

# Aura User Manual

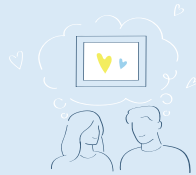
Welcome to Aura! This manual will provide details you need to set up your frame, invite members and share photos with family and friends using your new Aura frame. We also have an online Help Center <https://auraframes.com/help> with FAQs, videos and more. Let's get started!

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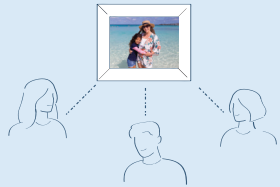
## Aura Digital Frames

Aura Digital Frames are beautifully designed WiFi frames that connect people around the world through a brilliant photo sharing experience enabled by Aura's cloud servers.



### Setup Overview

Download the free Aura Frames app and easily sync your camera roll, iCloud, and Google Photos. Set up the frame on your WiFi, and add selected photos. With free unlimited storage, you can invite the entire family and friends to share their photos, and never worry about running out of space or paying additional fees.



### Invite others to share photos

Invite friends and family to safely share their photos in your home without the need to post on social media. When you invite others to join your frame, they also download the Aura

Frames app and select photos to share on your frame. Since photos are sent from your device to Aura's safe cloud servers and then down to the shared frame, you can send photos to any shared frame, even if you are on a different network.

### Features

**Gift Setup**–Aura offers a unique Gift Setup feature that allows you to preload photos in advance of presenting your gift to the recipient.

**Touch bar**–While you can always control your frame from the Aura app on your device, there is also an interactive touch bar on the top and side of the frame.

**Light Sensor**–Thanks to a light sensor for automatic brightness adjustment, the display goes to sleep when the room is dark.

**Quality Filters**– When you select an entire album to share (ADD ALL), Aura filters and displays only your best photos, avoiding duplicates and blurry photos.



## Device Requirements

The free “Aura Frames” app is available for iOS (iPhone, iPad, iPod Touch) or Android (including phones and tablets from Google, Samsung, LG, HTC, and many others).

### Supported iOS Devices\* include:

- iPhone 5s and above
  - iPad Air and above
  - iPad Mini 2 and above
  - iPad 5th Generation and above
  - iPod Touch 6th Generation and above
- \*Aura will only work if you have an Apple device that runs iOS 11+ or iPadOS 13+.

### Android devices must have the following to be compatible with Aura:

- Android 5.0, Lollipop or higher
- Bluetooth Low Energy (Bluetooth LE, BLE) capabilities

## Operating Requirements

Frame must be plugged into a power source to function. Frame must be connected to a 2.4 GHz WiFi, 5 GHz WiFi is not supported- if unsure, please contact your Internet Service Provider. Internet access is required at all times for the frame to function.

### Setup Requirements

- Free Aura Frames app and Aura account required
- Must grant photo access to install the Aura app
- Smart device or tablet must be present for frame setup
- Both Bluetooth and WiFi must be turned on
- If you are giving Aura as a gift, please refer to the following page for details.



## Gift Setup—Giving and Receiving

### What is Aura Gift Setup?

Aura's Gift Setup feature allows you to preload photos onto the frame before you give it to the recipient. Once the recipient connects the frame to their WiFi, the preloaded photos will appear on the frame. You can even include a digital gift message. When the recipient creates their Aura account, the digital gift message will appear in the Aura app.

### Giving as a Gift

To preload photos when giving as a gift there are a few methods available. View the online help article for the latest instructions before moving forward with frame setup:

**<https://auraframes.com/gift-setup>**

Do not plug in the frame until you've reviewed the online article and decided which method works best for your situation.

### Receiving as a Gift

Please do not scan the Gift Setup code on the box; it is not intended for the gift recipient.

Instead, follow the instructions on the following pages to set up your frame.

## Photo Access and Privacy

Aura requires access to your photo library for the app to function, allowing you to choose photos for your Aura frame. Photos shared with a frame are always stored securely on your device, on Aura's cloud servers, and on your Aura frame. They are never shared with any third parties, or with other Aura users without your permission.

### Granting Photo Access

You'll be asked to grant photo access at the time that you create an account in the Aura app for iOS and Android. Photo access is required for Aura to display your photos within the Aura app, and to choose which ones you would like to send to your frame. If you deny photo access you will not be able to move forward with setup.

### Security & Privacy

Aura uploads and stores your selected photos in a secure cloud database, powered by Amazon Web Services (AWS).

Aura uses the AES-256 advanced encryption standard, which is the industry standard.

Other frame members who are connected to your frame will see the photos you've added to that frame, and never photos that you have not.

Your photos will also be stored locally on your frame, but your frame will sync with our database regularly to ensure it has all of the right photos and requires an active internet connection to function properly.

For more information about how Aura uses your data and the precautions we take to ensure its safety, please see

**[https:// auraframes.com/photo-access](https://auraframes.com/photo-access)** and  
**<https://auraframes.com/privacy>**

## Aura Frame setup

### Step One: Download the App



Visit the Apple App Store or Google Play and download the free Aura app. Search "Aura Frames" to locate the Free Aura app.

Alternatively you can go to **[auraframes.com/app](https://auraframes.com/app)** to download the app.

**Tip:** For iOS users, the app will only work if you have an Apple device that runs iOS 11+ or iPadOS 13+.

For Android users, the app will only work if you have an Android device running on Lollipop (5.0) or higher with Bluetooth Low Energy (Bluetooth LE, BLE) capabilities.

**Note:** We encourage you to keep your Aura app updated and to visit our online Help Center to learn more as new features are added! **<https://auraframes.com/help>**

### Step Two: Create an Aura account.

Open the Aura app on your mobile device, to create your Aura account enter your email, tap **GET STARTED**, on the next screen input your name and password.

**Tip:** We recommend you use a strong, unique password and take advantage of password tools available to you such as Apple's iCloud Keychain or other password keepers of your choice.

If you are planning to invite multiple people to join your frame, each person will need to create their own Aura account. Please, DO NOT share accounts and/or passwords.

### Step Three: Unpack the Aura box.

1. Remove the frame from the box.
2. Peel off the "Happiness Starts Here" and "Touch bar panel" protective labels.
3. Remove the stand from the box.
4. Unpack power adapter.

Frame



Stand



Power Adapter



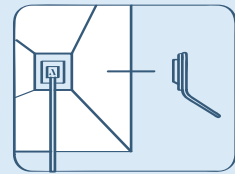
### Step Four: Plug in the frame.

Find a location in your home near a power outlet.

Plug in the power cord.

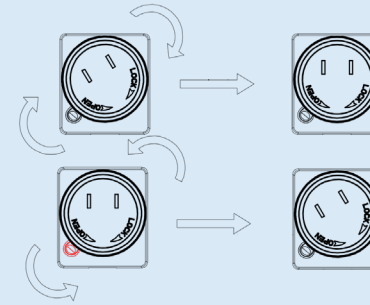
Push the stand into place.

Your frame can be displayed in either portrait or landscape orientation. The photos will rotate to match the frame's position so they always look their best.



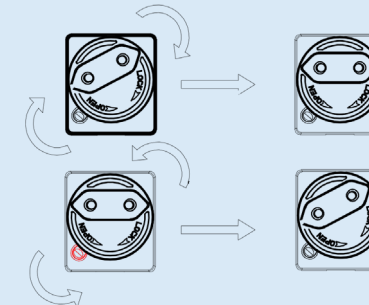
### Adapter guidelines

Country Specific Prongs included with Frames distributed outside of the U.S. and Canada.



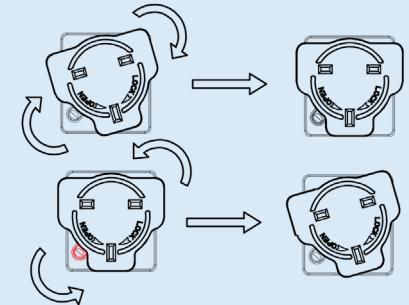
#### US Adapter

To lock in place - Rotate clockwise  
To open - Push button and rotate counterclockwise



#### EU Adapter

To lock in place - Rotate clockwise  
To open - Push button and rotate counterclockwise



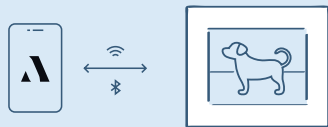
#### UK Adapter

To lock in place - Rotate clockwise  
To open - Push button and rotate counterclockwise

### Step Five: Connect the frame to WiFi.

If you're having issues with this step refer to requirements on page 3 or for more information visit our online Help Center and refer to the WiFi and Bluetooth articles: <https://auraframes.com/help>

This can be the most intimidating step, but we promise it's easy! Before we get started, make sure your mobile device is connected to your home WiFi network AND Bluetooth is turned on.



1. Tap **SET UP A NEW FRAME** in the Aura app. The app will lead you through the steps to connect your frame to WiFi: Confirm the 4-digit code on the frame matches the code in the app.

2. Tap **NEXT** and then **CONNECT NOW**.

Select your 2.4 GHz WiFi network (the frame does not support connecting to a 5 GHz network) and if required enter the network password.

3. Tap **NEXT** and wait until your frame displays "Connected! Please add photos in the Aura app." That's it!

**Tip:** If you have an electronic password keeper; that's a great place to store your network name and password.

If during setup, your frame's display shows a 4 digit number along with the message, "Couldn't join the network 'X.'" Please try again in the Aura app." please refer to this article: <https://auraframes.com/change-wifi>

For more information on 2.4 GHz v 5.0 GHz networks see: <https://auraframes.com/2-4ghz>

Aura supports advanced network setup including Captive Portal and Enterprise Network connections. To learn more, visit <https://auraframes.com/help>

### Step Six: Name your frame.

You can always change the name later in Frame Settings in the app.

### Step Seven: Invite family members and friends.

- Aura is more fun with family and friends! Tap **INVITE** to send an invitation to your frame. Enter a phone number, email address, or select someone from your contacts. They will need to download the free Aura app, create an account, and accept your invite. Once complete, they will be able to share photos directly to the frame.
- There is no limit to the number of members that can be invited to the frame. For more information visit <https://auraframes.com/invite>

- Members do not need to be connected to the same WiFi network as your frame to add photos. Remember selected photos are uploaded to the cloud and then downloaded to the selected frame.
- All members, including the person who set up the frame, have equal access to the frame.
- All members can see all the photos selected for the frame(s) they are invited to in the Aura app. Remember: no member has access to photos you have not shared to the frame.
- Any member can edit Frame Settings and perform frame commands such as "Show Now".

### Step Eight: Add some photos.

- In the app, tap **ADD PHOTOS** and select directly from your Camera Roll or select the source at the top of your screen to choose photos from additional sources (e.g. Tap Favorites, My Albums, Shared Albums, Google Photos and more).
- Tap **SELECT PHOTOS** and choose one or multiple photos (tap in the circle to select/deselect) and tap **SAVE**.
- An alternate way to select photos is to tap on a single photo, tap **SELECT PHOTOS** and then you can scroll left or right, tap on the circle on the bottom right on the photo to select or deselect a photo, when complete, tap **SAVE**. Tap the **X** in the upper right corner when finished.



For additional information on Adding and Managing Photos visit our Help Center: <https://auraframes.com/help>

**Tip:** If you have multiple frames, use the photo picker tool to add the same photo to multiple Aura Frames.

- Tap the yellow photo picker icon (photo with a plus sign) and select the frames you want to receive your photo(s), tap **NEXT**.

The screen defaults to your Camera Roll and you can select other sources from the top (e.g. Tap to open Favorites, My Albums, Shared Albums, Google Photos and more).

- Tap **SELECT PHOTOS** and choose one or multiple photos and tap **SAVE**.
- Tap **CLOSE** when complete.

# Frequently Asked Questions

## • Should I perform a factory reset?

No. A frame reset (paperclip) should only be used if instructed by Customer Care since it will remove your photos from the frame. If a gift frame has been set up in advance, a factory reset will also delete the gift frame. If you need assistance, please contact Customer Care before resorting to a factory reset.

## • What about additional photo storage, SD cards or costs?

Your frame comes with unlimited free photo storage, so no additional photo storage is needed (e.g. no SD, flash drives etc.)

## • Can I control the photo order?

Aura controls the photo order and here's what you can expect. When you first upload your photos they will be displayed in chronological order (recent to oldest). After a while, the photo display sequence will change to show your newer photos first and your remaining photos will be shuffled automatically.

## • What settings can I change in the Aura app?

Account Settings - First name, email address, Smart Suggestions

Frame Settings - change frame name, Add Members, Slideshow Timing, Device on/off schedule, WiFi Network

## • How can I control my frame from the Aura app?

When viewing photos, you have access to add photos, scroll through your photos and additional features such as "Show Now", "Hide/Remove", and "Position (Crop/Rotate)".

## • How can I control my frame with the built-in touch bars?

With interactive touch bars on the top and side of the frame, you can swipe right for the next photo or swipe left for the previous photo, swipe up to view photo details such as who shared the photo. On frame controls also include sending some love to the person who added the photo to your frame, removing a photo, replaying a Live Photo and powering off your frame.

To learn more about touch bar controls, including viewing videos please visit <https://auraframes.com/touch-bar>

## Where can I find warranty information?

<https://auraframes.com/warranty>