# Sungale

# Cloud Frame
# User's Manual

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

MODEL: CPF2200

# Contents

## 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.
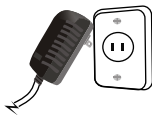
**04.Do not let the power cord get overly entangled and do not place any heavy objects on the cord.** Failure to do so could result in electrical shock.
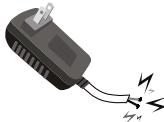
**05.Do not connect the power supply to an electrical power strip with other various connections.** Failure to do so could result in fire.
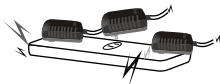
**06.Disconnect the power supply during inclement weather conditions that include thunder and lightning.** Failure to do so could result in fire.
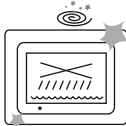
## Safety Precautions

**Please read the following guidelines carefully to ensure user safety and avoid malfunction.**
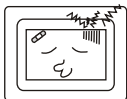
### Product Related Precautions

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.

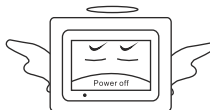03. Striking or scratching the LCD screen may cause critical damage.

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.

## Package Contents

- 21.5" Cloud Frame
- Quick Start Guide
- Power Adapter
- Warranty Card
- Wall Bracket
- Stand
- Remote Control

## Motion Sensor Remote illustration

Open the battery compartment where you will find a mini USB receiver, Take out wireless RC receiver and plug it into USB port of the Cloud Frame, put in (2 AAA) batteries into the remote control, and close the compartment. By clicking the 🔓 button on the remote control, you can now use your motion sensor remote.



The wireless RC receiver



Plug the wireless RC receiver into the USB port

## Motion Sensor Remote illustration

Standby

Volume Down

Volume Up

Up (Direction key)

Left (Direction key)

Right (Direction key)

Down (Direction key)

Enter

Back

Menu

Home screen

Key Lock
-- used for luck RC
2nd click release it

Page up
-- used for Browser surf

Page down

Mute

Tip: Click the button to lock the screen's cursor, and press it again to unlock the cursor.

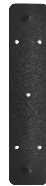Note: Insert remote control receiver into the USB port on the back of the frame before you use the remote control.

## Getting Started

Your frame can either sit on the top of a  surface with the stand or hang on the wall with the wall bracket support.
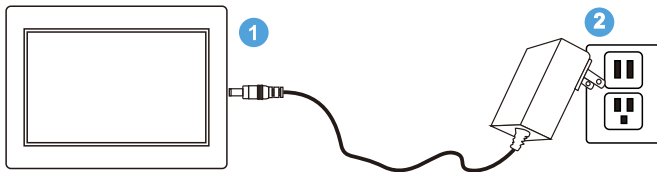
**Sitting on top of a surface**          **hang on a wall**



Wall bracket

## Connect Power

Plug the Power Adapter into the frame and also into a power outlet.
Once connected to power, the frame screen should automatically begin booting up.
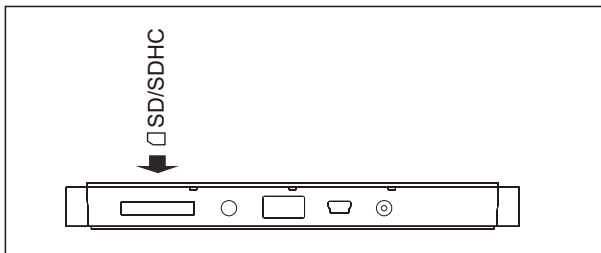
## Insert a memory card

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).
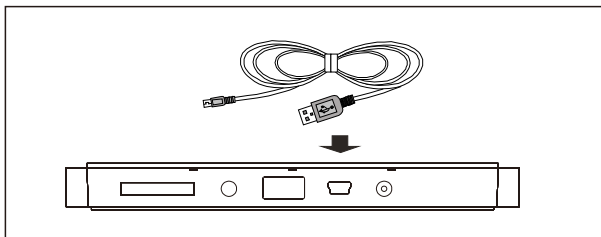
SD/SDHC card is compatible with this unit.

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



## Connect the Cloud DPF to the computer

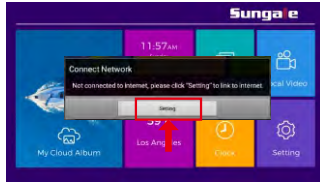Use the USB cable to connect the Cloud Frame to a computer.



### Removing the Memory Card

When removing a memory card from the frame, pull the card straight away from the unit.  Avoid bending the card.
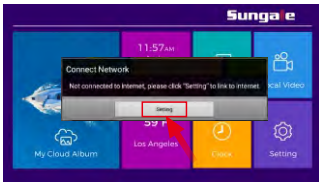
## Link Wi-Fi

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.



**Step 1.**

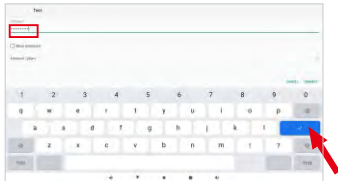Tap "Setting" button on the prompt.



**Step 2.**

Select the WiFi button to the **"ON"** position.
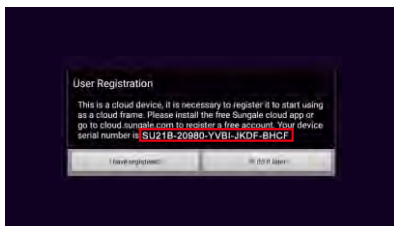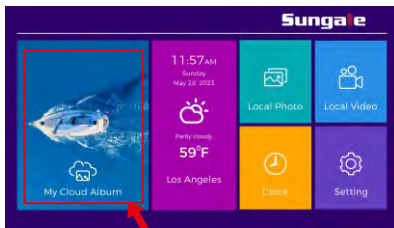


**Step 3.**

Select your network, put in your password, and then click **"**  **".**



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

## Register Your Cloud Frame

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





You can register your cloud frame on the Sungale Cloud App or web portal https://cloud.sungale.com.
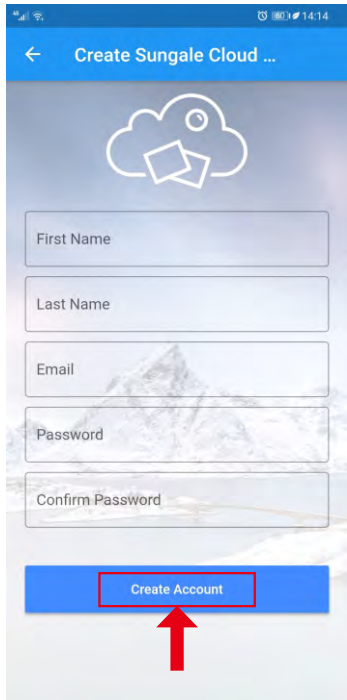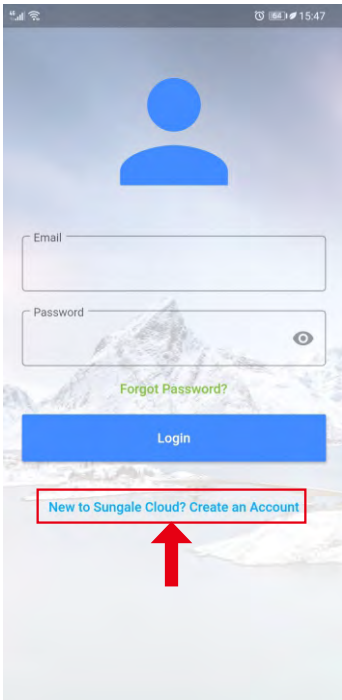
### 1) Register with your Mobile phone

*Step 1:* Go to Apple's App Store or the Google's Play Store, download and install "Sungale Cloud" onto your mobile phone.
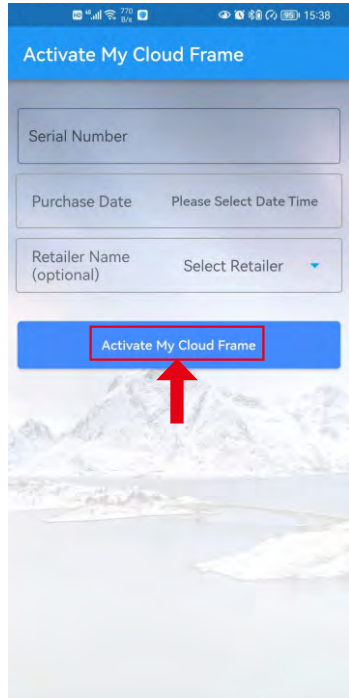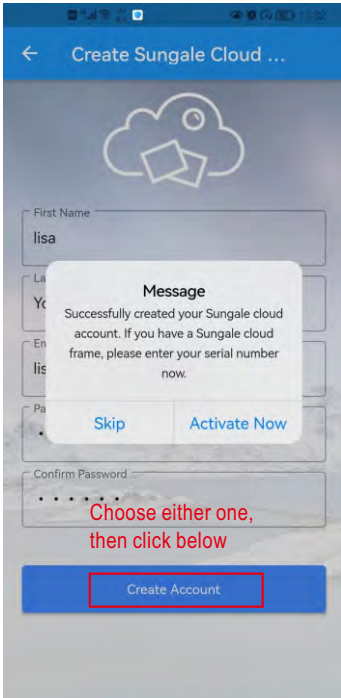
## Register Your Cloud Frame

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

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

## Register Your Cloud Frame

*Step 4:* The next screen will ask if you want to activate your cloud frame right away, choose to activate now, fill in your cloud frame serial number, and a few purchase information,then tap the button underneath.



Now your cloud account is registered, and your cloud frame is activated. Meanwhile you'll receive a verification email from Sungale, simply click the link in the email to finish the validation.

Now you're all set, you can click the "I have registered" on your frame to initiate your cloud album.

## Register Your Cloud Frame

### 2) Register on your computer

Open browser, type in **"cloud.sungale.com"**, you will find below interface.
Click on **"Sign Up"**, then click on **"Activate Your Cloud Product"**.





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.

## Register Your Cloud Frame
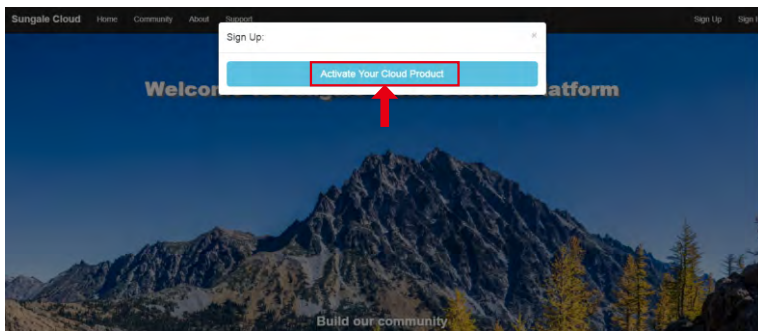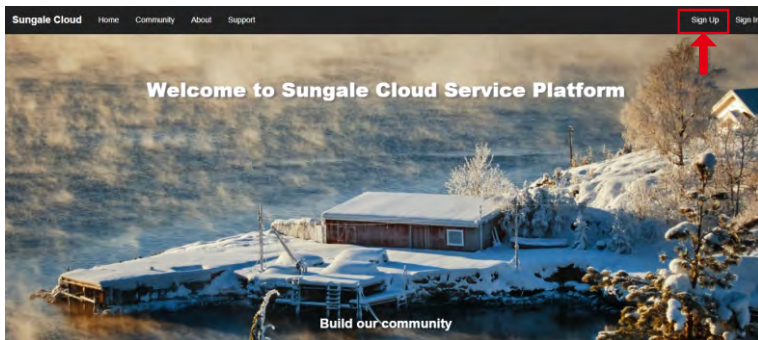
### 2) Register on your computer



Now your cloud account is registered, and your cloud frame is activated. Meanwhile you'll receive a verification email from Sungale, simply click the link in the email to finish the validation. If you get any issue with the verification, please email us at support@sungale.com to further assist.

Now you can tab "I have registered" button on your frame to access your cloud album.

## Getting to know your main menu
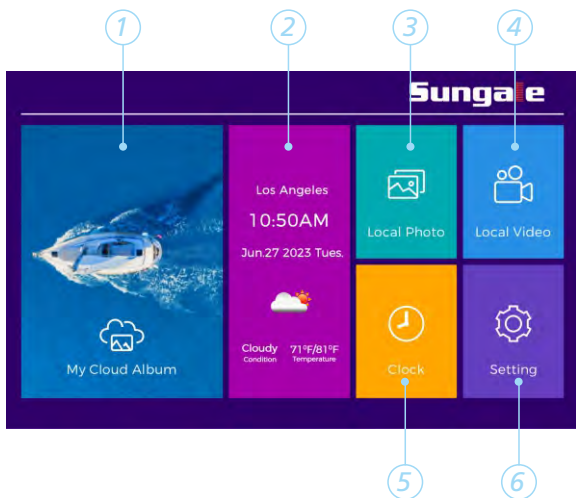


① **My Cloud Album:** To load photos pushed from Sungale Cloud.

② **Calendar and Weather:** Current time and Real-time weather report.

③ **Local Photo:** Display or review the photos stored in internal memory, U disk or SD card.

④ **Local Video:** Display or review the videos stored in internal memory, U disk or SD card.

⑤ **Clock:** View the time and date.

⑥ **Settings:** Choose from four icons including All Apps, Browser, File Manager, and Setting to adjust cloud frame's features and functions.

## WiFi Setup

You should automatically be prompted to setup your WiFi connection during the frame on first time start-up, but if you ever need to connect to a new WiFi network, follow below instructions:
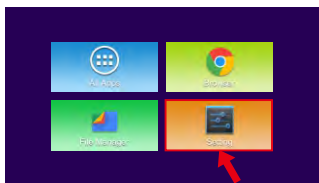
### Step 1.

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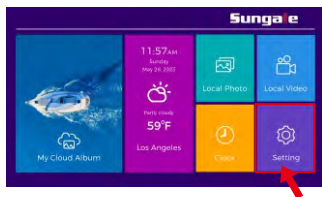


### Step 2.

Select the **"Setting"** menu icon.



### Step 3.

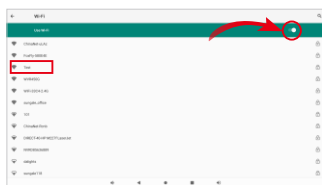Click the **"Network & internet".**


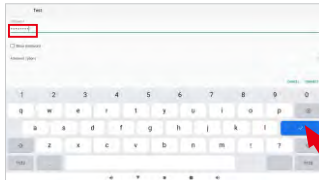
### Step 4.

Click **"Wi-Fi".**



### Step 5.

Select the WiFi button to the **"ON"** position, then select your network.



### Step 6.

Put in your password, and then click **" ✓ ".**

## 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.

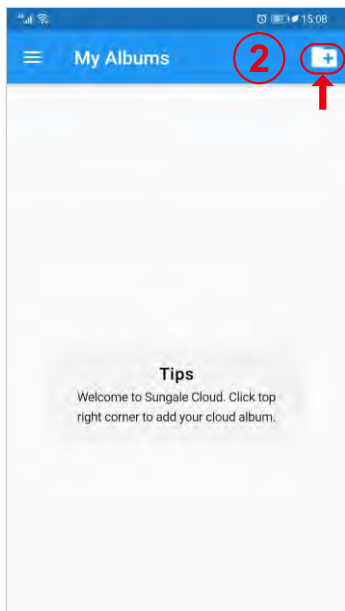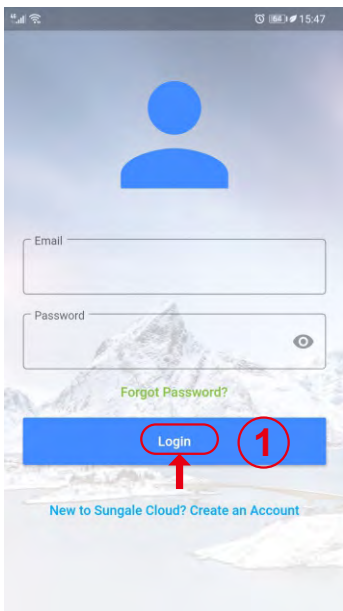### How to send photos to the Cloud Frame?

#### 1) Send photos to the Cloud Frame by "Sungale Cloud" App:

Go to Google Play Store or Apple App Store to download and install "Sungale Cloud" 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

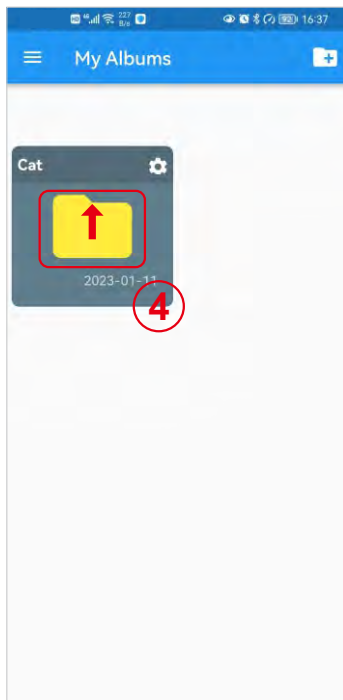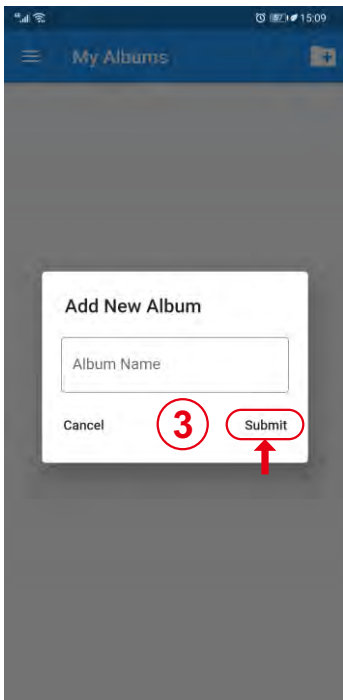### 1) Send photos to the Cloud Frame by "Sungale Cloud" App:

*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) Send photos to the Cloud Frame by "Sungale Cloud" App:

*Step 5:* Tap [📷 Upload photos] icon to choose photos from your phone.

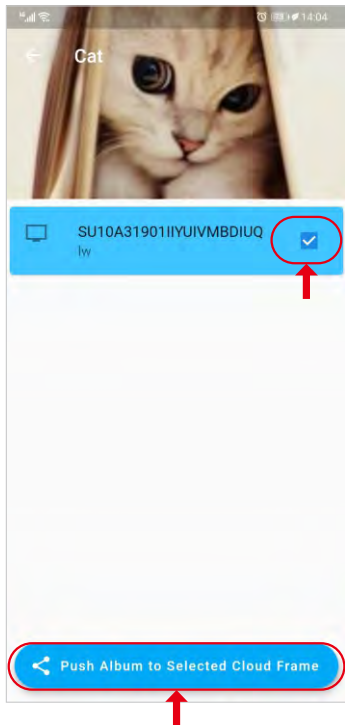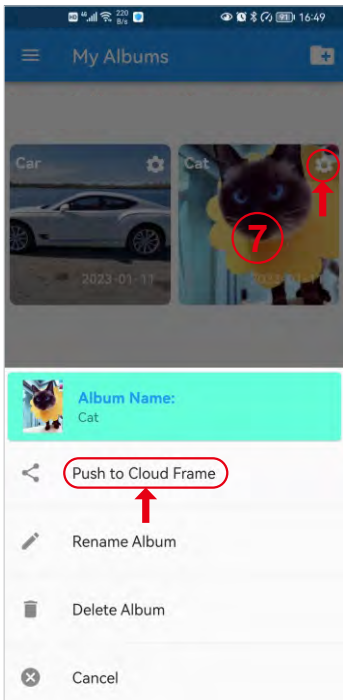*Step 6:* After selecting the photos, tap **"Upload Photos"** to upload photos.
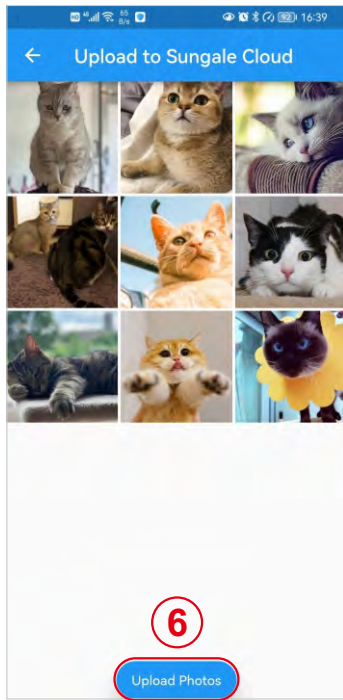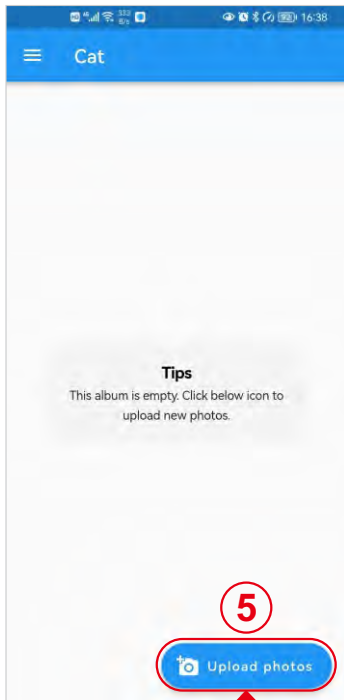
## My Cloud Album

### 1) Send photos to the Cloud Frame by "Sungale Cloud" 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) Send photos to the Cloud Frame from your computer:



**Step 1:**

Go to www.cloud.sungale.com, login into your account
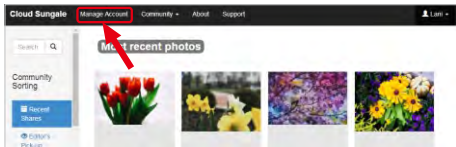


**Step 2:**

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.
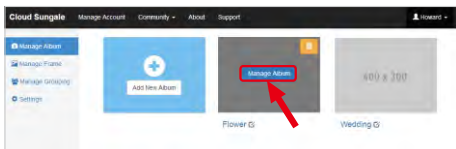


**Step 4:**

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) Send photos to the Cloud Frame from your computer:
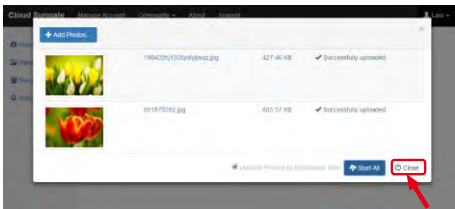


### Step 6:

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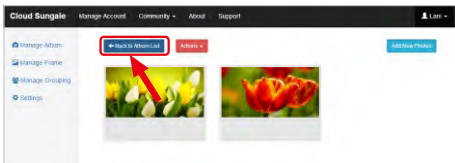


### Step 7:

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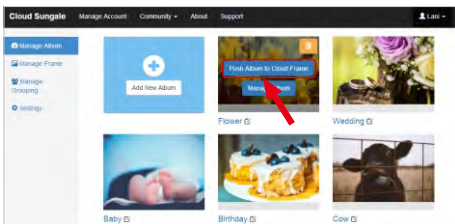


### Step 8:

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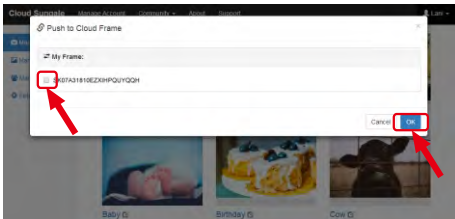


### Step 9:

Select your frame and click **"OK"** button, now your 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 of Cloud Album, click "My Cloud Album" 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.
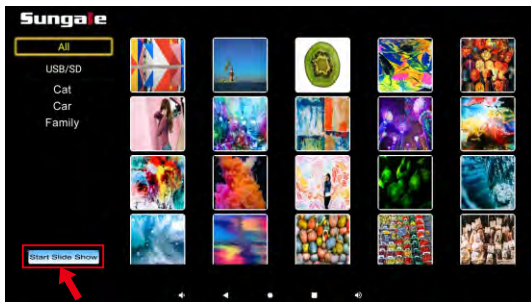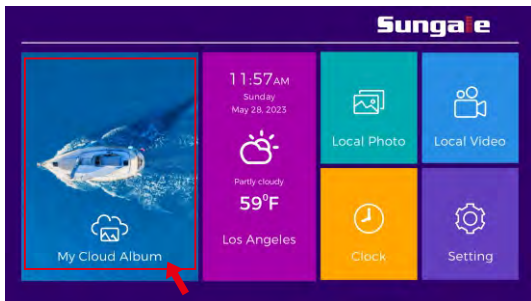




Note: Photos in My Cloud Album will automatically play based on the settings you have setup from "Sungale Cloud" App or the website.

## Local Photos

Your frame comes with internal memory and also an SD card slot or USB disk for additional memory access.

To access and view these photos of Internet Memory / USB disk / SD card, click **"Local Photos"** 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 Local Photos menu.



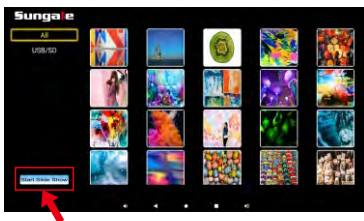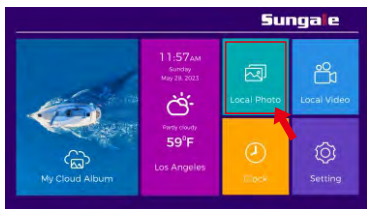## Local Videos

Select the **"Local Videos"** icon.
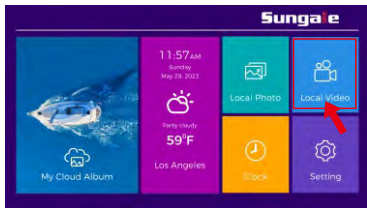
Select the video you want to Play.
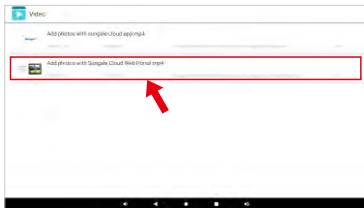
## Clock

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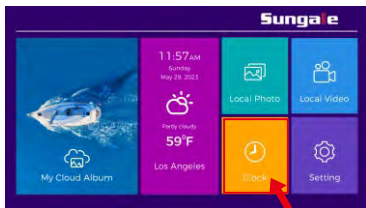


*Tips:* How to change 12 hour time to 24 hour time?

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

## Settings Menu Overview

**APP Block**



Where your downloaded & installed Apps and Google Play are located.

**Web Browser**



Where you can browse, surf and search the internet.

**File Directory**



Where to access your internal and external memory files.

**Settings Menu**
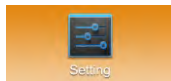


Where all your device settings are located for your frame.

## Adjust Screen Brightness

Set the default screen brightness.

**Step 1.**

From Home screen, Click "SETTINGS"
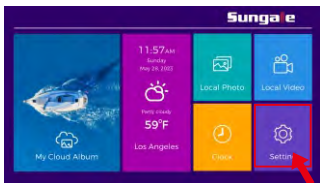


**Step 2.**

Click the **"Setting"** menu icon.
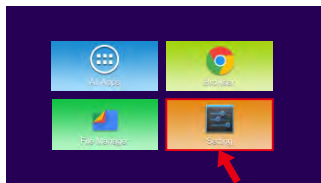


**Step 3.**

Click the **"Display"**.



**Step 4.**

Click **"Bright level"**.



**Step 5.**

Click and drag the slider to set the brightness.

## System Update

From Home screen, Click **"Settings"** ˇ **"Setting"** ˇ **"System"** ˇ **"System Update"** to Check for updates.

### Step 1.

From Home screen, Click "SETTINGS"
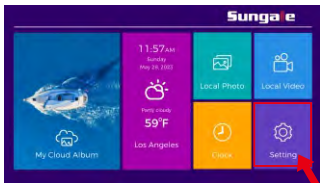


### Step 2.

Click the **"Setting"** menu icon.
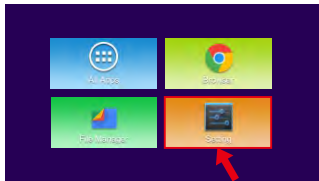


### Step 3.

Click the **"System".**



### Step 4.

Click **"System Update".**



If there is no available upgrade, the message "Your devices software is currently up to date" will appear on the screen.
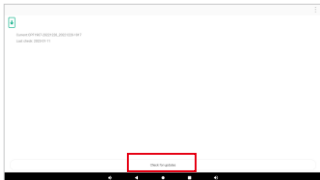
## System Update

If there is available upgrade, you should follow the screen prompt to download and install the upgrade, usually will be followed by a system auto reboot.

### Step 1.

Download the installation APK



### Step 2.

Please do not change the screen during download.
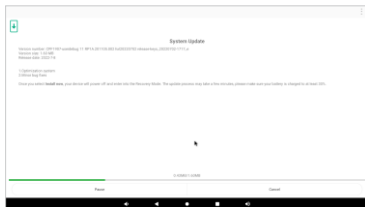


### Step 3.

Click the **"Install now"**.



### Step 4.

Click **"OK"**.

## Know the App main menu

Once you have logged in on your "Sungale Cloud" App, it will go to the My Album menu, Tap ☰ icon from the upper left hand corner, it will go to the main menu.
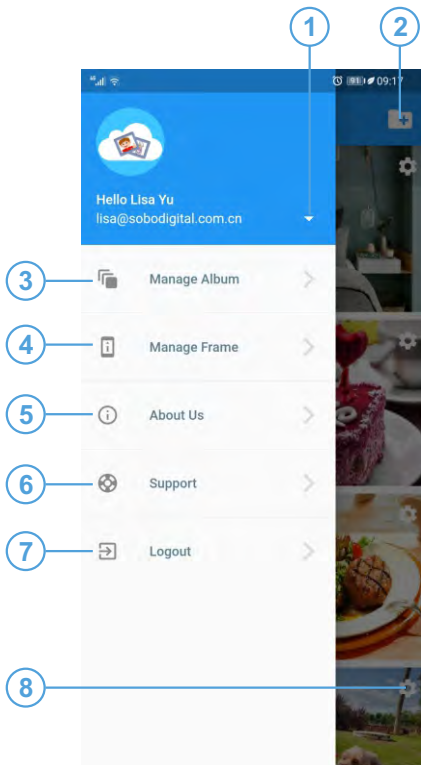
**① Account Setting:**
To change password and view the usage statistics.

**② Create New Album:**
To add your new cloud album.

**③ Manage Album:**
To go to the My Album 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 About Us:**
About Sungale Cloud

**⑥ Support:**
Sungale cloud support

**⑦ Logout:**
Log out your account

**⑧ Cloud Album setting:**
Push the album to cloud frame Rename album, Delete album

## 1. Account Setting

Tap 🔽 icon, you can view Usage Statistics and change password.
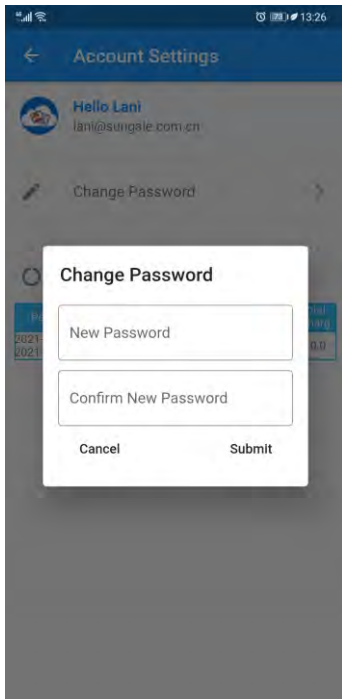
## 2. Manage Album

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

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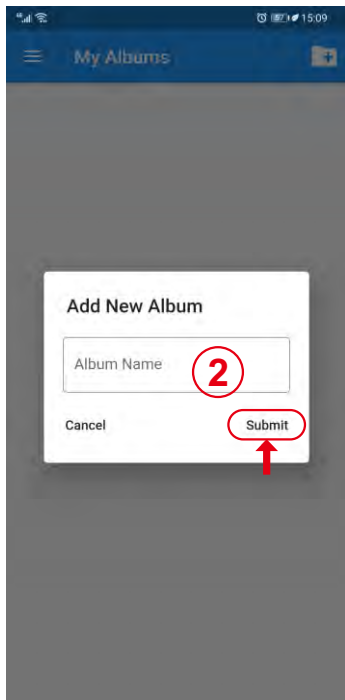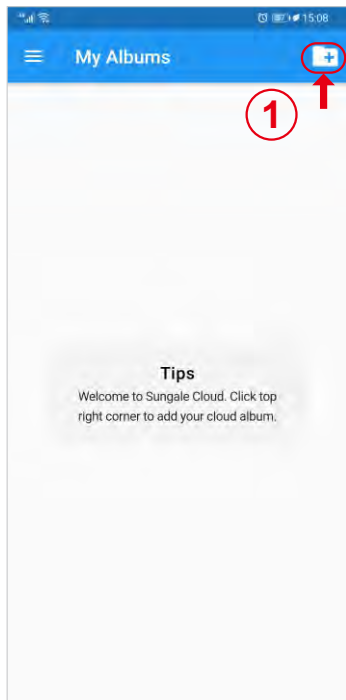
## 2. Manage Album

*Step 5:* After selecting the photos, tap **"Upload Photos"** to upload photos.
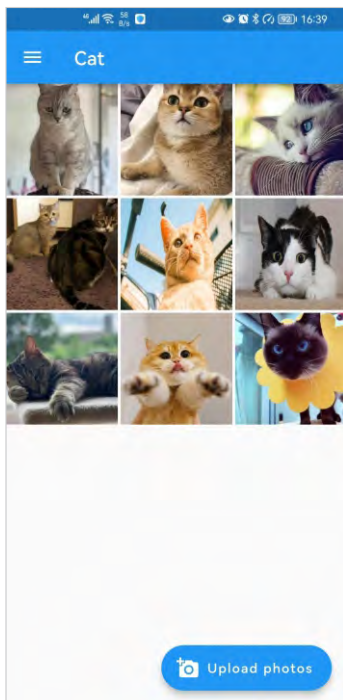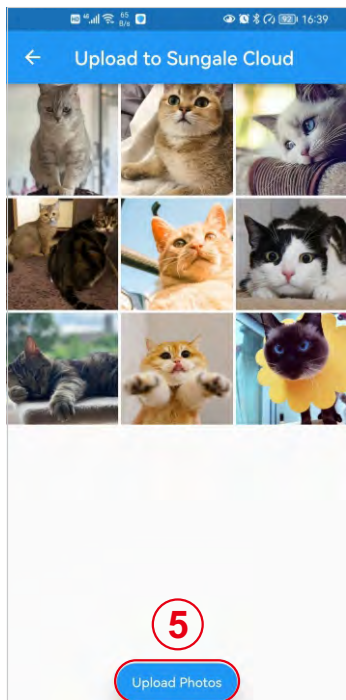
## 2. Manage Album

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

*Step 4:* Tap [🔘 Upload photos] icon to choose photos from your phone.
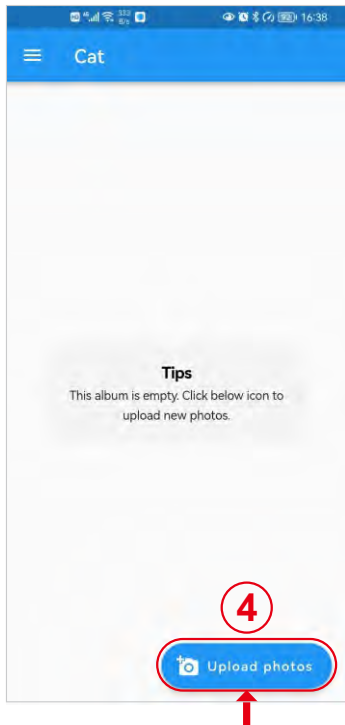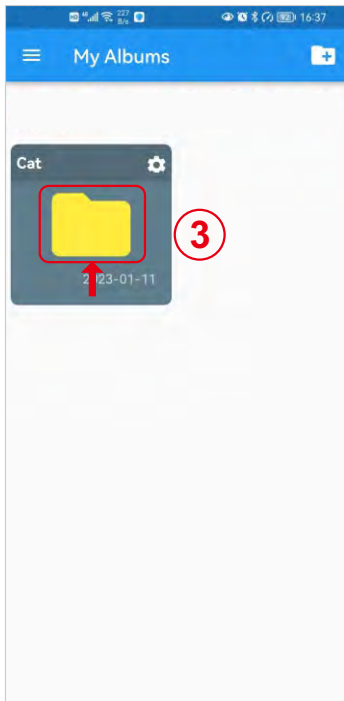
## 2. Manage Album

*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.*
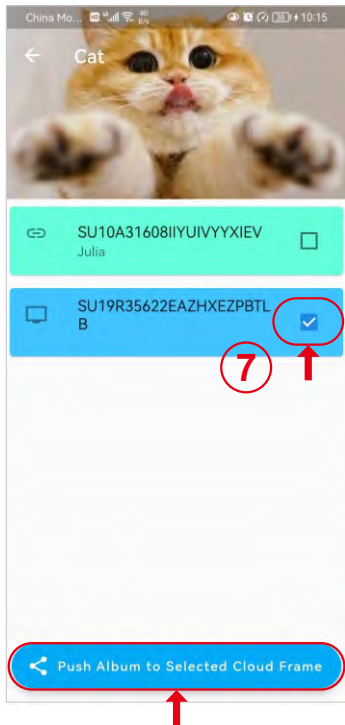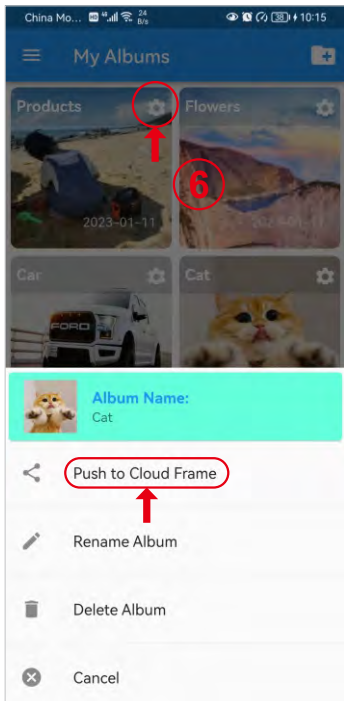
## 3. Manage Frame

## My Frame

Tap ⚙ icon to go to Setting menu, You can set up: General Settings, Sleep Schedule, Slide show Settings, Weather Panel Setting, Random Play, Zooming Effect and Motion Sensor Setting.
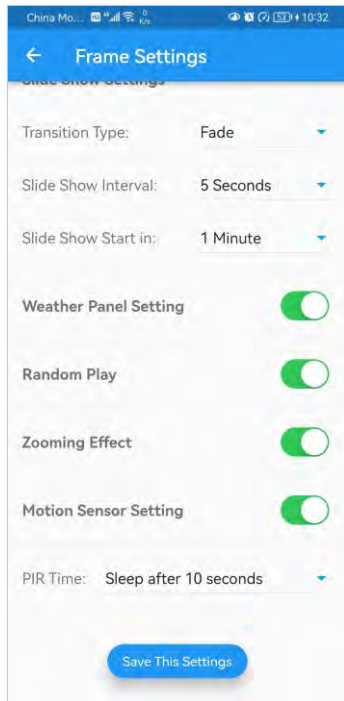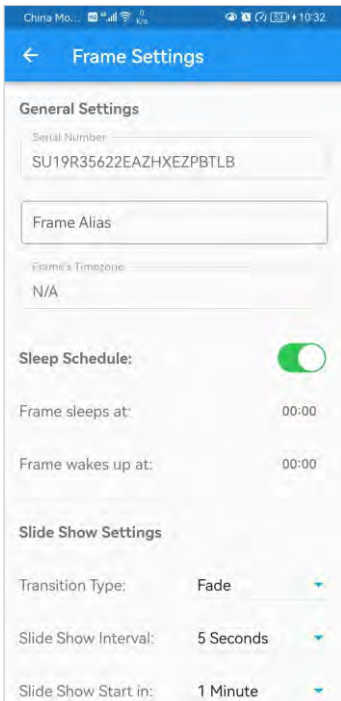
## 3. Manage Frame

# 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.
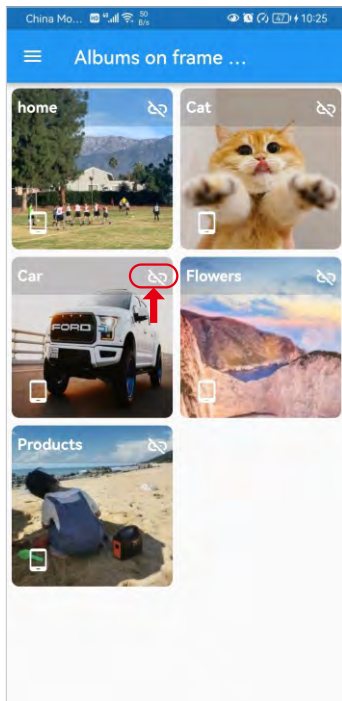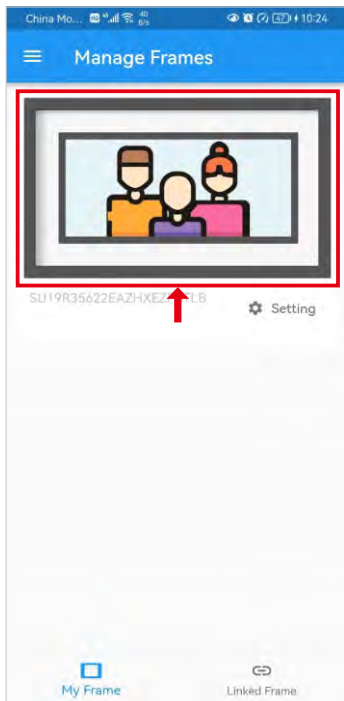
## 3. Manage Frame

## 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.
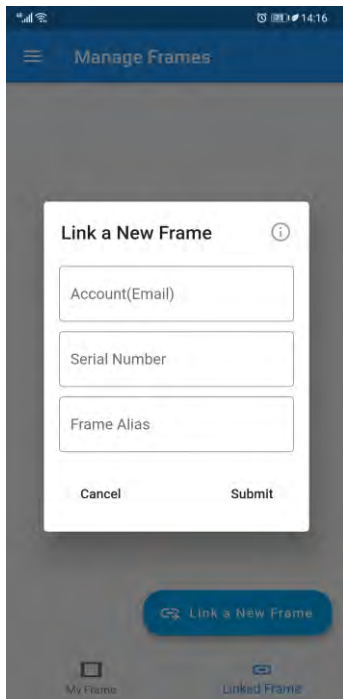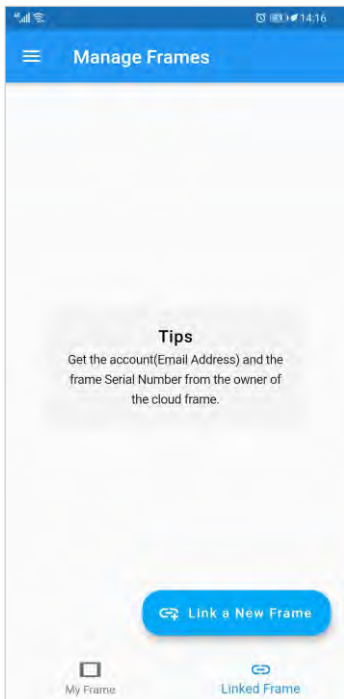
## 3. Manage Frame

## Linked Frame

Tap [icon] icon, You can view the albums that have been pushed to this frames.
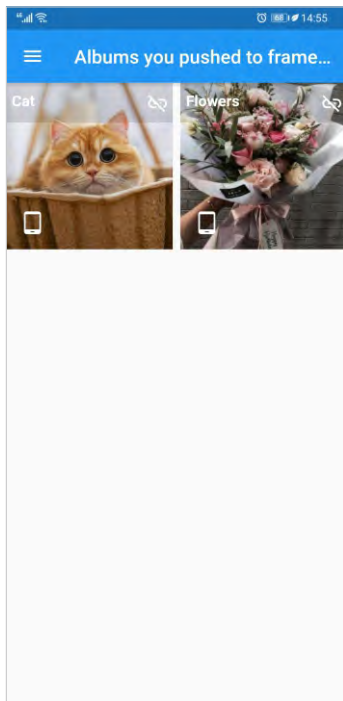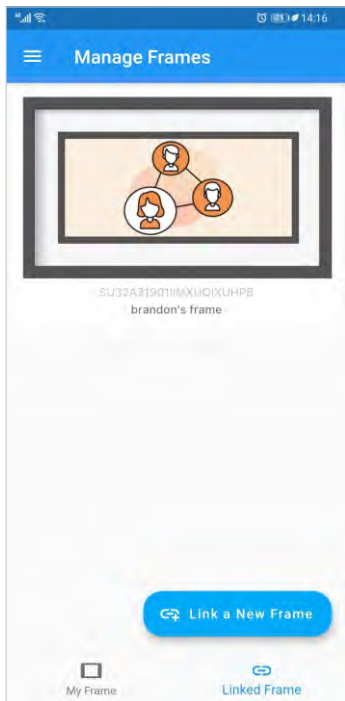
## 3. Manage Frame

# Linked Frame

Long press the [icon] icon, you can remove this linked frame.
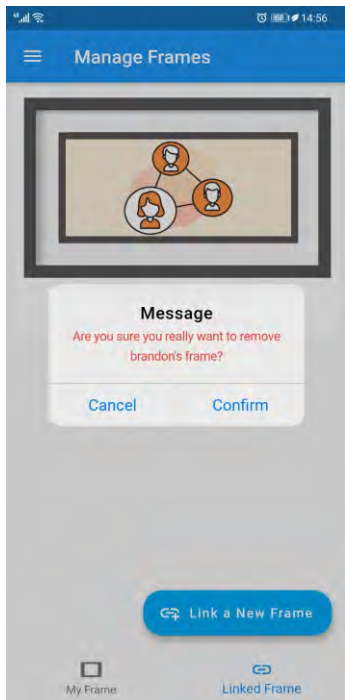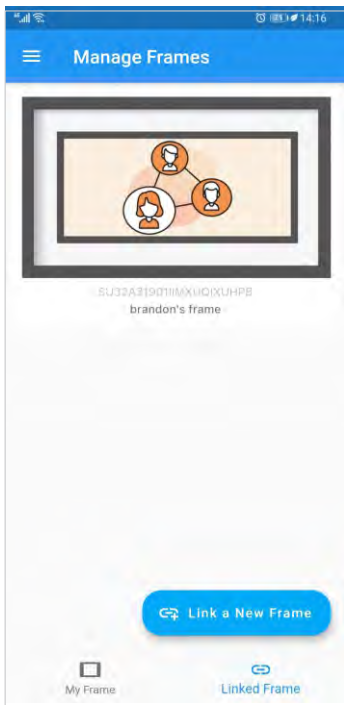
## 3. Manage Frame

## Linked Frame

In My Album menu, select the album your 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.*
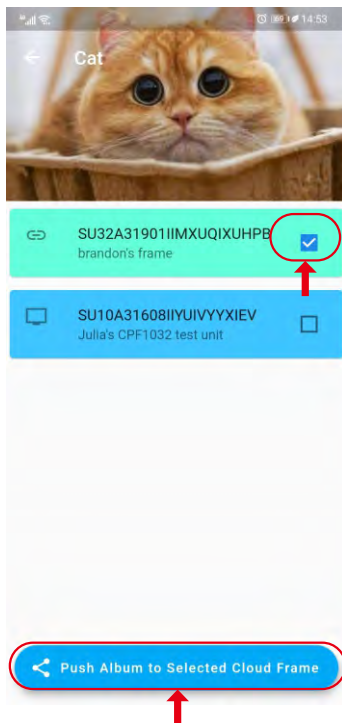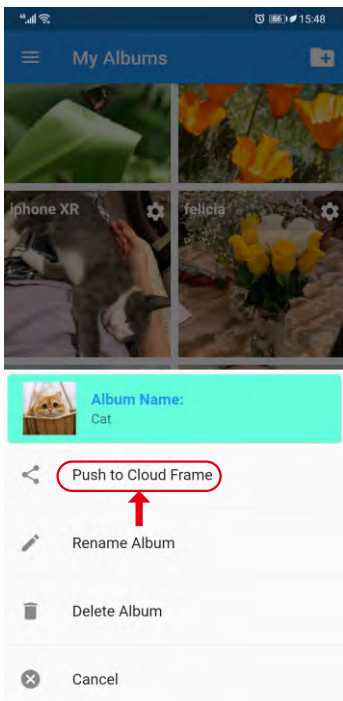
## 12. Remove the Time/Weather panel

Logon to the cloud frame service platform **https://cloud.sungale.com**, click **"Frames"** on the platform. If you find **"Weather Panel Setting"** button, you can select to turn off/on weather report.  For some earlier models, you may not see the selection button, which means the frame's system needs upgrade, please contact **support@sungale.com** for system upgrade instruction, then, you can select to turn off/on weather panel.

## 13. 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.

## 14. 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.

## 15. How to make slideshow the photos stored in USB/SD card/On-board memory?

Go to **"Local Photos"** section, click the vertical three dots on the upper right corner, click **"start slideshow"** from the dropdown menu.

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

NO, only cloud album slide show is configurable

## 6. 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.

## 7. 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 Sungale 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.

## 8. Can I send videos to my cloud frame?

The Sungale cloud does not support sending cloud videos yet. But you can access videos on other online app, or insert a SD card, to access from the Local Video section.

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

You can reset the password by clicking the Forgot Password link at the Sungale cloud app login interface. Or you could email support@sungale.com to have it reset.

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

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

## 11. 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.

# Troubleshooting

## 1. I'm not able to register, the app says my frame has Invalid serial number?

Only Sungale cloud products can be registered with Sungale cloud. If you have a regular digital photo frame, which doesn't have cloud feature, it cannot be registered with Sungale cloud, please just use SD card or USB flash drive to display photo (and videos).

## 2. 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 **"SU***"**.

## 3. 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 Sungale 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, please go to your frame home screen, and go to Online Photo or Online Video backup list, see if the backup list can show up.

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.

## 4. 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.

## 5. 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.

## FAQs:

**Q 1: Why can't I link to Wi-Fi?**

A: Please check if you have turned on the Frame's Wi-Fi. Go to˘ Setting˘
Network & internet ˘ Wi-Fi ˘Slide "Off" to "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 and find Support
Wi-Fi related FAQ.

**Q2: Why can't I download applications from the Play Store?**

A: Please check if you have registered a Google account; please check if the
frame's storage has enough space. If it doesn't, you will need to insert an SD card.

## Support

**1. Visit the support site.**
- For manual download, FAQs and more supports: www.sungale.com

**2. Contact Sungale Support team**
- Toll free number in the USA: 800-473-5156
- Service email: service@sungale.com

**3. Like us on Facebook - facebook.com/SungaleUSA**

Follow us on YouTube.com/SungaleProducts for more usage tips and demostrations.

## Tips

For additional product video support, go to YouTube.com, and search
"SungaleProducts", where you will find additional demo videos to help with
explaining the operation of your product.

In order to ease users' selection, other logos and/or trademarks may appear on this
product. All other logos and/or trademarks are the property of their respective owners.

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

**• 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.