



frameo

User Manual

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JLR-82171

Please read this manual before use and retain for future use.



Getting started

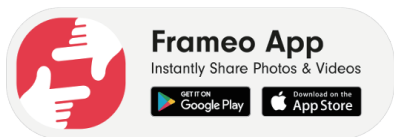
Congratulations on your brand new Frameo photo frame!

If you are new to using Frameo then start by following the Frameo quick setup or follow the on-screen guide when powering it on for the first time.

Once you have set up your Frameo frame, you can start connecting it to your friends and family.

Frameo app

To send photos to your frame, use the Frameo app for [iOS](#) or [Android](#).



Scan code to find the app

Video tutorials

Check out our "Frameo Tutorials" playlist on YouTube with informative videos where we guide you on how to get started using Frameo. Scan the code to the right or use the link to find the playlist.



 YouTube



bit.ly/3zKtxWX

Frameo quick setup

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

- Select a language. This will be the language used on the Frameo.
- Connect your frame to the internet by connecting it to Wi-Fi.
- Verify or correct the date and time.
- Frameo may ask you to update to the latest version. *It is recommended to update your 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.

Start using Frameo

The next step is to connect Frameo with your friends and family by providing them with a code from your frame.

If you want to be able to send photos to the frame yourself, start by downloading the app for iOS or Android on [App Store](#) or [Google Play](#). Then use the code to connect your frame and app as described below.

Connecting a new friend

Make sure that your friend has downloaded and installed the Frameo app.

Click the add friend icon on your frame . A dialog will appear showing a connection code, which is valid for 12 hours.

Now share this code in whatever fashion you prefer e.g. SMS, E-Mail, IM, phone call, to your friend.

Once your friends have added the code in their Frameo app, they will automatically appear on your frame and be able to send you photos.

Read chapter [Change options for a friend](#) to *allow* connected friends to retrieve and share the connection code via the smartphone app. If a connected friend is subscribed to Frameo+ you can also allow them to view/and or manage the contents of the frame, or perform a safety backup of your media and settings, from this menu.

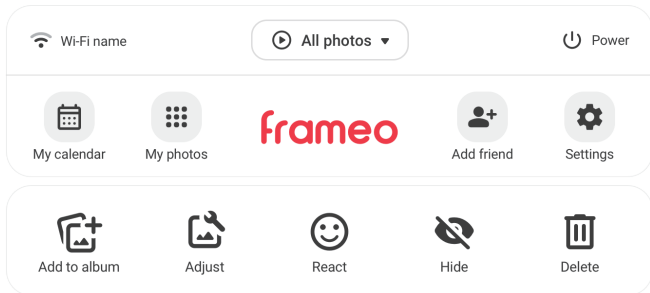


Navigating your Frameo

Swipe left or right to go through your photos.

The quick menu

To access the quick menu, simply tap once on the screen.



In the menu you will find the most used features.



Wi-Fi

Opens Wi-Fi menu. Also displays the name of the current Wi-Fi you are connected to, if any.



Album Selector

A quick menu to select what album to play or manage your albums.



Power menu

Opens the [Power menu](#).



My calendar

Opens the fullscreen calendar, where you can switch between different views, add friends or a calendar, and access a quick guide to help you get started using the calendar on your frame.



My Photos

Opens All photos.



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.



Add to album

Adds the photo currently being displayed to an album of choice.



Adjust photo

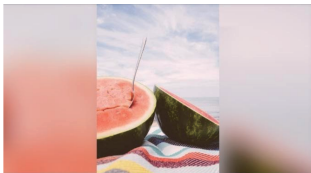
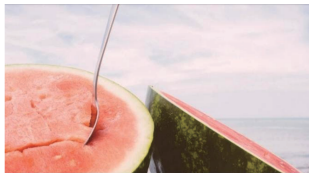
Allows you to adjust the position of the photo in the frame for an even better fit. Here you can also use  to rotate your photo, and you can use  to edit the caption on imported photos. For received photos, please ask the sender to edit the caption in the Frameo app.



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.



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



React to photo

Opens the [React menu](#).

NB: The React menu can also be accessed by double-tapping on the screen.



Hide photo

Hides the current photo. This means that the photo will no longer be shown in the slideshow. If needed, the photo can be shown again through the [My photos menu](#).



Delete photo

Deletes the selected photo.

Slideshow actions

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.

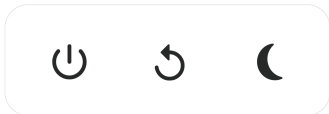
Press  to open the volume slider. Use the slider to adjust the volume level for video sounds.

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



Power menu

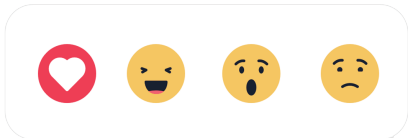
Tap the power icon  to access the power menu. Here you can power off using , restart your frame using  or enter sleep mode using .



NB: Make sure to always use the power off button on the device or in the power menu to turn Frameo off. Never disconnect power when Frameo is running.

React menu

Tap one of the reactions to let the sender know how it made you feel.



External storage menu

When inserting an external storage (e.g. a microSD card) a menu will automatically appear with three options: Press  to play photos directly from the external storage, press  to import photos to the internal memory of your frame or press  to make a backup of your frame.



Clock, date and weather widgets

You have the option to display the current time, date, and weather in the upper-right corner of the frame during the photo slideshow. Tapping the time or date will open the fullscreen calendar, while tapping the weather will open the weather menu.

Weather menu

The weather menu contains more detailed weather forecasts and has shortcuts to weather-related settings.

 Shows the weather location of your frame. Tap to access the weather location settings.

1 DAY

1-day forecast, which includes weather conditions for time periods of the day.

4 DAY

4-day forecast. Tap to see the weather forecast for the next four days.

 Displays the frame's current time. Tap to access the time settings.

Fullscreen calendar

Calendar views

Tap the Calendar view selector  in the upper-right corner of the fullscreen calendar to choose your calendar view. Select the number of days shown in the fullscreen calendar.

- 4 days
- Week
- Month

Event details

Tap an event in the calendar to see more details (e.g., description and location).

Fullscreen menu

Tap the three dots  in the upper-right corner to  Add a friend,  Add a calendar,  Sync now or  Show guide. From here, you can also access the  Settings or the  Power menu.

Settings

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

My frame

Frame name

Changes the name of your frame. This is also the name that connected friends and family will see in their list of connected frames in the smartphone app.

Frame location

Changes the location of your 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.

Set language

Sets the language used on the frame.

Weather location

Sets the location for the frame's weather feature, ensuring that your frame displays the appropriate weather forecast for you.

Temperature unit

Set your temperature scale to Celsius or Fahrenheit.

Date

Sets the date used on the frame.

Time

Sets the time used on the frame.

Frameo will automatically try to set the correct date and time when connected to the internet.

Time zone

Set the time zone used on the frame.

Set first day of week

Set which day of the week is considered the first.

Use 24-hour format

Enable/disable 24-hour time format.

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.

My photos



Manage your photos and albums.



To select multiple photos, tap the Multi Select button or *tap-and-hold* on a single photo to automatically enable this mode.



Filter what photos to see and sort in what order you want to see them.

NB: The sorting selected here will **not** affect the order of which the photos are displayed in the slideshow. To change this, see:

To manage your albums, tap  My Albums. A list of all your albums will be displayed. When tapping the three dots for more options, you can:



Play in slideshow, which will start the selected album as a slideshow immediately.



Change name to change the name of an album



Delete album to remove it entirely.

NB: The photos in an album you delete will **not** be deleted from the local storage and will still be available to use in other albums or viewable from All Photos.

To make a new album, simply tap  Create new album, at the bottom of the list.

Detail View

Tap a photo once to enter *detail view*.

Presented to you, are options to *Display*, *Add to album*, *Adjust*, *Hide* or *Delete* the photo. Additionally, you can see information on where the photo is stored (upper right corner), how it was transferred, when it was taken, when it was received and the size of the file.



Local storage



External storage

Transfer from computer

Allows you to transfer photos from a computer using a USB-A to USB-C cable. Enable the feature and then follow the on-screen guide for step-by-step instructions on how to transfer photos to your frame.

For more information, please visit our help center: https://frameo.com/usb_faq

Import photos

Allows you to import photos from an external storage (e.g. microSD card).

Before you try to import photos, make sure you have an external storage (e.g. microSD card) inserted into your frame with 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. microSD card).

Use  to set the sort order of photos before import and  to order by ascending/descending.

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.

Export photos

Allows you to export photos from the frame to external storage (e.g. microSD card).

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

Play from external storage

Enables / disables playback of photos and videos directly from an external storage (e.g. microSD card) without taking up space on the frame.

My Friends

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

Friend settings

Click the options icon  to open the friend options menu.

From here, you can change the following permissions for a friend:

Share code: Allow / disallow if a friend may share the code to the frame. If this is enabled, the friend can retrieve and share the code to the frame from his/her app.

See frame photos: Allow / disallow a friend to see the photos that are currently on your frame. The friend will need to have Frameo+ features enabled to make use of this.

Manage frame photos: Allow / disallow a friend to manage the photos that are currently on your frame. This includes being able to display, hide or delete photos. The friend will need to have the Frameo+ features enabled to make use of this.

Delete friend

From the Friend settings, you can also delete a friend, by pressing Delete friend. This will remove the friend from the list and their permission to send photos to the frame. You will then be asked to confirm the removal and if you would like to remove all photos previously received from this friend.

Add friend

To allow a new person to send you photos, simply tap the add friend button  and share the presented code in whatever way you prefer.

Display

Brightness level

Adjust the brightness level of the screen.

Sleep mode

Frameo offers a sleep mode which 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 every day.

This can be altered by changing your sleep schedule(s). It is possible to have multiple schedules active at once to e.g. have different settings for weekdays and the weekend or a separate schedule to turn off the frame while at work.

Your frame is not powered down or in 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.

Fill frame

Choose how your photos are displayed by default. When enabled, photos will fill the entire frame by focusing on the most important part. When disabled, the entire photo is shown with background bars at the sides, top or bottom to ensure nothing is cropped.

When **Fill frame** is enabled, you can choose which part of the photo to focus on by adjusting it until the most important area is centered.

Frame background

Choose between several different frame background options to be shown as bars if the photo does not fill the screen.

Photo display order

Set the order of the photos in your slideshow.

Sort your slideshow by:

- **Date received:** Photos are displayed in the order they were received.
- **Date taken:** Photos are displayed in the order they were taken.
- **Shuffle:** Photos are shuffled and shown in a random order.

Order:

- **Newest first:** Shows your most recent photos first (by date taken or received).
- **Oldest first:** Shows your oldest photos first (by date taken or received).

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.

Show date

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

Hybrid view

Enable/disable hybrid view. Hybrid view adds a calendar banner to the slideshow.

Enable Collage mode

Enable/disable the collage mode. The slideshow will automatically group photos together and show them in a collage.

Maximum photos in collage

Set the maximum of photos to bundle in Collage mode. Display from two up to six pictures side by side on your frame.

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.

Calendar**Add Calendar**

This generates a QR code. Scan it with your smartphone to connect a calendar to the frame via the Frameo app.

Hybrid view

Enable/disable hybrid view. Hybrid view adds a calendar banner to the slideshow.

Calendar view

Select the number of days shown in the fullscreen calendar.

- 4 days
- Week
- Month

Start calendar on current day

Choose to start the calendar on the current day or on the [first day of the week](#) (defined in the settings).

Fade past events

Choose whether or not to fade out past events in the calendar.

Show week numbers

Set whether or not to display week numbers in the fullscreen calendar.

Date

Set the date used on the frame.

Time

Set the time used on the frame. Frameo will automatically try to set the correct date and time when connected to the internet.

Time zone

Set the time zone used on the frame.

Set first day of the week

Set which day of the week is considered the first.

Use 24-hour format

Enable/disable 24-hour time format.

Calendar details settings

Tap your calendar name to access the connected calendar's settings.

The sync icon next to the calendar name shows its current connection status.



Syncing in progress



Successfully synced



Warning: See status on frame or Calendar details in app



Sync failed



Calendar inactive

Calendar display name

Change the name of the calendar - this only affects how it is displayed on the frame, not the original calendar.

Calendar event color

Choose the event color for the calendar.

Sync now

Tap this to sync the calendar now. (Note: The calendar automatically syncs every 15 minutes)

Remove calendar

Remove the connected calendar from the frame.

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.

Calendar sync

Enable/disable notifications about your calendar sync status.

New photos

Enable/disable notifications when new photos are received.

New friends

Enable/disable notifications when new friends are added.

Software update

Enable/disable notifications when a software update has been installed.

Feature news

Enable/disable notifications when new exciting features are added.

Date and time

Enable/disable notifications 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. The friend (or yourself) will have to accept the request on the phone tied to the Frameo+ account.

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



Warning. Indicating the need for other device to act (check the Frameo app on your phone)



Cloud backup failed



Restore complete



Restore warning



Restore error

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

Tap to check if an update is available for your frame.

Beta program

Join the Beta program to get early access to new Frameo updates. You will help test new features, improvements, and bug fixes before they are officially released.

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.

Warranty, Compliance, Support and Safety information

For all inquiries regarding warranty, hardware compliance, support, and safety, please contact the frame manufacturer's customer service department directly. Detailed information and terms can be found in the documentation included in the original packaging.

12 Month Warranty

Thank you for your purchase.

Your new product is warranted to be free from defects in materials and workmanship for the period stated above, from the date of purchase, provided that the product is used in accordance with accompanying recommendations or instructions where provided. This warranty is in addition to your rights under the Australian Consumer Law.

For New Zealand customers, this warranty is in addition to statutory rights observed under New Zealand legislation.

We will provide you with your choice of a refund, repair (where possible) or exchange (availability dependent) for this product if it becomes defective within the warranty period. The business will bear the reasonable expense of claiming the warranty.

This warranty will no longer apply where the defect is a result of alteration, accident, misuse, abuse or neglect.

Please retain your receipt as proof of purchase and contact our Customer Service Centre as listed below, for the entity you purchased this product from, for any difficulties with your product. Warranty claims and claims for expense incurred in returning this product can be addressed to the respective Customer Service Centre.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If you have any cybersecurity-related concerns or queries, please contact us online via our 'Contact Us' page at <https://www.kmart.com.au/contact-us/> or reach us by phone using the numbers listed below.



MADE IN CHINA

CUSTOMER SERVICE:

KMART AU: 1800 124 125

KMART NZ: 0800 945 995

TARGET AU: 1300 753 567