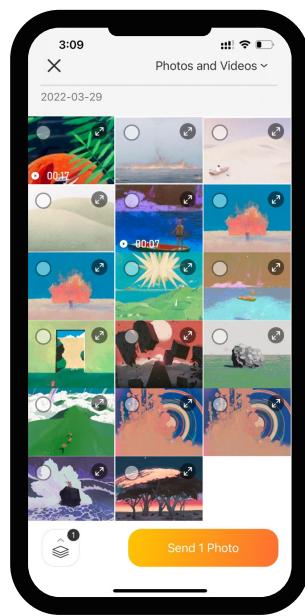
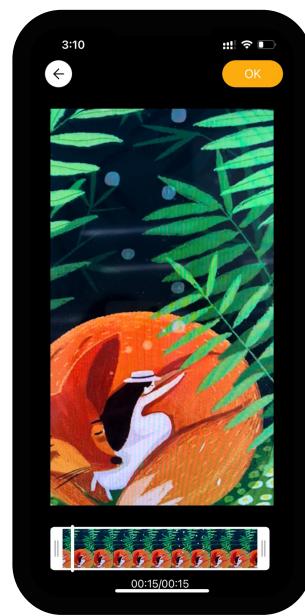


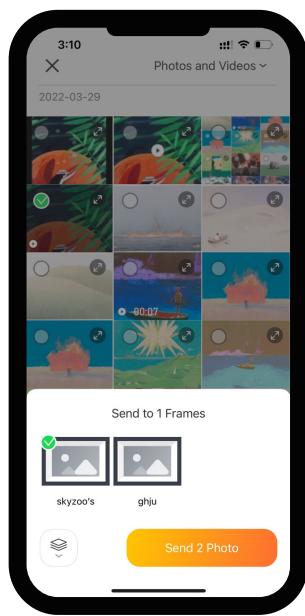
Add Photos



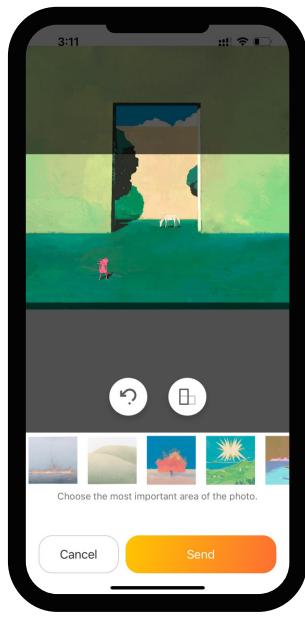
Click



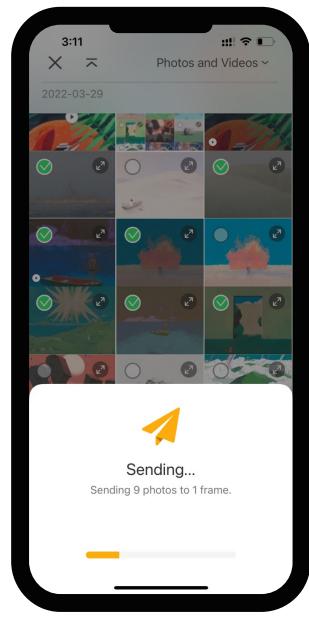
video range



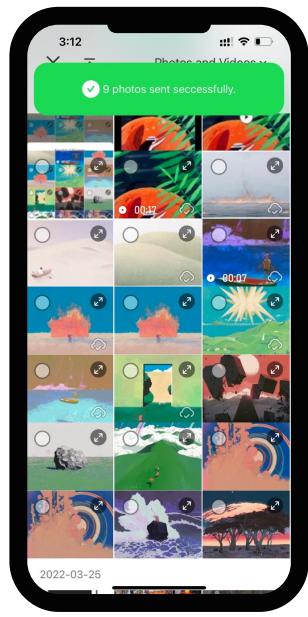
Select photos and videos and recipient



edit photos



sending



Send Successfully

2.6 Send Photos and Videos via Email

1. Please go to Setting>Friends>Frame Email to find your frame email. Or find it on the bottom of the "BiuFrame APP" which email address suffixes ending in "Frame ID+@biu.cloudphotoframe.com"
2. Send photos and videos as email body or attachments to your frame email. Subject and body character do not affect sending and will not display this content. Notice the attachment must be less than 30MB. The photo formats support jpg, jpeg, png, webp. The video formats only support mp4.

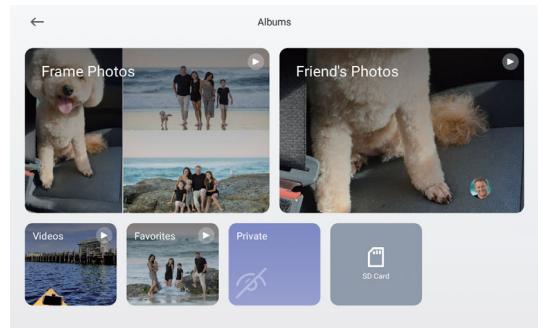
* Support share photos and videos with offline frame within 48 hours. Once the Frame is connected to the Internet, Frame will receive photos and videos which sent within 48 hours.

2.7 Send Photos and Videos via TF Card

(No Wi-Fi required)

Allows you to export photos from external storage (MAX 64GB). Before you try to export photos to frame, make sure you have external storage (MAX 64GB) inserted into your frame including the photos you wish to export. Will show the external storage name on Albums after inserted. Go to Albums>external storage to manage(play, export, and delete) photos and videos(unlimited length).

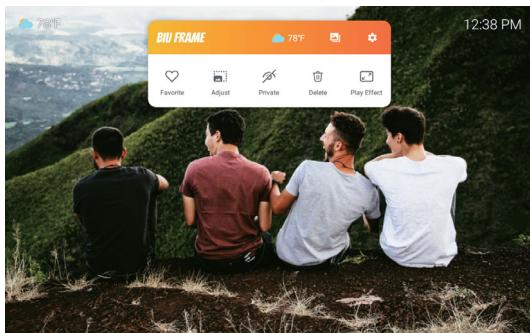
* TF cards can be used as external storage to play photos and videos.
* Photos and videos will be deleted forever if they are deleted in the photo frame TF card.
* Please contact us by email at support@skyzoo.net if the frame can't support upload Via SD Card.
*SD Card format: Fat32
*USB format: NTFS, Fat32



03 Navigating Your Frame

3.1 Use as Photo Frame

Click on any area of the photos to the completion panel when playing a photo.



* Control whether to display weather and time in photos mode through Settings>Slideshow.

Weather: Weather area to provide you with weather conditions on the day in your area. Click on this area to support seeing more weather information, or switch to other areas.

Albums: The 'Album' button is clicked to browse and manage all the photos and videos on your photo frame.

Frame Photos: Contains all photos and videos on the frame (including share via BiuFrame APP, email, and SD Card). Delete and export buttons

will appear if you press and hold the upper right corner of the photos.

Friends Photos: Contains all photos and videos shared via BiuFrame APP and email. You can choose to play only the content sent by the specified friend.

Videos: Contains all Videos on the frame (including share via BiuFrame APP, email and SD Card).

Favorites: Contains photos and videos you tagged as "Favorite". Photos can be canceled tagged as "Favorite" here.

Hidden: Contains photos and videos you tagged as "Hidden". Photos can be canceled tagged as "Hidden" here.

SD Card: Contains photos and videos from external TF Card devices, this item is only displayed when TF Card is inserted.

Manage album

Enter the album, click the batch selection button, in the upper right corner, After entering batch processing mode , it supports multiple selections of photos.

Use it to choose more photos of up to 10. You can also long-press one of the photos to enter the multi-select photo mode to "Delete", "Export" or "Play" batch process the selected photos and videos.

Delete: After clicking, the photo file will be completely deleted from the photo frame and cannot be recovered. Please operate with caution.

Export: After clicking, it will allow you to export the local photos to an external TF Card device play: After clicking, it will start to play the selected photo immediately.

Play: Click "▶" after selecting photos and videos, the frame will start playing the selected object. All photos and videos of selected categories will be played if no object is selected before clicking "▶". In friends, you can choose to play only the content sent by the specified friend.

 **Settings:** Opens the Settings. There will be a detailed introduction later.

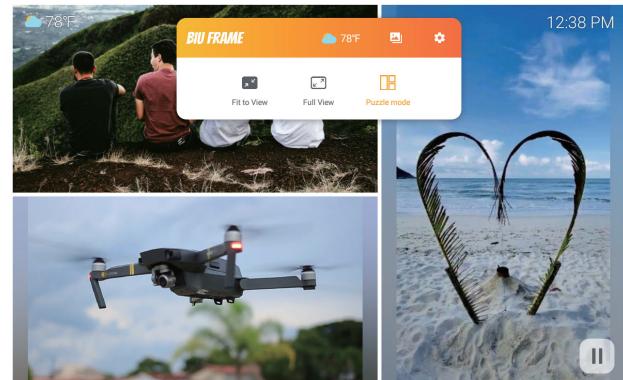
 **Favorite:** Tag photos and videos as "Favorite", will cancel when tagged again. Go to Albums and select "Favorite" to play all "Favorite" photos and videos, also you can select restore multiple or all "Favorite" photos and videos here.

 **Adjust:** You can adjust the position of the photo in the frame for an even better fit. Video does not have this feature.

 **Private:** Select which photos to hide by tapping them. Hidden photos will not be deleted from your frame and you can always select them to be shown again.

 **Delete:** Select photos that you want to permanently delete from your frame by tapping, please operate with caution.

Play effect:



Fit to view: Statically display photos.

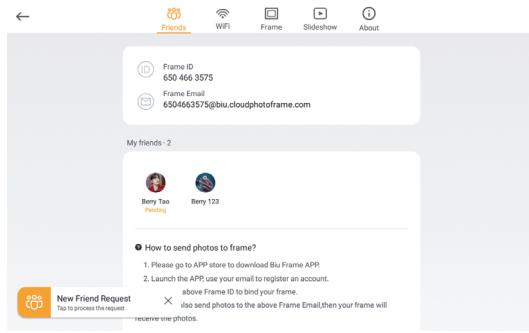
Full view: According to the preset magnification situation, magnify part of the photos area.

Puzzle mode: As shown in the figure below, proprietary AI software will group three related portrait photos side-by-side.

Tips: 2 photos with 1 video paired / 3 photos paired in photos puzzle mode.

04 Settings

4.1 Friends



Frame ID: The Frame ID is a code with 10 digits. It's used for connecting friends.

Frame Email: It's "Frame ID+@biu.cloudphotoframe.com" used for received photos and video unlimited quantity and video duration send via email.

My friends: This list contains all your friends to your frame.

Don't receive photos from this friend: After clicking you won't receive the notification and photos and videos from your friend but your friend will receive "successful" notification.

View photos: Check and manage (play, export and delete) all photos and videos send from your friend.

Remove friend: After clicking will delete your friend and won't receive the notification and photos and videos from your friend anymore. But the photos and videos will be kept which previously send. The frame will appear from your friend's APP.

4.2 WiFi

View wifi details after connected: Status, Signal strength, Link speed, Security, IP address.

- 1) The photo frame only supports 2.4GHz Wi-Fi network, doesn't support 5GHz Wi-Fi. Network support for WPA and WPA2, phone hotspots.
- 2) If your Wi-Fi network is not on the Wi-Fi list, move your frame closer to your router or restart your frame, wait for seconds and check it again.
- 3) Enter the hidden Wi-Fi name and password by the "Add network" button which is at the bottom of the show connecting Wi-Fi.
- 4) Make sure you have entered the correct password. When the password is incorrectly entered, the photo frame displays a validation error window.
- 5) There may be a network delay, please refresh multiple times to detect Wi-Fi.

4.3 Frame

Language: Setting system language. Frame supports German, Spanish, French, Italian, Portuguese, Japanese, and Simplified Chinese.

Display

Sleep: Open "Sleep" option to set the sleep time, frame will wake up at "Start time", and will sleep at "End time". The frame default set sleep mode starts at 9:00 pm and ends at 7:00 am each day. Please close "Sleep" option if you want frame never sleep.

Display: Drag to adjust the brightness of the screen display.

Auto-Dim time range: Setting the 'Auto-Dim' time range, frame will auto-Dim at "Start time", and will auto-bright at "End time". The frame default set sleep mode starts at 7:00 pm and ends at 7:00 am each day. Please set starts at 7:00 pm and ends at 7:01 pm if you want to reduce dim time.

Sound

Media volume: Control the volume of social media (video volume).

Notification volume: Control the volume of social media (notification of received photos and video, the friends you need to add, and etc).

Storage

Data traffic: Frame only provides 5GB for 2 years free data traffic for uploading photos and videos.

Internal Storage: In Internal Storage, you can see how many photos are on your frame and the storage they use. You can also see the amount of storage left available on your device for storing new photos.

* The operation system will take up 4-5GB memory

Date&Time

Use network zone, date and time: Open this option use network zone, date and time, please close this option if zone, date and time are wrong. And setting specifically "Time zone", "Date" and "Time", Use 24-hour format: After clicking, all time on frame will use 24- hour format.

4.4 Slideshow

Showtime and weather during slideshow: Control whether to display weather and time in photos mode through this button.

The city of weather: Toggle to your location city, the unit of temperature(°F/°C), and city weather in the last 3 days.

Slideshow Interval: Set the duration that a photo should be displayed before showing the next photo.

Play mode: Choose "Sequential Mode" which plays in the order of photo's date or "Shuffle Mode" which plays photos randomly.

4.5 About

Model: This is a model number for your photo frame. When contacting our support, please provide this model number with your message.

Mac Address: Shows the MAC address of your photo frame.

Firmware Version: After clicking, you can check the software Application version and the state of the version. Click to update new version.

Factory Reset: After clicking, all personal information, all photos, videos and all settings on your device will be erased, and cannot be restored, please operate with caution.

Network Diagnosis: Through "Wifi Status", "Network", "Connection", "Server Connection", "Frame Status" to check network connection.

Please contact: support@skyzoo.net.

05 Launch "BiuFrame" APP

By default, the first account is connected to the frame uses owner mode. Others need to be approved on frame to send photos and videos. Only the owner mode supports the Invite friends, synchronization of daily and alarm clock function.

* Remove owner mode user will automatically remove all friends on the device, but the image and videos will be kept.

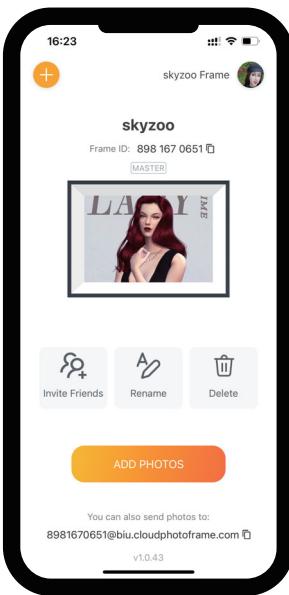
Invite friends.

After adding the frame, you can invite your family and friends to send wonderful photos and videos to your frame through the invite friends function. Supports sending and clicking emails to send invitations and copying links to invite friends.

1. Click "Invite Friends" button.
2. Choose a photo frame that needs to be shared.
3. Invite friends via email.
 - Enter the email address of your friend (support adding multiple emails at the same time, separated by commas) and click "Send" to send the invitation.

Tips: Your friends or families will receive the invitation via email, please click the link and fill in the information requested, then click "ACCEPT INVASION".

- Back to APP to "Agree" after friends or families had accepted the invitation friends or families invite successful.



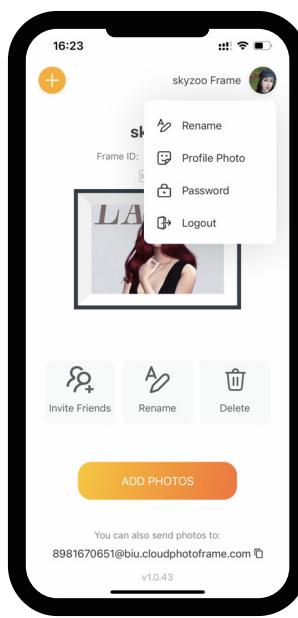
- Your friends and families can send photos via email after you agreed.

Tips: Directly click the email address below to send photos, and they appear in seconds!

Tips: Photos are limited to 30MB via email.

2). Invite friends by copying the link.

- After clicking the button, the sharing application selection node will pop up automatically;
- After selecting the application, share the information to various social software;
- Notify your friends to add as prompted.



Rename: Click "Rename" and enter a new name for frame, and you can submit it.

Delete: Click "Remove" to remove the binding of this photo frame.

Click your profile photo into profile manage mode to edit your profile photo, name, account password and logout out you account on the top of right.

Click '+' to add more frames on the top of the left when you already added one.

Check the Frame Email

(FrameID+@biu.cloudphotoframe.com) on the bottom. You can send videos over 15s by sending email.

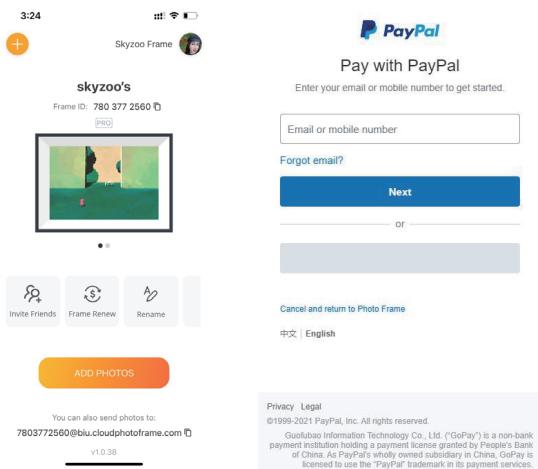
Renew Cloud Service

- 1) Frame only provides 5GB for 2 years free data traffic for uploading photos and videos via BiuFrame APP and email.
- 2) You can't share photos and videos via BiuFrame APP and email when you receive after 2 years or storage use out of data traffic. Check the using details on Settings>Frame>storage. Must to be recharge cloud service to share via BiuFrame APP or Email.

* How to recharge cloud service?

- Click "Frame Renew" button. Open "Renew Service" website page to select pay combo after confirm your Frame ID. (Please go to Settings>Friends>Frame ID to refer)
- Click "Pay Now". Please complete the payment after Web page jump to PayPal.
- The photo frame will automatically enable the service and update the service status after payment is complete.

* Upload videos and photos through type c port and TF card if you don't want to renew.



06 Specification

CPU	RK3326S
Memory	16GB
Display	15.6" FHD IPS LCD Touch Screen
Operating	Android
Resolution	1920*1080 pixels
Orientation	Portrait & Landscape & Hanging out
Recording	Micro SD card, Maximum: 64GB (not included)
Video Format	MP4
Photo Format	JPEG • JPG • PNG • WEBP
Power	12V/1.5A DC Power Plug

* The operation system will take up 4-5GB memory

07 Troubleshooting

Issue	Possible reason	Possible solution
System issue		
No power	The interface is plugged in incorrectly	Check whether the AC adapter is inserted correctly
	No power to the outlet	Make sure the outlet has power
	Output voltage does not match	The rated voltage of the photo frame is 120-240V. Please ensure that your output voltage is within this range
Cannot read the Memory Card or USB device	The USB flash drive or SD card is not inserted correctly	Make sure that the USB flash drive and SD card are inserted properly into the photo frame
	The USB flash drive or SD card is not compatible with the photo frame	Please make sure that your USB flash drive is within 64GB Storage, and your SD card is within 32GB storage. The formats that the SD card can recognize are: SD, SDHC, and MMC
	The files on the SD card or USB drive are damaged	Please check if the file is correct before transferring
	No files on the memory card	Please make sure that the USB flash drive or SD card you insert contains the files you need to transfer
Cannot play the file	The pictures or videos are not compatible with the frame	Please confirm if the file format is compatible with the device
No Sound	There is no sound in the transferred file	Please check if the sound of the file is normal before transferring
	The volume is turned on to the minimum setting, or silent mode is turned on	Please click on the floating ball to increase the volume

Can not find Frame ID in Device info	The photo frame is not connected to Wi-Fi	Please connect your photo frame to Wi-Fi first, restart it and try it again
Stuttering when using	Frame Problem	If your device is connected to Wi-Fi and still cannot find the ID information, please restart the photo frame. If the problem is still not resolved, please contact our customer service.
	The frame is taking up too much space	Please clean up some unwanted photos and restart the photo frame
	The system does not respond sensitively within a short period of time	Restart the photo frame
Internet issue		
Cannot connect to Wi-Fi	Wi-Fi type is not compatible	It supports only 2.4GHz Wi-Fi networks
	Router issue	Try to change the encryption type of the Wi-Fi application. It is recommended to set the encryption type as WPA-PSK/W- PA2-PSK
	The photo frame is too far away from the router	Please ensure that the distance between the photo frame and the router is within 16 feet
Cannot receive photos	The frame is not connected to a network	Please connect your photo frame to Wi-Fi first, and try again after ensuring that the network is stable
	Sent to the wrong photo frame ID address	Send again after checking the ID of the photo frame
Touch screen issue		
The touch screen is not reacting or responding slowly	The screen protector is not removed	There are two layers of protective film on the screen, both of which need to be removed
	System lag	Wait a few minutes or restart the photo frame

* If the above solutions do not solve your problem, please restart the device or contact our customer service.

08 FAQ

1. What to do if you need some help from us?

Feel free to contact us at support@skyzoo.net

2. Do I have to keep this Skyzoo frame plugged in all the time?

Yes. The frame is NON-BATTERY powered. It must be kept connecting to the power when we are using it. Please pay attention to use the original adapter only.

3. Why the frame can't be connected to Wi-Fi?

- 1) The photo frame only supports 2.4GHz Wi-Fi network, doesn't support 5GHz Wi-Fi. Network support for WPA and WPA2, phone hotspots.
- 2) If your Wi-Fi network is not on the Wi-Fi list, move your frame closer to your router or restart your frame, wait for seconds and check it again.
- 3) It doesn't support WPA3 networks.
- 4) Make sure you have entered the correct password. When the password is incorrectly entered, the photo frame displays a validation error window.
- 5) There may be network delay, please refresh multiple times to detect Wi-Fi.

4. Why can't your phone APP can't add to the Frame?

- 1) Check to see if your phone's network is working and the frame is connected to the internet.

2) Make sure to enter the correct Frame ID.

3) There may be a network delay, please add it multiple times, or reset the photo frame and try again.

5. Why my friend can't share photos with me via BiuFrame APP?

- 1) There may be a network failure or disconnection on either BiuFrame App or photo frame.
- 2) Please go to Settings>Friends to check whether your friend is connected or has been deleted from your photo frame. Upload videos and photos through type c port and TF card if you don't want to renew.
- 3) Full memory will also cause photos not to be transferred. Use an external storage device like TF card to expand the memory.
- 4) The photo format is not supported. The frame supports the 'JPEG/JPG/PNG/WEBP' format.
- 3) Frame only provides 5GB for 2 years free data traffic for uploading photos and videos via BiuFrame APP and email.

6. Why can't the external storage upload photos?

- 1) The external storage (e.g. Micro SD) supports a maximum of 64GB.
- 2) The drive format is not supported. The frame supports the "fat32/NTFS" drive format.
- 3) Full memory will also cause photos not to be transferred.

7. Is it possible to select the photos display order by shuffle or date?

Yes, go to Settings>Slideshow>Photo Mode to select by date or shuffle.

8. Why is the photos quality not clear?

The photos frame will be compressed according to the 1920*1080 pixel according to proportion.

9. Why can't my photo frame receive photos from emails?

Check whether the size of the photo or video exceeds the limit less than 30MB of the mailbox.

10. Why can't I send photos through the app or email after I use it for a period of time?

If there is no problem with the frame, go to settings to check if the storage of wireless data is exhausted. If so, please to upgrade cloud storage.

11. How to turn on/off skyzoo frame?

Press and hold power button for approximately 3 seconds to access power off or restart manual when it is on. A short press on power button will turn off/on screen.

09 FCC Caution

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver. —Connect

the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator&your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

10 ISEDC Warning

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) This device may not cause interference, and
(2) This device must accept any interference, including interference that may cause undesired operation of the device. Lé présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

(1) l'appareil ne doit pas produire de brouillage, et
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance. The minimum distance from body to use the device is 20cm.

L'appareil est conforme aux directives d'exposition aux RF, les utilisateurs peuvent obtenir des informations canadiennes sur l'exposition aux RF et la conformité. La distance minimale du corps pour utiliser l'appareil est de 20 cm.

IC: 24268-F10

11 Caution

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.

DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS

 The symbol indicates DC voltage
 RECYCLING

This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE).

This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment. User has the choice to give his product to a competent recycling organization or to the retailer when he buys a new electrical or electronic equipment.

This product can be used across EU member states.

EU Compliance Statement: Hereby declares that this device is in compliance with the essential requirements and other relevant provisions of the Directive 2014/53/EU.

A copy of the EU Declaration of Conformity is available online at <https://skyzoo.net/>.

12 Customer Service

Warranty



Lifetime unlimited warranty



365 Days Money-Back Guarantee



No Reason Return for Replacement



Lifetime Customer Support

Email US

Customer Support: support@skyzoo.net

support@skyzoo.net