



Cloud Frame

User's Manual



For ongoing product improvement, this manual is subject to modification without prior notice.

MODEL: CPF1051

User Notice

This product has met electronic emissions standards required. It can be used safely at home.



Contents

Before Operation

| | |
|----------------------|---|
| Product Introduction | 2 |
| Safety Precautions | 3 |
| Package Contents | 5 |
| Introduction | 5 |

Basic Operation

| | |
|---------------------------|----|
| Getting Started | 6 |
| Connect Power | 6 |
| Insert a memory card | 7 |
| Connect to the computer | 7 |
| Link WIFI | 8 |
| Register your cloud frame | 9 |
| Dual Interface | 10 |
| Status Icon Briefing | 11 |

Advanced Operation

| | |
|------------------------|----|
| WiFi Setup | 12 |
| Google Account | 13 |
| Google Play Store | 13 |
| My Cloud Album | 14 |
| Online Photos | 17 |
| Online Videos | 18 |
| Dropbox | 19 |
| Social Media | 20 |
| Local Photos | 21 |
| Local Videos | 21 |
| Bluetooth | 22 |
| Settings Menu Overview | 22 |

Customer Management

| | |
|-----------------|----|
| Troubleshooting | 23 |
| FAQs | 27 |
| Support | 27 |
| Tips | 27 |

Product Introduction

Use the internet to load, manage, and share your favorite photos with family, friends, and businesses, on this 10" Cloud Frame.

Features

- Receive real-time photos from cell phones from different cities or countries
- Enjoy free cloud storage space where you can store your photos and other files
- Remote control is allowed, build up your own cloud albums on your computer and push them to remote frames
- Compatible with social media Facebook, Twitter, Instagram...
- Watch movies from Netflix and other video hubs
- Built-in Drop box receive photos automatically from your cell phone
- Wireless link to internet automatically
- Intuitive Touch screen give all operations on your fingers
- 8GB internal memory is for your local photos and videos
- SD card slot support to expand memory up to 32GB
- Dual interface, modern and traditional, for your selection

Specifications

- Internal memory: 8GB
- Display size: 10.1 inch IPS screen
- Touch Screen: Yes
- Display resolution: 1280x800 pixels
- Built-in Wireless: 802.11 b/g/n
- Bluetooth: 4.0 Version
- Multimedia support: Photo / Video / Audio
- Earphone: 3.5mm stereo phone jack
- Speakers: 2 x 2W
- Memory Card: SD/SDHC
- USB type: 1x USB OTG, 1x USB HOST
- Power Adaptor: Input: 110~240V; Output: 5V, 1.5A

Safety Precautions

Please read the following guidelines carefully to ensure user safety.

Power Precautions

- ⚠ WARNING:** indicates information that, if neglected, could result in serious injury and/or death to the user.
- ⚠ CAUTION:** indicates information that, if neglected, could result injury to the user and/or material damage.

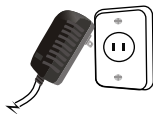
01. Use only the authorized power supply product. Failure to do so could result in product malfunction.



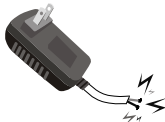
02. When connecting the power source, make sure that your hands are free of moisture. Failure to do so could result in electrical shock.



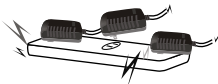
03. Make sure that the power supply is firmly plugged in and not loose. Failure to do so could result in electrical shock.



04. Do not let the power cord get overly entangled and do not place any heavy objects on the cord. Failure to do so could result in electrical shock.



05. Do not connect the power supply to an electrical power strip with other various connections. Failure to do so could result in fire.



06. Disconnect the power supply during inclement weather conditions that include thunder and lightning. Failure to do so could result in fire.

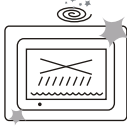


Safety Precautions

Please read the following guidelines carefully to ensure user safety and avoid malfunction.

Product Related Precautions

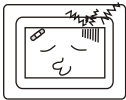
01. Dropping the product or subjecting it to a significant impact can cause critical damage.



02. Spilling water or any other liquid on the product can cause critical damage.



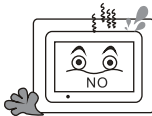
03. Striking or scratching the LCD screen may cause critical damage.



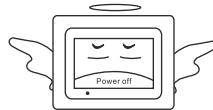
04. When cleaning the LCD screen, turn off the power and wipe it gently with a soft cloth.



05. Do not subject the product to severe humidity and/or heat.



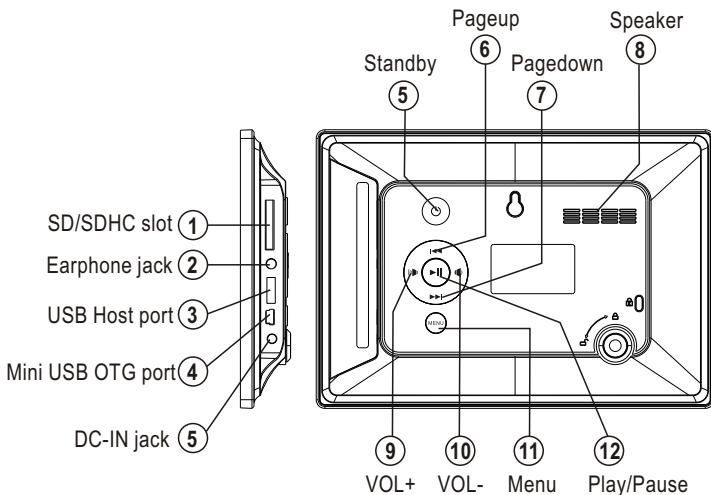
06. Make sure to power off the unit before disconnecting the power supply.



Package Contents

- Cloud Frame
- Quick Start Guide
- Power Adaptor
- Stand
- Limited Warranty

Instructions



- 1. SD/SDHC card slot:** Insert one of the SD/SDHC cards each time.
- 2. Earphone jack:** Insert the earphone, then can enjoy your personal time.
- 3. USB Host port:** Insert a USB flash stick.
- 4. Mini USB port:** Connect this unit to your computer by USB cable, and read U-disk by USB cable (not included).
- 5. 5V DC IN:** Insert the power adaptor cord to connect the unit with power outlet.

Getting Started

Your frame can either sit on the top of a surface with the stand or hang on the wall.

Sitting on top of a surface



hang on a wall



Wall mounting hole

Connect Power

Plug the Power Adapter into the frame and also into a power outlet. Once connected to power, the frame screen should automatically begin booting up.



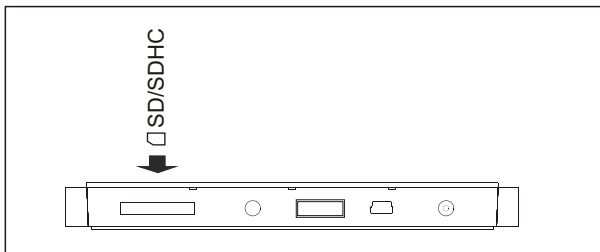
Insert a memory card

Insert card in the direction indicated by the arrow on the top of the card (the side of the memory card on which sticker is affixed face the frame).

SD/SDHC card is compatible with this unit.

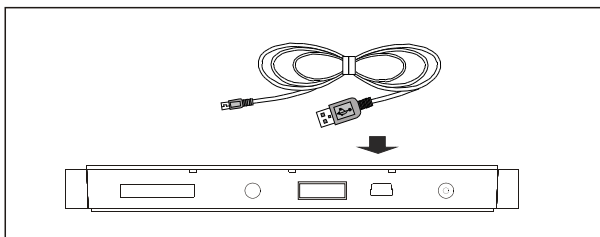
Aligning the memory card upside down may cause user-error damage.

This may nullify the warranty.



Connect the Cloud DPF to the computer

Use the USB cable to connect the Cloud Frame to a computer.

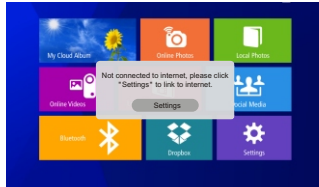


Removing the Memory Card

When removing a memory card from the frame, pull the card straight away from the unit. Avoid bending the card.

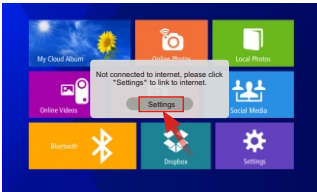
Link Wi-Fi

After power-on, the screen will appear prompt to ask you to link to Wi-Fi, follow below instructions to link your frame to the internet.



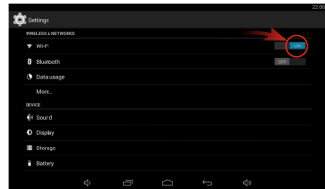
Step 1.

Tap "Settings" button on the prompt.



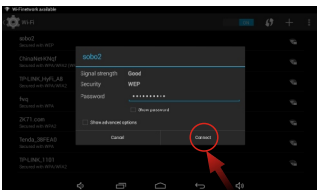
Step 2.

Select the WiFi button to the "ON" position.



Step 3.

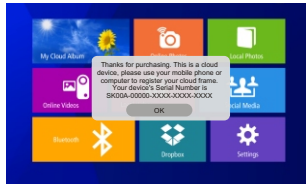
Select your network, put in your password, and then click "connect".



Note: A WiFi internet connection is required in order to register and use your frame as well as access the online features available.

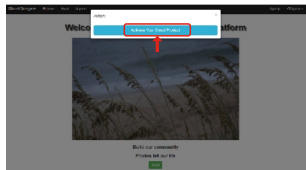
Register Your Cloud Frame

After Wi-Fi is connected, tap "My Cloud Album" on home screen, below message will appear to remind you to use the Serial Number in the block to register your cloud frame.



Now you need to register your frame by going to the website "https://cloud.sungale.com" on your computer, tablet or smart phone.

From the website, Click "Sign Up", then click "Activate your Cloud Product".



You will be prompted to register the frame by providing the serial number from your frame as well as some basic personal information, then click "register" button.

A screenshot of the registration form titled "Register now to activate your Sungale Cloud Account." The form includes input fields for "Serial Number", "Full Name", and "Email Address" (pre-filled with "cloud@sungale.com.cn"). There are also fields for "Choose your password" and "Confirm" with a note: "This confirm password does not match."

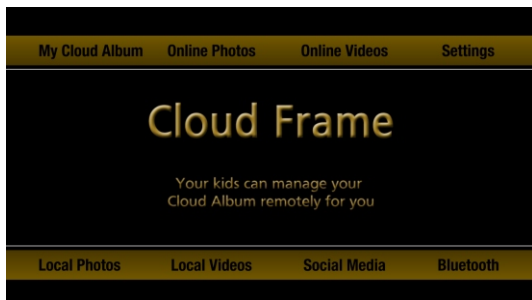
You need to go to the email box you used for registration to pick up your activating code and enter into on your computer, then, the screen will notify you that you have registered successfully.

Dual Interface

Block Interface



Traditional Interface



To switch interfaces, swipe the top of the home screen from left to right.

Status Icon Briefing



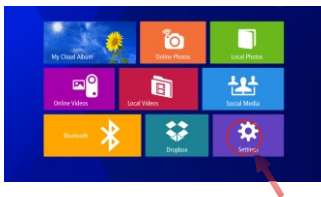
- 1 My Cloud Album:** To load and manage photos in cloud storage space.
- 2 Online Photos:** To review or download photos from online providers.
- 3 Local Photos:** Display or review the photos stored in internal memory or SD card.
- 4 Online Videos:** Access videos from online video providers.
- 5 Local Videos:** Play or view the videos stored in internal memory or SD card.
- 6 Social Media:** Access Social Media from online social providers.
- 7 Bluetooth:** The photos can be transferred to this frame from other bluetooth compatible devices.
- 8 Dropbox:** Share your photos.
- 9 Settings:** Choose from four icons including Browser, all Apps, Files, and Settings to adjust frame's features and functions.

WiFi Setup

You should automatically be prompted to setup your WiFi connection during the frame registration process, but if you ever need to connect to a new WiFi network, follow below instructions:

Step 1.

To setup the WiFi Connection on your photo frame, click **"Settings"** from the home screen.



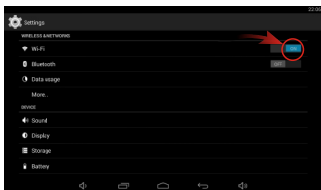
Step 2.

Select the **"Settings"** menu icon.



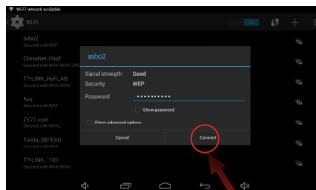
Step 3.

Select the WiFi button to the **"ON"** position.



Step 4.

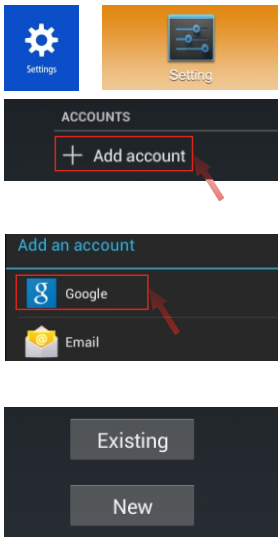
Select your network, put in your password, and then click **"connect"**.



Note: A WiFi internet connection is required in order to register and use your frame as well as access the online features available.

Online Account Setup Part 1: Google Account

A Google Account will allow you to access the Google Play Store for APP downloads, and Google applications.



Step 1.

Go to the Settings menu, and scroll down to **"+Add account"**, and click it.

Step 2.

Click **"Google"** under the add an account menu.

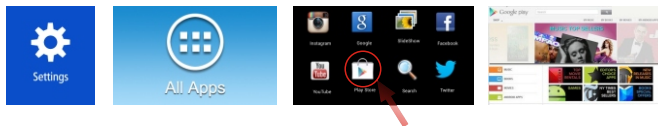
Step 3.

Click **"Existing"** if you currently have a gmail email account and put in your email and password.

Click **"New"** to setup a gmail email account.

Google Play Store

Once you have setup your Google Account, you can access Play Store to download and manage apps.



Online Features Part 2: My Cloud Album

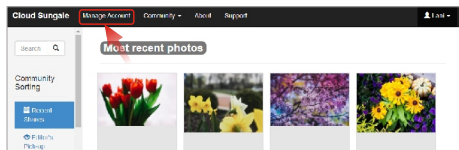
The My Cloud Album tab gives you access to all the photos you have stored in your free Cloud Frame storage. You must go back to the website "https://cloud.sungale.com" to add photo albums and slideshows into this section.

Website required Steps:



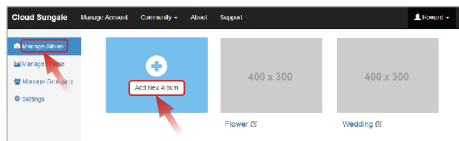
Step 1:

Login into your account



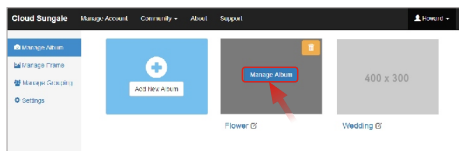
Step 2:

Select "Manage Account" go to manage page.



Step 3:

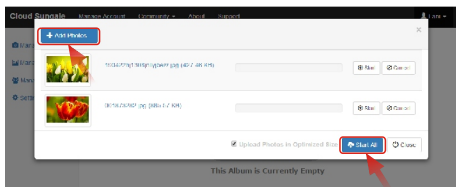
Select "Manage Album" and then select "Add New Album", name your album, and click "OK" to save it.



Step 4:

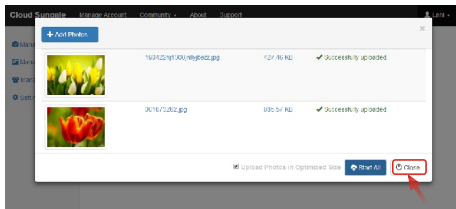
Move the cursor to the new album you just created, click "Manage Album" and click the cloud icon to add photos.

Online Features Part 2: My Cloud Album



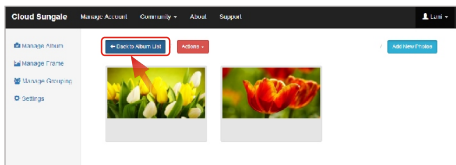
Step 5:

Click "Add Photos" button, choose photos from your computer and click "Start All" button to upload photos.



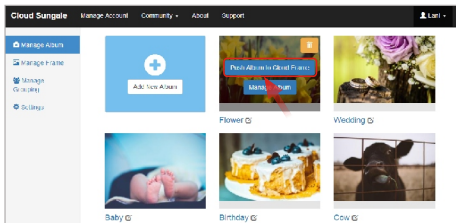
Step 6:

When all photos uploaded, click "Close" button to close the upload page, you'll see your photos have been uploaded.



Step 7:

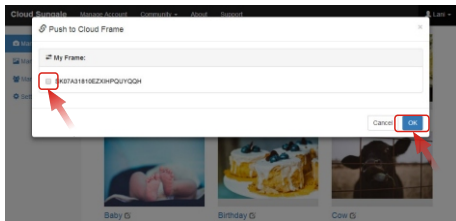
Click "Back to Album List" go back to Manage Album page.



Step 8:

Move the cursor to an album that you want to send to your cloud frame, then click "Push Album to Cloud Frame" button.

Online Features Part 2: My Cloud Album



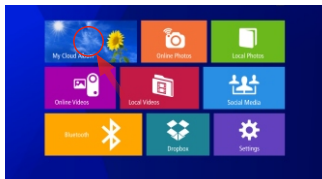
Step 9:

Select your frame and click "OK" button, now you have sent an album to your frame.

Now, You or your friends and loved ones can see the photos you shared to the cloud frame.

Cloud Frame Steps:

To access and view these photos, click **"My Cloud Album"**. Select the album and photos you wish to view.

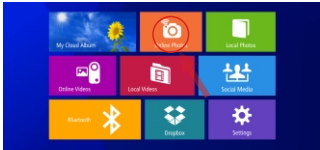


Note: Photos in My CloudAlbum will automatically play based on the settings you have setup from the website.

Tip: For instructions on creating cloud albums and adjusting settings, log into your account at "<http://cloud.sungale.com>" and select Support or Video Setup Tutorial at the top of the page.

Online Features Part 3: Online Photos

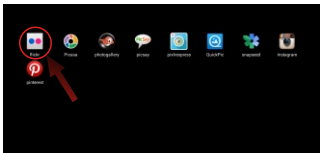
The Online Photos tab gives you access to numerous online Photo Hubs.



To access these Photo Hubs select Online Photos.

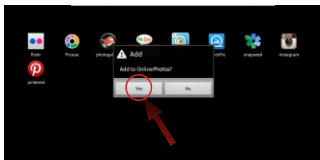


Select the "+" symbol in the lower right corner to enter the online storage back list.

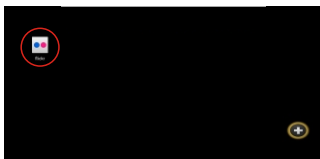
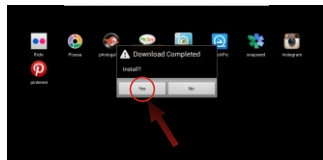


Select any Hub to install and download to your frame.

Select "YES" to download



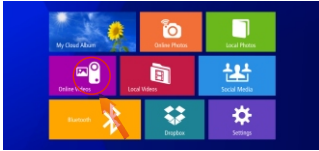
Select "YES" to install



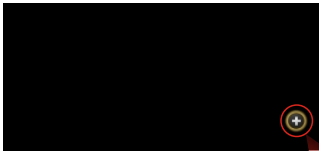
After the installation is complete, your Hub will be available on the frontscreen. You can now select and use it.

Online Features Part 4: Online Videos

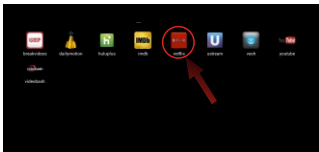
The Online Videos tab gives you access to a numerous amount of online Video Hubs.



To access these Video Hubs select Online Videos.

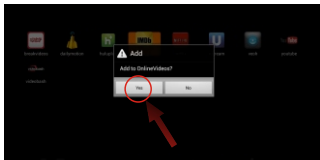


Select the "+" symbol in the lower right corner to enter the online storage back list.

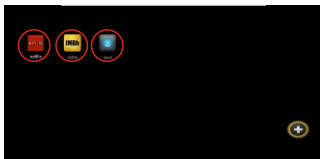
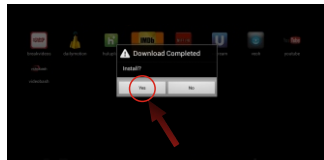


Select any Hub to install and download to your frame.

Select "YES" to download



Select "YES" to install

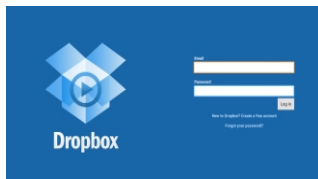
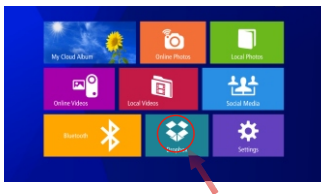


After the installation is complete, your Hub will be available on the front screen. You can now select and use it.

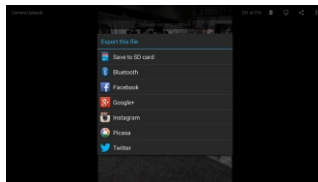
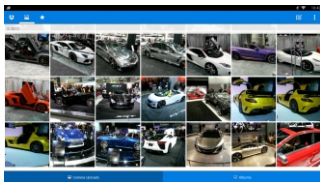
Online Features Part 5: Dropbox

Your frame has been pre-installed with Dropbox, a popular file sharing service right from the home screen.

Click "**Dropbox**" from the home screen, and log into your Dropbox account.



Now you can browse and select the photos and videos you want to download into your frame.



Note: Downloaded Pictures and Videos from Dropbox will be placed in the Local Photos or Local Videos area of Frame depending on the file. You can only view files from Dropbox and cannot run slideshows within the APP. You must first download into local memory. See "**Local Photos**" for slideshow instructions.

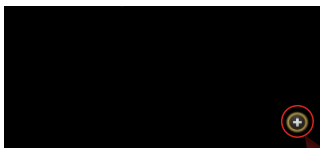
Tip: By adjusting your Dropbox settings on your smart phone, you will automatically be able to send any photo you take to your Dropbox account. This will offer an easy way of downloading photos to your frame.

Online Features Part 6: Social Media

The Social Media tab gives you access to numerous online Social MediaHubs.



To access these Social Media Hubs select Social Media.

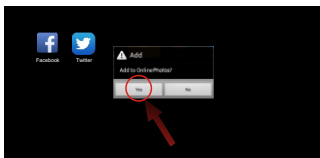


Select the "+" symbol in the lower right corner to enter the online storage back list.

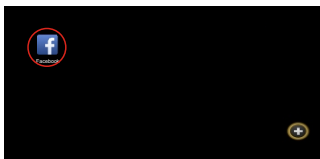
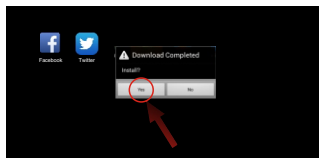


Select any Hub to install and download to your frame.

Select "YES" to download



Select "YES" to install

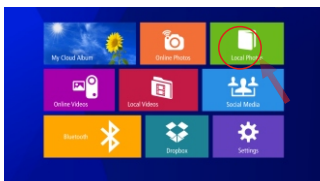


After the installation is complete, your Hub will be available on the frontscreen. You can now select and use it.

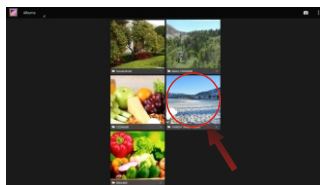
Local Features Part 1: Local Photos

Your frame comes with internal memory and also an SD card slot for additional memory access.

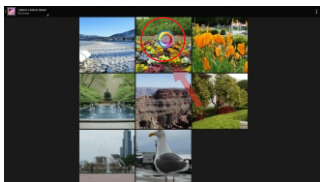
Select the **"Local Photos"** icon.



Select an album

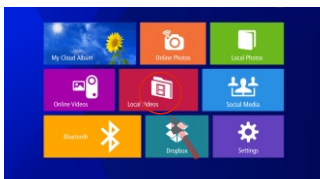


All the pictures will load in that album and if selecting a picture, you can start a slideshow by selecting the options, and then slideshow.

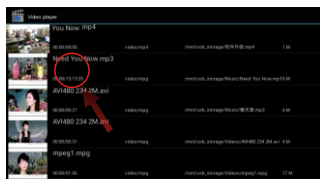


Local Features Part 2: Local Videos

Select the **"Local Videos"** icon.

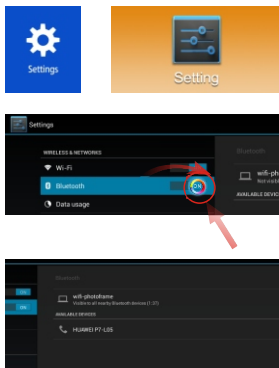


Select the video you want to Play.



Local Features Part 3: Bluetooth

You can send photos from your smart phone or tablet to the frame.



Step 1.

Turn on your frame's bluetooth by going into "**Settings**", the settings menu, and turning "**Bluetooth**" to the ON position.

Step 2.

Turn Bluetooth on your device.

Step 3.

Search and Pair your device to the frame.

Note: Apple product users may not be able to send files over Bluetooth due to iOS file transfer limitations. Please use Dropbox or other file transfer applications.

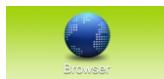
Settings Menu Overview

APP Block



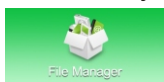
Where your downloaded & installed Apps and Google Play are located.

Web Browser



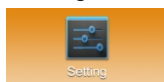
Where you can browse, surf and search the internet.

File Directory



Where you can search for locally installed apps & files.

Settings Menu



Where all your device settings are located for your frame.

1. Cannot pass the "User registration" message box on the frame

- 1) Make sure your cloud frame is a touch screen model or a remote control model. For 10" or smaller models, they are touch screen models, they do not have a RC, what you need to do is to touch on the screen to do operation. For 14" above models, they are remote control models, please make sure you have plugged in the RC receiver into the USB port.
- 2) Make sure you have setup Wi-Fi connection correctly. You can try to turn on/off the Wi-Fi switch, re-input right password. Sometimes you can try to reboot frame to get Wi-Fi connection.
- 3) If you have set Wi-Fi correctly, but still stuck at **"Authenticate Registration"** message box, it could be that you have had a serial number typo during registration, which will make the cloud server cannot find matched frame. In this situation, please take a photo of the serial number showed on the frame' screen and send it to **support@sungale.com** to ask for assistance.
- 4) In rare case, customer may set Wi-Fi connection to a hotspot Wi-Fi or a public Wi-Fi surrounding such as in bank, library, restaurant etc., where it needs to open browser to establish connection. Such Wi-Fi surrounding won't work for initial frame setup, please move the frame to a private network to finish initial frame setup.

2. Pictures are not showing on frame

- 1) This problem may result in you have not gone to the cloud frame service platform **www.cloud.sungale.com** to setup a slide show corresponding to the album and you have not push the slide show to your frame. Usually, we suggest customers firstly to go to the platform to create album, slide show, and push the slide show to the frame.
- 2) If you have created an album with using smart phone app, you still need to logon to the frame service platform **https://cloud.sungale.com** to create a slide show, and push the album you have created to a slide show, then push the slide show to the frame. Then, your cloud frame will be able to receive photos you have pushed to the album. The frame service platform setting is necessary.
- 3) Make sure the frame has good Wi-Fi connection, you can try to open browser to open a website to verify it. As long as your Wi-Fi connection is well, you should be able to receive photos you have pushed.

2. Pictures are not showing on frame

- 4) If you are sure the 1) and 2) are all confirmed with no problem, it still cannot receive photos, it is a rare case. Then, you can try to do following operation, go to Settings → Apps → All → find **"Wififrame"** app → press **"clear data"** button → reboot frame.

3. Got message "This frame is already registered by another user" when you register your Cloud frame

In this situation, it means that you have obtained an used unit no matter where they come from. In this case, you need to click or tap on Setting/Setting block/, then, scroll to bottom and click **"About devices"** and scroll to bottom, take a photo of serial number, send to **support@sungale.com**, tell some information about the frame, then, Sungale supporting team, as per its processing procedures, will verify the situation and clear the ex-user's data in the platform and cloud storage, and will help you to register the frame.

4. Got message "Please enter a valid serial number" when you registryour cloud frame

If you did input the correct serial number showing on frame, please tap or click **"I have registered"** to try to set up Wi-Fi connection firstly, then **"Serial number successfully confirmed"** will show up on the frame's screen. Turn off the frame, and go to frame service platform <http://cloud.sungale.com> to register again.

5. Not receiving activation code

During your registration, you should receive an activating code in the email box you have filled in the registration form. If you have waited over 10 minutes and still have not received an email with activating code, please check mail for activating code, or email **support@sungale.com** to get an assistance.

6. Had typo in email address during registration

Please email correct email address and serial number to **support@sungale.com** to ask for assistance. Then, our supporting team will correct the mistake from the back end.

7. Pictures showing sideways or upside-down on frame

Please delete the wrong photos, then, re-upload on cloud frame website or via app.

8. Frame showing "Wififrame has stopped" message frequently

It happens for too many pictures been pushed at once meanwhile the Wi-Fi connection is not good. We would like to suggest you to split the pictures into smaller slide shows, and push one by one, it is better to wait for one slideshow fully shown, then push another.

9. Remove the time/weather panel

Log on to the cloud frame service platform **http://cloud.sungale.com**, click "**Frames**" on the platform. If you find "**Weather Panel Setting**" button, you can select to turn off/on weather report. For some earlier models, you may not see the selection button, which means the frame's system needs upgrade, please contact **support@sungale.com** for system upgrade instruction, then, you can select to turn off/on weather panel.

10. The location and weather next to slideshow is not right

The time/location info is fed from the server by a third party provider. Sometimes, the time/location info is not accurate, but the wrong info will be corrected by itself after a while usually. Please do not try to adjust your frame's date/time setting, which will not change it. We are working on it, the situation will be improved soon. If an accurate time is important for you, please turn off the weather panel temporarily.

11. Frame automatically turns off after awhile

It is not turned off, it is due to the system was set to sleep after idling for certain time. For remote control models, you can press "**Power**" button on the RC to activate your frame. For touch screen models, you need to press the "**Power**" button on the back of the frame to activate your frame. Or, if you wish the frame is always keeping lighting up, please log on to the cloud frame service platform <http://cloud.sungale.com>, click "**Frames**", find "**Slide Show settings**", find "**Sleep In**" option, set it as "**Never Sleep**" or other desired value and save your setting.

12. How to add a new cloud frame into my current account?

Sungale's cloud frame does not support to add multi cloud frames into one account, each of our frames has its independent account number. We are working on Grouping Frames function, you will see the function soon.

13. What's my account number while signing in to cloud app?

It is just the email address you have used when you registered your cloud frame, and the password is just the one you are using for logged in the cloud frame's service platform <http://cloud.sungale.com>.

14. Forget password, Cannot sign in to frame service platform <http://cloud.sungale.com>

There's a "**forgot password**" link under the "**login**" screen. You can input your registered email address and "**submit**", then, you will get a new password created by the server from support@sungale.com, then, please change it to your own password.

15. How to make slideshow the photos stored in USB/SD card/On-board memory?

Go to "**Local Photos**" section, click the vertical three dots on the upper right corner, click "**start slideshow**" from the dropdown menu.

16. Can I change the local photo slide show styles/time intervals?

NO, only cloud album slide show is configurable

FAQs:

Q 1: Why can't I link to Wi-Fi?

A: Please check if you have turned on the Frame's Wi-Fi. Goto → Setting → Wireless & Networks → Slide "Off" to "On".

Please check if you have input the right password of Wi-Fi router. For more Wi-Fi related questions, please go to www.sungale.com and find Support Wi-Fi related FAQ.

Q2: Why can't I download applications from the Play Store?

A: Please check if you have registered a Google account; please check if the frame's storage has enough space. If it doesn't, you will need to insert an SD card.

Support

1. Visit the support site.

- For manual download, FAQs and more supports: www.sungale.com

2. Contact Sungale Support team

- Toll free number in the USA: 800-473-5156
- Service email: service@sungale.com

Tips

For additional product video support, go to YouTube.com, and search "SungaleProducts", where you will find additional demo videos to help with explaining the operation of your product.

In order to ease users' selection, other logos and/or trademarks may appear on this product. All other logos and/or trademarks are the property of their respective owners.

For ongoing product improvement, this UM is subject to modification without prior notice.

• FCC Part 15.19

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 .

• FCC part 15.21

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

• FCC part 15.105

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 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 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 circuit different form that to which the receiver is connected.
- Consult the dealer or an experienced radio TV technician for help.