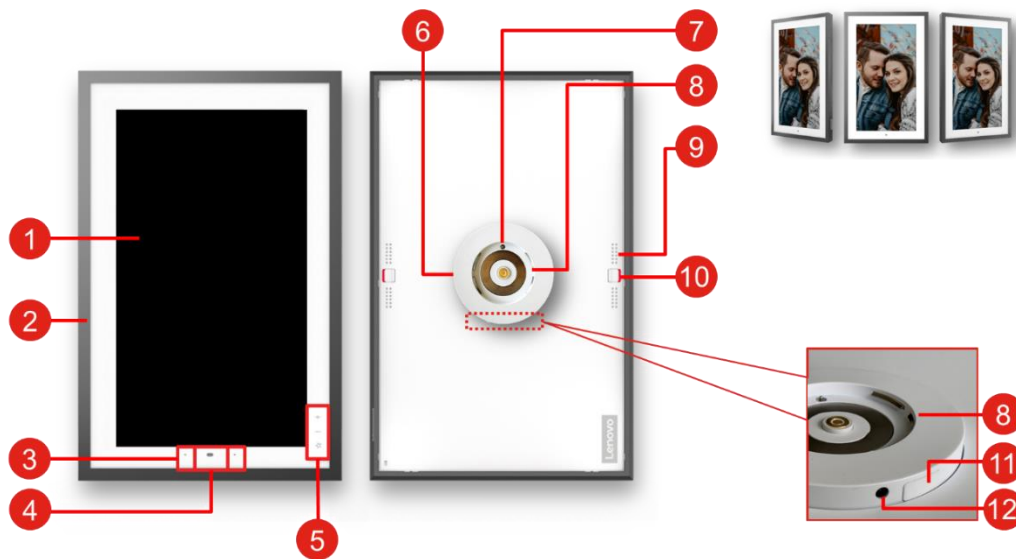# FAQ

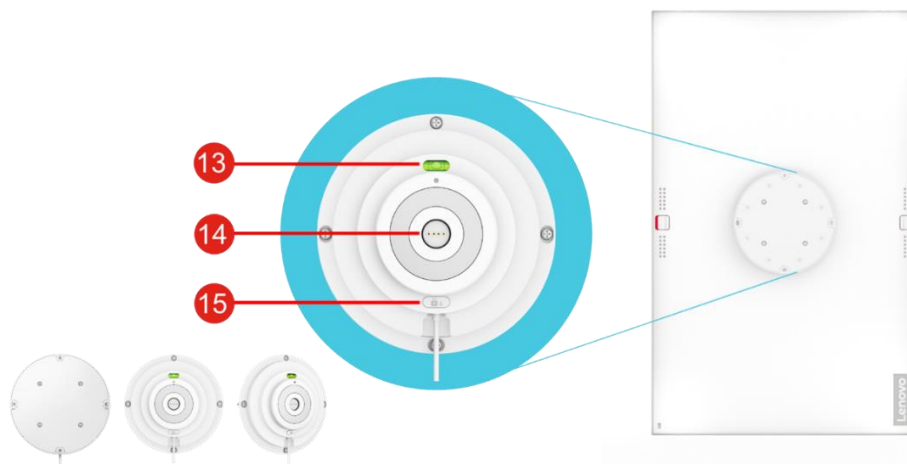Welcome to the **FAQ Guide.** We hope that this guide can help you solve the problem you may be experiencing.

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

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

Main Device (Frame)

Wall Mounting Bracket

1. Screen	9. Speakers
2. Outer Frame	10. Unlock Buttons
3. Microphone x2	11. USB Port (for service use only)
4. Sensor	12. Power adapter connector
5. Touch Panel	13. Level
6. Base	14. Pogo Pin
7. Magnet	15. Unlock button for power cable
8. Locks	

Pictures above are for reference only and may differ from the final product.

Frequently Asked Questions

1. Installation Related FAQs

- [How to hide the power cord?](#)
- [Is there an extender for the Lenovo Smart Frame power cord?](#)
- [How to remove the charging head from the Wall Mounting Bracket?](#)
- [How to remove the main frame from the Wall Mounting Bracket?](#)
- [How far can the frame be rotated?](#)
- [How to connect the charging head to the frame base during wall mode?](#)
- [Can I place the Smart Frame on a table?](#)

2. Hardware Related FAQs

- [Which format does the frame support for photos?](#)
- [How much power does the product consume?](#)
- [What is the size and weight of the main frame with and without the outer frame?](#)
- [How to pair with the frame?](#)
- [How to clear my data from the frame or perform factory reset?](#)

3. Software Related FAQs

Network Related
- [Does the Smart Frame always need to be connected to internet?](#)
- [Why did the operation time out or fail?](#)
- [Why the frame is not showing all photos?](#)
- [Why sometimes I cannot login to my Google ID?](#)
- [Why sometimes Google ID requires re-login?](#)

Photo Management

- How can I manage the photos showing on the frame?
- Is Google Photos required for viewing my photos?
- What are the sizes of pictures to best fit frame in portrait and landscape modes?
- Does the smart Frame have an internal memory to store pictures?
- Can I connect to an external USB device to view my pictures on the frame?
- How to pause a photo on the frame?
- Why the Lenovo Smart Frame not displaying all my photos from my album?
- Why Google photos does not immediately synchronize to the Lenovo Smart Frame after adding or deleting a photo or album?
- I edited a photo in Google Photos, but the edited photo is not showing on the frame?
- How can I find my favorite photos?

Control Related

- Why sometimes the "Previous" instruction not taking effect?

Display Related

- Why my frame screen turns off at night?
- Why the auto-brightness function seems not to be taking effect?
- Is there any way to change the sensitivity of the ambient light sensor?

Gesture Related

- Why is the frame not responding to my gestures?
- How can I control the frame to switch to the next or previous photo after the gesture function is turned off?
- What causes the Lenovo Smart Frame to change channel by itself?
- Why do the keys on the frame keep lighting up without any intentional operation?

Sleep Mode Related

- [Why did the Lenovo Smart Frame not enter sleep mode according to my configured time in settings?](#)
- [Why the frame exits sleep mode, but did not follow the exit time I configured in settings?](#)

Voice Command Related

- [Does the Smart Frame work with Google Assistant? Can I give voice commands to Smart Frame through Google Assistant?](#)
- [What is the list of commands I can use to control Smart Frame via voice?](#)

Software Upgrade

- [How can I update the software on my frame?](#)
- [Why can't the device list page show up on the Lenovo Smart Frame Application after software OTA upgrade?](#)
- [What happens when the OTA software upgrade fails?](#)

Application

- [Why is the app not functioning normally on my iPad or Android tablet?](#)

- **How to hide the power cord?**

  Though Lenovo does not offer this solution, it is possible to use wall plates and/or wall channel kits for the installation to hide the power cord.

  These installation accessories can be found at your local hardware store. Please note that you will need to purchase and install the accessories by yourself. Lenovo do not take responsibility for the accessories' quality and the risk caused by such installation.

- **Is there an extender for the Lenovo Smart Frame power cord?**

  Lenovo does not provide an extender. However, these extender accessories can be found at your local electronics store. Below you will find a picture with the specification of the Lenovo Smart Frame power cord. Please note that you will need to purchase and install the accessories by yourself. Lenovo do not take responsibility for the accessories' quality and the risk caused by such installation.
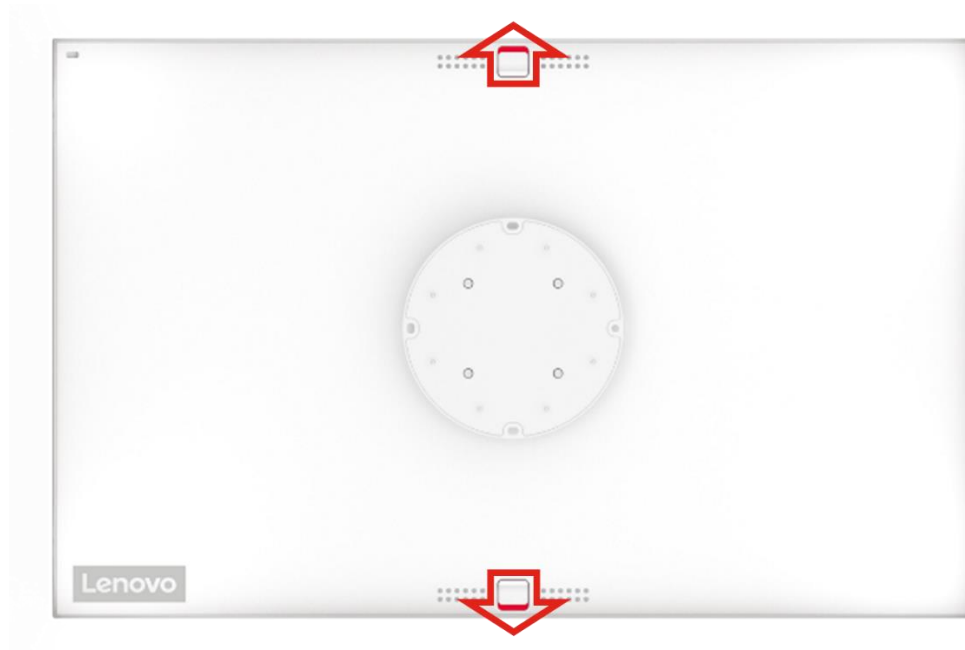

- **How to remove the charging head from the Wall Mounting Bracket?**

  Press the unlock key located on the Wall Mounting Bracket, and pull the charging head gently.

- **How to remove the main frame from the Wall Mounting Bracket?**

  Unplug the charger from the Smart Frame, then pull the left and right unlock buttons outwards to unlock the frame. Then Remove the frame.
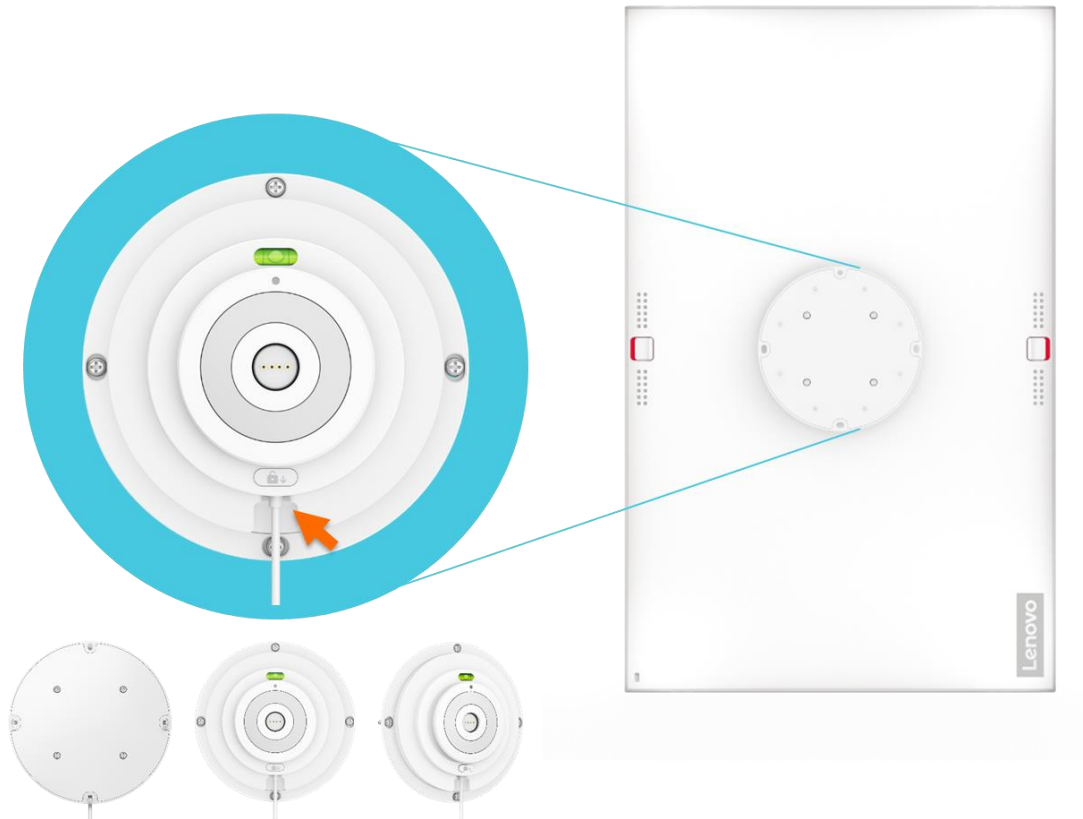

- **How far can the frame be rotated?**

  The base has a 0-90 degree limiting pin.

- **How to connect the charging head to the frame base during wall mode?**

  The charging head should connect to the Wall Mounting Bracket in wall mode.

- **Can I place the Smart Frame on a table?**

    You can lean the frame against the wall in desktop mode. The outer frame does not have an anti-slip feature, so please carefully place the device on the desk to prevent the Smart Frame from slipping.

- **Which format does the frame support for photos?**

  Formats supported for photos include .jpg, .png, .webp files.

- **How much power does the product consume?**

  Generally, the smart frame will consume around 18W. Under network standby, the power consumed is approximately 1.8W.

- **What is the size and weight of the main frame with and without the outer frame?**

  Without the outer frame, the main frame has a dimension of L561.43*W353.13*H18.3mm and weight 3.6KG. With the outer frame, the dimension is L584.5*W376.3*H36.5 and weight is 4.5KG.

- **How to pair with the Frame?**

  For first time setup, any compatible smartphone can be used for pairing with the frame. Smartphones must meet the following requirements: Android (5.0 or higher) or iOS (9.0 or higher).

- **How to clear my data from the frame or perform factory reset?**

  If you want to clear your data from the frame, it can be done by selecting "Remove Device" under Device Settings in your Lenovo Smart Frame app. This action will remove your photos from the frame. You can also perform Factory Reset under "Device Settings > About Device". Factory Reset will not only remove photos from your frame, but also remove all settings, including WIFI connection.

- **Does the Smart Frame always need to be connected to internet?**

   Yes the frame is an IOT device. It needs to stay connected to internet in order to work properly.

- **Why did the operation time out or fail?**

   The frame is an IOT device, which means stable network connection is very important for the frame to work normally as designed. If the network is unstable, the instructions from the phone may not synchronize to the Cloud causing a failure or time-out. When you receive a "Timed Out" notification, it means the phone app did not get feedback from the Cloud.

- **Why the frame is not showing all photos?**

   The frame is an IOT device, which means stable network connection is very important for the frame to work normally as designed. Under an unstable or low signal network, the frame will only play photos downloaded from the Cloud. And when the last photo is played and there are still other photos downloading, the frame will play back all downloaded photos again. Those photos not yet downloaded will be displayed on the frame after the download is completed.

- **Why sometimes I cannot login to my Google ID?**

Sometimes Google ID login fails due to network issue. Make sure you are connected to a network and try login again.

- **Why sometimes Google ID requires re-login?**

  This is part of the Google security mechanism where you are required to login to your Google ID after a period of time.

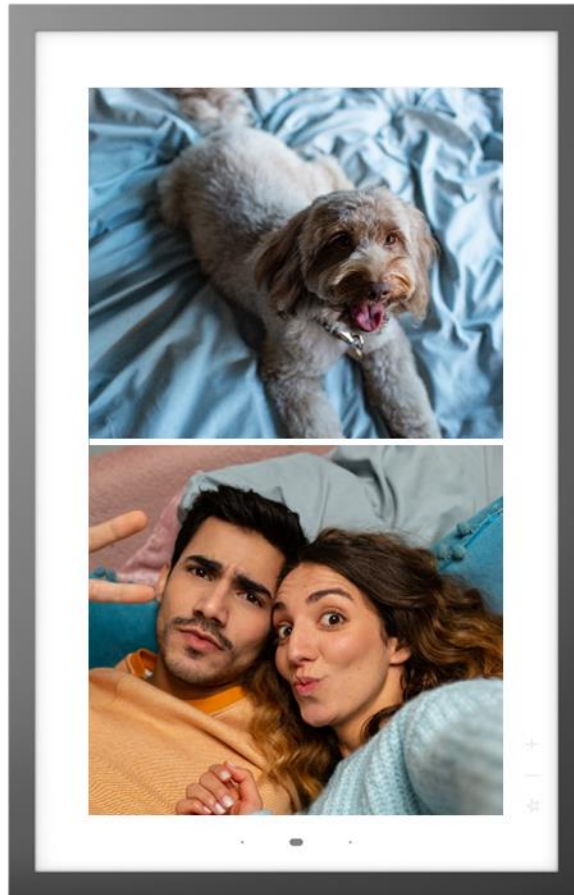- **How can I manage the photos showing on the frame?**

  Your photos are managed in Google photos app/website. The frame only shows your photos synchronized from Google Photos Cloud. As default, you can also select art images for free from Lenovo Cloud and add to your photo collections.

- **Is Google Photos required for viewing my photos?**

  Yes, currently we only support connecting to Google Photos Cloud to show your personal photos. However you may also choose to show Art Gallery images available from Lenovo Cloud, or just show the clock on the frame.

- **What are the sizes of pictures to best fit frame in portrait and landscape modes?**

  The frame resolution is 1920*1080. Photos with/near this resolution will be best fit. Otherwise the frame will use Gaussian Blur background or shows a pair of two different landscape photos together to get better display quality.

- **Does the smart Frame have an internal memory to store pictures?**

  Yes it has internal memory which cannot be accessed by the user. As the frame is designed as an IOT device, the photos are stored for a short time and will keep collecting newest data from the Cloud.

- **Can I connect to an external USB device to view my pictures on the frame?**

  No. The Smart Frame does not support such function.

- **How to pause a photo on the frame?**

  During photo slideshow, click on the image center on the phone app will trigger Pause function, click again to continue slideshow playing. Or just go to Photo Display Settings to turn off slideshow function.

- **Why the Lenovo Smart Frame not displaying all my photos from my album?**

  Photos added to Google Photos will be gradually update to your Lenovo Smart Frame which may take time. If user quickly browse the photos when the update is still going on, user will only see photos that are updated to the Lenovo Smart Frame. You may also check if the "Lock Orientation" is enabled. If enabled, photos that are not consistent with the current Frame orientation will be filtered out.

- **Why Google Photos does not immediately synchronize to the Lenovo Smart Frame after adding or deleting a photo or album?**

  As a limitation from Google Photos, when adding or deleting a photo, changes will not be immediately updated to the frame. However Lenovo Smart Frame will send regular requests to Google Photos to refresh content on an hourly basis.

- **I edited a photo in Google Photos, but the edited photo is not showing on the frame?**
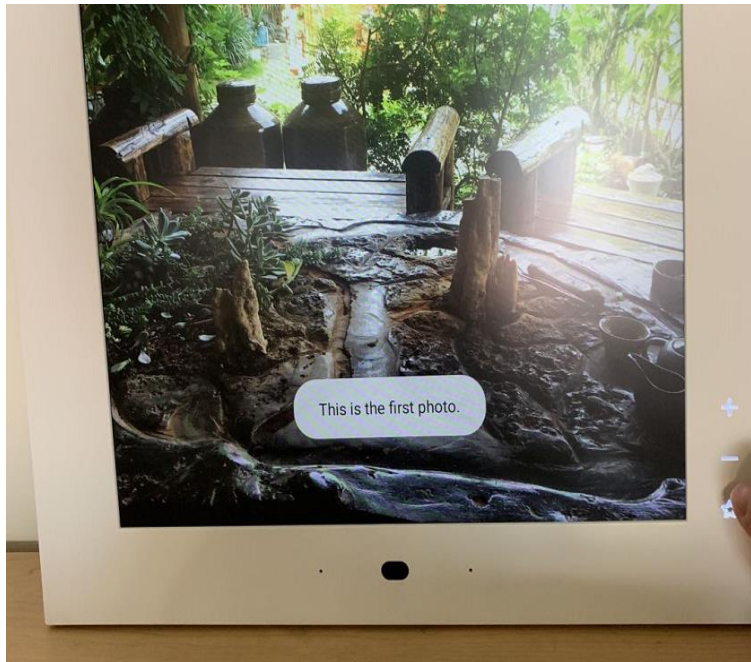
  As a limitation from Google Photos, changes made to a photo in Google Photos will not be synchronized to the frame. You may save the edited photo and upload to Google Photos again, this way the new photo will synchronize to the frame.

- **How can I find my favorite photos?**

  Under the Selected Photos channel, select "Lenovo Smart Frame Favorites" to access your favorite photos.

- **Why sometimes does the "Previous" instruction not take effect?**

  If the photo is the first one in the channel, "Previous" instruction will not take effect, instead you will receive a message "This is the first photo".

- **Why my frame screen turns off at night?**

  Lenovo Smart Frame supports "Sleep Mode" that will turn off/on the frame at pre-configured time. This can be configured in Device settings. Turning on the light in the room will also trigger the frame to exit Sleep Mode.

- **Why the auto-brightness function seems not taking effect?**

  Lenovo Smart Frame by default is set to auto-brightness control. If you manually change the brightness, the frame will follow the new manually configured setting as a higher priority.

- **Is there any way to change the sensitivity of the ambient light sensor?**

  No, the frame can automatically adjust the light but it does not support manual change. You may however change the brightness of the frame from the Lenovo Smart Frame application.

- **Why is the frame not responding to my gestures?**

  The Gesture sensor cannot work properly under these conditions: 1) Light in the room is too bright, e.g. direct sunlight to the frame; 2) When the

frame is put on a table and the gesture sensor is close to the table surface; 3) Hand movement is not in same horizontal level with the gesture sensor position. We suggest you to stand closer to the frame and wait until the keys on the frame light up before starting gesture command.

- **How can I switch the frame to the next or previous photo after the gesture function is turned off?**

  There are still 3 ways to do photo play control: 1) Through the Lenovo Smart Frame app on the phone; 2) Tap the "+" or "-" keys on the frame to next or previous photo; 3) Enable Lenovo Smart Frame skill and use Google Assistant voice command to control.

- **What causes the Lenovo Smart Frame to change channel by itself?**

  The frame has a sensor that will detect hand movements, such as swipe up movement, to change to the next channel. Sometimes, reflected light hitting on the sensor may look the same as a hand gesture and thus causes the channels to change. If this seems to be the problem, it is suggested to turn off the Gesture Control, which is under Device Settings.

- **Why the keys on the frame keep lighting up without any intentional operation?**

  When the frame detects someone is passing by or is close to the frame, the keys will light up.

  Sometimes, reflected light hitting the sensor may look similar to a person passing by and thus causes the keys to light up.

- **Why did the Lenovo Smart Frame not enter sleep mode according to my configured time in settings?**

  As default, the frame will enter sleep mode when the two below conditions are met at the same time: 1) sleep mode time is enabled, 2) when the

frame is in a dark environment. When the frame does not enter sleep mode at the time it should be, it is because the sensor still detect light in the room.

Brightness & Sleep Mode

Auto-Brightness

When Auto-Brightness is enabled, your smart frame's display will automatically adjust based on lighting conditions in your home environment.

Sleep Mode

11:00 PM — **06:00** AM

Your smart frame's display will turn off in a dark environment during configured time range, and exit sleep mode when there is light present.

- **Why the frame exits sleep mode, but did not follow the exit time I configured in settings?**

  As default, the frame will exit sleep mode at configured time. However, the frame will also exit sleep mode when there is light present.

- **Does the Smart Frame work with Google Assistant? Can I give voice commands to the Smart Frame through Google Assistant?**

  Yes you can talk to any Google Assistant enabled devices, such as a phone or a tablet with Google Voice Assistant app running. Go to "Settings > Voice control" in the Lenovo Smart Frame Application to find out how to enable voice commands.

- **What is the list of commands I can use to control Smart Frame via voice?**

For Google Assistant voice command, you can only command to turn on/off the display. Go to "Settings > Voice control" in the Lenovo Smart Frame Application to find out what are the available voice commands.

- **How can I update the software on my frame?**

  You can check for a new software version reminder from "Device settings > about device > Software Update". If a new software version is available, just follow the instruction to download and install. You are suggested to upgrade to the latest software version to enjoy the latest optimization or new function if any.

- **Why can't the device list page show up on the Lenovo Smart Frame Application after software OTA upgrade?**

  After completing OTA software upgrade, users will have to manually go back to device list page by clicking on the back (return) icon on the upper left corner of the screen, then pull down to refresh the device list.

- **What happen when the OTA software upgrade fails?**

  The device must be upgraded to latest software after your first time set up in order to work with full functionality.

If the upgrade fails or got interrupted, try to manually upgrade the software again under Device Settings > About Device > Software Update.

- **Why is the app not functioning normally in my iPad or Android tablet?**

    The companion app "Lenovo Smart Frame" app can only run on phones, not tablet.