

Show caption

Set whether or not to display the captions that your friends have sent with the photo. Check to display captions. Uncheck to hide captions.

Show clock

Set whether or not to display the clock widget in the upper-right corner of the slideshow.

Show weather

Set whether or not to display the weather widget in the upper-right corner of the slideshow.

Autoplay

Enables/disables autoplay of videos in the slideshow. Videos can always be manually started regardless of this setting.

Video playback

Determines how videos should be played when autoplay is enabled.

- Loop videos: The video will loop until the slideshow timer is up.
- Play once: The video will play once and show its thumbnail until the timer is up.
- Play once and continue: The video will play once and continue to the next photo, or video, once it completes.

Auto mute

Enable to automatically mute the video volume after a short period of time of not interacting with the frame.

Video volume

Adjust the volume level for video sounds on the frames.

Wi-Fi

Set which Wi-Fi the frame connects to. If you are connecting to a network with a captive portal, Connection status will say that Wi-Fi login is required and show . Tap this to open a login screen where you can enter credentials to access the network.

Wi-Fi details

Use ⓘ to show details about the current connected Wi-Fi.

Reset Wi-Fi

Use ⋮ to delete all Wi-Fi information and restart your frame.

Notifications**Show notifications**

Enables/disables whether notifications are shown in the slideshow (e.g. when a new photo is received).

Notification volume

Adjust the volume level for notification sounds.

Storage space

Enables/disables notifications shown when frame storage is low.

Backup

Enables/disables notifications shown if automatic backup has failed.

Network connection

Enables/disables notifications showing network connection status.

New photos

Enables/disables notifications shown when receiving new photos.

New friends

Enables/disables notifications shown when new friends are added.

Software update

Enables/disables notifications shown when a software update has been installed.

Feature news

Enables/disables notifications shown when new exciting features are added.

Date and time

Enables/disables notifications shown if time or date is not set correctly.

Backup and Restore**Set up a cloud backup (Frameo+)**

 Tap *Set up cloud backup* and select a friend that has an active Frameo+ subscription, to initiate a cloud backup of your frame.

If you already have a backup set up, tap it to see more details.

Backup status will indicate what state your backup is in, with a symbol.

Cloud symbols and their meaning:

-  Backup complete and secured in the cloud
-  Cloud backup in progress
-  Frame is currently not backed up in the cloud
-  Waiting for other device to act (check the Frameo app on your phone)
-  Cloud backup failed

External storage backup

Backup frame to external storage (e.g. microSD card)

Tap to make a backup of your photos, friends and settings. The time of the latest successful backup is also displayed here.

Any existing backup on the external storage will be overridden!

NB: Please note, many frames will need a FAT32 formatted microSD card with a maximum of 32GB of storage. Please check with the brand of your frame for more information regarding compatibility for your specific device.

Automatic backup

If checked, your frame will automatically take a backup within 30 hours of receiving new photos or making changes to your frame.

Restore from backup

Before you attempt to restore your frame, start by confirming that your backup is up-to-date. This is done by confirming the date under “Backup frame to external storage (e.g. microSD card)”. If e.g. the last backup is too old or if no backup is made, then press the “Backup frame to external storage (e.g. microSD card)” button to make a new backup.

NB: To keep both the old and the new frame operational at the same time after restoring from backup, please make sure that both frames are updated to the latest version beforehand.

If you wish to restore a backup on a frame that has already been set up, then you must first reset the frame. This is done by pressing the “Reset frame” button. This will delete all data on the Frameo and reset the Frameo to its setup screen.

On the setup screen you can select the “Restore from backup” button which will restore your frame according to the backup.

If the “Restore from backup” button isn’t visible, then confirm that the external storage (e.g. microSD card) is correctly mounted.

Reset frame

Removes all data from your frame.

This will permanently remove all your photos, friends/connections and settings.

Help

Guide

Shows the quick start guide, which was shown when you first started the frame.

Support

Find contact information for Frameo's support team, and find technical device information.

The menu features a special QR code that is there for our support staff to scan. It contains additional device details and information, enabling our support team to efficiently address your specific concerns and provide accurate assistance. Simply take a photo of the QR code and share it with our support staff.

About

Peer ID

This is a unique ID for your photo frame. When contacting our support, please provide this ID with your message.

Frameo version

Shows what version of the Frameo software is currently installed on your frame.

Check for update

Check if an update is available for your frame.

Beta program

If checked, the device will join the Beta program, where it will receive updates more frequently and before normal release devices.

Third party attributions

Open source libraries

Opens a list of open source libraries used in the app and their licenses

Share anonymous analytics data

Sharing anonymous analytics data helps us tremendously to improve the Frameo software. We understand if you do not wish to share this data with us. Keep it checked if you wish to help us improve Frameo. Set unchecked to deny the sharing of anonymous analytics data.

Privacy

For more information regarding privacy, please visit <http://privacy.frameo.net>

Support

Please visit <https://support.frameo.net/hc> for FAQ, support and to provide feedback.

Safety Precautions

1. Use indoors and in a dry location only. Keep away from wet or damp locations.
2. Keep the product away from any liquids or moisture.
3. Do NOT handle with wet hands.
4. Do NOT store the product in high-temperature environment, including heat caused by intense sunlight or other forms of heat.
5. Do NOT expose the product to fire or excessive temperature.
6. If there is any damage to the device such as dents, punctures, tears, deformities, or corrosion due to any cause, discontinue use.
7. Do NOT disassemble the product or attempt to re-purpose or modify it in any manner.
8. Do NOT use the product in excess of its output rating. Overloading outputs above rating may result in a risk of fire or injury to persons.
9. STOP using immediately in the event of abnormalities, such as overheating, unstable power supply, or the presence of a burnt smell.
10. Do NOT insert foreign objects into the device.
11. Do NOT let children use without supervision. Store the product out of reach of children and pets.
12. Clean with dry cloth if necessary.

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.

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

This equipment complies with the FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body.

Product Liability Disclaimer

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This device contains licence-exempt transmitter(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions:

1.This device may not cause interference.

2.This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil contient un ou des émetteurs exempts de licence conformes aux RSS exempts de licence d'Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes :

1.Cet appareil ne doit pas causer d'interférences.

2. Cet appareil doit accepter toutes les interférences, y compris les interférences susceptibles d'entraîner un fonctionnement

The distance between user and products should be no less than 20cm

La distance entre l'utilisateur et les produits ne doit pas être inférieure à 20 cm