

[Skip to content](#)

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Aura Digital Photo Frames 2022 User Manual

[Home](#) » [Aura](#) » Aura Digital Photo Frames 2022 User Manual

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Contents [hide](#)

[1 Aura Digital Frames](#)

[2 Device Requirements](#)

[3 Operating Requirements](#)

[4 Gift Setup—Giving and Receiving](#)

[5 Aura Frame Setup](#)

[6 Frequently Asked Questions](#)

[7 Aura Customer Care](#)

[8 Safety Information and Warnings](#)

[9 Documents / Resources](#)

[9.1 References](#)

[10 Related Posts](#)

Aura Digital Frames

Aura digital frames are beautifully designed WiFi frames that connect people around the world through a brilliant photo sharing experience enabled by Aura's cloud servers.

Setup overview

Download the free Aura frames app and easily sync your camera roll, iCloud, and Google Photos. Set up the frame on your WiFi, and add selected photos. With unlimited storage, you can invite the entire family and friends to share their photos, and never worry about running out of space.

Invite others to share photos

Invite friends and family to safely share their photos in your home without the need to post on social media. When

you invite others to join your frame, they also download the Aura frames app and select photos to share on your frame. Since photos are sent from your device to Aura's safe cloud servers and then down to the shared frame which is always connected to the internet, you can send photos to any frame, even if you are on a different network.

Features

On & Off – An ambient light sensor allows the frame to automatically turn off when the room is dark, and turn on again in the light.

Touch Bar – While you can always control your frame from the Aura app on your device, there is also an interactive touch bar on the top of the frame to change photos, turn the frame on and off, and more.

Built-in Speaker – You can enjoy short videos and simply tap the frame's touch bar to play video sound.

Slideshow – The frame displays your photos as a slideshow. You can adjust the timing and order – choose Shuffle or Chronological – of your photos.

Photo Add – Share photos to your frame easily with the Aura app, upload from your computer, or email to the frame.

Videos – You can add short videos – up to 30 seconds – to your frame using the Aura app.

Gift Setup – Aura offers a unique Gift Setup feature that allows you to preload photos in advance of presenting your gift to the recipient.

Device Requirements

The free “Aura Frames” app is available for iOS (iPhone, iPad, iPod Touch) or Android (including phones and tablets from Google, Samsung, LG, HTC, and many others).

Supported iOS devices include:

- Phone 6S and newer
- iPhone SE (all models)
- iPad Air 2 and newer
- iPad Mini 4 and newer
- iPad 6th-generation and newer
- iPad Pro (all models)
- iPod Touch 7th generation and newer

The Aura app requires iOS/iPadOS version 13 or higher. Please ensure your operating system is up to date

Supported Android devices include:

- Samsung Galaxy series
- Google Pixel series
- Motorola G Power and Z series

Android phones and tablets from other manufacturers including LG, OnePlus, and others

All Android devices must have Lollipop (Android 5.0) or newer, as well as support for Bluetooth “Low Energy” (BLE). Please ensure your operating system is up to date.

Operating Requirements

Frame must be plugged into a power source and connected to WiFi with Internet Access at all times to function.

Setup requirements

- Free Aura Frames app and Aura account required
- Smart device or tablet preferred for frame setup (for alternatives see auraframes.com/setup-options)
- Both Bluetooth and WiFi must be turned on

Gift Setup—Giving and Receiving

What is Aura Gift Setup?

Aura's Gift Setup feature allows you to preload photos, videos and a customized message onto the frame before you give it to the recipient. Once the recipient connects the frame to their WiFi, the message and preloaded photos/videos will appear on the frame.

Giving as a gift

Simply scan the gift setup code as directed on the box and the Aura app will walk you through the steps to preload photos and a gift message on the frame. You can learn more about the process in this FAQ: auraframes.com/gift-setup

Receiving as a gift

Please do not scan the Gift Setup code on the box; it is not intended for the gift recipient. Instead, follow the instructions on the following pages to set up your frame and/or see our online FAQ: auraframes.com/setup

Photo access and privacy

The app requires access to the photos you want to send to your Aura frame.

Your photos are always stored securely on your device, on Aura's cloud servers, and on your Aura Frame. They are never shared with any third parties, or with other Aura users without your permission.

Security and privacy

Aura uploads and stores your selected photos in a secure cloud database, powered by Amazon Web Services (AWS).

Aura uses the AES-256 advanced encryption standard, which is the industry standard. Other frame members who are connected to your frame will see the photos you've added to that frame, and never photos that you have not. Your photos will also be stored locally on your frame, but your frame will sync with our database regularly to ensure it has all of the right photos and requires an active internet connection to function properly. For more information see auraframes.com/privacy and auraframes.com/photo-access.

Aura Frame Setup

Step one: download the app

Visit the Apple App Store or Google Play and download the free Aura app. Search "Aura Frames". Alternatively, you can go to auraframes.com/app to download the app.

Tip: For iOS users, the app will only work if you have an Apple device that runs iOS/iPadOS 13 or higher. For Android users, the app will only work if you have an Android device running on Lollipop (5.0) or higher with Bluetooth Low Energy (Bluetooth LE, BLE) capabilities.

Note: We encourage you to keep your Aura app updated and to visit our online Help Center to learn more as new features are added! auraframes.com/help

Step two: create an Aura account

Open the Aura app on your mobile device. To create your Aura account, enter your email, tap GET STARTED, and, on the next screen, input your name and password.

Tip: We recommend you use a strong, unique password and take advantage of password tools available to you such as Apple's iCloud Keychain or other password keepers of your choice. If you are planning to invite multiple people to join your frame, each person will need to create their own Aura account. Please, DO NOT share accounts and/or passwords.

Step three: unpack the Aura box

1. Remove the frame from the box.
2. Peel to remove "Happiness Starts Here" and "Touch bar panel" protective labels.
3. Unpack power adapter. The power adapter supplied with the frame is rated for 100-240V. Frames sold outside of the U.S. and Canada also contain a set of country specific prongs.

Note: To lock adapter in place, rotate clockwise. To open, push button and rotate counterclockwise.

Step four: plug in the frame Find a location in your home near a power outlet. Plug in the power cord.

Step five: set up your frame with the Aura app First, make sure your mobile device is connected to your WiFi network AND Bluetooth is turned on.

Note: Aura supports advanced network setup including Captive Portal and Enterprise Network connections. To learn more, visit auraframes.com/help

The app will lead you through the following steps to set up your frame:

We also have an online FAQ if you need more assistance: auraframes.com/setup

- Selecting whether the frame is for you or someone else
- Ensure it's plugged in
- Pair the Frame with WiFi using the 4-digit code displayed on the frame
- Choose your network
- Enter WiFi Credentials (e.g. WiFi password) The frame will display: "Connected! Please add photos in the Aura app."
- Choose an answer to whether your frame was a gift
- Start adding photos

In the app, tap ADD PHOTOS and select directly from your camera roll or tap on CAMERA ROLL to select another source at the top of your screen to choose photos from additional sources (e.g. Tap Favorites, My Albums, Shared Albums, Google Photos and more).

Tip: If you are a member of more than one frame, you can share your photos to multiple frames at once. Look for the ADD TO prompt at the bottom of the screen.

For additional information on Adding and Managing Photos visit our Help Center: auraframes.com/help.

- Choose a name for the frame (you can always change the name later in Frame Settings in the app)
- Invite family and friends

Click "+" to add members to your frame. You can enter a phone number, email address, or select someone from your contacts. They will need to download the free Aura app, create an account, and accept your invite. Once complete, they will be able to share photos directly to the frame from anywhere in the world. There is no limit to the number of members that can be invited to the frame. For more information visit auraframes.com/invite. Members do not need to be connected to the same WiFi network as your frame to add photos. Remember selected photos are uploaded to the cloud and then downloaded to the selected frame.

All members, including the person who set up the frame, have equal access to the frame and can edit Frame Settings and perform frame commands such as SHOW NOW.

All members can see all the photos selected for the frame(s) they are invited to in the Aura app. Remember: no member has access to photos you have not shared to the frame.

- Allow Notifications
 - Check out what your frame can do!
- Take a look at the feature overview of your frame and app.

Frequently Asked Questions

Please visit auraframes.com/help for FAQs and to learn more about new features added to your frame and the Aura App. Check out this article to get started: auraframes.com/overview

Should I perform a factory reset?

No. A frame reset (paperclip) should only be used if instructed by Customer Care since it will remove your photos from the frame. If a gift frame has been set up in advance, a factory reset will also delete the gift frame. If you need assistance, please contact Customer Care before resorting to a factory reset.

What about additional photo storage, SD cards or costs?

Your frame comes with unlimited photo storage, so no additional photo storage is needed (e.g. no SD, flash drives etc.)

Where can I find warranty information?

auraframes.com/warranty

Can I control the photo order?

Yes. In Frame Settings, you can set the Slideshow Photo Order to Shuffle or Chronological. You can always use SHOW NOW to put a specific photo on the frame at any time.

Can I upload photos from a computer?

Yes, see auraframes.com/web-upload

How can I control my frame from the Aura app?

When viewing photos, you have access to add photos, scroll through your photos and additional features such as SHOW NOW, HIDE, and POSITION.

Aura Customer Care

We've built an online Help Center just for you!

Please visit auraframes.com/help for FAQs, troubleshooting, and to learn more about new features of your frame and the Aura App.

Not finding what you're looking for? Just click "Contact Customer Care" at the bottom of our Help Center to submit an online request.

Safety Information and Warnings

WARNING: Read all instructions and safety information before using your Aura Frame. Failure to follow these instructions could result in injury or damage to prop

Electrical Safety

WARNING: Do not attempt to open, disassemble or repair your Aura Frame yourself for any reason, even when unplugged. Opening, disassembling or repairing the device may cause personal injury and property damage.

Only use the included AC adapter with your Aura Frame:

- If the AC adapter or cable appears damaged, stop use immediately and contact Aura customer service at auraframes.com/help.
- Do not use the Aura Frame AC adapter with other devices.

Select an appropriate power source for your Aura Frame AC adapter:

- Confirm that your electrical outlet provides the type of power indicated on the power supply unit in terms of the voltage ("V") and frequency ("Hz"). Your Aura Frame AC adapter works when connected to a rated AC power source with 100 V to 240 V AC at 50 Hz to 60 Hz. If you are unsure of the type of power supplied to your home, consult a qualified electrician.
- Do not use non-standard power sources, such as generators or inverters, even if the voltage and frequency appear acceptable. Only use AC power provided by a standard wall outlet.

Do not allow children to play with cables or the AC adapter.
Before moving your Aura Frame, unplug it.

Other safety considerations

WARNING: If you have any medical condition or experience symptoms that you believe could be affected by your Aura Frame or flashing lights (for example, seizures, blackouts, eyestrain or headaches), consult with your doctor prior to using your Aura Frame. Stop using your Aura Frame immediately and consult a doctor if you experience any

symptoms that you believe could be affected by your Aura frame.

Using your Aura Frame with or around other electronic devices

- **WARNING:** Your Aura Frame contains magnets and emits radio frequencies that may interfere with personal medical devices (such as pacemakers, hearing aids and defibrillators); if you have a personal medical device, you should consult with your doctor or the manufacturer before using your Aura Frame. Failure to do so may lead to personal injury, death and property damage.
- Your Aura Frame generates, uses and can radiate radio frequency (RF) energy and, if not used in accordance with its instructions, may cause interference to radio communications and electronic equipment. External RF signals may affect improperly installed or inadequately shielded electronic operating systems.
- Using your Aura Frame with non-approved third-party accessories, software or equipment may affect your Aura Frame's performance and could cause personal injury and property damage. Damage from third-party accessories or equipment may void your Aura Frame's limited warranty.

Proper Handling and Usage

Aura Frame is for indoor use only

Aura Frame is meant to be used as a table-top device. Set up your Aura Frame on stable flat surfaces only. Improper placement of Aura Frame or its cable could cause Aura Frame to tip, which could lead to personal injury or property damage or both.

Keep your Aura Frame away from:

- Water, other liquids and areas that might get wet such as sinks, showers and pools; and
- Heat sources such as space heaters, heater vents, radiators, stoves or other things that produce heat.

Your Aura Frame may get warm during use, which is normal. Set up Aura Frame in a well-ventilated location where temperature is always between 0°C to +40°C (up to 90% relative humidity).

Cables, Connectors and ports:

Do not pull on the cable to unplug. To disconnect the Aura Frame from power, switch off the power at the wall outlet and then pull on the plug.

Do not plug multiple electric devices into the same wall socket with Aura Frame. Do not use extension cords. Overloading a socket could cause it to overheat and may result in a fire.

To reduce potential trip or entanglement hazards, arrange any cables and cords so that people and pets are not likely to trip over or accidentally pull on them as they move around or walk near the Aura Frame.

Care and Cleaning your Aura Frame

Unplug the Aura Frame and adapter before cleaning, or when unused for extended periods of time.

Only clean the outside of the Aura Frame. Do not attempt to open up Aura Frame, which could cause electric shock or other injury.

Clean your Aura Frame with a soft dry cloth. Do not use abrasives, harsh chemicals, or compressed air to clean the Aura Frame.

Do not attempt to dry your Aura Frame with an external heat source, such as a microwave oven or hairdryer.

Repairing your device

If your device stops working or needs servicing or repairing, please contact the Aura customer support team. Details can be found at auraframes.com/help.

Do not attempt to repair, disassemble or modify your Aura Frame. Doing so may damage your Aura Frame, lead to personal injury or property damage, or both.

Improper or incorrectly performed service or repair will void your limited warranty and may cause personal injury or property damage or both.

Made for iPhone 13, iPhone 13 Mini, iPhone 13 Pro, iPhone 13 Pro Max, iPhone 12 Pro, iPhone 12 Pro Max, iPhone 12, iPhone 12 mini, iPhone 11, iPhone 11 Pro, iPhone 11 Pro Max, iPhone X, iPhone XR, iPhone XS, iPhone XS Max, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone 6S, iPhone 6S Plus, iPhone SE, iPhone SE (2nd generation), iPhone SE (3rd generation), iPad Air 2, iPad Air (3rd generation), iPad Air (4th generation), iPad Mini 4, iPad Mini (5th generation), iPad (6th generation), iPad (7th generation), iPad (8th generation), iPad Pro 9.7-inch, iPad Pro 10.5-inch, iPad Pro 11-inch, iPad Pro 12.9-inch (1st generation), iPad Pro 12.9-inch (2nd generation), iPad Pro 12.9-inch (3rd generation), iPad Pro 12.9-inch (4th generation), iPod Touch (7th generation). Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. iPad, iPad Air, iPad Pro, and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries.

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. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. 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.

How to see FCC E-label information:

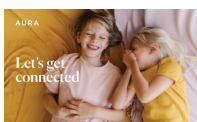
1. Long press the touch bar on the top until showing the drop down menu on your frame.
2. Slide the touch bar to the right side, then select the "OFF" option.
3. Click the touch bar to find the E-label information.

For additional FCC information, please visit auraframes.com/fcc

Hereby, Aura Home, Inc declares that the radio equipment type Aura Digital Frame is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: auraframes.com/compliance © 2022 Aura Home, Inc



Documents / Resources



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Digital Photo, Frames 2022, Digital Photo Frames, Digital Photo Frames 2022

References

- [\ Aura Frames | The Best Digital Picture Frame](#)
- [\ EU Declaration of Conformity | Aura Frames](#)
- [\ FCC | Aura Frames](#)
- [\ Aura Frames | The Best Digital Picture Frame](#)
- [\ Privacy Policy | Aura Frames](#)
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- [\ FCC | Aura Frames](#)
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