CAROUSEL CLOUD

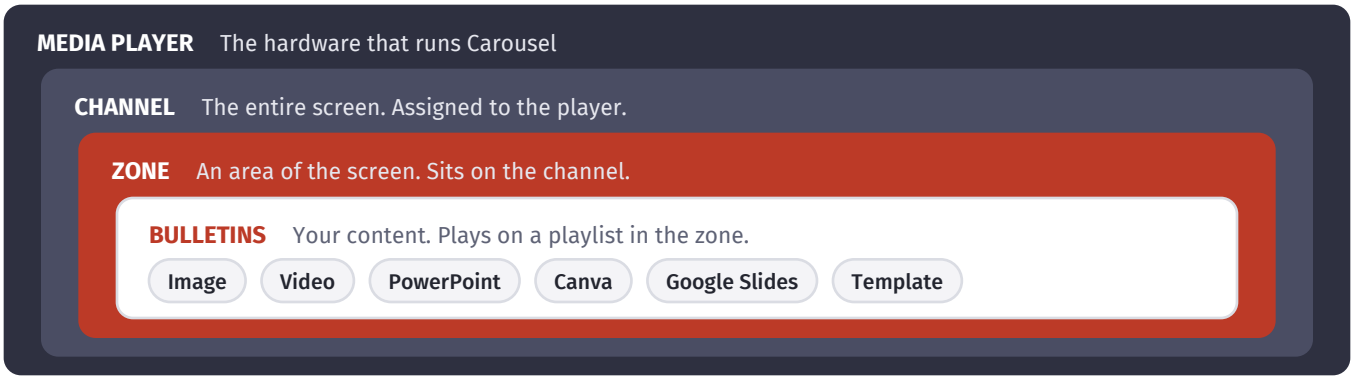
Quick refresh guide

Companion to the refresh video by Josh Crowley. Keep it next to you when you log back in.

START HERE

The four Carousel terms

Everything in Carousel builds on four ideas. Learn these and the rest makes sense.



Term	What it is	Think of it as
Media player	The hardware. The screen, or the device that plugs into the screen, that runs the Carousel software.	The box behind the TV
Channel	The entire screen layout. Each channel is assigned to a player.	A cable channel. Change the channel and the whole screen changes.
Zone	An area of the screen that shows content. A channel has one or more zones.	A window on the screen
Bulletin	Your content: images, videos, PowerPoint, Canva and more. Bulletins play on a playlist in a zone.	What people actually see

> Remember the chain. Bulletins play in a zone. The zone is on a channel. The channel is assigned to a media player. To change what a screen shows, you need the right zone.

Video chapters

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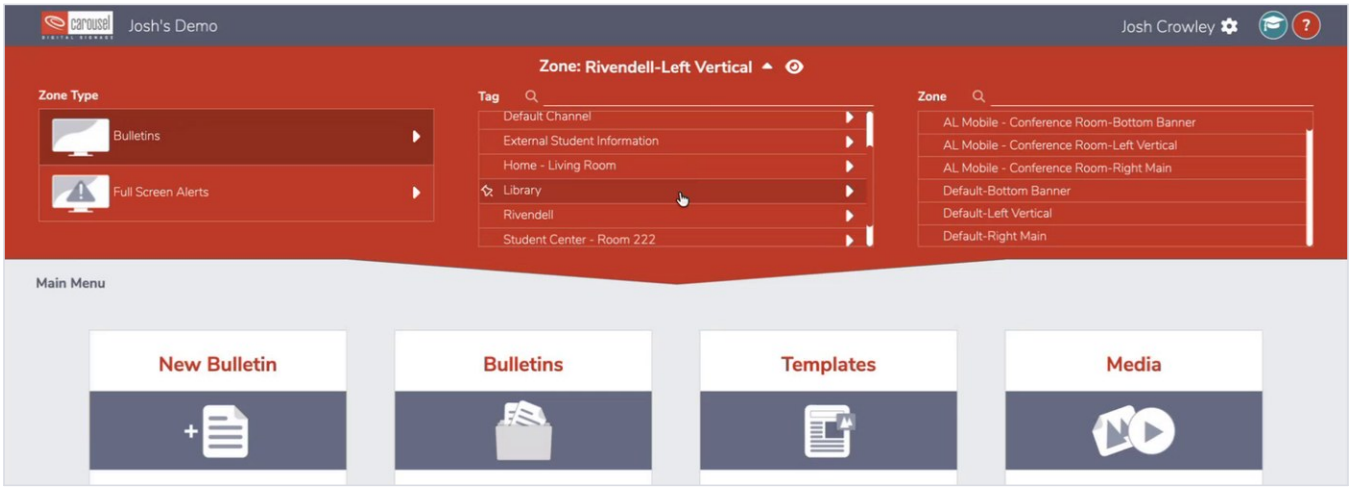
STEP 1

Find the right zone first

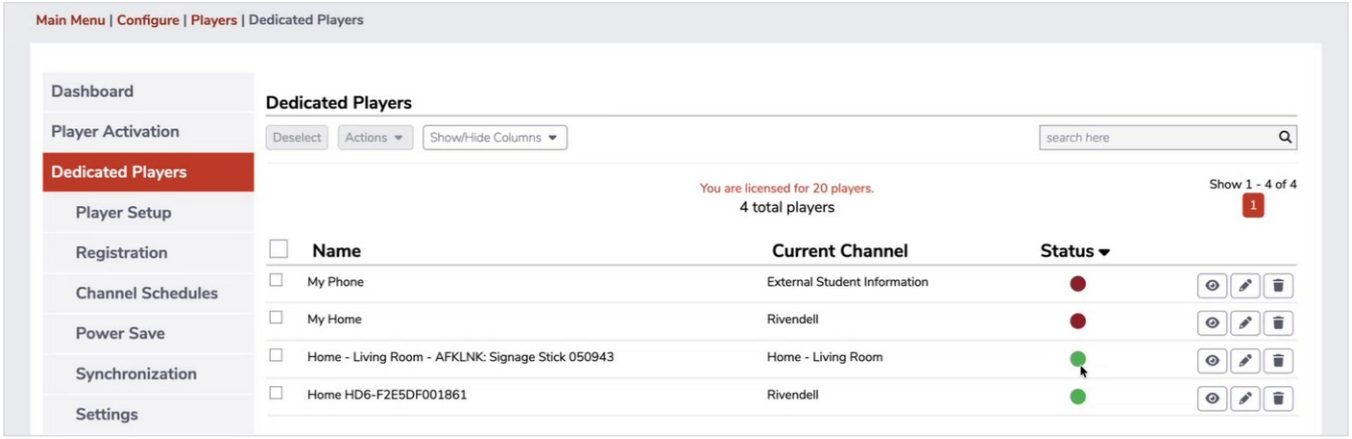
After you log in, you land on the main menu for one zone. The zone name sits in the red bar at the top. Check it before you add or change anything.



Click the zone name in the red bar to switch zones. Pick a zone type, then a tag (often the channel), then the zone.

Check your players (admins)

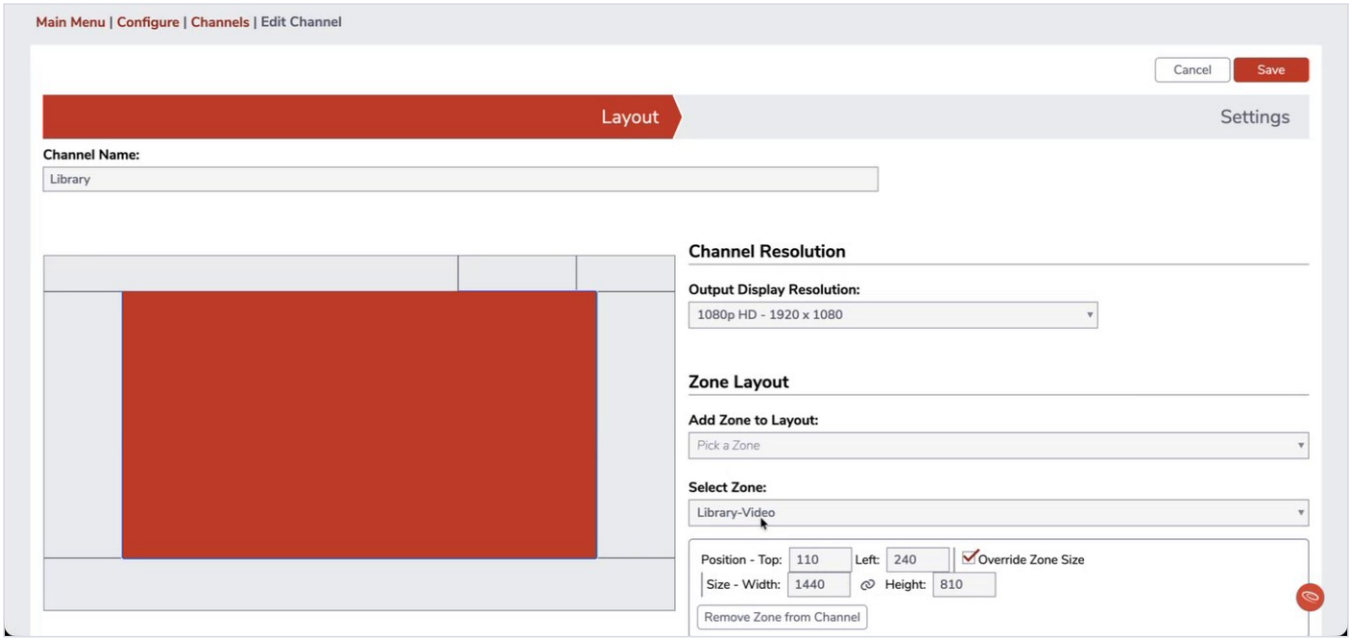
1. Open Configure and choose Players. The Dedicated Players list shows every player.
2. Read the Status dot. Green means the player is online and has checked in. Red means it is offline and has not checked in.
3. The Current Channel column shows what each player is showing. Click the eye icon to preview the channel.
4. New player? Go to Player Setup and choose your player type: Apple TV, iPad, Macintosh, BrightSign, Android, Amazon Signage, Samsung Tizen, Philips, Windows, Zoom Room, ScreenBeam, LG webOS, Web Application or Chrome Enterprise.



Configure > Players > Dedicated Players. Status and current channel at a glance.

Look up zone names on a channel

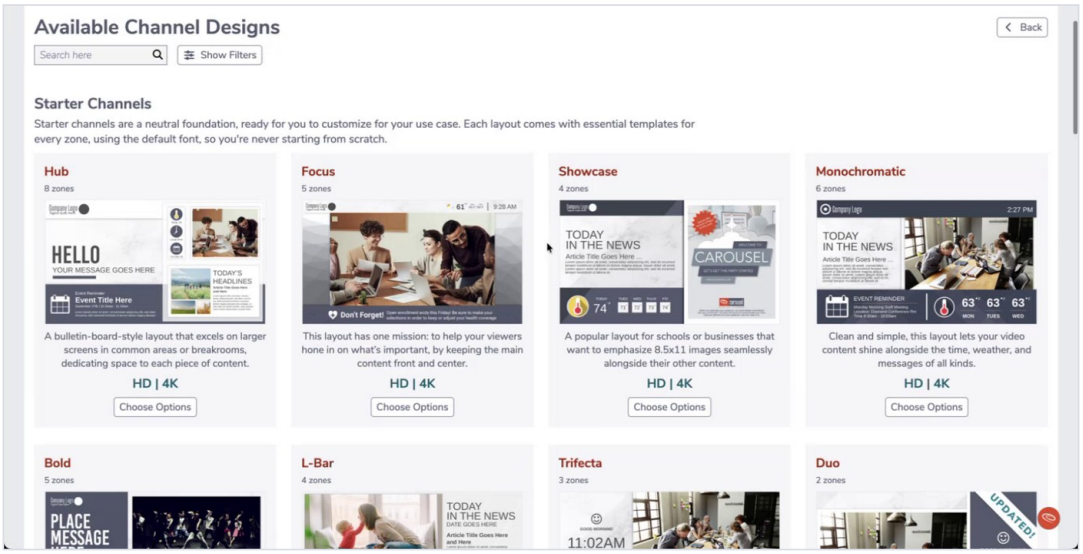
1. Go to Configure > Channels. The list shows each channel and the zones on it.
2. Click the pencil icon to edit a channel, then pick a zone under Select Zone. The zone lights up on the layout preview.
3. Note the zone name. Example: on the Library channel, the large area is the Library-Video zone. To change that part of the screen, go back to the main menu and switch to Library-Video.



Edit Channel. The selected zone (Library-Video) is highlighted in red on the layout.

Want a new layout? Use the Creator Library

From Configure > Channels, click Browse the Creator Library. Starter channels such as Hub, Focus, Showcase, Monochromatic, Bold, L-Bar, Trifecta and Duo come with templates for every zone, in HD and 4K. Click Choose Options, preview the design, and install it.



Available Channel Designs in the Creator Library.

STEP 2

Add content to the zone

1 On the main menu, click Bulletins to see what is currently playing in this zone.

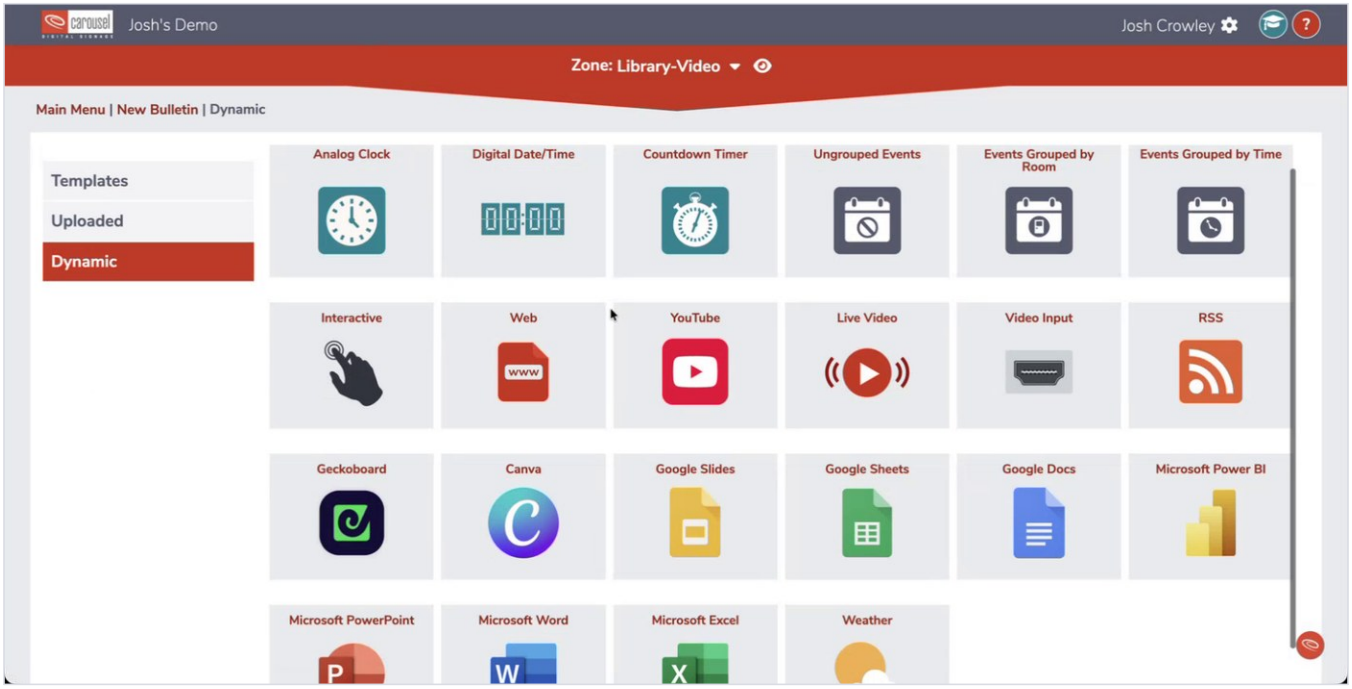
2 Click New Bulletin. You have three sources: Templates (premade for your channel, plus any you add from the Creator Library), Uploaded (your own images and videos) and Dynamic (live and connected content).

3 To upload, drop a file or browse. If the image does not fit the zone exactly, use Background Type to choose how it fills the space, for example Fit Over Blurred Original.

4 Click Publish.

Dynamic bulletins you may have missed

Carousel now connects to Canva, Google Slides, Microsoft PowerPoint and more. The first time, click Connect and sign in to your account in the pop-up. Then choose the presentation and publish.



New Bulletin > Dynamic. Clocks, timers, events, web, YouTube, live video, RSS, Canva, Google and Microsoft 365 apps, Power BI and weather.

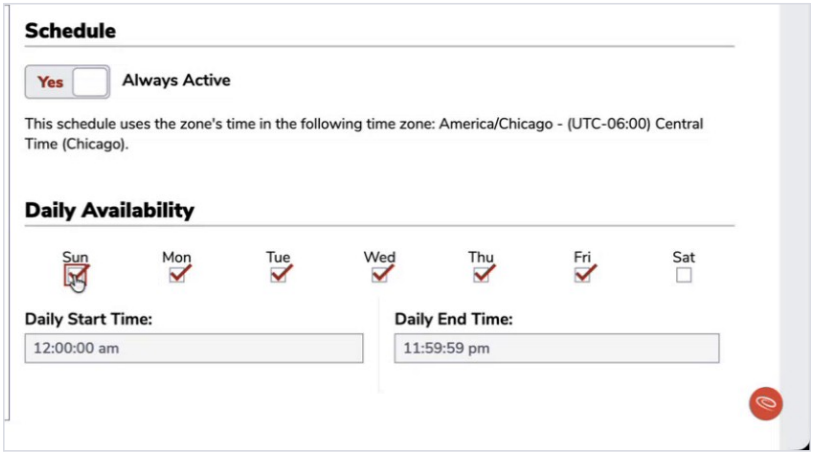
STEP 3

Schedule when it shows

Every bulletin type has a Schedule tab. Bulletins appear and expire on their own, so you set it once.

You want	Set this
Show it all the time	Always Active = Yes, with every day ticked under Daily Availability.
Show it on certain days	Untick the days you do not want, for example Saturday and Sunday for weekdays only.
Show it at certain hours	Set Daily Start Time and Daily End Time.
Show it for a set period	Always Active = No, then pick a Start Date and time and an End Date and time.

Times follow the zone's time zone, shown under the schedule (for example America/Chicago, Central Time).



Daily Availability. Untick any day you do not want. Here, Saturday is unticked.

GET HELP

Where to go next

Resource	What you get	How to reach it
Your CSM	Help with your account and setup.	Contact your Customer Success Manager directly.
Carousel Academy	Videos and PDF walkthroughs for almost every Carousel task.	Click the graduation cap, top right in Carousel.
Essentials webinars	Scheduled live sessions you can register for.	Carousel Essentials page on the Carousel website.
CSM office hours	Drop-in, no agenda, led by Customer Success. One hour, weekly, alternating Tuesdays and Thursdays.	Next sessions: Tue Nov 24, 12 to 1 pm CST. Thu Dec 3, 11 am to 12 pm CST. Tue Dec 8, 12 to 1 pm CST.

Office hours dates as listed on the Carousel website on November 23, 2026. Check the page for the latest schedule.