



## Digital Photo Frame 10.1" HD

### User Quick Guide

www.skyzoo.net  
support@skyzoo.net

#### ! NOTICE Before Starting Using Skyzoo Frame

- ▶ The frame is NON-BATTERY powered. Use only the included power supply and keep it plugged in when using it.
- ▶ Make sure the frame is connected to the internet when adding friends or sharing photos via APP.
- ▶ The sharing code is only valid for 12 hours. Create a new one when the previous one is unavailable.
- ▶ Upload up to 10 photos or a video of max 15s at a time via APP. Or use a USB drive/SD card (Maximum 64GB) to import unlimited photos at a time.
- ▶ USB drive/SD card is only used for import photos. USB drive/SD card can't be read directly. The frame only supports "fat32/NTFS" drive format.
- ▶ Always use the frame to manage the photos and videos. (Frameo APP can't manage frame photos)
- ▶ The frame default set sleep mode starts at 11:00 pm and ends at 7:00 am each day.
- ▶ Please reset the photo frame to protect your privacy before returning the photo frame. (Please go to Settings>Backup and Restore>Reset frame)

#### If you need any help when installing or using the digital frame, here are the ways to follow:

1. Read this quick guide or our manual.
2. Download the Full User Manual at [skyzoo.net/manual](http://skyzoo.net/manual)



3. Consult our customer service by emailing us at [support@skyzoo.net](mailto:support@skyzoo.net) (reply in 12 working hours).

#### REGISTER YOUR LIFETIME REPLACEMENT SERVICE NOW

(No Reason Return for Replacement, No Additional Fee)

Visit [skyzoo.net/register](http://skyzoo.net/register) or scan the QR code

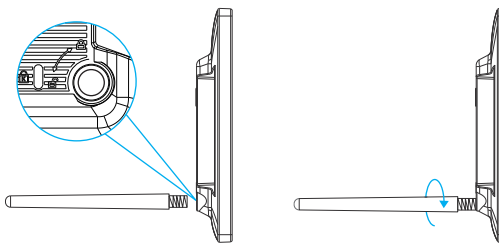


Registration is only valid in 15 days after receiving your product.  
\* All rights reserved by Skyzoo.

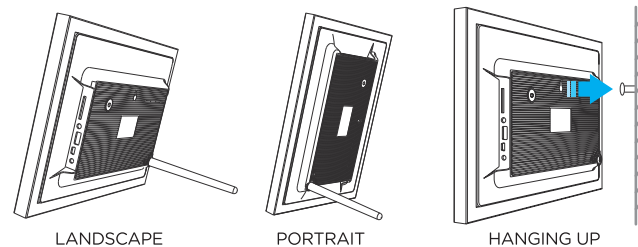
#### Now Let Start Using the Skyzoo Frame!

##### Step 1: Plug In The Power Supply

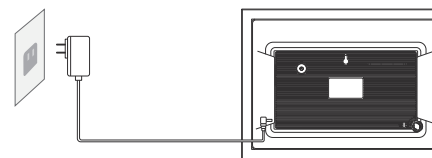
1. Flip over the photo frame and place it on a flat surface.
2. Screw-in the frame stand on the back.



3. The frame can be placed in landscape, portrait, or hang up through the hanging hole.



4. Plug one end of the AC Power Adapter into the DC jack of the photo frame, then plug the other end into a socket.



The photo frame will power on automatically once plugged in.

\*Tips: Please use the ORIGINAL adapter we provided to supply the power.

##### Step 2: Launch The Frame

1. The frame will automatically power on after connecting the power.
2. Frame Quick setup

When starting your frame for the first time, you will need to setup the frame.

- ▶ Select a language. This will be the language used on the frame.
- ▶ Connect your frame to the internet by connecting it to Wi-Fi.
- ▶ Select your time zone, date and time.
- ▶ Frameo may ask you to update to the latest version. It is recommended to update yours. The frame before continuing if asked to.
- ▶ Enter your name and the location where you have placed your frame e.g. "John Doe" and "Living room", "Kitchen" or "Office". Finally set the timezone if not already correct.

#### Notes:

\*This frame can't support hidden networks, WPA3.

\*Make sure you have entered the correct password.

\*Please contact us by email at [support@skyzoo.net](mailto:support@skyzoo.net) if the frame can't be connected to network.

3. When you see the following screen, it's ready to add friends and photos!



### Step 3: Send Photos And Videos Via Frameo APP


1. Search for "Frameo" on App Store™ / Google Play™ or scan the QR code to download and install it on the mobile device.




**Note :**

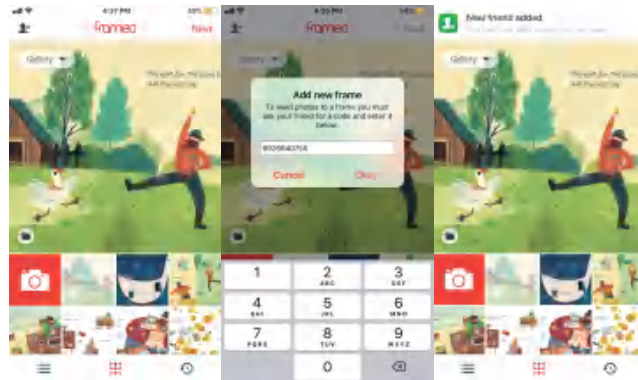
*Please download the latest version of the software.*

*Google Play™ is a trademark of Google Inc. App Store™ is a trademark of Apple Inc. All other trademarks are the property of their respective owners.*

2. Launch the Frameo application. Allow apply and setting profile.  
3. Click the add friend icon  on your frame. A dialog will appear showing a connection code, which is valid for 12 hours.



4. Now go to the Frameo app on phone and click the add friend icon  at the top, then enter the code from the frame.



5. After connecting to frame on the mobile app, select the photos or videos on the app, click "Next", choose the recipients and write a caption to share them. Now the photos or videos will show on the digital frame!

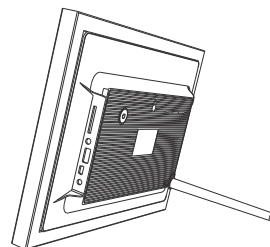
*\* Only 10 photos or 1 short video (up to 15 seconds) can be sent at a time.*

*\* You can also take photos or videos directly in the app.*

### Step 4: Send Photos Via SD Card Or USB Drive


**(No Wi-Fi required)**

1. Plug an SD card or a USB drive into the SD Card Slot or the USB Port of the frame.



2. Go to Settings>Manage photos>Import photos. Before you try to import photos and videos, make sure you have external storage (e.g. Micro SD card

or USB drive) inserted into your frame with the photos and videos you wish to import.

3. Start by selecting the photos and videos that you want to import onto your frame. Once selected, tap the Import Button  to start the import photos and videos.

**Notes:**

1) *The frame supports up to 64G SD Card or USB drive. The frame doesn't support exFAT format.*

2) *Photos in the USB drive can't be displayed directly in the frame, you have to upload/import photos from USB drive to the frame first. You also can export/copy photos from the frame to USB drive.*

3) *The Mini USB Port is only for software debugging purposes, it is not for connecting computers.*

4) *Frame can only support one SD Card or USB Drive at a time.*

5) *Please contact us by email at support@skyzoo.net if the frame can't support upload Via SD Card or USB Drive.*

*If photo frame can't recognize micro SD card :*

1) *8G, 16G and 32G SD cards, the format must be FAT32.*

2) *64G and 128G SD cards, the format default is exFAT format which our frame doesn't support. Please format it on the computer and confirm whether the format of the micro SD card is correct.*

3) *If the memory card is still not recognized, you can restart the camera after inserting the memory card.*

### Step 5: FAQ

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

1) Browse the full FAQ on [skyzoo.net/faq](http://skyzoo.net/faq)  
2) Feel free to contact us at [support@skyzoo.net](mailto:support@skyzoo.net)  
3) Submit a contact form at [skyzoo.net/contact](http://skyzoo.net/contact)  
We will always reply within 12 hours (working day).

2. **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 hidden and 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. support@skyzoo.net

5) There may be network delay, please refresh multiple times to detect Wi-Fi.

3. **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 sharing code which is valid for 12 hours.

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

4. **How to set the frame never into sleep mode?**

Go to Settings > Display > Sleep mode to select the same start and ending time (etc. 12:00 am to 12:00 am).

5. **What should I do if the frame freezes?**

1) If you encounter such a situation, unplug the power and then re-plug it to see whether it will be turned on.

2) If frame still not working, please contact us at [support@skyzoo.net](mailto:support@skyzoo.net) for help. Or you can contact us on [skyzoo.net/contact](http://skyzoo.net/contact).

### Step 6: Register Your Product

**REGISTER YOUR LIFETIME REPLACEMENT SERVICE NOW**

**No Reason Return for Replacement, No Additional Fee.**

Visit [skyzoo.net/register](http://skyzoo.net/register) or scan the QR code



*Register NOW to make sure your product is under the life-time service protection!*

*Just let us know if you have any issues with the product by contacting us at [support@skyzoo.net](mailto:support@skyzoo.net).*

**Registration is only valid 15 days after receiving your product.**

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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.

Warning: changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

#### Radiation Exposure Statement

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 and your body.