User manual

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Uhale Frame

Getting Started

If you are new to using Uhale:

1. Power on; 2. Start by following the Uhale quick setup on page or follow the on screen guide.

Once you have set up your Uhale, start connecting with your friends and family.

Introduce the Uhale Frame

Uhale Frame displays wonderful moments shared by mobile devices. Touch-screen operation is easy to use, making sharing photos and videos smoother and more convenient.

Uhale Web

Uhale Web is a convenient and fast web-based photo sharing tool that allows users to log in and use without registering an account. It supports sending up to 500 photos at once, making it easy for you to share your precious memories.

Uhale App

The Uhale App supports rich features for both Android and iOS systems, allowing easy sharing with connected photo frames anytime and anywhere. No matter where you are in the world, you can send photos at any time.

Download the Uhale App

	Download the App by scanning the QR code.
	Find the Uhale App on: ● Android: Search for "Uhale" on Google Play ● iOS: Search for "Uhale" on the App Store

How to use Uhale Frame

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

- Uhale Frame may request to upgrade to the latest version. If so, it is recommended to upgrade the photo frame before proceeding.

- Choose a language you preferred as default

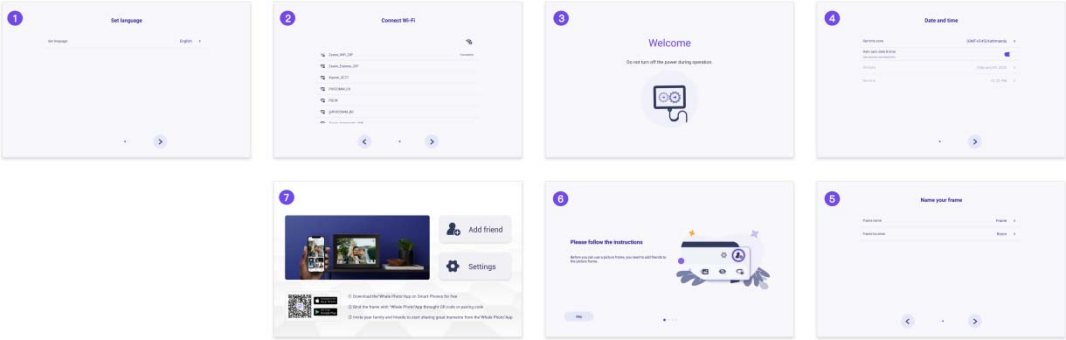
- Connect the photo frame to the Internet via Wi-Fi.

- Set the date, time and set the time zone if needed.

- Name the photo frame (E.g. Jack’ s Frame) ;

- Set the location of the photo frame (E.g. Living Room, Kitchen, Office).

- Check the quick guide on the Uhale frame.



Share photos

You can share photos/videos in four ways.

- **Uhale App**

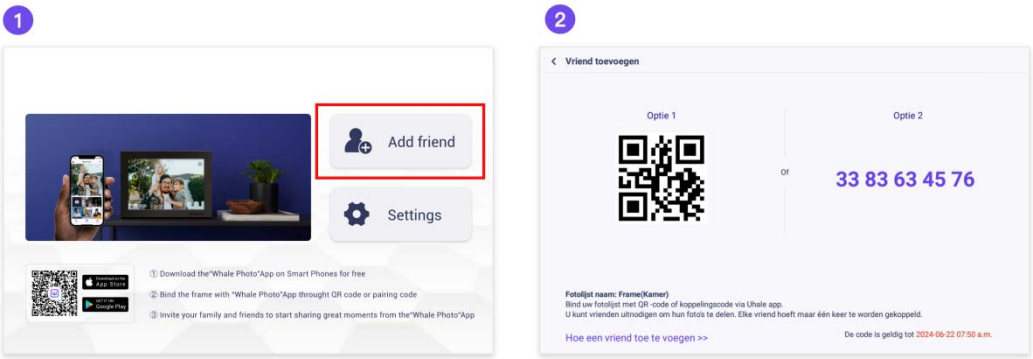
You can download "Uhale" app from Google Play or App Store. Before sharing, please connect Uhale app on mobile phone with the photo frame.

Connecting a new friend:

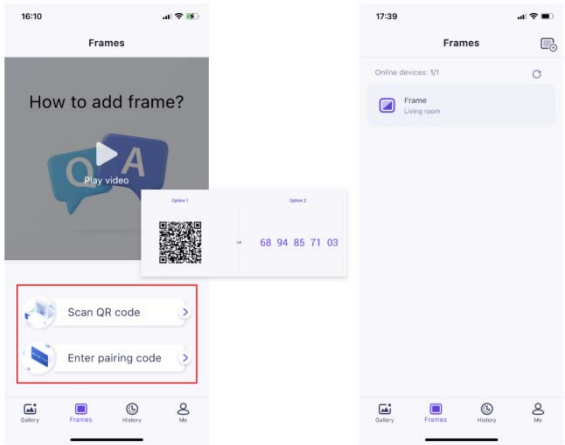
Ensure your frame is properly connected to the network and your mobile phone has downloaded and installed the Uhale App.

Click the "Add friend" icon on your frame *. A dialog will appear and show both QR code and paring code (valid for 48 hours).*

Now share either the QR code or the paring code through your preferred way E.g. SMS, E-Mail, IM, phone call, to your friend.



Open Uhale App, click the frame tag, either scan the frame's QR code or enter the pairing code to add the frame.



Once the frame is connected to your Uhale App, you will be able to find them in "manage account" on the frame.

- **Uhale web**

You can visit Uhale Web for sharing at: https://uhale.zeasn.tv

Note: If registered on Uhale App, log in with credentials or scan the web QR code. Unregistered users can log in as guests.

- **External storage（SD card）**

You can copy photos and videos to SD card, then insert the SD card into the frame, and import photos to the frame through “Frame” – “Settings” – “Manage Photos” – “Import Photos” .

- **l Direct playback of photos from external storage（SD card）**

You can play photos and videos directly from external devices without importing.

Navigating your frame

You interact with your frame through its touchscreen.

Swipe left or right to go through your photos. To access the menu bar, simply tap once on the screen, this will show the menu.

In the menu you will find quick access to the add friends and the settings.

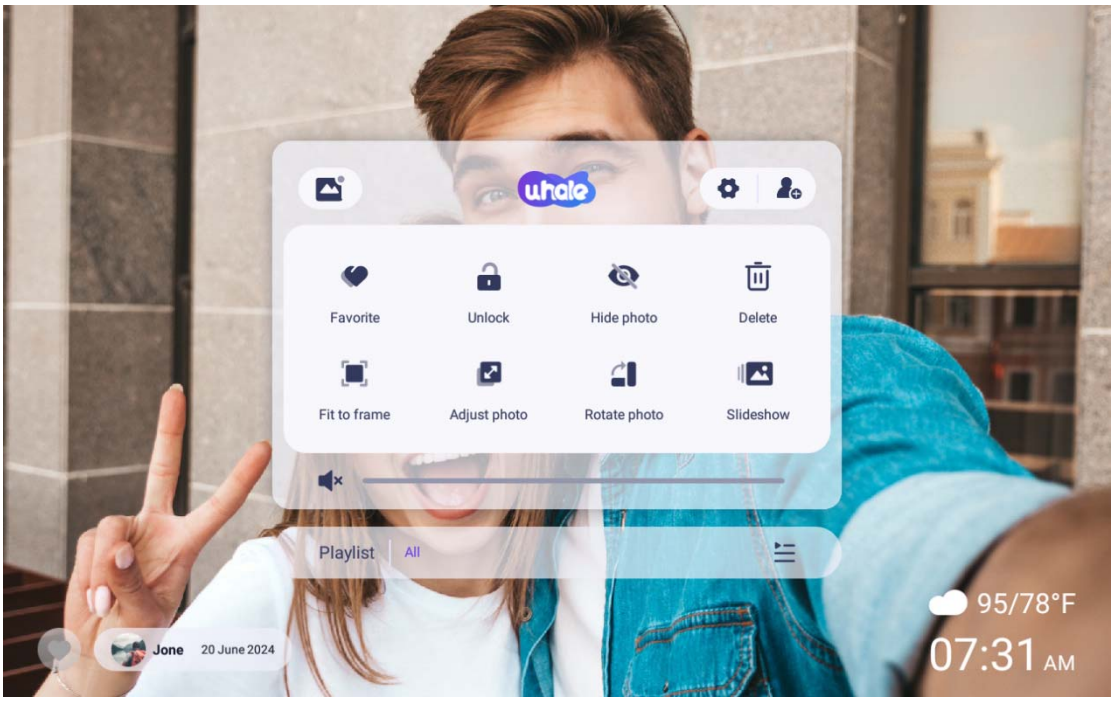
From the menu it is also possible to make relevant settings for the currently displayed photos, such as hide, adjust.

How to hide the information display on the home screen?

Hide Title: Go to Settings - Display Settings, find "Show Caption" and set it to off.

Hide Weathe & Timer: Go to Settings - Display Settings, find "Show Weather& Time" and set it to off.

Hide Favorite Button: Go to Settings - Display Settings, find "Show Favorite" and set it to off.



Connecting with your friend

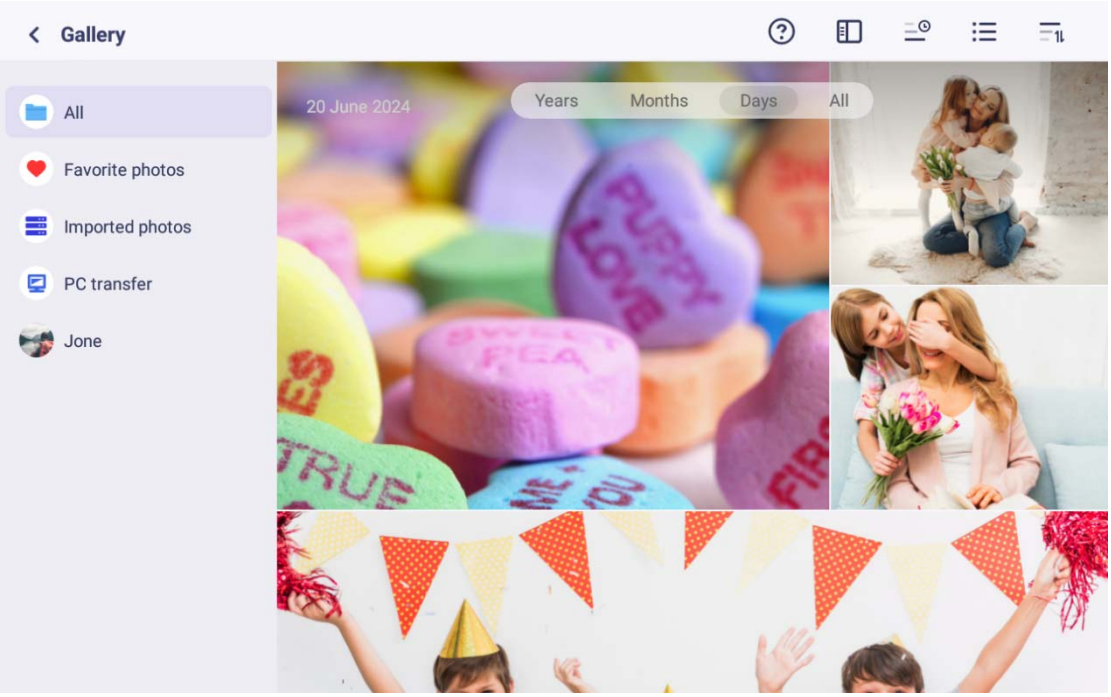
Pairing code and QR code are generated for device connection by tapping the icon[Add Friend], Use either of the two to connect the frame with mobile devices to enable photo sending.

Gallery

Open the gallery and browse media sources in the gallery.

- In the gallery, you can view photos shared by different accounts;
- In the gallery, you can hide categories to view more photos;

- In the gallery, you can view photos in chronological order/reverse order;
- In the gallery, you can only view videos or photos;
- In the gallery, you can play a particular category individually;
- In the gallery, you can view photos directly on the SD card/USB.
- In the gallery, you can directly view photos transferred from the computer.
- In the gallery, you can easily find and review your photos and videos by using the Photo tab.



Lock/ Unlock

To set the picture display mode: select [Lock], the current photo or video will be presented in a loop; select [Unlock] to play the contents of the gallery in sequence.

Settings

For more options in settings.

Hide photos

Hide the current photo. It means this photo will no longer be displayed in the slide show but still stored in the library. Go to settings-> Manage photos-> Show/hide photos.

Fill frame/Fit to frame

This function is to switch the photo display mode in the frame.

Fill frame: It is the default display mode. The photo is scaled proportionally to fit the entire frame.

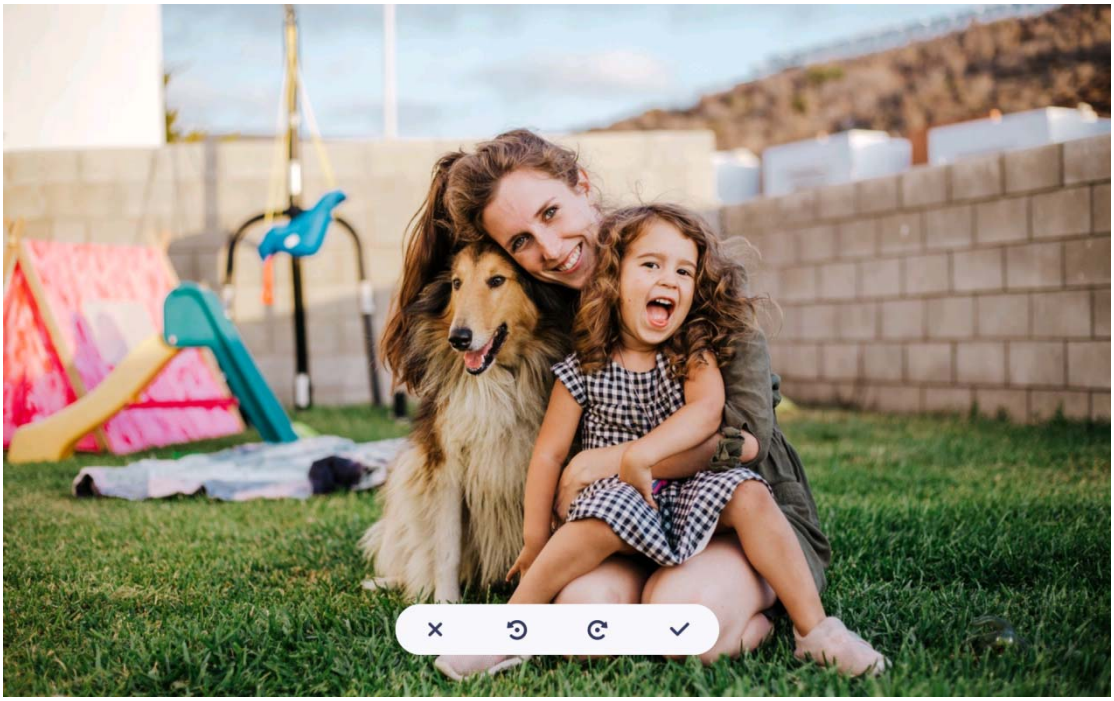
Fit to frame: the entire photo is displayed in the frame as its original proportion.

Adjust photos

You can adjust the photo up, down, left and right to choose the best display content. After adjusting it, click OK to return to the home page.

Rotate photos

You can adjust it 90 degrees clockwise. After adjusting it, click OK to return to the home page.



Slideshow

Set the playback effect through the menu's [Slideshow]. But only valid for the photo slideshow.

Horizontal/Vertical rotation

Automatically rotate the content based on actual positioning (horizontal/vertial) of the frame.

Pause/Play

You can pause a playing video.

Volume/Brightness settings

Volume setting: For video, you can set the volume through the menu or swipe on the right side of the screen to achieve your comfortable listening enjoyment.

Brightness setting: You can adjust it by sliding on the left side of the screen to achieve your comfortable visual enjoyment.

Delete

Press and hold the screen to delete the current photo or video.

Favorite

Click the on the screen to favorite the current photo or video. To hide the favorite button on the homepage, you can go to Settings - Photo Settings and turn off the "Show favorite" option. To show it, turn on the option.

Weather&Time

The home screen will display the weather and time in your area. To hide the weather and time on the homepage, you can go to Settings - Display Settings and turn off the "Show weather and time" option. To show it, turn on the option.

Best wishes

Show the wishes sent by your family or friends. You can manage the blessings in Settings - Manage photos - Best wishes.

How to send out wishes?

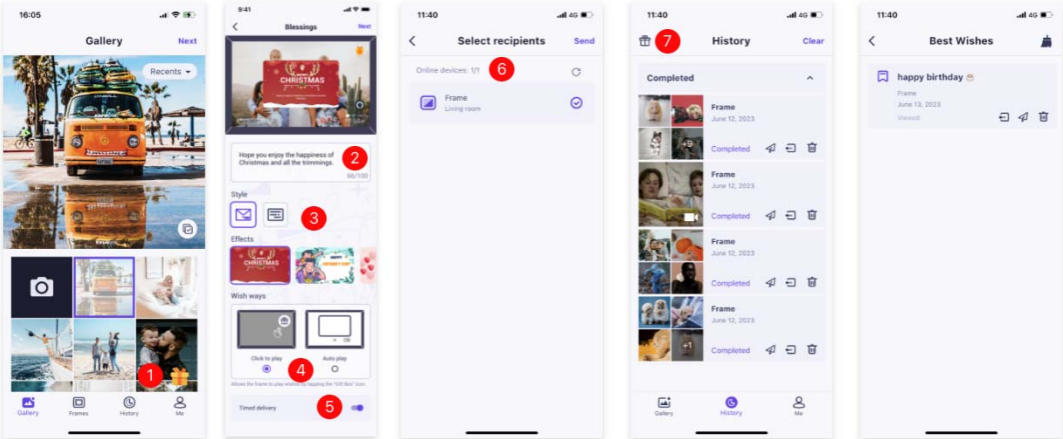
1）Open the Uhale APP on your phone. Tap the【Gift】icon.

Note: Please upgrade the APP to version 3.14 or above.

2）Write down your wishes in text.

3）Select a style.

4）Choose a frame(s) you would like to send wishes to.



Zoom in/out of a photo

To enlarge a photo, you must first use two fingers to touch the photo to enable gesture support. After this is enabled, you can enlarge the photo and adjust the display area through the following methods.

Use two fingers to pinch in and out for zooming in and out, supporting a maximum 3x magnification.

Note: Place two fingers on the photo and slowly spread them apart to magnify the photo. You can also place two fingers on the magnified photo and slowly pinch them together to minimize the photo.

Once your fingers leave the screen, the currently selected area will be displayed.

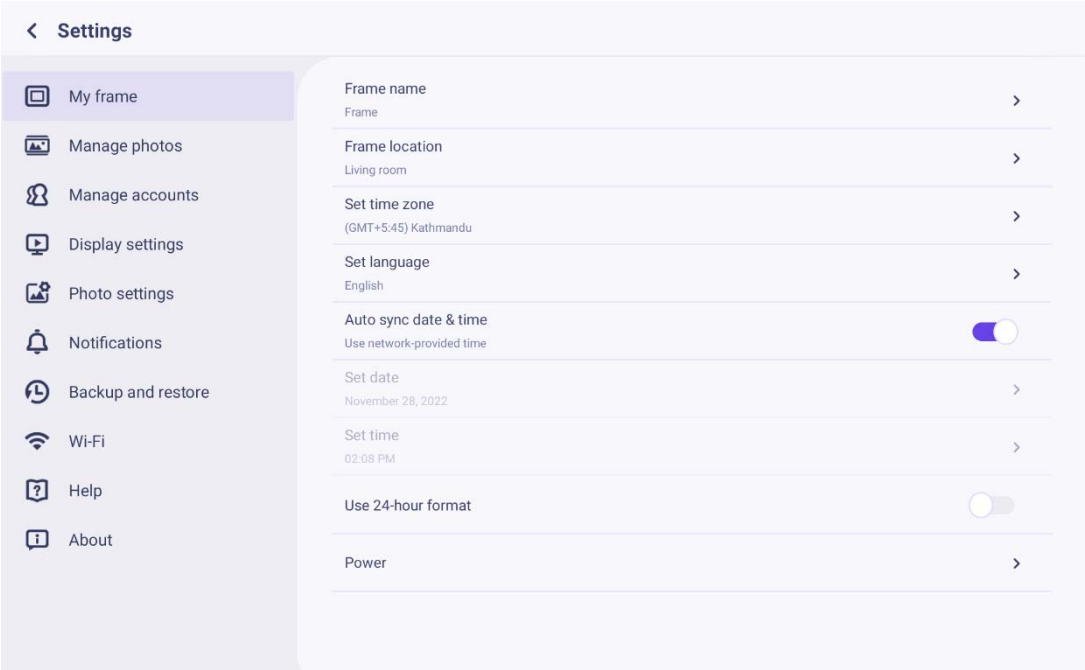
Zoom in on photo

Zoom out of photo

Settings

With this setting, you can personalize your photo frame according to your needs.

My frame



Frame name

Set/Change the name of the frame. The frame name is also displayed in connected

mobile devices, under the list of connected photo frames in the App.

Frame location

Set/Change the location of the photo frame. This location is displayed in the list of connected photo frames of your friends and family, helping to identify multiple frames.

Time zone

Set time zone for a photo frame.

Language

Set language used for a photo frame.

Automatic date&time

Use network-provided time.

Set date/time

The date and time can be manually adjusted after the automatic date&time is turned off.

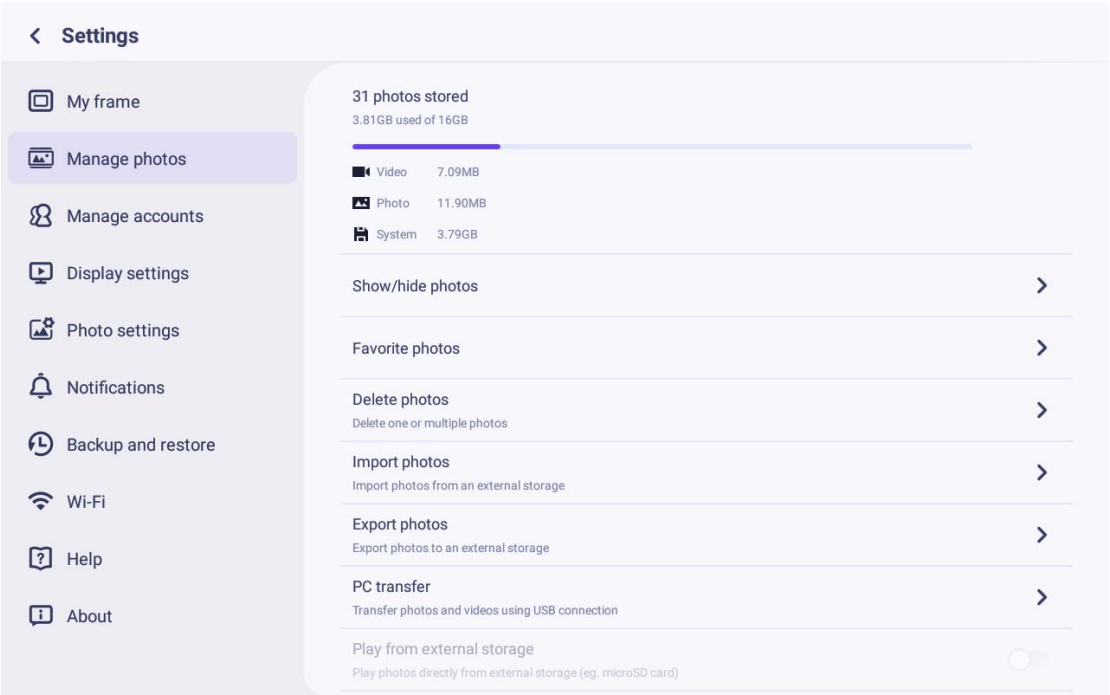
Enable/Disable 24-hour clock

Enable and disable the 24-hour clock.

Power

Click the power icon, you can choose from three options: power off, restart, and sleep.

Manage photos



Memory usage

The Manage Photo section shows you the number of photos stored in the frame and the storage space occupied/remained.

Show/Hide photos

Select the photo you want to hide by tapping the photo. Hidden photos will not be deleted from the frame and can be re-displayed at any time.

Use to select or deselect all photos.

Favorite photos

Select the photo you want to remove from the favorite photos by tapping the photo.

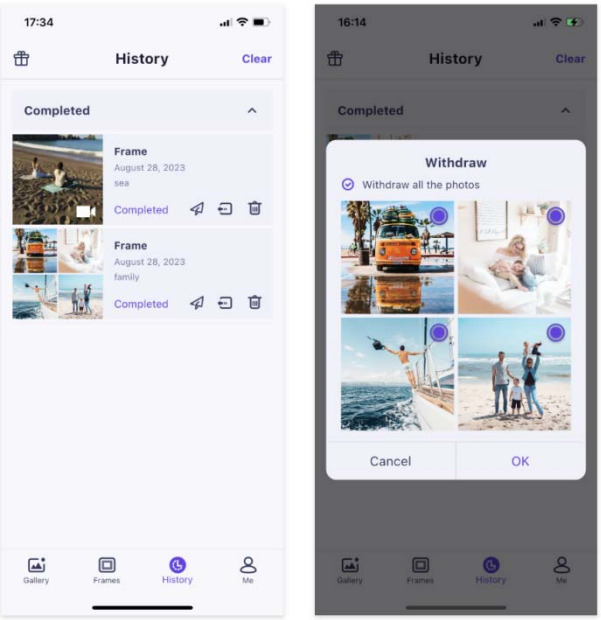
Delete photos

Select the photo you want to permanently delete from the frame by tapping the photo.

Use to select or deselect all and to delete the selected photos.

You can also withdraw photos/videos which are already sent to frame from Uhale mobile app (note: withdraw only works when history is retained and frame stays online).

To withdraw: In Uhale "history" - select the icon of the ones you would like to withdraw.



Import photos

Allows you to import photos from an external storage device (E.g. a microSD card).

To import photos:

Insert an external storage device (E.g. a microSD card) into the device with the photos to be imported.

Select the photos to be imported into the photo frame.

Tap the import butto to start.

Export photos

Allows you to export photos from the photo frame to an external storage device (E.g. a microSD card).

To export photos:

Select the photo to be exported from the photo frame.

Tap the export button to start.

Transfer from computer

Allows you to transfer photos from a computer using a USB cable.

Here are the steps to do so:

1. Use a USB cable to connect the computer and the photo frame.

2. On the photo frame, go to Settings > Manage Photos, and find the option to transfer from the computer.

3. Open the computer transfer page, and the photo frame will automatically start connecting to the computer. Once the connection is successful, it will display a connected status. With the frame connected, you can now copy photos and videos from your computer to the photo frame.

4. Open your computer, and you should be able to find the photo frame's folder named "DCIM" in the File Explorer.

5. Copy the photos and videos you want to transfer into the "DCIM" folder.

6. Wait for the data transfer to complete. After the transfer is finished, you can view

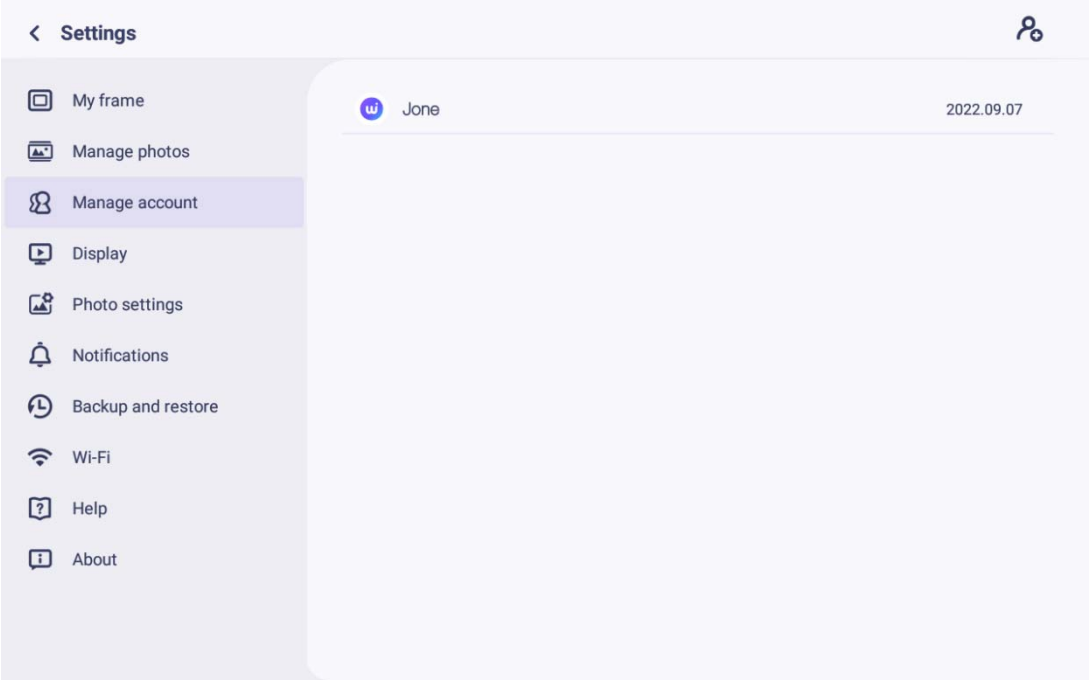
and play the copied photos and videos in the photo frame's gallery. The copying speed will depend on the number and size of your photos and videos.

Play from external storage

When your frame detects an external storage device, it will automatically read and display photos and videos from the device. If you do not wish to display these photos and videos from the external storage device, you can choose to turn off this feature.

Manage accounts

This contains all connected accounts that are authorized to send photos to your frame.



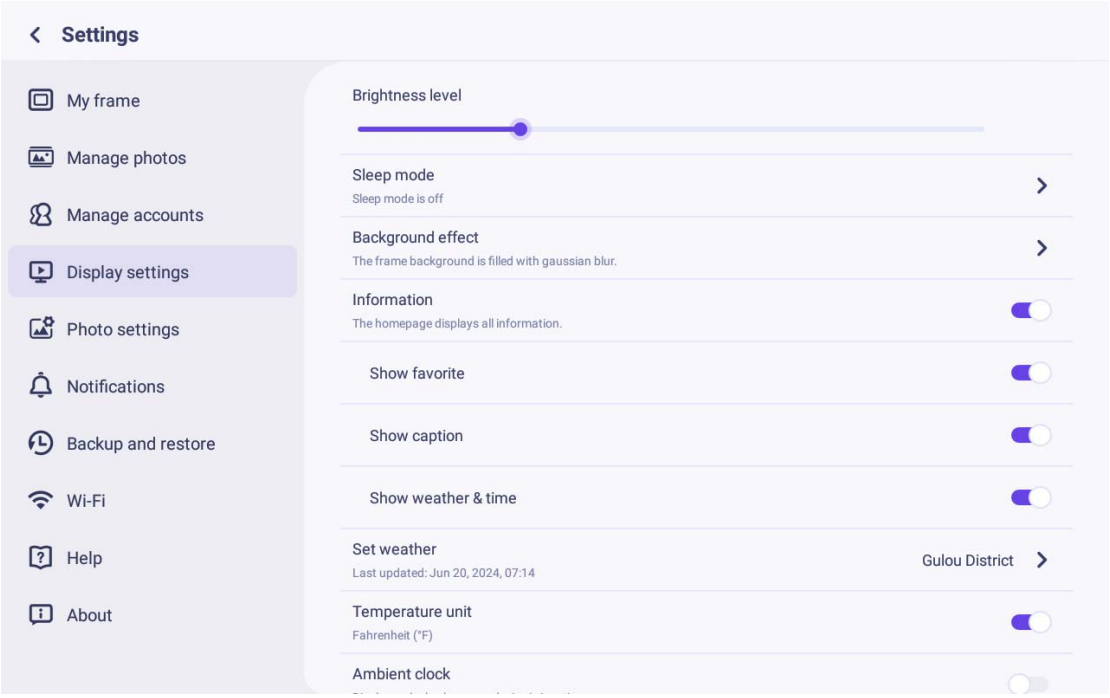
Add a new account

To add a new authorized account, tap the device share button, and then share the displayed SN or QR code you preferred with your friend

Account Settings

You can delete the account (only delete the account, not the shared photos) or delete the account and its shared photos.

Display settings



Brightness setting

Adjust the screen brightness level.

Sleep mode

When the sleep mode is on, the screen is turned off during a specific

time to reduce energy consumption. The default setting is to turn off the screen at 20:00 and to turn it back on at 08:00. This can be changed by setting your preferred sleep mode start/end time.

Photos can still be received when the sleep mode is on.

Background Effect

Choose between several different photo background options to be shown as bars if the photo does not fill the screen.

Information

When turned off, the title, favorite button, weather, and time will be hidden with one click; when turned on, all will be displayed.

Show caption

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

Show favorite

Set whether or not to display the favorite button on the home page.

Weather&Time

Enable and disable the weather and time. When enabled, the weather

and time are displayed on the home page, and when disabled, they are not displayed.

Set weather

View weather specific information and search to switch to other cities.

Temperature unit

Supports Celsius and Fahrenheit switching.

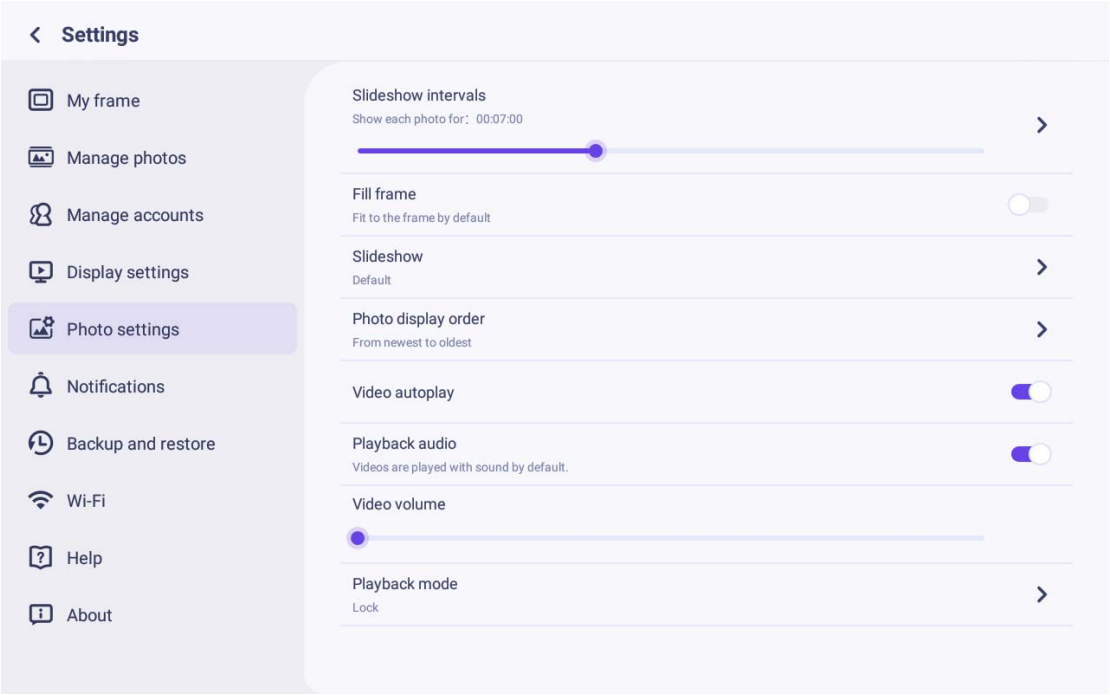
Ambient clock

Once enabled, a clock will be displayed when the photo frame is on sleeping mode.

Font size

There are 4 Font Size for selection.

Photo settings



Slideshow intervals

Set the photo display time interval.

Fill frame

This function is to change the scaling of all current photos on the frame or not

Slideshow

You can set your preferred photo display mode.

Photo display mode

Set the the order of photo rotation.

Video related settings

Video autoplay: When turned on, video will be automatically played; when turned off, video will be paused.

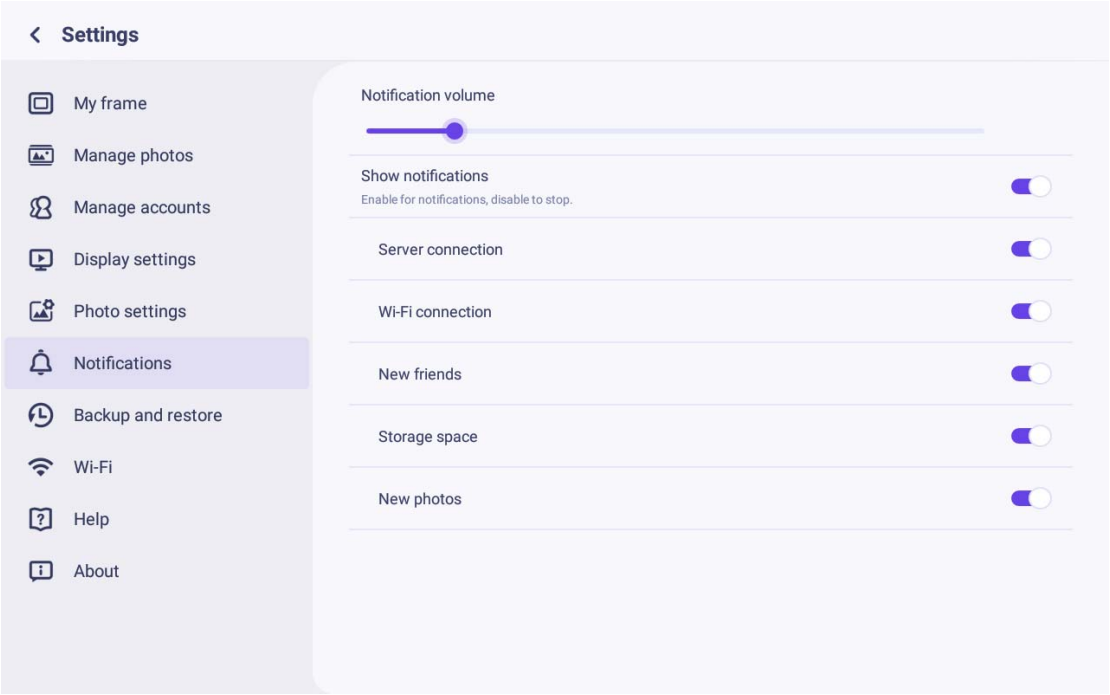
Playback mode settings

Determine how the photo will be displayed

Lock: lock the current photo or video or display in a loop.

Unlock: play in accordance with the display mode.

Notifications



Notification volume setting

Adjust the notification volume of the photo frame.

Show notifications

Enables/disables whether notifications are shown in the slideshow (e.g. when a new photo is received).

Server connection

Enables/disables notifications showing server connection status.

Wi-Fi connection

Enables/disables notifications showing network connection status.

New friends

Enables/disables notifications shown when new friends are added.

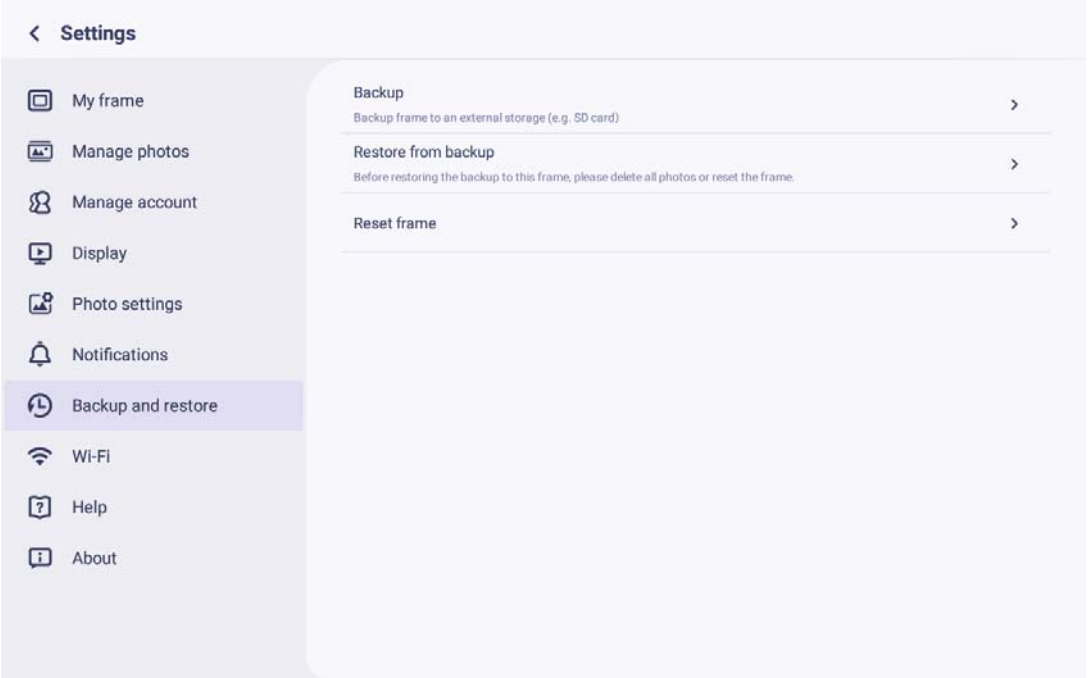
Storage space

Enables/disables notifications shown when frame storage is low.

New photos

Enables/disables notifications shown when receiving new photos.

Backup and restore



Backup

Backup frame to external storage (e.g. microSD card)

Tap to make a backup of your photos. The time of the latest successful backup is also displayed here.

Any existing backup on the external storage will be overridden!

Restore from backup

Before you attempt to restore your frame, start by confirming that your backup is up-to-date. This is done by confirming the date under “Backup frame to external storage (e.g. microSD card)”. If e.g. the last backup is too old or if no backup is made, then press the “Backup frame to external storage (e.g. microSD card)” button to make a new backup.

NB:If you wish to restore a backup on a frame that has already been setup，please make sure that both frames are updated to the latest version beforehand.

Reset Frame: This is done by pressing the "Reset Frame" button. This operation will delete all the data on the frame and reset the frame to its factory preset values. After successful reset, select the "Restore from backup" button to restore the data.

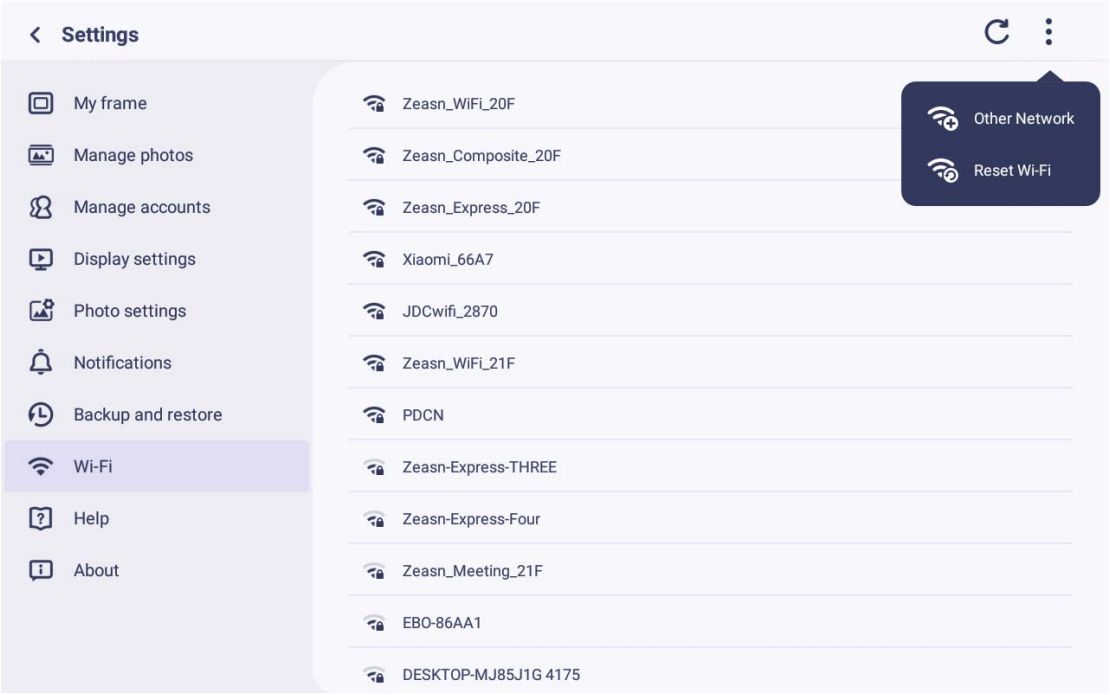
Delete photos: Please delete all photos in "Manage photos - Delete photos". After deletion, select the "Restore from backup" button in Backup and Restore to recover data.

Reset frame

Delete all data of the photo frame. This will permanently delete all photos, friends/connections and settings.

Wi-Fi

Set the Wi-Fi connection.



Wi-Fi details

Display Wi-Fi details, such as Wi-Fi name, Wi-Fi strength, Wi-Fi status, etc.

Add a hidden Wi-Fi

Add a hidden Wi-Fi manually.

Refresh

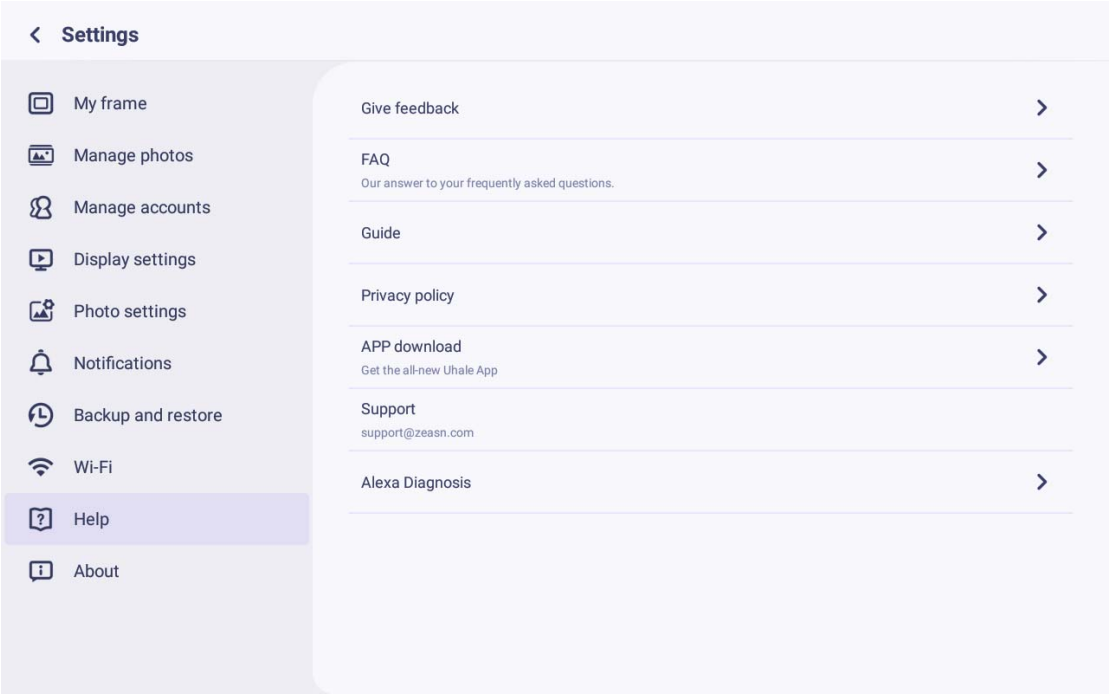
Refresh the current Wi-Fi list.

Reset Wi-Fi

After resetting, Wi-Fi will return to its factory settings and data cannot be recovered.

The frame will automatically restart after the reset is completed.

Help



Give feedback

Submit your questions quickly to the Uhale support team through the feedback feature.

FAQ

Provide answers to common questions to facilitate users in quickly solving problems.

Guide

Simply introduce how to use the Photo Frame.

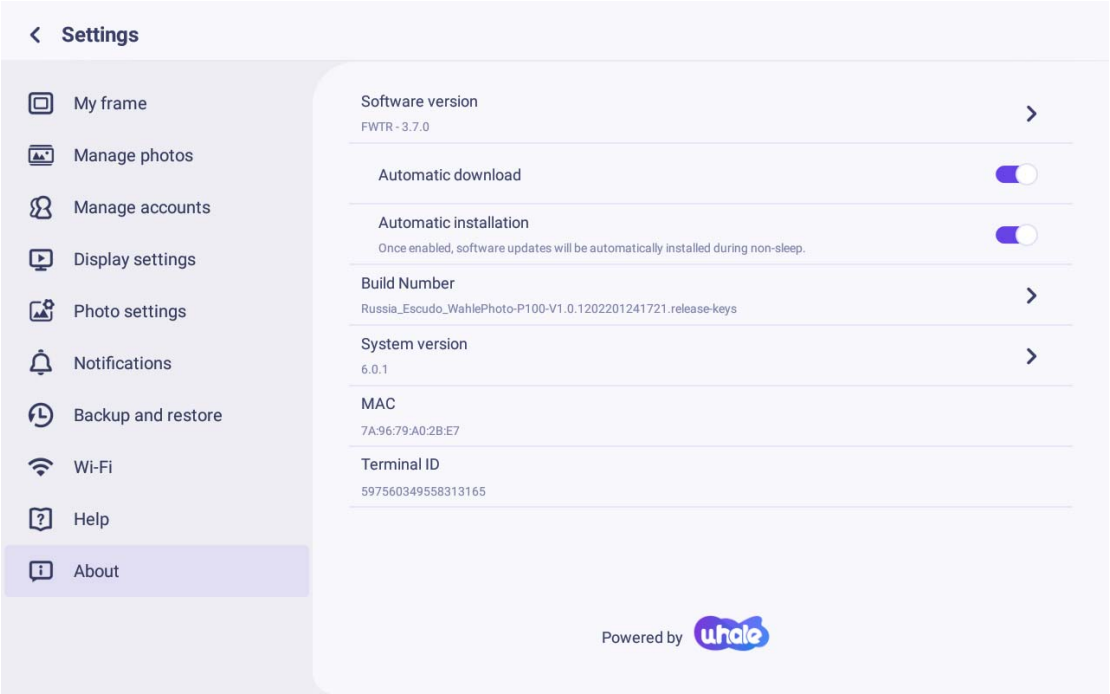
Support

For technical support and feedback.

Privacy agreement

Display the content of the privacy agreement.

About



Software version update

Check the photo frame software version update.

- Automatic Download: When enabled, the device will automatically download higher versions when detected. If disabled, manual checking is required.
- Automatic Installation: When enabled, the device will automatically install the downloaded higher versions. If disabled, manual installation is required.

Firmware version update

Check the photo frame firmware version update.

System version update

Display Android system version information.

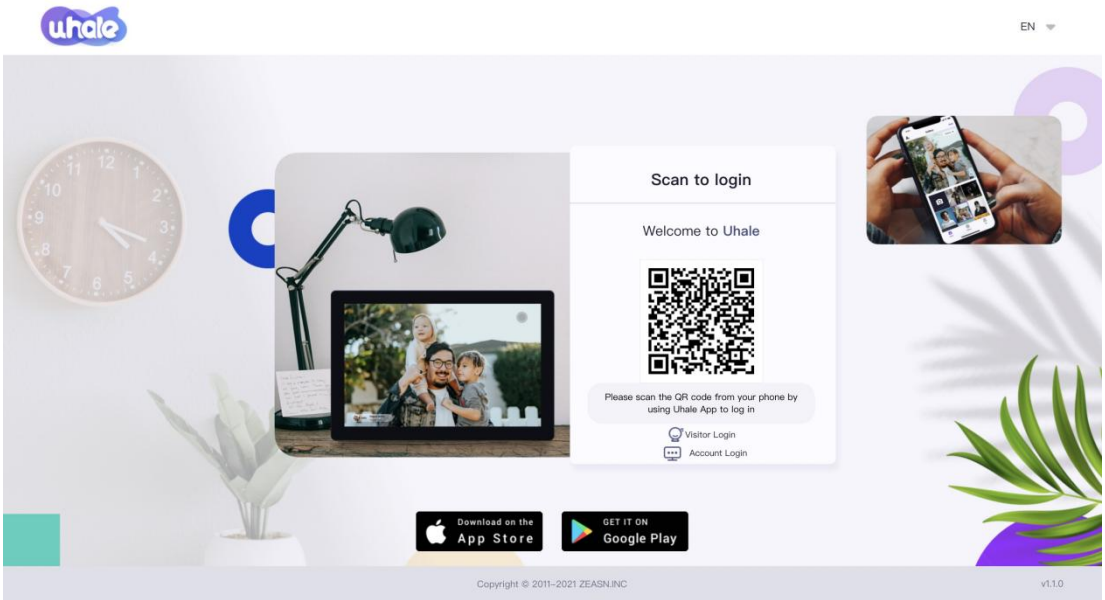
Mac address

Display the Mac address of the photo frame.

Uhale Web

Log in

When successfully logged in, the web will automatically synchronize the information from the APP (eg. profile picture, nickname, connected device).



Scan code login

Visit the website to get access to Uhale Web: https://uhale.zeasn.tv

Note：Download, install and open the "Uhale" APP on your mobile devices, and find the QR code under [Scan] to log in.

Account Login

Support login to the web terminal by account password.

Note: Email account registration is not supported on the web version. You need to download, install, and open the "Uhale" app on your mobile device to register for an account.

Photo share

1.Select photos (up to 500 images, supported formats: jpeg/jpg/png/bmp/Webp)

2.Photo editing

1）Adding more photos onto the existing list.

2）Select All: Click [Select All] to select all photos, and the number of selected photos will be displayed in the upper left corner. Click [Select All] again to undo.

3）Remove: Selected photo(s）can be removed from the current transfer list by clicking [Remove].

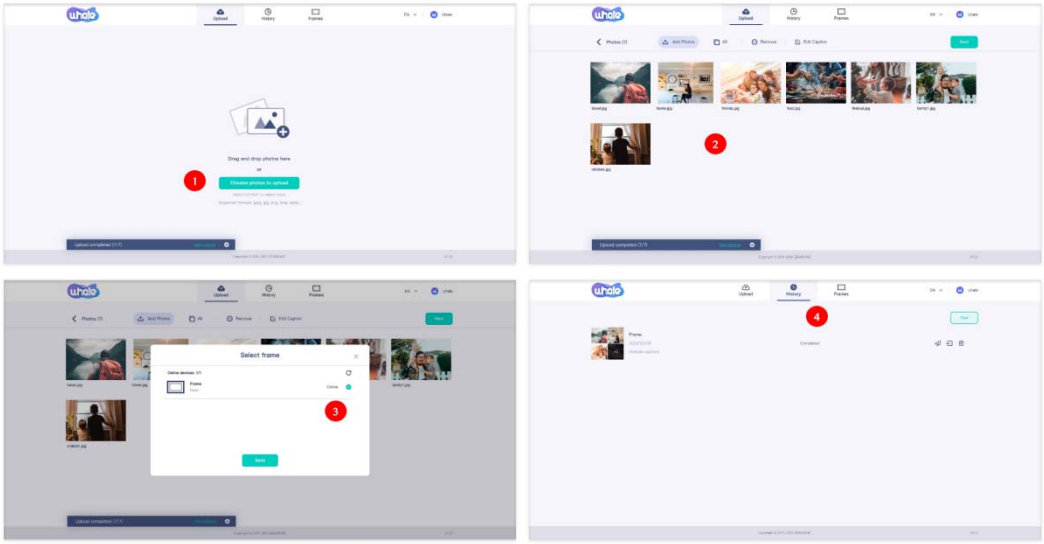
4) Renaming multiple photos: Selected photo(s) can be renamed in batch on the page.

NOTE：

Exit the editing mode, select a photo frame to complete photo sharing. Photo(s) cannot be shared under editing mode.

3. Select the photo frame (support sending 1 or more photo frames)

4. After clicking send, you can check the sending status in the taskbar or history



Uhale APP

Quick Setup

APP is equivalent to a transfer tool, you can log in with a visitor account or with an email account.

Visitor accounts: The data will not be saved in the cloud, the accounts created are temporary. As long as you uninstall or reset APP, the temporary account and the information generated by the account will all be deleted.

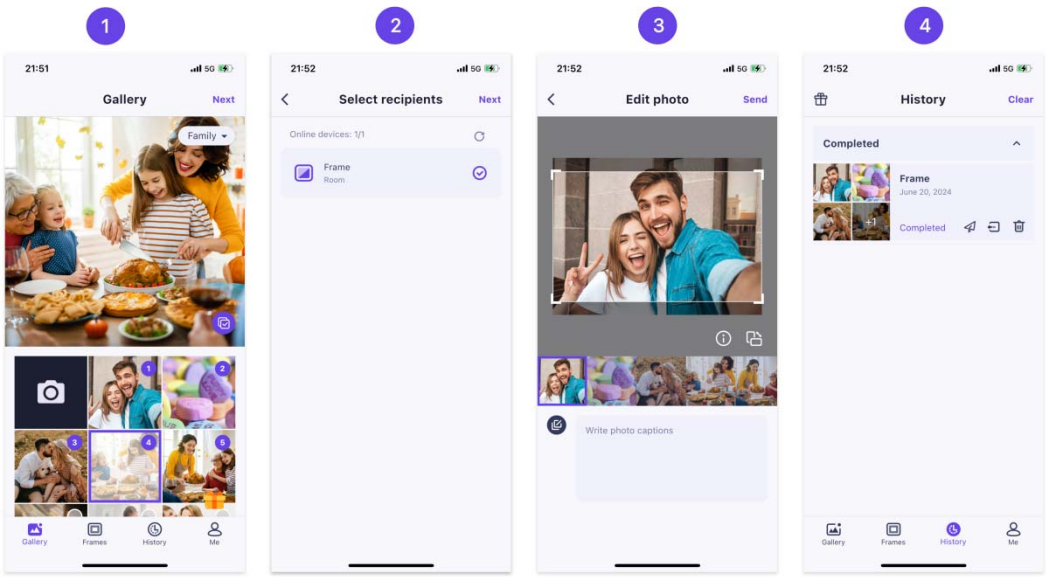
Email account: The cloud will keep your usage data (such as avatar, nickname, photo frame binding relationship), and the data will exist

when you uninstall/reset the app or change your phone to login.

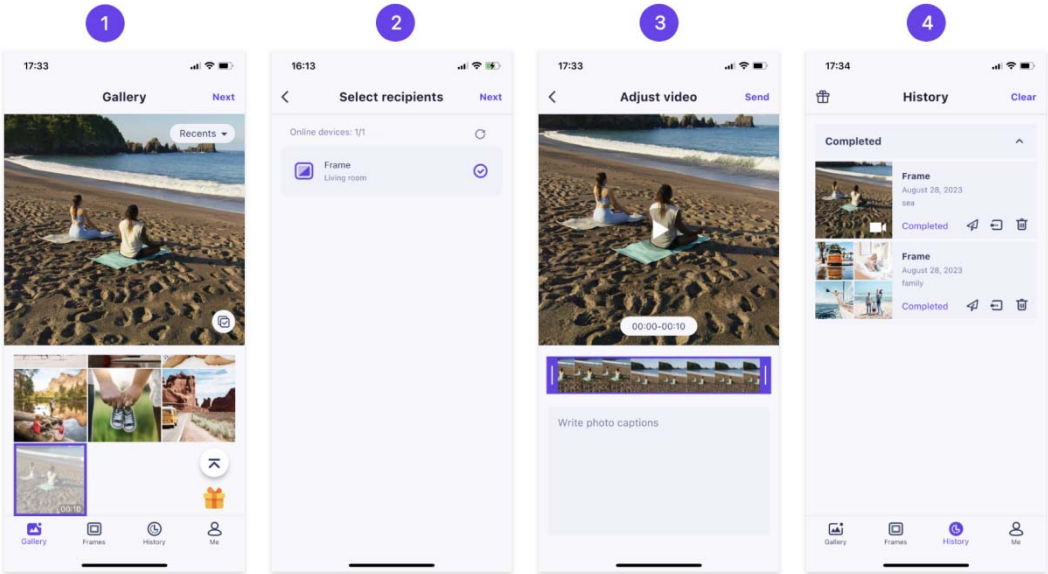
Photo Share

Sharing photos is divided into picture share and video share.

Photo share: select pictures (up to 50 pictures) - select photo frames - edit pictures (adjust focus areas and name photos) - send.



Video share: select video (only one video can be selected, 30 seconds length video) - select photo frame - edit video (video length and video naming) - send.



History

You can check the status of photo sending tasks and perform some quick actions on the sending history side.

- Delete: Deletes local history data (does not delete framed photos).
- Resend: you can resend this photo to other frames.
- Withdraw: Deletes local history data and frame photos, as long as the history record on the app exists and the frame is online, you can withdraw the photos.
- Clear: clears the history data (does not delete the task in the sent state).

Warranty, compliance, technical support and safety information

For detailed information about warranty, hardware compliance, technical support and safety, please refer to the information in the package.

FCC Statement

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.

To assure continued compliance, any changes or modifications not expressly approved by the party.

Responsible for compliance could void the user's authority to operate this equipment. (Example- use only shielded interface cables when connecting to computer or peripheral devices).

This equipment 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.

FCC Radiation Exposure Statement:

The equipment complies with FCC Radiation exposure limits set forth for uncontrolled enviroment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

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