Thanks for your choose Veeconn wifi digital frame.

## If it won't turn on at all,

This digital frame hasn't battery inside. Please ensure that the power adapter is correctly inserted into the DC hole corresponding to the photo frame and connected to the household socket. The household socket is not damaged and is already in a powered on state.

Please use a working voltage within 110-220V to power the adapter to avoid damaging the adapter or frame.

If you don't want to use power adapter, you can use 5V-2A USB charging cable.

## If it turns on for more than a few seconds and shuts off,

This situation usually occurs when the system is initially powered on and you choose the system forced update mode.

1. If you suddenly experience a black screen during the first boot process, please keep connecting the power supply, as the system is automatically updating and will take approximately 5 minutes. Please be patient and wait.

2. If the machine does not automatically restart after 5 minutes and then disconnects and reconnects the power supply, it is recommended to skip the WiFi connection step when first following the wizard settings.

3. After completing the wizard settings, enter the feature settings page to link to WiFi, this way can quickly and safely update the system.

Please connect the power supply during the system update process to avoid incomplete software updates or missing files that may cause the machine to fail to start.

## If wifi update doesn't connect to internet

Please confirm to connect wifi 2.4Ghz. After updating the system, you need to restart the wifi photo frame. If this frame is unable to connect to the network, you can try disconnecting the WiFi on the photo frame, restarting the router, waiting for a few minutes, and then searching for a connection again. You can also use the mobile hotspot to try to connect to the network normally.

Our engineers have reset WIFI several times, attempting to restore to factory mode and reconnect to WIFI. As described above, all connections to WIFI are successfully.
If probably, please try, too. Please restore to factory mode and reconnect to WIFI.

## I have the charger, but when I try without It won't open

This digital frame hasn't included battery, always plug this power supply to open and work.

Uploading may be related to the network. You can try a different location with a good network, or copy the photos into the memory card to see if they are displayed. There is a micro SD card slot at back.

You can also using our presented OTG micro cable to connect your USB disk to import data or play directly.

Only JPEG, png, and jpg are supported. Some cameras take pictures in BMP format, while Apple takes dynamic pictures in AVI and GIF format, AVI GIF BMP picture files can not display on digital frame.    The static photos of Apple phones are png, jpg format, which can display.

Video can support .mp4 format play.

## It's freezes when playing a video and it has a glitch

For video freezes, please try to Settings -> Slideshow ->Timer, please set minutes and seconds of display time the longest.

Slideshow display time, not just for images, the frame itself treats the video also as a slideshow.
When playing a video, you need to maximize the time in the settings. Otherwise, this video may play imcomplete.

## Remote does not work with my Frameo

For this remote, please install AA battery into this back battery slot of this frame.
Remote can control this digital frame screen to light or rest.
Only power adapter can control this frame turn on or turn off. Or tap the power software button to close this frame.

There is another probably, this photo frame is paused fault due to this system is busy. So, remote control is no response.
We advise that you can RESET this photo frame when powered on.

## Does not work. After using 2 months, stopped working after 2 hrs of still setting up. Keeps cutting off and restart

Original power adapter should have been damaged. For this state, please message seller to request a new 5V 2A origianl power adapter.
Or Using a 5V 2A Micro USB power adapter to try whether it is power adapter issue.

## This was too hard for my parents to understand and operate. Too complicated.

This digital frame can set by yourself, then you click add friends and share code to your family, once your family download this frameo app and add this code, then all of phones can send

pictures and clip videos to this digital frame, then your parents can see this pictures and videos. You can also set sleep mode and brightness size.

Digital frame does not work. Every time I send pictures from my phone, the frame turns off. Only a few pictures show and the rest show a black screen.

Please message us with a photo about this Peer ID of your digital frame ? For Peer ID, go to Settings -> About -> Peer ID, so that our engineer can further determine what issue cause and give a better resolution for you.

And please confirm whether your digital frame is in good wi-fi display signal and photos uploading successfully, meanwhile checking whether uploaded photos are JPG and PNG format.

Does not work with my USB

Please using the presented OTG micro cable to connect your USB disk to import data or play directly.