template.*
- Click on 'Create'

Create template

Name template

Fill out a template name

Device type

Custom / other

Aspect ratio ⓘ

(16:9) Landscape wide

Horizontal pixels

16

↔

Vertical pixels

9

Tags

Specify a tag

Add tag

Cancel

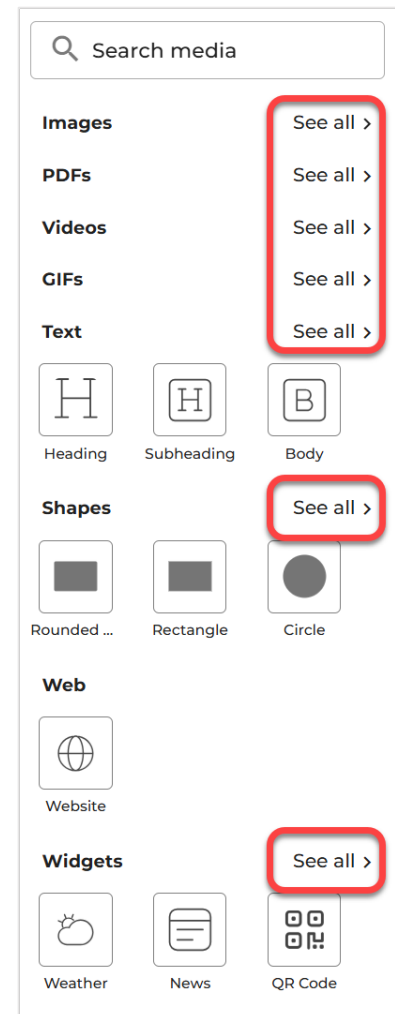
Create

In the template editor you start to create the content for the template.

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 assign 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 to add it to the workspace
Note. The media files are sorted in alphabetically order.



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
- Add 'Interaction' (exclusive to touch panels)
- Layer objects above or below one another (Position)

See more 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

If you aren't finished, you can leave the page, and your work will be saved automatically.

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 of the 5 to be added to your media as a new template.

- Click 'AI generate content'

AI generate content

Template name

Easter puppies

Aspect ratio

☒ Landscape ☐ Portrait

Topic ⓘ

Easter basket with puppies and eggs

Style ⓘ

Playful

Color ⓘ

☐ × ☐ ☐ ☒ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

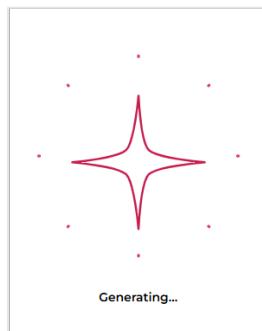
Layout ⓘ

☐ ☐ ☒ ☐ ☐

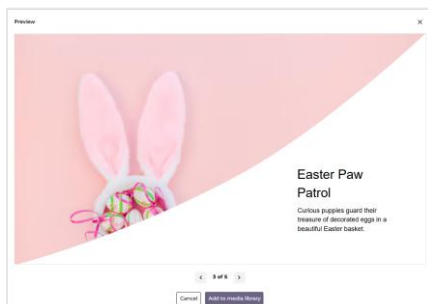
Cancel

Generate 29

- 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 accordingly.
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 5 templates to select from and can toggle to preview them. Select one or several by clicking on "Add to media library".



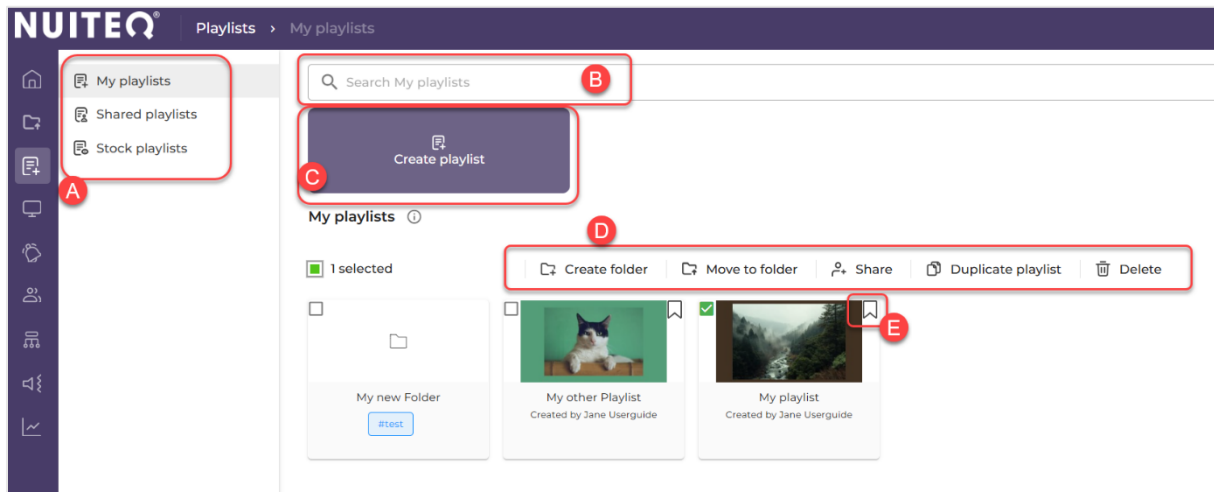
Now you can use the template as is or open the template and edit the content.

Playlist

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, NUIEQ, 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

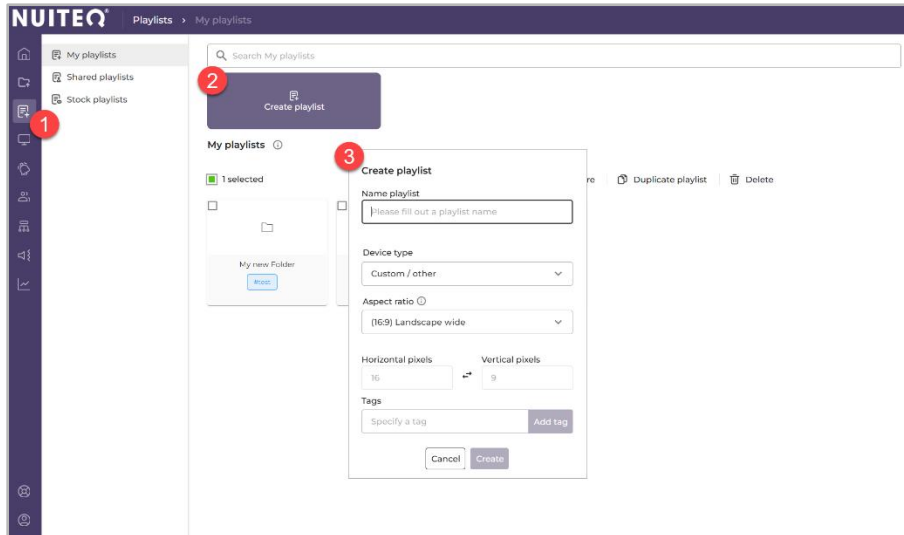
- a. Mark a playlist to be shared, duplicate, deleted or moved to a folder.

E. Shortlist

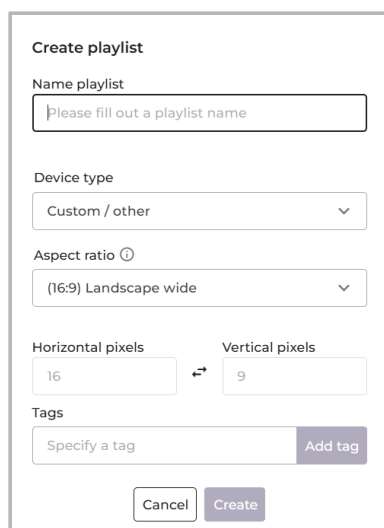
- Mark a playlist for easy access from mobile phone on site.

Create a Playlist

1. Go to 'Playlists' (1)
2. Click on 'Create playlist' (2)

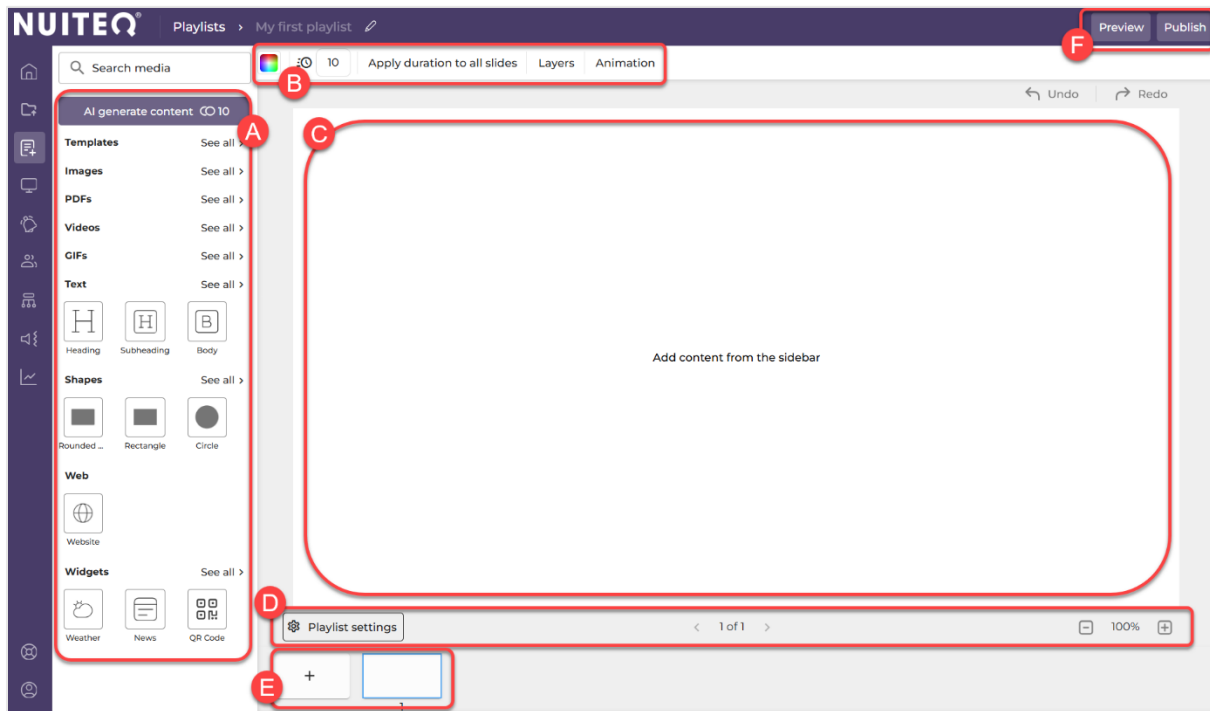


3. A dialog opens;
 - Name the playlist (preferably something descriptive for easy searching)
 - Select the Device type or choose the panel orientation (Portrait or Landscape and size)
 - Add tags *Note. tags can only be added when playlist is created.*
 - Add a hashtag for easier search and categorizing of playlists. *Note. Hashtags can only be added when creating a new playlist.*
 - Click on 'Create'



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

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 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.

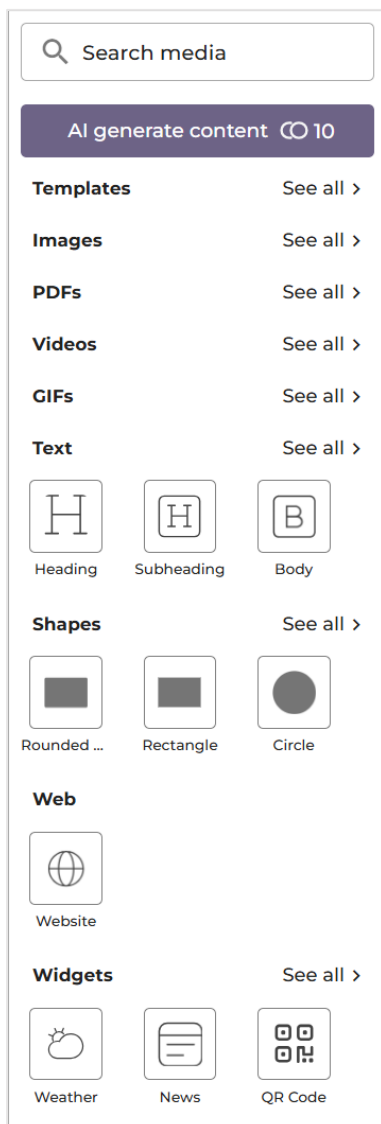
F. Preview and Publish playlist

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.*)



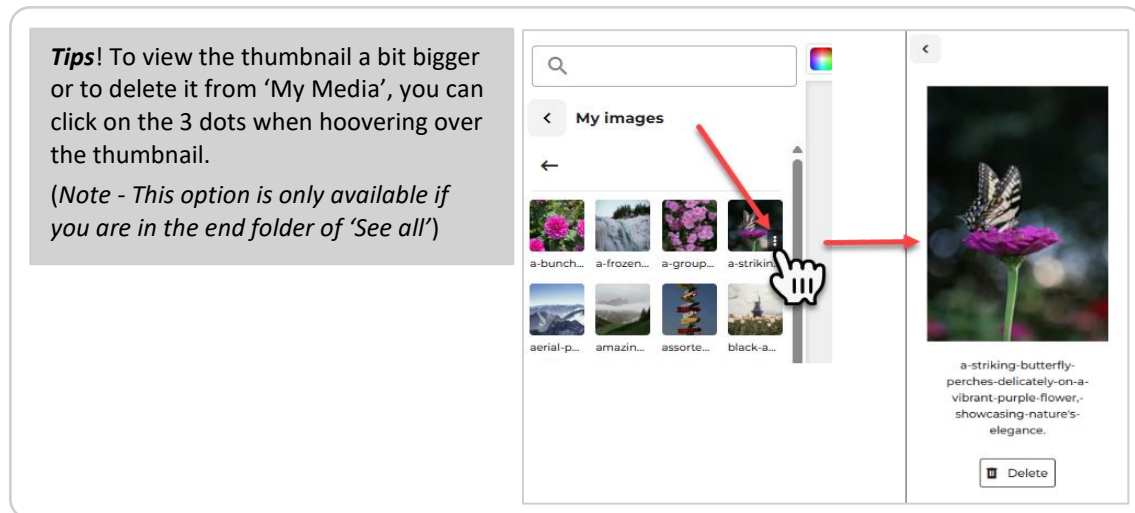
Add media

In the left pane you have the objects that can be added to a slide.

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

To add a media to a slide;

- First you find the media that are to be added to the slide, either by clicking down in the hierarchy or by searching for it.
- Click on the media/object to add it to the workspace.



Edit objects

Once objects are on the workspace, you can edit the object via the menu at the top. See more information for objects options in [Appendix A](#). *Note. The menu will change depending on which object that are selected*

You can;

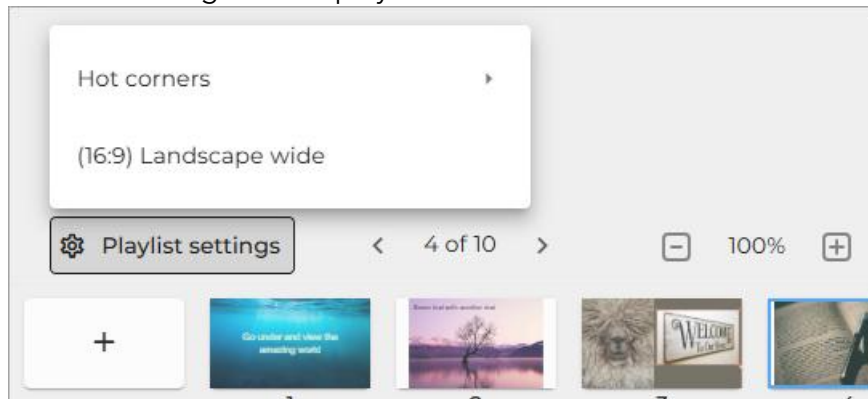
- Move the objects
- Align objects (*shift + multiselect*)
- Resize objects by dragging the corners
- Rotate the objects using the 'Rotation' icon
- Change colors
- Make objects transparent (Opacity)
- Change fonts
- Change text size
- Align objects
- Add animations
- Add 'Interaction' (if the panel is a touch panel)
- Add 'Hot corners' (if the panel is a touch panel)
- Layer objects above or below one another (Position)

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')

Slide and Playlist settings

You find settings for the playlist and for the slide at the bottom of the work area.



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.

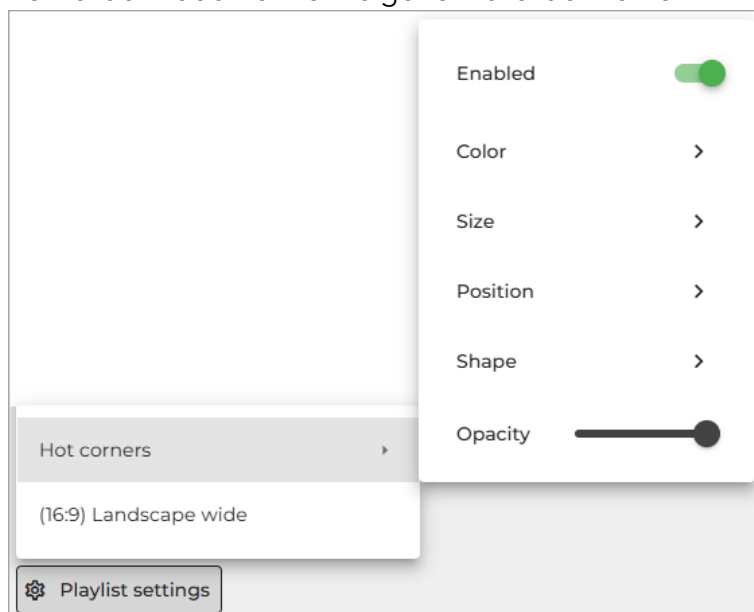
You can also navigate through the slides by clicking on the thumbnail at the bottom. Here you also rearrange slides by drag-n-drop the thumbnails in the slide list

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

In the playlist settings option, 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 it would display on a device, you can do a preview. Here you can view the animations and test the interaction.

In preview you select to view the playlist from the start or from the current slide

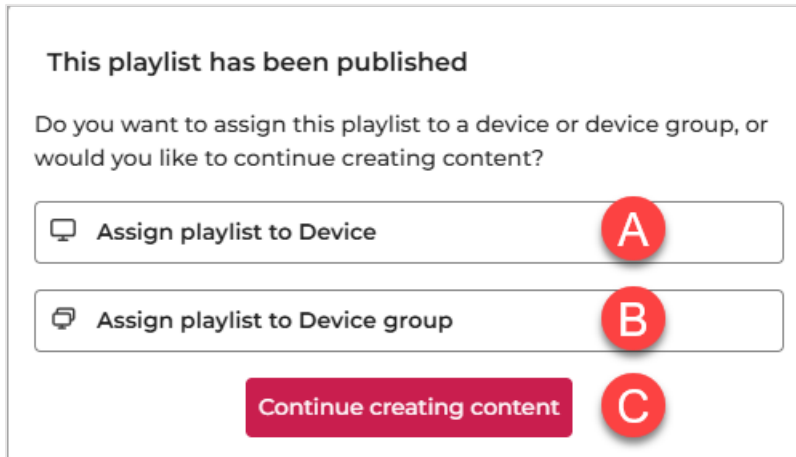
Save playlist

If you aren't done with the playlist, just leave the page, and your work will save automatically.

Publish a Playlist to a device from editor

After you have created the content of your playlist you need to publish the playlist.

- 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**

C

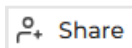
You get 3 options

- A.** Assign your playlist to a device
 - You will be directed to the device management page
 - Select the device from the list and schedule if needed
- B.** Assign the playlist to a device group.
 - You will be directed to the device group page
 - Select the group from the list and then schedule if needed
- C.** 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 'ANIMATIONS'

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.

Cancel

Share

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.

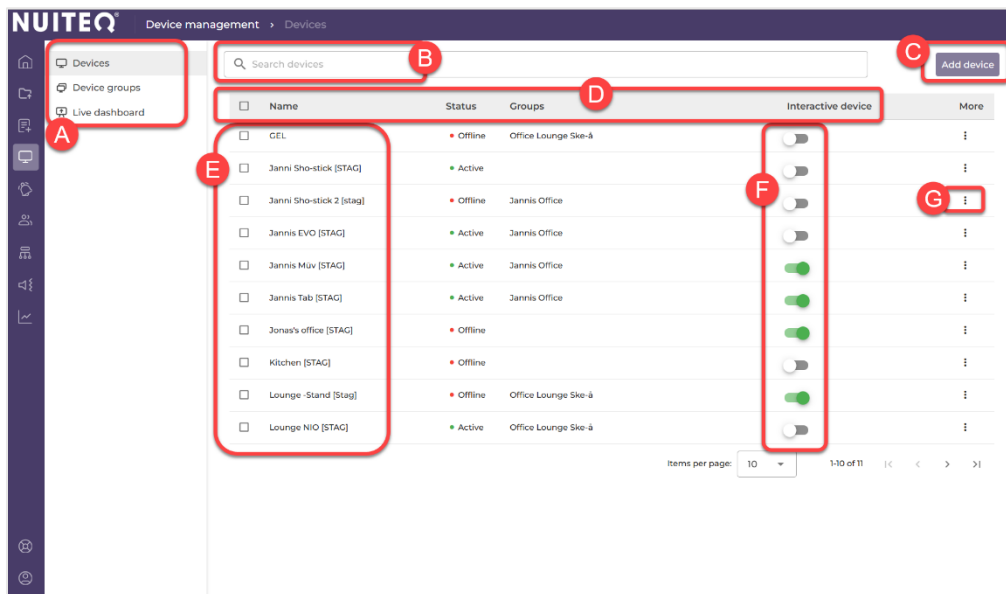
- Go to 'Shared playlists'
 - Select the playlist you would like to edit
 - Click on "Customize this playlist"
- Customize this playlist
- You can now edit the playlist
 - If another user already has the playlist in the editor, you can not edit it, until they have released it. *Note. A playlist that has been customized will not be available until 5 min after the release.*

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

Navigation - Device options (Properties)

The screenshot displays the NUI TEQ Device management interface for a device named 'Janni sho-stick 2 [PROD]'. The interface is divided into several sections:

- Left Sidebar (A):** Contains navigation icons and a 'Properties' menu with options: 'Edit device', 'Assign a playlist', and 'Delete device'.
- Device Properties Panel (B):** Displays information about the current assigned playlist, including:
 - Status: Active
 - Interactive device: Toggle switch (C)
 - App version: 3.5.0
 - OS version: Android 10
 - Device groups: Jannis office devices
 - Device type: Sho Stick - Portrait
- Schedule View (D):** A calendar for August 2025 showing the device's schedule. The calendar includes days of the week and dates. Specific events are highlighted, such as 'Reseller portfolio' on Wednesday, August 6th, and 'Branding NUI TEQ' on several other dates.

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. Device information

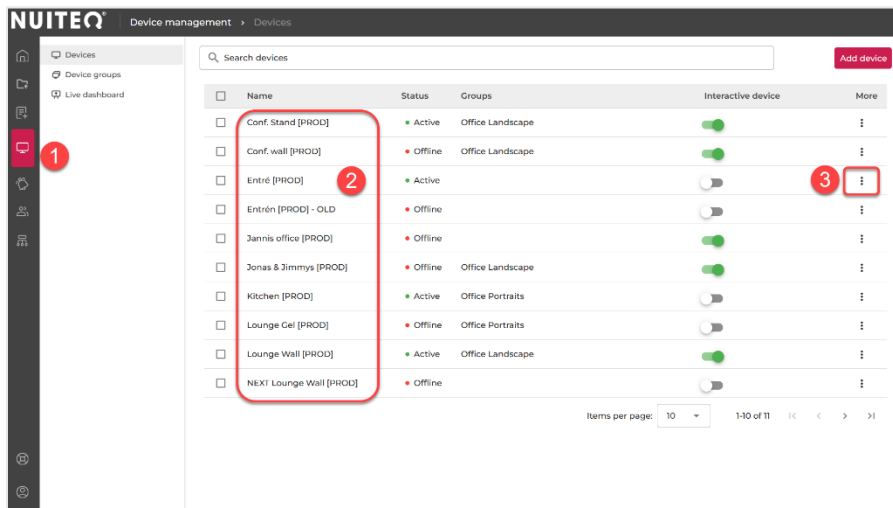
C. Toggle the devices interactive

D. View the schedule for the device

Publish a Playlist to a device

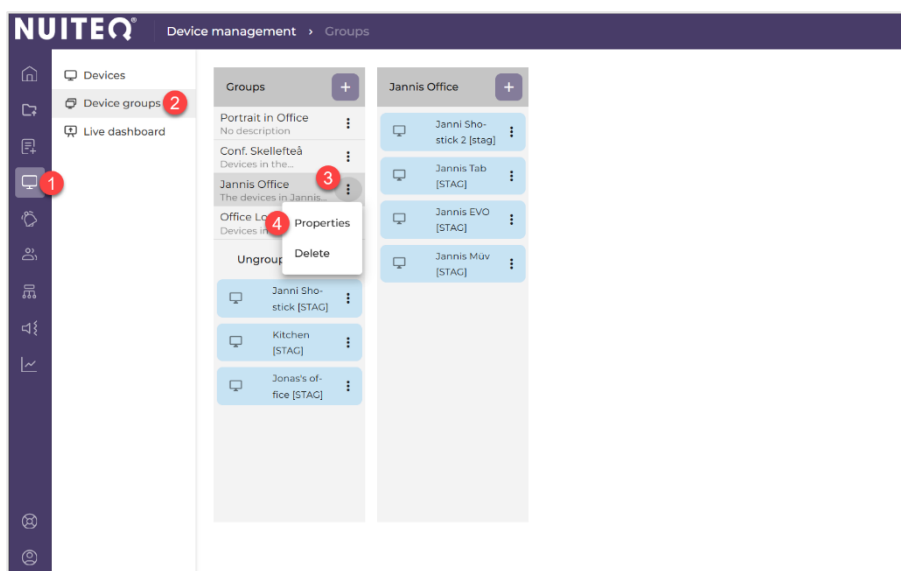
When you have a playlist, you would like to display on a device, you need to publish it. You can publish from the playlist editor, but also from the 'Device management'.

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'

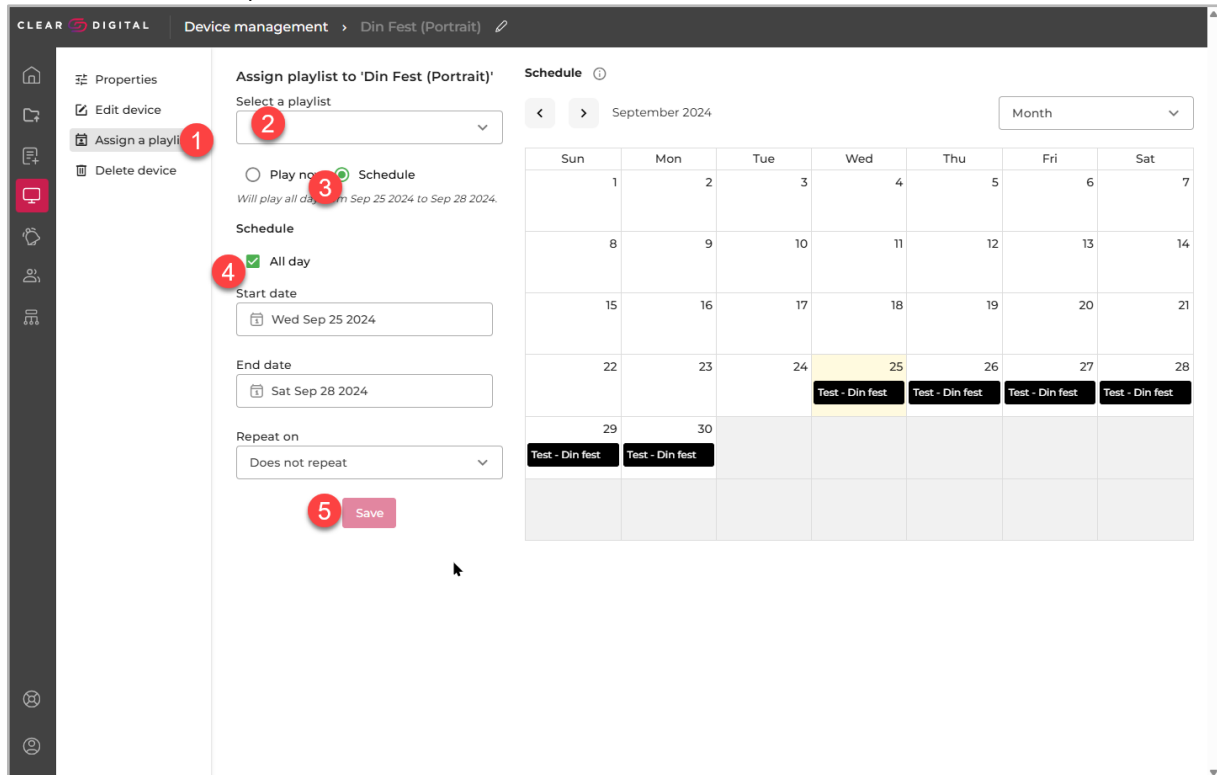
Alternative B – A device group



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 panel overview



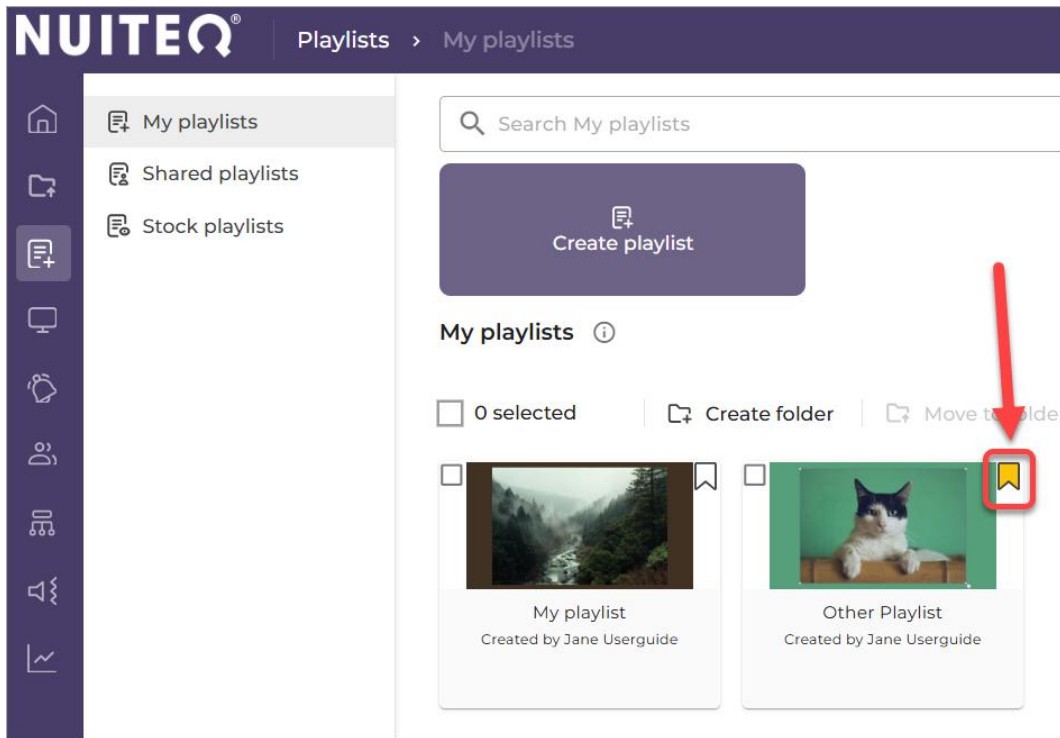
1. Select 'Assign a playlist'
2. Find the playlist you want to display on the panel
3. Choose whether to play it now ('Play now') or schedule it
 - a. 'Play now' starts the playlist immediately and will keep playing until manually changed or removed
 - b. 'Schedule' allows you to set a daily schedule or choose specific times for different playlists. You can also repeat the schedule on certain days/times.
4. (4)
5. Save by clicking 'Save'

The panel 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.



1. Go to 'My playlists'.
2. 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".

3. On site with your device, toggle on the settings "Playlist assign QR code".
4. Scan the QR code displayed in the lower right corner.
5. On your mobile phone, login to your account.
6. Select the new playlist to be displayed on the device.

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

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.

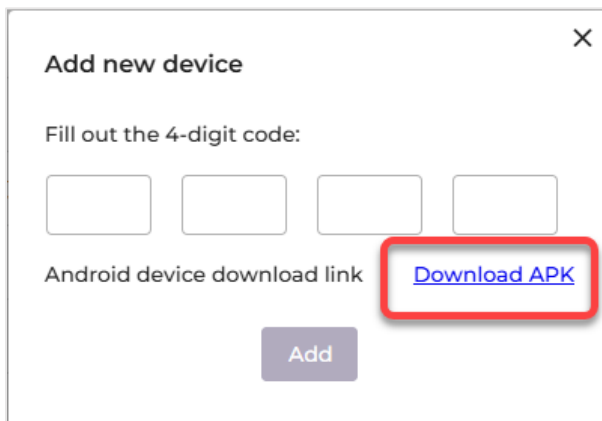
Installations file (APK)

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.



The screenshot shows a dialog box titled "Add new device" with a close button (X) in the top right corner. Inside the dialog, there is a label "Fill out the 4-digit code:" followed by four empty input boxes. Below these is the text "Android device download link" and a blue button labeled "Download APK" which is highlighted with a red rectangular border. At the bottom center of the dialog is a grey button labeled "Add".

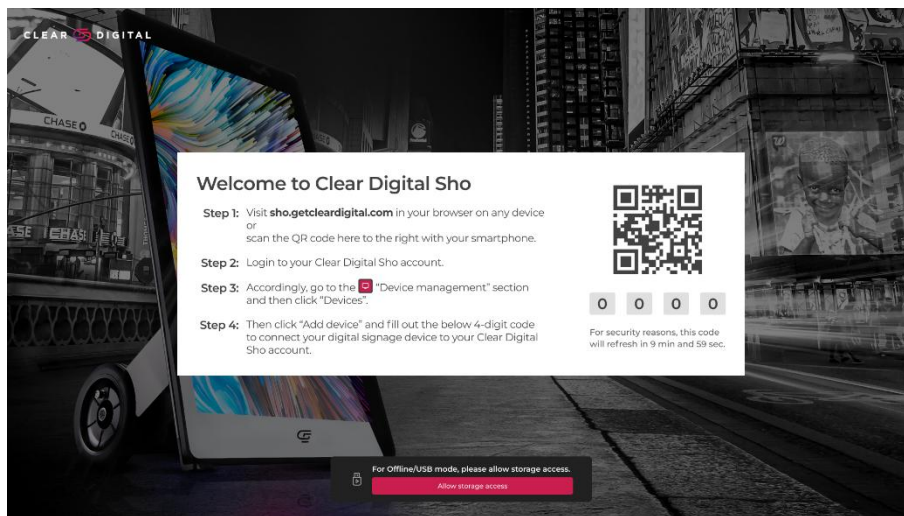
Note. Remember where you save the file.

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 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

Android device download link [Download APK](#)

Add

- Click on 'Add'

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

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

Add device details ×

Device name

Interactive device ☒

Add device to group

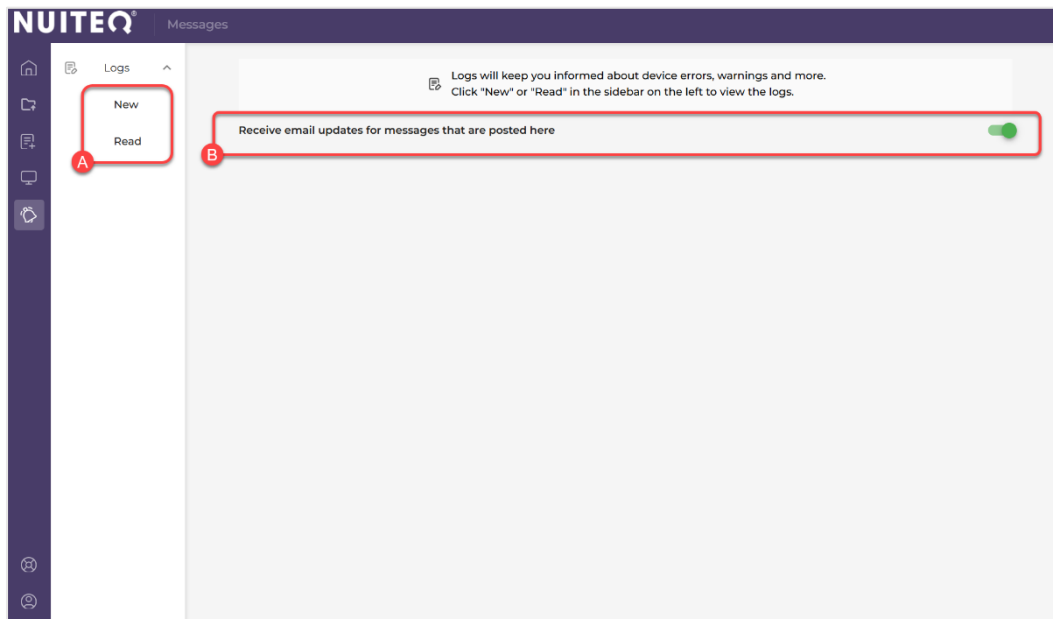
Device type

Description

Save

Message

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

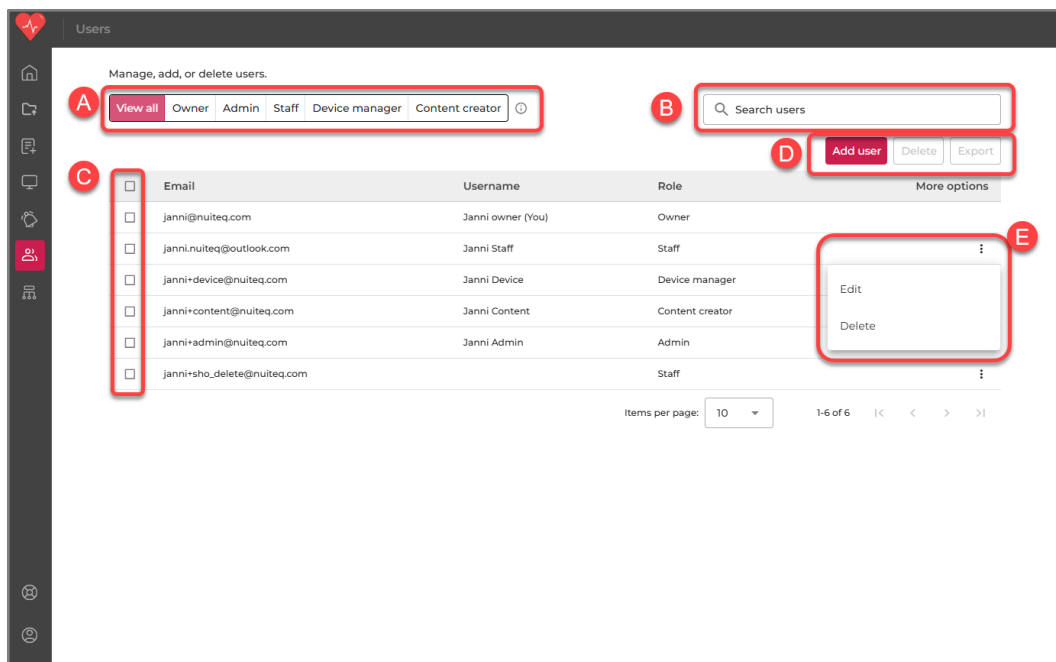


- A.** Logs of the messages for when a device has gone offline
 - 'New' (You need to open the message in new to have the message moved to 'Read')
 - 'Read' are old notifications
- B.** Select if you would like to get a message via email for when a device has gone offline
 - Toggle on (green) if you like 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.

CancelAdd 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 also 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 also 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

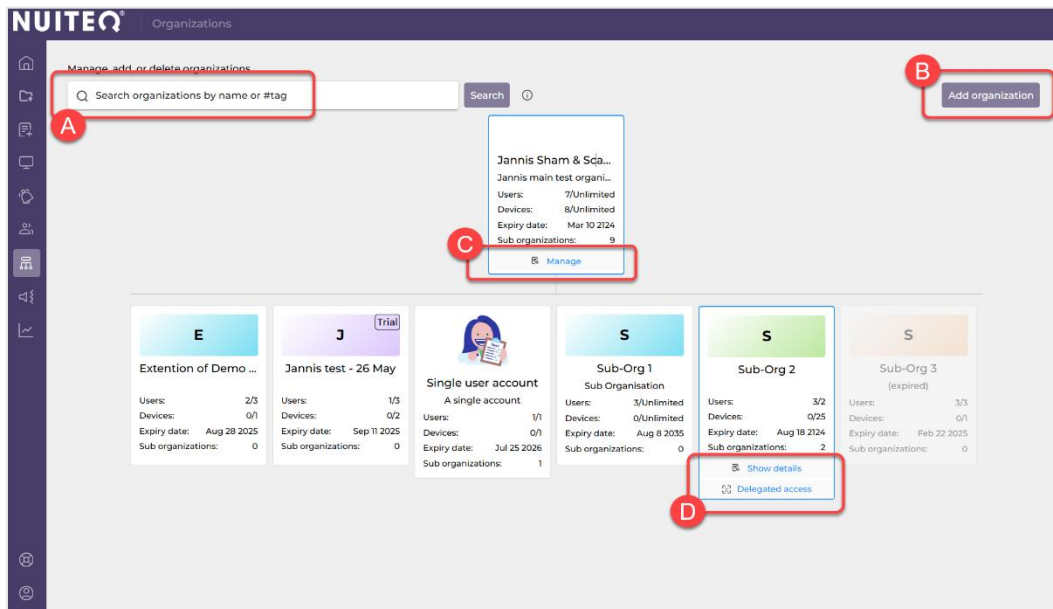
The organization function is a tool for managing licences and overseeing organizational activities.

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.

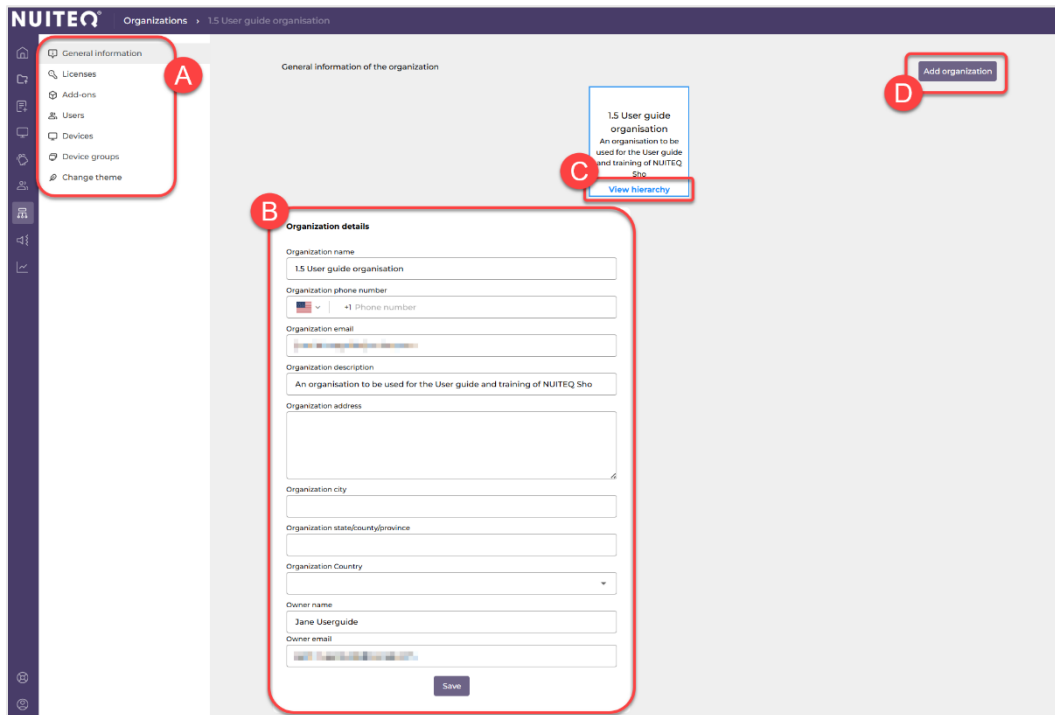
(Note. An owner of the organization can't be a part of any other organization with the same email address within the application Sho.)

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 - Change license for a sub-org
- 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.

Organization details

Organization name
1.5 User guide organisation

Organization phone number
+1 Phone number

Organization email
jane@nuiteq.com

Organization description
An organisation to be used for the User guide and training of NUI TEQ Sho

Organization address

Organization city

Organization state/county/province

Organization Country

Owner name
Jane Userguide

Owner email

Save

1.5 User guide organisation
An organisation to be used for the User guide and training of NUI TEQ Sho
[View hierarchy](#)

Add organization

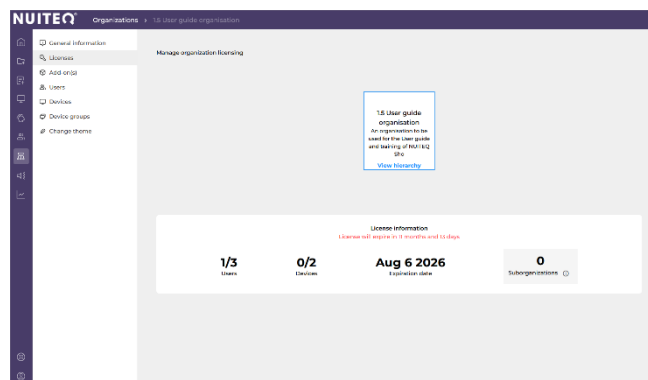
Suborganizations

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 the chosen organization.



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.

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
366 days (End date Fri Aug 07 2026)
☐ Unlimited

Allow adding, editing, and removal of sub-organizations ⓘ

Sub-organization at any level
2

Allow theme management ⓘ

Sub-organization at any level
3

Add-ons

☒ ** Allow this organization to turn on delegated access for its sub-organizations.
4

☒ ** Interaction feature. This allows the sub-organization to add touch interactions to their c...
5

1.5 User guide organisation has a license package for 2 devices. How many of them would you like to designate as interactive? ⓘ
2

☒ Weather widget
6

☒ News widget
7

☒ ** Custom website title
8

☒ Canva
9

☒ ** QR Code widget
10

☒ Messages
11

☒ Broadcast alerts
12

☒ AI Assistant
13

Credits:
 To start using AI Assistant, the sub-organization will need credits.
Credits summary:
 The sub-organization has only **10** credits left, add more to keep going.
 Add credits
 0

** Premium feature

- 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 organization to turn on the delegated access feature for its suborganizations. **
- 5. Interaction** : If checked, the organization has access to interaction features. Add numbers of interactive devices they are allowed to have. **
- 6. Widget - Weather** : If checked, the organization has access to the widget and allow them to add weather forecast.
- 7. Widget - News** : If checked, the organization has access to the widget, and allow them to add newsfeeds.
- 8. Custom browser tab** : Allow the organization to customize the title for the tab in the browser. **
- 9. Allow Canva connection** : This allows the organization to import content created with Canva.
- 10. Widget - QR Code** : If checked, the organization will have access to the QR code feature and allow them to add QR codes. **
- 11. Messages** : If checked user that added a device will get device notifications
- 12. Broadcast alerts** : If checked, it allows emergency alerts for administrators
- 13. 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 account of a suborganization. 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.

AI Assistant

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

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.

QR Code widget

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

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

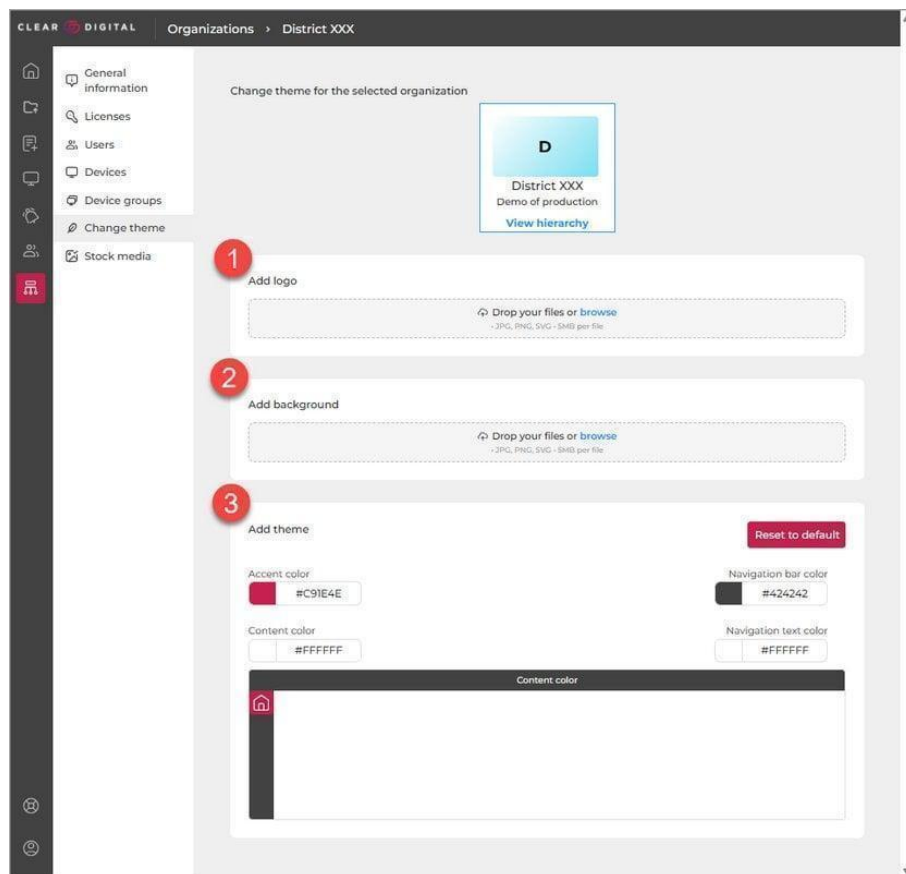
Here you can see a list of devices added to this organization and also an option to add a new device. Read more under the section above 'Managing devices on the cloud app'.

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

Here you have the option to set your system theme.



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 account of a suborganization. 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.

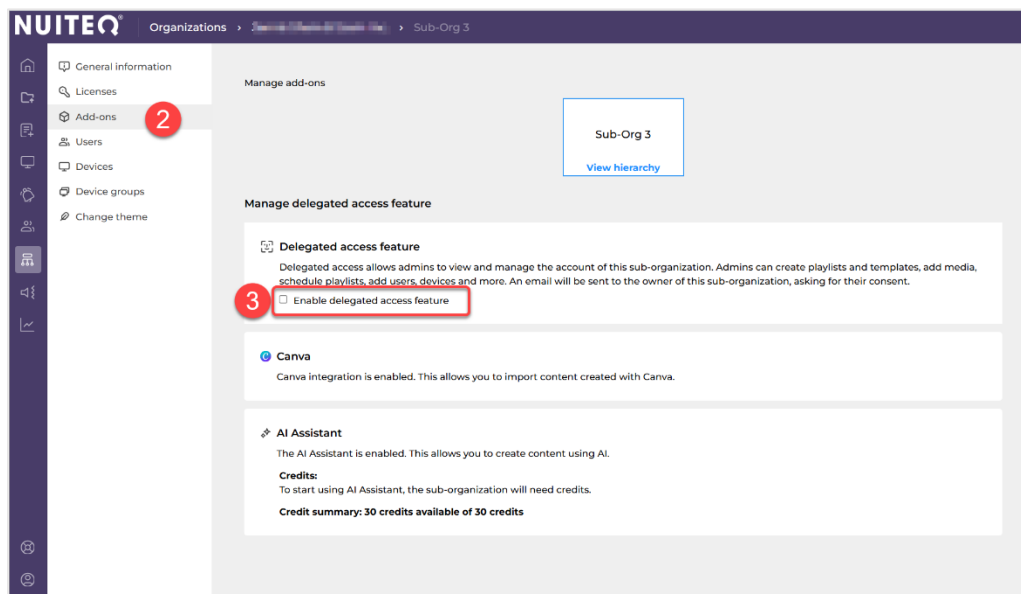
Steps for setting up the Delegated access permission:

As the **parent**:

1. Send a request to the child from the 'Organization' and "Show details"

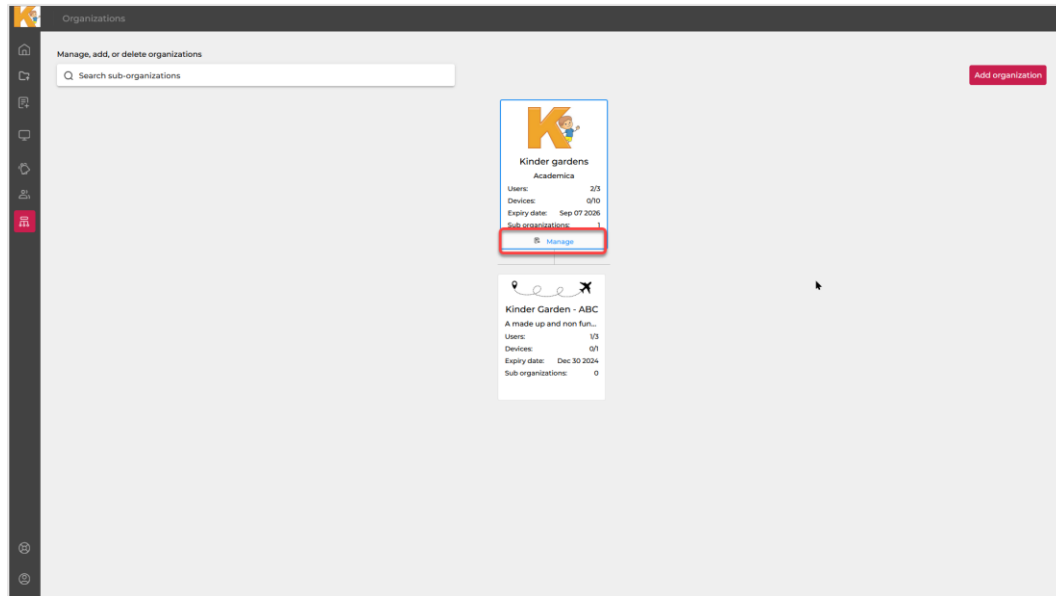


2. Go to 'Add-ons'
3. Tick the box 'Enable delegated access feature'

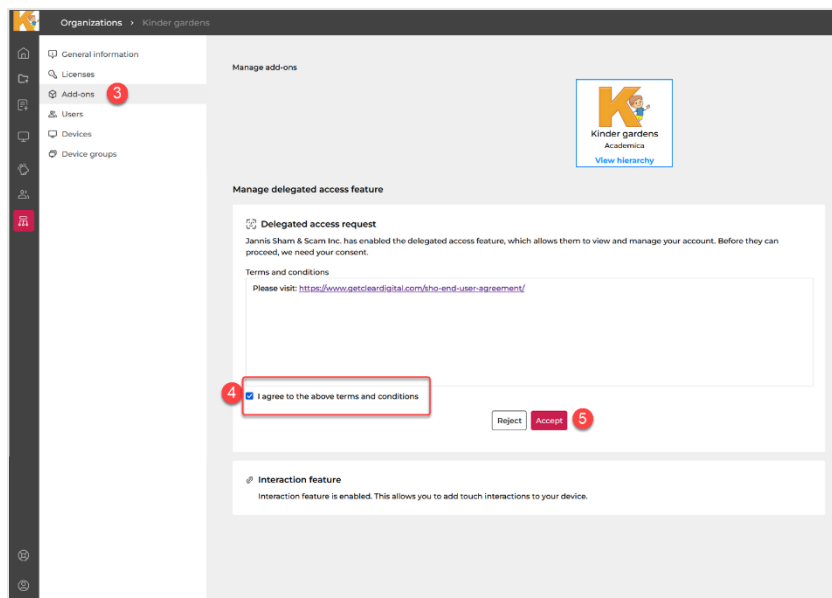


As the **child**:

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

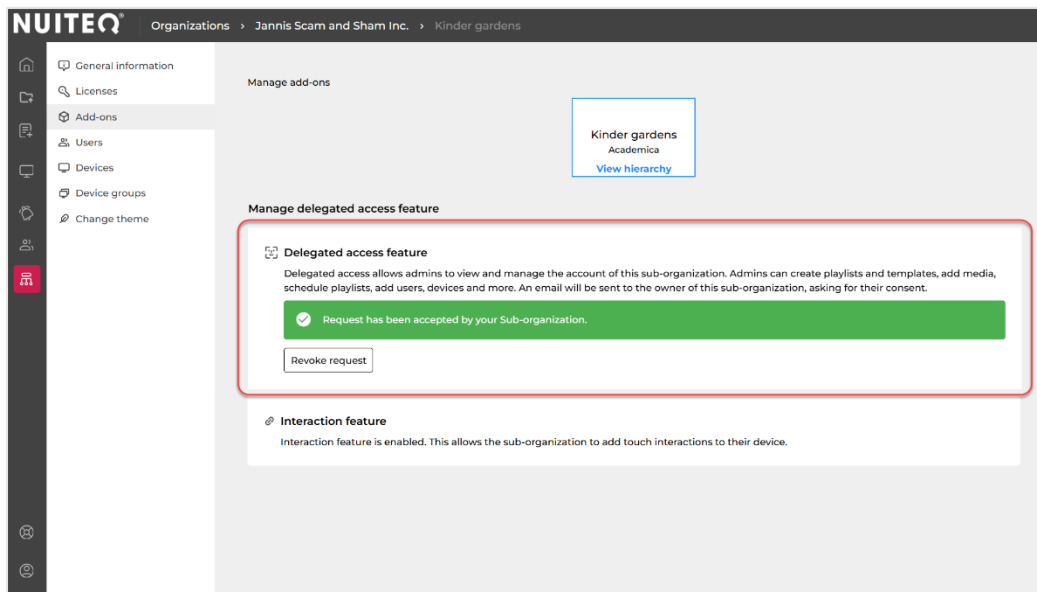


3. Go to 'Add-ons'
4. Verify the request
5. Click on the button 'Accept'



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

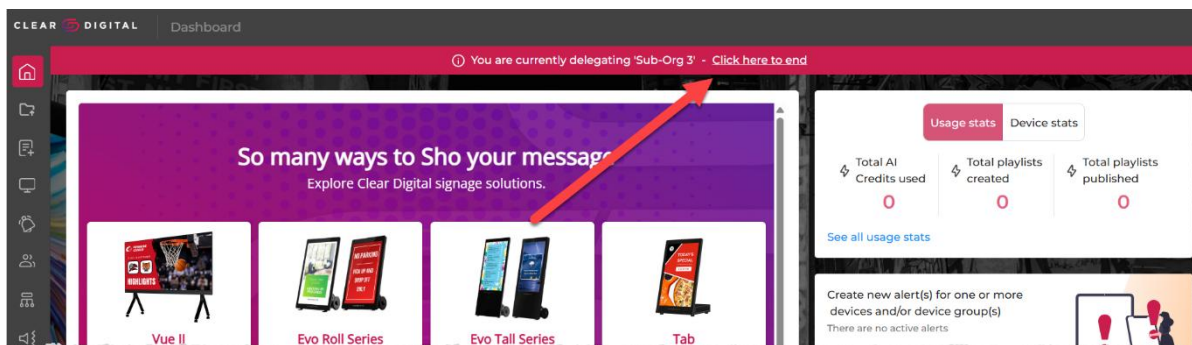
As the **Child**: click on 'Reject' - button

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 immediately for the set duration.

Create an alert

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

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

NUITEQ Broadcast alerts > Create

Create a new alert

Environment

An environmental hazard has been detected. This could include air quality issues, hazardous materials, or other environmental risks.

Remain indoors if advised. Avoid outdoor activities, especially if you have respiratory issues. Follow all recommended precautions and wait for further instructions.

Alert type
Environment

Alert name
Environment

Upload audio
Drop your audio file here or [browse](#)

Description
An environmental hazard has been detected. This could include air quality issues, hazardous materials, or other environmental risks.

Instructions
Remain indoors if advised. Avoid outdoor activities, especially if you have respiratory issues. Follow all recommended precautions and wait for further instructions.

Choose device / device group
All

☐ Continuous (until manually deactivated)

Duration
15 Minutes

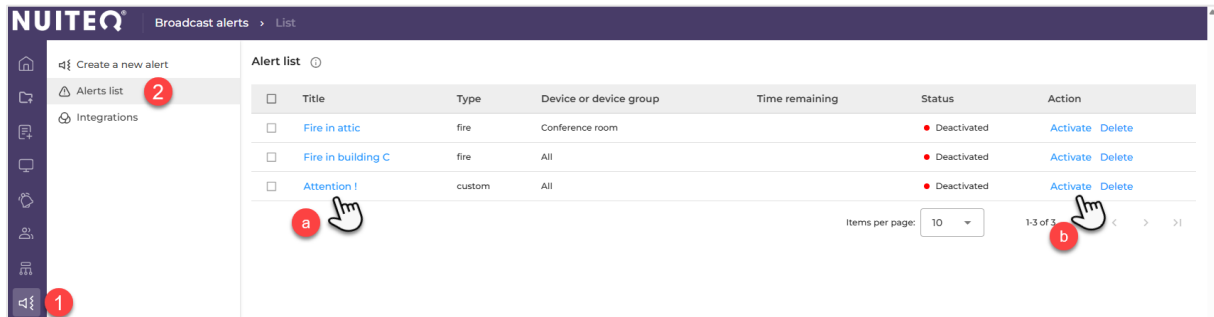
Cancel Save for later Broadcast

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 be played on the device the alert is displayed.
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)

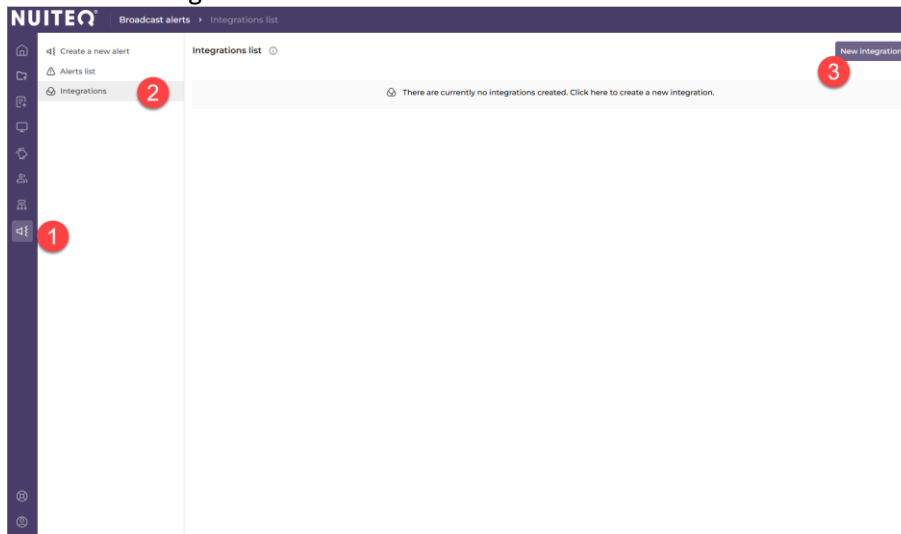
Sho's PSA Integration API connects external data feeds and real-time emergency alerts, ensuring your audience receives accurate information when it matters most.

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.****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.

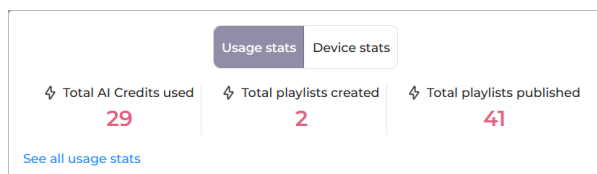
Note: Please make sure that you test the integration with your emergency alert provider to ensure functionality prior to implementation.

Usage stats

In the 'Usage stats', an administrator can access an overview of the AI credits and playlist usage for an organization.

On the dashboard you can view the total usage of the organization AI Credit, the total usage of playlist created and published and the numbers of devices online and offline.

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



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

Usage stats

Total AI Credits used : 60 Total playlists created : 11

Search users

Filter by usage type Filter by time period Filter by user role

AI credits used Today Owner Admin Staff Device manager Content creator

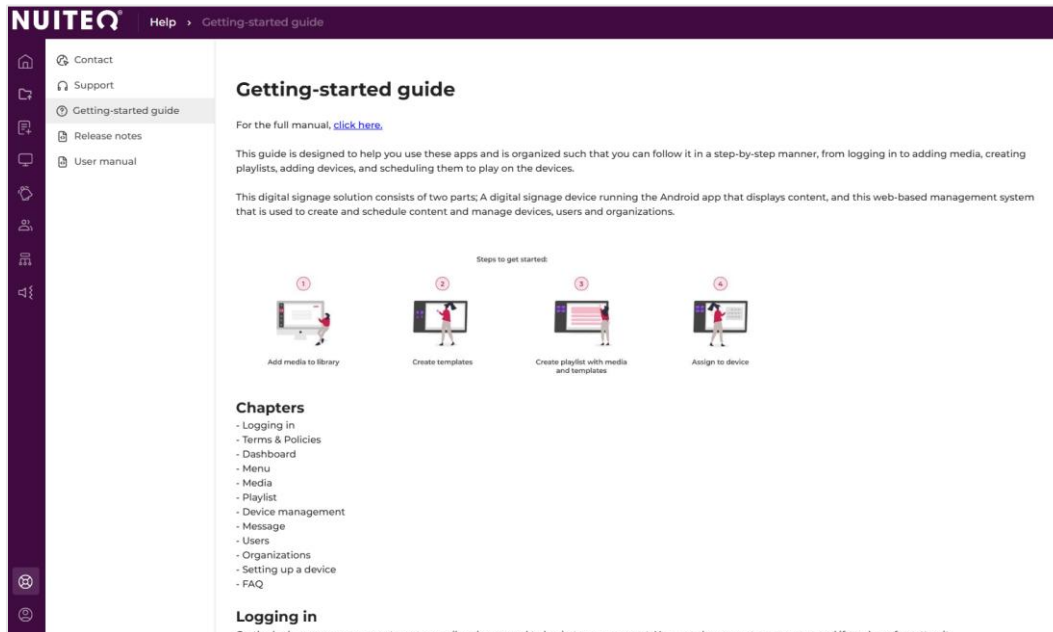
Email	Username	Role	AI credits used
		Owner	0
		Admin	0
		Admin	0
		Admin	0
		Admin	0
		Admin	0
		Admin	0
		Admin	0
		Admin	0
		Admin	0

Items per page: 10 1-10 of 28

You can filter usage by user, roles and by time period.

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.

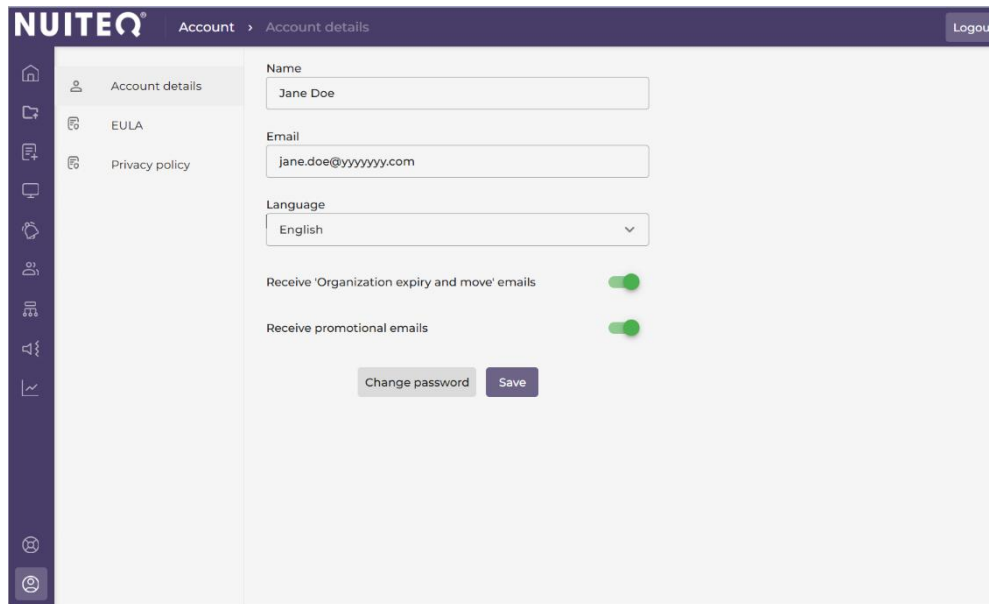
User manual

Here you find the 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.

The screenshot shows the 'Account details' page in the NUI TEQ system. On the left is a sidebar with icons for various functions. The main content area has a header with the NUI TEQ logo, 'Account > Account details', and a 'Logout' button. Below the header, there's a list of links: 'Account details', 'EULA', and 'Privacy policy'. The 'Account details' section contains form fields for 'Name' (filled with 'Jane Doe'), 'Email' (filled with 'jane.doe@yyyyyy.com'), and 'Language' (a dropdown menu set to 'English'). Below these are two toggle switches: 'Receive Organization expiry and move emails' and 'Receive promotional emails', both of which are turned on. At the bottom of the form are two buttons: 'Change password' and 'Save'.

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 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.*

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](#)

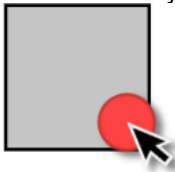
Appendix A – Function overview

Overview of the Different actions in template and playlist Editor

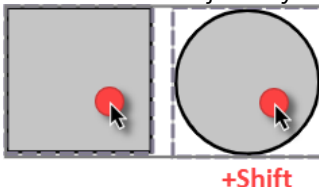
Action for content objects

- **Select**

Select an object by clicking on it.



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



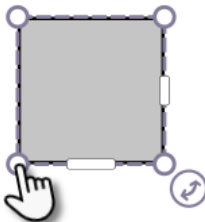
- **Move**

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



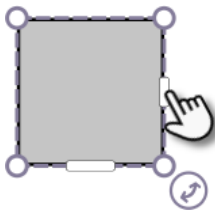
- **Scale**

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



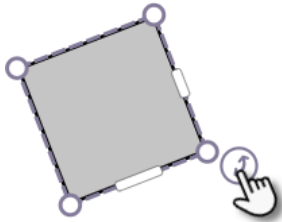
- **Resize**

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



- **Rotate**

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



Overview of the Different Functions in template and playlist Editor

- **Change Opacity**

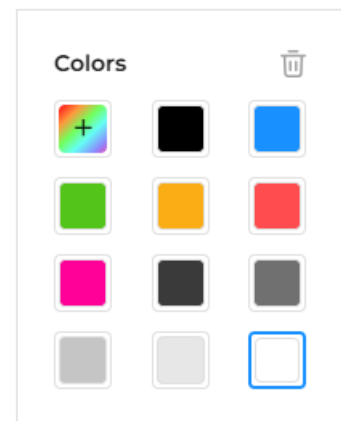


Adjust transparency of the object by dragging the circle

- **Background color**



Set the background color for the slide. Click on the multicolor square to add color by HEX or RGB code.



- **Fill color**

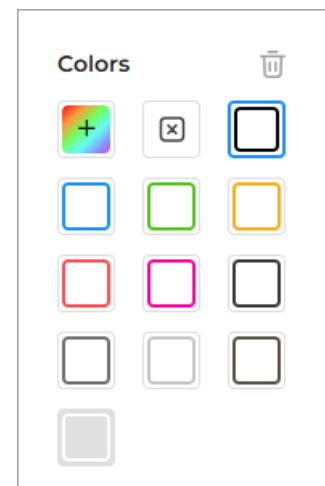


Set the fill color for the shape

- **Border color**



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



- **Text color**



Change the font/text color

- **Glow color**

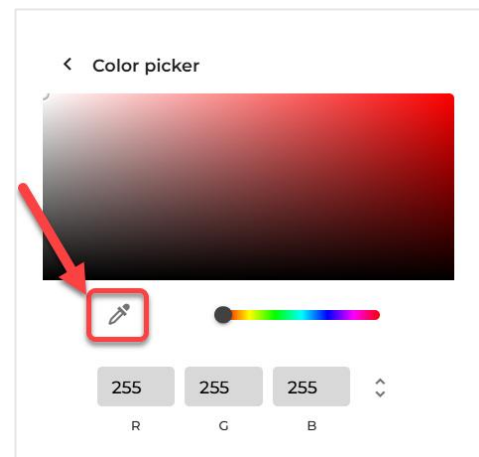


Change the color of the animation 'Glow'

- **Color pipette**



Select a color anywhere on your screen

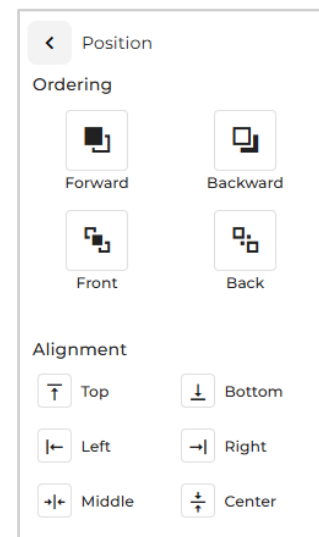


- **Position**

Position

Change the order and/or move objects to the edges or centre of the slide.

When multiselected objects, the objects can be position in between them self.

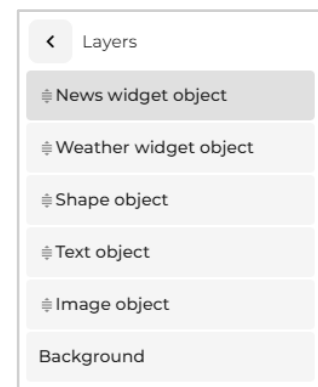


- **Layers**

Layers

Select objects (*Note: Useful if you have many or if they overlap*)

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



- **Widget**
- **Widget [Weather]**

Widgets

Change settings to display the weather for the selected city. Also, choose the temperature unit and whether to show State or County.

The screenshot shows the 'Weather settings' interface. It includes a back arrow, a title 'Weather settings', and a 'Selected location' field displaying 'Skellefteå, Vasterbottens Lan, Sweden'. Below this is a 'Search location' field with 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]**

Widgets

Add an RSS link and choose how many headlines to display (1-5) (Note: Make sure the link is an RSS link, not a website URL)

The screenshot shows the 'News settings' interface. It includes a back arrow, a title 'News settings', and an 'RSS link' field with an information icon, containing the URL 'https://rss.nytimes.com/serv'. Below this is a 'Maximum top stories' field with a dropdown menu showing the number '3'.

- **Widget [QR Code]**

Widgets

Create and adds a QR code. Options are ;

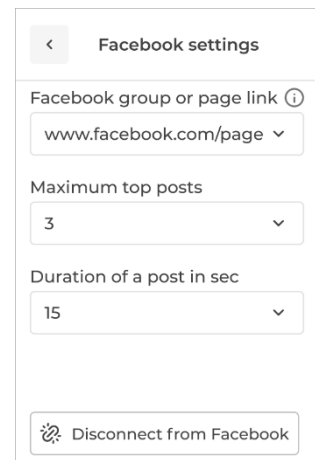
- Website
- Email
- Phone
- SMS
- Wi-Fi
- Event
- vCard

The screenshot shows the 'QR Code settings' interface. It includes a back arrow, a title 'QR Code settings', and a 'Select QR code type' dropdown menu with 'Website' selected. Below this is a 'Fill out website' field containing the URL 'https://www.nuiteq.com/'. At the bottom is a purple button labeled 'Generate QR Code'.

- **Widget [Facebook]**

Widgets

Change settings to display the Facebook for the selected feed. Also, select how many posts to display and for how long.

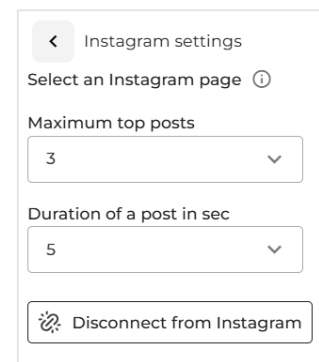


The screenshot shows the 'Facebook settings' interface. At the top, there is a back arrow and the title 'Facebook settings'. Below this, there is a field for 'Facebook group or page link' with an information icon, containing the text 'www.facebook.com/page'. Underneath is a dropdown menu for 'Maximum top posts' set to '3'. Below that is another dropdown menu for 'Duration of a post in sec' set to '15'. At the bottom, there is a button with a disconnect icon and the text 'Disconnect from Facebook'.

- **Widget [Instagram]**

Widgets

Change settings to display the Instagram for the selected feed. Also, select how many posts to display and for how long. You must be the administrator of the Instagram account to add it to Sho



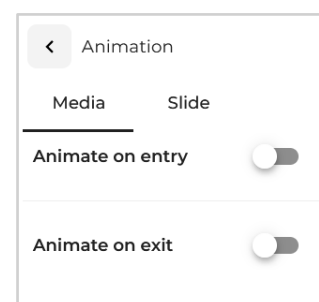
The screenshot shows the 'Instagram settings' interface. At the top, there is a back arrow and the title 'Instagram settings'. Below this, there is a field for 'Select an Instagram page' with an information icon. Underneath is a dropdown menu for 'Maximum top posts' set to '3'. Below that is another dropdown menu for 'Duration of a post in sec' set to '5'. At the bottom, there is a button with a disconnect icon and the text 'Disconnect from Instagram'.

- **Animation**

Animation

Assign an animation type.

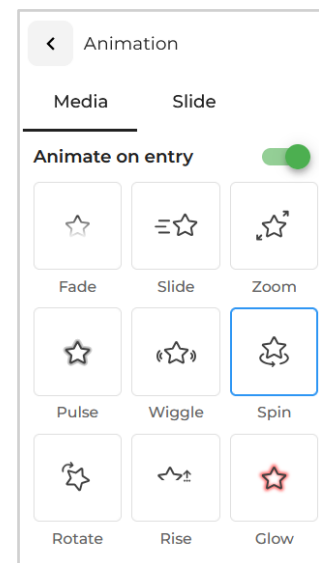
- Choose whether it is the object ('Media') or the page ('Slide') that is to be animated



The screenshot shows the 'Animation' settings interface. At the top, there is a back arrow and the title 'Animation'. Below this, there are two tabs: 'Media' and 'Slide', with 'Media' being the active tab. Under the 'Media' tab, there are two toggle switches. The first is labeled 'Animate on entry' and is currently turned on. The second is labeled 'Animate on exit' and is currently turned off.

- Choose if the animation should happen at the start ('Animate on entry') or the end ('Animate on exit')

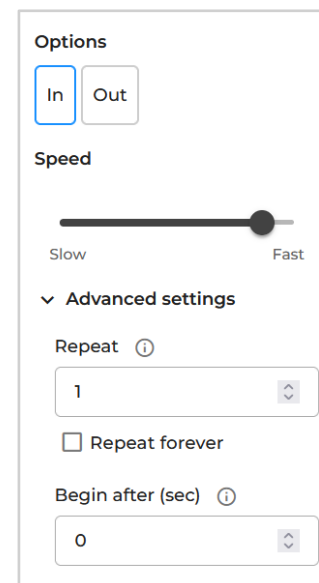
- Then select the type of animation



- 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



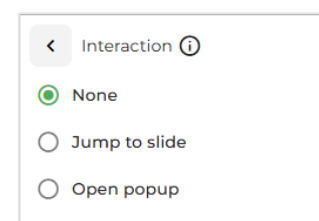
• Interaction

Note. Interaction is only applicable for touch devices

Interaction

Add an interaction function, allowing users to touch the panel to navigate to another page or dialog.

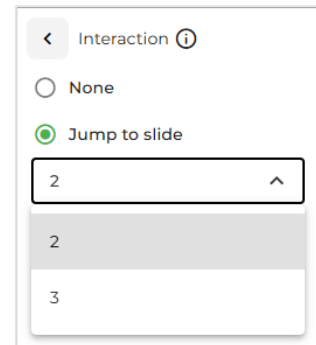
Interaction is a feature applied to an object, where you must click the object on the device to navigate to another page or dialog.



Jump to slide

If a page has the 'jump to' interaction function, the page's 'Duration time' will not apply. If you jump to a page without any interactions, the playlist will return to the first page of the playlist.

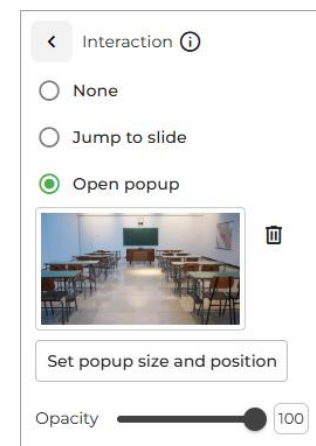
- Select an object
- Click on the 'Interaction'
- Enable 'Jump to slide'
- Choose which page to jump to



Open popup

When interacting with an object with the popup interaction selected, the images will open up as a dialog window.

- Select an object
- Click on the 'Interaction'
- Enable 'Open popup'
- Select an image 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



- To close the popup, just touch anywhere on the device and the playlist will continuous to play

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



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

Note. This option is only available in the Template editor




- **Delete media**



- **Website**



Note. Some websites may have restrictions on embedding.



Sans serif ▾

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

- 48 +

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

- **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.

- **Google sheet link**

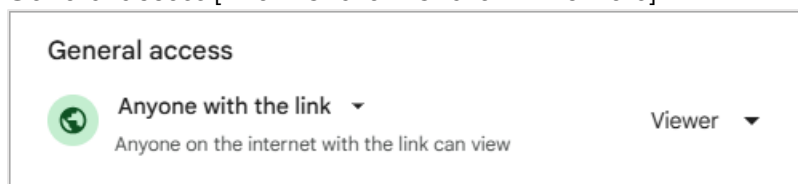


Add a link to a cell in a Google sheet for update of text directly to the device.

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



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

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.

Link to Google Sheets

Public Google Sheets URL ⓘ

Paste URL

Cell

Example: E8 or E2:E10 for a range of cells

It may take a couple of minutes for the linked Google Sheet data to appear on your device(s) due to syncing.

Cancel

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".

Link to Google Sheets

Public Google Sheets URL ⓘ

https://docs.google.com/spreadsheets/

Cell

A1:D14

Click 'Sync now' button to get the latest Google Sheet data. Updates may take a few minutes to show up on your device(s).

Cancel

Sync now

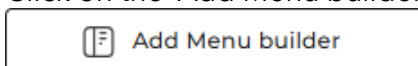
Link cell(s)

• Menu list builder

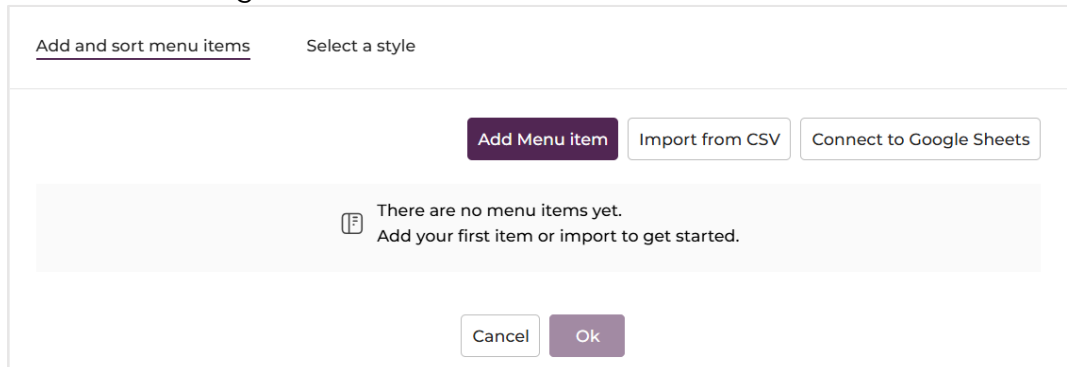


Add a list of menu items to a menu template for easy update and editing of a menu. You find the function in the Text section.

- 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 items.



- 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

www.NUITEQ.com

Tel: +46 702865975 / mail@NUITEQ.com / Org nr 556731-1344

NUITEQ's Information Security Management System (ISMS) is certified to ISO 27001 by Bureau Veritas.

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

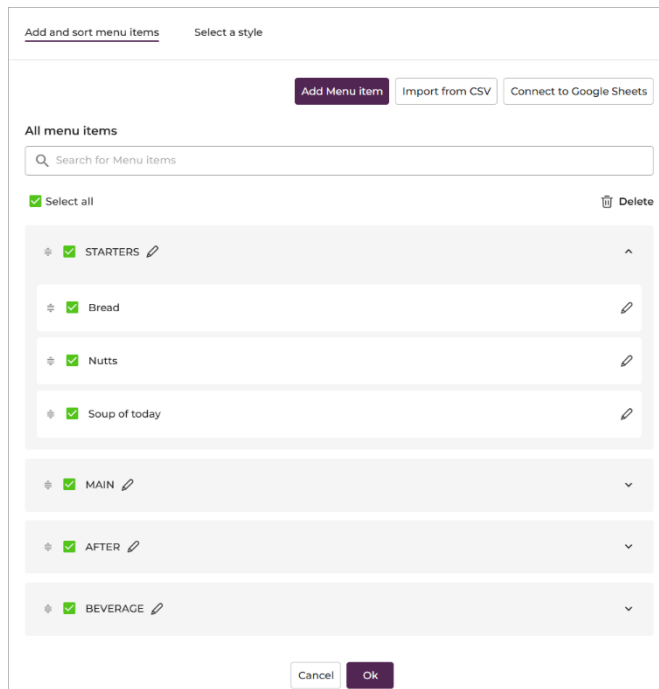
- The first sheet **must** contain the following;
Category, Name, Description, Price
- Paste the Google link address
- Select "Connect"
- Verify that the posts are in right order
- Accept by clicking on 'Add'
- Then select 'OK' to add the menu list to the slide

- **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.

Appendix B - 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.

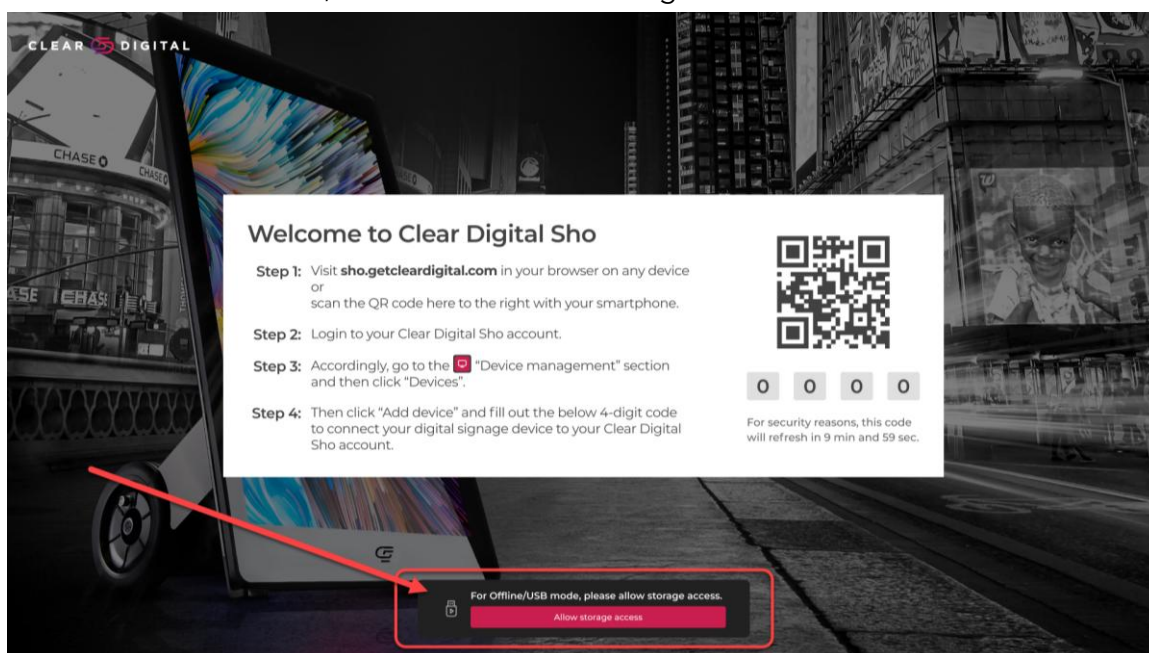
Tips: To have control of the order the media is playing on the device, you can number the files. Tex 1-image_file_name; 2-image_file_name; 3-image_file_name; 4-video_file_name and so on.

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 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



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'

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

Playing content from the USB drive

Connect the USB drive to the digital signage device.

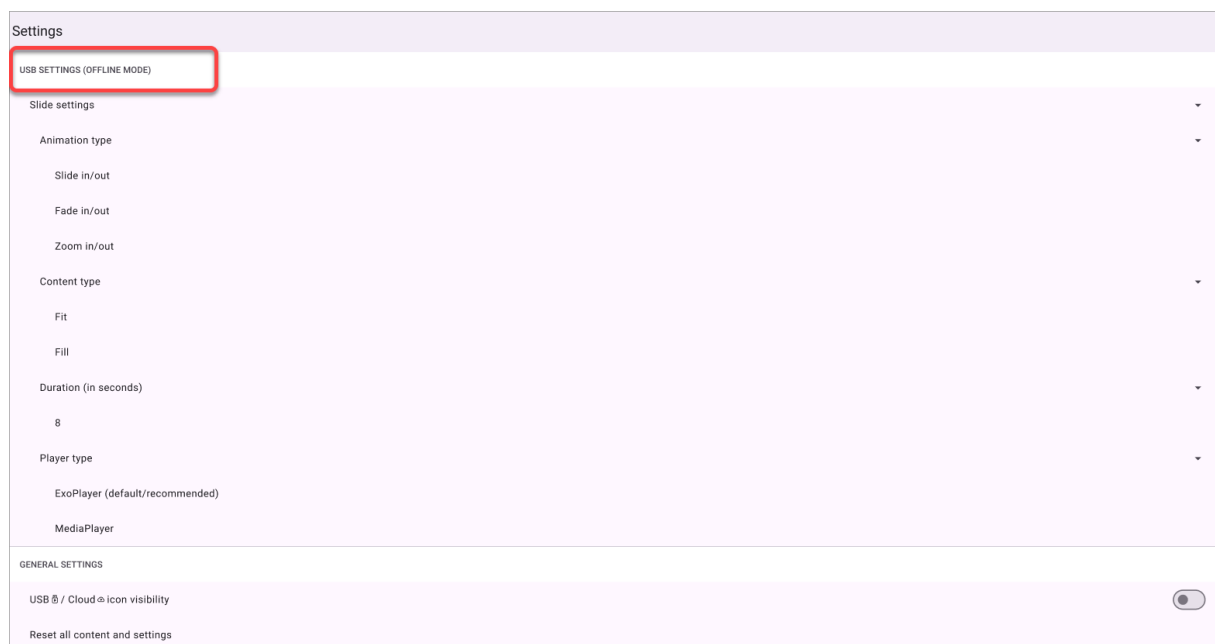
If the device has not been registered under any account on the cloud, it will start copying over the content from the USB drive to the digital signage device

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

- <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

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Tel: +46 702865975 / mail@NUITEQ.com / Org nr 556731-1344

NUITEQ's Information Security Management System (ISMS) is certified to ISO 27001 by Bureau Veritas.

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