



Universal Nixplay WiFi Cloud Frame

User Guide

Version 4.0



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What is a Nixplay WiFi Cloud Frame?

Having a Nixplay WiFi Cloud Frame lets you keep all your photos on the Nixplay Cloud Server, instead of just in your computer's hard-drive, USB sticks, and memory cards.

You can upload your photos via smartphone, tablet, laptop, or desktop -wherever you are in the world as long as you are connected to the Internet.

You can also manage photos, albums and playlists and even share them with your family and friends around the globe through our user-friendly applications:

- Nixplay Web App (www.nixplay.com)
- Nixplay Mobile App

Nixplay Wifi Cloud Frames makes sharing moments and keeping your loved ones closer so much easier by sending them photos of your recent activities, directly to their own Nixplay Cloud Frames –the perfect gift that keeps on giving.

TIP: You may download the Mobile App through either the: Apple App Store or Google Play for Android



[Tips when gift-giving a Nixplay Cloud Frame](#)

[How to add friends and family to my Nixplay account to enable sharing photos?](#)

[How do I send photos to my paired Frames?](#)

[How do I remote-manage multiple Frames?](#)

"It's hard to beat a digital photo Frame, especially one that connects to the web for a constantly updated collection of snapshots from friends and family."

- CNET



Display photos sent from anywhere in the world!

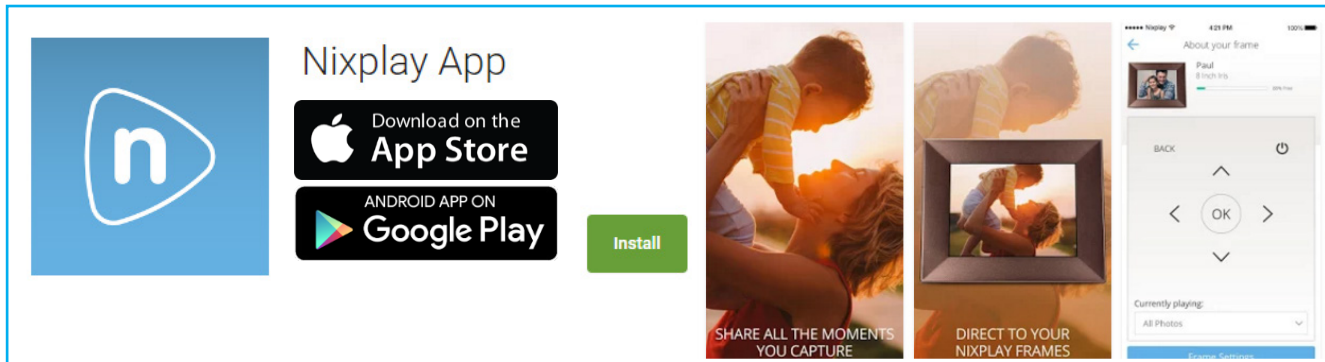


Nixplay Photo Flow



Nixplay Mobile App

Available for both Android and iOS (iPhone and iPad)



Via the Nixplay Mobile App, you can:

- Add Friends & Family and allow them to send photos to your Frame for display.
- Upload photos from your smartphone's Camera or Gallery.
Add Captions to the photos.
- Send photos to a Family & Friends' Playlists.
- Delete photos from Albums through the Activity Feeds.
- Pair & control Nixplay Frames from your smartphone (via Remote Control & Frame Settings).



If you are currently using the former mobile app, all you need to do is update your **Nixplay Mobile App** for free via Apple Store or Google Play.

Getting to know your Frame



Front View

- A Motion Sensor**
Senses movement and turns the Cloud Frame ON and OFF
- B Infra-red Sensor for Remote**
Receives signals from the remote

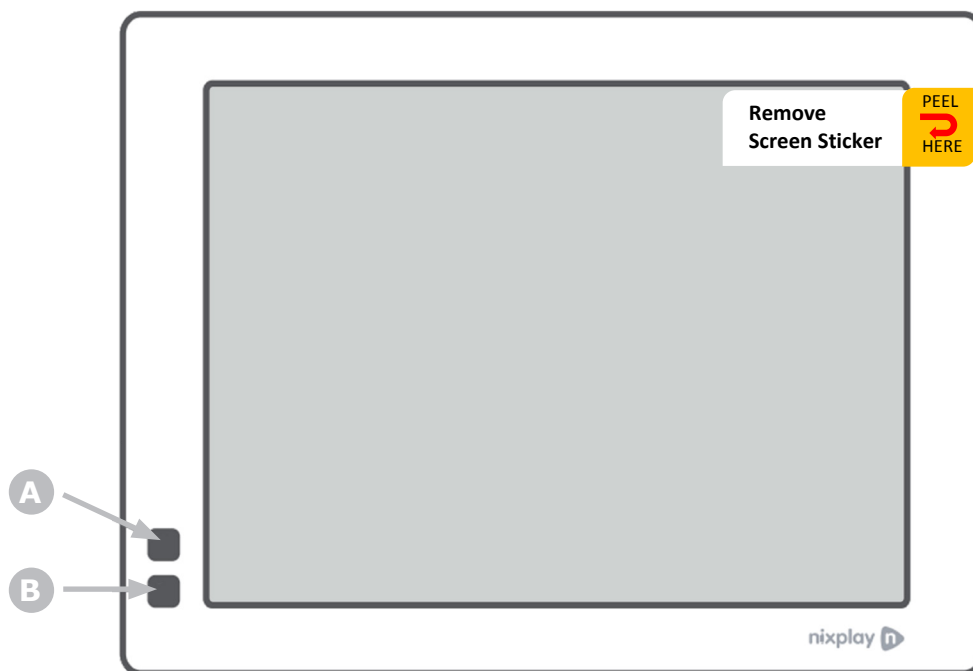


REMOVE STICKER. Peel off gently and slowly from one end to the other diagonally.



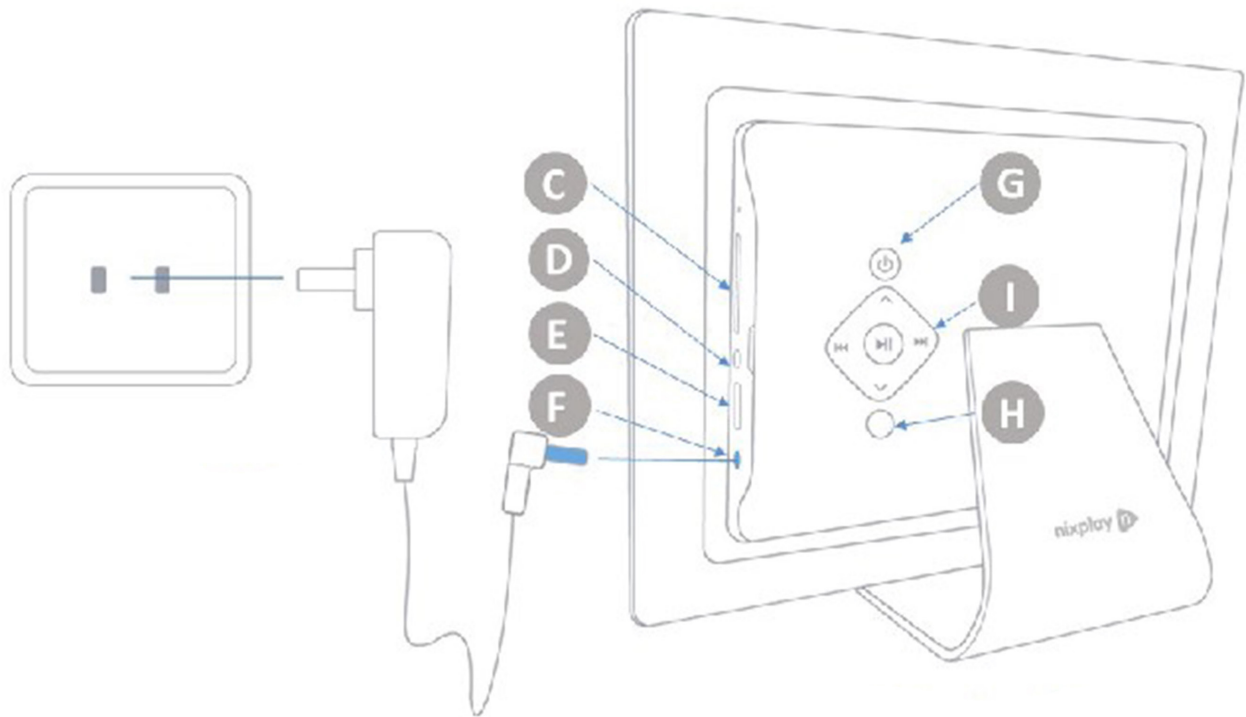
Nixplay W18A 18.5-Inch WiFi Cloud Frame

B



Nixplay Seed 8 inch WiFi Cloud Frame

Rear View



Nixplay W08C Edge WiFi Cloud Frame

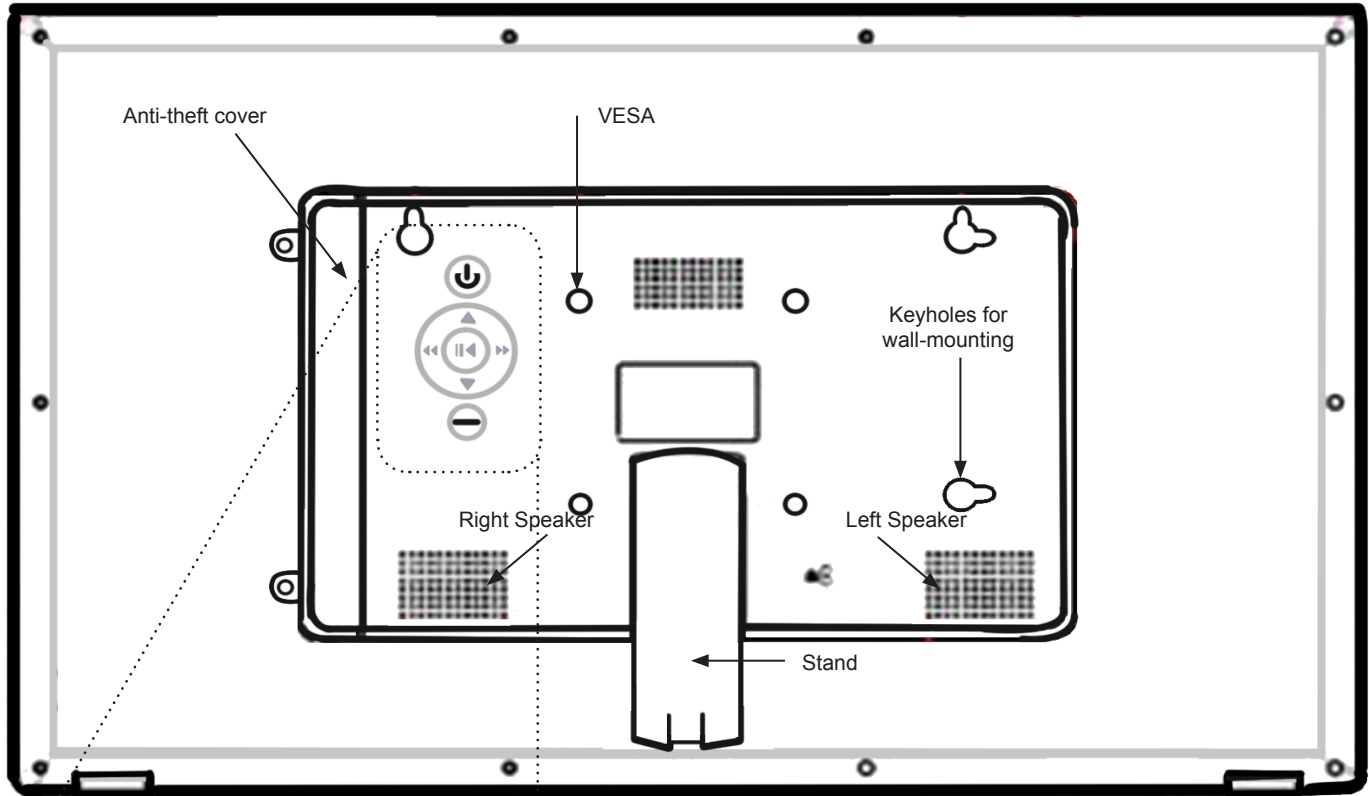
Ports

- C SD/SDHC Card Slot**
Insert your memory card
- D Headphone/Speaker Port**
Connect your headphone or speaker
- E USB Port**
Connect your USB flash drive
- F Power Adapter DC-in (5V)**
Plug in power cable

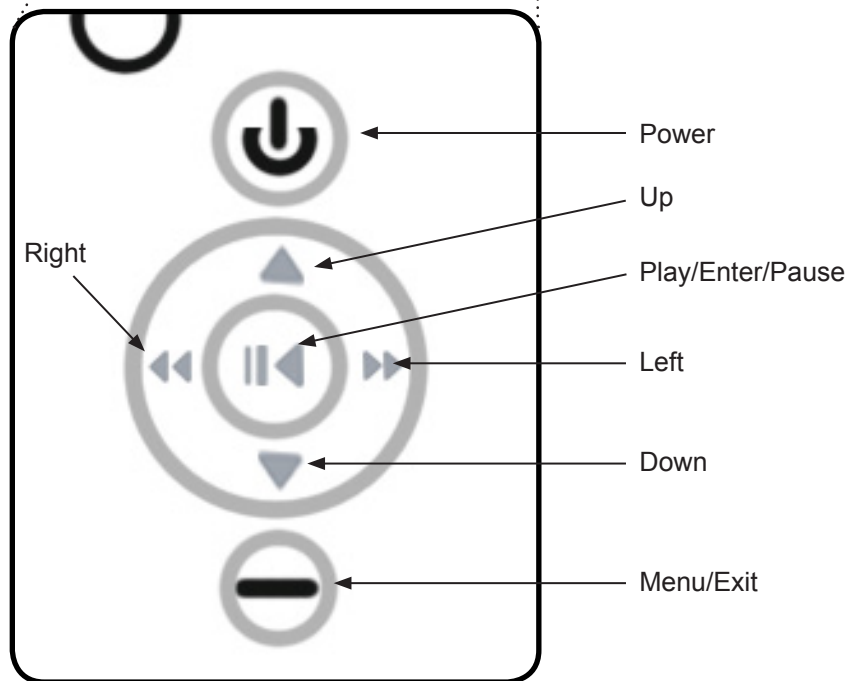
Buttons



- G ON/OFF Button**
Press and hold to power ON/OFF the Cloud Frame
- H MENU Button**
Takes you to the main menu
- I 4-WAY Menu Control & PLAY Button**
To navigate and select

Rear View

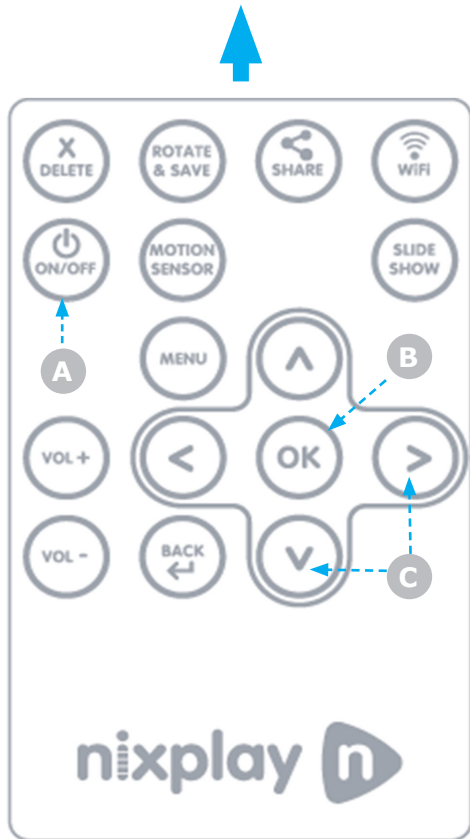


Nixplay W18A 18.5-Inch WiFi Cloud Frame

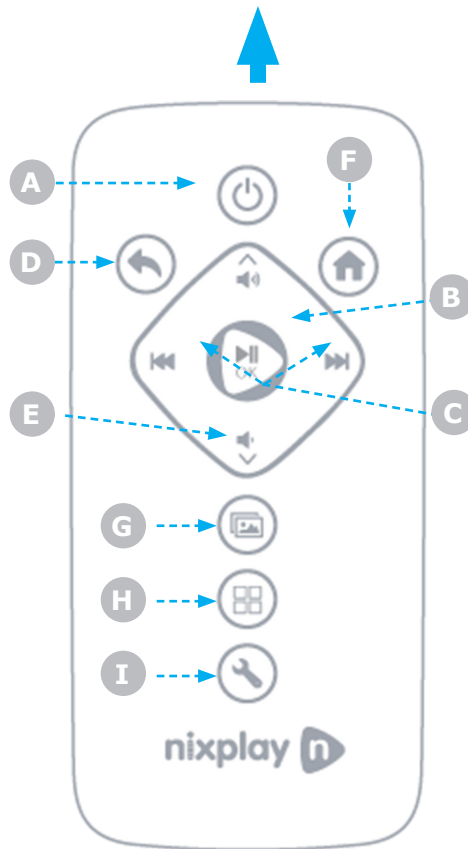



**This Side
Towards
the Back**



Getting to know your Remote Control

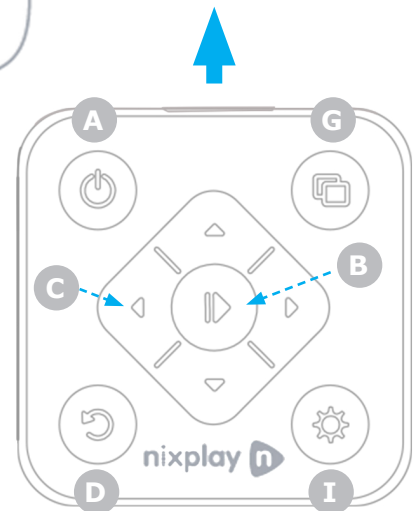


- A On/Off
- D Back/Return
- G Playlist
- B Select/Play/Pause/OK
- E Volume
- H Custom Button
- C Navigation Button
- F Menu/Home Button
- I Settings



 **This Side Towards the Sensor**

 Try not to rapidly press buttons for a smoother experience. The touch controls of the remote control best responds to a light touch and you will hear a subtle click.



Custom Button

The **Custom Button** lets you create a shortcut to a specific function.

- 1 Using the remote control, click the Home button to go to the Main Menu. Select Settings. Press arrow-right, then arrow-down to the "**Custom button action,**" then Press **OK**.
- 2 Select which function you'd like to create a custom button shortcut action:
 - ⦿ Disable
 - ⦿ Transition Toggle
 - Snapshot Random
 - Snapshot Move In
 - Snapshot Cross Fade
 - ⦿ Photo fit Toggle
 - Fill Screen (Pan) Random
 - Fill Screen (Fixed) Random
 - Fit to Screen Random
 - Tiles Random
 - ⦿ Go to file browser
 - SD Card
 - USB Media



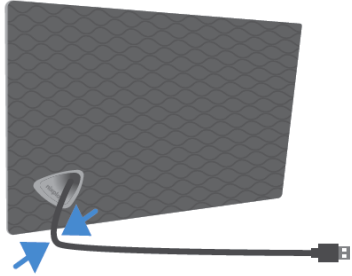
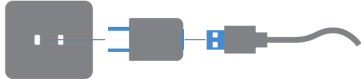
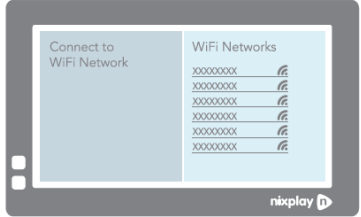

Press '**Back/Return Button**' twice to go back to Main Menu, then press '**Custom Button**' to check.

EDGE

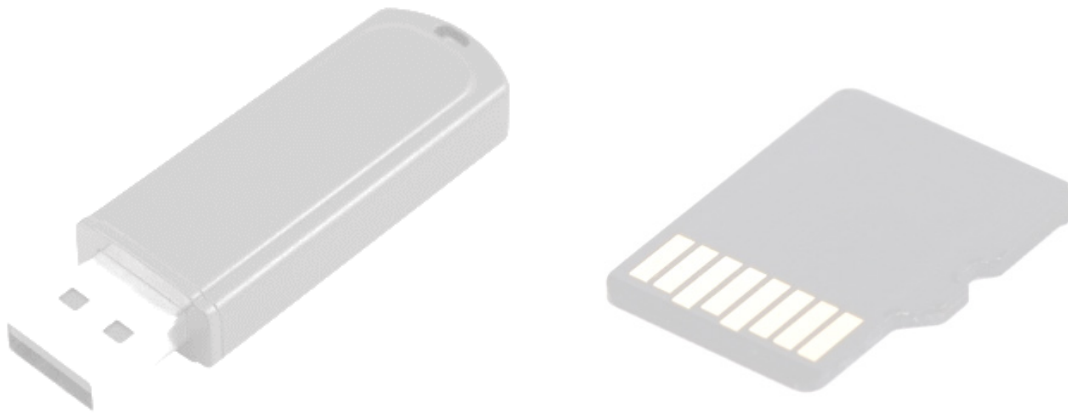
Remote Control
with *Style*



Quick Start Guide

<p>1 Assemble your Frame.</p> <ul style="list-style-type: none"> Assemble your Frame by putting it on its stand. Note: For some models, the power cable also serves as a stand. 	
<p>2 Plug power cable to adaptor and power source.</p> <ul style="list-style-type: none"> Once plugged in the Frame will automatically start up. When the "Welcome Screen" pops up, use the remote to navigate your Frame setup. Important: The USB cable can only be powered from the supplied power adaptor (5V, 2A). It cannot be plugged in to a computer or tablet device. 	
<p>3 Connect to WiFi Network.</p> <ul style="list-style-type: none"> Using the remote, select the WiFi network you wish to connect to and press "OK/Play". Note: An automatic software update may take place. Please wait for a few minutes. Do not switch off or unplug your Frame during this process. 	
<p>4 Add Frame to a Nixplay Cloud Account.</p> <ul style="list-style-type: none"> Once your Frame is connected to a WiFi, please follow the on-screen instructions. Please visit www.nixplay.com to create an account and follow the instructions on your browser to complete the setup process. If you are an existing Nixplay user, simply log-in to pair your Frame. 	

Playing your Favorite Photos and Videos from USB and SD Cards



You can also play photos and videos from your USB and SD or memory card. To view your SD Card and USB photos, use the Remote or 4-way Key (at the back of the Frames) to navigate the Main Menu and select the USB & SD Card Menu by pressing OK.

- 1 Insert the SD card or USB stick in the port.
- 2 To browse your SD card or USB drive, select USB & SD Card Menu from the Main Menu.
- 3 Select the storage medium you connected to your Nixplay WiFi Cloud Frame (SD Card/USB Media).
- 4 Once you have selected the storage medium, choose the folder your photos are located in.
- 5 If there are too many photos or videos, you can narrow the search by choosing “**Show Video**” or “**Show Pictures**.”
- 6 Once you have found the folder your photos are located in, press **OK**. Now your Nixplay WiFi Cloud Frame will display the folder’s photos/videos.

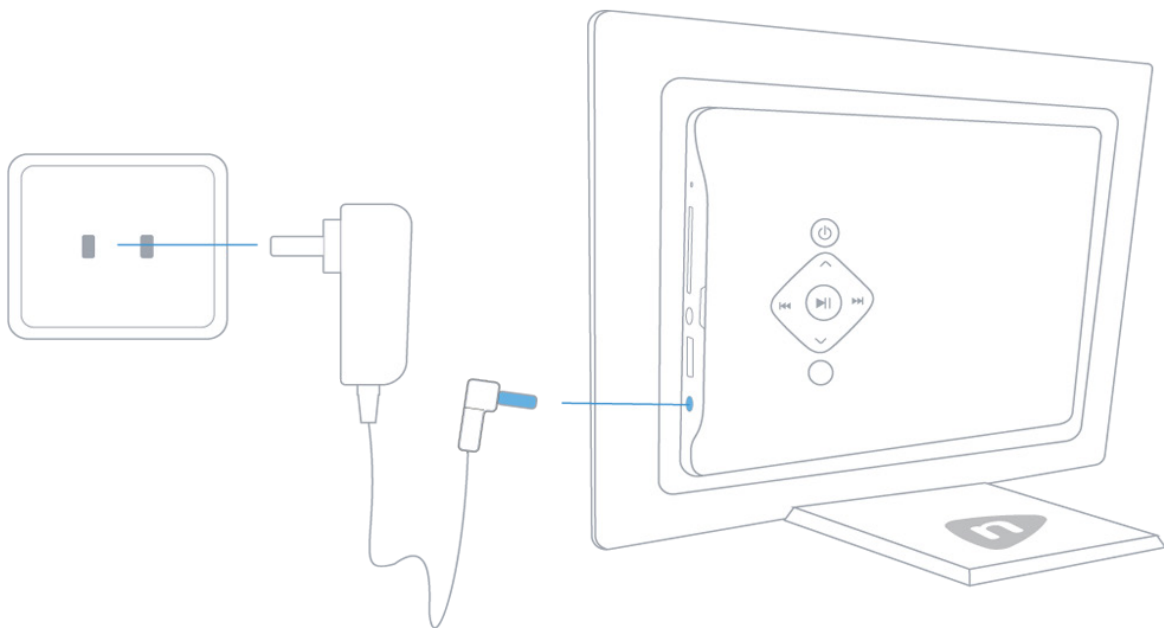


For some models of Nixplay WiFi Cloud Frames, such as Nixplay Seed and Nixplay Iris, there is no port for any external devices, hence USB and SD Cards are not used. Photo uploads from your portable devices are done via logging in through your Nixplay Cloud Account.

Jumpstart Your Nixplay Experience

Welcome to the Nixplay family and congratulations on receiving your Nixplay WiFi Cloud Frame! First let's walk you through how to set up your Cloud Frame.

1 Frame Setup



- 1 Assemble Cloud Frame:** Screw in stand to the back of the Cloud Frame. For some models, the power serves as the stand.
- 2 Place your Cloud Frame next to a computer for set up:** This is important to ensure the setup process is easy and simple.
- 3 Plug in the power adapter to your Cloud Frame:** Then plug your Cloud Frame power cable into a power source.
- 4 Press and hold the Power button:** This is located on the back of your Cloud Frame or on the Remote. For some Cloud Frame, such as Nixplay Iris and Nixplay Seed, there is no power button. You can turn the Frame on, through the remote power button.
- 5 Connect to your WiFi:** Use the UP/DOWN arrows on the Remote or the 4-Way Key (for Edge and Original only) on the back of the Frame. Press OK to select your WiFi, (if required) please enter your WiFi password and then select the Connect button.
- 6 Wait for Update:** This process may take up to several minutes.
- 7** Once your Cloud Frame is connected to WiFi and updated with the latest software, a 16 Digit Serial Number will be displayed on your Cloud Frame.

- 8 Using your computer, please visit www.nixplay.com to create your Nixplay Account. Click the Get Started button on the website. Follow the on-screen instructions to learn how to pair your Cloud Frame.

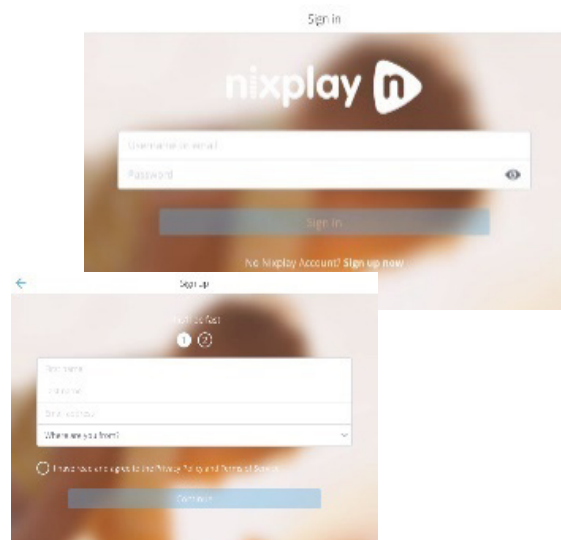
2 Create a Nixplay Cloud Account

You would need to create an account to activate your Frame and you can do it via the Web App or Nixplay Mobile App:

- 1 **Via the Web App** (www.nixplay.com)
You may Create an Account by signing up then follow on-screen instructions.



- 2 **Via Nixplay Mobile App**
(Download on Apple App Store/Google Play for Android).
Click on '**Sign up now**', then follow on-screen instructions for creating your account. Make sure that your Frame and smartphone is on the same Wifi Network when pairing.



3 Pairing a Frame

You can Activate/Pair a Frame in two ways:

- ◉ **Via the Web App** (www.nixplay.com)
Log in to the Nixplay Web App (www.nixplay.com), go to the **'Frames'** tab, then click on **'Pair New Frame.'**
- ◉ **Via Nixplay Mobile App**
(Download on Apple App Store/Google Play for Android).
 - 1 Log in to the Nixplay Mobile App on your smartphone.
 - 2 Go to the **'My Frames,'** tab;
 - 3 Click on **'Pair a new Frame'** and enter the Serial Number.

If you need to Deactivate/Unpair a Frame:

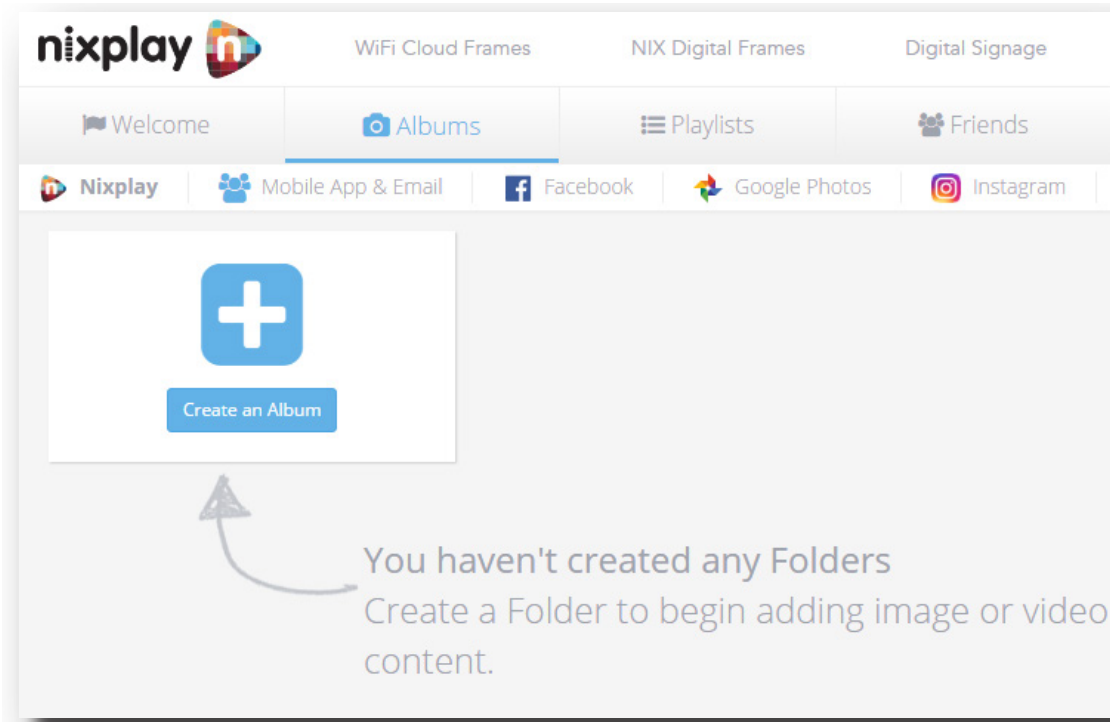
- 1 Log in to the Nixplay Web App (www.nixplay.com), go to the **'Frames'** tab;
- 2 Select the Frame and scroll down;
- 3 On the right corner (under Playlist Settings), click **'Unpair Frame.'**
You will be required to enter a password, it will be the same password you used in your @mynixplay.com account. your @mynixplay.com account is essentially your Cloud Account identity. The system has create assigned this to you whe you signed up and created an account with Nixplay the very first time.



You will lose all Photos and Playlists on the Frame when you deactivate/unpair it. If you need to pair the same Frame to another account, make sure to unpair it first from the current account.

4 Creating your Albums

Your Nixplay **Albums** is a place to store and organize your photos.



- 1 Log in to your Nixplay account and click '**Albums**,' then;
- 2 '**Create an Album**'
- 3 Type **NEW** album name
(You may rename your album at any time)

Where do photos go?



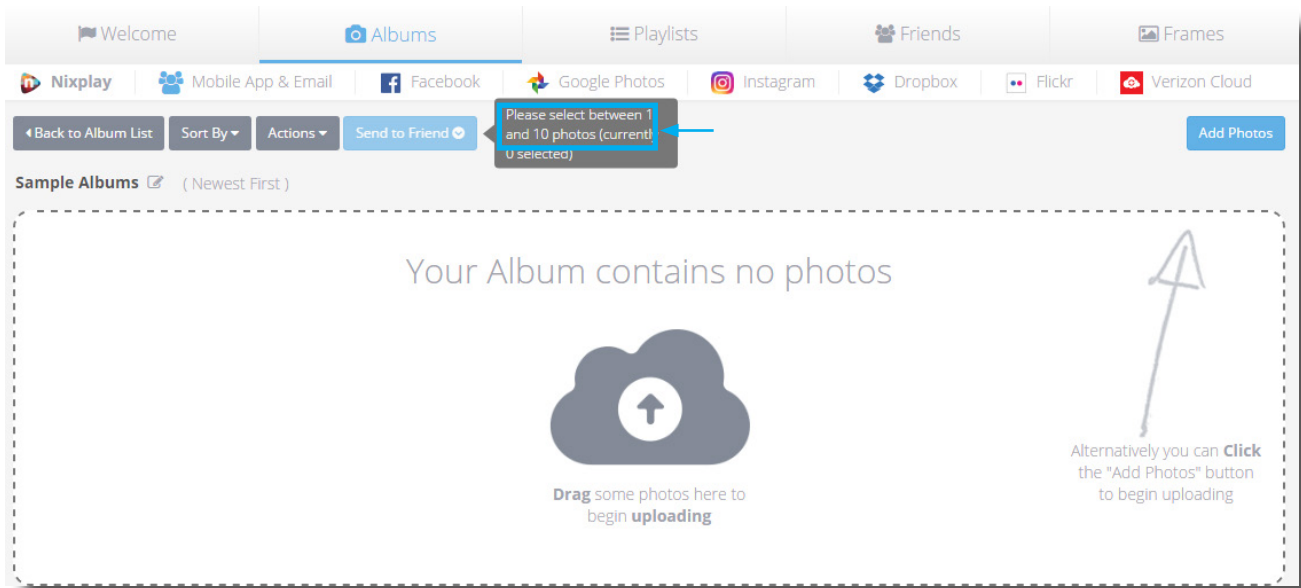
Photos uploaded from computer drives & memory cards go to the Nixplay Album. Photos sent through the Nixplay Mobile App go to the Mobile App & Email Album. Emailed photos go to the Mobile App & Email Album.

To better understand, refer to: [Nixplay Flow p.7](#)

5 Adding Photos to an Album

After you have successfully created an album, you may now start uploading your photos by clicking '**Add Photos**.'

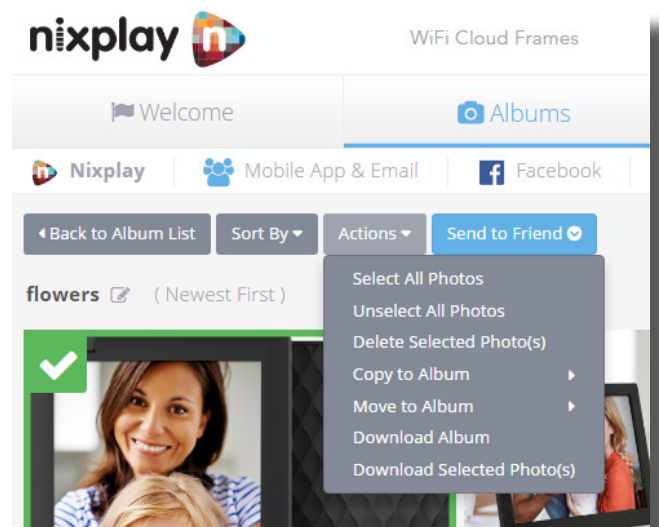
You may also sort photos by name and date, and send them to a friend. (Max of 10 photos per send).



Alternatively, you may transfer photos by simply dragging and dropping (drag and drop) from your desktop into the Album. To manage your albums, click '**Actions**' and this will allow you to:

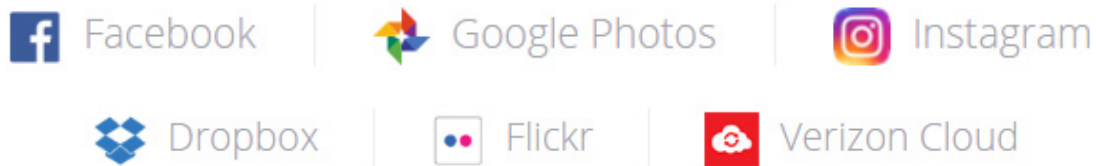
- Select All photos
- Unselect All photos
- Delete Selected Photo(s)
- Copy to Album
- Move to Album
- Download Album

Download Selected Photo(s) will only be visible in the dropdown if you check/mark a photo.



6 Capture your Photos in Social Media

We have incorporated a link (click to log in) to your **Social Media Accounts** within the Nixplay Web App for ease of access, making it easier to import photos from your social media albums to your Nixplay albums –this way it's seamless and saving you the effort.



Go to '**Albums**' tab, click to log in to your social media account.

The screenshot shows the Nixplay web app interface. At the top, there is a navigation bar with tabs: Welcome, Albums (selected), Playlists, Friends, Frames, and Account. Below this is a secondary navigation bar with links for Nixplay, Mobile App & Email, Facebook, Google Photos, Instagram, Dropbox, Flickr, and Verizon Cloud. A blue arrow labeled '1' points to the 'Albums' tab in the top navigation bar. Below the secondary navigation bar, there is a 'Log out from Flickr' button and a notice: 'You are using Nixplay to display photos from flickr on your Cloud Frame. This product uses the Flickr API but is not endorsed or certified by Flickr. Go to flickr.com'. The main content area displays a grid of photo albums with titles and photo counts, each with a 'Drag Me To Playlist' button:

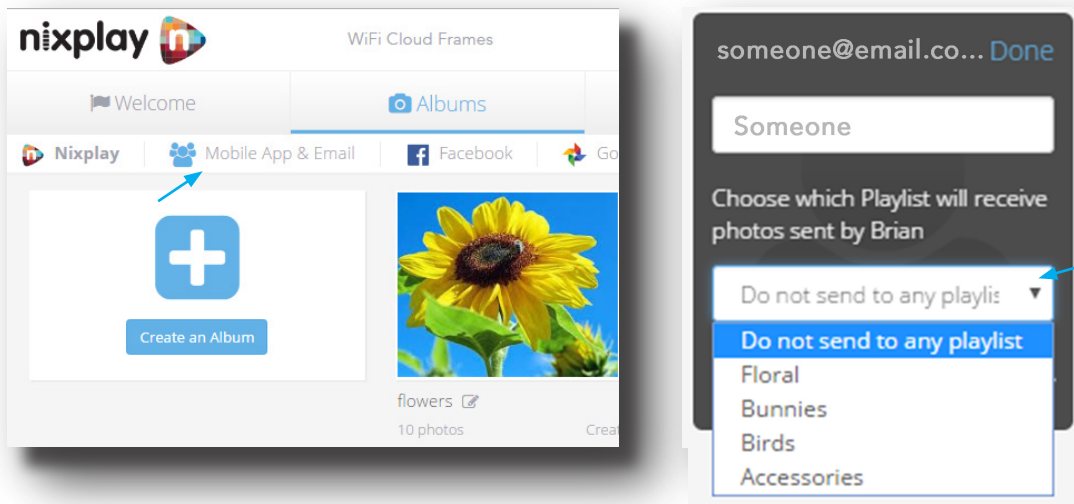
- Island Hopping Sta Cruz (14 photos)
- Cebu Heritage and Nature Tour (153 photos)
- Tamaraw Counting (16 photos)
- Marinduque Wildlife Sanctuary Site Asses... (294 photos)
- Mt Ulap Day Trek (46 photos)
- Photostream (1056 photos)

7 The 'Mobile App & Email' Album

If email suits you better, or you have family and friends without a smartphone to download the Mobile App, don't forget you have a `username@mynixplay.com` email which they can also use to send photos to you.

They can use their regular email accounts (Gmail, Yahoo Mail and others) to send photos, just make sure that emails are being sent to your **username@mynixplay.com** email address.

Any photos sent by email and via the Nixplay Mobile App will be automatically stored in your pre-created "friends' albums" within the '**Mobile App & Emails**' under '**Albums**' tab. All your photos stored in Album are redirected to the playlist you've chosen them to send photos to.



When Sending and Receiving Photos from Friends

Double check that the friends' email address associated with the contact is correct.

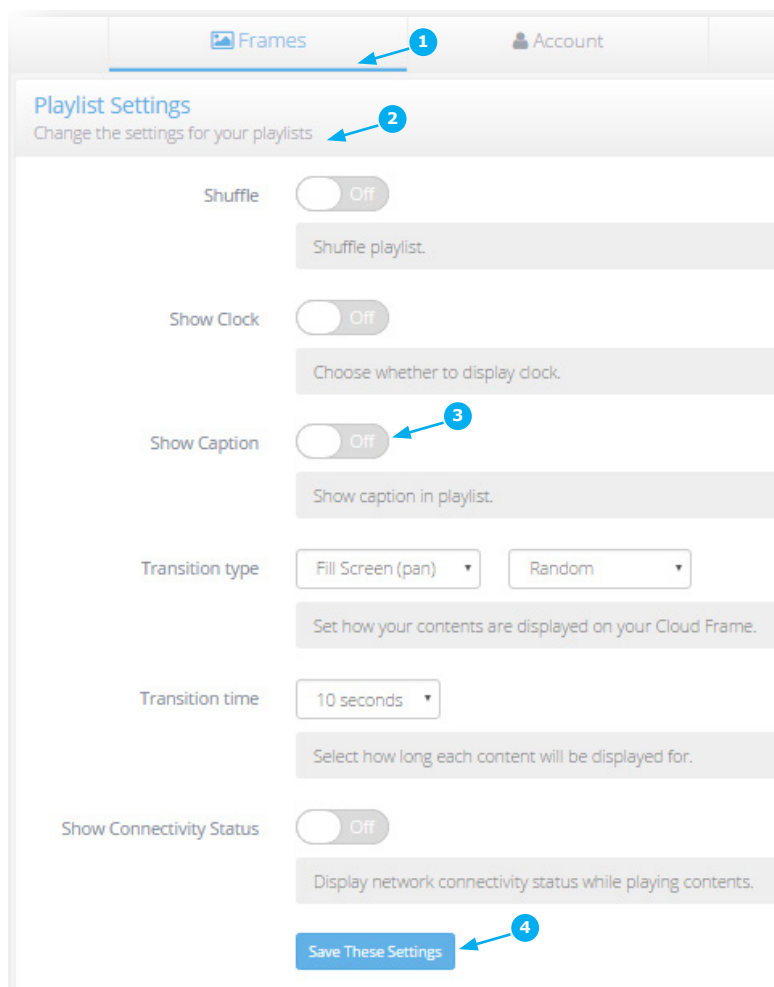
Make sure the emails are being sent to your **username@mynixplay.com** and NOT AT `user@nixplay.com`. Otherwise, you will not receive the photos.

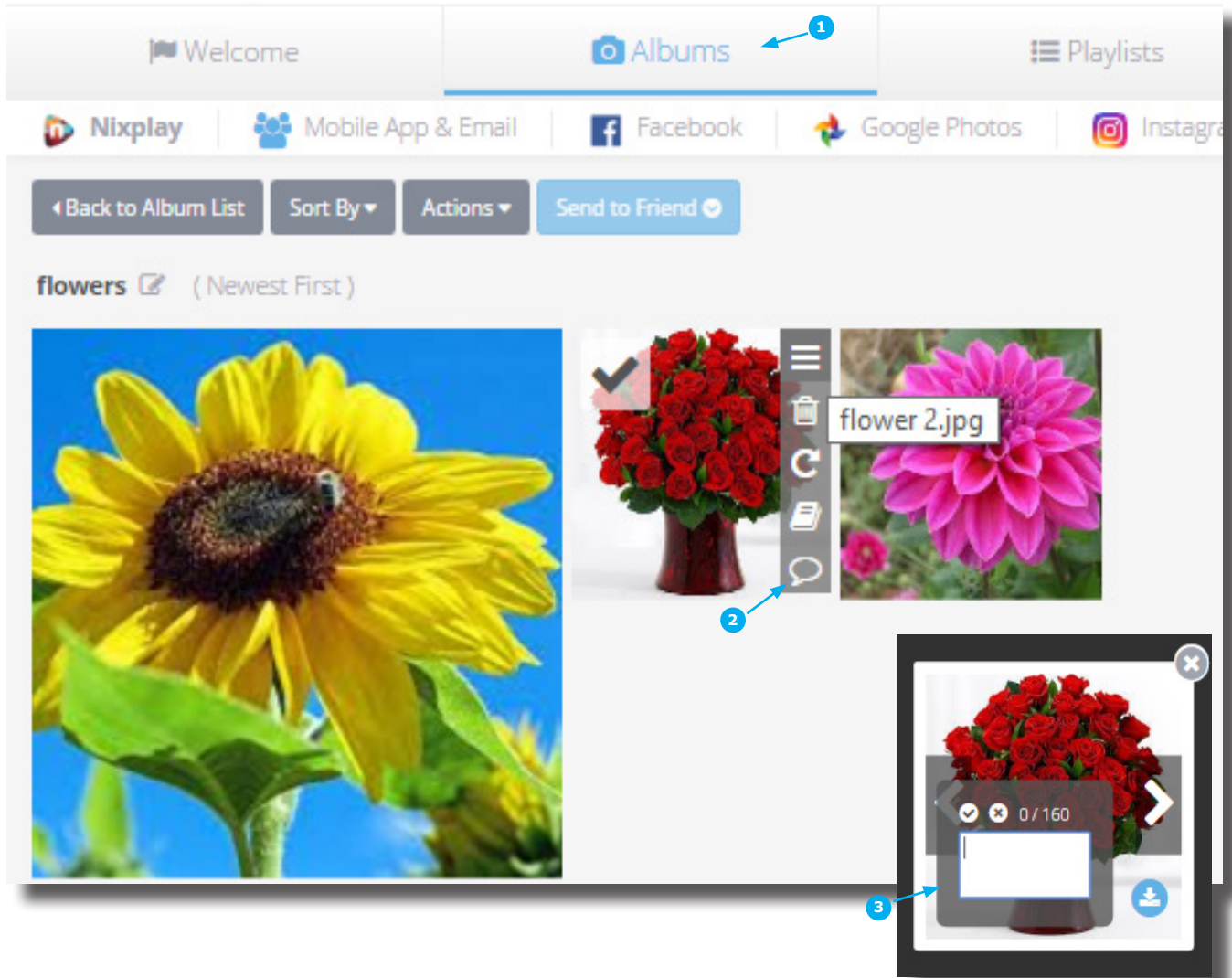
Adding fun-loving Captions to inspire your circle of friends & family


A “**Caption**” can do just about anything to change a mood. It can make happy thoughts to cheer us up; and create inspiration to bring out happy emotions.

First, follow the instructions below:

- 1 Go to the ‘**Frames**’ tab, click the Frame
- 2 Arrow down to the ‘**Playlist Settings**’ on the right side
- 3 Switch on ‘**Show Caption**’ and ‘**Save These Settings.**’
- 4 Next, go to ‘**Albums**’ tab and hover over the photo and Menu Bar in the upper right corner, click on the speech balloon icon.
- 5 Type your caption (160 chars max) and either press the ENTER on your keyboard, or check/mark the photo on the upper left to save the Caption.



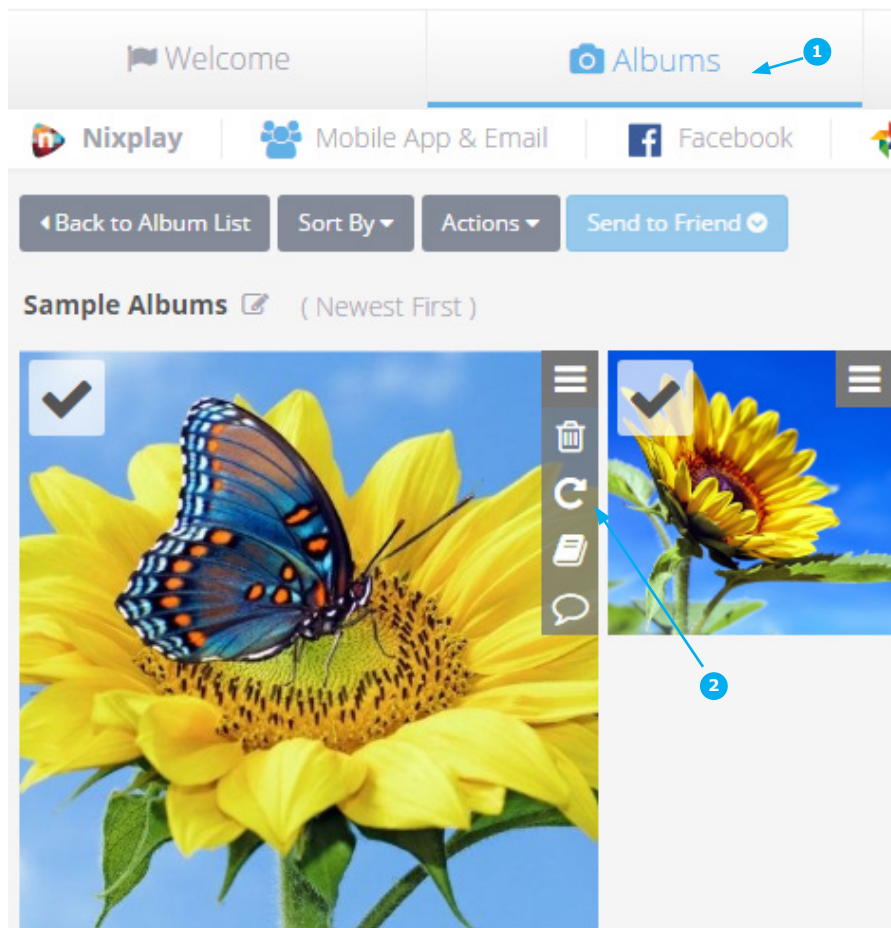


 Currently, you can only add captions on photos saved/uploaded to the Nixplay Cloud Storage (Nixplay account). At the moment it is not doable on photos retrieved from Facebook, Picasa, Instagram, Dropbox, Flickr, Verizon Cloud.

9 Rotating a Photo

Rotating a photo in your album is a good way to make sure your photos have a good orientation during playback.

You may change your photos' orientation through the following simple steps:

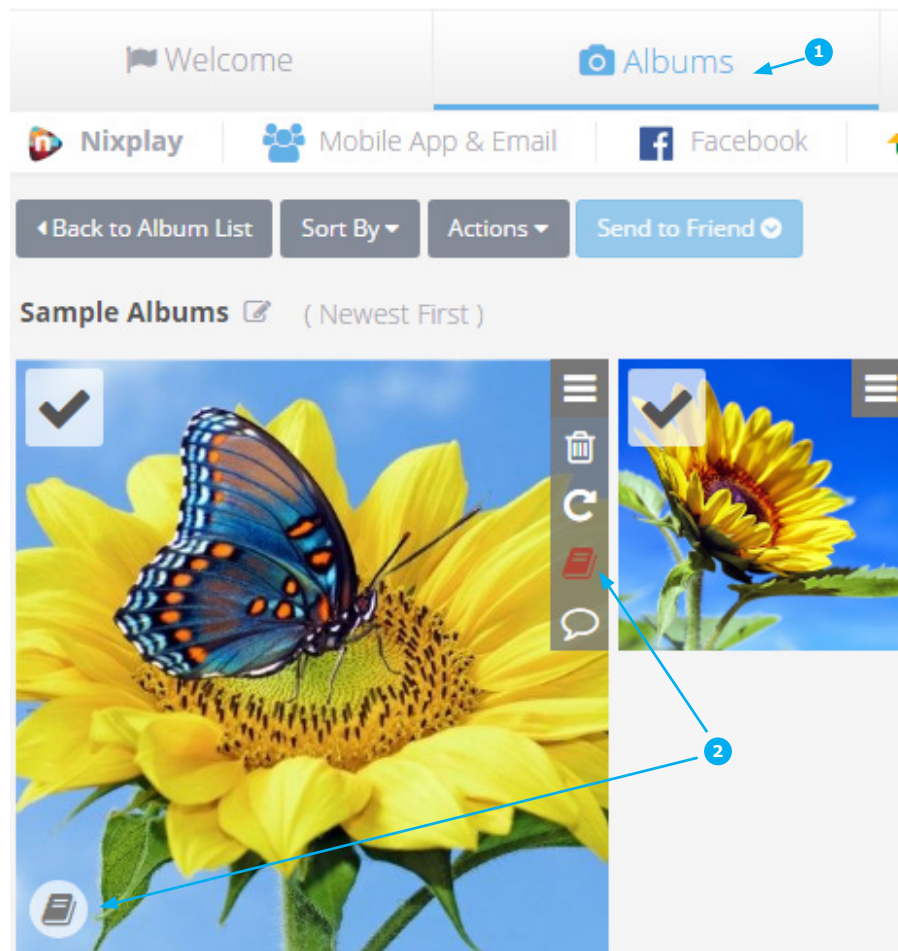


- 1 Log in to your Nixplay account. On the '**Albums**' tab, select the photo and hover to the Menu Bar in the upper right corner; then
- 2 Click on the rotate icon.

10 Setting a Photo as Album Cover

Setting a photo as album cover helps you remember your what your album is all about. Sometimes, it also gives a easier way to remember the content of such album, especially when there are too many photos in it.

You may set a photo as album cover through these simple steps:

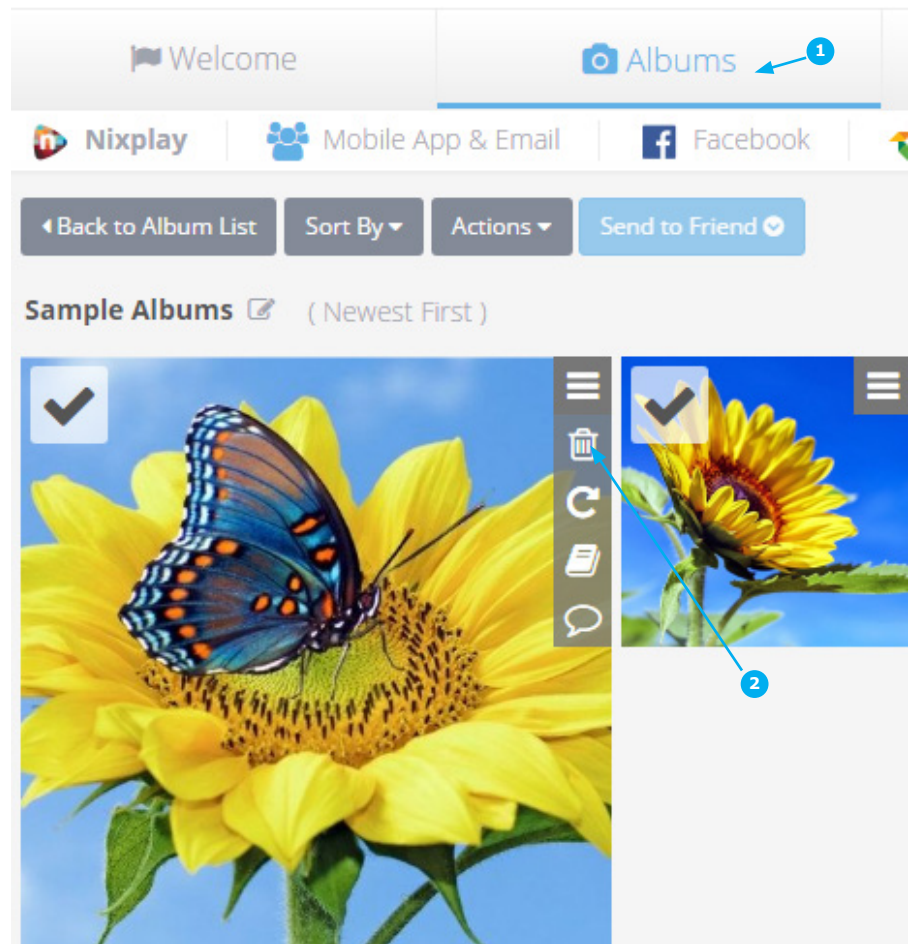


- 1 Log in to your Nixplay account. On the '**Albums**' tab, select the photo to set as Album Cover and hover to the Menu Bar in the upper right corner; then
- 2 Click on the book icon. The book icon will be then shown at the lower left corner of the photo you selected.

11 Deleting Photos Permanently

You may permanently delete a photo through these steps:

- 1 Log in to your Nixplay account and click the **'Albums'** tab; then
- 2 Go to the Album and hover to the Menu Bar in the upper right corner of the photo you want to delete, then click on the **bin icon**.



On Deleting Photos from Playlist:

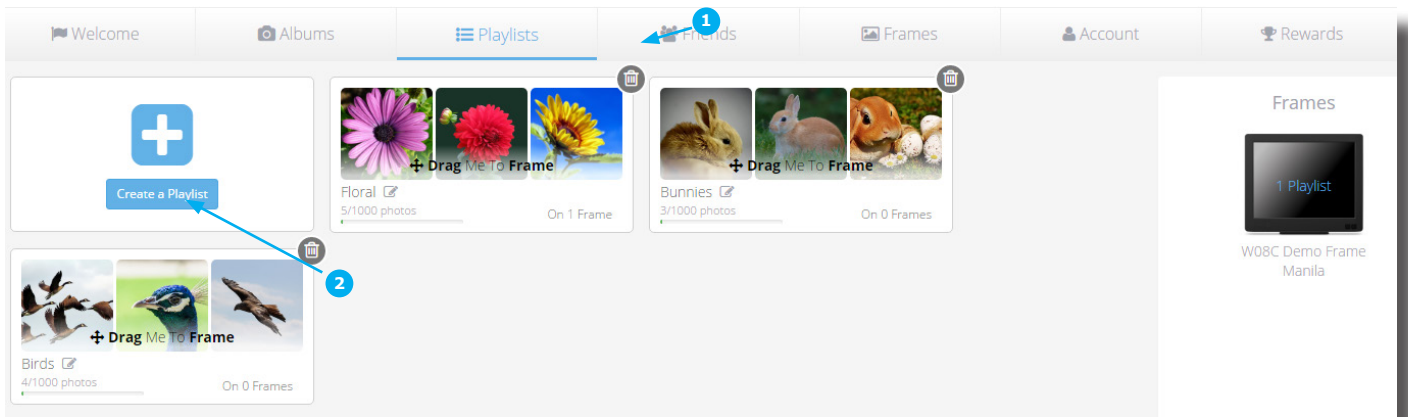
Original photos would still remain in the album even if you've deleted them from your playlists. If you'd like to permanently delete photos, remove them straight from the **'Album'** and it will automatically remove them from the **'Playlists.'**



The **'Album'** is like your main storage/source of photos. When you drag the photos to the playlist, the system optimizes the photos for the internet. The original photo is still in in the **'Album.'**

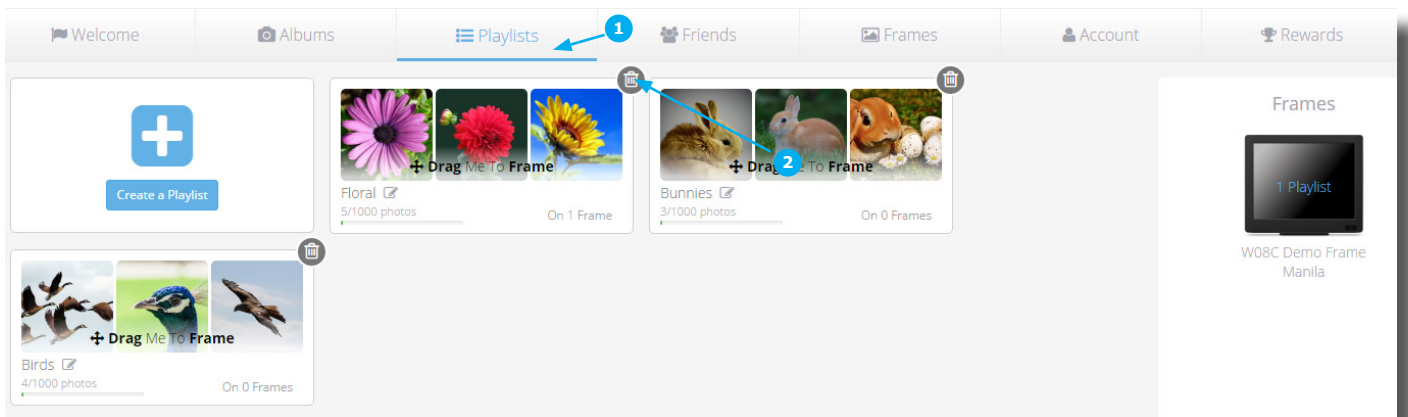
12 Creating your Playlist

Your Nixplay **Playlist** is a collection of your photos from Albums, which are displayed in your Frame. All your photos are actually "stored" in the Album.



- 1 Select '**Playlists**' tab
- 2 Click on '**Create Playlist**'
- 3 Type in **New Playlist Name**.

13 Deleting your Playlist



- 1 Log in to your account at www.nixplay.com and click the '**Playlists**' tab
- 2 Go to the playlist and hover to the upper right side corner and click on the **bin icon**

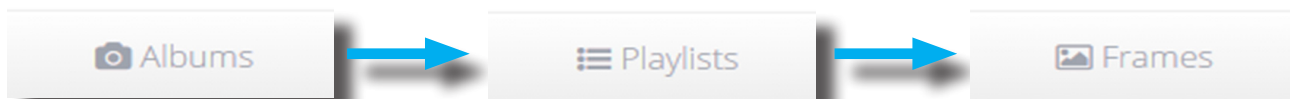
14 Hide/Disable your Playlist

Remember that every Frame that's been activated/paired with your account would have access to all your playlists too. So, if you have a specific playlist that you don't want others to see, you may want to hide/disable it.

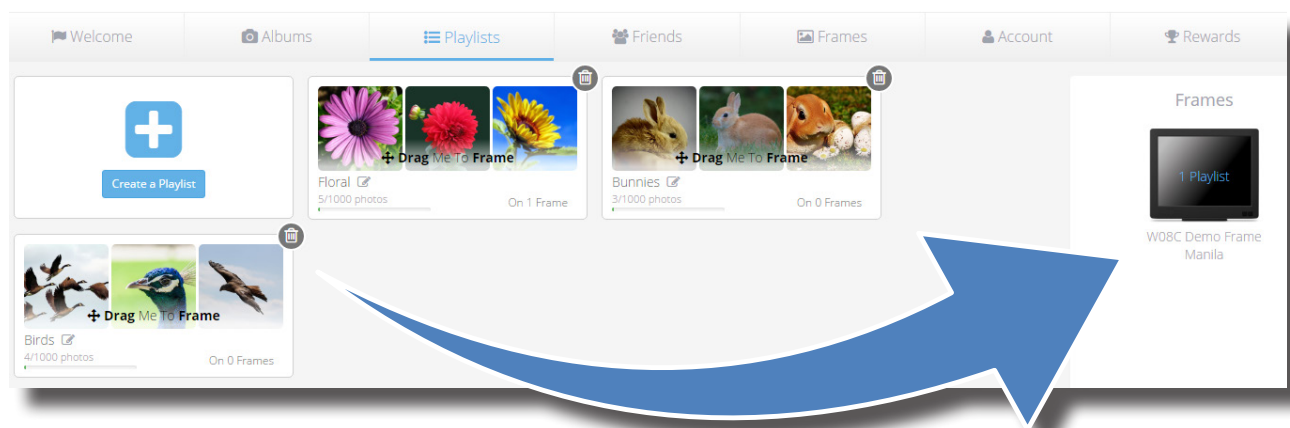
- 1 Go to the 'Frames' tab, select the specific Frame
- 2 Choose the playlist and click '**Disable Playlist**'

15 Publishing your Playlist

After you have grouped together all your selected photos to an album and transferred them to your created playlist, you are now ready to '**Publish**' it to the Frame.



Publishing is transferring the playlist to the Frame to play.



- 1 Go to the '**Playlists,**'
- 2 Select your desired Playlist and drag to your Assigned Frame.

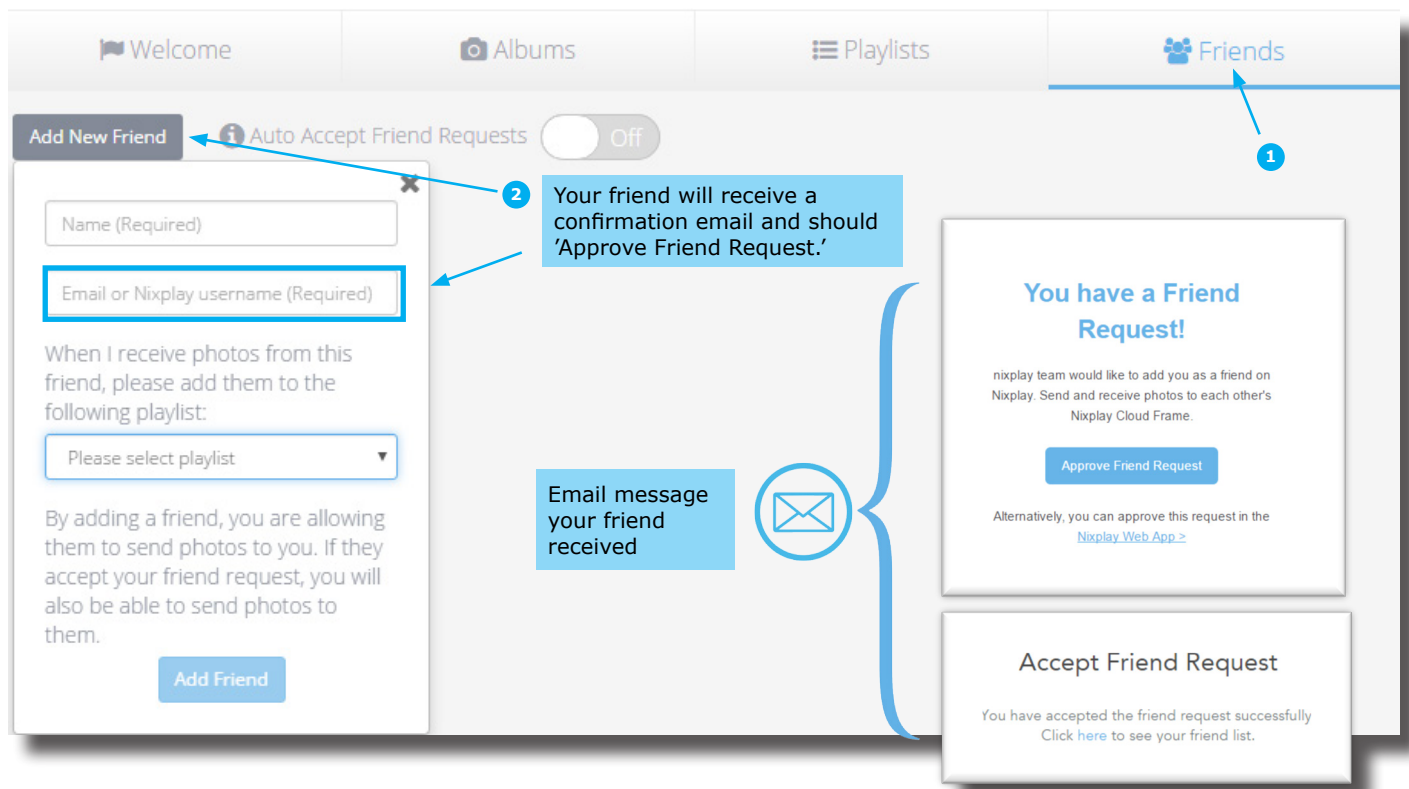
Connecting with Friends and Family

16 Add New Friend

Our latest **Friends Feature** in Nixplay allows easy and instant sharing of photos between Nixplay accounts that are added as **"Friends."** Now you have one convenient location for everything to do with your Friends.

- 1 Manage your Friends list including; **Add New Friends & Approve Friend Requests** in an email message.
- 2 View photos received via email or the Mobile App and choose which Playlist will receive photos sent by a friend.

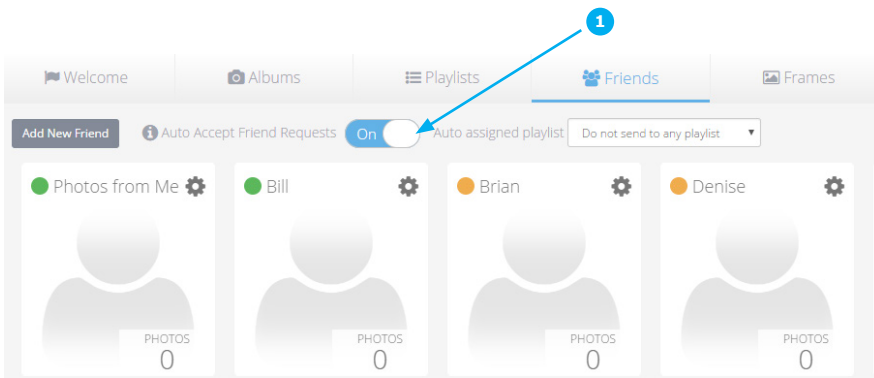
To create your circle of Friends, send an invite. Go to the **'Friends'** tab and click **'Add New Friend'**



The screenshot illustrates the process of adding a friend and receiving a request. At the top, the 'Friends' tab is selected, indicated by a blue arrow and a circled '1'. Below it, the 'Add New Friend' button is highlighted with a blue arrow and a circled '2'. The form contains fields for 'Name (Required)' and 'Email or Nixplay username (Required)', a dropdown for 'Please select playlist', and an 'Add Friend' button. A toggle for 'Auto Accept Friend Requests' is set to 'Off'. A blue callout box explains that the friend will receive a confirmation email and should 'Approve Friend Request.' Below the form, an email icon and a callout box state 'Email message your friend received'. To the right, a confirmation screen titled 'You have a Friend Request!' shows a message from the 'nixplay team' and an 'Approve Friend Request' button. Below this, another screen titled 'Accept Friend Request' confirms the action and provides a link to view the friend list.

17 Auto-accept Friend Request

For your convenience, this allows you to automatically accept "Friend Requests and Photos" from people who are not in your **Friend's List**.



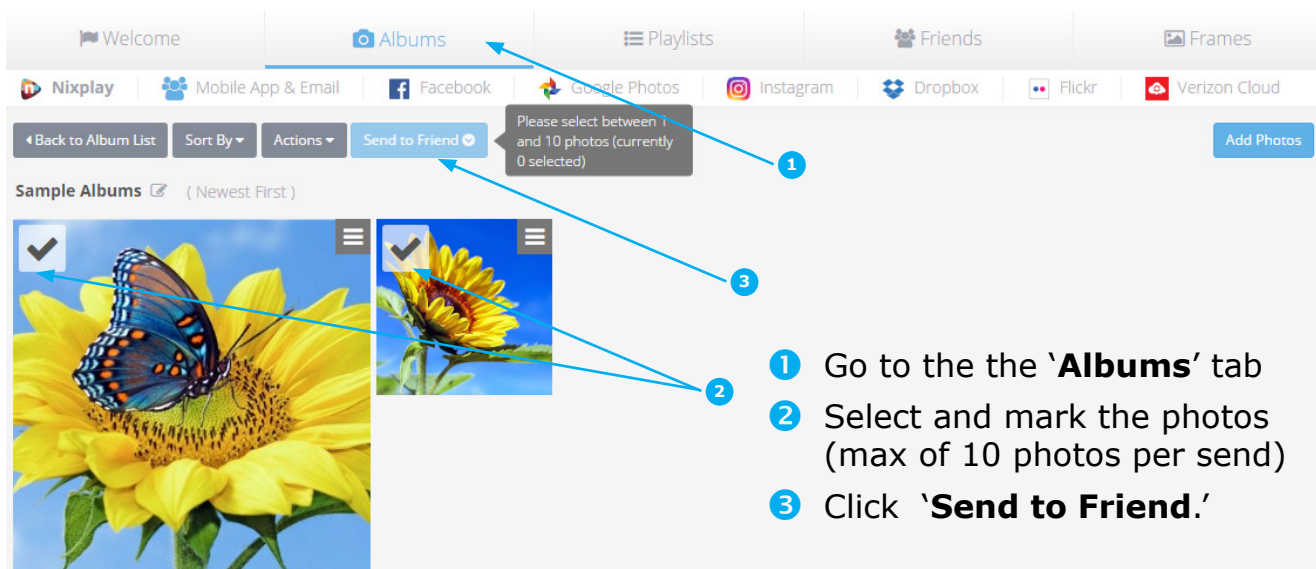
When someone NOT in your Friend's List sends you a photo but **Auto Accept Friend Request** is ON, the photo will automatically go to a NEW Album (named after the email address of the sender) which you will see under the following tabs:

- 1 Friends
- 2 Mobile App & Email



By default, Nixplay prevents delivery of image files from people you haven't added as Friends. When someone NOT in your Friend's List sends you a photo & Auto Accept Friend Request is OFF, you will not receive the photo.

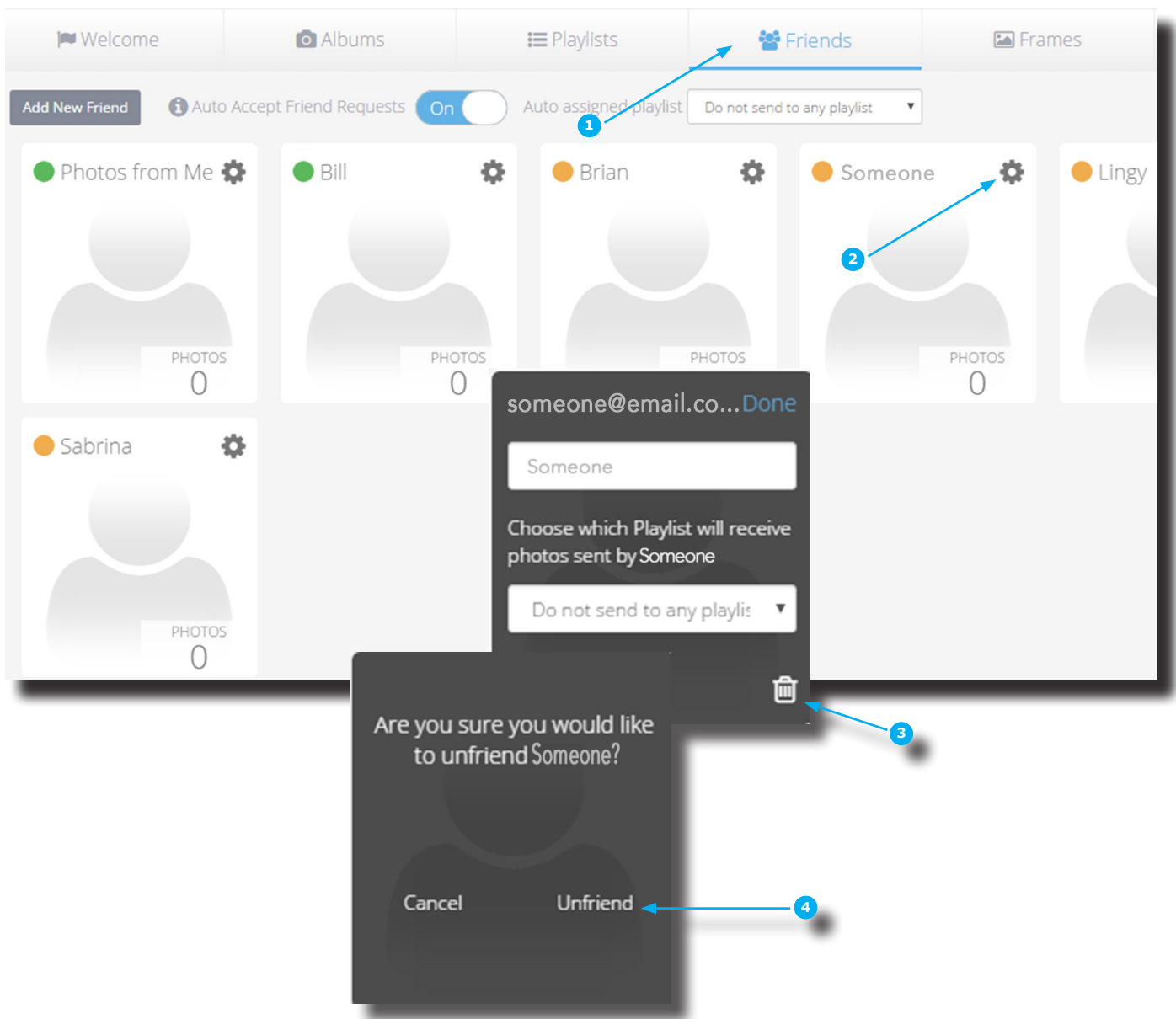
18 Sending Photos to a Friend



- 1 Go to the the '**Albums**' tab
- 2 Select and mark the photos (max of 10 photos per send)
- 3 Click '**Send to Friend.**'

19 How to Unfriend

- 1 Go to '**Friends**' tab
- 2 Click on the **Settings Icon**
- 3 Click on the **Bin Icon**
- 4 When prompted with "**Are you sure you would like to unfriend,**" click '**Unfriend.**'



20 How to remote-manage a Frame from the Web? (A Frame gifted to a Relative)

- 1 To change their Frame settings
Log in to your Nixplay Account (www.nixplay.com)
Go to the 'Frames' tab, select the Frame
Scroll down to Frame Settings & Playlist Settings.

Playback Mode
Sleep Schedule
Motion Sensor

Caption ON/OFF
Transition Type
Transition Time

From there you are able to change the settings according to viewing preferences.

- 2 Create or choose a Playlist and drag to their Frame.
See related topic, 'Pairing a Frame' in Section 2, Page 15.



With your free account (Standard subscription), you can pair and remote-manage up to 5 Frames. If you'd like to manage more Frames, see: <https://www.nixplay.com/nixplay-plus/>

21 Frame Settings (Web, Mobile App*, Frame)

Frame Setting	Description	Options
Playback Mode	Assigns how the photo will show in batches.	All Photos Only show me the latest 100 photos Only show me the latest 200 photos Only show me the latest 500 photos Only show me the latest 1000 photos
Shuffle	Shuffles the photos on/off	On/Off
Transition Types	Assigns how the photo display transitions on the screen	Fill Screen (pan) Fill Screen (fixed) Fit to Screen Tiles Snapshot
Transition Time	Assigns how long the photo display transition would be	(Seconds) 5, 10, 15, 20, 25, 30
		(Minutes) 1, 5, 10, 30
		(Hour) 1
Show Clock	Lets the clock be shown	On/Off
Show Caption	Lets the photos be shown with caption	On/Off
Show Connectivity Status	Shows the connectivity status on/off	On/Off
Sleep Schedule	Sets the sleep schedule on/off	On/Off
	Start Time	(Hour) 0
		(Minutes) 0
	End Time	(Hour) 0
(Minutes) 0		
Motion Sensor	Sets the motion sensor on/off	On/Off
	Sleep After	(Minutes) 5, 10, 30,
	Sleep After	(Hours) 1, 2, 3, 4
Custom Button Action	Assigns the function which the custom button directs to	Disabled Go to browse playlists Transition toggle Photo fit Go to file browser

*Mobile App is incorporating more and more of this setting.

22 Frame Information

Frame Information gives you all the technical information you need to know about your Cloud Frame.

On the Web App (www.nixplay.com), go to the '**Frames**' tab, select a Frame, scroll down to Frame Settings and you'd see the: **Model**, **Serial Number**, **Frame Name**, and **Frame Location**. You may edit this information.

Alternatively, you may refer to the Cloud Frame for complete information. On the remote control, press the Settings Icon, go to Settings, then scroll down to Information and you'd see the following:

Name:	Firmware:
Location	System:
Model:	Application:
User Name:	Link Address:
Serial Number:	Network Address
Frame ID:	FCC ID:
Free Space:	

23 Sleep Schedule Settings

Save energy by sending your Cloud Frame into Standby mode at a scheduled time/specific time. You can change the Sleep Settings either through the Web App or Cloud Frame.

- 1 Via the Web App: Log in to www.nixplay.com and go to the '**Frames**' tab. Select Frame and scroll down to Frame Settings and switch the **Sleep Schedule** to enable and select the desired time (24-hour clock time).
- 2 Via the Frame: Point the remote control at the Frame and click on the Settings Icon. From Settings, arrow right and scroll down to **Sleep Schedule** to enable and select the desired time.



If your Frame is not sleeping as scheduled, you may want to check if the Time Zone is set properly. Putting your Frame to sleep will disable motion detection during sleep schedule.

24 Smart Sensors

Hu-Motion Sensor

Technology designed to make your life easy, the Hu-Motion Sensor detects any movement within a range of two to three meters.

On most models this allows your Cloud Frame to automatically power on when someone is nearby and sleep when no one is around.

To turn the Hu-Motion Sensor On, point the remote control at the Frame and navigate to Main Menu on the **Settings Icon**. From Settings, arrow right and scroll down to '**Motion sensor on/off**.' Choose the time duration of inactivity before your Nixplay WiFi Cloud Frame falls asleep.

Light Sensor

Designed to fit any home environment intelligently, on some models, the Light Sensor will dim and brighten the frame's panel to best display photos according to your ambient light level.

25 Time Zone Settings

You can change the Time Zone Settings either through the Web App or Cloud Frame.

- 1 Via the Web App: Log in to www.nixplay.com and go to the '**Frames**' tab. Select Frame and scroll down to Frame's Timezone under Frame Settings.
- 2 Via the Frame: Point the remote control at the Frame and click on the Settings Icon. Arrow down to **Time Zone** and right arrow to **Set Time Zone**.

Once you have chosen the correct time zone, press OK and your Cloud Frame will automatically reflect the changes. It is very important to set the time zone correctly on your Cloud Frame to avoid conflicting issues with the other settings such as Sleep Schedule.

26 WiFi Network Settings (Frame Only)

To connect to a WiFi Network:

- 1 Point the remote control at the Frame and click on the Settings Icon. Arrow down to **Network** and right arrow to your chosen Wifi Network.
- 2 With the remote, enter your wifi password (if required) and then select the correct wifi.



In your virtual keyboard, the UP ARROW is used for upper case characters, the Symbol is used to select special characters, 123 is for selecting numbers.

27 Advanced Settings (Frame Only)

Point the remote control at the Frame and click on the **Settings Icon**. From Settings, arrow right and scroll down to **Advanced**. You will see the following options:

Advanced Settings	Description	Options
Bad Network Connectivity Mode	Turns Network Connectivity Mode on and off.	ON/OFF
Run Diagnostic	Runs the diagnostic assessment of network connectivity	
Test Hotspot	Test the status of WiFi Hotspot	
Resync Frame	Resync all the photos on the Frame with the Cloud	

28 Display and Volume (Frame Only)

Point the remote control at the Frame and click on the Settings Icon. Arrow down to Display/ Volume and right arrow to:

Advanced Settings	Description
Volume	Manages the volume of the Frame
Brightness	Sets the brightness level of the display from 0 to 100
Saturation	Sets the intensity of colors from 0 to 100
Contrast	Sets the level of contrast from 0 to 100
Hue	Sets the hue value from 0 to 100
RGB Color Adjustment	Sets the preferred RGB color of the display. (Need to have a photo on the Playlist to be able to do this)

29 Software Updates (Frame Only)

Nixplay Cloud Frames are programmed to automatically check for any software updates when it starts up after being powered off or unplugged.

Alternatively, if you want to inquire as to whether a newer Firmware might be available, point the remote control at the Frame and click on the Settings Icon. Arrow down to **Software Update** and right arrow to **Check for Updates**.

Safety & Compliance

Always follow the basic safety precautions when using your Nixplay Frame. This will reduce the risk of fire, electric shock, product damage and personal injury.

- ✓ Keep the Nixplay Frame away from direct sunlight and heat sources such as radiators or stoves.
- ✓ Do not block ventilation openings. Slots and openings on the Nixplay Frame are provided for ventilation. The openings should never be blocked by placing your Nixplay Frame in an encasement, on a cushion, sofa or other similar surface.
- ✓ Never place heavy or sharp objects on the LCD panel or Nixplay Frame.
- ✓ Do not place the Nixplay Frame on an unstable cart, stand, tripod, bracket or table.
- ✓ Only use the AC adapter included with the Nixplay Frame. Using any other adapter will void your warranty.
- ✓ Protect the power cord from being walked on or pinched particularly at plugs, receptacles and the point where the cord attaches to the Nixplay Frame.



To reduce the risk of electric shock, do not remove the housing or disassemble the Frame other than to remove the back cover to expose the two VESA mounts. There are no user-serviceable parts inside. Please refer servicing to qualified personnel.

The power adapter is specifically designed for this Nixplay Frame, use of an alternative model might cause damage. In case of loss and failure of the power adapter, please contact our service department via support@nixplay.com and provide your name and contact information.



Waste Electrical and Electronic Equipment Directive (Applicable to Europe): This symbol on the product or on its packaging indicates that this product shall not be treated as household waste. There are separate collection systems for recycling in your country. For more information about recycling of this product, please contact the local authority or the retailer where you purchased the product.

Warranty

Your Nixplay Frame comes with a Full One-Year Manufacturer's Warranty. The warranty begins from the date of the first customer purchase. In the event your Nixplay Frame requires servicing, please contact us via our website at ***support.nixplay.com***. Please provide a copy of your original order information as proof of purchase.

For warranty coverage information please visit www.shop.nixplay.com/pages/warranty

Technical Support

Our Nixplay Support Team would be happy to assist you with setting up or troubleshooting your Nixplay WiFi Cloud Frames, any day of the week including Saturdays and Sundays.

Help Resources are also available on our website at www.support.nixplay.com

Nixplay Customer Support Schedule (MON-SUN)



US: 09:00am to 05:00pm, CENTRAL TIME
(855) 649 7529



UK: 03:00pm to 11:00pm, GMT
01784 605066

Helpful Links

HOW TO'S

[What more can I do with my digital Frame?](#)

[How to add friends and family to my Nixplay account to enable sharing photos?](#)

[How do I send photos to my paired Frames?](#)

[How do I remote-manage multiple Frames?](#)

TROUBLESHOOTING

[WiFi Assist: Simple Troubleshooting Steps](#)

[Router Fixes for WiFi Connection Issues](#)

[Frame Not Working](#)

[One Key Reset \(OKR\) / Frame Reset](#)

SETTINGS

[Motion Sensor Settings](#)

[Time Zone Settings](#)

[Sleep Schedule Settings](#)

SHOP NIXPLAY FrameS

[Shop Nixplay WIFI Cloud Frames](#)

[Shop Nixplay Legacy Frames \(Simple Plug & Play\)](#)

[Shop Nixplay Digital Signage for Business](#)

OTHERS

[Tips when gift-giving a Nixplay Cloud Frame](#)

[Auto-accept Friend Requests](#)