

Aura User Manual

Welcome to Aura! This manual will provide details you need to set up your frame, invite members and share photos with family and friends using your new Aura frame. We also have an online Help Center auraframes.com/help with FAQs, videos, and more. Let's get started!

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Aura Digital Frames

Aura digital frames are beautifully designed WiFi frames that connect people around the world through a brilliant photo sharing experience enabled by Aura's cloud servers.

Setup overview

Download the free Aura frames app and easily sync your camera roll, iCloud, and Google Photos. Set up the frame on your WiFi, and add selected photos. With unlimited storage, you can invite the entire family and friends to share their photos, and never worry about running out of space.

Invite others to share photos

Invite friends and family to safely share their photos in your home without the need to post on social media. When you invite others to join your frame, they also download the Aura frames app and select photos to share on your frame. Since photos are sent from your device to Aura's safe cloud servers and then down to the shared frame which is always connected to the internet, you can send photos to any frame, even if you are on a different network.

Features

Gift Setup—Aura offers a unique Gift Setup feature that allows you to preload photos in advance of presenting your gift to the recipient.

Touch Bars—While you can always control your frame from the Aura app on your device, there is also an interactive touch bar on the top and on the side of the frame.

Light Sensor—Thanks to a light sensor for automatic brightness adjustment, the display goes to sleep when the room is dark.

Quality Filters—When you select an entire album to share (AUTO-ADD), Aura filters and displays only your best photos, avoiding duplicates and blurry photos.



Device Requirements

The free “Aura Frames” app is available for iOS (iPhone, iPad, iPod Touch) or Android (including phones and tablets from Google, Samsung, LG, HTC, and many others).

Supported iOS devices include:

- iPhone 5s and above
 - iPad Air and iPad pro (all models)
 - iPad Mini 2 and above
 - iPad 5th Generation and above
 - iPod Touch 6th Generation and above
- Aura will only work if you have an Apple device that runs iOS 12+ or iPadOS 13+.

Android devices must have the following to be compatible with Aura:

- Android OS Lollipop (5.0) or higher
- Bluetooth Low Energy (Bluetooth LE, BLE) capabilities

Operating Requirements

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
- Smart device or tablet preferred for frame setup (for alternatives see auraframes.com/setup-options)
- Both Bluetooth and WiFi must be turned on



Gift Setup—Giving and Receiving

What is Aura Gift Setup?

Aura's Gift Setup feature allows you to preload photos and a customized message onto the frame before you give it to the recipient. Once the recipient connects the frame to their WiFi, the message and preloaded photos will appear on the frame.

Giving as a gift

Simply scan the gift setup code and the Aura app will walk you through the steps to preload photos and a gift message on the frame. You can learn more about the process in this FAQ: auraframes.com/gift-setup

Receiving as a gift

Please do not scan the Gift Setup code on the box; it is not intended for the gift recipient. Instead, follow the instructions on the following pages to set up your frame and/or see our online FAQ: auraframes.com/setup



Photo access and privacy

The app requires access to the photos you want to send to your Aura frame. Your photos are always stored securely on your device, on Aura's cloud servers, and on your Aura Frame. They are never shared with any third parties, or with other Aura users without your permission.

Security and privacy

Aura uploads and stores your selected photos in a secure cloud database, powered by Amazon Web Services (AWS).

Aura uses the AES-256 advanced encryption standard, which is the industry standard. Other frame members who are connected to your frame will see the photos you've added to that frame, and never photos that you have not. Your photos will also be stored locally on your frame, but your frame will sync with our database regularly to ensure it has all of the right photos and requires an active internet connection to function properly. For more information see auraframes.com/privacy and auraframes.com/photo-access.

Aura Frame setup

Step one: download the app



Visit the Apple App Store or Google Play and download the free Aura app. Search “Aura Frames”, alternatively, you can go to [auraframes.com/app](https://www.auraframes.com/app) to download the app.

Tip: For iOS users, the app will only work if you have an Apple device that runs iOS 12+ or iPadOS 13+. For Android users, the app will only work if you have an Android device running on Lollipop (5.0) or higher with Bluetooth Low Energy (Bluetooth LE, BLE) capabilities.

Note: We encourage you to keep your Aura app updated and to visit our online Help Center to learn more as new features are added! [auraframes.com/help](https://www.auraframes.com/help)

Step two: create an Aura account

Open the Aura app on your mobile device, to create your Aura account enter your email, tap **GET STARTED**, on the next screen input your name and password.

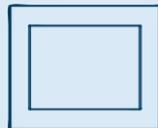
Tip: We recommend you use a strong, unique password and take advantage of password tools available to you such as Apple’s iCloud Keychain or other password keepers of your choice.

If you are planning to invite multiple people to join your frame, each person will need to create their own Aura account. Please, DO NOT share accounts and/or passwords.

Step three: unpack the Aura box

1. Remove the frame from the box.
2. Peel to remove “**Happiness Starts Here**” and “**Touch bar panel**” protective labels.
3. Unpack power adapter. The power adapter supplied with the frame is rated for 100–240V. Frames sold outside of the U.S. and Canada also contain a set of country specific prongs.

Frame



Power adapter

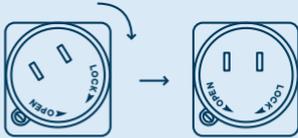


Adapter guidelines

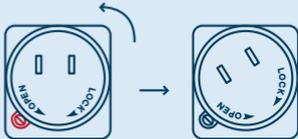
Country specific prongs included with Frames distributed outside of the U.S. and Canada.

US adapter

To lock in place - Rotate clockwise

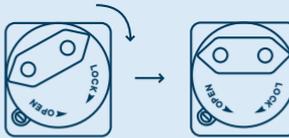


To open - Push button and rotate counterclockwise

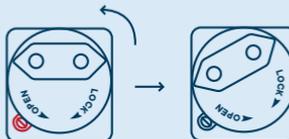


EU adapter

To lock in place - Rotate clockwise

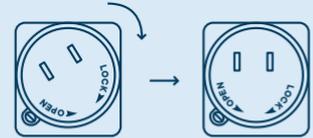


To open - Push button and rotate counterclockwise

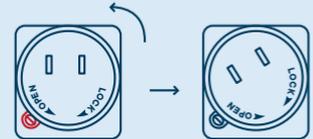


UK adapter

To lock in place - Rotate clockwise

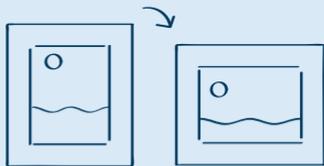


To open - Push button and rotate counterclockwise



Step Four: Plug in the frame.

Find a location in your home near a power outlet. Plug in the power cord. Your frame can be displayed in either portrait or landscape orientation. The photos will rotate to match the frame's position so they always look their best.



Step five: set up your frame with the Aura app

First, make sure your mobile device is connected to your WiFi network AND Bluetooth is turned on.

Note: Aura supports advanced network setup including Captive Portal and Enterprise Network connections.

To learn more, visit auraframes.com/help



The app will lead you through the following steps to set up your frame:

We also have an online FAQ if you need more assistance: auraframes.com/setup

- Selecting whether the frame is for you or someone else
- Ensure it's plugged in
- Pair the Frame with WiFi using the 4-digit code displayed on the frame
- Choose your network
- Enter WiFi Credentials (e.g. WiFi password)
The frame will display: "Connected! Please add photos in the Aura app."
- Name the frame (You can always change the name later in Frame Settings in the app)

- Invite Family members now (or skip for later)

Aura is more fun with family and friends!

Enter a phone number, email address, or select someone from your contacts. They will need to download the free Aura app, create an account, and accept your invite. Once complete, they will be able to share photos directly to the frame from anywhere in the world. There is no limit to the number of members that can be invited to the frame. For more information visit auraframes.com/invite.

Members do not need to be connected to the same WiFi network as your frame to add photos. Remember selected photos are uploaded to the cloud and then downloaded to the selected frame. All members, including the person who set up the frame, have equal access to the frame and can edit Frame Settings and perform frame commands such as SHOW NOW.

All members can see all the photos selected for the frame(s) they are invited to in the Aura app. Remember: no member has access to photos you have not shared to the frame.

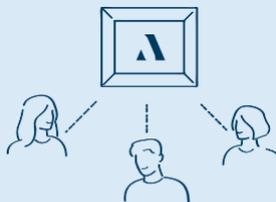
- Enable Notifications in the app now (or skip for later)

- Start adding photos, your frame is set up!

In the app, tap ADD PHOTOS and select directly from your camera roll or tap on CAMERA ROLL to select another source at the top of your screen to choose photos from additional sources (e.g. Tap Favorites, My Albums, Shared Albums, Google Photos and more).

Tip: If you are a member of multiple frames, you can share your photos to various frames at once, look for the ADD TO prompt above the ADD PHOTOS button.

For additional information on Adding and Managing Photos visit our Help Center: auraframes.com/help.



Frequently Asked Questions

Should I perform a factory reset?

No. A frame reset (paperclip) should only be used if instructed by Customer Care since it will remove your photos from the frame. If a gift frame has been set up in advance, a factory reset will also delete the gift frame. If you need assistance, please contact Customer Care before resorting to a factory reset.

What about additional photo storage, SD cards or costs?

Your frame comes with unlimited photo storage, so no additional photo storage is needed (e.g. no SD, flash drives etc.)

Can I control the photo order?

Aura shuffles all of your added photos, but when you add new ones they will usually be shown right away. You can always use SHOW NOW to put a specific photo on the frame at any time.

What settings can I change in the Aura app?

You can manage photos, name your frame, connect it to WiFi, add members, adjust the slideshow, and more.

Is there a web uploader?

Yes, see auraframes.com/web-uploader

How can I control my frame from the Aura app?

When viewing photos, you have access to add photos, scroll through your photos and additional features such as SHOW NOW, HIDE, and POSITION.

What control features are on the frame?

Your Aura Frame features a Touch Bar on the top of the frame. You can use it to advance the slideshow forward and back, turn off the display, and more.

Where can I find warranty information?

auraframes.com/warranty

Aura Customer Care

We've built an online Help Center just for you! Please visit auraframes.com/help for FAQs, and to learn more about new features added to your frame and the Aura App. If you still need help after visiting our Help Center, submitting an online request is best!

Made for iPhone 12 Pro, iPhone 12 Pro Max, iPhone 12, iPhone 12 mini, iPhone 11, iPhone 11 Pro, iPhone 11 Pro Max, iPhone X, iPhone XR, iPhone XS, iPhone XS Max, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone 6S, iPhone 6S Plus, iPhone 6, iPhone 6 Plus, iPhone SE, iPhone 5S, iPad Air, iPad Air 2, iPad Air (3rd generation), iPad Air (4th generation), iPad Mini 2, iPad Mini 3, iPad Mini 4, iPad Mini (5th generation), iPad (5th generation), iPad (6th generation), iPad (7th generation), iPad (8th generation), iPad Pro 9.7-inch, iPad Pro 10.5-inch, iPad Pro 11-inch, iPad Pro 12.9-inch (1st generation), iPad Pro 12.9-inch (2nd generation), iPad Pro 12.9-inch (3rd generation), iPad Pro 12.9-inch (4th generation), iPod Touch (6th generation), iPod Touch (7th generation). Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) 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, and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries.

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 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 equipment. 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.

How to see E-label like FCC information:

1. Long press the touch bar on the top until showing the drop down menu on your frame.
2. Slide the touch bar to the right side, then select the "Regulatory"
3. Click the touch bar to find E-label

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