Cloud Photo Frame

Metaframe

User Manual

Please read this manual carefully before using this product and keep it for future reference.

Quick Start

1. Photo Frame activation

If you are using Metaframe for the first time, please follow the steps:

- Plug the power cable into the frame.
- Pick around the frame to support and connect it to the power supply (the frame will turn on automatically).
- Follow the instructions displayed on it and go to the activation screen.
- Follow the screen to select the language of the photo frame.
- Connect the frame to a 2.4G Wi-Fi network (5G Wi-Fi is not supported).
- If a new version of the Metaframe software is available, you will be prompted with a message that a download is recommended that you complete the software update before continuing.
- After completing the setup, you will get the frame Frame01 and Frame Group.

2. Register an account and add a photo frame

- Download the Metaframe app

Search for "Metaframe" in "Google Play" or "APP Store" and download it. Download.

- Sign up for a new account using your email address.
- After registering, you will land on account login. You will enter the main interface of APP, please click "Add Photo Frame" button to proceed.
- In the "Add Frame" window, tick the frame Frame01 and name the frame.

- Once you're done adding photos, you can share them in the frame!

⚠ **Note:** The first user (or owner) invites the second user to share, and all users who are invited to share photos in the same frame can invite other users to share photos and upload photos. A device allowed to Metaframe APP can only share photos with the frame owner and the users invited by the owner of the frame. The owner of the photo frame all devices connect messages on Metaframe APP and can delete photos in the frame. Users who are invited to share photos in the frame on Metaframe APP, the photos they can see after opening the page can see what others have shared in the frame.

3. Share a photo

4. Sharing photos to Frames via Metaframe APP

- Go to the Metaframe APP and click on the "Gallery" tab (below).

- Select the images and videos you want to share and you can also swipe left and right to select video images.
- After clicking "Next", you can choose which Frames you want to share these pictures to, and you can choose to share them to more than one frame at the same time. The last sharing is added directly to the top of the Frame list.

Operation

- Click "Send" to share these photos to the photo frame you can also click "Send Period" to set the time period for the photo frame to automatically play these photos. You can also click "Send Random" to set the photos you have selected, and in the selected photos randomly play to the photo frame.

⚠ If you select up to 30 pictures and videos at once, The system might ask for more permissions to access your photos. Please allow access to ensure the app functions properly and smoothly.

- Click "Send" button, the first time, the system will ask for a Wi-Fi pop-up window, you can also scan the Wifi code by longpressing the code to enter the process interface, and the system will automatically connect to the Wi-Fi network, and the photo frame will automatically connect to the Wi-Fi network.

5. Share photos to Frames via Email

- Add photos to Frames via Email
- After clicking "Send" button, the system will ask for permission to access your photos.

6. Invite friends to share photos

- You can invite the photo frame with your family and friends in many ways, so that everyone can share the wonderful images in the photo frame together.
- Invite friends to share:
  - Send the Frame01 to a friend.
  - Send Frame Group to a friend.
  - Click "Invite" button, go back to the Metaframe APP and enter your Friend's e-mail address, to send the invitation.
  - Click the "Invite Friends" button in the Metaframe APP and send the invitation link to your friends via other applications.

7. Special Note: Recommended wireless network connection for photo frames

- Recommended: Use a wireless repeater, an Ethernet connection and 2.4 Gbps/Gigabit Wi-Fi to connect your devices to a wireless network immediately.

Common problems

Frame Group and Frame01 are only a special place?

Yes, Frame Group and Frame01 are special locations. Frame Group is a shared space where all frames in the group appear in real time. Frame01 is a personal space that only the owner of the frame can access and manage.

Can I delete photos in Frame01 and Frame Group?

Yes, you can delete photos in Frame01 and Frame Group.

Support for sending pictures via mail?

Yes, you can send photos to a specific Frame Group or Frame01 by sending them to the frame's dedicated email address.

Is there a limit to sending pictures via email? Is it possible to send videos via email?

Yes, there is a limit to the number of pictures that can be sent via email. The system supports a maximum of 30 attachments in one email and up to 100 MB in total size. Videos can be sent via email, but only one video per email is supported.

Why can't I see the photos I just sent?

Please check your email inbox and spam folder. If you still don't receive the photos, please ensure that your device is connected to a stable network and try again.

What should I do if I can't add Frames?

Please ensure your device is connected to a stable network (2.4G or 5G) and try disconnecting and reconnecting your network. If the issue persists, please contact our customer support team for assistance.

Why does the picture frame periodically turn off the screen every few minutes?

This is a feature designed to save power. The screen will automatically turn off after a few minutes of inactivity. The screen will automatically wake up when a new photo is received or when you interact with the frame.

Will there be a phone frame app in the future?

Currently, we do not plan to develop a dedicated phone frame app. However, we are exploring the possibility of integrating with other platforms.

Why can't I see the photos I just sent?

Please check your network connection and try again.

What's the maximum number of photos Frame01 and Frame Group can hold?

Frame01 and Frame Group can hold up to 1000 photos.

How long does an expiration time last?

The expiration time for photos in Frame01 and Frame Group has a default value of one hour. Users can modify the expiration time (ranging from 1 hour to 1 year) in the settings interface of the app.

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FCC Warning:

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. The equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.