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Shenzhen Jeno Technology DW10 Digital Photo Frame User Manual

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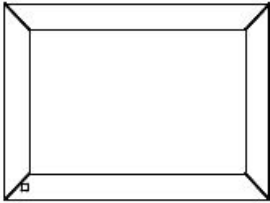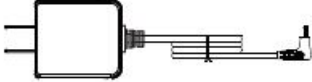
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Shenzhen Jeno Technology DW10 Digital Photo Frame

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FRAME FEATURES

RESET USB Micro SDHC DC
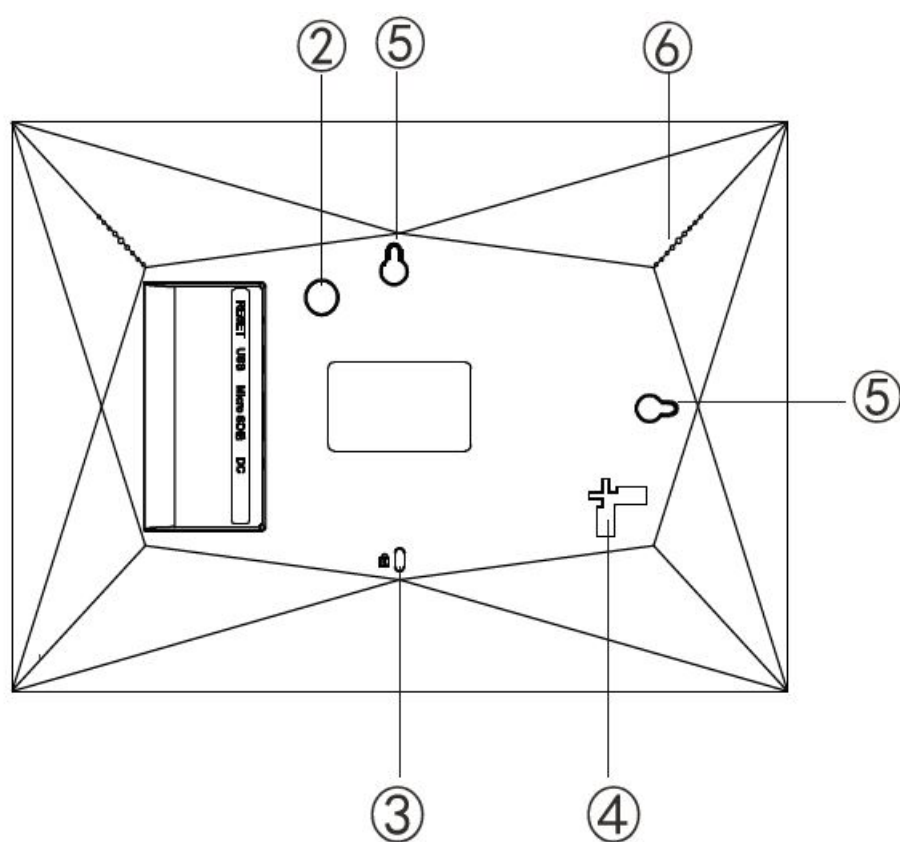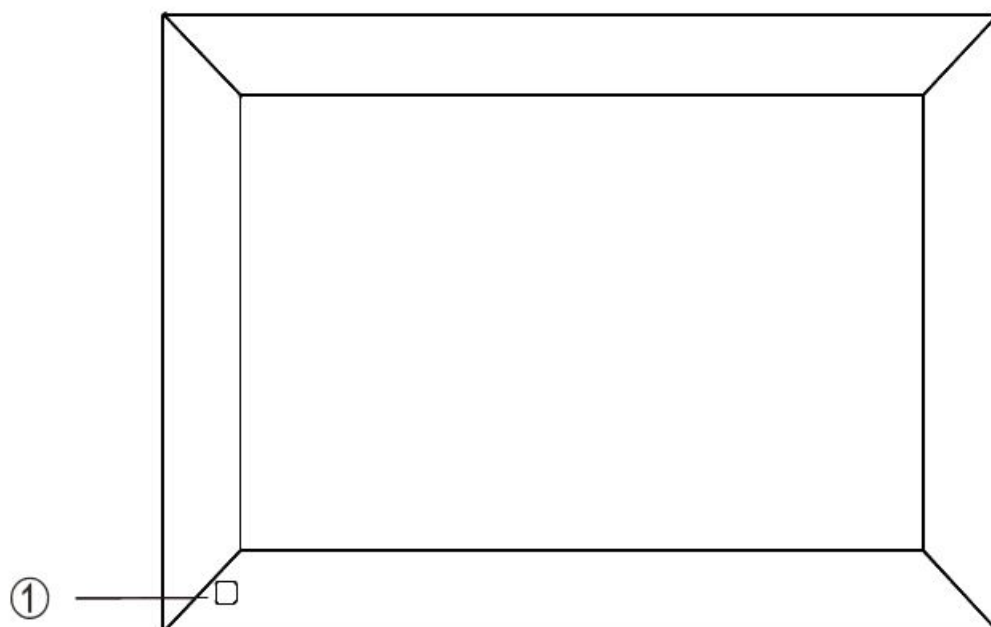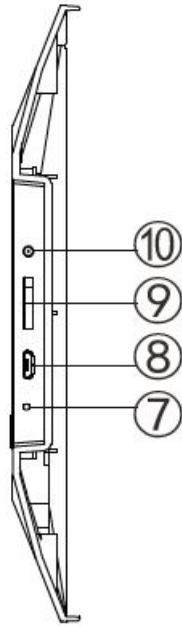
1. Motion sensor lens
2. Power on/off button
3. Lock button
4. Removable bracket
5. Wall-mounted hole
6. Loudspeaker
7. Reset slot
8. Micro USB
9. Micro SD
10. DC3

GETTING STARTED

1. **Install the stand**

   Hook on the frame stand on the back. You can place the frame either in landscape or portrait (we recommend you place it in landscape during the first setup). You can also mount the frame on the wall with the Wall Mount Hole on the back.
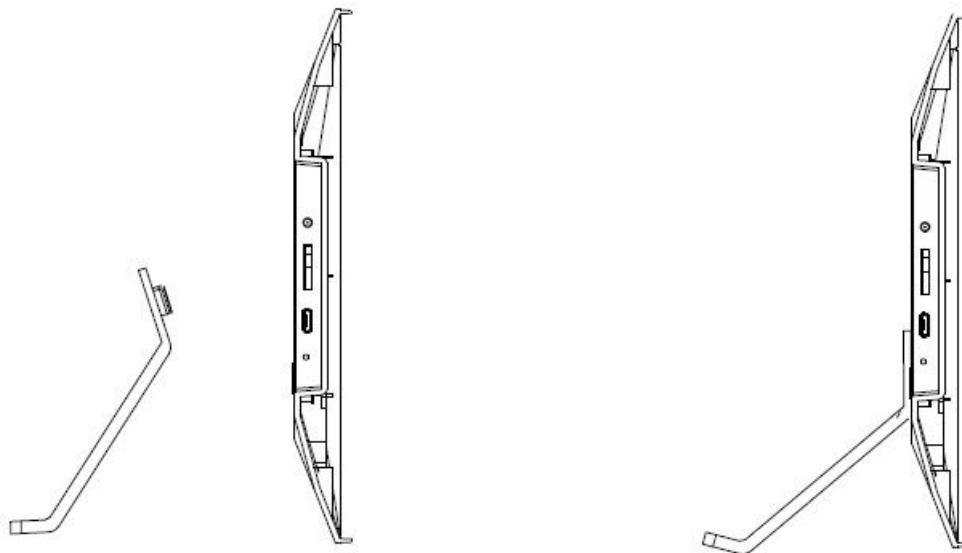
2. **Power on**

Connect the Power Cable to your frame and plug the Power Adapter into the wall socket, the frame will enter the system in seconds.
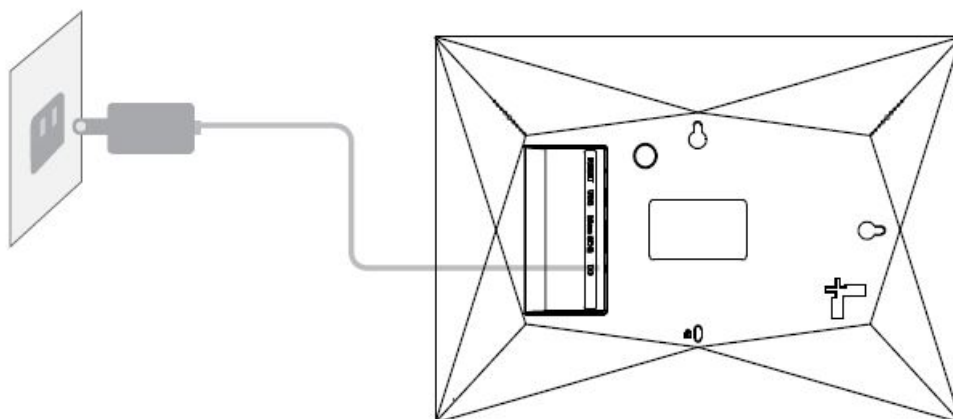
3. **Initial settings**

There are several initial settings (Wifi, Device info, Sleep Mode, etc.) when you enter the system for the first time.

Connect to Wifi

Select the Wifi network you would like to connect and enter the password if required. If your Wifi network is not on the list, move your frame closer to your router, wait for seconds and check it again.

Note:

1. The frame supports 2.4GHz Wifi network only.
2. Private Wifi network is highly recommended.

OURPHOTO APP

1. **Download the OurPhoto App**

Please download and install the OurPhoto App in your smartphone or tablet by searching OurPhoto in the App Store or Google Play.

2. **Log in your account in the App**

1. Open OurPhoto App, select Sign Up and fill in all the required information (if you already have an

account, please log in directly).

2. Enter an email address to finish sign-up. The email address could help you find the password if you forgot it.
3. Then click Submit to complete the account registration.

3. **Invite friends to download and log in the App**

If your friends or families would like to share their photos and videos to your frame via App, we recommend they download and install the OurPhoto App in their smartphones or tablets, and log in their accounts in the App (refer to step 2).
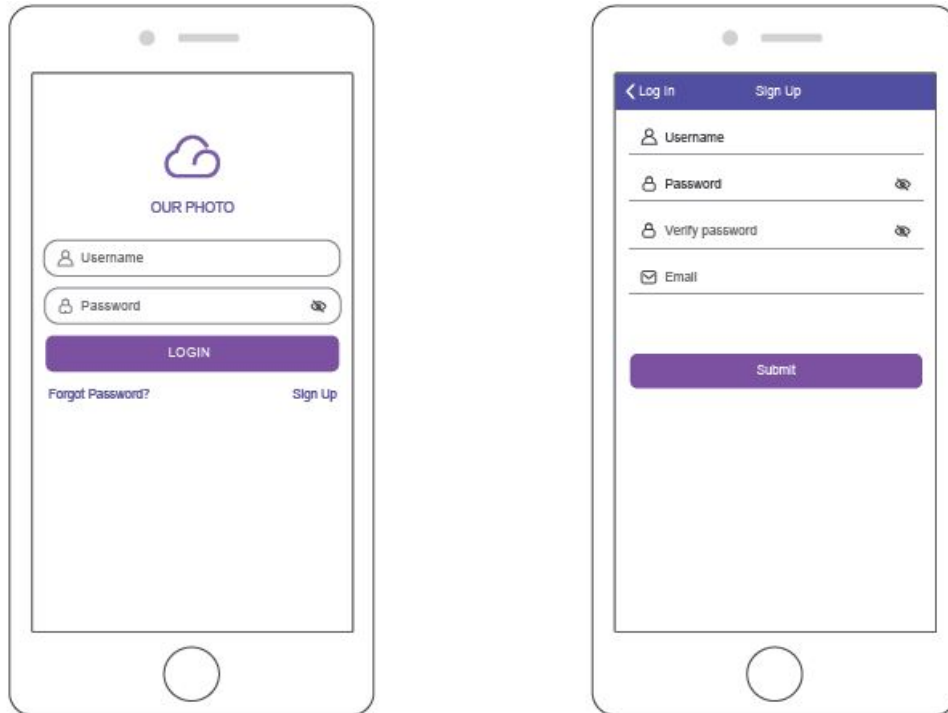
BIND YOUR FRAME

1. **Bind your frame with App**

Following instructions are only applicable to the frame owner or the user who is the first one to bind the frame.

1. Please confirm you have signed in OurPhoto App.
2. Select Devices.
3. Click the "+" next to My Devices
4. Enter the Frame ID.
   Note: Frame ID is a 6-digit series number which can be found in your frame, Settings → Device Info.
5. Create a Device Name for your frame.
   Note: We recommend you to name your frame after the Frame ID for easy identification, for example, Frame ID is 123456, please name your frame Frame123456.
6. Create a unique email account for your frame.
   Note: We recommend you to create the account with the Frame ID for easy identification, for example, Frame ID is 123456, please create such an email account **frame123456@ourphoto.cn**.
7. Then click Bind.
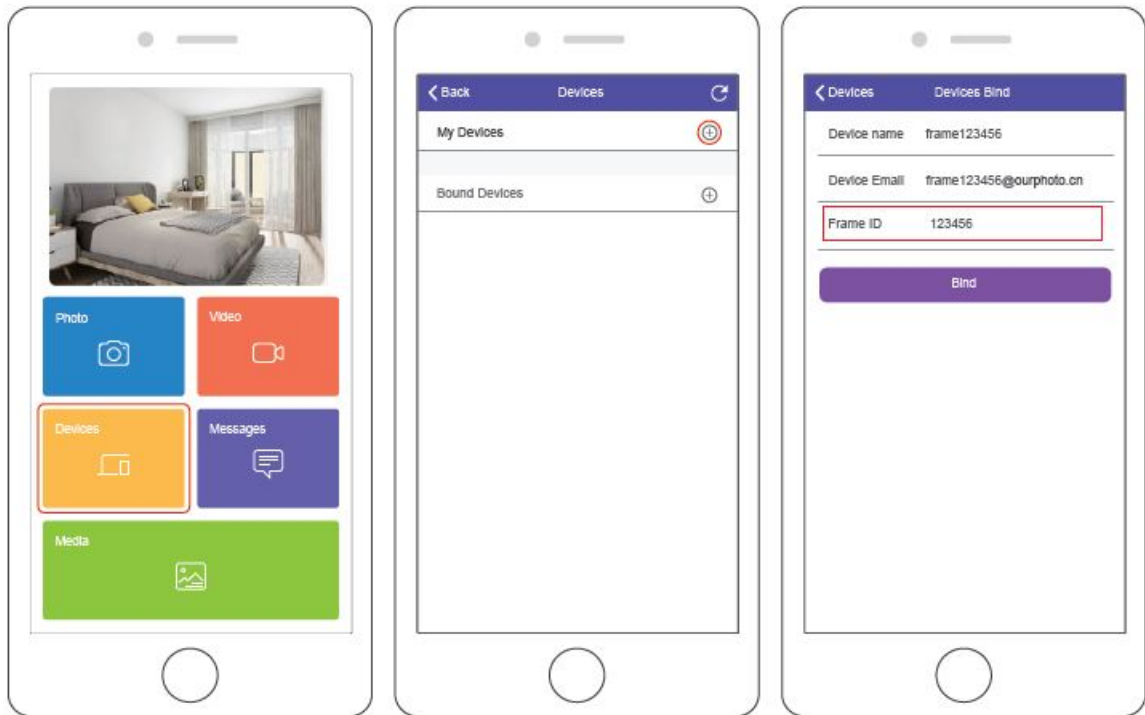
8. Confirm the binding request on your frame, Settings → User Management → Pending User Requests, click Accept.

   Note: Please make sure that you turn on the "Accept New Users" to accept binding request.

9. Now this account is bound to your frame, and it will be the main account of yourframe
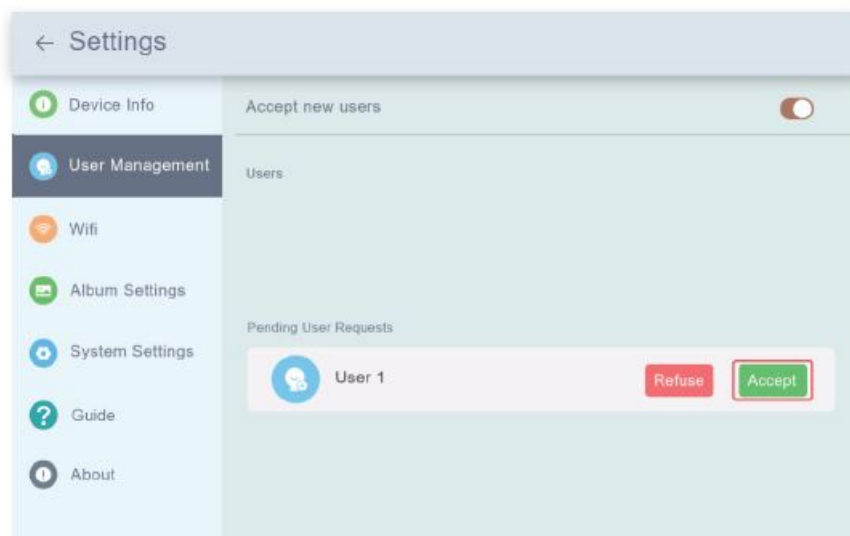
Note: The above screenshot is for reference, please update to the latest firmware version.

Invite others to bind your frame with App

Following instructions are only applicable to the non-frame owner to bind the frame. And binding requires the frame owner to operate and confirm on the frame.

1. Make sure your friends have downloaded the OurPhoto App and logged in their accounts in the App.
2. On their way, operate in the App with their accounts, select Devices → Bound Devices, then click "+".
3. Enter the Frame ID.

   Note: Frame ID is a 6-digit series number which can be found in your frame, Settings → Device Info. Please inform this Frame ID to your friends.

4. Create a Device Name for the frame.

   Note: We recommend your friends to name the frame after the Frame ID for easy identification, for example, Frame ID is 123456, please name the frame Frame123456.
5. Then click Bind.
6. On your way, you confirm the binding request on your frame, Settings → User Management → Pending User Requests, click Accept.
7. You can find the bound users in User Management interface.
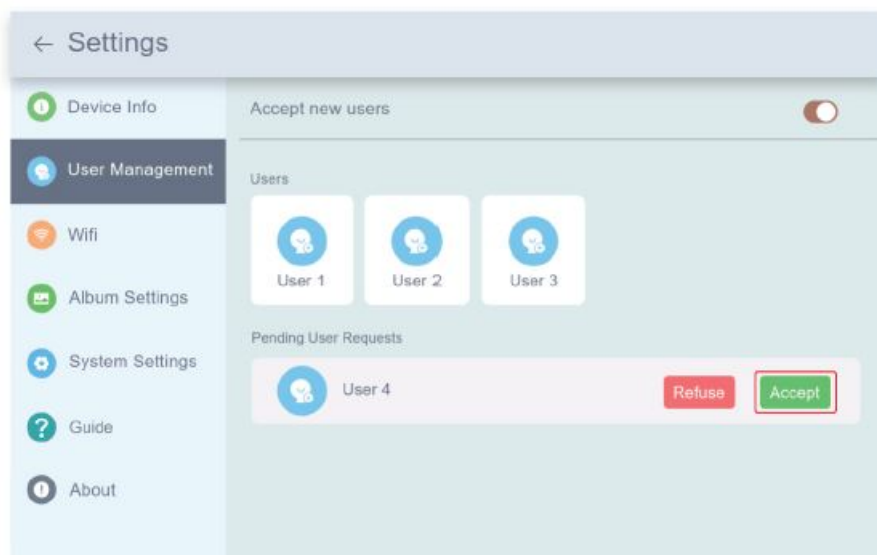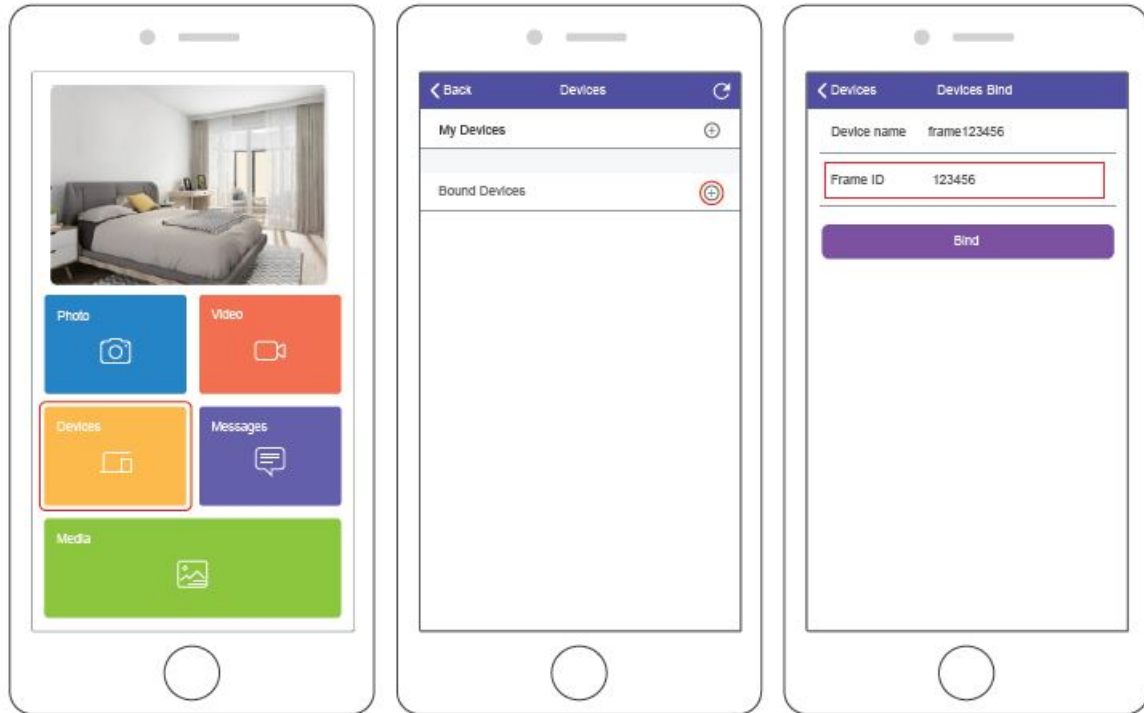
Note: The above screen shot is for reference, please update to the latest firmware version.

Bind your frame with Email

You and your friends can also bind your email accounts to the frame, so that you can share photos to the frame via email.

1. Send an email with the subject "bd + Frame ID" to the email account of your frame xx@ourphoto.cn (the one

you created when you bound your frame). For example, Frame ID is 123456, thus send an email with the subject "bd123456" to the email account of your frame.

2. Wait for seconds, you will receive a confirm email from OurPhoto team, and your email account is successfully bound to the frame. You can also find the bound email accounts in User Management interface.

UPLOAD PHOTOS AND VIDEOS

Upload photos and videos via App

1. Open OurPhoto App and log in your account. Make sure you have bound your account to your frame before.
2. Click Media to upload your photos or videos in your smartphone or tablet. Select the photos or videos you would like to upload, and choose the frame you would like to send to. Click the right arrow icon to confirm.
3. Click Photo or Video to take new photos or videos, and choose the frame you would like to send to. Click the right arrow icon to confirm.
4. Your photos or videos will be received in seconds, you can check the photo or video library on the frame.

    Note:
    - Video clip is limited to 30 seconds or 100MB.
    - The App support sending Full Image to the frame.
      Please check your App version is 1.1.94 (iOS)/ 1.0.4 (Android) or above.
    - You could check the messages when the photos and videos were sent out successfully.
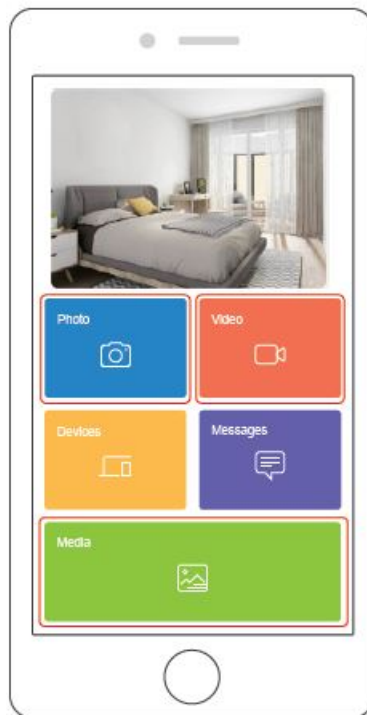
Upload photos via Email
Send an email with photos as attachments to the email address of the frame. Your photos will be received in seconds, you can check the photo library on the frame.
Note: Videos cannot be uploaded via email.

Upload photos and videos via SD card

1. Insert SD card into the frame, and wait for seconds, the frame will let you know when the SD card is successfully connected.

2. Enter Photo or Video library, click SD card and you will see all the photos or videos stored in the SD card.

3. Click More icon at the right upper corner, and select the photos or videos you would like to import to the internal memory of the frame.

4. Click Share icon at the top then choose OK to import the photos or videos.

5. Your photos or videos will be received in seconds, you can check the photo or video library on the frame.

Note:

- Max support 32GB SD card.
- If you have too many files stored in the SD card, it will take more time to read.
- The system will protect and lock the SD card, if there is no action after the SD card has been inserted for a while. To activate it, you need to take it out and insert again.
- Please remove all your external devices when you reset the photo frame.

DELETE PHOTOS AND VIDEOS

1. Delete files in Photo or Video library
    1. Enter Photo or Video library and choose Internal Storage, you will see all the photos or videos stored in the internal memory.
    2. Click More icon at the right upper corner, and select the photos or videos you would like to delete from your frame.
    3. Click Delete icon at the top then choose OK to delete the photos or videos.
2. Delete files on slideshow
    1. During the photos or videos are displayed on the screen, tap the photos or videos you would like to delete.
    2. Click Delete icon on the menu below, then choose OK to delete the photos or videos.
3. Delete files in Album Settings

    Delete all the photos from internal storage.

MAIN MENU

Device Info
You can find the Frame ID and App download information.

User Management
Turn on/off the Accept New Users button to receive or reject new user requests. You can see and manage the bound users under the Users. Click the account you want to manage, and a submenu will allow you to view the account's photos, remark name, delete user and delete user & photos.
Accept or refuse the New User Requests under the Pending User Requests.

Wi-Fi
You can choose the Wifi network you would like to connect on the list.

Album Settings

1. Full Screen

Turn on the button to make the photo displayed in full screen.

2. Slideshow

You can set Slideshow time (from 15 seconds to 30 minutes) to make the frame automatically displays photos after a period time of inactivity. Or you could choose Never to close this feature.

3. Description

You could chose to show the description while viewing photos

4. Background Music

5. Slideshow Mode

You can choose either Sequential or Random mode to display photos.

6. Slideshow Interval

You can set Slideshow Interval (from 5 seconds to 60 minutes) to adjust the duration of each photo displays Or you could choose Never to close this feature.

7. Slideshow Transition Effect

You can choose the effect of slideshow transition.

8. Delete Photos

Delete all the photos from internal storage.

9. Restore default settings

It will remove all your user info, settings and files on your frame.

System Settings

1. Sound

You can adjust the Media Volume as you like.

2. Display

- **Brightness**

  You can adjust the Brightness as you like.

  Suspended ball

  Turn on this button, a suspended ball will appear on the screen. It is a quick navigation key to help you easily go to Home page and adjust the volume.

- **Motion Sensor (Turn off at default.)**
- **Auto-rotate screen**

  Turn on this button, the display will automatically adjust to either landscape or portrait position according to the frame placement.

3. Date and Time

You can set date and time according to your preference.

4. Language

Choose the system language. English, Français, Deutsch, Italiano, Español,

5. Auto On & Off

You can set the Auto-On/Off time to make the frame automatically on and off.

6. Factory data reset

- Please disconnect your frame to Wifi network first.
- Uncheck the "Delete all users and restore the device to inactive".
- Click OK to reset your frame.

About
You can find all the related information about this frame.
Note: Please update the system as soon as possible when the frame receives system updates notification.

FAQ

1. Do I have to keep this photo frame plugged all the time?

   Yes, you have to keep it plugged in to keep the frame on as it has no built-in battery.

2. Does this frame have to be Wifi connected to work or just in the setup process? This frame needs to connect to a Wifi network for setup, receiving new photos/ videos, receive user requests and software updates. Other than that, the frame can only play the photos/videos without Wifi connection.

3. Why this frame cannot connect to Wifi?

   It supports only 2.4GHz Wifi network, select the Wifi network you would like to connect and enter the password correctly if required. If your Wifi network is NOT on the list, move your frame closer to your router or restart your frame, wait for seconds and check it again. Also you could try to share your smartphonts' hotspot to check.

4. Can this frame be hanged on the wall?

   You can hang it on the wall by the wall mount hole on the back.

5. Can I place the frame in portrait or landscape position?

   It can be positioned landscape or portrait after the Auto-rotate setting is on.

6. Where can I find the Frame ID?

   Frame ID is a 6-digit series number which can be found in your frame, Settings → Device Info.

7. Why I cannot bind my frame via App?

   If you are the frame owner or the first to bind the frame, please follow the instructions "Bind your frame with App" to bind the frame, if you are non-frame owner, please follow the instructions "Invite others to bind your frame with App" to bind the frame. After sending binding request from App, it requires frame owner operate on the photo frame and click "Accept" under the User Management menu. If the binding succeeds, the user account will appear on the Users.

8. How do I unbind an account?

   If you would like to unbind an Email or App account, please go to the User Management menu and click the bound user you want to delete, you will see there is an option for deleting user.

9. Can I share photos and videos to the frame?

   Yes, you can share both photos and videos (max 30 seconds or 100MB) to the frame.

10. Can I transfer photos or videos from a computer ?

    Yes, you can transfer your files from computer by using a micro USB.

11. Where do the photos and video store?

    All the received photos and videos will be stored in the built-in 16GB memory, it is estimated to keep over 40,000 photos of 300KB/pc. The SAMMIX server will only cache the data for 30 days, and all the photos will be encrypted and deleted after 30 days. It can enable your photo frame to receive the photos sent when the photo frame is offline.

12. How can I delete photos and videos?

    Enter Photo or Video Library, click "more" button on the upper right corner . Select the photos or videos you would like to delete and click "delete".

13. Can I export the photos and videos?

    You can export photos and videos via extended SD card (max support 32GB) . After SD card inserts in the port,

you can select the photos and videos you would like to export in the Internal Storage, click "share" to export your files.

14. Is it possible to manage the photos and videos in the frame remotely?

You can only manage/export/delete photos and videos in the frame directly. The app won't keep photos and videos for privacy and safety concerns.

15. Can this frame automatically turn on/off at a specific time?

You can enter Auto On/Off setting and set the auto on/off time as you want.

16. Can I adjust the speed the photos changes?

You can choose your preferred slideshow mode, interval and transition effect in Album Settings.

17. Can I cycle pictures and videos together?

You could only play photos or videos separately.

18. How can I upload hundreds of photos or videos to the frame?

You could choose import photos to the frame via a Micro SD card, or plug in a micro USB to a computer, where the frame could be recognized as an internal storage. You could drag photos from computer to the Picture folder and videos to the Movies folder.

19. How can the frame display one photo?

You could select the "Never" in slideshow interval under Album Settings of the frame settings or tap on the single photo and set the slideshow interval on it. Or you could put the one photo from Internal Storage to "Favorites" folder to separate it.

20. How to display the photos by sequence?

The frame could not recognize the name of the photos like laptops, it could only sequence the photos by the time it receives.

If you cannot find the answer for your question, please contact our customer support team, thank you.

CONTACT US
For any inquiries with SAMMIX products, please feel free to contact us, we will respond within 24 hours.
E-mail: **sammix@jenoteck.com**
Official website: **www.jenoteck.com**

FCC STATEMENT

1. 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.
   2. This device must accept any interference received, including interference that may cause undesired operation.

2. 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.

FCC Radiation Exposure Statement
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

Documents / Resources

USER MANUAL Digital photo frame Model: DW10 SAMMIX	**Shenzhen Jeno Technology DW10 Digital Photo Frame** [pdf] User Manual DW10, 2AZQ2-DW10, 2AZQ2DW10, DW10 Digital Photo Frame, Digital Photo Frame, Photo Frame, Frame

References

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