

# Soho®



## frameo

### 21.5" Full HD Digital Photo Frame User Manual

Model: SO-21FHDSP

[sohohome.com.au](http://sohohome.com.au)



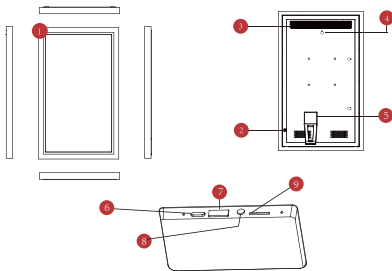
## Contents

<b>Contents</b> .....	<b>1</b>
<b>Getting started</b> .....	<b>5</b>
Frameo app .....	5
Video tutorials .....	5
<b>Frameo quick setup</b> .....	<b>6</b>
<b>Start using Frameo</b> .....	<b>7</b>
Connecting a new friend .....	7
<b>Navigating your Frameo</b> .....	<b>8</b>
Add friend .....	8
Settings .....	8
Power menu .....	8
React .....	8
Hide photo .....	8
Gallery .....	8
Fit to frame/Fill frame .....	8
Adjust photo .....	9
Interacting with videos .....	9
Power menu .....	10
React menu .....	10
External storage menu .....	10
Clock and Weather widgets .....	11
Weather menu .....	11
<b>Settings</b> .....	<b>12</b>
My frame .....	12
Frame name .....	12
Frame location .....	12
Set language .....	12
Weather location .....	12
Temperature unit .....	12
Date .....	12
Time .....	12
Time zone .....	12
Set first day of week .....	13
Enable/Disable 24-hour format .....	13
Manage photos .....	13
Show/hide photos .....	13
Delete photos .....	13
Import photos .....	13

Transfer from computer .....	14
Export photos .....	14
Play from external storage .....	14
My Friends .....	14
Change options for a friend .....	14
Add person .....	14
Display .....	15
Brightness level .....	15
Sleep mode .....	15
Slideshow .....	15
Timer .....	15
Fill frame .....	15
Frame background .....	15
Photo display order .....	15
Reverse photo display order .....	15
Show caption .....	16
Show clock .....	16
Show weather .....	16
Autoplay .....	16
Video playback .....	16
Auto mute .....	16
Video volume .....	16
Wi-Fi .....	16
Wi-Fi details .....	17
Reset Wi-Fi .....	17
Notifications .....	17
Show notifications .....	17
Notification volume .....	17
Storage space .....	17
Backup .....	17
Network connection .....	17
New photos .....	17
New friends .....	17
Software update .....	18
Feature news .....	18
Date and time .....	18
Backup and Restore .....	18
Backup frame to external storage (e.g. microSD card) .....	19
Automatic backup .....	19
Restore from backup .....	19

Reset frame .....	19
Help .....	20
Guide .....	20
Support .....	20
About .....	20
Peer ID .....	20
Frameo version .....	20
Check for update .....	20
Beta program .....	20
Third party attributions .....	20
Share anonymous analytics data .....	21
<b>Privacy</b> .....	<b>21</b>
<b>Support</b> .....	<b>21</b>
<b>Warranty, Compliance, Support and Safety information</b> .....	<b>21</b>

## Digital Photo Frame Overview



### 21.5" WiFi Frame Features

- 1 Frame
- 2 Power On/Of Button
- 3 Speaker
- 4 Wall Mount Hole
- 5 Stand
- 6 USB Type-C
- 7 USB
- 8 DC IN
- 9 Micro SD Card Slot

### Features:

- 1 Support 2.4G WiFi
- 2 Built-in Memory: 32GB
- 3 Screen Resolution: 1920x1080

### Specifications

Dimension	535 x 325 x 26mm (include MDF Frame)
Weight	3.2kg/pcs (include MDF Frame)
Adapter	DC 12V/3A
Screen	21.5 inch TFT LCD
Resolution	1920 x 1080 pixels, IPS
Aspect Ratio	16:9
Picture Format	JPG/JPEG/PNG
Video Format	3GP, MP4, (phone app support MOV)
External Storage	TF Card/USB Disk (Max. 32GB)
Built-in Memory	RAM 1GB; ROM 32GB
Packing List	1 x Digital Photo Frame, 1 x MDF Frame, 1 x Power Adapter, 1 x User Manual, 1 x Stand, 3 x Screw Sets.

## Getting started

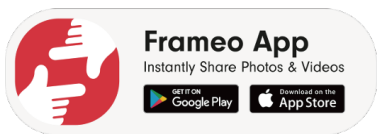
Congratulations on your brand new Soho Frameo photo frame!

If you are new to using Frameo then start by following the Frameo quick setup or follow the on-screen guide when powering it on for the first time.

Once you have set up your Frameo frame, you can start connecting it to your friends and family.

## Frameo app

To send photos to your frame, use the Frameo app for [iOS](#) or [Android](#).



Scan code to find the app

## Video tutorials

Check out our "Frameo Tutorials" playlist on YouTube with informative videos where we guide you on how to get started using Frameo. Scan the code to the right or use the link to find the playlist.



 YouTube



[bit.ly/3zKtxWX](https://bit.ly/3zKtxWX)

## Frameo quick setup

When starting your frame for the first time, you will need to set up the frame.

- Select a language. This will be the language used on the Frameo.
- Connect your frame to the internet by connecting it to Wi-Fi.
- Verify or correct the date and time.
- Frameo may ask you to update to the latest version. It is recommended to update your frame before continuing if asked to.
- Enter your name, and the location where you have placed your frame, e.g. "John Doe" and "Living room", "Kitchen" or "Office".
- Finally, set the timezone if not already correct.


## Start using Frameo

The next step is to connect Frameo with your friends and family by providing them with a code from your frame.

If you want to be able to send photos to the frame yourself, start by downloading the app for iOS or Android on [App Store](#) or [Google Play](#). Then use the code to connect your frame and app as described below.

## Connecting a new friend

Make sure that your friend has downloaded and installed the Frameo app.

Click the add friend icon on your frame . A dialog will appear showing a connection code, which is valid for 12 hours.

Now share this code in whatever fashion you prefer e.g. SMS, E-Mail, IM, phone call, to your friend.

Once your friends have added the code in their Frameo app, they will automatically appear on your frame and be able to send you photos.

Read chapter [Change options for a friend](#) to *allow* connected friends, to retrieve and share the connection code via the smartphone app.

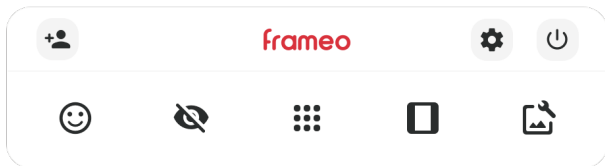




## Navigating your Frameo

Swipe left or right to go through your photos.

To access the menu, simply tap once on the screen.



In the menu you will find the most used features.

### **Add friend**

This will generate a code that you can share with your friends and family so they can connect and send photos to your frame.

### **Settings**

Opens the [Settings](#).

### **Power menu**

Opens the [Power menu](#).

### **React**

Opens the [React menu](#).

**NB. The React menu can also be accessed by double-tapping on the screen.**

### **Hide photo**

Hides the current photo. This means that the photo will no longer be shown in the slideshow. If needed, the photo can be shown again through the [settings menu](#).

### **Gallery**

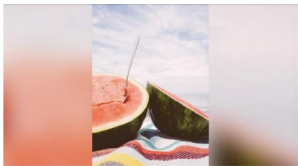
Opens a gallery which allows for easy and fast navigation through your photos.

### **Fit to frame/Fill frame**



This toggles how the photo is shown.

The *Fill frame* option is the default. The photo is scaled so that it fills the whole screen. It will be centered around what is selected as the most important part. See the first picture below.

*Fit to frame* will make sure that the entire photo is shown on the screen. See the second picture below.




### **Adjust photo**

Allows you to adjust the position of the photo in the frame for an even better fit. Here you can also use  to rotate your photo, and you can use  to edit the caption on imported photos. For received photos, please ask the sender to edit the caption in the Frameo app.

### **Interacting with videos**

When a video is shown, two additional controls are shown. One for play/pause of the video and one to control the volume level for video sounds.





Press  to start the video playback. Pressing  will pause the video playback.

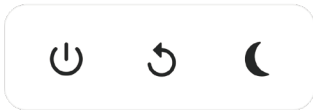
Press  to open the volume slider. Use the slider to adjust the volume level for video sounds.

Pressing  will mute the video while pressing  will unmute the video.



### Power menu

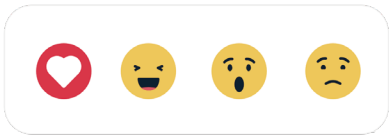
Tap the power icon  to access the power menu. Here you can power off using , restart your frame using  or enter sleep mode using .






**NB. Make sure to always use the power off button on the device or in the power menu to turn Frameo off. Never disconnect power when Frameo is running.**

### React menu

Tap one of the reactions to let the sender know how it made you feel.



### External storage menu

When inserting an external storage (e.g. a microSD card) a menu will automatically appear with three options: Press  to play photos directly from the external storage, press  to import photos to the internal memory of your frame or press  to make a backup of your frame.



### Clock and Weather widgets

The current time and weather will appear in the upper-right corner of the frame when the frame has received at least one photo. Tapping either of these will open the weather menu.

### Weather menu

The weather menu contains more detailed weather forecasts and has shortcuts to weather-related settings.



Shows the weather location of your frame. Tap to access the weather location settings.

#### 1 DAY

1-day forecast, which includes weather conditions for time periods of the day.

#### 4 DAY

4-day forecast. Tap to see the weather forecast for the next four days.



Displays the frame's current time. Tap to access the time settings.

## Settings

Through the settings, you can personalize your frame to your needs.

### My frame

#### Frame name

Changes the name of your frame. This is also the name that connected friends and family will see in their list of connected frames in the smartphone app.

#### Frame location

Changes the location of your frame. This is the location displayed on your friends' and family's list of connected frames, which can help to distinguish frames from each other.

#### Set language

Sets the language used on the frame.

#### Weather location

Sets the location for the frame's weather feature, ensuring that your frame displays the appropriate weather forecast for you.

#### Temperature unit

Toggles between the Fahrenheit and Celsius temperature scales.

#### Date

Sets the date used on the frame.

#### Time

Sets the time used on the frame.

Frameo will automatically try to set the correct date and time when connected to the internet.

#### Time zone

Sets the time zone used on the frame.

**Set first day of week**

Sets which day of the week is considered the first.

**Enable/Disable 24-hour format**


Enables, and disables, 24-hour time format.

**Manage photos**

In the manage photos menu, you can see how many photos are on your frame and the storage they use. You can also see the amount of storage left available on your device for storing new photos.



**Show/hide photos**

Select which photos to hide by tapping them. Hidden photos will NOT be deleted from your frame, and you can always select them to be shown again.

Use  to hide or show all photos.

**Delete photos**


Select photos that you want to permanently delete from your frame by tapping the photo.


Use  to select or deselect all and  to permanently delete the selected photos.



**Import photos**

Allows you to import photos from an external storage (e.g. microSD card).

Before you try to import photos, make sure you have an external storage (e.g. microSD card) inserted into your frame with the photos you wish to import.

Start by selecting the photos that you want to import onto your frame. Once selected, tap the import button  to start the import process.

Use  to select or deselect all photos on the external storage (e.g. microSD card).

Use  to set the sort order of photos before import and  to order by ascending/descending.

**NB:** Please note, many frames will need a FAT32 formatted microSD card with a maximum of 32GB of storage. Please check with the brand of your frame for more information regarding compatibility for your specific device.

### Transfer from computer

Allows you to transfer photos from a computer using a USB cable. Enable the feature and then follow the on-screen guide for step-by-step instructions on how to transfer photos to your frame.

For more information, please visit our help center: [https://frameo.net/usb\\_faq](https://frameo.net/usb_faq)

### Export photos

Allows you to export photos from the frame to external storage (e.g. microSD card).

*The export function will export all photos on the frame as well as profile pictures.*


### Play from external storage

Enables / disables playback of photos and videos directly from an external storage (e.g. microSD card) without taking up space on the frame.

## My Friends

This list contains all the connected friends that are allowed to send photos to your frame.

### Change options for a friend


Click the options icon  to open the friend options menu.

From here, you can allow / disallow if a friend may share the code to the frame. If this is enabled, the friend can retrieve and share the code to the frame from his/her app.

You can also allow / disallow a friend to use the **Frameo** feature: Allow friend to see photos from this frame.

From the options menu you can also delete a friend, by pressing the DELETE FRIEND button. This will remove the friend from the list and thereby remove their permission to send photos to the frame. You will then be asked to confirm the removal and if you would like to remove all photos previously received from this friend.

### Add person

To allow a new person to send you photos, simply tap the add friend button  and share the presented code in whatever way you prefer.

## Display

### Brightness level

Adjust the brightness level of the screen.

### Sleep mode

Frameo offers a sleep mode which turns off the screen to reduce power consumption. The default setting is to turn off the screen at 23:00 and turn on the screen again at 07:00 every day.

This can be altered by changing your sleep schedule(s). It is possible to have multiple schedules active at once to e.g. have different settings for weekdays and the weekend or a separate schedule to turn off the frame while at work.

*Your frame is not powered down or in standby, so you will still be able to receive photos during sleep mode.*

## Slideshow

### Timer

Set the duration that a photo should be displayed before showing the next photo.

### Fill frame

Set the default frame photo setting. Check to set default to fill which makes the photos fit the device screen according to the most important part of the photo. Uncheck to make the photo fit inside the screen of the device, adding background bars on the sides or top/bottom.

### Frame background

Choose between several different frame background options to be shown as bars if the photo does not fill the screen.

### Photo display order

Sets the order in which your photos are displayed on the frame.

- By date taken: Photos are shown in order of when it was taken.
- By date received: Photos are shown in order of when it was received.
- Shuffle: Photos are shuffled and shown in a random order.

### Reverse photo display order

Sets whether photos are displayed newest to oldest or oldest to newest.



**Show caption**

Set whether or not to display the captions that your friends have sent with the photo. Check to display captions. Uncheck to hide captions.

**Show clock**

Set whether or not to display the clock widget in the upper-right corner of the slideshow.

**Show weather**

Set whether or not to display the weather widget in the upper-right corner of the slideshow.

**Autoplay**

Enables/disables autoplay of videos in the slideshow. Videos can always be manually started regardless of this setting.

**Video playback**

Determines how videos should be played when autoplay is enabled.

- Loop videos: The video will loop until the slideshow timer is up.
- Play once: The video will play once and show its thumbnail until the timer is up.
- Play once and continue: The video will play once and continue to the next photo, or video, once it completes.


**Auto mute**

Enable to automatically mute the video volume after a short period of time of not interacting with the frame.


**Video volume**

Adjust the volume level for video sounds on the frames.

**Wi-Fi**

Set which Wi-Fi the frame connects to. If you are connecting to a network with a captive portal, Connection status will say that Wi-Fi login is required and show . Tap this to open a login screen where you can enter credentials to access the network.

**Wi-Fi details**

Use  to show details about the current connected Wi-Fi.

**Reset Wi-Fi**

Use  to delete all Wi-Fi information and restart your frame.

**Notifications****Show notifications**

Enables/disables whether notifications are shown in the slideshow (e.g. when a new photo is received).

**Notification volume**

Adjust the volume level for notification sounds.

**Storage space**

Enables/disables notifications shown when frame storage is low.

**Backup**

Enables/disables notifications shown if automatic backup has failed.

**Network connection**

Enables/disables notifications showing network connection status.

**New photos**

Enables/disables notifications shown when receiving new photos.

**New friends**

Enables/disables notifications shown when new friends are added.

**Software update**

Enables/disables notifications shown when a software update has been installed.


**Feature news**

Enables/disables notifications shown when new exciting features are added.

**Date and time**

Enables/disables notifications shown if time or date is not set correctly.






**Backup and Restore****Set up a cloud backup (Frameo+)**

 Tap *Set up cloud backup* and select a friend that has an active Frameo+ subscription, to initiate a cloud backup of your frame.

If you already have a backup set up, tap it to see more details.

Backup status will indicate what state your backup is in, with a symbol.

Cloud symbols and their meaning:

-  Backup complete and secured in the cloud
-  Cloud backup in progress
-  Frame is currently not backed up in the cloud
-  Waiting for other device to act (check the Frameo app on your phone)
-  Cloud backup failed

### External storage backup

#### Backup frame to external storage (e.g. microSD card)

Tap to make a backup of your photos, friends and settings. The time of the latest successful backup is also displayed here.

*Any existing backup on the external storage will be overridden!*

**NB:** Please note, many frames will need a FAT32 formatted microSD card with a maximum of 32GB of storage. Please check with the brand of your frame for more information regarding compatibility for your specific device.

### Automatic backup

If checked, your frame will automatically take a backup within 30 hours of receiving new photos or making changes to your frame.

### Restore from backup

*Before you attempt to restore your frame, start by confirming that your backup is up-to-date. This is done by confirming the date under “Backup frame to external storage (e.g. microSD card)”. If e.g. the last backup is too old or if no backup is made, then press the “Backup frame to external storage (e.g. microSD card)” button to make a new backup.*

*NB: To keep both the old and the new frame operational at the same time after restoring from backup, please make sure that both frames are updated to the latest version beforehand.*

If you wish to restore a backup on a frame that has already been set up, then you must first reset the frame. This is done by pressing the “Reset frame” button. This will delete all data on the Frameo and reset the Frameo to its setup screen.

On the setup screen you can select the “Restore from backup” button which will restore your frame according to the backup.

If the “Restore from backup” button isn’t visible, then confirm that the external storage (e.g. microSD card) is correctly mounted.

### Reset frame

Removes all data from your frame.

*This will permanently remove all your photos, friends/connections and settings.*

## Help

### Guide

Shows the quick start guide, which was shown when you first started the frame.

### Support

Find contact information for Frameo's support team, and find technical device information.

The menu features a special QR code that is there for our support staff to scan. It contains additional device details and information, enabling our support team to efficiently address your specific concerns and provide accurate assistance. Simply take a photo of the QR code and share it with our support staff.

## About

### Peer ID

This is a unique ID for your photo frame. When contacting our support, please provide this ID with your message.

### Frameo version

Shows what version of the Frameo software is currently installed on your frame.

### Check for update

Check if an update is available for your frame.

### Beta program

If checked, the device will join the Beta program, where it will receive updates more frequently and before normal release devices.

### Third party attributions

#### *Open source libraries*

Opens a list of open source libraries used in the app and their licenses

### Share anonymous analytics data

Sharing anonymous analytics data helps us tremendously to improve the Frameo software. We understand if you do not wish to share this data with us. Keep it checked if you wish to help us improve Frameo. Set unchecked to deny the sharing of anonymous analytics data.

## Privacy

For more information regarding privacy, please visit <http://privacy.frameo.net>

## Support

Please visit <https://support.frameo.net/hc> for FAQ, support and to provide feedback.

## Warranty, Compliance, Support and Safety information

### WARRANTY TERMS AND CONDITIONS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law and New Zealand Consumers Guarantees Act. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is provided in addition to your rights under the Australian Consumer Law and New Zealand Consumers Guarantees Act. Directed Electronics Australia Pty Ltd (Directed Electronics) warrants that this product is free from defects in material and workmanship for a period of 12 months from the date of purchase or for the period stated on the packaging. This warranty is only valid where you have used the product in accordance with any recommendations or instructions provided by Directed Electronics.

This warranty excludes defects resulting from alterations of the product, accident, misuse, abuse or neglect. In order to claim the warranty, you must return the product to the retailer from which it was purchased or if that retailer is part of a National network, a store within that chain, along with satisfactory proof of purchase. The retailer will then return the goods to Directed Electronics.

Directed Electronics will repair, replace or refurbish the product at its discretion. The retailer will contact you when the product is ready for collection. All costs involved in claiming this warranty, including the cost of the retailer sending the product to Directed Electronics, will be borne by you.

**Phone:** +61 03 8331 4800 (Australia) +64 9 281 4799 (New Zealand)

**Email:** [info@Soho.com.au](mailto:info@Soho.com.au)

## INDEMNITY

You agree to defend, indemnify and hold harmless Soho and its subsidiaries and affiliates from and against any and all claims, proceedings, injuries, liabilities, losses, costs and expenses (including reasonable legal fees), including but not limited to, claims alleging negligence, invasion of privacy, copyright infringement and/or trademark infringement against Soho and its subsidiaries and affiliates, relating to or arising out of your breach of any provision of these terms, your misuse of Soho products or its services, or your unauthorised modification or alteration of products or software.

## WARRANTY AND WARRANTY DISCLAIMER

Soho has a limited warranty on whereby Soho warrants to you and only to you that Soho products will be free from defects in materials and workmanship for one (1) year from the date of your purchase (unless a longer warranty period is required by law).

The specifics of this Soho limited warranty are covered in this manual. To the extent possible under governing law, other than the above product warranty for the Soho product you understand and agree that the Soho products and services are provided on an "as is" and "as available" basis.

Soho makes no warranty that the Soho products and services will meet your requirements or that use of the Soho products and services will be uninterrupted, timely, secure or error-free. Nor Soho make any warranty as to the accuracy or reliability of any information obtained through the Soho (including third party content), that any defects in the Soho will be corrected or that the Soho products or services will be compatible with any other specific hardware or service. Further, Soho does not warrant that the Soho or the Soho servers that provide you with data and content are free of viruses or other harmful components.

Soho also assumes no responsibility for and shall not be liable for any damages caused by viruses that may infect your Soho.

In the event of any loss, damage or injury, you will not look to Soho to compensate you or anyone else. You release and waive for yourself and your insurer all subrogation and other rights to recover against Soho arising as a result of the payment of any claim for loss, damage or injury.

Soho equipment and services do not cause and cannot eliminate occurrences of certain events, including, and Soho makes no guarantee or warranty, including any implied warranty of merchantability or fitness for a particular purpose, that the Soho equipment and services provided will detect or avert such incidents or their consequences.

Soho does not undertake any risk that you or property, or the person or property of others, may be subject to injury or loss if such an event occurs. The allocation of such risk remains with you, not Soho. Other than the above product warranty for the Soho, its suppliers disclaim all warranties of any kind, whether express, implied, or statutory, regarding Soho products and services, including any implied warranty of title, merchantability, fitness for a particular purpose, or noninfringement of third party rights.

Because some jurisdictions do not permit the exclusion of implied warranties, the last sentence of this section may not apply to you. Soho hereby further expressly disclaims all liability for any claims for service failures that are due to normal product wear, product misuse, abuse, product modification, improper product selection or your non-compliance with all applicable federal, state or local laws. This warranty and warranty disclaimer give you specific legal rights, and you may have other rights that vary by state, province, or country. Other than as permitted by law, Soho does not exclude, limit or suspend other rights you have, including those that may arise from the nonconformity of a sales contract.

For a full understanding of your rights, you should consult the laws of your state, province, or country. For our Australian customers: Please note that this warranty is in addition to any statutory rights in Australia in relation to your goods which, pursuant to the Australian Consumer Law, cannot be excluded.

### LIMITATIONS OF SOHO LIABILITY

Under no circumstances will Soho be liable in any way for any content, including, but not limited to, the loss of content, any errors or omissions in any content, or any loss or damage of any kind incurred in connection with use of or exposure to any content posted, emailed, accessed, transmitted, or otherwise made available via Soho.

Soho liability for damages, especially for breach of duty or obligation, delay in performance, non-performance, or malperformance shall be precluded, except when these are due to negligent breaches of any significant contractual duty or obligation on the part of Soho. Any liability for negligence is limited to direct losses usually and typically foreseeable in such case. Should the claim for damages be based on willful or grossly negligent breach of contractual duty or obligation on the part of Soho, the preclusion and limitation of liability mentioned in the preceding sentences will not apply. The preceding preclusion and limitation of liability will also not apply to claims for damages arising out of loss of life, bodily injury or health impacts for which Soho may be liable, or for non-contractual liability.

Some states and countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Additionally, this provision is not intended to limit Soho's liability in the event of Soho's wilful or intentional misconduct.