## CUSTOMER SUPPORT

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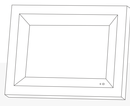
# DIGITAL PHOTO FRAME
## F10 / F10 FHD
## USER MANUAL



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

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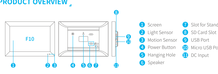
## PACKING LIST

Digital Photo Frame | AC Power Adapter x 1 | Stand x 1 | User Manual x 1

## PRODUCT OVERVIEW




1. Screen
2. Light Sensor
3. Motion Sensor
4. Power Button
5. Hanging Hole
6. Speaker
7. Slot for Stand
8. SD Card Slot
9. USB Port
10. Micro USB Port
11. DC Input



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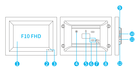


1. Screen
2. Light Sensor
3. Motion Sensor
4. Power Button
5. Hanging Hole
6. Speaker
7. Slot for Stand
8. Wooden Frame (removable)
9. SD Card Slot
10. USB Port
11. Micro USB Port
12. DC Input

## GETTING STARTED

### Stand Installation and Removal

Step 1:
Flip over the photo frame and place it on a flat surface.

Step 2:
Align the **Stand** with the **Slot for Stand**, then plug it in until it fully snaps in.

Step 3:
Push the **Stand** in to fix it.



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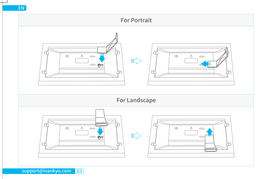




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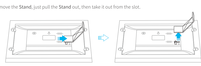
* To remove the **Stand**, just pull the **Stand** out, then take it out from the slot.



### Power On

#### Option 1

Step 1:
Place the photo frame on a flat and stable surface by using the **Stand** or hang it up through the **Hanging Hole**.

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Step 2:
Plug one end of the **AC Power Adapter** to the **DC Input** of the photo frame, then plug the other end to a socket. The photo frame will power on automatically once plugged in.

💡 Tips:
① Please use the **ORIGINAL** adapter we provided to supply the power.
② The frame will automatically loop to play the photos and videos if there are any in the frame and if there is no operation after 30s. Just tap the file and ← to go back to the previous interface.

#### Option 2:

If the frame is turned off when it's connected to power, long press the **Power Button** for around 3 seconds to power on the frame.

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### Power Off

#### Option 1

Long pressing the **Power Button** for around 3 seconds, the options of **Power Off** and **Restart** will be displayed. Select **Power Off** to turn off the frame.

#### Option 2

Long press the **Power Button** for around 7 seconds to do a forced shutdown when it's frozen.

#### Option 3

Unplug the **Power Adapter** to power off the frame.



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### Screen On/Off

Option 1:
Simply press the **Power Button** once to switch the screen off when the frame is **ON**; press it again to wake the frame up.
Option 2:
Go to **Setting > Frame > Display** to turn on/off the **Motion Sensor**. When the **Motion Sensor** is turned on, the screen will be automatically off once you leave for over 5 minutes and it will light up again once you approach the frame.

## HOME SCREEN

1. Tap to check the date and time
2. Tap to check the weather of your location and add a new location
3. Tap to check all the photos and videos
4. Tap and listen to the music copied from the external storage device
5. Tap to check the videos
6. Tap and set alarms
7. Check the detailed settings of your photo frame



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## FUNCTIONS OVERVIEW

### Network Connection

#### Option 1

Follow the starting guide to connect the frame to your WiFi.

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#### Option 2

If you accidently missed the starting guide, please go to **Setting > WiFi** to connect to a working 2.4GHz WiFi.

Note:
This photo frame can only support a 2.4GHz WiFi network.



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### Share Photos and Videos with Your Photo Frame

#### Sending Photo and Video Files

IMPORTANT:
Connecting to a working WiFi is required for receiving files via App and Email.

#### 1. Via App

Step 1:
Search for **JoinFrame** on App Store™/ Google Play™ or scan the QR codes to download and install it on your mobile device.

iOS™ 11.0 and later | Android™ 8.0 and later

Note:
Google Play™ is a trademark of Google Inc. App Store™ is a trademark of Apple Inc. All other trademarks are the property of their respective owners.



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Step 2:
Launch **JoinFrame** and create a new account.

Step 3:
Enter the correct username and password to log in, then get ready to add your frame.

💡 Tips:
After tapping **Forgot Password** and enter your email address, you'll receive an email. Please follow the instructions in it to retrieve your password.



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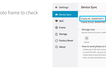
Step 4:
Go to **Setting > Device Sync** of the photo frame to check your **Frame ID**.




Step 5:
Enter the **Frame ID** on the App and name your frame.

💡 Tip:
One **Frame ID** can be connected to 20 **JoinFrame** app accounts at most and one **JoinFrame** account can add 20 frames at most.

Step 6:
Select the photos or videos (2 to 30 seconds) you want to share and choose your photo frame, then tap ➡ to send them.

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💡 Tips:
① Send the original image, you need to tap the photo and select **Full Image**, then tap **Send**.
② Only send up to 20 photos and videos in total at a time via App.

#### * More functions of JoinFrame app

Tap ⚙ to check more functions.
① Tap to log out your account
② Add more frames (up to 20) as needed
③ Tap to check the information about your frame

#### 2. Via Email

Step 1:
Log in to your email and upload the selected photos or videos.
Step 2:
Go to **Setting** of the photo frame to check the email address of the frame.

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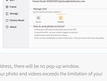
Step 3:
Send the photos or videos via your email to the email address of the frame.
Step 4:
There will be a pop-up window, please select **AGREE** to receive the files.




💡 Tips:
① If you registered **JoinFrame** App with the same email address, there will be no pop-up window.
② If there are no files received, please check if the size of your photo and videos exceeds the limitation of your mailbox or check if there is a network failure.



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#### 3. Via SD Card and USB Drive(No WiFi required)

Step 1:
Plug an SD card or a USB drive to the **SD Card Slot** or the **USB Port** of the frame.

① Tips:
① The frame supports up to 128G SD Card and 2.0/3.0/3.1 USB drive.
② The **USB Port** is only for sending and receiving files.
③ The **Micro USB Port** is only for software debugging purpose.

Step 2:
Go to **Photo** or **Video** on the home screen of the photo frame to check if the frame can read the external storage device.
Step 3:
Follow the instructions below to check how to transfer files.



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* We will take transferring photos as an example.

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💡 Tip:
Select **Internal Storage** to copy the files from your USB drive or SD card into the photo frame; in contrast, select **SD Card** or **USB Driver** to copy the files from photo frame to the external storage device.

### Play Photos and Videos

#### Play Photos

Tap **Photo** on the home screen of the frame to check photos.

**All:** includes all the files
**Friends:** includes the files your friend sent to you
**Favorites:** your favorite file(s)
**Private:** includes the files that you've made private



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* Tap the thumbnail of one photo, then tap the photo again to show more icons.

1. Delete the photo you selected.
2. Rotate the photo you selected.
3. Select multiple photos under the photo category, then tap it to play a slideshow.
4. Mark it as your favorite.
5. Detailed settings for your photo.

💡 Tip:
The photos automatically rotates when you move the frame between portrait and landscape.



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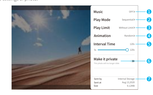
* Tap ⚙ to check more settings of photo.




1. Turn on/off the music when displaying the photos.
2. Tap randomly or sequentially display your photos
3. Display the photos without limit or display the latest 50/100/200/500 photos
4. Select the animation effect for displaying photos, such as random, cube, etc.
5. Set the duration of each photo: 5 seconds, 10 seconds, 30 seconds, 1 minute and 2 minutes are selectable.
6. Make the photo(s) private or make it (them) public when playing a slideshow.
7. Check who and when sent the photo, and the photo size.



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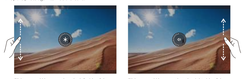
* Tap the photo again to hide the icons.



Slide upward/downward on the left side of the screen to adjust the display brightness.

Slide upward/downward on the right side of the screen to adjust the volume of music.

#### Play Videos

Tap **Video** on the home screen of the frame to check the videos.

1. Play/pause the current video
2. Fast reverse the current video
3. Fast forward the current video
4. Adjust the progress bar



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💡 Tip:
The video automatically rotates when you move the frame between portrait and landscape.

### Share Music with Your Photo Frame

#### Sending Music Files

IMPORTANT:
Music can only be sent by **SD card** or **USB drive**.

Step 1:
Plug an SD card or USB drive to the **SD Card Slot** or the **USB Port** of the frame.
Step 2:
Go to **Music** on the home screen of the photo frame to check if the frame can read the external storage device.
Step 3:
Follow the instructions below to check how to transfer files.



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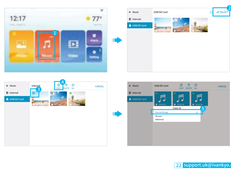




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### Play Music

Playing Mode:
① —— Play in order
② —— Repeat the song
③ —— Shuffle
④ Volume Adjustment
⑤ Brightness Adjustment

### Alarm Setup

Tap **Alarm** on the home screen to set alarm clocks.

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### Calendar

Tap the time on the home screen to check the calendar.

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### Weather

Tap the real-time temperature on the home screen to check the weather in the place you located in three days.

💡 Tips:
① Once your frame is connected to WiFi, it will automatically show the weather information of your city.
② Tap ⊙ on the left bottom side to add a new location.

## SETTING BASICS

### Device Sync

* Check your Frame ID and frame's Email Address
* Guide for sending photos to frame
* Check the QR code for downloading the App
* Manage your user account



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### WiFi

* Select and connect to a working WiFi.

### Frame

1. Set Language of your Frame
2. Set the time period and frequency for automatically screen on/off of the frame
3. Enable/disable the touch sound, adjust the volume of the system sound and notification sound
4. Enable/disable the auto brightness, manually adjust the brightness, show/hide time and weather on the home screen; turn on/off the **Motion Sensor**
5. Enable/disable the auto date&time, or manually set the date and time



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### Storage

* Check the wireless data and internal storage.

💡 Tip:
If the storage for wireless data nearly runs out, please contact us directly.

### Factory Reset

* Tap **RESET** to restore to factory settings.

💡 Tips:
① Please remove all external devices if you ever need to reset the digital photo frame.
② When the frame is reset, the previous settings and data will be all cleared.

### About

* Tap to check whether there is a newer firmware version.
* Online network diagnostic and more.

💡 Tip:
These information may be required when the technical support is needed.



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## SPECIFICATION

| | |
|---|---|
| Display | 10.1" IPS Touch Panel |
| Resolution | 800*1280 (for F10) / 1200*1920(for F10 FHD) |
| Speaker | 8Ω/0.8W |
| Storage Capacity | 16GB |
| External Storage | SD/MMC/SDHC/SDXC |
| Ports | SD Card Slot and Micro USB Port |
| Photo Format Supported | JPEG / BMP / PNG |
| Audio Format Supported | Mp3 / WMA OGG / AAC / WAV |
| Video Format Supported | MPEG1, MPEG2, MPEG4,Avi0, AVI, MI JPEG, H.263, H.264 BP/MP/HP, VP8, VC-1 |
| Frequency Range | Wi-Fi: 2412~2472MHz;2412~2462MHz |
| Transmit Power(Peak) | Wi-Fi: 19.67dBm(802.11b), 18.34dBm(802.11g), 18.71dBm(802.11n HT20), 20.24dBm(802.11n HT40) |



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## TROUBLESHOOTING GUIDE

#### 1. Why is the photo in the frame not clear enough?

* It may be that you did not select the original image when sending the photo. Please tap the photo you want to share and select **Full Image**, then tap **Send**.

#### 2. Why can't my frame receive the photo from my friend's email?

* Check if the size of the photo or video exceeds the limitation of your mailbox.
* Check if there is a network failure.

#### 3. Why can't my frame receive the photo that my friend sent through the App?

* There may be a network failure or disconnection on either JoinFrame App or photo frame.

#### 4. Why can't my photo frame connect to WiFi?

* The photo frame only supports a 2.4GHZ WiFi network (802.11 b/g/n). Please connect to a 2.4GHz network.
* If you have a dual-band router, please consult the seller of your router or directly contact us to check how to switch to 2.4GHz WiFi.
* Make sure you've entered the correct password.



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#### 5. What should I do if the photo frame freezes?

* Please press and hold the **Power Button** for 7 seconds to do a forced shutdown.
* Try to unplug the power adapter, then plug it again to restart the photo frame.

#### 6. Why can't my friend send photos through App or email after using a long time?

* If there are no issues of the frame, please go to **Setting** to check whether the storage of **Wireless Data** runs out. If so, please contact our customer service team to upgrade the cloud storage.

#### 7. What should I do when the positioning of your location is not so accurate?

* The photo frame has no GPS but gets the location information through your router's WiFi. If not so accurate, please manually tap ✎ to select your city to check the weather.

#### 8. Why can't the music files be sent to my photo frame through App or email?

* Music files can only be sent to the photo frame through USB drive or SD card.

#### 9. Why can't the home screen rotate when I move the frame between portrait and landscape?

* The screen of the frame can only rotate in **Photos, Music** and **Video** interface temporarily.



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#### 10. What should I do when the screen is too dark to see?

* The screen brightness is adjusted automatically with the light sensor. If the brightness doesn't meet your requirements, please go to **Setting> Frame> Display** to disable the option of **Automatic Brightness**, then manually adjust the brightness.

#### 11. Why is the storage space of my frame taken up by extra 3GB?

* Because the frame has a total of 3GB system storage that takes up the storage space.

#### 12. Why does the size and resolution of the picture change by tapping **Rotate** when I'm viewing that picture?

* Because the picture will be recompressed when it is rotated, which influences its size and resolution.

### FCC Caution

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.



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**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.
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& your body.
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.



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### ISED Warning

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:
(1) This device may not cause interference, and
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:
(1) l'appareil ne doit pas produire de brouillage, et
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.
The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance. The minimum distance from body to use the device is 20cm.
L'appareil est conforme aux directives d'exposition aux RF, les utilisateurs peuvent obtenir des informations canadiennes sur l'exposition aux RF et la conformité.La distance minimale du corps pour utiliser l'appareil est de 20 cm.
IC: 24368-F10



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### CAUTION

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.
DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS

The symbol indicates DC voltage

RECYCLING

This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE).
This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment. User has the choice to give his product to a competent recycling organization or to the retailer when he buys a new electrical or electronic equipment.
This product can be used across EU member states.
EU Compliance Statement: Shenzhen VanTop Technology & Innovation Co., Ltd. hereby declares that this device is in compliance with the essential requirements and other relevant provisions of the Directive 2014/53/EU.
A copy of the EU Declaration of Conformity is available online at https://doc.uniteqa.com/.



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NOTES:
1.High Sound Pressure
2.Hearing Damage Risk
3.Do not listen at high volume levels for long periods.

**Manufacturer:**
Shenzhen VanTop Technology & Innovation Co., Ltd.
**Manufacturer address:**
302, 5th Fl. B,2D-4, Xinqi Technology Park, No.65 Lishan Road, Taoyuan Street, Nanshan District,Shenzhen, China.