

# ALPHA DIGITAL

## Cloud Frame



## User's Manual

Model: KS782

For ongoing product improvement, this manual is subject to modification without prior notice.

## **User Notice**

This product has met electronic emissions standards required. It can be used safely at home.



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## **Helpful Tips on the "Alpha Cloud Frame" App**

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# Safety Precautions

Please read the following guidelines carefully to ensure user safety.

## Power Precautions

**⚠ WARNING:** indicates information that, if neglected, could result in serious injury and/or death to the user.

**⚠ CAUTION:** indicates information that, if neglected, could result injury to the user and/or material damage.

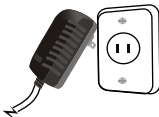
**01. Use only the authorized power supply product.** Failure to do so could result in product malfunction.



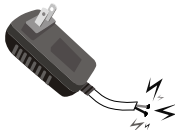
**02. When connecting the power source, make sure that your hands are free of moisture.** Failure to do so could result in electrical shock.



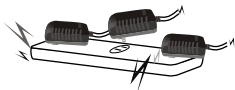
**03. Make sure that the power supply is firmly plugged in and not loose.** Failure to do so could result in electrical shock.



**04. Do not let the power cord get overly entangled and do not place any heavy objects on the cord.** Failure to do so could result in electrical shock.



**05. Do not connect the power supply to an electrical power strip with other various connections.** Failure to do so could result in fire.



**06. Disconnect the power supply during inclement weather conditions that include thunder and lightning.** Failure to do so could result in fire.



# Safety Precautions

Please read the following guidelines carefully to ensure user safety and avoid malfunction.

## Product Related Precautions

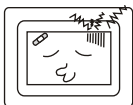
01. Dropping the product or subjecting it to a significant impact can cause critical damage.



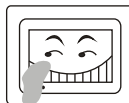
02. Spilling water or any other liquid on the product can cause critical damage.



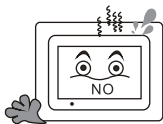
03. Striking or scratching the LCD screen may cause critical damage.



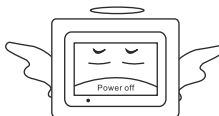
04. When cleaning the LCD screen, turn off the power and wipe it gently with a soft cloth.



05. Do not subject the product to severe humidity and/or heat.



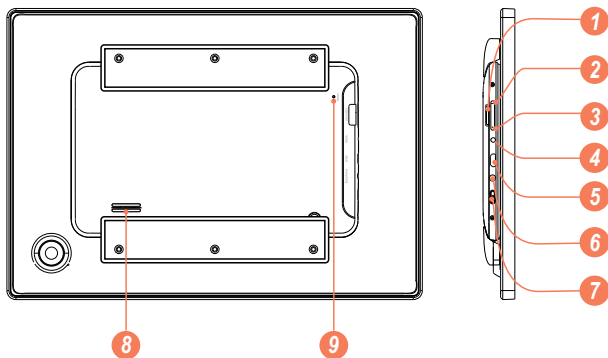
06. Make sure to power off the unit before disconnecting the power supply.



## What's-In-The Box?

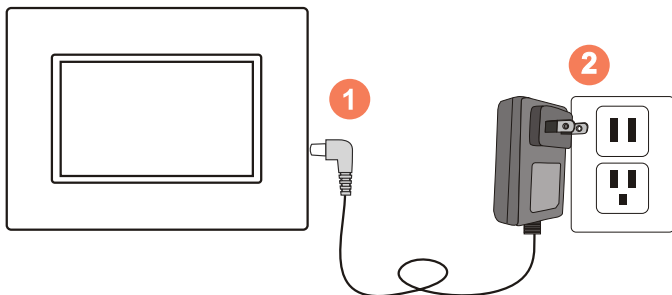
- 1 Cloud Frame
- 1 Quick Start Guide
- 1 Power Adaptor
- 1 Warranty card
- 1 Cloud Frame Stand

## Know your Cloud Frame



- 1. MicroSD card slot:** Insert one of the microSD cards each time.
- 2. Volume down:** Press to decrease the volume level.
- 3. Volume up:** Press to increase the volume level.
- 4. DC 5V jack:** Charge and power the frame with the included power adaptor.
- 5. Micro USB port:** Connect this unit to your computer by USB cable, and read U-disk by USB cable.
- 6. Earphone jack:** Insert the earphone, then can enjoy your personal time.
- 7. Power:** Press and hold on for more than 3 seconds to turn on or turn off the unit. One quick press to turn the screen on and off.
- 8. Speaker**
- 9. Reset:** Press the reset button to force off the frame.

## Connect Power

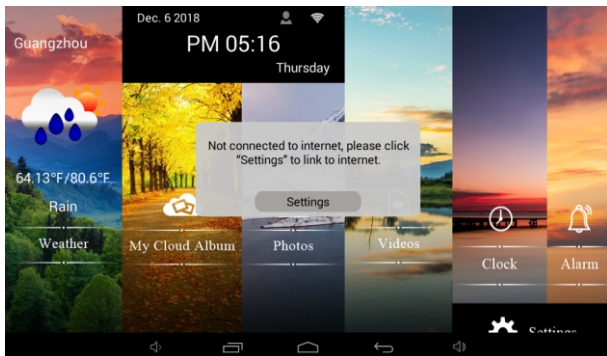


Plug the Power Adapter into the frame and also into a power outlet.

Press and hold on the Power (  ) button for more than 3 seconds to turn on or turn off the frame.

## Link Wi-Fi


After power-on, the screen will appear a prompt to ask you to link to Wi-Fi, follow below instructions to link your frame to the internet.

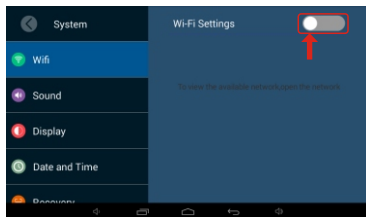


## Link Wi-Fi

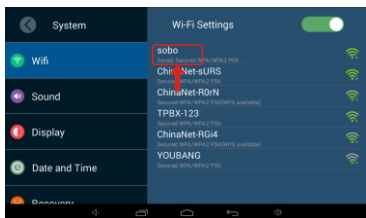
**Step1:** Tap "Settings" button on the prompt.



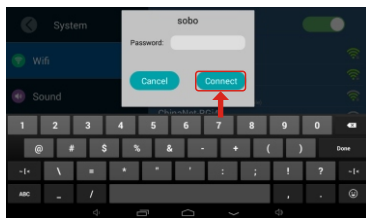
**Step2:** Tap WiFi button (  ) to turn on.



**Step3:** Select your network.



**Step4:** Input your password, and then tap "Connect" button.

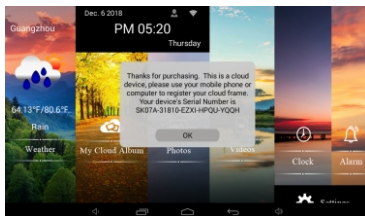
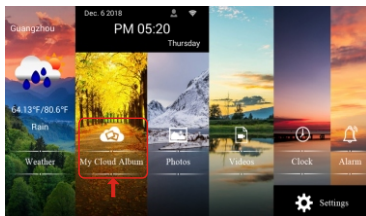


Now, you can see your router has been connected, which means your frame has been linked to internet.



## Register Your Cloud Frame

After Wi-Fi is connected, tap "My Cloud Album" on home screen, below message will appear to remind you to register your cloud frame.

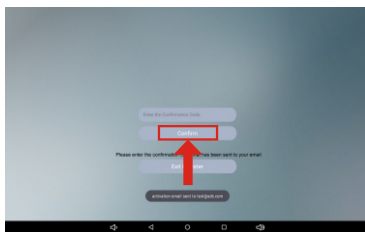
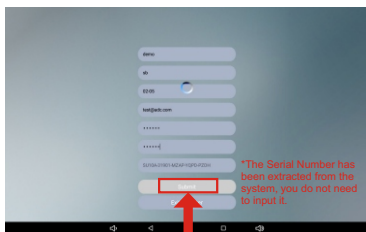


Now you can register your cloud frame on this device, or you can go to your mobile phone or computer to register your cloud frame.

### 1) Register on your Cloud Frame

Tap on "Register Now" button on the prompt, enter your personal information, then tap "Submit", you will be prompted to enter the activation code that has been sent to your registered email, get your activation code, and tap "Confirm".

Note: The Serial Number has been extracted from the system, you do not need to input it.



### 2) Register with your mobile phone

**Step1:** Go to Apple's App Store or the Google's Play Store, download and install "Alpha Cloud Frame" onto your mobile phone.

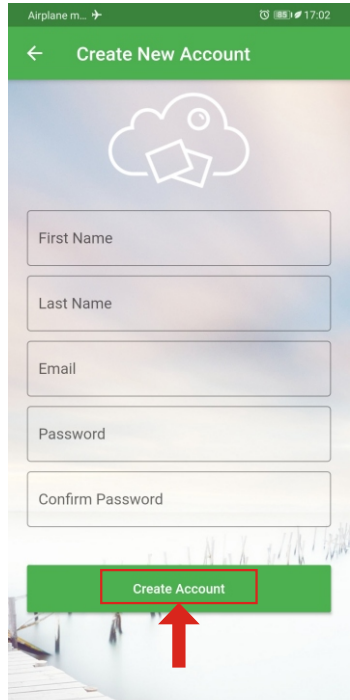
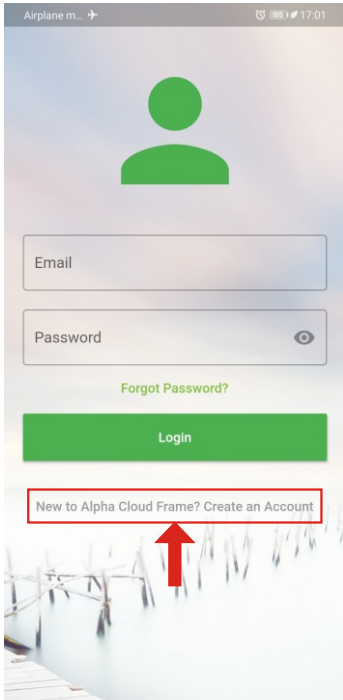




## Register Your Cloud Frame

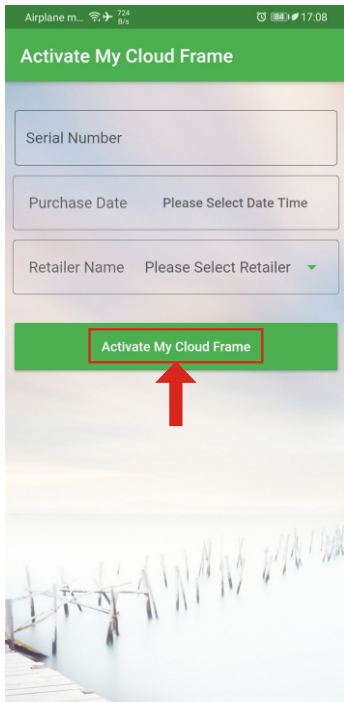
**Step2:** Open the "Alpha Cloud Frame" App from your phone, tap "New to Alpha Cloud Frame? Create an Account".

**Step 3:** Enter your personal information and tap "Create Account".



## Register Your Cloud Frame

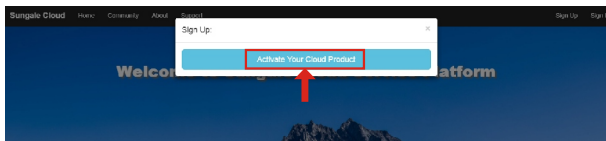
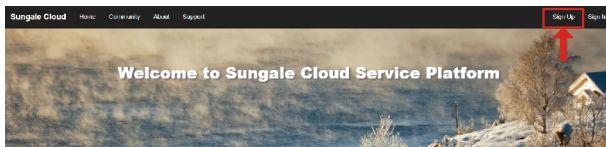
**Step 4:** You'll receive an activation email from Alpha shortly, enter the activation code on the interface, and you have your cloud account ready. Then you can activate your cloud frame by entering your frame serial number.



### 3) Register on your computer

Open browser, type in <https://cloud.sungale.com>, you will find below interface. Click "Sign Up", then click "Activate your Cloud Product".

# Register Your Cloud Frame



You will be prompted to register the frame by providing the serial number from your frame as well as some basic personal information, then click "register" button.

Cloud Sungale Home About Support Sign Up Sign In

Register now to activate your Sungale Cloud Account.

Serial Number

Your name

sen@sungale.com.cn

Choose your password

The confirm password does not match.

Address

country

address 1

address 2

city

state or province

zip code

Telephone (optional)

phone number

Birthday (optional)

Gender (optional)  Female  Male

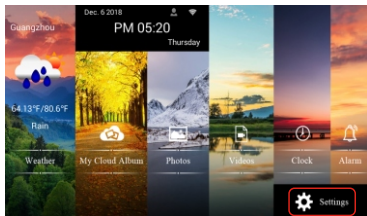
I have read and agree to the Service Terms set out by this site, including our Cookie Use.

Register

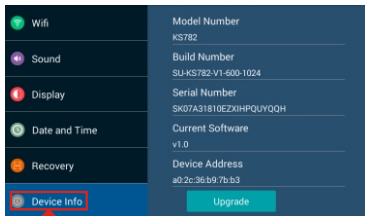
Please go to your email inbox to find the activation email sent from support@sungale.com. If you don't receive it, please contact support@sungale.com right away. Fill in the activation code on the webpage, and you're done. Now you can tab "Authenticate registration" button on your frame to access your cloud album.

## Check if you need to upgrade

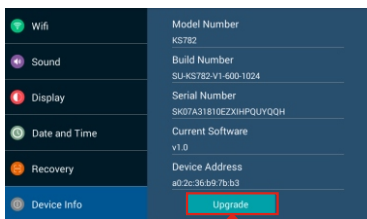
After Wi-Fi is connected, tap "Settings" on home screen, then tap Device Info/ Upgrade/Check for updates, System will auto inspect new Version.



**Step1:** Tap on "Settings"



**Step2:** Tap on "Device Info"

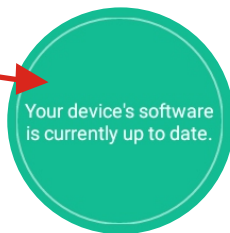
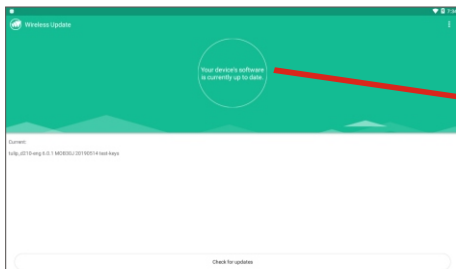


**Step4:** Tap on "Upgrade"



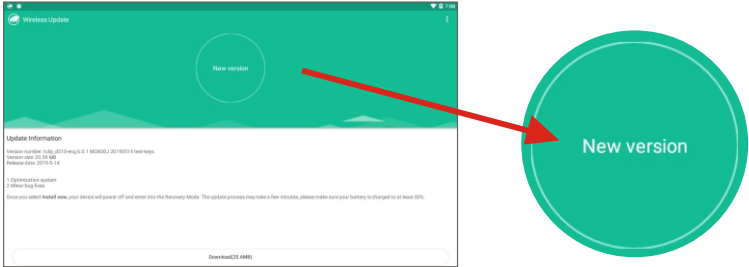
**Step4:** Tap on "Check for updates"

If your device's software is currently up to date, it should look like the below:

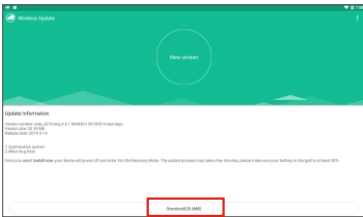


# Check if you need to upgrade

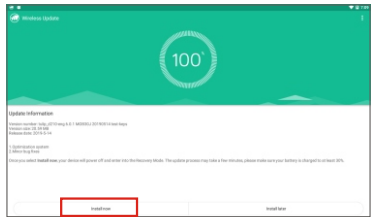
If it has new version, your frame should look like the below:



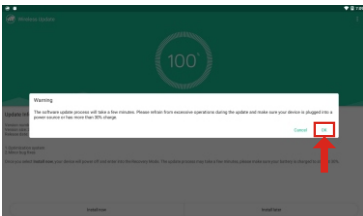
Now you can follow the steps below to upgrade your cloud frame.



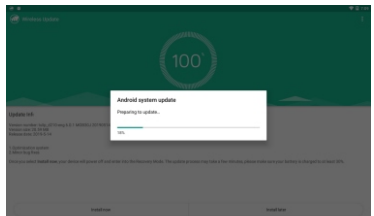
**Step1:** Tap on "Download"



**Step2:** Tap on "Install now" when download fulfilled

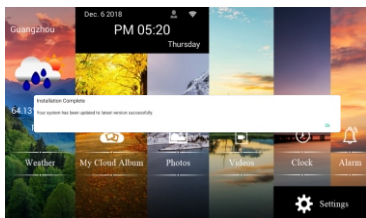


**Step3:** Tap on "OK"



**Step4:** Upgrading Progress

## Check if you need to upgrade

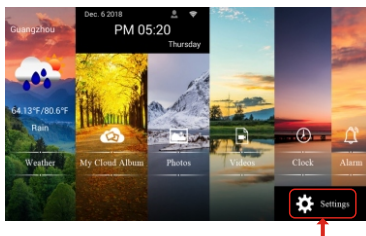


When upgrading fulfilled, the system will auto re-start, then, a prompt will appear on home page to indicate the system has been upgraded to the latest version.

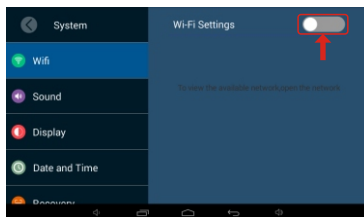
## WiFi Setup

You should automatically be prompted to setup your WiFi connection during the frame registration process, but if you ever need to connect to a new WiFi network, follow below instructions:

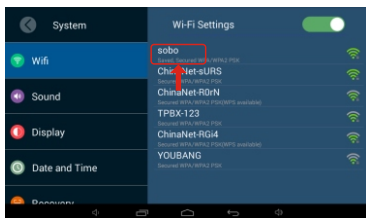
**Step1:** To setup the WiFi Connection on your photo frame, click "Settings" from the home screen.



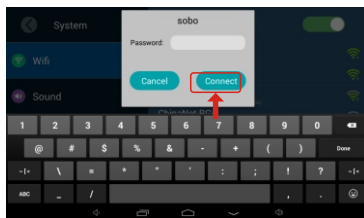
**Step2:** Tap WiFi button (  ) to turn on.



**Step3:** Select your network.

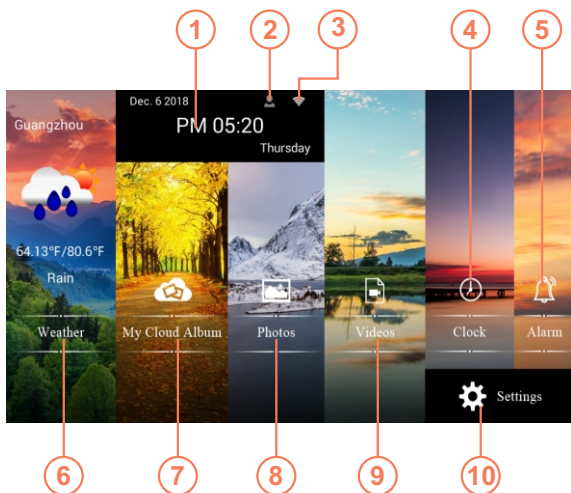


**Step4:** Input your password, and then tap "Connect" button.



Note: A WiFi internet connection is required in order to register and use your frame as well as access the online features available.

## Getting to know your main menu



- ① Calendar: Current time.
- ② User account: Means that your account is already logged in.
- ③ WiFi icon: Means that the router is available and shows the signal intensity.
- ④ Clock: View the time and date.
- ⑤ Alarm: To set or edit alarm.
- ⑥ Weather: Real-time weather report.
- ⑦ My Cloud Album: To load and manage photos in cloud storage space.
- ⑧ Photos: Display or review the photos stored in internal memory or microSD card.
- ⑨ Videos: Play or view the videos stored in internal memory or microSD card.
- ⑩ Settings: Configure the unit.

## My Cloud Album


The My Cloud Album is used for displaying the photos you pushed from your mobile phone or computer to Cloud Storage, then to this frame.

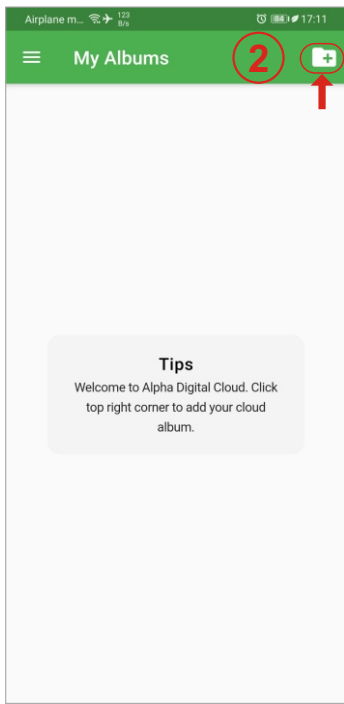
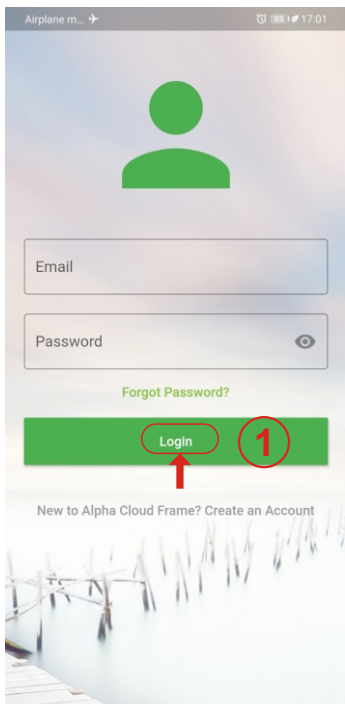
### How to add photos to the Cloud?

#### 1) Add photos to the Cloud by "Alpha Cloud Frame" App:

Go to Google Play Store or Apple App Store to download and install "Alpha Cloud Frame" App into your mobile phone, open it, then, follow the screen prompts as below to setup your Cloud Albums, push photos to cloud frame.

**Step 1:** Login into your account

**Step 2:** Tap  icon from the upper right hand corner.



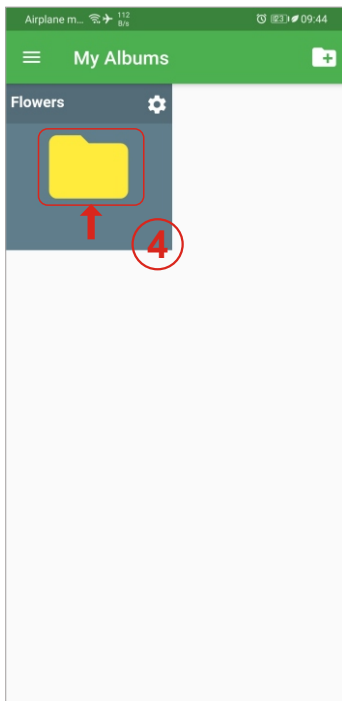
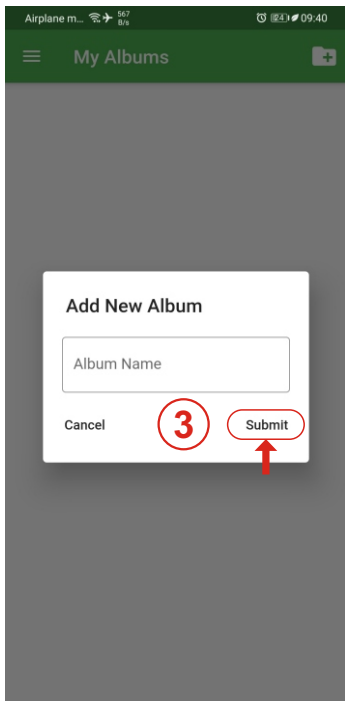


## My Cloud Album

### 1) Add photos to the Cloud by "Alpha Cloud Frame" App:

**Step 3:** Input the album name and tap "Submit" button.

**Step 4:** Select the Album you want to add photos to.



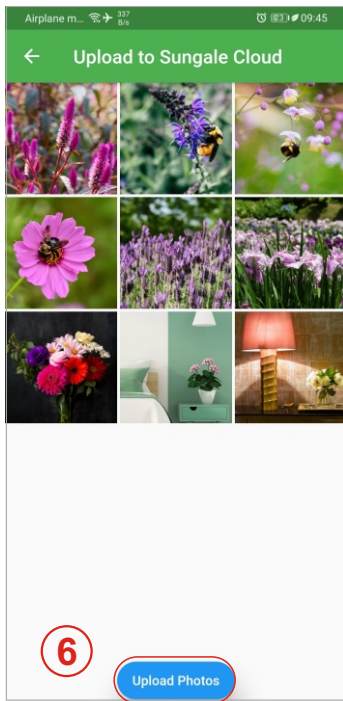
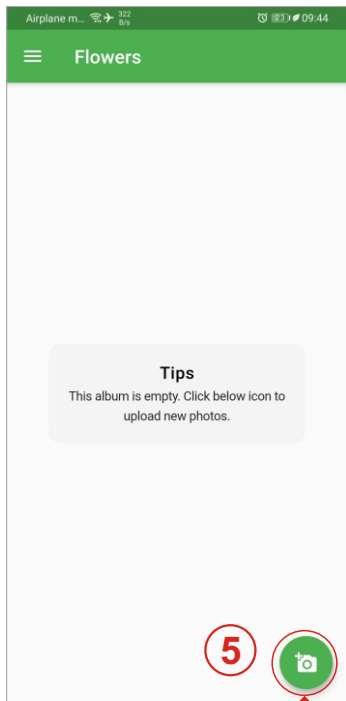
# My Cloud Album

## 1) Add photos to the Cloud by "Alpha Cloud Frame" App:

**Step 5:** Tap  icon to choose photos from your phone.

**Step 6:** After selecting the photos, tap "Upload Photos" to upload photos.

Now, the photos you added to the Cloud.



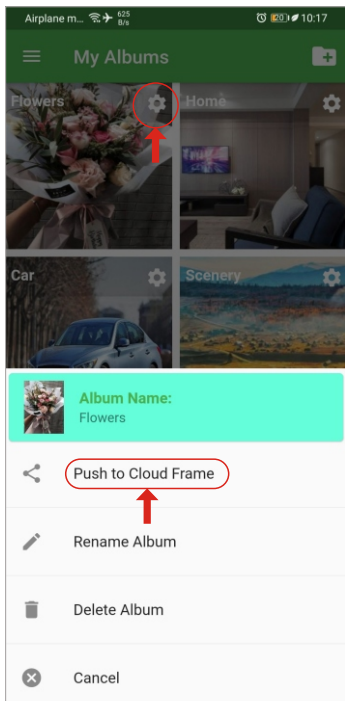
# My Cloud Album

## 1) Add photos to the Cloud by "Alpha Cloud Frame" App:

**Step 7:** Tap  icon then tap "Push to Cloud Frame".

**Step 8:** Select your frame then tap "Push Album to selected Cloud Frame".

Now the cloud album you pushed will appear on your cloud frame shortly.



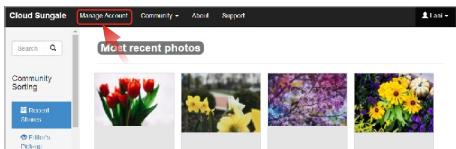
# My Cloud Album

## 2) Add photos to the Cloud from your computer:



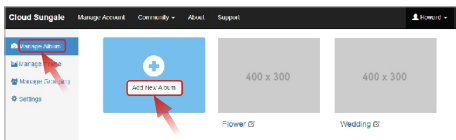
### Step 1:

Go to [www.cloud.sungale.com](http://www.cloud.sungale.com), login into your account



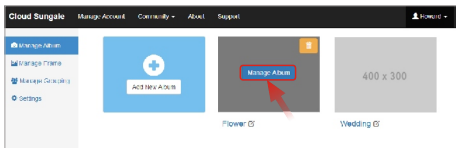
### Step 2:

Select **"Manage Account"** go to manage page.



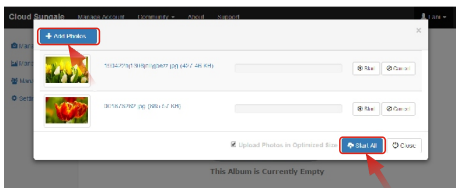
### Step 3:

Select **"Manage Album"** and then select **"Add New Album"**, name your album, and click **"OK"** to save it.



### Step 4:

Move the cursor to the new album you just created, click **"Manage Album"** and click the cloud icon to add photos.



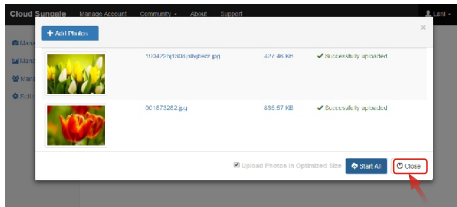
### Step 5:

Click **"Add Photos"** button, choose photos from your computer and click **"Start All"** button to upload photos.

Note: Allow up to 20 images to be uploaded at a time.

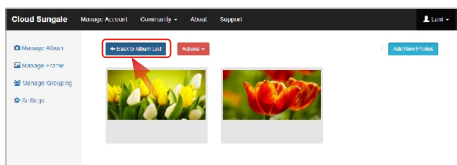
# My Cloud Album

## 2) Add photos to the Cloud from your computer:



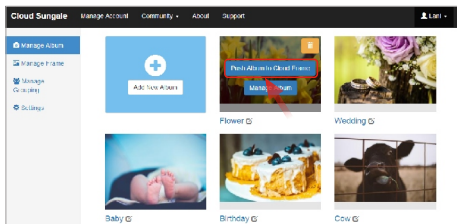
### Step 6:

When all photos uploaded, click **"Close"** button to close the upload page, you'll see your photos have been uploaded.



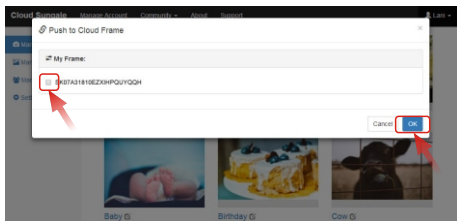
### Step 7:

Click **"Back to Album List"** go back to Manage Album page.



### Step 8:

Move the cursor to an album that you want to send to your cloud frame, then click **"Push Album to Cloud Frame"** button.



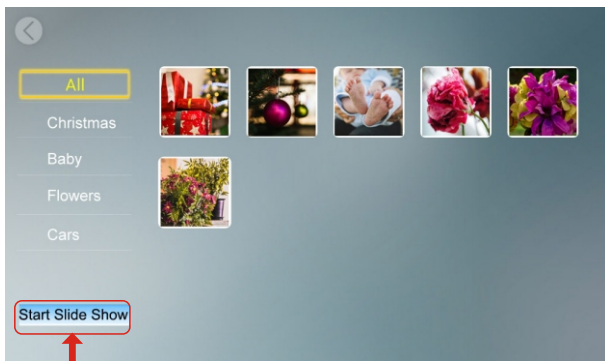
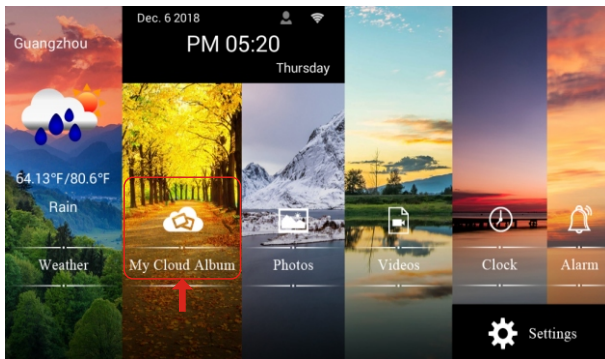
### Step 9:

Select your frame and click **"OK"** button, now you have sent an album to your frame. Now, You or your friends and loved ones can see the photos you shared to the cloud frame.

# My Cloud Album

## View and Slideshow photos of Cloud on Cloud Frame

To access and view these photos, click "My CloudAlbum" icon, select the album and photos you want to as a slide show, tap the "Start Slide Show" icon to start. If you want to stop the slide show, tap the photo and the slide show will stop and you will be back to My Cloud Album menu.



Note: Photos in My Cloud Album will automatically play based on the settings you have setup from "Alpha Cloud Frame" App or the website.

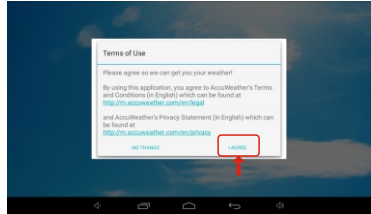
# Weather Report

If this is the first time you will be using your frame, please follow the steps below on how to set your preferred City to be on the Weather Display.

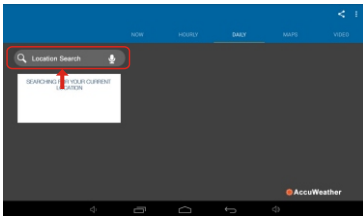
**Step 1.** From the main menu, tap "Weather" icon.



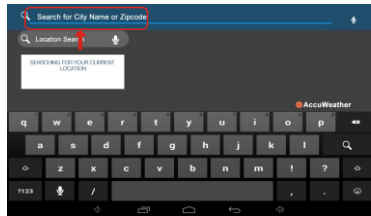
**Step 2.** Agree to the Terms and Conditions by pressing "I AGREE".



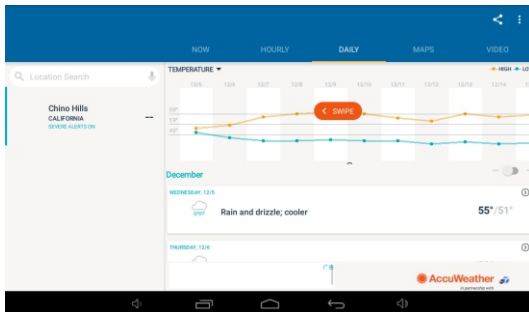
**Step 3.** Tap "Location Search" to launch the keyboard.



**Step 4.** Then input the city name or Zipcode.



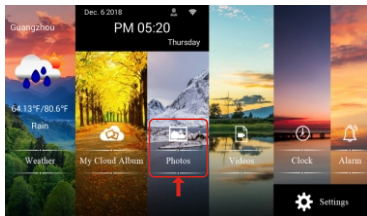
Now you can see the real-time weather report.



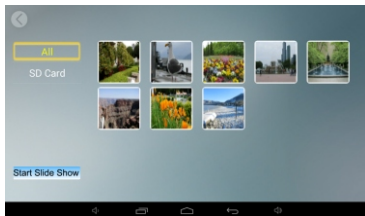
## Local Photos

Your frame comes with internal memory and also a microSD card slot for additional memory access.

**Step 1.** From the main menu, tap "Photos" icon.

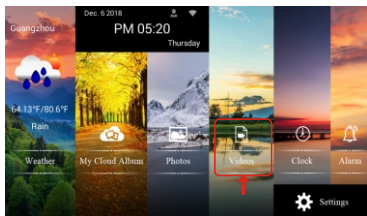


**Step 2.** Select the Photo you want to play.

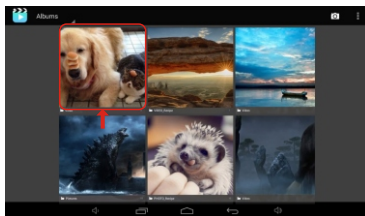


## Local Videos

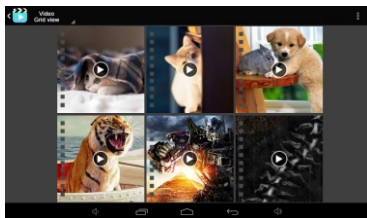
**Step 1.** From the main menu, tap "Videos" icon.



**Step 2.** Select an album.



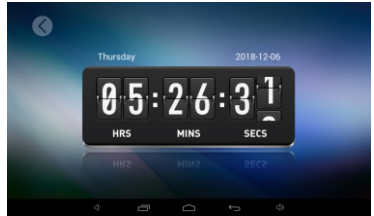
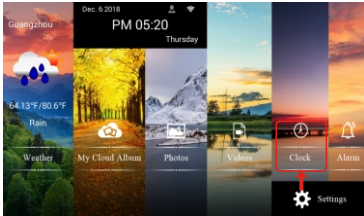
**Step 3.** Select the video you want to play.





# Clock

From the main menu, tap "Clock" icon, you can see the time and date.



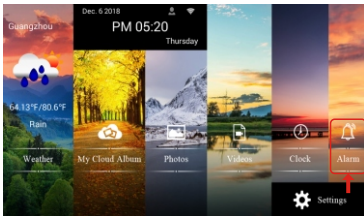
**Tips:** How to change 24 hour time to 12 hour time?

If you want to change 24 hour time to 12 hour time. You can go to main menu, tap "Settings", and tap "Date and Time", then tap 24-Hour Time button (  ) to turn on.

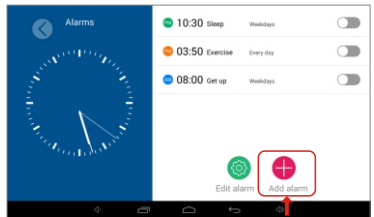
# Alarm

You can use your frame as an alarm clock by setting multiple alarms.

**Step 1.** From the main menu, tap "Alarm" icon.

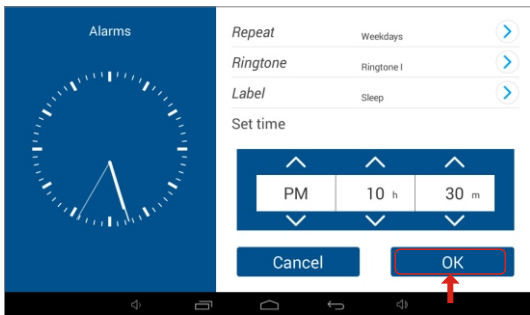


**Step 2.** Tap "Add alarm" to add alarm.



# Alarm

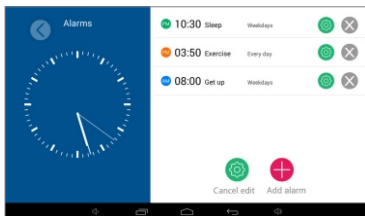
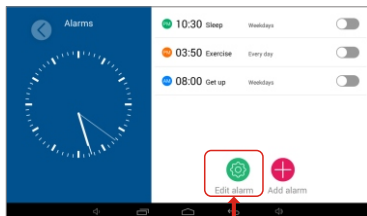
**Step 3.** Select the desired time and tap "OK" button.



## Tips:

1. Tap "Repeat" if you would like to set the same Alarm time on other days.
2. Tap "Ringtone" if you would like to select other ringtones.
3. Tap "Label" if you would like to name the Alarm.

**Step 4.** Tap "edit alarm" icon to edit alarm or delete alarm.



## Here's some Set-Up Guide

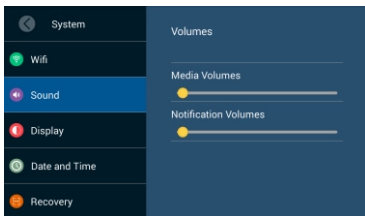
### WiFi:

Connect your Cloud Frame to your Wi-Fi router.



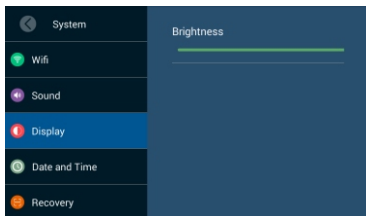
### Sound:

You can set up Media Volumes & Notification Volumes.



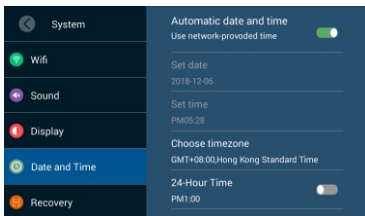
### Display:

You can set up Brightness.



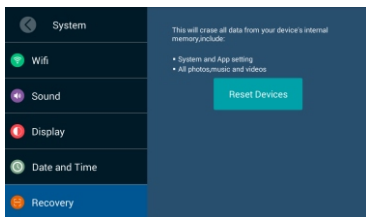
### Date and Time:

You can set up Date and Time.

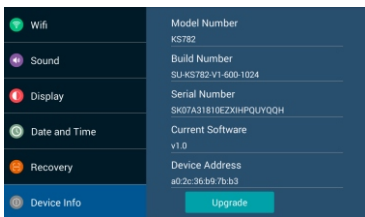


### Recovery:

You can reset frame.



**Device Info:** You can see frame basic information and upgrade frame.

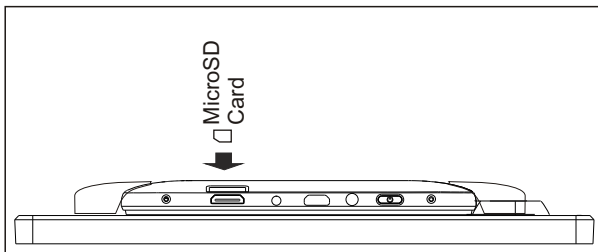


## Insert a memory card

Insert card in the direction indicated by the arrow on the top of the card (the side of the memory card on which sticker is affixed face the frame).

MicroSD card is compatible with this unit.

Aligning the memory card upside down may cause user-error damage.  
This may nullify the warranty.

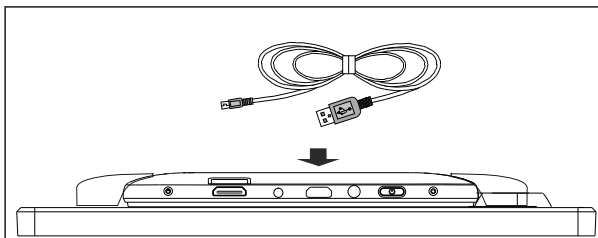


## Removing the Memory Card

When removing a memory card from the frame, pull the card straight away from the unit. Avoid bending the card.


## Connect the Cloud Frame to the computer

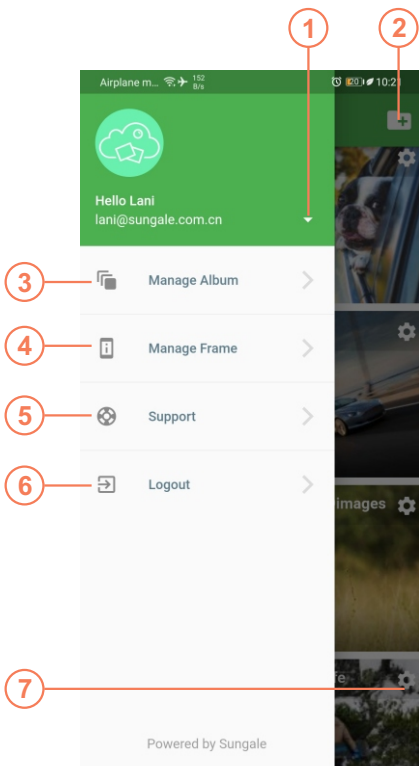
Use the USB cable to connect the Cloud Frame to a computer.



# Helpful Tips on the "Alpha Cloud Frame" App

## Know the App main menu

Once you have logged in on your "Alpha Cloud Frame" App, it will go to the My Album menu, Tap  icon from the upper left hand corner, it will go to the main menu.

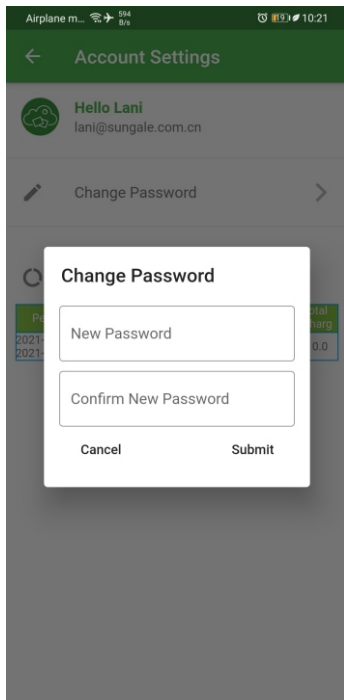
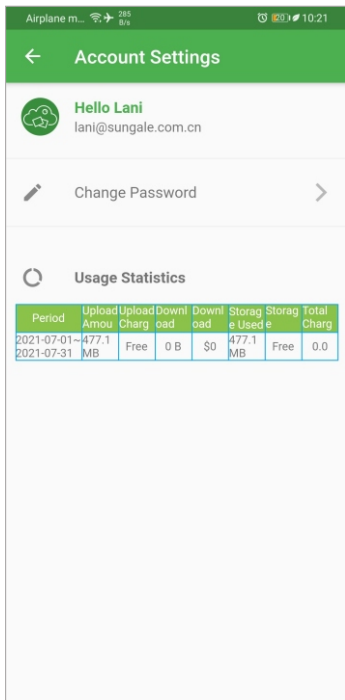


- 1 Account Setting:**  
To change password and view the usage statistics.
- 2 Create New Album:**  
To add your new cloud album.
- 3 Manage Album:**  
To go to the MyAlbum menu.
- 4 Manage Frame:**
  - 1. My Frame:**  
You can set up the Frame Alias, Slide Show settings, Weather Panel setting, Random play, Zoom effect.
  - 2. Linked Frame:**  
To add other Sungale Cloud Frames from your family member or friends.
- 5 Support:**  
Sungale cloud support
- 6 Logout:**  
Log out your account
- 7 Cloud Album setting:**  
Push the album to cloud frame  
Rename album, Delete album

# Helpful Tips on the "Alpha Cloud Frame" App


## 1. Account Setting

Tap  icon, you can view Usage Statistics and change password.

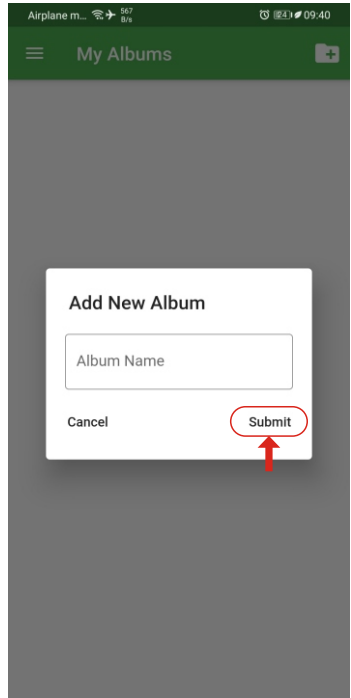
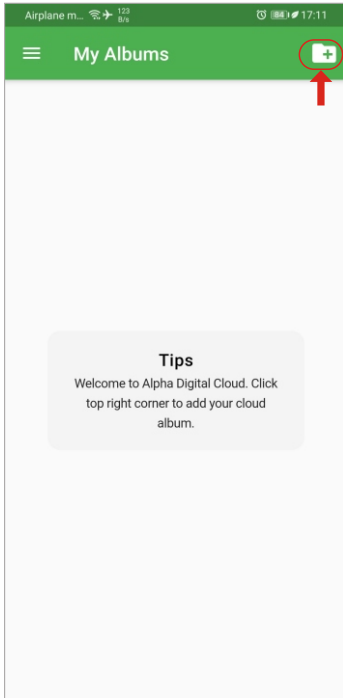


# Helpful Tips on the "Alpha Cloud Frame" App

## 2. Manage Album

**Step 1:** Tap  icon from the upper right hand corner.

**Step 2:** Input the album name and tap "Submit" button.

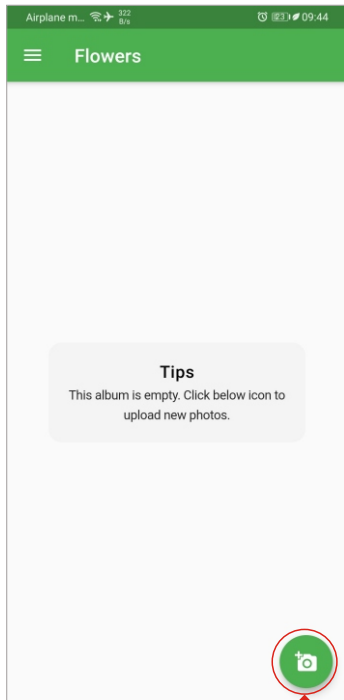


# Helpful Tips on the "Alpha Cloud Frame" App

## 2. Manage Album

**Step 3:** Select the Album you want to add photos to.

**Step 4:** Tap  icon to choose photos from your phone.

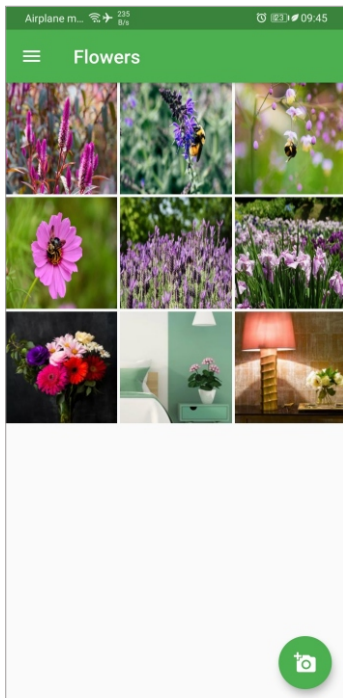
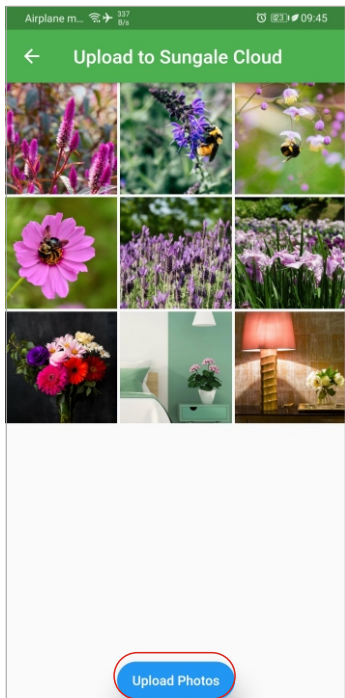




# Helpful Tips on the "Alpha Cloud Frame" App

## 2. Manage Album

**Step 5:** After selecting the photos, tap "Upload Photos" to upload photos.  
Now, the photos you added to the Cloud.



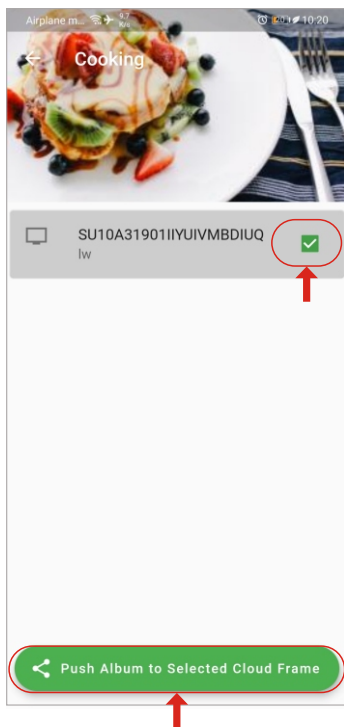
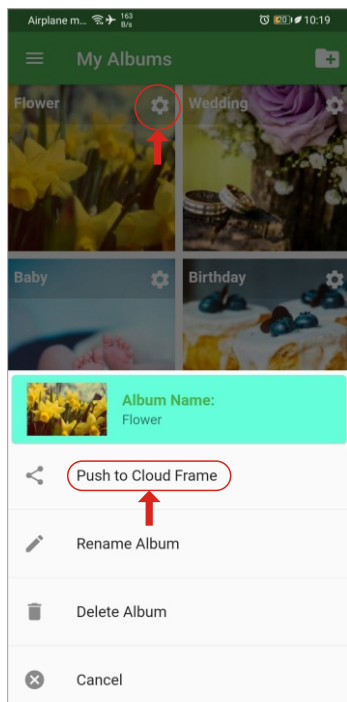
# Helpful Tips on the "Alpha Cloud Frame" App

## 2. Manage Album

**Step 6:** Tap  icon then tap "Push to Cloud Frame".

**Step 7:** Select your frame then tap "Push Album to selected Cloud Frame".


*Now the cloud album you pushed will appear on your cloud frame shortly.*




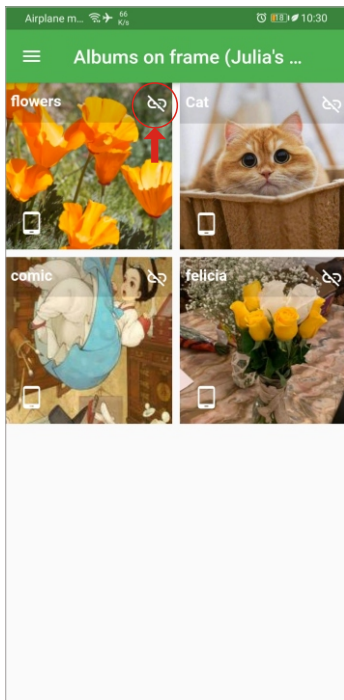
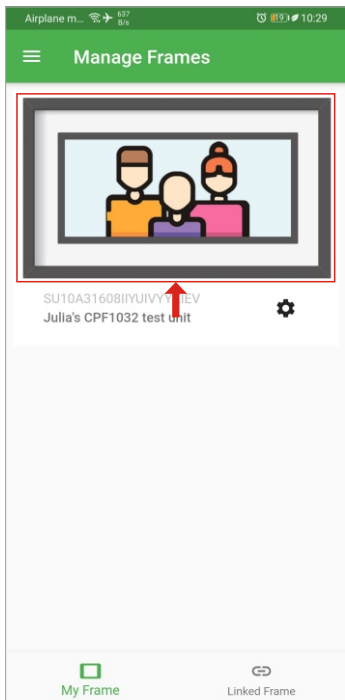
# Helpful Tips on the "Alpha Cloud Frame" App

## 3. Manage Frame

### My Frame

Tap  icon to go to Albums on frame menu, You can view the albums that have been pushed to cloud frames.


Tap  icon to remove the album from your cloud frame.

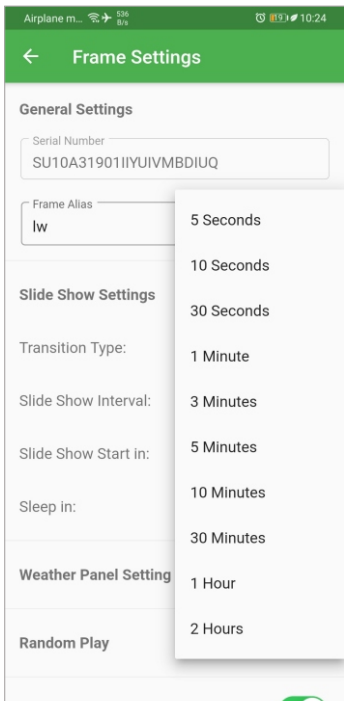
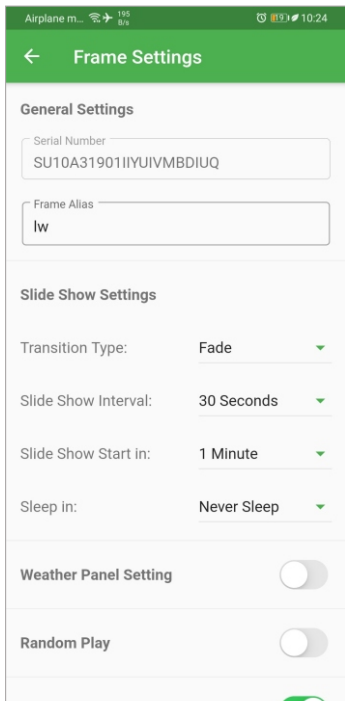


# Helpful Tips on the "Alpha Cloud Frame" App

## 3. Manage Frame

### My Frame

Tap  icon to go to Setting menu, You can set up: General Settings, Slide show Settings, Weather Panel Setting, Random Play and Zooming Effect.



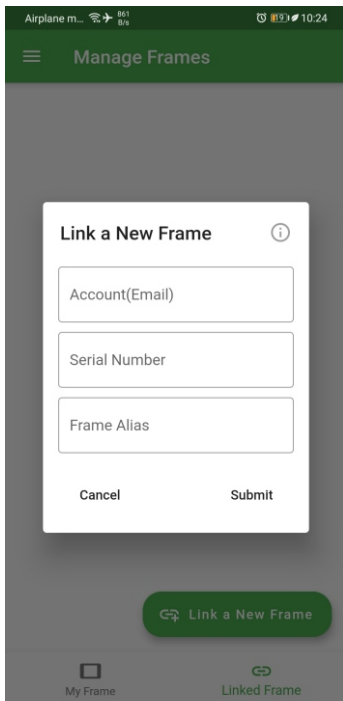
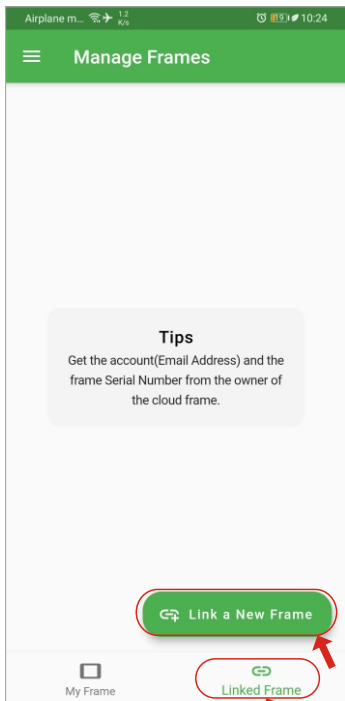
# Helpful Tips on the "Alpha Cloud Frame" App

## 3. Manage Frame

### Linked Frame

Tap "Linked Frame" icon, then tap "Link a New Frame" icon.


Input the Account# and Serial# of the frame you want to link to, then tap "Submit" button, the frame you have linked.

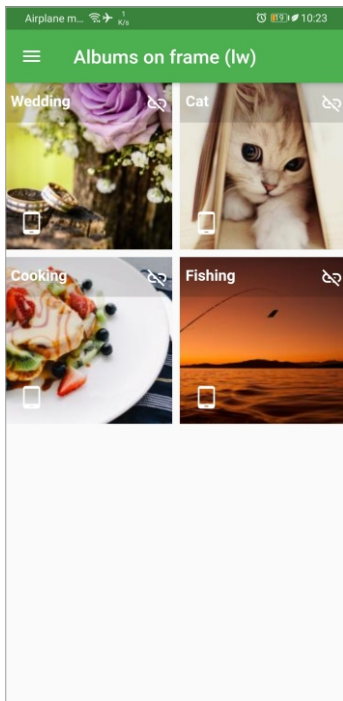
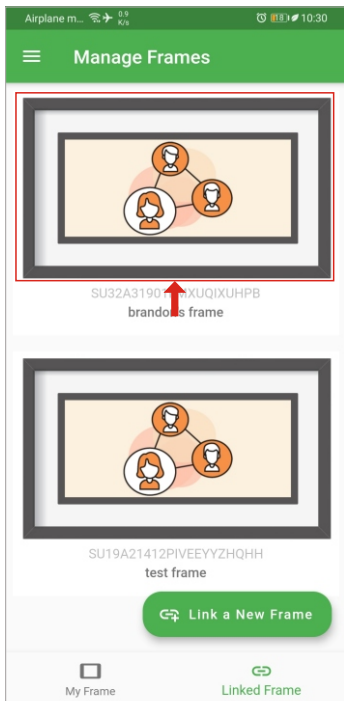


# Helpful Tips on the "Alpha Cloud Frame" App

## 3. Manage Frame

### Linked Frame


Tap  icon, You can view the albums that have been pushed to this frames.

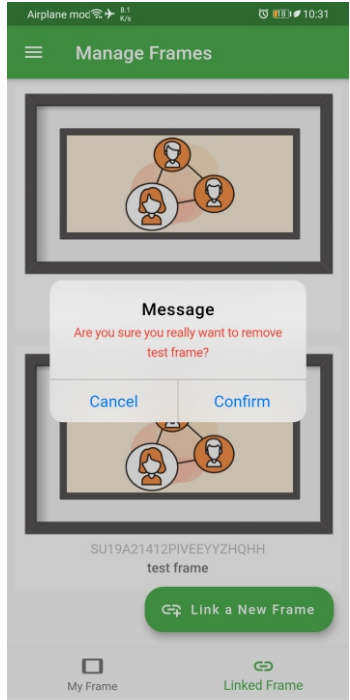
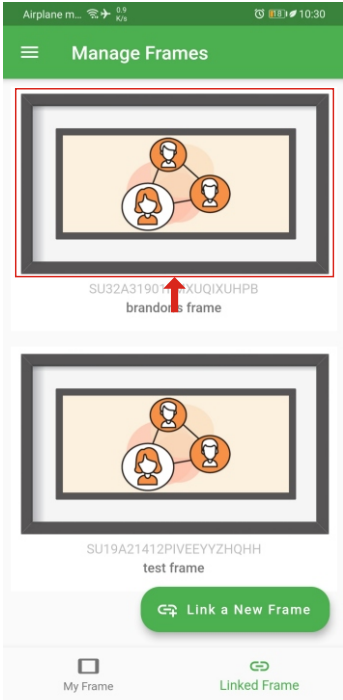


# Helpful Tips on the "Alpha Cloud Frame" App

## 3. Manage Frame

### Linked Frame


Long press the  icon, you can remove this linked frame.



# Helpful Tips on the "Alpha Cloud Frame" App

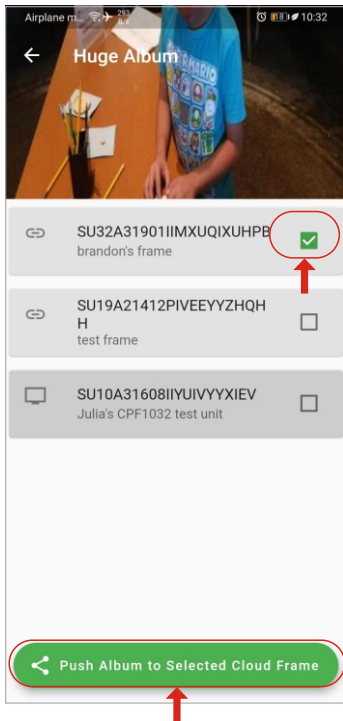
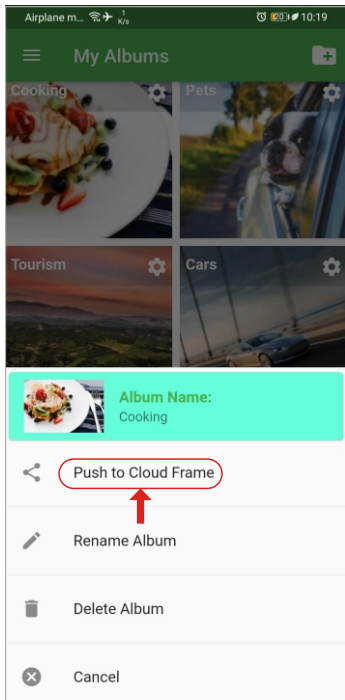
## 3. Manage Frame

### Linked Frame

In My Album menu, select the album you want to push this linked frame, tap  icon then tap "Push to Cloud Frame".

Select this linked frame then then tap "Push Album to selected Cloud Frame".

*Now the cloud album you pushed will appear on this linked frame shortly.*





# Troubleshooting

## 1. How to find my cloud frame serial number?

On your cloud frame, click Settings at the lower right corner, then click **"Settings"** again, scroll down to find **"About device"** or **"Device info"**, you'll find your device serial number starts with **"SK\*\*\*\*"**.

## 2. Why my cloud pictures are not showing on my cloud frame?

Please first check if your cloud album has been pushed to your cloud frame. Login to your Alpha cloud app, tab **"Manage Frame"** from the menu options, then tab your cloud frame showing on the top, you'll see which cloud albums have been pushed your frame.

If an album has been pushed, but not showing on our frame, please check Wi-Fi connection on your frame, check if it is connected to Internet.

If all of above are all confirmed with no problem, it still cannot receive photos, it is a rare case. Then please try to do following operation, go to **Settings > Apps > All > find "Wififrame" app** (the app could be named same as your cloud frame model number) > press **"clear data"** button > **reboot frame**. This would re-download everything you've pushed from the cloud.

## 3. I haven't received activation code for registration.

Please check your junk folder, if still haven't received anything, please email support@sungale.com, we'll push through the registration for you within 24 hours.

## 4. How to update my cloud account email? What if I have a typo?

Your account email cannot be changed once it's registered, you'll need to contact support@sungale.com to update it.

## 5. What to do when I got message "This frame is already registered by another user" message?

Sometimes retailers resell returned goods, and you might get a device that is previously registered by another user. But don't worry we can remove previous registration for you, please send a picture with the frame showing the serial number, and a copy of your purchase receipt, we'll remove previous registration for you as soon as possible.

## Troubleshooting

### 6. Why does my cloud frame "Turn off" after a while?

Your frame will not turn off by itself, it'll go to sleep according to the cloud setting. You can adjust how long your frame goes to sleep. Simply login to your Alpha cloud app, tab "**Manage Frame**" from the menu options, and tab the settings icon of your frame to go to your frame settings.

Then adjust the sleep in settings to your desired time, and save the setting. Your cloud frame will pick up the change shortly.

### 7. My account password isn't working, what can I do?

You can reset the password by clicking the Forgot Password link at the Alpha cloud app login interface. Or you could email [support@sungale.com](mailto:support@sungale.com) to have it reset.

### 8. Frame showing "Wififrame has stopped" message frequently

It happens for too many pictures been pushed at once meanwhile the Wi-Fi connection is not good. We would like to suggest you to split the pictures into smaller slide shows, and push one by one, it is better to wait for one slideshow fully shown, then push another.

### 9. How to add a new cloud frame into my current account?

Alpah's cloud frame does not support to add multi cloud frames into one account, each of our frames has its independent account number. We are working on Grouping Frames function, you will see the function soon.

### 10. What's my account number while signing in to cloud app?

It is just the email address you have used when you registered your cloud frame, and the password is just the one you are using for logged in the cloud frame's service platform <http://cloud.sungale.com>.

### 11. Forget password, Cannot sign in to frame service platform <http://cloud.sungale.com>

There's a "**forgot password**" link under the "**login**" screen. You can input your registered email address and "**submit**", then, you will get a new password created by the server from **support@sungale.com**, then, please change it to your own password.

## Troubleshooting

### 12. Can I change the local photo slide show styles/time intervals?

NO, only cloud album slide show is configurable

### 13. Pictures showing sideways or upside-down on frame

Please delete the wrong photos, then, re-upload on cloud frame website or via app.

### 14. Why can't I link to Wi-Fi?

Please check if you have turned on the Frame's Wi-Fi. Go to Settings menu, tap WiFi button turn on.

Please check if you have input the right password of Wi-Fi router. For more Wi-Fi related questions, please go to [www.sungale.com](http://www.sungale.com) and find Support Wi-Fi related FAQ.

## Support

### 1. Visit the support site

- For manual download, FAQs and more supports: [www.sungale.com](http://www.sungale.com)

### 2. Contact Sungale Support team

- Toll free number in the USA: 800-473-5156
- Service email: [service@sungale.com](mailto:service@sungale.com)

### 3. Tips

- For additional product video support, go to [YouTube.com](http://YouTube.com), and search "SungaleProducts", where you will find additional demo videos to help with explaining the operation of your product.

## FCC and Safety Information

### • FCC Part 15.19

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 .

### • FCC part 15.21

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### • FCC part 15.105

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 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 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 circuit different form that to which the receiver is connected.
- Consult the dealer or an experienced radio TV technician for help.