

*Memdock Digital Photo Frame*

# User Manual

*Treasure the memory of time*

10.5INCH 1920\*1280P

# TABLE OF CONTENTS

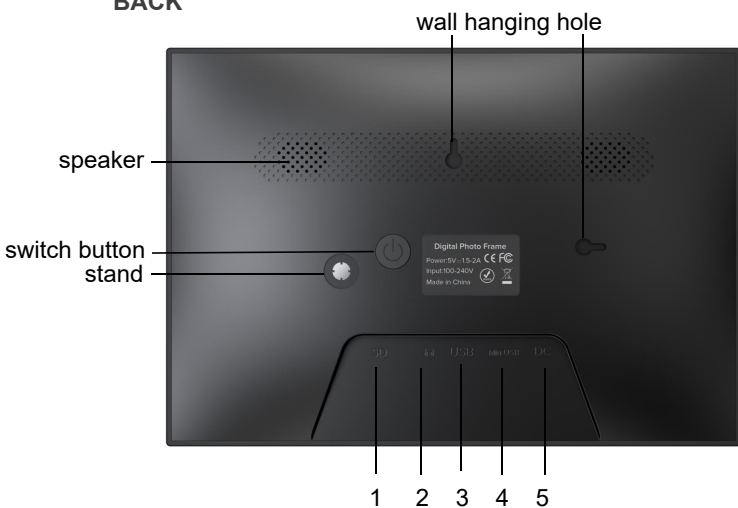
Frame Overview	1
Important Note	2
Initial Setup	3
Start Using Frameo	4
Sharing Photos & Videos	5
Quick Navigating Your Frame	6
Settings	8
Settings - My frame	8
Settings - Manage photos	9
Settings - My friends	10
Settings - Display	10
Settings - Slideshow	11
Settings - Wi-Fi	12
Settings - Notifications	12
Settings - Backup and Restore	12
Settings - Help & About	13
Warranty & Contact Us	14

# Frame Overview

## FRONT



## BACK



1.SD 2.Audio 3.USB 4.Mini USB 5.DC

## Important Note

- Hold the power button for about 5 seconds to power on the frame.
- When the frame turn on, wait for about 1 minute, then complete the initial setting.
- Please don't disconnect the power supply while using, the digital picture frame need connected to the power all the time.
- Photos can be displayed directly from a SD card or USB flash disk. You can also import photos from SD cards or USB flash disk into frames and display them.
- Storage specifications refer to capacity before formatting. Actual formatted capacity will be less.

Specifications	
Screen	10.5" Touchscreen (16:10)
Resolution	1920*1280 IPS HD Display
Built-in Speakers	2 x 2W
Storage*	32GB
Wi-Fi	2.4G/5G Hz
CPU	Dual-core Cortex TM-A7
Ports	DC, MiniUSB, USB, Audio, SD

## Initial Setup

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

- Select a language which will be used on the frame.
- Connect your frame to a 2.4G/5G Hz Wi-Fi.
- Set time zone, date and time if they are not correct.
- Frame 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 Wilson" and "Living room", or "Kitchen" or "Office".

### Video tutorials

Search "Frameo tutorials" on YouTube, you can find the videos teaching you how to get started using Frameo.

Scan the QR code on the right or use the link to find the playlist.



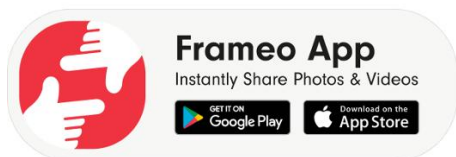
[bit.ly/3zKtxWX](https://bit.ly/3zKtxWX)



# Start Using Frameo


Before you send photos to the frame, you need to connect to the frame using the free Frameo App.

You can download the app on your mobile device, search “Frameo” on the App Store (iOS) or Google Play (Android).



Scan the code to find the Frameo app

## Then follow the steps below to connect:

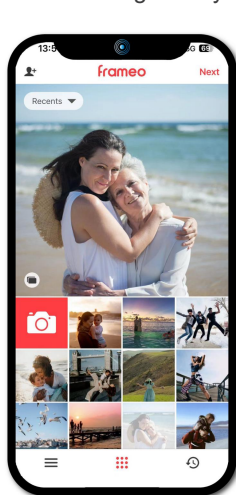
1. Make sure that your device has downloaded and installed the Frameo app.
2. Click the add friend icon on your frame +, A dialog will appear showing a connection code, which is valid for 12hours.
3. Now go to the Frameo app on your phone and click the plus icon in the top right corner, then enter the code from the frame and click. Your mobile app is now connected to the frame.
4. Share this code to your family and 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.



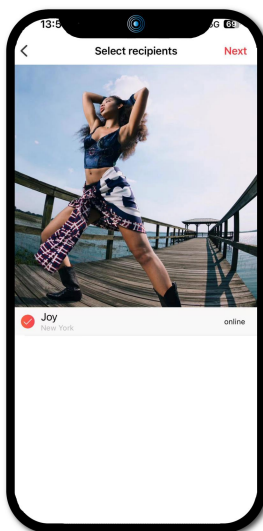
## Sharing Photos & Videos

Once you have connected to a frame on the mobile app, you can select photos and videos to share to the frame. you can send up to 10 photos at a time or send one short video (up to 15seconds).

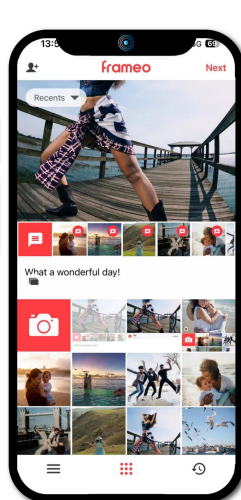
- Photo share: select pictures - select photo frames - edit pictures (adjust focus areas and name photos) - send.
- Video share: select video (only one video can be selected) - select photo frame - edit video (video length and video naming) - send.
- You can check the status of photos/videos sending on the sending history side.



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



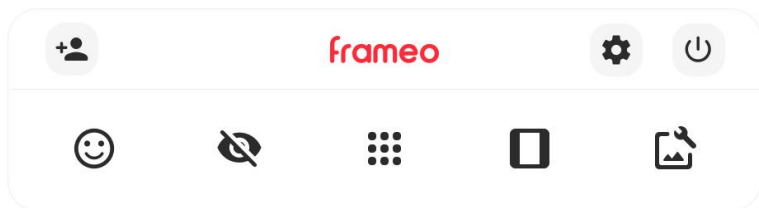
Choose one or more frames



Write a caption to send with the photo

## Quick Navigating Your Frame

To access the quick menu, just tap once on the screen



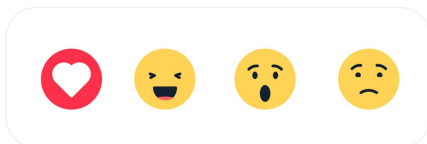
In the menu, you will find the most used features:

**+ person 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.

**gear Settings:** Open the settings.

**power Power menu:** Open the Power menu.

**smiley React:** Open the React menu. tips: The React menu can also be accessed by double-tapping on the screen.



**crossed-out eye Hide photo:** Hides the current photo. This means that the photo will no longer be shown in the slideshow. this photo can be shown again through the settings menu.

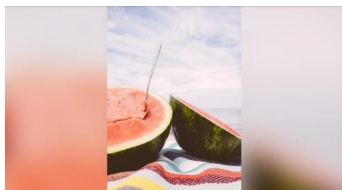
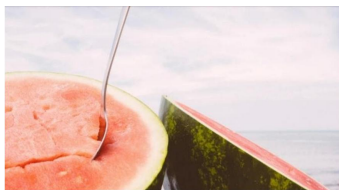
**grid Gallery:** Tap the gallery icon to view all photos and videos stored in your frame.


**square with smaller square Fit to frame/Fill frame:** Tap this icon to toggle how the photo is shown.

## Quick Navigating Your Frame

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.

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



 **Adjust photo:** Allows you to adjust the position of the photo in the frame for an even better fit. Here you can also click rotate icon 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.

# 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.

### **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**

Sets the time zone used on the frame.

### **Set first day of week**

Select the start date of the week.

### **Use 24-hour format**

Select whether to format every 24 hours.

## *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.



### **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.

Click  to select or deselect all and  to permanently delete the selected photos.

### **Import photos**

You can import photos from an SD card or USB flash disk. Insert the SD card or USB flash disk, then select the photos that you want to import to your frame.

Note: videos cannot be imported from external storage.

### **Export photos**

Allows you to export photos from the frame to external storage (e.g. SD 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. SD card) without taking up space on the frame.

# Settings

## *My friends*

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

### **Change options for a friend**

Click the options icon  to open the friend options menu. From here you can 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.

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 thereby remove their permission to send photos to the frame.

### **Add person**

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 on 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. To change this just set the sleep mode start/end time.

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.

### **Show caption**

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

### **Fill frame**

Set the default frame photo setting. Check to set 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.

### **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**

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

### **Reverse photo display order**

Sets if photos are displayed newest to oldest or oldest to newest.

### **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.

### **Automute**

Enable to automatically mute the video volume after a short period of time of not interacting with the frame.

# Settings

## WiFi

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.

## Notifications

Turn on/of notifications for a variety of items and adjust notification volume.

## Backup and Restore

### Backup frame to external storage(e.g.SD 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!*

### 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. If the last backup is too old or if no backup is made, then press the "Backup frame to external storage (e.g.SD card)" button to make a new backup.

### Reset frame

Removes all data from your frame.

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

## *Help*

### **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.

### **Guide**

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

## *About*

Version and system information about the frame.

## Warranty & Contact Us

### *One-Year Warranty*

We offer a one-year quality warranty on this frame, valid from the date of purchase, and subject to the following terms and conditions:

- If a quality defect is discovered within the warranty period, we are responsible for replacing the device at no charge to the customer.
- This warranty does not apply to damages caused by improper use, accident, exposure to water, or if the product was altered or repaired by anyone.

### *Contact Us*

Thanks for choosing Memdock digital picture frame.

If you have any questions or problems with our products, please feel free to contact our customer support team at

[support@memdock.com](mailto:support@memdock.com).

We promise respond within 24 hours. Your satisfaction is our priority.