Memento

S M A R T F R A M E ™

USER MANUAL

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SECTION 1: GETTING STARTED

Overview of the Memento SmartFrame™

Congratulations on your purchase of the Memento Smart Frame—the most sophisticated 4K digital photo frame on the market! Every day, your frame will connect you to your most precious memories by displaying your digital pictures with the highest quality possible. You will appreciate its design, impressive resolution and ease of use. With your Memento Smart Frame, you can upload all of your pictures to Memento SmartFrame™ internal memory storage using your smartphone, tablet or personal computer. What's more, thanks to the Memento App, which can be used on any Android device, iPhone, iPad, and Windows or Mac computer, you can set Playlists to personalize your frame's slideshow.
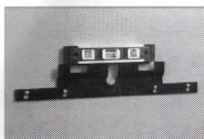
PACKAGE CONTENTS

The package includes:

- Your Memento SmartFrame™
- 1 x Wall-mount bracket
- 1 x power supply: 24V AC 100-240V ~ 50-60Hz 1.8A
- 4 x outlet adaptors
- 1 x 10 ft. extension cable
- 4 x 1 ¼ in. one-piece drywall screw anchor

SECTION 2: INSTALLATION
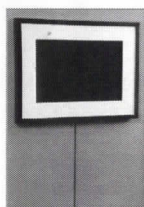
Installing your Memento SmartFrame™

1. Choose a wall in your home where you would like to hang your Memento Smart-Frame™ . Make sure that an electrical outlet is nearby. Using the screws provided and a Phillips screwdriver, install the wall mount on the wall, making sure that it is perfectly level.
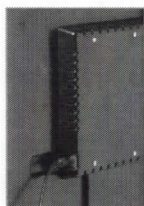
2. Plug the 10 ft. extension cable into the socket located behind the frame

3. Choose one of the four outlet adapters that correspond to your country. Insert it in the space pro-vided on the power supply.
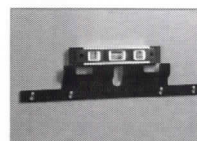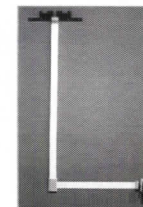
4. Hang the frame on the wall mount.

5. Plug the other end of the 10 ft. extension cable into the power supply. Plug the power supply into the nearby electrical outlet.

### Installation with a flat power cable (sold separately)

You can purchase a flat power cable kit, sold separately, to install your Memento SmartFrame™ . This kit enables you to install the frame with a very discreet setup.

This kit includes:
- 1 x 15' flat wire power cable
- 1 x 40'' 24 volt power cable
- 2 x flat wire connectors
- 1 x 90° angle plate
- 2 x 1 ¼'' drywall screws
- 2 x 1/8'' flat-head screws
- 1 x spatula

1. Choose a wall in your home where you would like to hang your Memento Smart-Frame™ . Make sure that an electrical outlet is nearby. Using the screws provided and a Phillips screwdriver, install the wall mount on the wall, making sure that it is perfectly level.
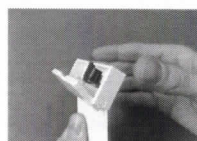
2. Take one flat wire connector and open the front panel. Insert the end of the flat power cable into the flat wire connector's slot at a 90-degree angle. Make sure that the cable's self-adhesive side is facing in the opposite direction of the connector's panel.
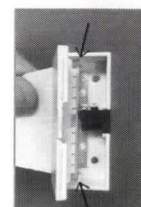
3. The cable must be inserted square to the marks as indicated;

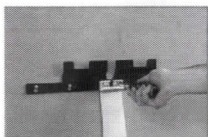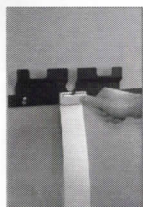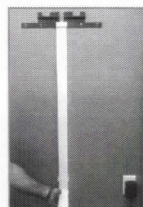**4.** Using the two 1/8 in. flat-head screws, screw the connector onto the wall mount in the space provided.

5. Firmly close the connector's front panel.

6. Leave out the cable to the ground to see where it falls exactly in order to help you determine the location of the 90-degree plate. With a measuring tape, determine the appropriate position for the angle plate, which should be precisely located underneath the wall mount and at the same height as the electrical outlet. Once you have determined the appropriate position, peel back the 90-degree plate's protective paper. Stick the plate on the wall, pressing firmly.
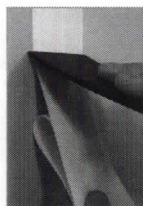
7. Carefully peel back the protective paper from the flat power cable. Slowly stick the cable onto the wall using the included spatula, affixing it in a downward motion. Take your time when affixing the cable to the wall so as to not create any creases or air pockets.
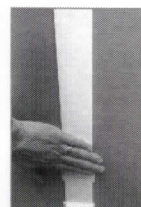
8. Stick the flat cable on the wall all the way down until you reach the square edge near the bottom of the 90-degree plate.
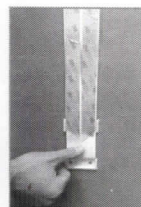
9. Fold the cable upwards.

10. Then, fold the cable over itself to create a 90 degree angle as indicated and continue sticking the cable on the wall until you reach the electrical outlet. Note that it can be fold right or left to reach the electrical outlet.
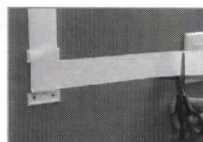
11. Cut the flat cable 1 in. (2,5 cm) short of the electrical outlet. Take the other connector and proceed as in Step 2.

12. With the two 1 ¼ in. screws, screw the connector onto the wall. Close the panel.
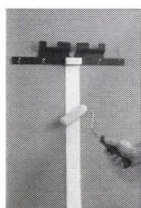
13. You can even paint the cable the same colour as your wall to make the setup even more discreet.
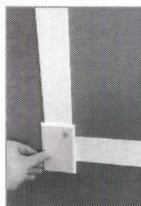
14. Place the cover on the 90-degree plate.

15. Take the 24V 40 in. power cable. Plug one end into the connector located on the wall mount.
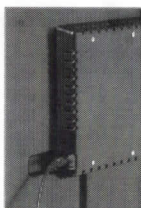
16. Plug the other end at the back of the frame.
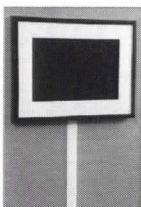
17. Hang the frame on the wall mount.

18. Choose one of the four outlet adapters that correspond to your country. Insert it in the space provided on the power supply
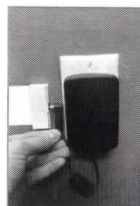
19. Plug the power supply's cable into the connector that is affixed to the wall beside the electrical outlet. Plug the power supply into the electrical outlet.

SECTION 3: CONFIGURATION

What you will need
Now that your frame is installed, you can proceed with its configuration. To do so, you will need the following:

• A mobile device running on; iOS (IOS 8 or later) or Android (Android 4.4 or later), as well as on a PC running on; Windows (Windows 7, Windows 8.1 or Windows 10), or Mac (OSX 10.10 or 10.11)
• Wireless Wi-Fi network, preferably secure, for the frame. Make sure you have the network password.

• Internet access for your mobile device or personal computer.

Note that the performance of some features will depend on your Wi-Fi network and the device you will use with the Memento frame.

How to configure and connect your Memento Smart-Frame™ to your Wi-Fi Network
A) With an iOS device
• From your iOS device, access the App Store and download the free Memento App.

- Make sure your frame is plugged into the electrical outlet. Launch the app on your iOS device. Follow the instructions that will appear both on your device and Memento SmartFrame™ .

B) With an Android device
- From your Android device, access Google Play and download the free Memento app.
- Make sure your frame is plugged into the electrical outlet. Launch the app on your Android device. Follow the instructions that will appear both on your device and Memento Smart-Frame™.

C) With a Windows or Mac computer
- Open your web browser and enter the following URL: https://mementosmartframe.com/download
- For Windows computers, download the free app. For Mac computers, you will be redirected to the App Store to download the free app.
- Install the app on your computer.
- Make sure your frame is plugged into the electrical outlet. Launch the app on your computer. Follow the instructions that will appear both on your computer and Memento frame.

SECTION 4: USING YOUR FRAME

Now that the configuration is complete, you can upload pictures in your Memento frame. First, make sure your device is connected to your Wi-Fi network. Then open your Memento App and select your frame. If you have not uploaded any pictures, the app will display the GALLERY and EVENING PLAYLIST. Once you have uploaded pictures, the app will display the GALLERY, EVENING PLAYLIST, and any other PLAYLIST you may have created.

- **GALLERY** is the folder in which all the pictures that you have uploaded to the frame's internal memory will be found. Note: Playlist pictures will always be found in GALLERY.

- **EVENING PLAYLIST** is a special mode of displaying your pictures. When you add pictures to the **EVENING PLAYLIST**, the frame will only display them when the ambient lighting is dimmed and if the **EVENING** mode is enabled in the app settings.

Adding pictures to the Memento SmartFrame™ internal memory storage
Open the Memento app. Go to the main screen, where the **GALLERY and EVENING PLAYLIST** folders can be found. Select **GALLERY.** Tap the "+" button located at the top right-hand side of the screen.

The images available on your device or computer will be displayed. Choose the pictures you want and confirm. The pictures are uploaded to your frame's internal memory. Note that each time you upload pictures in the frame's internal memory, they will always be stored in the GALLERY folder.

Creating Playlists
You can create up to 64 different Playlists. In the main screen, where the GALLERY and EVENING PLAYLIST folders are displayed, tap the "+" button located at the top right-hand side of the screen, which will enable you to create a new Playlist. You will then be given the opportunity to name your Playlist with a maximum of 16 characters. Next, the app will display the main menu, which will include your new Playlist. Select this Playlist. Then, tap the "+" button to add pictures to your Playlist.

Your Memento app displays the following options:
- **Add new picture:** This option enables you to upload a new picture from your mobile device or computer to your Playlist.

- **Copy from GALLERY:** This option enables you to add a new picture to this Playlist from a gallery of pictures already saved in the frame's memory module.

Adjusting your frame's settings

The Memento SmartFrame™ enables you to change different settings, including:

- **EVENING MODE:** When this mode is activated, the frame will display the pictures included in the EVENING Playlist as soon as the ambient lighting is dimmed. Note that the EVENING Playlist must include pictures in order for this feature to work.

- **POWER:** Use this setting to manually power the frame ON or OFF. Note that this setting is deactivated during a power outage, when power is re-established.

- **SHUFFLE:** When this mode is activated, the frame displays the pictures within a specific Playlist and in random order.

- **PICTURE CYCLE TIME:** This setting adjusts the amount of time pictures are displayed on the screen.

- **BRIGHTNESS:** Use this setting to manually change the frame's display brightness.

- **THRESHOLD:** Use this setting to adjust the sensitivity of the light sensor for determining the ambient light level where the frame will switch off.

- **CONTRAST:** Use this setting to adjust the difference between the light and dark aspects of your pictures.

- **EXPOSURE:** Use this setting to adjust the exposure value of pictures so that the images are accurately rendered.

- **SATURATION:** Use this setting to adjust the colour intensity of your pictures.

OTHER OPTIONS

- **AWAY SCHEDULE:** Use this setting to adjust the days and times when you will be away so that the frame is turned off. This setting will help you save on energy.

- **RENAME:** Use this setting to change the name of your frame (maximum of 16 characters).

- **FORGET NETWORK:** Use this setting to reset the Wi-Fi network setting of the frame.

- **FACTORY RESET:** As this setting's name indicates, this enables you to reset the frame to factory settings.

SECTION 5: TROUBLESHOOTING

The frame does not power on.
- Make sure that all of the wires are properly connected. Ensure that the power supply is properly plugged into the electrical outlet. Make sure that the electrical outlet works properly.

The frame cannot connect to my Wi-Fi network. The following message appears: "No available WiFi Network found in the vicinity."
- Unplug the frame from the outlet. Wait 10 seconds. Plug it back into the outlet.

My mobile device (smartphone, tablet) or computer cannot connect to the frame.
- Unplug the frame from the outlet. Wait 10 seconds. Plug it back into the outlet.

The frame is not visible on my Memento App.
- Make sure your wireless network is enabled.

- Make sure your device is connected to the same Wi-Fi network as your frame

- Unplug the frame from the outlet. Wait 10 seconds. Plug it back into the outlet.

I plugged my Wi-Fi router into an outlet. The router seems to work; however, the frame is not detecting the Wi-Fi network.

- Unplug the frame from the outlet. Wait 10 seconds. Plug it back into the outlet.

I uploaded pictures to my frame's memory module; however, some pictures seem to be missing.

- The size of the pictures is limited to 15 000 pixels (width) by 10 000 pixels (height). Any pictures that are larger will not be uploaded to the frame. You must resize these pictures and try uploading them again.

- The frame supports .jpg and .png picture formats. Any pictures with a different file format will not be uploaded to the frame. You must change the format of these pictures and try uploading them again.

- If your frame's memory module has reached its limit of 3 000 pictures, you will not be able to upload any more pictures. You may always delete pictures to free-up space. Note: You must delete from Gallery and Playlist.

SECTION 6 : WARRANTY & SUPPORT

Limited one-year warranty. Memento Electronics offers a one-year warranty, from the date of purchase, on parts and labour. Extended warrantees are available. Please visit **www.mementos-martframe.com** for more information.

Memento Electronics' mobile and/or desktop application, described in this manual, is available only in certain languages and subject to change/removal without prior notice. Memento Electronics cannot be held responsible for any content generated by third parties and/or the availability of this content. Memento Electronics does not supply high-speed Internet access or any equipment required to set up this access. Memento Electronics made all reasonable best efforts to ensure the accuracy of the information provided herein. All product specifications, features, characteristics, configurations, performance levels, design, and other information described herein can be changed without prior notice. Memento Electronics cannot be held responsible for typographical, technical or descriptive errors.

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