

Aura user manual

Aura digital picture frames are the easiest way to share and display unlimited photos and videos with friends and family. This manual provides instructions for setting up and enjoying your frame.

For additional support, visit auraframes.com/help or submit a request via our online help center.

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Setting up your Aura frame

The following steps will help you set up your Aura frame. For a more detailed guide, including specific app screens, visit auraframes.com/set-up.

Step 1: Download the Aura Frames app

Search for “Aura Frames” in your device App Store. Alternatively, you can go to auraframes.com/app to download the app directly.

Step 2: Create your Aura account

Open the Aura Frames app on your iOS or Android™ device. Follow the prompts to create an account. Check the box to confirm you’ve read and agree to the Privacy Policy and Terms of Service.

Step 3: Unbox your frame

1. Remove the frame from the box.
2. Peel off the screen protector and touchbar protective labels.
3. Unpack the power adapter, which is rated for 100-240 VAC.

Step 4: Plug in the frame

Attach the power cord to the back of the frame, then plug it into an electrical outlet near a flat surface.

Step 5: Attach the stand

Unpack the frame stand, choose portrait or landscape orientation and rotate the stand into place.

Step 6: Connect your frame to WiFi

Make sure your phone is connected to WiFi and that Bluetooth® is enabled.

Plug in your frame, then open the Aura Frames app and follow the in-app instructions to complete the setup.

Note: If you’re already connected to an Aura frame, tap “New Frame” in the app’s upper-left menu to add a new frame to your account.

Step 7: Add unlimited photos and videos

Select “Add Photos” to upload photos and videos to your frame. There’s no limit to how many photos and videos you can add.

Note: Photos and videos added to your frame are uploaded to Aura’s cloud and associated with your personal Aura account. If your frame is unplugged or disconnected from WiFi, your photos will start displaying again once it is reconnected.

Step 8: Invite members to your frame

You can invite family and friends to add photos using the Aura Frames app.

Note: Anyone you invite to your Aura frame will have access to view all your photos from the Aura app, adjust your frame settings, invite others, and perform actions such as “Show Now.” To edit or change the WiFi settings, a member of the frame must be present with the frame.

For more information, visit auraframes.com/invite.

Step 9: Setup complete

Your frame setup is now complete! Your frame will appear in the Aura Frames app, and your photos will begin displaying on your physical frame.

Gift setup – giving and receiving

With Aura's gift feature, you can preload photos, videos, and a personalized gift message onto the frame before giving it to your recipient. Once they connect the frame to WiFi, your message and preloaded photos and videos will appear on the frame and in the Activity tab of the Aura Frames app.

If you ordered your frame from www.auraframes.com and began the gift setup via email, you do not need to repeat either step below.

Using the App to Set Up Your Gift

If you've purchased an Aura frame as a gift, you do not need to open the box to set it up.

Instead, use one of these two methods to get started:

- **Scan the gift setup QR code:** Use the Aura Frames app to scan the QR code on the box. The app will guide you through preloading photos, videos, and a personalized gift message onto the frame.
- **Generate a virtual code:** In the app, create a virtual setup code. When you give the frame to the recipient, simply provide them with this code to enter during their setup.

For more information, visit our FAQ auraframes.com/gift-setup.

Features and settings

Turning the Frame On and Off

Aura frames come with an ambient light sensor that automatically turns off the frame when the room is dark. You can also turn the display on or off using the sleep/wake button located on the back of the frame or by setting a schedule in the app.

Using the touchbar

Your frame has a touchbar located at the top.

The frame will automatically change photos. You can also swipe left (to go back) or right (to go forward).

For more information, visit our FAQ
auraframes.com/touch-bar.

Adaptive Brightness

Ambient light sensors automatically adjust the frame's brightness based on the room's light level, so photos and videos always look their best.

Control the Slideshow

By default, your frame displays a new photo every 10 minutes. To adjust this setting, open the Aura Frames app, where you can set the app to change photos as often as every 15 seconds or as infrequently as every 24 hours.

You can also set the photo order to shuffle or

display chronologically.

For more customization options, go to Frame Settings in the app.

Enjoy Videos and Sound

Your Aura frame can play up to 30 seconds of video. To play sound, tap the touchbar. Maximize the Aura Frames App Experience

Wireless Screen Mirroring from a Windows® PC

You can mirror your Windows PC screen onto your frame via a direct peer-to-peer (P2P) connection. First press and hold the touchbar located at the top of the frame and choose the mirroring option from the menu. Then press the Windows logo key + K to bring up the casting menu on your PC and choose your Aura frame. For more information, visit <http://auraframes.com/mirroring>.

Maximizing the Aura Frames App Experience

Keep the app updated to enjoy the latest features.

Photo access and privacy

The Aura Frames app needs access to the photos you wish to send to your frame. Your photos are stored securely on your device, on Aura's cloud servers, and on your Aura frame. They are never shared with third parties without your permission or with others who are not invited to your frame.

Security and Privacy

Aura securely uploads and stores your selected photos in a cloud database powered by Amazon Web Services (AWS). We use AES-256 encryption, the industry standard for data security.

For more information, visit:

- auraframes.com/privacy
- auraframes.com/data-collection

Device requirements

For the most up-to-date information, visit auraframes.com/requirements.

iOS: The free Aura Frames app is available for iOS and iPadOS®. It requires a recent version of iOS or iPadOS.

Android: The Aura Frames app requires a recent version of Android. Please ensure your operating system is up to date.

Operating requirements

The frame must be plugged into a power source and connected to WiFi with internet access at all times to function.

Setup requirements

- Free Aura Frames app and Aura account required
- Your phone or tablet must have both Bluetooth and WiFi turned on.

Frequently asked questions

For more FAQs and to learn about new features for your frame and the Aura Frames app, visit auraframes.com/help. To get started, check out this overview: auraframes.com/overview.

My frame is not working. Should I try to reset it?

Do not attempt to manually reset your frame or remove it from the Aura Frames app, as you may lose your photos. Instead, contact Aura Customer Care at auraframes.com/help.

Where can I find warranty information?

Visit auraframes.com/warranty.

Can I upload photos from a computer?

Yes, visit app.auraframes.com from your computer browser.

Safety information, warnings, and compliance

WARNING: Before using your Aura frame, read all instructions and safety information carefully. Failure to follow these instructions could result in injury or damage to property.

Electrical Safety

Do not disassemble: Do not attempt to open, disassemble, or repair your Aura frame, even when unplugged, as this may cause personal injury and property damage.

Use only the supplied adapter:

- Only use the provided adapter model AURA15-001 for the United States.
- Do not use the Aura frame AC adapter with other devices.
- If the AC adapter or cable appears damaged, stop use immediately and contact Aura customer support at auraframes.com/help.

Frame must be plugged into a power source to function.

Power source requirements:

- Confirm that the electrical outlet matches the voltage and frequency specified
Input: 100-240 VAC 50/60Hz
Output: 5.0 VDC/3.0 A

- Avoid non-standard power sources, such as generators or inverters.
- For questions about your power source, consult a qualified electrician.

Keep cables and adapters out of reach of children.

Unplug when moving: always unplug your Aura frame before moving it.

Medical Conditions

WARNING: If you have a medical condition, such as seizures, blackouts, or eye strain, that could be affected by visual stimuli, consult your doctor before using the Aura frame. Discontinue use and consult a doctor if symptoms arise during use.

Interference with Medical Devices:

WARNING: Aura Frames contain magnets and emit radio frequencies that may interfere with medical devices like pacemakers, hearing aids, or defibrillators. Consult your doctor or device manufacturer before using your Aura frame.

The Aura frame may cause interference with other electronic equipment. Follow the instructions to avoid interference and ensure compatibility.

Avoid Third-Party Accessories: Using non-approved accessories or equipment may impact performance and may void the warranty.

Proper Handling and Usage

The Aura frame is designed for indoor use only and should be placed on a stable, flat surface. Ensure that both the frame and its cable are positioned securely to avoid tipping, which could lead to personal injury or property damage.

Keep your Aura frame away from:

- Water, other liquids, and areas prone to moisture, such as sinks, showers, and pools.
- Heat sources, including space heaters, heater vents, radiators, stoves, or any devices that produce heat.

It is normal for your Aura frame to feel warm during use. Place it in a well-ventilated area where the temperature remains between 32°F and 104°F (0°C to 40°C), with up to 90% relative humidity.

Cables, Connectors, and Ports

Do not pull on the cable to unplug your Aura frame; instead, gently remove it by grasping the plug.

Avoid plugging multiple devices into the same wall outlet as the Aura frame, as this may overload the socket and increase the risk of overheating or fire.

Refrain from using extension cords with the Aura frame to prevent socket overload.

To minimize trip or entanglement hazards, arrange any cords and cables so that they are not in high-traffic areas. Ensure they are positioned securely to prevent people or pets from tripping over or accidentally pulling on them.

Care and Cleaning Your Aura frame

Before cleaning your Aura frame, or if it will be unused for an extended period, unplug both the frame and its adapter.

Only clean the exterior of the Aura frame. Do not attempt to open the frame, as this could lead to electric shock or injury.

Use a soft, dry cloth to clean your Aura frame. Avoid using abrasives, harsh chemicals, or compressed air, as these may damage the frame.

Do not use external heat sources, such as a microwave oven or hairdryer, to dry your Aura frame.

Repairing Your Device

If your Aura frame stops working or requires servicing, please contact the Aura Customer Care team. Visit auraframes.com/help for more information.

Do not attempt to repair, disassemble, or modify your Aura frame yourself. Doing so may damage the device and could result in personal injury or property damage.

Improper or unauthorized repairs will void your limited warranty and may lead to personal injury or property damage.

Compliance mark information



This symbol indicates that it needs operator awareness or operator action in order to avoid undesirable consequences.



This symbol indicates that operator shall read the user manual before operating the device.



This symbol indicates that the device is for indoor use only.



This symbol stands for Direct Current.

Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the iPhone® | iPad® identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

iPad, iPad Air®, iPad Pro®, iPhone, iPadOS are trademarks of Apple Inc., registered in the U.S. and other countries and regions.

Windows is a trademark of the Microsoft group of companies.

Android is a trademark of Google LLC.

Compliance statement and warnings

How to see E-label information:

1. Press the sleep/ wake button located on the back of the frame
2. You will see the E-label information show on the screen before the frame goes to sleep

USA

FCC compliance statement

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device should be installed and operated with a minimum distance 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the device.

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.

For additional FCC information, please visit auraframes.com/fcc

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.

Model Name: AF310

Made in China

Adapter Supplier Info:

A. Adapter supplier name: Shenzhen Shengrongxiang Technology Co., Ltd / Model: AURA15-001; Input: 100-240 VAC 50/60Hz 0.5A Max / Output: 5.0 VDC/3.0 A 15W.

B. Adapter supplier name: Dongguan Mentech Optical & Magnetic Co., Ltd / Model: AURA15-001; Input: 100-240 VAC 50/60 Hz 0.5A / Output: 5.0 V/2.4 A 15W.

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WARNING

- **INGESTION HAZARD:** This product contains a button cell or coin battery.
- **DEATH** or serious injury can occur if ingested.
- A swallowed button cell or coin battery can cause **Internal Chemical Burns** in as little as **2 hours**.
- **KEEP** new and used batteries **OUT OF REACH** of **CHILDREN**.
- **Seek immediate medical attention** if a battery is suspected to be swallowed or inserted inside any part of the body.



- A. Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate.
- B. Even used batteries may cause severe injury or death.
- C. Call a local poison control center for treatment information.
- D. The product contains non-replaceable batteries. Non-rechargeable batteries are not to be recharged.
- E. The button battery type is CR1220.
- F. The nominal battery voltage: 3V.
- G. Do not force discharge, recharge, disassemble, heat above 60°C (140°F) or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.