

Just click "QUESTIONS", you will get answer
Our service email address: service@bsimb.cc

- [1.How to activate the frame](#)
- [2 How to copy pictures or delete pictures](#)
- [3.When I bind the email address,I get a message "the frame has bound the email user"](#)
- [4.Your request to bind this email address to the frame was declined by the frame owner.](#)
- [5.The frame can not receive any photos any more](#)
- [6.Warranty Period](#)
- [7.FTP server on computer](#)
- [8.How to connect wifi to the frame with remote control](#)
- [9.The wifi shows disable](#)
- [10.The frame can not read the SD card or USB drive](#)
- [11.Motion sensor does work](#)
- [12.How to add caption to the picture](#)
- [13.My phone can not send pictures any more](#)
- [14.No user request in user management](#)
- [15.The logic of the sequential display for pictures](#)
- [16.Pictures are enlarged and cut off on the frame](#)
- [17.How to set up Auto on/off function](#)
- [18.Music can be displayed in 3 modes](#)
- [19.Auto rotate Function](#)
- [20.How to bind other users on APP](#)
- [21.The email address existed](#)
- [22.the app stops working \(blank screen,touch screen AK\)](#)
- [23.the frame is frozen on the logo interface\(252W10B\)](#)
- [24.Can not get the frame ID](#)
- [25.Device does not exist\(250,AK touch screen\)](#)
- [26.Remote doesn't work](#)
- [27.No reply to the binding request on Facebook](#)
- [28.How to factory reset the frame](#)
- [29.Get card not supported error](#)
- [30.How far away can the remote control reach](#)
- [31.When enter frame id on APP,get the message "the device name already exists"](#)
- [32.Received error message "cloud photo frame has stopped"](#)

33. Can you download entire Iphone camera roll at once, or have to go picture by picture or by album
34. Get a disabled error message after connect to Wifi
35. Can this work without being plugged in
36. Can this frame play picture and video in the same slideshow
37. How can i note when the wifi digital frame received pictures
38. Can I setup 2 frames in different locations to one account?
So I send one email and both frames get updated.
39. The number of bound users exceeds the limit
40. How to show or hide the caption, date and time of picture during slideshow
41. How to connect to another available WiFi
42. Is there any online user manual or operation manual?
43. How do I view all the photos that have been sent to the frame ?
44. Where to check the available internal Storage on the frame?
45. Does this frame support 5GHz wifi?
46. Can I set this up at my house using my wifi and then bring it to grandma and
switch to her wifi without losing anything
47. Can I order a replacement of accessories, like stand, remote, power cord ?
48. From phone it says pictures have been sent, but they don't show up on the frame.
49. Get message "City name cannot be empty"
50. Does the frame receive pictures sent from app or email when it's not connected to WiFi or unplugged
51. How long do photos take to upload via email?
52. What's the life of the remote?
53. How to add photos to the "Favorites" list
54. Is there any other way to upload photos to the frame other than wifi?
55. How to share pictures from facebook to the frame after binding?
56. Can the pictures be transferred to a mac computer via usb cable?
57. Can you manage and delete photos/musics/videos on the frame through the app
58. Can I lock the device (password protect or similar) so others can't access its settings
59. Are my pictures being sent to the servers before they get to my frame when using the app?
If yes are they encrypted?
60. Does this frame synch with Google photos?
61. How long does it take for emailed images (not sent thru app) to reach the frame?
62. No matter what city i enter, it always says "invalid". how do i fix this?

Question 1: How to activate the frame

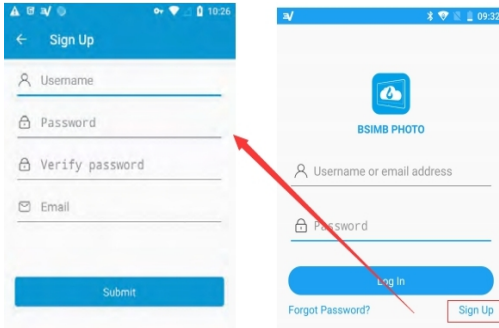
Solution

First ,download the BSIMB PHOTO APP in Google Play or App Store,then create an account to activate the frame.

How to activate the cloud frame

Step 1.

Please sign up an account in BSIMB PHOTO APP ,and then log in.



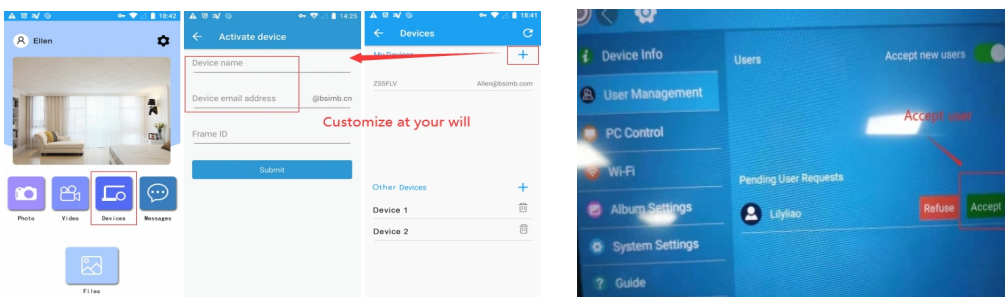
You have to enter an available email address of yours,after the frame is activated ,the email address is automatically bound to the frame ,you can send pictures directly ,you do not have to bind it to the frame again.

Step 2.

Tap [Devices] in user interface of BSIMB PHOTO APP. Then tap [+] on the upper right of [My Devices]. Device name/Device email address(both are customized and you could name it at will)

and frame ID then tap [Submit] to activate and bind this device. You can find frame ID in

[Settings>Device info] of the frame. Please choose[Accept] to accept this new user in [Settings>User Management>Pending User Requests] of the frame to complete activating and binding .



The below link is the setup video :

https://www.amazon.com/stores/page/6A0518A5-B8D6-483F-853F-DA1A0B9285A7?ingress=2&visitId=8c4d5114-fbf6-4680-8916-e05aeelf4216&ref_=ast_bln

Step 3.

It will pop up the message"waiting for confirmation".Tap the refresh button at the upper right of the interface.

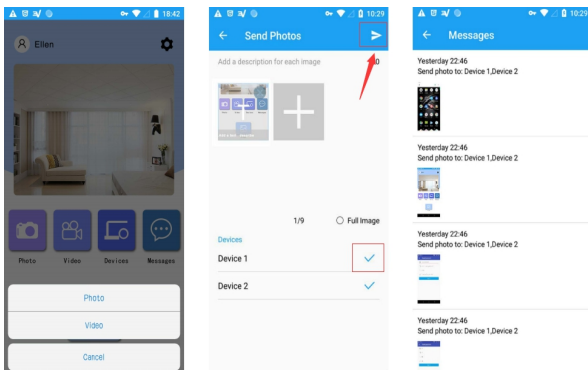




Step 4.

Start to send pictures via BSIMB PHOTO APP.

Tap [Files] in user interface. Choose [Photo] or [Video] and check the picture or video you want to share. Then tap [Sure] to confirm your selection and choose [Devices] that you want to upload. Tap the upper right button to send it. After process of sending is completed. A pop up message [Sent successfully] will show on your smart device. You can check post history by tapping [Messages] in user interface.

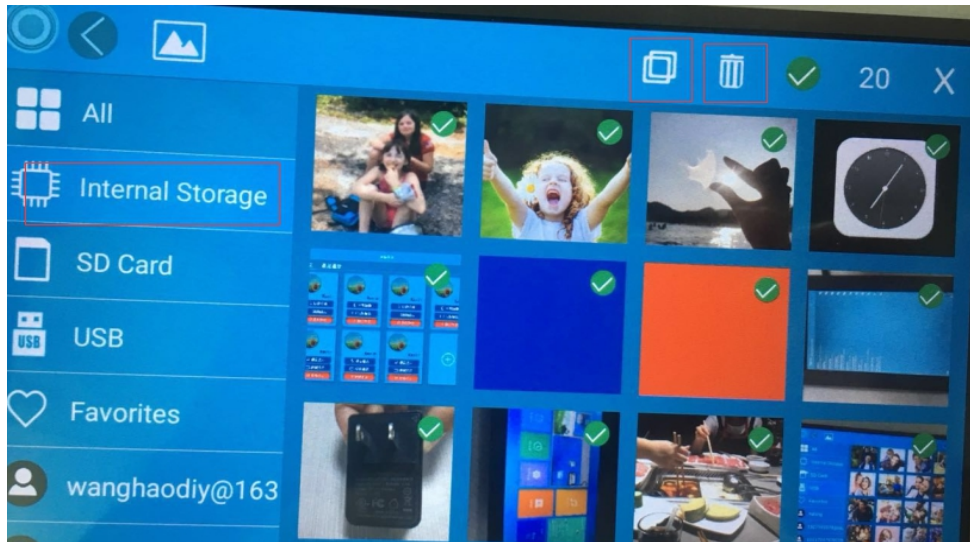


Question 2: How to copy pictures or delete pictures

Solution

If you want to copy pictures to your USB drive or SD card ,please insert a external device to the frame first.You can choose all the pictures once or several pictures as you want.

Tip:Do not choose[ALL],only you choose [Internal Storage] or [USB], you could copy pictures from USB drive to internal storage or copy pictures from internal storage to USB drive.



Question 3: Get a message "the frame has bound the email user"

Solution

When you activate the frame, you have to enter an email address, the email address is automatically bound to the frame, you do not have to bind it again.

If you want to bind a new email address to the frame, send an email with subject [bd+frame ID] to frame's email to bind the frame. For example [bd KESEU8D]. You can find frame ID and frame's email address in [Settings>Device info] of the frame. Please choose [Accept] to accept this new user in [Settings>User Management>Pending User Requests] of the frame to complete binding. Once binding successfully, you will receive an email reply.

You can check the users in [Settings>User Management].

Question 4:Your request to bind this email address to the frame was declined by the frame owner.

Solution

It is because when you send a email to bind the frame ,there exists a picture in your email,be it is in the text or where is signed.

But it does not matter ,just accept the user in [Settings>User Management],then you will get a reply also,it indicates you successfully bind your device to the frame.

Question 5:The frame can not receive any photos any more

Solution

First ,please make sure the frame is connected to the available wifi. If so ,the frame still can not receive any pictures. Please reset the frame to have a try or contact us to get another solution.

Reset Step:

The reset step is [Settings>System Settings>Factory date reset>Reset device]

Copy Step:

1. Insert a USB drive

2. Tap the album ,then choose [Internal Storage],at the right top of the picture,choose the copy button,you can choose all of them once.

Tips:Do not choose[ALL],only you choose [Internal Storage] or [USB], you could copy pictures from USB drive to internal storage or copy pictures from internal storage to USB drive

Once the frame is reset ,all information in the frame will be deleted ,if you have sent some important pictures ,please first copy them to the USB drive or transfer them to your laptop via the mini USB cable. If you have a computer with MAC system,please first install a Android file transfer tool on your laptop ,then you can easily manage the files in your frame via the USB cable.

If you do not know how to install the Android file transfer tool,please contact us.

Question 6:Warranty Period

Solution

Please provide us the order ID on Amazon via our customer service email address service@bsimb.cc

We will check the order information and then help you to register the warranty of the item for you.

Question 7:FTP server on computer

Solution

As our BSIMB PHOTO APP only supports smart phone ,not available for iPad or laptop.But the frame can support to transfer files with the FTP server.

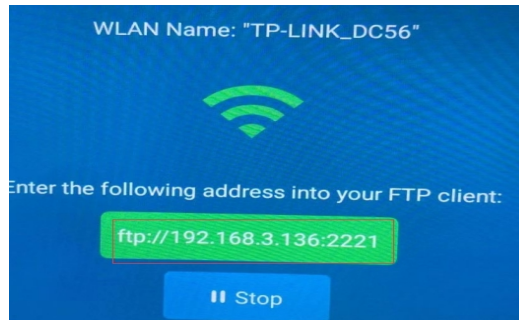
1. Connect with same WiFi IP address;
2. Tap [Settings>PC control>Start] to get FTP link and use FTP link that shown on the frame to access to FTP server.

5.3 PC control

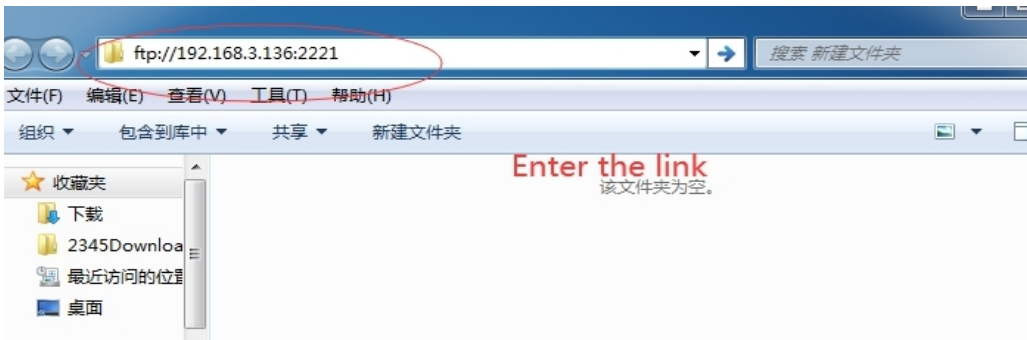
The frame can be used as a FTP server if the frame and other devices, such as a laptop or a smart phone is connecting to the same WLAN. Tap [Start] to get FTP link and use FTP link that shown on the frame

[Settings>PC control] to access to FTP server.

Then put pictures, music, videos on this folder. You can see these files in internal memory of the frame as long as files completely uploaded.



3. Create a new folder ,then enter the ftp link as picture shows.



4. After you enter the link ,please press enter on the keyboard.It shows as the below picture.



Then you can drag pictures or music to the folder.You can see these files in internal memory of the frame as long as files completely uploaded.

Question 8:How to connect wifi to the frame with remote control

Solution

The problem may exists on cloud frame with remote control ,not touch screen.

After you finish entering the password ,please press the **【Back Arrow】** on the remote control

Before you use the remote control,please remove the film on the battery of it.



Question 9: The wifi shows disable

Solution

Please choose the disable wifi and select the button "forget" to reconnect the wifi to the frame.



Question 10: The frame can not read the SD card or USB drive

Solution

The frame supports SD card or USB drive with format FAT32 up to 32GB.
Please check the format on your laptop.

If the format is right, please contact us for help. The service email address is service@bsimb.cc

Question 11:Motion sensor does work

Solution

First, please make sure the button is turned on in [Settings>System setup>Display>Motion Sensor]
Second ,please turn off the **Auto on/off** function as it has the priority.

Question 12:How to add caption to the picture

Solution

Before you send the picture ,you can add captions on the picture ,then send it to your frame.



50

Click on the photo to add a caption



1/9

Connected Devices

W09

W08



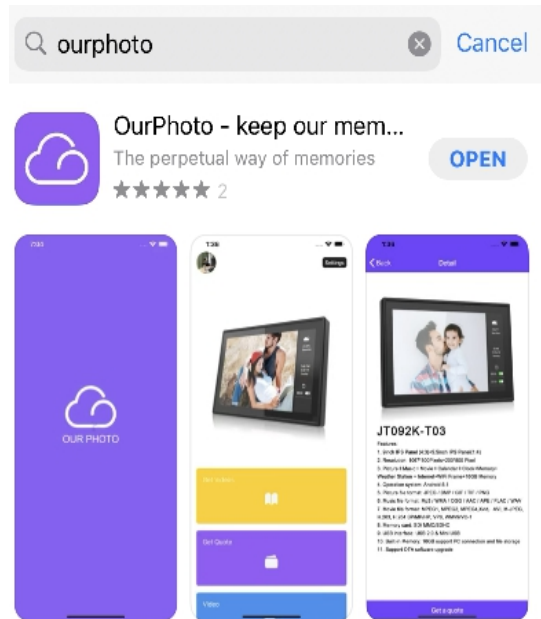
Question 13: My phone can not send pictures any more

Solution

Please download the app "Ourphoto" to have a try.

Could you please provide us your phone model if possible?

The app Ourphoto has the similar functions as the BSIMB PHOTO APP, but it is more compatible with different phones.



Question 14:No user request in user management

Solution

Please make sure your frame is connected to the available wifi ,if so ,please try to reset the frame in [Settings>System settings>Factory reset date>reset]

Once the frame is reset ,all the information will be deleted.

So if you sent some important pictures to your frame ,please first copy them to your USB drive.

Question 15: The logic of the sequential display for pictures

Solution

It is not the name or when the pictures are taken but when the picture is sent to the frame that decides the sequence.

If you want a certain picture displayed first, you need to send it to the frame at last.

If you want to display the pictures in SD card or USB drive, the last one transferred to the USB drive will display first in your frame.

Question 16: Pictures are enlarged and cut off on the frame

Solution

You can adjust the size of the picture to fit for the frame in [Settings>Album settings>Full Screen].

The pictures can be displayed in full size or the original size .

The principle is the same as that of the pictures on your phone.

It is dominated by the method you take the photos, you take it vertically or horizontally ,resulting the different effects.

Not all pictures can be reviewed in full size of your phone.

Question 17:How to set up Auto on/off function

Solution

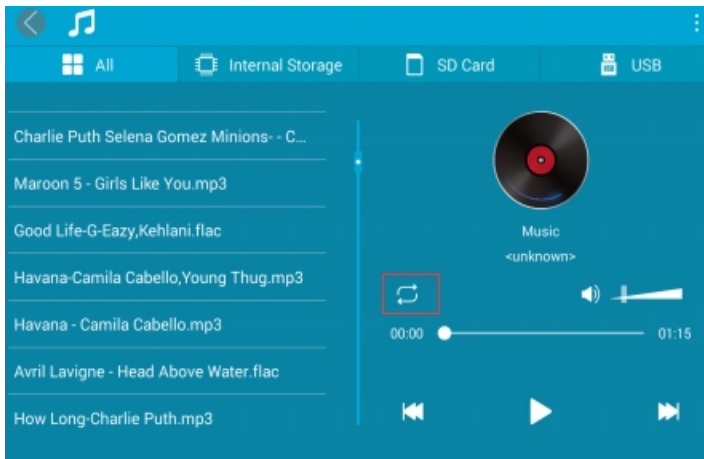
Auto On and Auto Off

Turn on [Auto On/Off] in [System Settings]. And set [Auto On Time] , [Auto Off Time] and [Repeat]. Then cloud frame will auto power on or power off as you set.

Question 18:Music can be displayed in 3 modes

Solution

Tap **[Music]** on main menu to access to music interface. Choose music from internal memory, memory card, USB driver. Then tap the music to start playing music. Tap [🔄] to change the music display mode(Sequence play, Random play, Single loop) .



Question 19:Auto rotate Function

Solution

The frame is built in gravity sensor and support auto rotate function. Turn on [Auto Rotate Screen] in [System Settings>Display], The picture will auto rotate when you rotate the frame

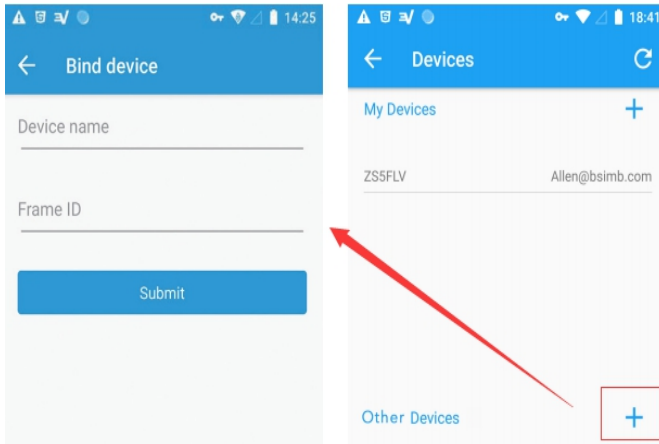
Question 20:How to bind other users on APP

Solution

Every frame only has one main user which activates the frame ,the other users have to bind the frame via [Other Device].

How to bind other device

Tap [Devices] in user interface of BSIMB PHOTO APP. Then tap [+] on the upper right of [Other Devices].Then enter Device name(customized and you could name it at will) and frame ID and tap [Submit] to bind this device. You can find frame ID in [Settings>Device info] of the frame. Please choose [Accept] to accept this new user in [Settings >User Management>Pending User Requests] of the frame to complete binding .



Question 21: The email address existed

Solution

Please change the email address as it is customized at your will, for example, if you enter "Milter", you can add some characters or numbers, like "Milter123" or "Milterframe".

Question 22:the app stops working (blank screen, touch screen AK)

Solution

Please contact us to solve the issue , the app has to be updated. We will send a file to you .

Question 23:the frame is frozen on the logo interface

Solution

Please contact us to solve the issue ,the app has to be updated.We will send a file to you.

Question 24:Can not get the frame ID

Solution

Our frame only works with 2.4GHz networks, 5GHz networks is not supportable. Please double check if you have connected the frame to available WiFi networks.

Maybe the wifi is not stable enough ,please wait and have a try again later or connect to another supportable Wifi or test with the hotspot on your smartphone .

Question 25:Device does not exist

Solution

As the frame is not named in a certain method,so it pops up the error,
please contact us via the our service email address to give you a solution.

Question 26:Remote doesn't work

Solution

Please remove the film on the battery of the remote control first.

Then you can use your camera on your phone to see whether the indicator light can turn into red when you press the buttons on the remote control.

If so ,the remote is good ,if not ,maybe the battery is damaged ,please try to exchange the battery,the model is CR2025-3V.

Question 27:No reply to the binding request on Facebook

Solution

As the partner photo is updated ,after you send the bound request ,then you can accept the Facebook user in [Settings>User Management], your Facebook account is bound to the frame, you can send pictures like sending messages directly. You will not get a reply any more.

Question 28:How to factory reset the frame

Solution

Please reset the frame in [Settings>System Settings>Factory data reset>Reset device]

Question 29: Get card not supported error

Solution

Our frame support SD card or USB drive with format FAT32 up to 32GB, please check the format on your laptop.

Question 30:How far away can the remote control reach

Solution

About 3 metres

Question 31:When enter frame id on APP,get the message
"the device name already exists"

Solution

When you activate your frame via the BSIMB PHOTO APP,you have to enter the frame name and frame ID,the frame name can be customized at your will.If it pops up a message like this ,please just change the frame name to have a try,such as add some characters of numbers.

Question 32:Received error message “cloud photo frame has stopped”

Solution

Please take a picture of the issue to our customer service email address ,we will reflect the issue to our technical team to figure out the problem.

Question 33:Can you download entire Iphone camera roll at once, or have to go picture by picture or by album

Solution

Our BSIMB PHOTO APP can send pictures up to 9 at a time ,but you can use the usb cable to transfer all the pictures from your laptop to your frame at a time.

You can also copy your pictures to a SD card or a USB drive with format FAT32 up to 32GB ,then copy them to your frame.

There is another way to transfer pictures via FTP Server.About the detailed process please refer to [question 7](#).

Question 34: Get a disabled error message after connect to Wifi

Solution

Please choose the disable wifi and select the button "forget" to reconnect the wifi to the frame.



Question 35:Can this work without being plugged in

Solution

The frame is built in no battery ,it has to be plugged all the time for use.

Question 36:Can this frame play picture and video in the same slideshow

Solution

Sorry to tell you that ,the pictures and videos can not be displayed at the same time.
You have to display them separately.

Question 37:How can i note when the wifi digital frame received pictures

Solution

When the pictures are sent to your frame ,the frame will pop up a message at the top of the frame.
And you can tap the album ,you can also clearly know which user the pictures come from.

Question 38:Can I setup 2 frames in different locations to one account?

Solution

Absolutely you can do that ,an account can activate multiple frames,then you can send pictures to all the frames via app or email at the same time.

Question 39: The number of bound users exceeds the limit

Solution

Every frame can be bound up to 30 users, if it shows the users exceeds the limit, please delete some users.

Question 40:How to show or hide the caption,
date and time of picture during slideshow

Solution

You can set it up in [Settings>Album setting>description]. Turn off the button , then the pictures will not show the date and time with the version above 1.1.18

Question 41:How to connect to another available WiFi

Solution

If you want to change another wifi ,please just select the wifi and choose the button"forget",then you can connect the wifi you want to connect.

Question 42: Is there any online user manual or operation manual?

Solution

We have a video on how to set up the frame, please refer to the link:

https://www.amazon.com/stores/page/6A0518A5-B8D6-483F-853F-DA1A0B9285A7?ingress=2&visitId=8c4d5114-fbf6-4680-8916-e05aeelf4216&ref_=ast_bln

If you want a electric user manual , please contact us and tell us the model of the frame, we will provide you the user manual.

Question 43:How to view all the photos that have been sent to the frame

Solution

You can review the pictures in internal storage, just tap the menu album. And choose [Internal Storage].

Question 44:Where to check the available internal Storage on the frame?

Solution

Please check the available storage in [Settings>About>Internal Storage].

Question 45:Does this frame support 5GHz wifi?

Solution

Our cloud frame only supports 2.4GHz network ,not for 5GHz or hidden networks.

Question 46:Can I set this up at my house using my wifi and then bring it to grandma and switch to her wifi without losing anything

Solution

Yes ,all the information will not lose,please do not worry .

Question 47:Can I order a replacement of accessories,
like stand, remote, power cord ?

Solution

Sorry to tell you that we have no accessories for selling ,if you lost your cord or remote control,please contact us for help.

Question 48:From phone it says pictures have been sent, but they don' t show up on the frame.

Solution

First ,please make sure your frame has been connected to the available wifi.

Second,please check whether your pictures are sent successfully,you can check in [Messages]of the app.

Excluded the above two situations,please try to reset the frame to have a try.

Before you reset the frame ,please copy the pictures to your SD card or USB drive .

If any questions ,please feel free to contact us.

Question 49: Get message "City name cannot be empty"

Solution

Please first enter a city name before you get to the next interface.

Question 50:Does the frame receive pictures sent from app or email when it's not connected to WiFi or unplugged

Solution

Usually ,the server can keep the pictures for 48 hours ,when you send the pictures ,the frame is not connected to the wifi ,after you turn on the frame ,and reconnect the wifi ,the frame can receive the pictures in 48 hours.

Question 51:How long do photos take to upload via email?

Solution

It takes 5-15 minites.

Question 52:What's the life of the remote?

Solution

It is decided by the frequency you use the remote control, if the power of the battery runs out , you have to replace the battery , the model is CR2025-3V.

Question 53:How to add photos to the “Favorites” list

Solution

Only the pictures in the internal storage can be added to the favorites. Tap the picture ,the a tool bar will appear at the bottom of the picture ,you can see a button like a heart, then you can add photos to the favorites.

Question 54:

Is there any other way to upload photos to the frame other than wifi?

Solution

Yes ,you can directly copy pictures to your frame via USB drive or SD card,or you can use the USB cable to transfer pictures from your laptop.

Question 55:How to share pictures from facebook to the frame after binding

Solution

After the frame is activated by app ,then you can bind your Facebook account to your frame ,just accept the user in [User Management],sending pictures is like sending messages.

Question 56:Can the pictures be transfered to a mac computer via usb cable

Solution

Yes ,absolutely ,but you have to install a Android file transfer on your mac laptop, then you can transfer pictures to your laptop from your frame.

Question 57:Can you manage and delete photos/musics/videos on the frame through the app

Solution

Sorry to tell you that you can not manage it via app ,you have to do this on the frame.It is rather easy.

Question 58:Can I lock the device (password protect or similar) so others can't access its settings

Solution

No ,the frame can not be locked like a computer.

Question 59:Are my pictures being sent to the servers before they get to my frame when using the app?

Solution

Yes ,the pictures will be sent to the server first ,then downloaded to the frame.

But the server only preserve pictures temporarily.

Our frames use secure device grid(SDG) for encrypted safe end to end encrypted communication between the APP and the frames, it ensures that pictures or videos are kept private and only decrypted and stored locally on the frame.

Question 60: Does this frame synch with Google photos?

Solution

No, this Wi-Fi photo frame doesn't support synch with Google photos.

Question 61:

How long for emailed images (not sent thru app) to reach the frame

Solution

It takes more time than the app. Usually it takes 5-15 minutes to get to the frame.

You can share pictures via app, email, Facebook and Twitter.

Question 62:

No matter what city i enter, it always says "invalid" .

How do i fix it?

Solution

First ,please make sure the frame is connected to the available wifi.

Then you can enter the city name before you get to the next interface.

You can also tap "skip" to get to the UI interface directly.