



## TROUBLESHOOTING GUIDE

Welcome to the **Troubleshooting Guide**. We hope that this guide can help you solve the problem you may be experiencing.

Before getting started, please check you have all these parts.

- **CD-3L50F Main Device (Frame)**
- **CD-3L50F Adapter**
- **CD-3L50F Wall Mounting Bracket**

# Troubleshooting Guide

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- **My Lenovo Smart Frame shows “Device disconnected” on the screen**

*Please try these steps one by one until the issue is resolved:*

1. *Wait a few minutes for the frame to reconnect to the network*
2. *Remove and then re-insert the power cable*
3. *Press both Minus and Star keys at the same time for five seconds to reset the device, then re-pair to your device.*

- **The Frame is unresponsive to gestures**

*Please try these steps one by one until the issue is resolved:*

*This may happen if gestures are different from the one recognized by the frame. Currently the frame can only recognize “Swipe left”, “Swipe right” and “Swipe Up”.*

- 1. Make sure the frame is in an appropriate position (either landscape or portrait position), the sensor is not too close to the table surface (if put on a table, lean the frame to the wall slightly facing up), then try the gesture again at an appropriate distance.*
- 2. Make sure there is no foreign object (e.g. dirt, smudges) covering the sensor lens.*
- 3. Make sure the gesture command function is enabled (can be configured in the Lenovo Smart Frame app)*
  - 1. Remove and re-insert the power cable*
- 4. Press both Minus and Star keys at the same time for five seconds to reset the device, then try again.*
- 2. If the issue is still not resolved, please call Customer Support.*

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▪ **The Frame is unresponsive**

*Please try these steps one by one until the issue is resolved:*

- 5. Remove and re-insert the power cable*
- 6. Press both Minus and Star keys at the same time for five seconds to reset the device, then try again.*
- 7. If the issue is still not resolved, please call Customer Support.*

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▪ **Shows device disconnected in APP even if near the device**

*Please try these steps one by one until the issue is resolved:*

- 1. Make sure the frame is connected to power and is properly connected to the internet.*

2. *On the frame, press both Minus and Star keys at the same time for five seconds to reset the device, then re-pair to your device.*
  3. *If the issue is still not resolved, please call Customer Support.*
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▪ **Unable to pair to device.**

*Please try these steps one by one until the issue is resolved:*

1. *Make sure that the frame is not connected to any other device. The Frame can only connect to one device at a time.*
  2. *Make sure the Bluetooth function on your device (i.e. mobile phone) is working properly. You can test your device Bluetooth function by pairing it to another device.*
  3. *On the frame, press both Minus and Star keys at the same time for five seconds to reset the device, then re-pair to your device.*
  4. *If the issue is still not resolved, please call Customer Support.*
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▪ **Unable to turn on device even if the adapter is plugged in**

*Please try these steps one by one until the issue is resolved:*

1. *Make sure the adapter is properly inserted in the frame. 1) If connected to the Wall Mounting Bracket, connect the power cable to the Wall Mounting Bracket. 2) If not connected to the Wall Mounting Bracket, connect the power cable directly to the base of the frame.*
2. *If unable to turn on device, remove the Wall Mounting Bracket, then connect the power cable directly to the base. If at this point the Frame is able to power on, the issue may be caused by the Wall Mounting Bracket or Adapter, Contact your Customer Support for further assistance.*
3. *If the Frame is still unable to power on when connecting the power cable directly to the Frame base, the problem may be caused by the Frame or Adapter. Contact your Customer Support for further assistance.*

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- **Fail to log into Google Photos**

*Please try these steps one by one until the issue is resolved:*

1. *Make sure your device is connected to the internet.*
  2. *Make sure Google Photos is available at the time and region you are using it.*
  3. *Make sure your Lenovo Smart Frame app is at the latest version. Check the Google Play Store for a newer version. Reinstall if needed.*
  4. *If the issue is still not resolved, please call Customer Support.*
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- **Unresponsive voice command**

*Please try these steps one by one until the issue is resolved:*

1. *You can use voice commands to control your Frame through your paired device. Make sure your device is connected to the internet and its microphones are working properly.*
  2. *Make sure you are using supported voice commands. Please check the list of supported voice commands in the Lenovo Smart Frame App or in the device FAQs.*
  3. *Make sure the voice command function is enabled (can be configured in the Lenovo Smart Frame app)*
  4. *Remove and re-insert the power cable*
  5. *On the frame, press both Minus and Star keys at the same time for five seconds to reset the device, then retry.*
  6. *If the issue is still not resolved, please call Customer Support.*
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- **Cannot connect to WI-FI**

*Please try these steps one by one until the issue is resolved:*

1. *If your frame cannot connect to WI-FI, press both Minus and Star keys at the same time for five seconds to reset the device, then re-pair to your device. During pairing you will be asked to select the WI-FI network the frame will connect to.*
  2. *If the above does not solve the issue, it may be related to the Frame. Please contact Customer Support.*
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- **Passing by the frame can easily trigger the photo to next/previous item, how to avoid it?**

*Please try these steps one by one until the issue is resolved:*

*This may happen when the Frame interprets someone passing by as a gesture, triggering the Frame to display the next or previous photo.*

*You can turn off the gesture function under Device Settings in Lenovo Smart Frame app to disable the gesture function.*

