

# Sungale

## Cloud Frame



## User's Manual

Model: CPF1051+

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

## User Notice

This product has met electronic emissions standards required. It can be used safely at home.



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# 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.



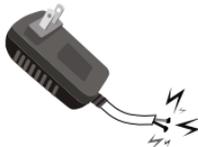
**02. When connecting the power source, make sure that your hands are free of moisture.** Failure to do so could result in electrical shock.



**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.

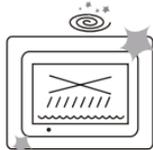


# Safety Precautions

Please read the following guidelines carefully to ensure user safety and avoid malfunction.

## Product Related Precautions

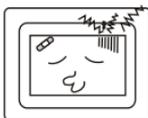
01. Dropping the product or subjecting it to a significant impact can cause critical damage.



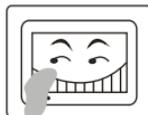
02. Spilling water or any other liquid on the product can cause critical damage.



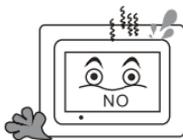
03. Striking or scratching the LCD screen may cause critical damage.



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.



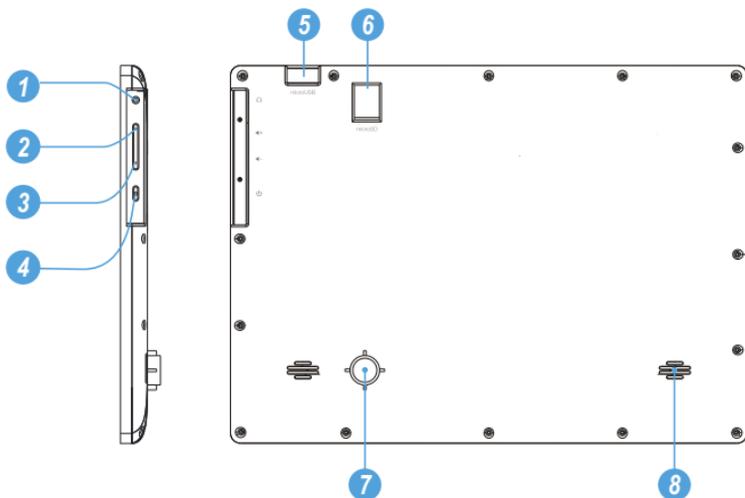
06. Make sure to power off the unit before disconnecting the power supply.



## What's-In-The Box?

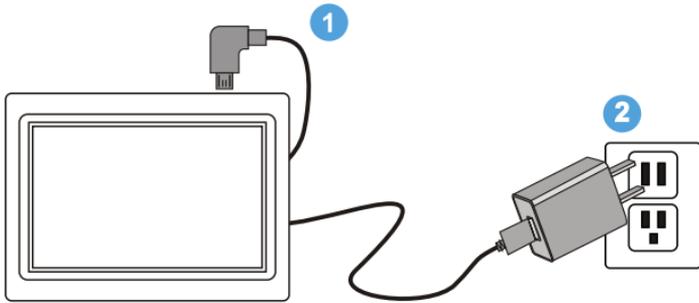
- 1 Cloud Frame
- 1 Quick Start Guide
- 1 Power Adaptor
- 1 USB cable
- 1 OTG cable
- 1 Warranty card
- 1 Cloud Frame Stand

## Know your Cloud Frame



- 1. Earphone jack:** Audio output connection for earphones.
- 2. Volume up:** Press to increase the volume level.
- 3. Volume down:** Press to decrease the volume level.
- 4. Power:** Press and hold on for more than 3 seconds to turn on or turn off the unit. One quick press to turn the screen on and off.
- 5. Micro USB port:**
  - a. Charge and power the frame with the included power adaptor and USB cable.
  - b. Connect this unit to your computer by USB cable, and read U-disk by OTG cable.
- 6. MicroSD card slot:** Insert one of the microSD cards each time (support up to 32GB).
- 7. Stand:** Using the stand provided that the frame can sit on the top of a surface.
- 8. Speaker:** Stereo speakers built-in.

## Connect Power

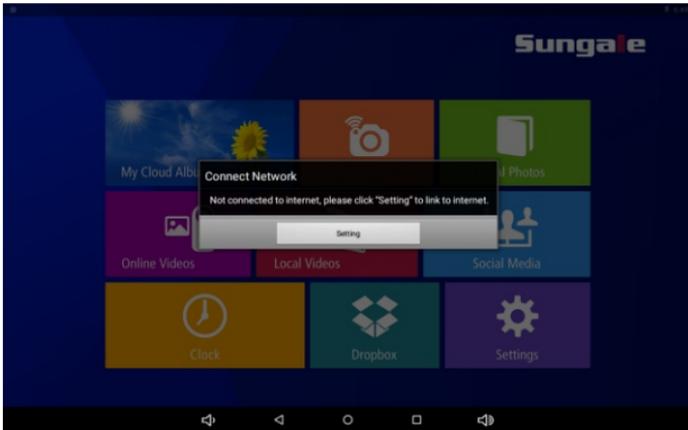


Plug the Power Adapter into the frame and also into a power outlet.

Press and hold on the Power (  ) button for more than 3 seconds to turn on or turn off the frame.

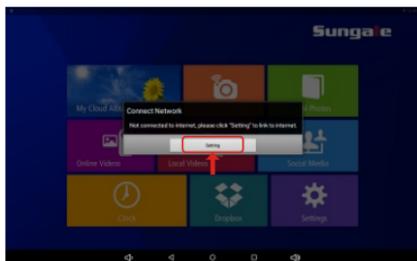
## Link Wi-Fi

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.

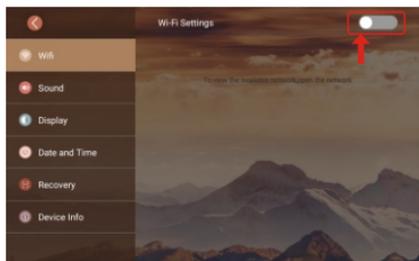


# Link Wi-Fi

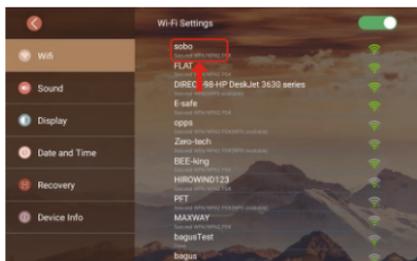
**Step1:** Tap "Settings" button on the prompt.



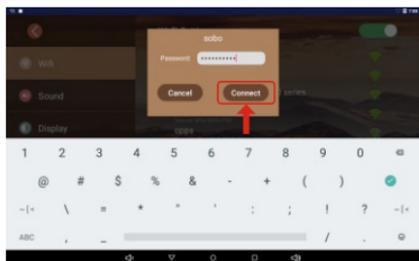
**Step2:** Tap Wi-Fi button (  ) to turn on.



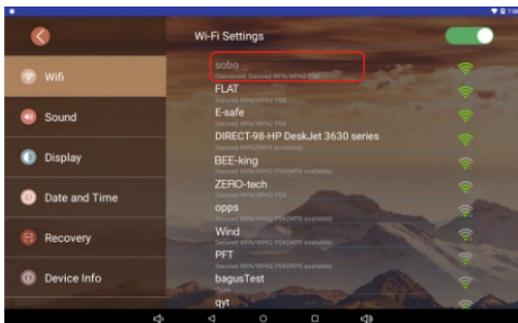
**Step3:** Select your network.



**Step4:** Input your password, and then tap "Connect" button.



Now, you can see your router has been connected, which means your frame has been linked to internet.



# Register Your Cloud Frame

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

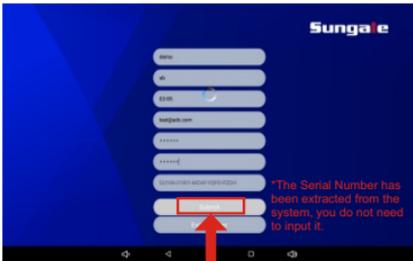


Now you can register your cloud frame on this device, or you can go to your mobile phone or computer to register your cloud frame.

## 1) Register on your Cloud Frame

Tap on "Register Now" button on the prompt, enter your personal information, then tap "Submit", you will be prompted to enter the activation code that has been sent to your registered email, get your activation code, and tap "Confirm".

Note: The Serial Number has been extracted from the system, you do not need to input it.



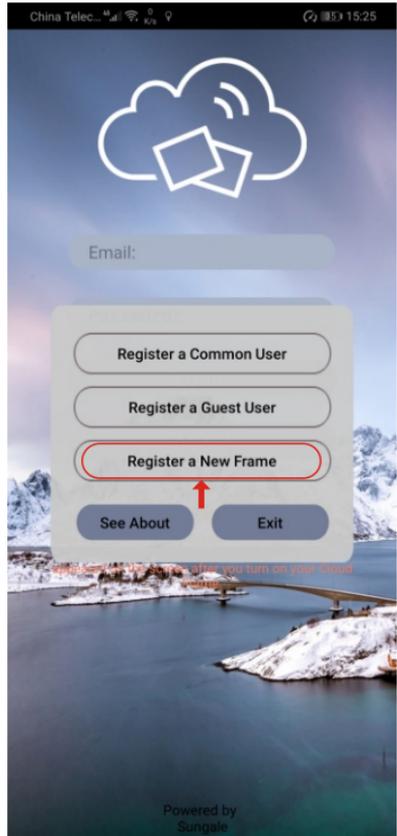
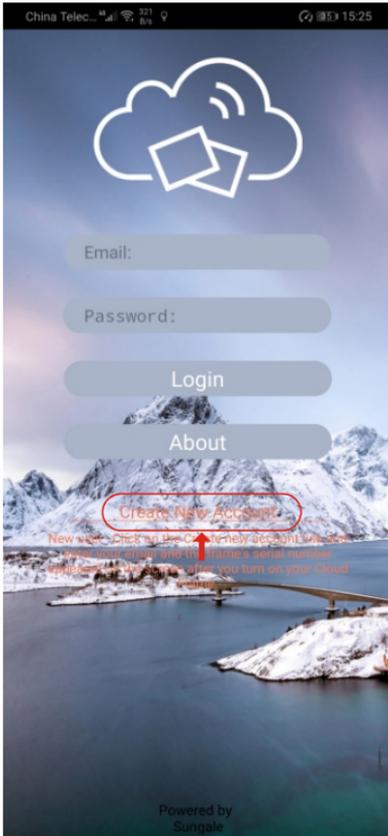
## 2) Register with your mobile phone

**Step1:** Go to Apple's App Store or the Google's Play Store, download and install "Sungale Cloud" onto your mobile phone.



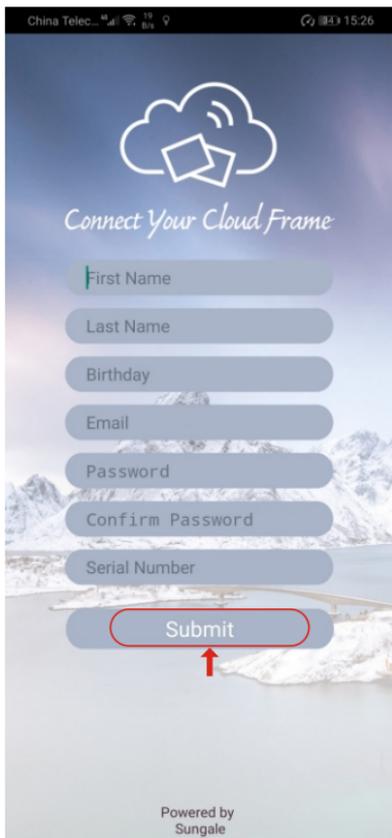
# Register Your Cloud Frame

**Step2:** Open the "Sungale Cloud" App from your phone, tap "Create new account", then tap "Register a New Frame".



## Register Your Cloud Frame

**Step3:** Then enter your personal information and the serial number from your frame, then tap "Submit", you will be prompted to enter the activation code that has been sent to your registered email, get your activation code, and tap "Confirm".



China Telecom... 15:26

Connect Your Cloud Frame

First Name

Last Name

Birthday

Email

Password

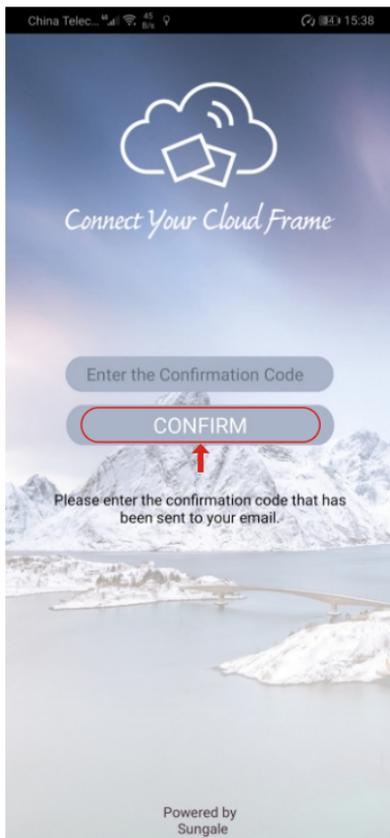
Confirm Password

Serial Number

Submit

Powered by Sungale

The image shows a mobile app registration screen. At the top, there is a cloud icon with a Wi-Fi symbol and the text "Connect Your Cloud Frame". Below this are several input fields: "First Name", "Last Name", "Birthday", "Email", "Password", "Confirm Password", and "Serial Number". At the bottom of these fields is a "Submit" button, which is highlighted with a red circle and a red arrow pointing up to it. The background is a scenic view of a lake and mountains. At the bottom, it says "Powered by Sungale".



China Telecom... 15:38

Connect Your Cloud Frame

Enter the Confirmation Code

CONFIRM

Please enter the confirmation code that has been sent to your email.

Powered by Sungale

The image shows a mobile app confirmation screen. At the top, there is a cloud icon with a Wi-Fi symbol and the text "Connect Your Cloud Frame". Below this is a text input field labeled "Enter the Confirmation Code". Below the input field is a "CONFIRM" button, which is highlighted with a red circle and a red arrow pointing up to it. Below the button, there is a message: "Please enter the confirmation code that has been sent to your email." The background is the same scenic view of a lake and mountains. At the bottom, it says "Powered by Sungale".

### 3) Register on your computer

Open browser, type in <https://cloud.sungale.com>, you will find below interface. Click "Sign Up", then click "Activate your Cloud Product".

# Register Your Cloud Frame



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.

A screenshot of the registration form titled 'Register now to activate your Sungale Cloud Account.' The form contains several input fields: 'Serial Number', 'Your name', 'Email' (pre-filled with 'lang@sungale.com.cn'), 'Choose your password', and a confirmation password field with a message 'The confirm password does not match.' Below these are 'Address' fields for 'country', 'address 1', 'address 2', 'city', 'state or province', and 'zip code'. There are also optional fields for 'Telephone' (phone number) and 'Birthday'. At the bottom, there is a 'Gender' section with radio buttons for 'Female' and 'Male', and a checkbox for 'I have read and agree to the Service Terms set out by this site, including our Cookie Use.' The 'Register' button at the bottom is highlighted with a red rectangular box, and a red arrow points upwards towards it.

You need to go to the email box you used for registration to pick up your activating code and enter into on your computer, then, the screen will notify you that you have registered successfully.

## Check if you need to upgrade

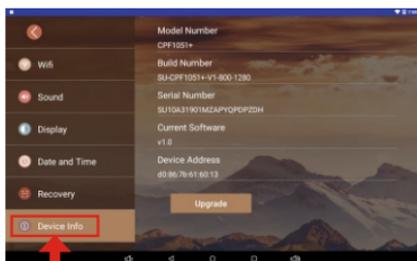
After Wi-Fi is connected, tap "Settings" on home screen, then tap Setting/ Device Info/Upgrade/Check for updates, System will auto inspect new Version.



**Step1:** Tap on "Settings"



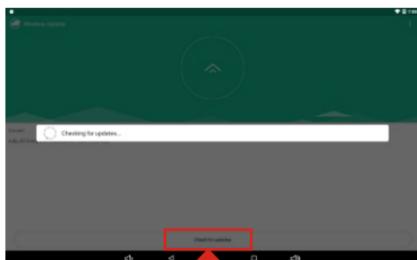
**Step2:** Tap on "Setting"



**Step3:** Tap on "Device Info"



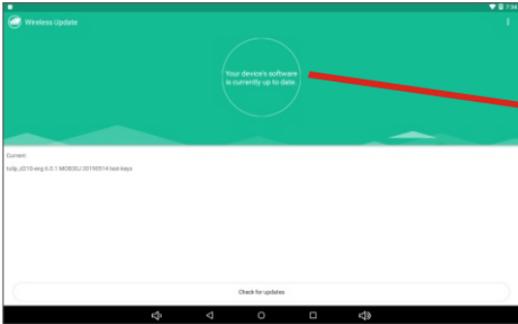
**Step4:** Tap on "Upgrade"



**Step5:** Tap on "Check for updates"

# Check if you need to upgrade

If your device's software is currently up to date, it should look like the below:



If it has new version, your frame should look like the below:



Now you can follow the steps below to upgrade your cloud frame.



**Step1:** Tap on "Download"

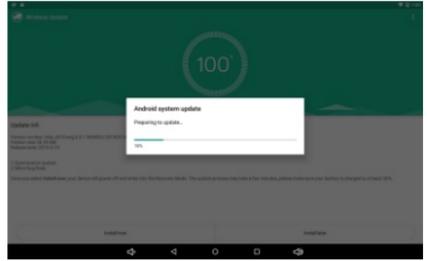


**Step2:** Tap on "Install now" when download fulfilled

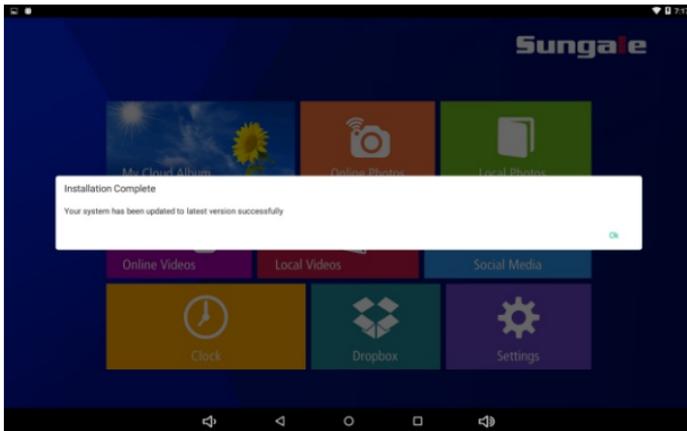
# Check if you need to upgrade



**Step3:** Tap on "OK"



**Step4:** Upgrading Progress

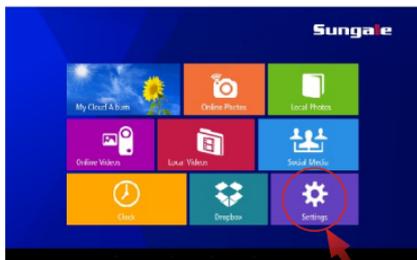


When upgrading fulfilled, the system will auto re-start, then, a prompt will appear on home page to indicate the system has been upgraded to the latest version.

# WiFi Setup

You should automatically be prompted to setup your WiFi connection during the frame registration process, but if you ever need to connect to a new WiFi network, follow below instructions:

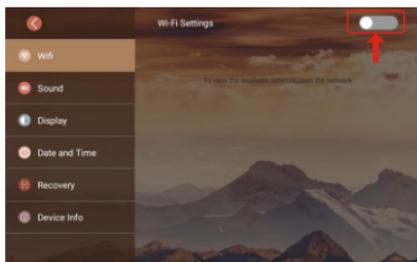
**Step1:** To setup the WiFi Connection on your photo frame, click "Settings" from the home screen.



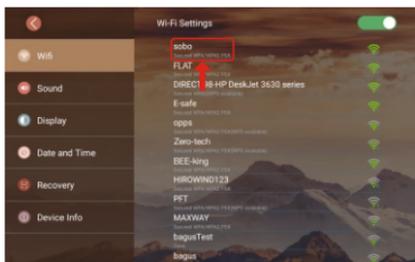
**Step2:** Select the "Settings" menu icon.



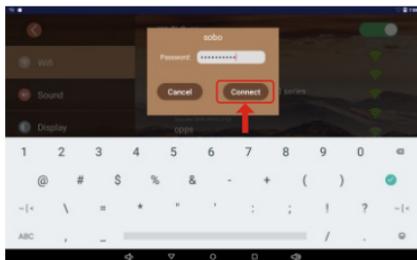
**Step3:** Tap WiFi button (☐) to turn on.



**Step4:** Select your network.



**Step5:** Input your password, and then tap "Connect" button.



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

## Getting to know your main menu



- 1 My Cloud Album:** To load and manage photos in cloud storage space.
- 2 Online Photos:** To review or download photos from online providers.
- 3 Local Photos:** Display or review the photos stored in internal memory or microSD card.
- 4 Online Videos:** Access videos from online video providers.
- 5 Local Videos:** Play or view the videos stored in internal memory or microSD card.
- 6 Social Media:** Access Social Media from online social providers.
- 7 Clock:** View the time and date.
- 8 Dropbox:** 3rd party cloud storage access.
- 9 Settings:** Choose from four icons including Browser, all Apps, Files, and Settings to adjust frame's features and functions.
- 10 Volume down:** Press to decrease the Volume level.
- 11 Back:** Press to return to the previous screen.
- 12 Home screen:** Press to return to the home screen.
- 13 Recent Apps:** Press to display the list of Apps that you have worked recently.
- 14 Volume up:** Press to increase the Volume level.

## My Cloud Album

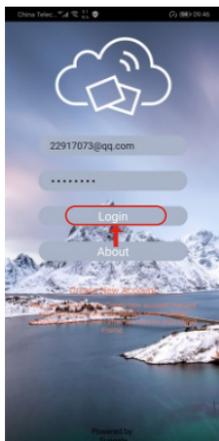
The My Cloud Album is used for displaying the photos you pushed from your mobile phone or computer to Cloud Storage, then to this frame.

### How to add photos to the Cloud?

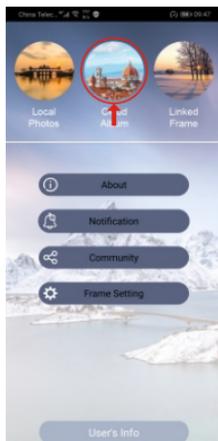
#### 1) Add photos to the Cloud by "Sungale Cloud" App:

Take out your mobile phone, open "Sungale Cloud" App, then, follow the screen prompts as below to setup your Cloud Albums, push photos from your mobile phone, then, the photos will appear in your cloud frame.

**Step 1:** Login into your account



**Step 2:** Tap "Cloud Album" icon.



**Step 3:** Tap "Album+" from the upper right hand corner.

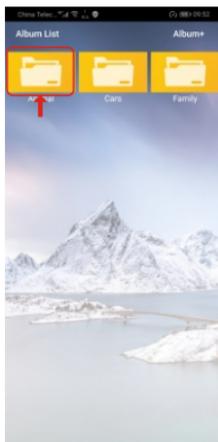


**Step 4:** Input the album name and tap "OK" button.

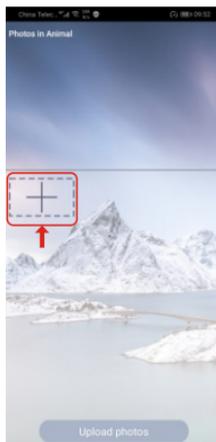


## My Cloud Album

**Step 5:** Select the Album you want to add photos to.



**Step 6:** Tap "+" icon to choose photos from your mobile phone.



**Step 7:** After selecting the photos, tap "Send Photos" to send photos.



**Step 8:** Tap "Upload Photos" button to upload photos.



Now, the photos you added to the Cloud will appear on your Cloud Frame even it is in another country.

Note: You can only select up to 9 images to upload at a time.

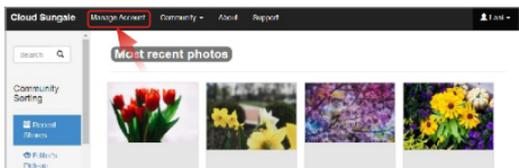
# My Cloud Album

## 2) Add photos to the Cloud from your computer:



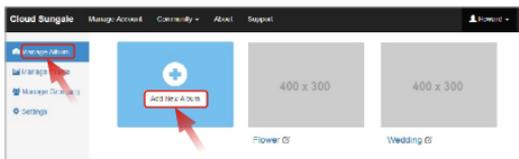
### Step 1:

Go to [www.cloud.sungale.com](http://www.cloud.sungale.com), login into your account



### Step 2:

Select **"Manage Account"** go to manage page.



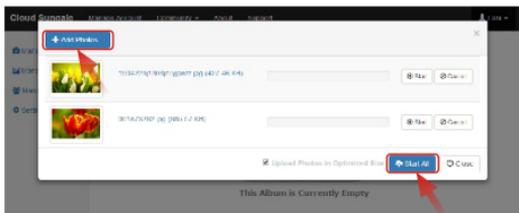
### Step 3:

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.

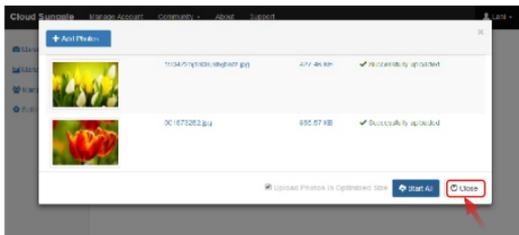


### Step 5:

Click **"Add Photos"** button, choose photos from your computer and click **"Start All"** button to upload photos.

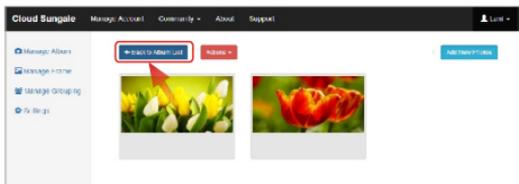
Note: Allow up to 20 images to be uploaded at a time.

# My Cloud Album



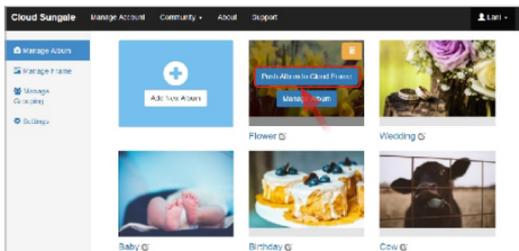
## Step 6:

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



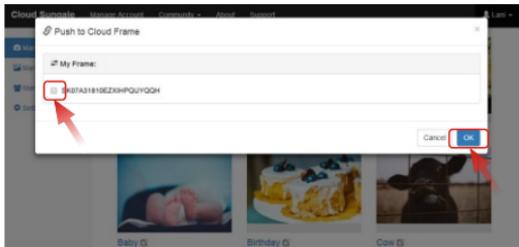
## Step 7:

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.



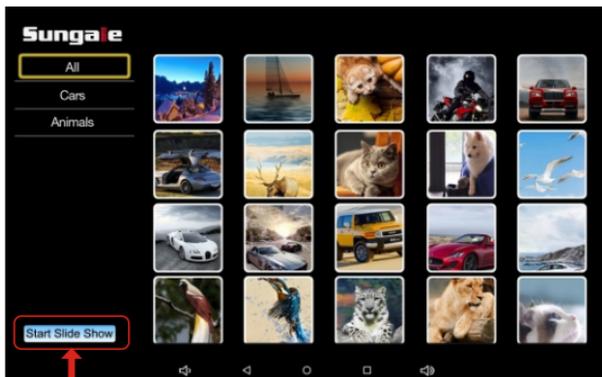
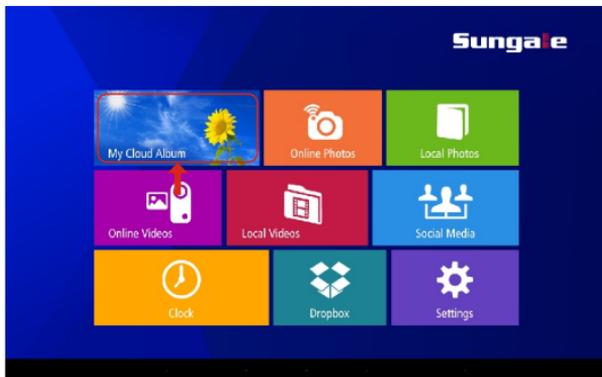
## Step 9:

Select your frame and click **"OK"** button, now you 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 CloudAlbum, 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.

# Online Photos

The Online Photos tab gives you access to numerous online Photo Hubs.



To access these Photo Hubs select Online Photos.



Select the "+" symbol in the lower right corner to enter the online storage back list.

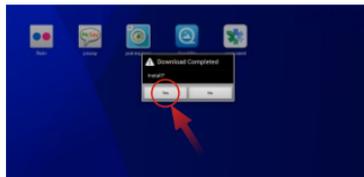


Select any Hub to install and download to your frame.

## Select "YES" to download



## Select "YES" to install



After the installation is complete, your Hub will be available on the front screen. You can now select and use it.

# Online Videos

The Online Videos tab gives you access to a numerous amount of online Video Hubs.



To access these Video Hubs select Online Videos.



Select the "+" symbol in the lower right corner to enter the online storage back list.



Select any Hub to install and download to your frame.

## Select "YES" to download



## Select "YES" to install



After the installation is complete, your Hub will be available on the front screen. You can now select and use it.

# Social Media

The Social Media tab gives you access to numerous online Social Media Hubs.



To access these Social Media Hubs select Social Media.



Select the "+" symbol in the lower right corner to enter the online storage back list.

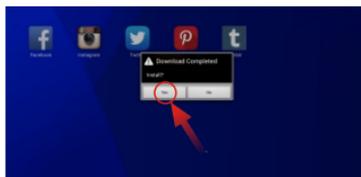


Select any Hub to install and download to your frame.

## Select "YES" to download



## Select "YES" to install

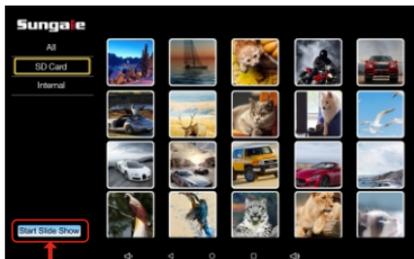


After the installation is complete, your Hub will be available on the front screen. You can now select and use it.

## Local Photos

Your frame comes with internal memory and also a microSD card slot for additional memory access.

To access and view local photos, tap "Local Photos" icon, all the photos will load on the screen as thumbnails mode, 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.

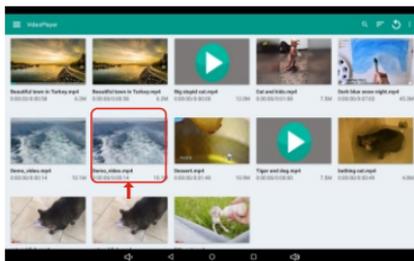
Note: Photos in Local Photos will automatically play based on the settings you have setup from "Sungale Cloud" App or the website, except weather panel setting.

## Local Videos

**Step 1.** From the main menu, tap "Videos" icon.



**Step 2.** 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", and tap "Date and Time", then tap 24-Hour Time button (  ) to turn on.

## Dropbox

We have set a block for Dropbox on the home page of your cloud frame, however, since frequent updates, we did not pre-install Dropbox App. You can go to Settings/ All Apps/Play Store to download and install Dropbox, and after the Dropbox is installed, you can tap on the Block to use it.

## 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 you can search for locally installed apps & files.

### Settings Menu



Where all your device settings are located for your frame.

# Here's some Set-Up Guide

## WiFi:

Connect your Cloud Frame to your Wi-Fi router.



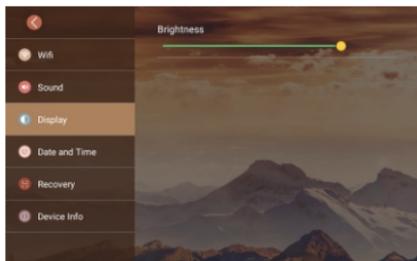
## Sound:

You can set up Media Volumes & Notification Volumes.



## Display:

You can set up Brightness.



## Date and Time:

You can set up Date and Time.

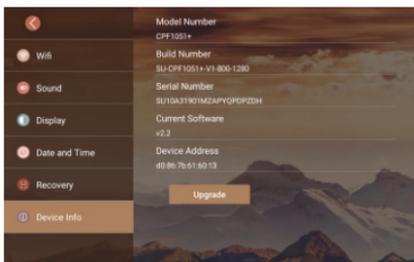


## Recovery:

You can reset frame.



**Device Info:** You can see frame basic information and upgrade frame.

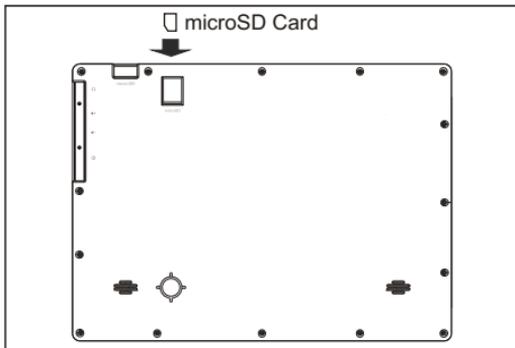


## Insert a memory card

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).

MicroSD card is compatible with this unit.

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

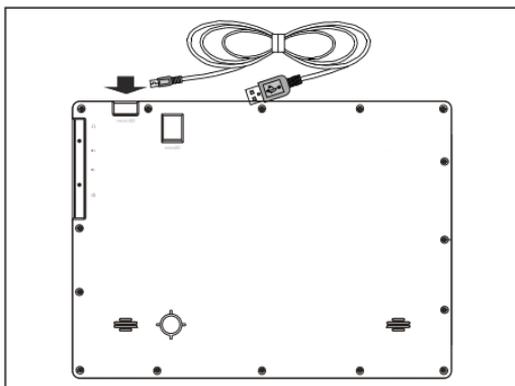


## Removing the Memory Card

When removing a memory card from the frame, pull the card straight away from the unit. Avoid bending the card.

## Connect the Cloud Frame to the computer

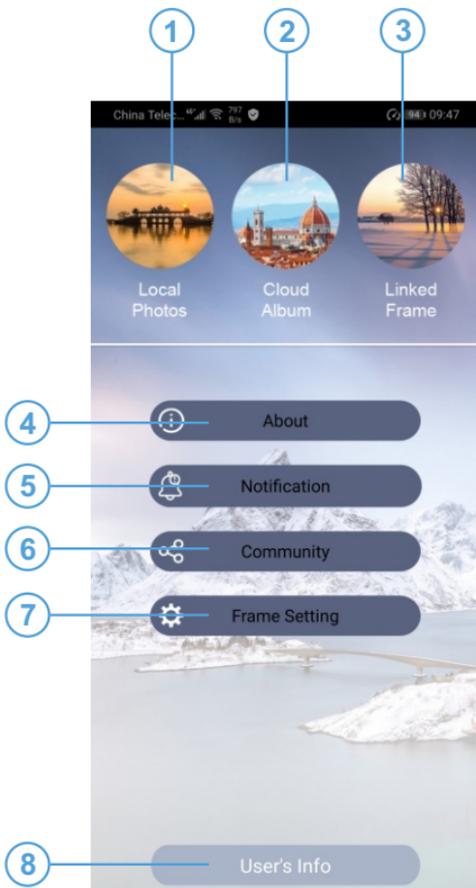
Use the USB cable to connect the Cloud Frame to a computer.



# Helpful Tips on the "Sungale Cloud" App

## Know the App main menu

Once you have logged in on your "Sungale Cloud" App, it will go to the main page.



**1 Local Photos:**  
To upload the photos from your mobile phone to store in cloud storage space and send to Cloud Album.

**2 My Cloud Album:**  
To manage Cloud Album and upload photos from your mobile phone to store in cloud storage space and send to Cloud Album.

**3 Linked Frame:**  
To add other Sungale Cloud Frames from your family member or friends.

**4 About:**  
About Sungale Cloud

**5 Notification:**  
Display messages from the server.

**6 Community:**  
View photos in the Community.

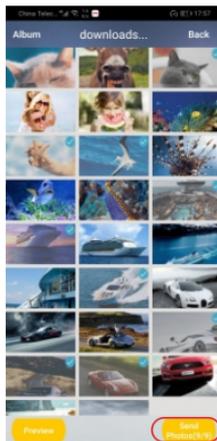
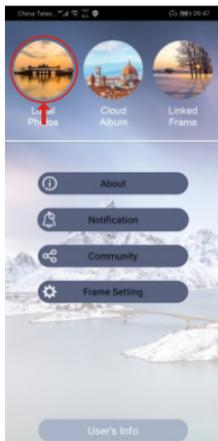
**7 Frame Setting:**  
You can set up Frame Alias, Slide Show settings, Weather Panel setting, Random play.

**8 User's Info:**  
You can see the frame basic information and Usage Statistics.

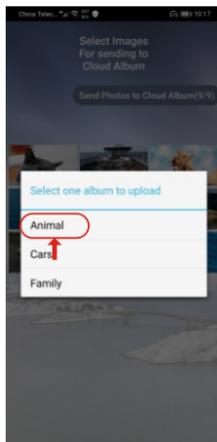
# Helpful Tips on the "Sungale Cloud" App

## 1. Local Photos

**Step1:** Tap "Local Photos" icon, select photos from your mobile phone, then tap "Send Photos" button.



**Step2:** Tap "Send Photos to CloudAlbum" button, select one album to uploading photos.



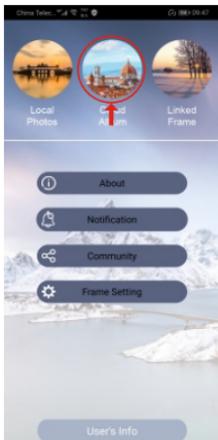
**Tips:** If a message appears about "You have no folder", you first need to create a folder in Cloud Album, please refer to pages 16 and 17.

# Helpful Tips on the "Sungale Cloud" App

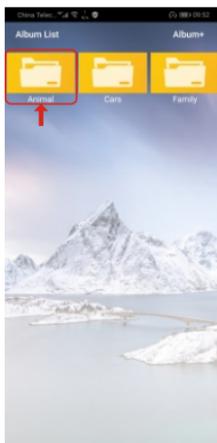
## 2. Cloud Album

### How to add photos to the Cloud?

**Step1:** Tap "CloudAlbum" icon, then tap "Album+" from the upper right hand corner of your phone.



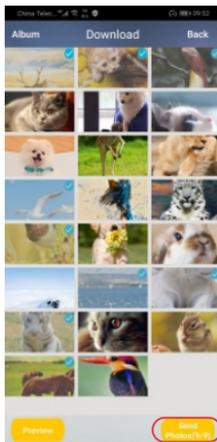
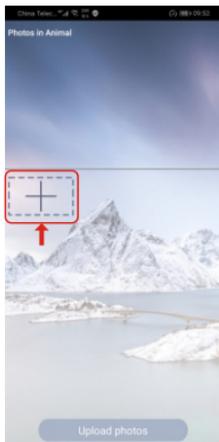
**Step 2:** Input the album name and tap "OK" icon, then select the Album you want to add photos to.



# Helpful Tips on the "Sungale Cloud" App

## 2. Cloud Album

**Step3:** Tap "+" icon to choose photos from your mobile phone, After selecting the photos, tap "Send Photos" button to send photos.



**Step 4:** Tap "Upload Photos" button to upload photos. Now, the photos you added to the Cloud will appear on your Cloud Frame even it is in another country.

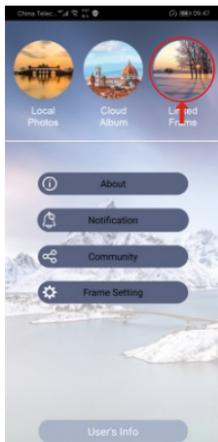


**Tips:** When you want to delete or rename the folder, press and hold the folder, a delete or rename prompt will appears on the screen, Tap "REMOVE" or "RENAME" button to delete or rename it.

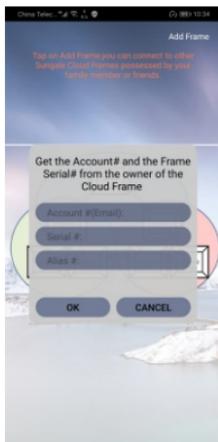
# Helpful Tips on the "Sungale Cloud" App

## 3. Linked Frame

**Step 1:** Tap "Linked Frame" icon, then tap "Add Frame" from the upper right hand corner of your phone.



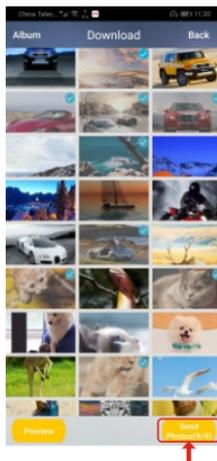
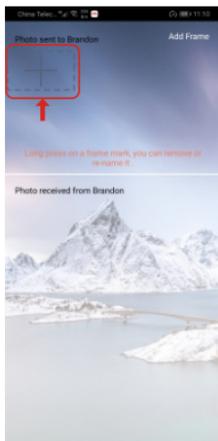
**Step 2:** Input the Account# and Serial# of the frame you want to link to, then tap "OK" button, select the frame you have linked.



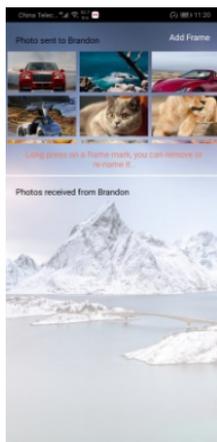
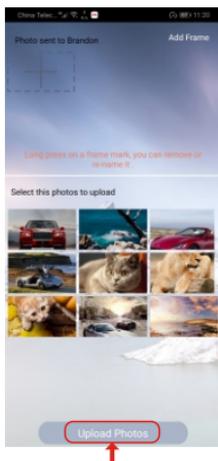
# Helpful Tips on the "Sungale Cloud" App

## 3. Linked Frame

**Step3:** Tap "+" icon, select the photos you want to share to the linked frame, and tap "Send Photos".



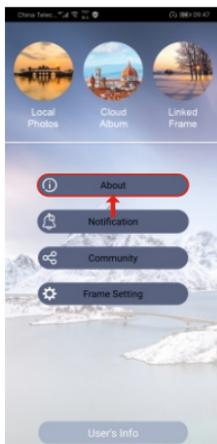
**Step4:** Tap "Upload Photos" button, your selected photos will be uploaded to the linked frame, this frame will start playing your photos shortly.



# Helpful Tips on the "Sungale Cloud" App

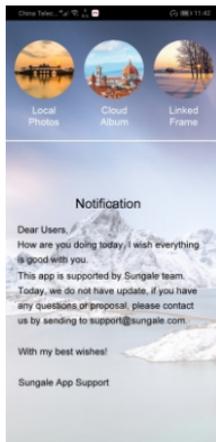
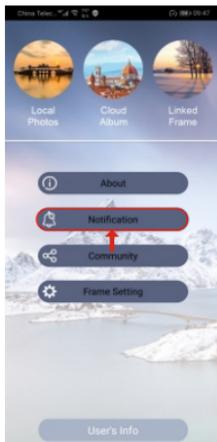
## 4. About

Tap "About" button, You can view the introduction for Sungale Cloud.



## 5. Notification

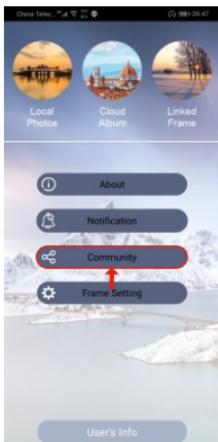
Tap "Notification" button, You can view the latest news sent by the server.



# Helpful Tips on the "Sungale Cloud" App

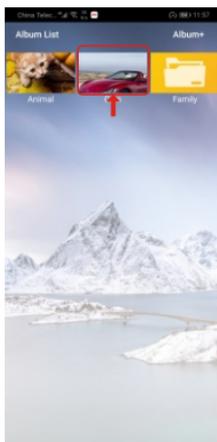
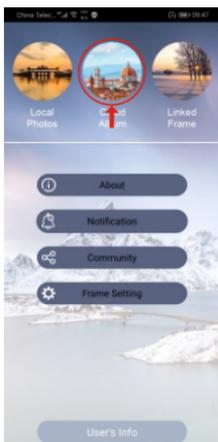
## 6. Community

Tap "Community" button, You can view shared community photos.



### How to share my photo to community?

**Step1:** Tap "CloudAlbum" icon, select any album that you created.



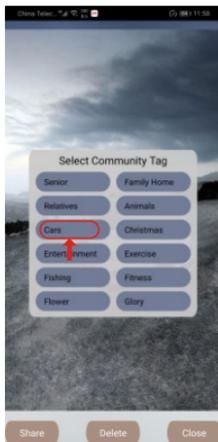
# Helpful Tips on the "Sungale Cloud" App

## How to share my photo to community?

**Step2:** Select a photo you'd like to share, you'll see a "Share" button show up on the bottom left corner, then tap "Share" button.



**Step3:** Select community tags for your photos, then tap "SHARE" button, now the photo has been successfully shared to the community.

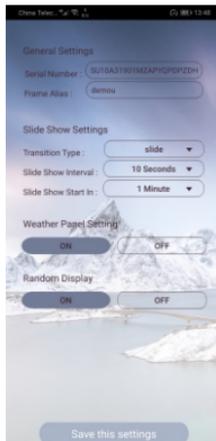


**Tips:** You could also add more community tag if you don't see enough to describe the photos.

# Helpful Tips on the "Sungale Cloud" App

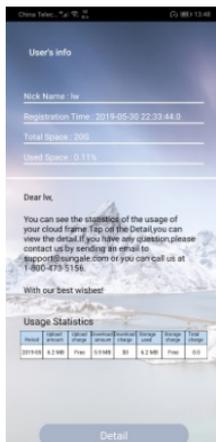
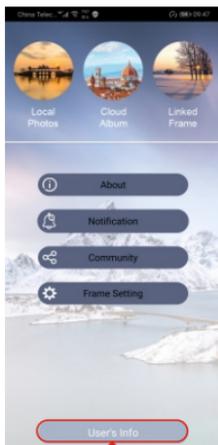
## 7. Frame Setting

Tap "Frame Setting" button to go to Setting menu, You can set up: General Settings, Slide show Settings, Weather Panel Setting and Random play.



## 8. User's info

Tap "User's info" button, you can view User's information and Usage Statistics.



## Gallery Share function

**Step 1:** Tap on "Gallery" from your phone, select a photo, then tap "Share" icon on the button left corner.

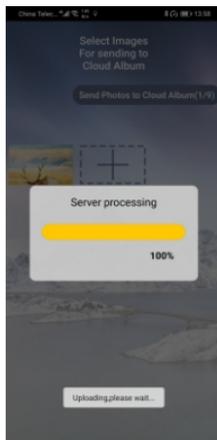
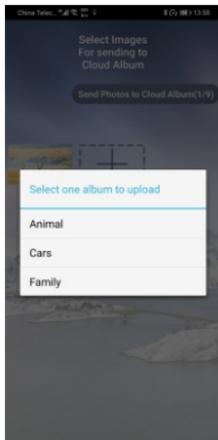


**Step 2:** You can find "Sungale Cloud" App on the list, tap "Alpha Cloud Frame" icon, then tap "Send Photos to Cloud Album" button.



## Gallery Share function

**Step3:** Select the one album to upload photo, now the photo has been sent to Cloud Album.



**Tips:** You need to set up at least one cloud album, then, this "Gallery Share" function is available. When you have had your cloud albums and select any one, the "Gallery Share" will allow you to send the photos you selected to the album.

## Troubleshooting

### 1. Why can't I link to Wi-Fi?

Please check if you have turned on the Frame's Wi-Fi. Go to Settings menu, ? tap WiFi button turn 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](http://www.sungale.com) and find Support Wi-Fi related FAQ.

### 2. Not receiving activation code?

During your registration, you should receive an activating code in the email box you have filled in the registration form. If you have waited over 10 minutes and still have not received an email with activating code, please check mail for activating code, or email [support@sungale.com](mailto:support@sungale.com) to get an assistance.

### 3. Frame automatically turns off after awhile?

It is not turned off, it is due to the system was set to sleep after idling for certain time, you need to press the "Power" button on the frame to activate your frame. Or, if you wish the frame is always keeping lighting up, please go to "Sungale Cloud" App, select "Frame Setting", find "Slide Show settings", find "Sleep In" option, set it as "Never Sleep" or other desired value and save your setting.

## Support

### 1. Visit the support site

- For manual download, FAQs and more supports: [www.sungale.com](http://www.sungale.com)

### 2. Contact Sungale Support team

- Toll free number in the USA: 800-473-5156
- Service email: [service@sungale.com](mailto:service@sungale.com)

### 3. Tips

- For additional product video support, go to [YouTube.com](http://YouTube.com), and search "SungaleProducts", where you will find additional demo videos to help with explaining the operation of your product.

## FCC and Safety Information

### • 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.