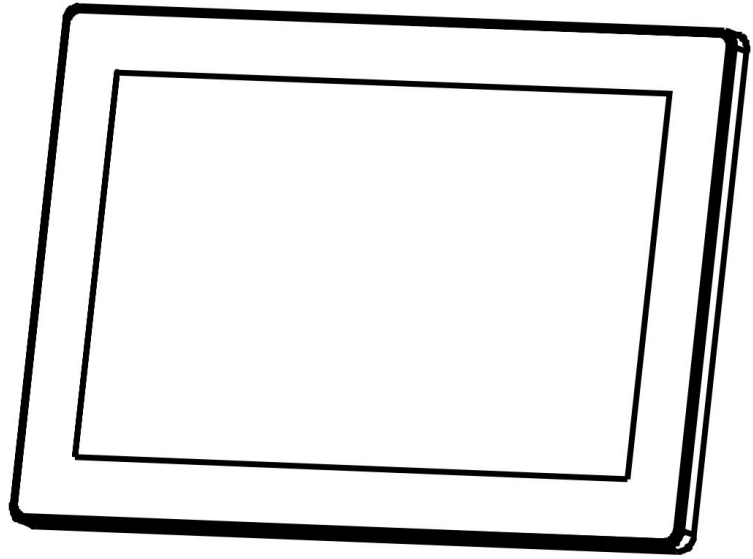
Skyzoo

Digital
Photo Frame
10.1’’ FHD



Please read this manual carefully before use and keep it for future reference.

READ THIS FIRST, PLEASE

1.Please contact **support@skyzoo.net** if you have any problems, and tell us your Peer ID(Setting-About-Peer ID).

2.Please **reset** the photo frame to protect your privacy before returning the photo frame(Setting-Backup and Restore-Restore frame).

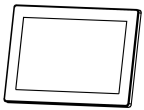
3.We recommended upgrading the frame as soon as possible if the machine has an update prompt.

4.Skyzoo cares deeply about providing your family with a great frame and service. We go to great lengths to ensure your frame is delivered into your hands in perfect working order.

5.Find our email and web address at the back of this guide.

Video guide

PACKING LIST



Frame×1

Power×1

Bracket rod×2

Manual×1

Manual×1

Product Overview

1) 10.1 FHD IPS screen +touch screen

2) Camera memory card slot

3) 3.5mm headphone jack

4) USB -A port

5) Mini USB port(For developers only)

6) DC power port

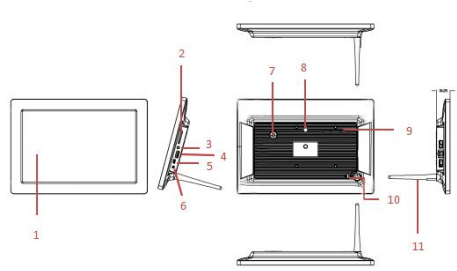
7) Power button

8) Wall mount hole

9) Speakers

10) Security lock slot

11) Bracket rod



GETTING STARTED

Landscape or portrait

Step 1:

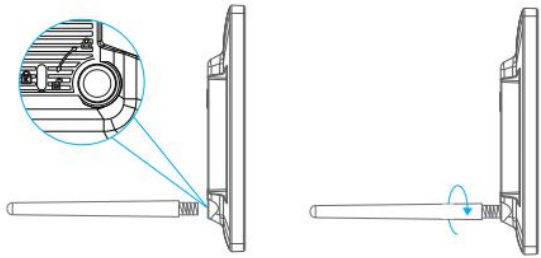
Flip over the photo frame and place it on a flat surface.

Step 2:

Screw-in the frame bracket rod on the back. You can place the frame either in landscape

Step 3:

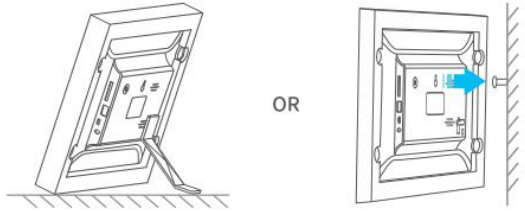
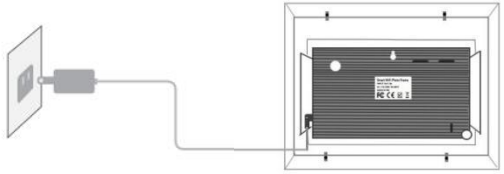
Screw-in the frame bracket rod on the back.

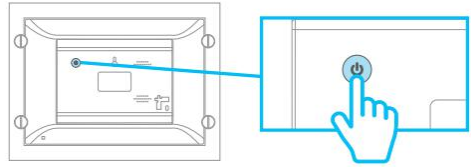


Wall Mount

打钉子图片　相框壁挂孔图片　挂上去　图片

Charging

Step 1: Place the photo frame on a flat and stable surface by using the Stand or hang it up through the Hanging Hole.	
Step 2: Plug one end of the AC Power Adapter to the DC Input of the photo frame, then plug the other end to a socket. The photo frame will power on automatically once plugged in.	
Tips: Please use the ORIGINAL adapter we provided to supply the power.	

If the frame is turned off when it's connected to power, long-press the Power Button for around 3 seconds to power on the frame.	

Power ON or Power Off

Option 1 sleep or stop sleep

Short press the Power Button on the back of the frame for around 1 second when the frame is turn on, and then the frame will Sleep or stop Sleep.

Option 2 power on or power off

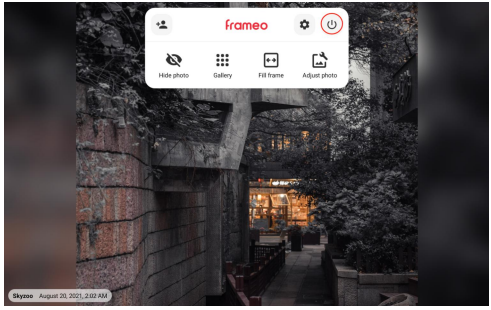
Long pressing the Power Button on the back of the frame for around 3 seconds when the frame's screen lights up, then click Power off to turn off the frame. Long pressing the Power Button on the back of the frame for around 3 seconds to turn it on when the frame is turned off. The options of Power Off and Restart will be displayed before the frame is turned off.

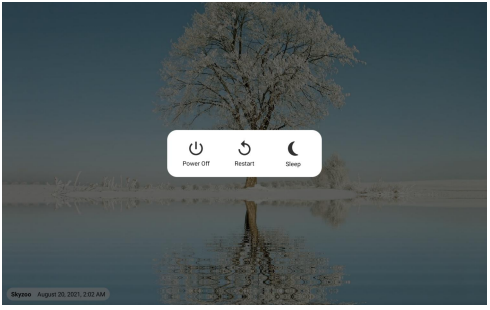
Option 3 forced shutdown

Unplug the Power Adapter to power off the frame.

Option 4 Power off, Restart and Sleep

Pressing the Power Button on the screen, the options of Power Off, Restart, and Sleep will be displayed select Restart to Restart the frame.

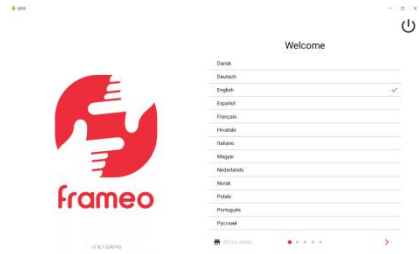




FOLLOW THE PROMPTS TO SET UP THE FRAME.

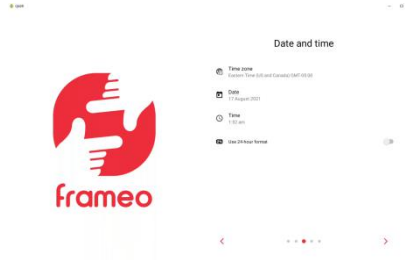
Use your photo frame for the first time or after resetting.

1) First start by selecting a language. This will be used as the system language and in all menus.



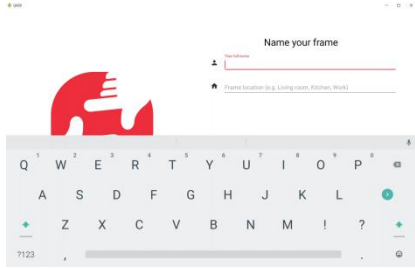
2) Connect your frame to the internet by selecting a Wi-Fi network and entering the password.

3) Select your time zone, date and time.



4) If a newer version of the Frameo software is available, then you will be prompted with an update dialog. It is recommended that you update your frame immediately if prompted.

5) Enter your name and the location where you will place the frame (e.g. “John Smith” and “Living room,” “Kitchen,” or “Office.”) Finally, set the time zone.



Note:

*This frame can’t support hidden networks, enterprise networks.

*Make sure you have entered the correct password.

*Please contact us if the frame can’t connect to network. Email:support@skyzoo.net

SHARE PHOTOS AND VIDEOS WITH YOUR PHOTO FRAME

Sending Photo and Video Files

IMPORTANT:

*Connecting to a working Wi-Fi is required for photo frame receiving photos via App.

*You can use SD Card or USB Drive to upload photos if you can't use network.

1.Via APP

Step 1:

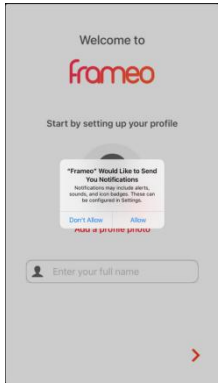
Search for frameo on App Store™ / Google Play™ or scan the QR codes to download and install it on your mobile device.

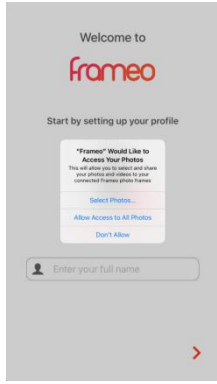
Note :

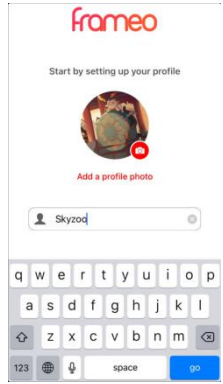
Please download the latest version of the software.

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.

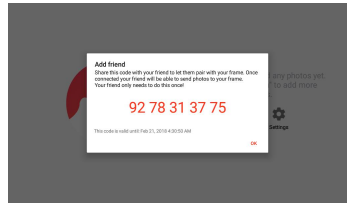
Step 2：Launch the Frameo application. Allow apply and setting your profile.



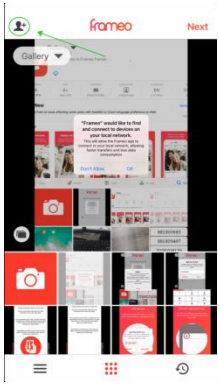


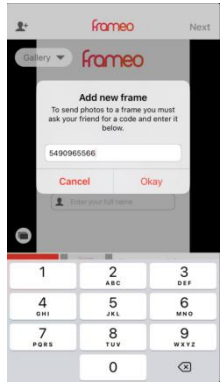


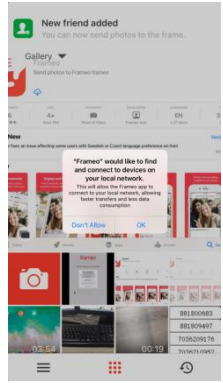
Step 3：Click Add friend icon on the Fremeo application and photo frame, enter the Code that you see on the photo frame to the Frameo application.



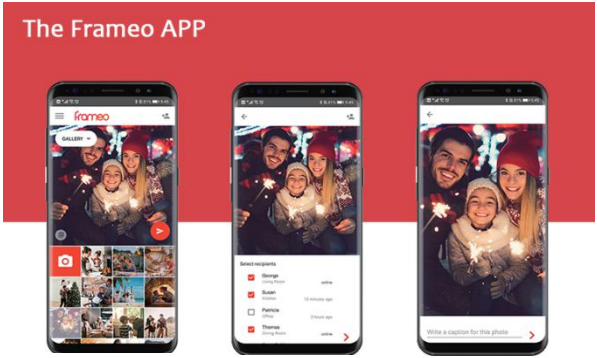
Step 4: Share the photo frame Code to your family and friend, and Enter the Frame Code on the APP







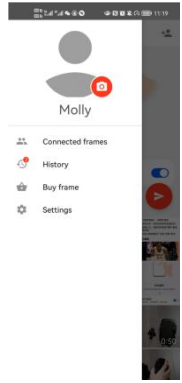
Step 5：Select less than or equal to 10 photos at a time or send one short video(up to 15 seconds). You can also take photos or videos directly in the app.



Take a photo or video or select one or more from your albums

Choose one or more recipients

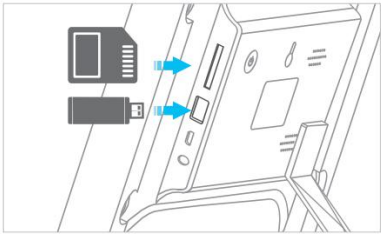
Write a caption to send with the image



2. Via SD Card or USB Drive(No Wi-Fi required)

Step 1

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



Tips:

1.The frame supports up to 32G SD Card

2. The USB Port is only for sending and receiving files

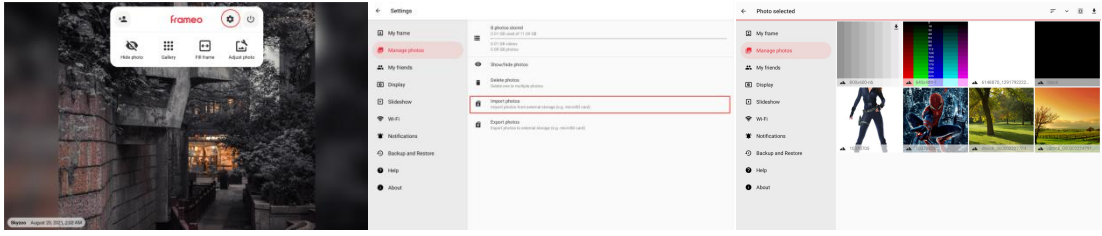
3.The Micro USB Port is only for software debugging purposes.

4.Frame can only support one of SD Card or USB Drive at one time.

Step 2

1.Go to Setting>Manager Photos>Import photos to check if the frame can read the external storage device.

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

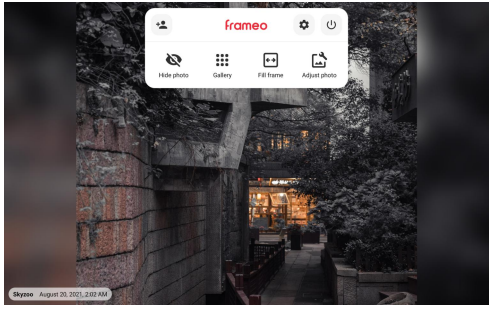


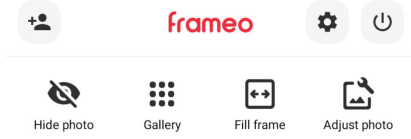
Tip:

Import photos the function of importing video is not supported.

NAVIGATING YOUR FRAMEO

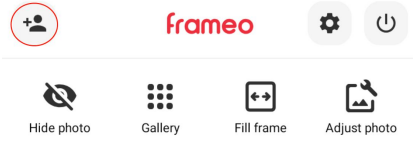
Swipe left or right to go through your photos. To access the menu, simply tap once on the screen. In the menu, you will find the most used features.

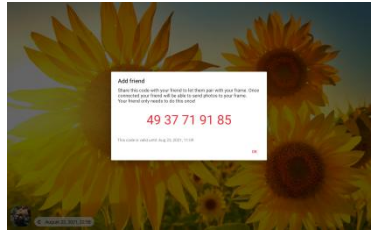




Add friend

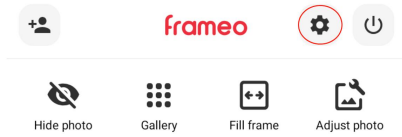
This will generate a code that you can share with your friends and family so they can connect and send photos to your frame.

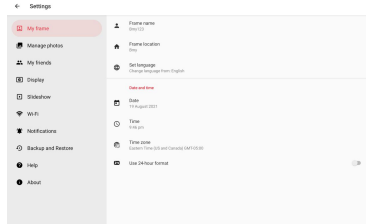




Settings

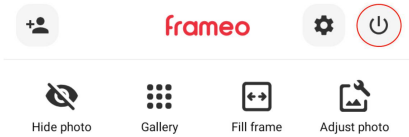
Opens the Settings. There will be a detailed introduction later.

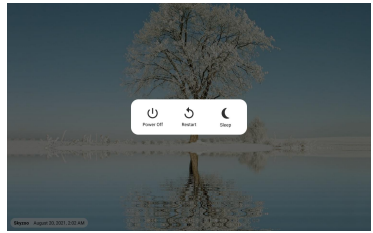




Power menu

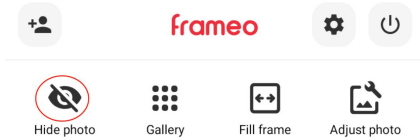
Opens the Power menu, you can choose to Power off, Restart, or Sleep mode.

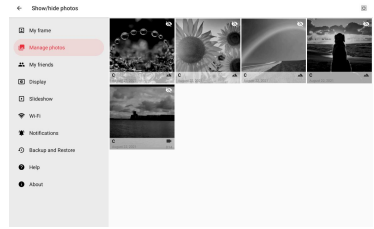




Hide photo

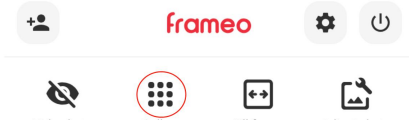
Hides the current photo or video. This means that the photo or video will no longer be shown in the slideshow or Gallery. If needed the photo can be shown again through the Settings menu.

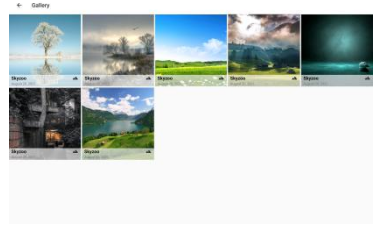




Gallery

Opens the Gallery that allows for easy and fast navigation through your not-hide photos.

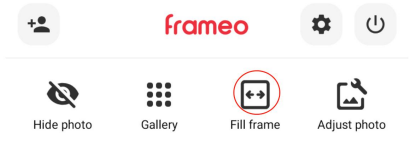




Fit to frame/Fill frame

This can change how the photo is shown. The Fill frame option is the default. The photo is scaled so that it fills the whole screen. It will be centered around what is selected as the most important part. See the first picture below. Video does not have this feature.

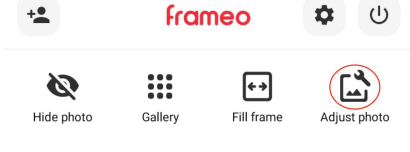
Fit to frame will make sure that the entire photo is shown on the screen. See the second picture below.

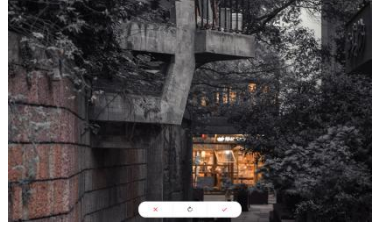


Adjust photo

You can adjust the position of the photo in the frame for an even better fit. Here you can also use it to

Rotate your photo . Video does not have this feature.





Interacting with videos

When a video is shown two additional controls are shown. One for play/pause of the video and one to control the volume level for video sounds.

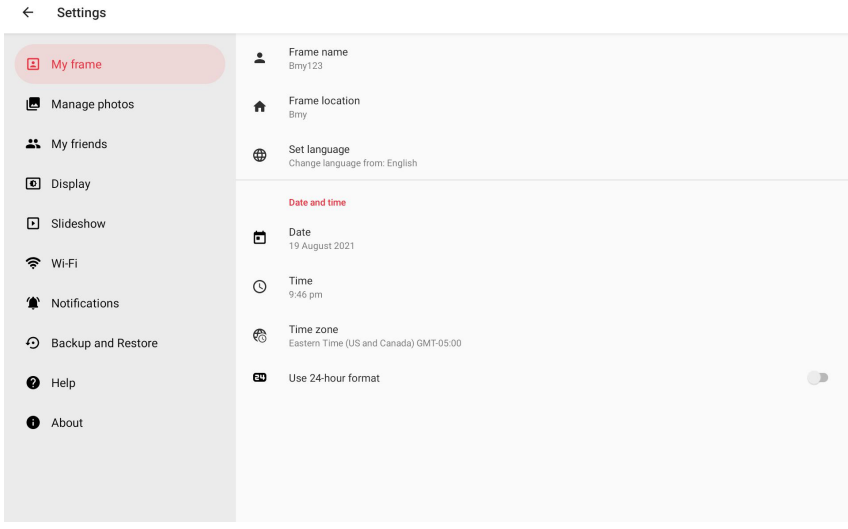
Press to start the video playback. Pressing will pause the video playback.

Press to open the volume slider. Use the slider to adjust the volume level for video sounds.

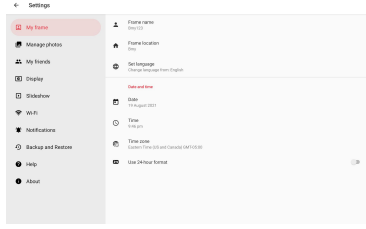
Pressing will mute the video, while pressing will unmute the video.

SETTINGS

Through the settings, you can personalize your frame to your needs.

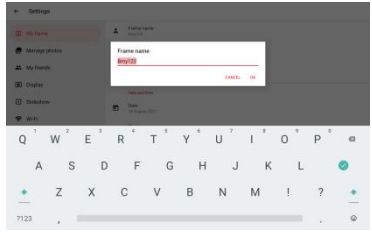


My frame



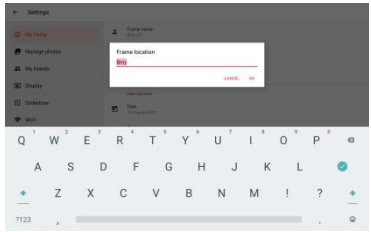
Frame name

Changes the name of your photo frame. This is also the name that connected friends and family will see in their list of connected frames in the smartphone app. The maximum number of characters that can be entered is 40. You can use numbers, uppercase, and lowercase letters, and symbol emoticons.



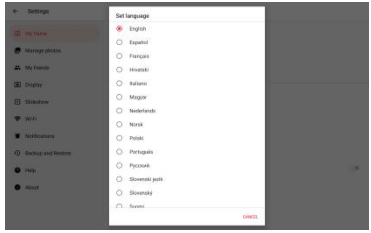
Frame location

Changes the location of your photo frame. This is the location displayed on your friends and family's list of connected frames which can help to distinguish frames from each other. The maximum number of characters that can be entered is 40. You can use numbers, uppercase, and lowercase letters, and symbol emoticons.



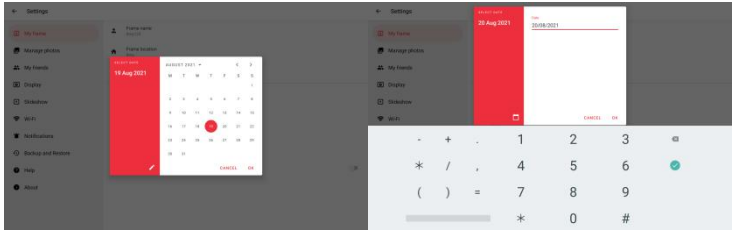
Set Language

Sets the language used on the photo frame.



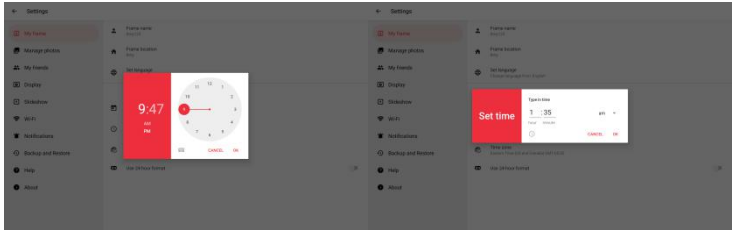
Set Date

Sets the date used on the photo frame.



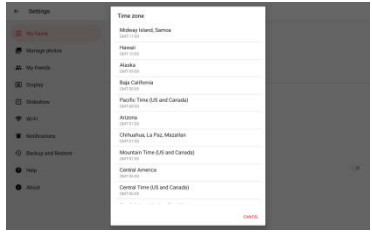
Set Time

Sets the time used on the photo frame.



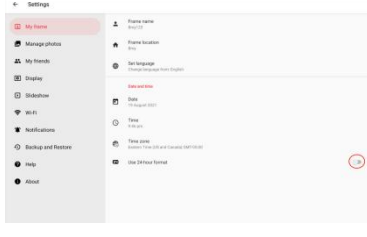
Set Time zone

Sets the time zone used on the photo frame.



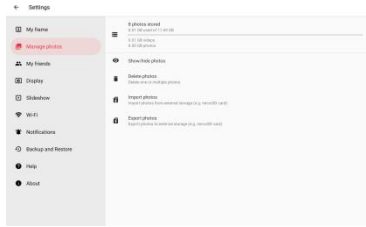
Enable/Disable 24-hour format

Enables or disables 24-hour time format, it will be displayed in the lower right corner of the play page.



Manage photos

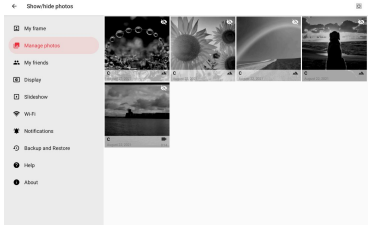
In the manage photos menu, you can see how many photos are on your frame and the storage they use. You can also see the amount of storage left available on your device for storing new photos. The photo frame memory is fixed and cannot be purchased.



Show/Hide photos

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.

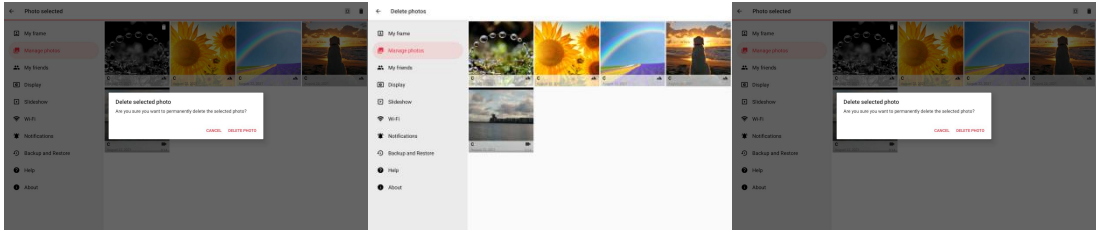
Use to hide or show all photos.



Delete photos

Select photos that you want to permanently delete from your frame by tapping the photo.

Use to select or deselect all. And use to permanently delete the selected photos.



Import photos

Allows you to import photos from external storage (e.g.SD/MMC card, MAX 32GB U Disk).

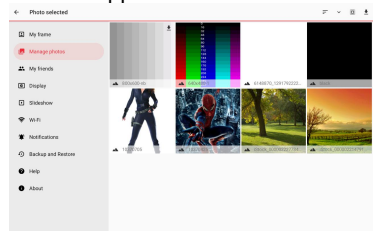
Before you try to import photos, make sure you have external storage (e.g.SD/MMC card, MAX 32GB U Disk) inserted into your frame include the photos you wish to import.

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

Use to select or deselect all photos on the external storage (e.g. SD/MMC card, MAX 32GB U Disk).

Use to set the sort order of photos before import(By date and By name) and / to order by ascending/descending.

It is currently not possible to add a caption or define the most important part of the photo when using the import function. An alternative for this is to add yourself to your friend list and send the photos using the app.Import photos the function of importing video is not supported.



Export photos

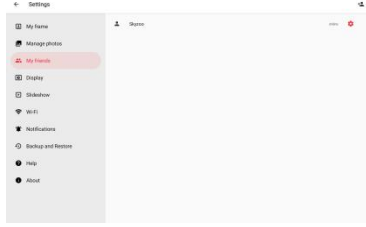
Allows you to export photos from the frame to external storage (e.g. MMC/SD card, MAX 32GB U Disk).

The export function will export all photos on the frame as well as profile pictures.

Export photos the function of exporting video is not supported.

My Friends

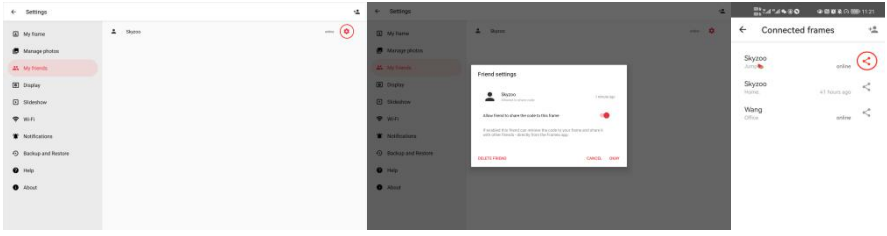
This list contains all the connected friends that are allowed to send photos to your frame.



Setting options for a friend

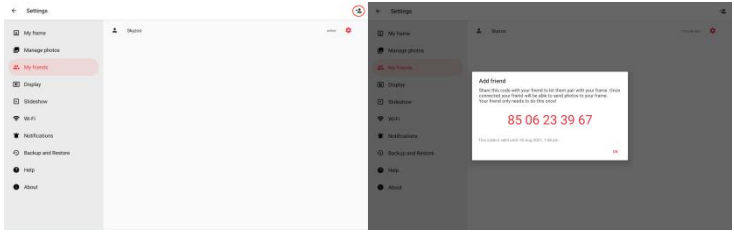
Click the options icon to open the friend options menu. From here, you can allow/disallow a friend to share the code with others. If this is enabled the friend can retrieve and share the code to the frame from his/her app.

From the options menu, you can also delete a friend, by pressing the DELETE FRIEND button. This will remove the friend from the list and remove their permission to send photos to the photo frame. You will then be asked to if confirm the deleted friend and if you would like to remove all photos previously received from this friend.

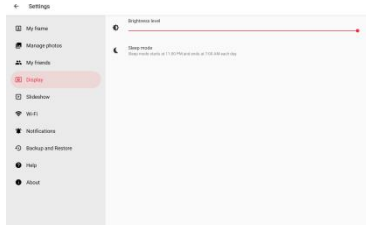


Add person

You can click the Add friend button in the upper right corner of the screen to add a friend.

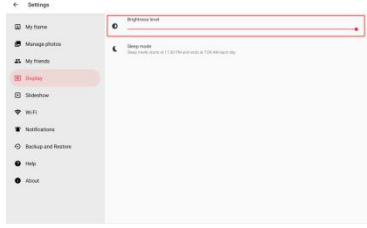


Display



Brightness level

Adjust the brightness level of the screen.

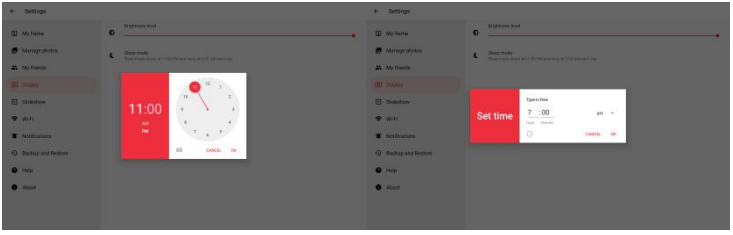


Sleep mode

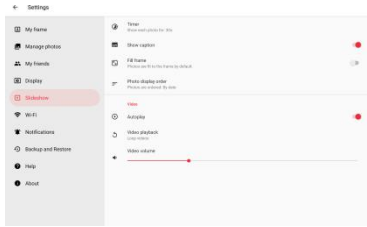
The photo frameo offers a sleep mode that turns off the screen to reduce power consumption. The default setting is to turn off the screen at 23:00 and turn on the screen again at 07:00 the next day. To change this just set the sleep mode start/end time.

Click the Sleep mode button, set the sleep mode start time(or click button to set the sleep mode start time), click OK set the sleep mode start time successful then enter set the sleep mode end time. Set the sleep mode end time(or click button to set the sleep mode end time), click OK set the sleep mode end time successfully.

Your frame is not powered down or on standby, so you will still be able to receive photos during sleep mode.

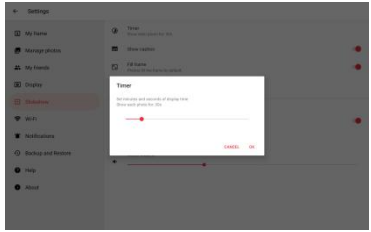


Slideshow



Timer

Set the duration that a photo should be displayed before showing the next photo, you can set the time to any time period from 1s-24h.

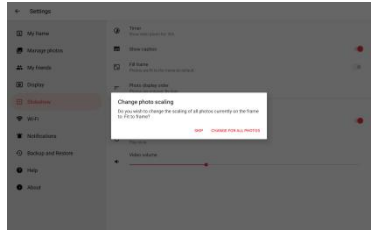


Show caption

Sets whether or not to display the captions that your friends have sent with the photo.

Check to display captions in the playback photo interface.

Uncheck the caption will not display in the playback photo interface.



Fill frame

Sets the default frame photo setting. Check to set the default to fill which makes the photos fit the device screen according to the most important part of the photo. Uncheck to make the photo fit inside the screen of the device, adding blurred bars on the sides or top/bottom.

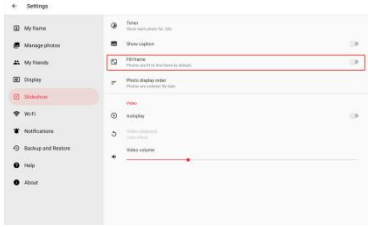
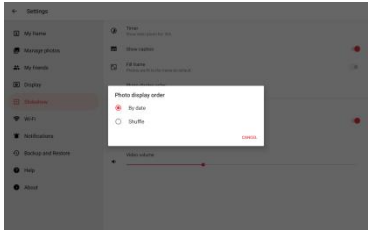


Photo display order

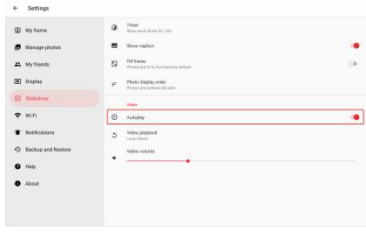
Sets the order in which your photos are displayed on the frame.

- By date: Photos and videos are shown the photos sent to the photo frame are displayed in chronological order, newest to the oldest time.
- Shuffle: Photos are shuffled and shown in random order.



Autoplay

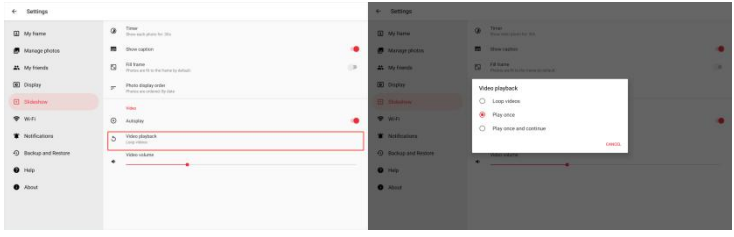
Enables/disables autoplay of videos in the slideshow. Videos can always be manually started regardless of this setting.



Video playback

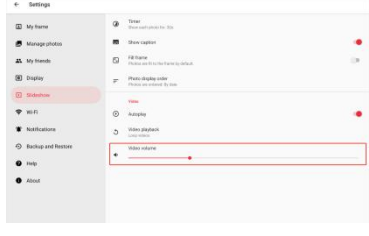
Determines how videos should be played when autoplay is enabled.

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

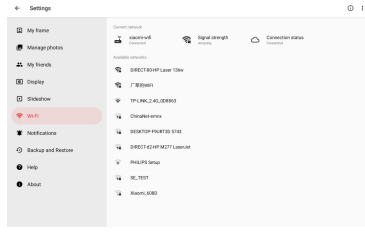


Video volume

Adjust the volume level for video sounds on the photo 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.

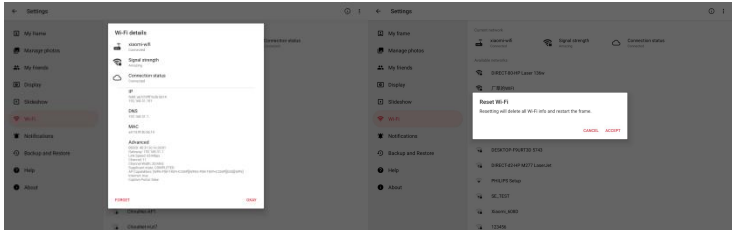
Hidden Wi-Fi will not be able to find the connection.

Wi-Fi details

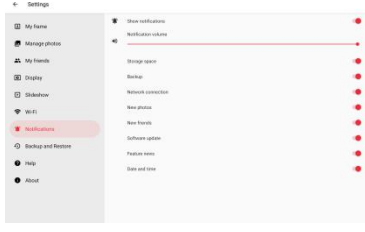
Click to show details about the current connected Wi-Fi.

Reset Wi-Fi

Click 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 photo frame storage is low.

Backup

Enables/disables notifications shown in the 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 features.

Date and Time

Enables/disables notifications shown when the new photos were released.

Backup and Restore

Backup frame's photo to external storage (e.g. MMC/SD card, MAX 32GB U Disk)

Tap it to make a backup of your photos. The time of the latest successful backup is also displayed here.

Any existing backup on the external storage will be overridden!

Automatic backup

If checked, your frame will automatically take a backup within 30 hours of receiving new photos or making changes to your frame (e.g. MMC/SD card, MAX 32GB U Disk).

Restore from backup

Before you attempt to restore your photo 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. MMC/SD card, MAX 32GB U Disk)". 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. MMC/SD 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 photo frame that has already been set up, then you must first reset the photo 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.

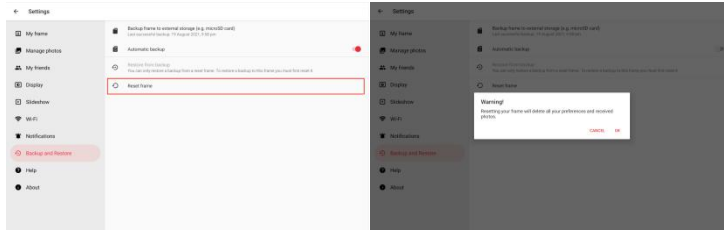
On the setup screen, you can select the “Restore from backup” button which will restore your frame according to the backup.

If the “Restore from backup” button isn’t visible, then confirm that the external storage (e.g. MMC/SD card,MAX 32GB U Disk) is correctly mounted.

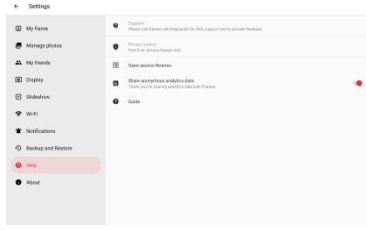
Reset frame

Removes all data from your photo frame. The frame will then restart.

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



Help



Support

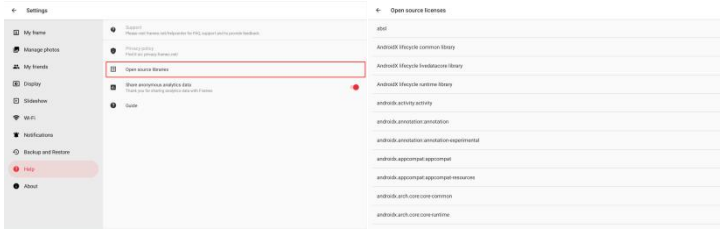
Please visit: www.skyzoo.net or support@skyzoo.net, View frequently asked questions, get support, or provide feedback.

Privacy policy

Please visit： privacy.frameo.net/.

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 Frame software. Keep it checked if you wish to help us improve Frame. Set unchecked to deny the sharing of anonymous analytics data.

Guide

Opens the quick start guide, that was shown when you first started the frame.

Let's guide you

The first step on your new frame is to add some friends who can send you photos.

SKIP

Generate code

Once you press the friend icon you see a code.

SKIP

Pass on the code

Give this code to the friend you want to add. Tip: You can do so by telling it, texting it, sending a photo of it or another way of your choice.

SKIP

Download app

Tell your friend to download the frameo-app where they can enter the code you sent.

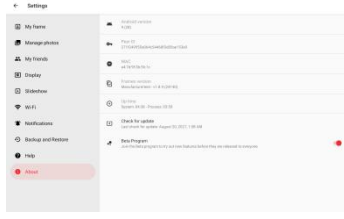
SKIP

Now you're ready

Your friend can now send photos to your frame. Add all your friends and remember you can also add yourself. You can always find this guide in the Settings menu.

DONE

About



Android version

See what version of Android that is installed on the frame.

Peer ID

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

MAC

Shows the MAC address of your photo frame.

Frameo version

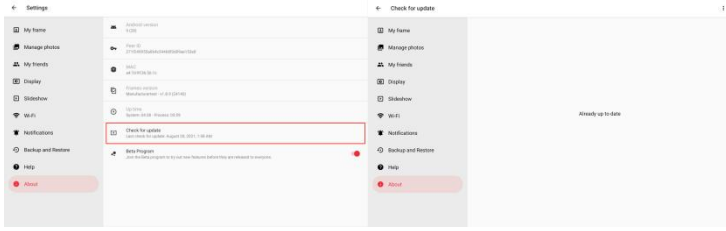
Shows what version of the Frame software is currently installed on your photo frame.

Up time

Shows how long the photo frame has been powered on.

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.

SPECIFICATION

Display	10.1” IPS touch panel
Resolution	1200*1920 FHD
speaker	8Ω*1W *2
Storage capacity	RAM 1G+ 16G(application occupies 3.2GB)
External storage	SD(e.g.fat32/NTFS),Max32GB/MMC/SDHC/SDXC
ports	SD card slot and micro USB port
Photo format supported	JPEG/JPG/PNG/WEBP
Video format supported	Mp4

TROUBLESHOOTING GUIDE

1.Why can't I connect to Wi-Fi?

The photo frame only supports a 2.4GHZ wifi network and 5GHZ network. Network support for WPA and WPA2. can be connected to the phone hotspots.No password network directly click the connection can be. Wifi doesn’t support hidden networks, supports enterprise networks. Make sure you have entered the correct password. When the password is incorrectly entered, the photo frame displays a validation error window.2.Why can't the photo frame connect to the Frameo APP?

Check to see if your network is working and make sure you have entered the correct password.

3.Why can't the USB upload pictures?

The USB port only supports storage below 32GB and does not support data cable transmission and a Mini USB port(For developers only). Before uploading, please back up the picture on the computer, first format the USB, copy the picture, then insert it into the picture frame for uploading. You can use the card reader to upload pictures of the micro SD card.

4.Why can't I get photos from my friends?

Please check whether the Internet connection is good and whether your friend is connected to your photo frame. Full memory will also cause photos not to be transferred.

5.Why didn't the video upload work?

The frame only supports 15-second short videos, so make sure your videos are no longer than 15 seconds.

The video format is not supported.

6.Why is the picture quality not clear?

The picture frame will be compressed according to the pixels.

7.What should I do if it crashes?

If you encounter such a situation, unplug the power and wait 10 minutes then re-plug it to see whether it will be turned on. If not, please contact support@skyzoo.net in time.

8.How many photos can I store?

Since Frame compresses photos, the photos you send will be compressed to a small size, so the frame can hold about 20,000 to 30,000 photos.

9.Is the memory of the photo frame available for purchase?

The photo frame memory is fixed and cannot be purchased.

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.

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 present 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 radioeléctrique subi, même si le brouillage est susceptible d'en compromettre lefonctionnement.

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.

Lappareil 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

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/.

NOTES

1.High Sound Pressure

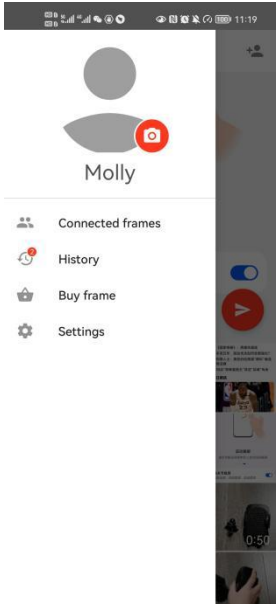
2.Hearing Damage Risk

3.Do not listen at high volume levels for long periods.

4.Please reset the photo frame to protect your privacy before returning the photo frame.

5.Please contact us before you have any problem need to return!

What’s the Frameo?



Frameo software is a practical app software, it breaks the limits of the traditional picture frame, truly do without fear of time and distance, share happiness with your loved ones, with family, friends closely connected.

First you open the app and you'll see the user's name, profile picture.

Next, you'll see for connected photo frames, history, purchase frames, Settings modules.

Easy to operate,convenient for your life.

SCAN CODE TO GET THE FOLLOWING BEFORE USE

Online manual

Video tutorial

After-sale support

Extend 48 months warranty

Email: www.skyzoo.net

Website: support@skyzoo.net

FCC WARNING

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.

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

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.

To maintain compliance with FCC’s RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.