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1. Introduction - Here's what your CEIVAlife Digital Photo Frame is

Life Shared. Life Celebrated.

CEIVA is the world's only connected digital picture frame, renowned for its ease of use and unique patented technology.

Insert a memory card and view your photos brilliantly displayed with print-like quality.

With PicturePlan membership, free during a trial period, your CEIVAlife provides you with endless options to **view**, **send**, **share** and **store** the pictures that mean the most to you.

You can enjoy all your own photographs displayed in a slideshow, as well as receive new photos from friends and family, anytime, from anywhere.

1. Introduction - Here's what your CEIVAlife Digital Photo Frame does:

The CEIVA PicturePlan is the core of the CEIVA experience

With the CEIVA PicturePlan, you can wake up to new photos of your loved ones, displayed on your CEIVA frame: a full-color slideshow that can be enjoyed even without a PC or access to the Internet.

PicturePlan membership lets you view channels that bring you updates on weather, sports and news from such CEIVA Network partners as ABC News, ESPN, and The Weather Channel. You receive all this automatically, every day.

PicturePlan provides you with an easy way to protect your most precious asset - your photos.

PicturePlan membership allows you to send as many photos as you like to the CEIVA Network, which can store an unlimited number of photos.

Your invited guests can send photos to your CEIVA frame by email or phone, or the photos can be displayed from a memory card.

Would you like prints? By using simple on-screen menus, you can order them directly from your CEIVAlife frame for delivery via U.S. mail.

Add personalized messages and artwork to your photos, put in decorative borders, customize greetings and holiday cards that can be delivered -- whenever you choose -- to those you love on their CEIVA frame.

1. Introduction - Here's how your CEIVAlife frame works:

PicturePlan membership gives you the chance to share life - as it happens

Once you have your CEIVAlife Digital Photo Frame set up, it will display a continuous slideshow of photos on CEIVA's high-resolution, active-matrix LCD screen, viewable from virtually any angle.

Easy-to-use on-screen menus let you control brightness, transition speed, and more.

Each night or early morning, before you wake up, the CEIVAlife Digital Photo Frame uses an existing phone line or wireless network to connect with your private photo "In-Box" at the CEIVA Network.

The CEIVA Network allows your CEIVA frame to dial-in and retrieve your pictures securely. There's no interruption to your phone service. Your CEIVAlife frame connects with the CEIVA Network and retrieves up to 50 new photos. When you wake up, you'll find a brand-new slideshow playing on your CEIVAlife frame.

By connecting the CEIVAlife frame to a telephone line, wireless network or broadband connection, you can receive photos of those that matter most to you, no matter how far away or the time of day.

Your CEIVAlife frame helps you save your digital photos and organize them into albums, and it provides you with a simple way to locate photos that would otherwise be hidden inside a computer or closet.

Your CEIVAlife provides you with endless options for seeing, showing and storing photos. This online manual will take you from registration and setup to receiving pictures and sharing them in all sorts of interesting ways.

2. Ready to Get Started? - What's in the box?

1. CEIVAlife™ Digital Photo Frame
2. AC Power Supply
3. CEIVA Wireless Adapter
4. Phone Extension Cord
5. Dual Phone Splitter
6. Quickstart Guide and Quick Tips
7. Interchangeable Black and Wood Faceplates

2. Ready to Get Started? - Is Something Missing or Damaged?

Locate the 12-digit serial number on the bottom of your CEIVAlife frame. If anything is missing or damaged, please call 1-877-MYCEIVA (1-877-692-3482) to speak with the CEIVA Customer Care Team.

TIP: The back page of the Quickstart Guide has empty slots for you to write down your serial number and other important information. Please fill it in and keep it in a safe place.

NOTE: Please keep the original product packaging in case you need to return your CEIVAlife Digital Photo Frame for repairs.

2. Ready to Get Started? - Your CEIVAlife Digital Photo Frame

Front View
1. Menu button
2. Left Button
3. Right Button
4. New Photo Indicator
5. Down Button
6. Up Button
7. Select Button

Bottom View
8. Product Label
9. Power Light
10. Serial Number

Rear View
11. CF I / CF II Slot (for Compact Flash® or Microdrive™ memory card)
12. SD / MMC / MS Slot (for Secure Digital™, MultiMedia Card™, Memory Stick®, Memory Stick PRO®, Memory Stick Duo™, Memory Stick
PRO Duo™, SmartMedia™, xD-Picture Card™, miniSD™)
13. C-Port 1
14. C-Port 2
15. Phone Port
16. Power Port
17. Picture Button
18. Brightness Button

3. Setting up - Choosing the right place for your frame

When picking a location for your CEIVAlife frame, put it in a place that's easy to see, away from direct sunlight, and not exposed to extreme temperatures. It should also be near a power outlet and a telephone jack, if you're using a regular phone line to connect.

3. Setting up - Registering your CEIVAlife frame

You need to register your CEIVAlife frame, and create a free CEIVA Account, in order to activate your PicturePlan trial service and receive free software updates as well as special member discounts and services.

To register (and create your CEIVA account), go to http://www.ceiva.com/gettingstarted and follow the easy step-by-step instructions, or call CEIVA Customer Care at 1-877-MYCEIVA (1-877-692-3482). Please have your serial number ready when registering.

TIP: The serial number is located on the bottom of your CEIVA frame.

The registration process is a good opportunity to activate your PicturePlan service.

PicturePlan is the magic behind the CEIVA experience.

Your CEIVAlife comes with a limited period of free PicturePlan membership. If you'd like to know how to extend that membership, or to learn more details about the PicturePlan Lifetime Warranty, click <u>here</u>. [links to PicturePlan section]

The unmatched features and services that come with the PicturePlan Lifetime Warranty are valid for the duration of your PicturePlan membership.

3. Setting Up - PicturePlan®

Your purchase of CEIVAlife provides you with PicturePlan membership for free during a trial period.

NOTE: Please see details on the box for the length of your trial period.

PicturePlan membership lets you wake up to pictures sent to you from friends or family members thousands of miles away, or to an entirely new set of photos automatically displayed from your own limitless collection, stored on the CEIVA Network.

After your free PicturePlan membership expires, you have the option to purchase PicturePlan membership for as low as $6.95 per month.

NOTE: PicturePlan's monthly rate of $6.95 is based on a multi-year membership

Every PicturePlan member gains unlimited access to these unmatched features and services:

A COMMUNITY created with ease
With PicturePlan membership you can securely share photos on a network of frames within your own circle of friends and family. Share with one person or all with a single click. You can create groups, invite friends, and easily receive new photos via e-mail or camera phone. Put your photos on any CEIVA frame anywhere in the world.

As PERSONAL as you want it to be
Photos tell the story of your life. Now you can share those stories in your own style by personalizing your photos. Add decorative borders, personal messages and artwork. You can send customized photo greetings and holiday cards, to be delivered when you choose.

You can also get updates on the weather, news, sports, horoscopes and dozens of other channels – all delivered daily.

The SECURITY of the PicturePlan Lifetime Warranty
Nothing is as priceless - or irreplaceable - as your photos. That's why CEIVA PicturePlan membership comes with exclusive features that keep your photos safe.

NOTE: CEIVA's PicturePlan Lifetime Warranty (if it breaks, we fix it) is valid for the duration of your PicturePlan membership. The customer pays return postage.

Every PicturePlan member enjoys automatic ongoing software upgrades, ensuring that your CEIVAlife frame will always be up-to-date.

PicturePlan members receive constant virus protection updates, live U.S.-based customer service, SPAM filtration technology and a free no-risk trial period.

PicturePlan membership provides you with these other features - You can:
- Upload your memory card photos and make them part of your permanent collection
- Lock in photos so that your favorites are not deleted from your slideshow
- Order prints
- View a pending print order and cancel it before CEIVA processes it
- Specify what content to include in your slideshow
- Be alerted to new photos
- Choose how to connect to the CEIVA Network
- Control how often to connect to the CEIVA Network
- Suspend connection when traveling, or set your CEIVA on Vacation Mode

3. Setting up - Connecting - Plug in the power cord

Plug the power adapter into an electrical outlet that's not controlled by a light switch.

NOTE: We recommend that you use a surge protector power strip to prevent surges of electrical current from damaging your CEIVAlife frame.

Plug the other end of the power cord into the round power access port (labeled **Power**) located on the back of the CEIVAlife Digital Photo Frame.

3. Setting up - Connecting - Phone Connection

Plug one end of the phone cord into a phone outlet. If that outlet is shared by a fax machine, answering machine or another phone, use the dual phone splitter (included).

Plug the other end of the phone cord into the square hole (labeled **Phone**) located on the back of the CEIVAlife Digital Photo Frame.

[photo of hand plugging phone cord into the CEIVA frame phone jack]

NOTE: If your CEIVAlife frame is dialing from a location that requires a **Dialing Prefix**, click here. [links to dialing prefix page]

NOTE: If your telephone system uses **Pulse Dialing**, you may have to adjust the Dial Type. If so, click here. [links to dial type page]

NOTE: If you are dialing in over the telephone line, your CEIVAlife frame uses an internal modem and the default setting is 33.6 kbps. If you need to adjust this setting, click here. [links to modem state page]

3. Setting up - Connecting - Local Access Numbers

Local Access Numbers
The CEIVA Network™ provides over 12,000 local telephone numbers throughout the United States, Canada and Puerto Rico. You can choose your local access number during registration.

If there are no local numbers in your immediate area, we have a toll-free service plan available.

Please continue to check the Local Number Availability Tool every few months as we're always adding new numbers. Click **Local Number Availability Tool** (while pressing down Control tab on your computer) and that will bring up the Local Access Number window. Follow on-screen instructions, putting in your area code, your phone number and the encrypted word, a measure that protects your privacy. Scroll down the list of phone numbers and pick the one most appropriate for you.

NOTE: The availability of Local Service in your immediate area is subject to change at any time.

3. Setting up - Connecting – Phone connection - Adjust dialing prefix

Telephone settings
The **Telephone Settings** screen allows you to modify how your CEIVAlife frame dials into the CEIVA Network.

If your telephone system requires a dial-out prefix, such as 9 (for example, 9 + (123) + 456-7890), you will need to enter this dialing prefix into your CEIVAlife phone settings.

1. On your CEIVAlife frame, press the **Menu** button
2. Use the **Down** button to highlight **Settings**, pressing **Select** to confirm.
3. In the Settings screen, choose **Connection Settings**, pressing **Select**
4. Use the **Down** button to scroll to **Telephone Settings**, pressing **Select**.
5. Use the **Down** button to scroll to **Modem Prefix**
6. Press the **Left** or **Right** buttons to scroll to your phone line's prefix.

NOTE: If the dialing prefix you need is not listed, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482

7. Scroll down to highlight Save and **save** the prefix
8. Hold down the **White** button (Picture) on the back of your CEIVAlife frame until you see the message "You can let go now, I'm connecting."
9. Then let go of the **White** button and your CEIVAlife will attempt to dial in to the CEIVA Network. This may take a few minutes, so make sure not to use the phone until the CEIVAlife completes its call.

3. Setting up - Connecting - Phone connection - Adjust dial type

Telephone settings
The **Telephone Settings** screen allows you to modify how your CEIVAlife frame dials into the CEIVA Network.

If you do not have touchtone dialing, you can still receive photos on your CEIVAlife, but first it's necessary to change the phone setting on your frame.

1. On your CEIVAlife frame, press the **Menu** button
2. Use the **Down** button to highlight **Settings**, pressing **Select** to confirm
3. In the Settings screen, choose **Connection Settings**, pressing **Select**
4. Use the **Down** button to highlight **Telephone Settings**, pressing **Select**
5. Use the **Down** button to scroll down to **Dial Type**
6. Press the **Left** or **Right** button to change from **TONE** to **PULSE**

Once you have saved the dial type, hold down the **White** button (Picture) on the back of your CEIVAlife frame until you see the message "You can let go now, I'm connecting."

Then let go of the **White** button and your CEIVAlife will attempt to dial in to the CEIVA Network. This may take a few minutes, so make sure not to use the phone until the CEIVAlife completes its call.

NOTE: If, after changing the dial type to pulse, your CEIVAlife does not connect properly, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482.

3. Setting up - Connecting - Phone connection - Adjust modem state

Telephone settings
Your CEIVAlife frame dials into the CEIVA Network via an internal modem; the
Telephone Settings screen allows you to modify the modem setting if you are having
difficulties connecting via the phone line.

1. On your CEIVAlife frame, press the **Menu** button
2. Use the **Down** button to highlight **Settings**, pressing **Select** to confirm
3. In the Settings screen, choose **Connection Settings**, pressing **Select**
4. In the Connection Settings screen, choose **Telephone Settings**, pressing **Select**
5. Use the **Down** button to scroll down to **Modem State**
6. Press the **Left** or **Right** button to change from 33.6 kbps (the default position) to 28.8
kbps, 14.4 kbps or 9.6 kbps.

Once you have saved the modem state, hold down the **White** button (Picture) on the
back of your CEIVAlife frame until you see the message "You can let go now, I'm
connecting."

Then let go of the **White** button and your CEIVAlife will attempt to dial in to the CEIVA
Network. This may take a few minutes, so make sure not to use the phone until the
CEIVAlife completes its call.

NOTE: If, after changing your modem state, your CEIVAlife does not connect properly,
please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-
3482

3. Setting up - Connecting - Wireless

In order to connect your CEIVAlife frame and CEIVA wireless adapter to your wireless internet connection, please make sure you have the wireless network settings listed below.

If you are unsure how to access your network settings, please contact your wireless router company and they will be able to show you how to access your wireless network.

The network settings must be entered into your CEIVA frame exactly as they appear in your wireless network or your frame will not connect.

Network Name/SSID
Network Key

How to Connect

1. Plug the CEIVAlife Wireless adapter directly into your CEIVA frame's C-Port 1
2. Press the **Menu** button on the front of your CEIVAlife to activate Menu Mode.
3. On the main menu screen, choose **Settings** by pressing the **Select** button
4. On the **Settings** screen, choose **Connection Settings**
5. On the **Connection Settings** screen, choose **How To Connect**
6. On the **How To Connect** screen, choose **Wireless** and press the **Select** button
7. Press the **Select** button again to **save** your selection
8. From the **Setup Wireless** screen, press **Select** on **Select Wireless Network**
9. The frame will automatically scan for available networks and display them on the following screen, the **Select Wireless Network** screen
10. On the **Select Wireless Network** screen, use the left and right buttons to scroll through available networks.

11. If you do not see your network in the list, press **Select** when **Refresh** is highlighted to scan again
12. Press the **Select** button to choose a network

13. Press the **Select** button again to save your selection.
14. If your network does not require a key (password), you are finished.

15. If your network requires a key, please enter it at this time via the on-screen keyboard. Selecting each letter or number is the same process as texting on a mobile phone keypad.
16. Press the **Select** button twice to save your selection.
17. Use the directional buttons to scroll to **Exit**
18. When **Exit** is highlighted, press **Select** to exit Menu Mode.

Push and hold the **White** button (Picture) located on the back of your CEIVAlife until you see the message, "You can let go now, I'm connecting."

Then relax while your CEIVAlife connects to the CEIVA Network.
A status screen will indicate the connection progress.

Once completed, your CEIVAlife is ready to receive and display photos automatically.

3. Setting up - Connecting - Broadband
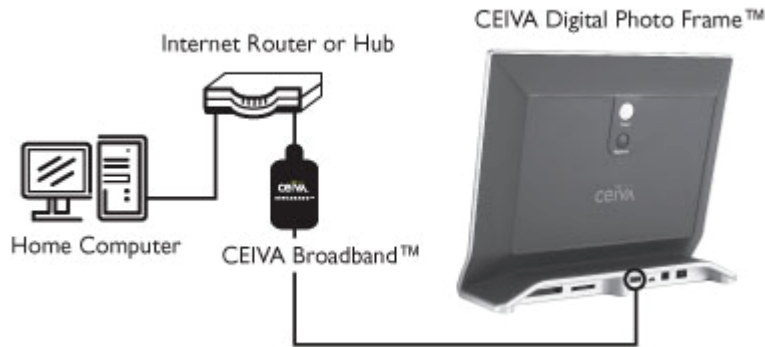
How to Connect

1. Make sure the power cord is unplugged from your CEIVAlife frame
2. Plug the USB connector side of your CEIVA Broadband adapter into your CEIVAlife frame's C-Port 1
3. Plug the Ethernet cable from your home network router into the CEIVA Broadband adapter
4. Plug the power back into your CEIVAlife frame and wait a few moments until the unit powers up
5. Verify that the link indicator light on the CEIVA Broadband adapter is flashing

On your CEIVAlife Frame

1. Press the **Menu** button to activate Menu Mode
2. Choose **Settings**, then **Connection Settings**, and finally **How to Connect**, pressing the **Select** button after each
3. Choose **Ethernet** and press the **Select** button
4. Press the **Select** button when **Save** is highlighted to confirm your changes
5. You will automatically return to the **Connection Settings** screen
6. Choose **Ethernet Settings** and press the **Select** button
7. Choose **Edit Ethernet IP** and press the **Select** button
8. If you are using DHCP, choose **Auto IP**. (If you are not sure, leave **Auto IP** selected and skip to the next step)
9. If you are **not** using DHCP, choose **Static IP** and press **Select**
10. Press **Select** when **Edit** is highlighted for **IP Address**
11. Using the on-screen keyboard, enter your **IP Address**, pressing the **Select button** after each character
12. Press the **Select** button when **Save** is highlighted to confirm your changes
13. Repeat the above process for **Subnet Mask** and **Default Gateway**
14. Press the **Select** button when **Save** is highlighted to confirm all your changes

You will automatically return to the **Ethernet Settings** screen

15. Choose **Edit Ethernet DNS** and press the **Select** button

16. If you are using DHCP, choose **Auto DNS** (if you're not sure, leave it on **Auto DNS**)

17. If you are **not** using DHCP, choose **Static DNS** to specify the DNS servers that will be used by the Broadband adapter and press the **Select** button

18. Select the **Edit** option next to **Pref. DNS Server**

19. Enter the IP address of the **DNS Server**, pressing the **Select** button after each character

20. Press the **Select** button when **Save** is highlighted to confirm your changes

21. Repeat the above process for **Alt. DNS Server**

22. Press the **Select** button when **Save** is highlighted to confirm all of your changes

Now you're ready to start receiving pictures.

Press and hold the **White** button (Picture) on the back of the CEIVA frame until the message "You can let go now, I'm connecting" appears on the screen.

Wait for the progress bar to complete its progression on your frame to confirm that your connection is successful.

3. Setting up - Connecting - Non-analog connection - DSL & Digital lines

DSL line
If you choose to connect via a DSL line, please keep in mind that you'll need to use a DSL filter (not supplied) in order to ensure that your CEIVAlife will function properly.

Please check with your DSL provider. If you have any questions or problems, please call CEIVA Customer Care at 1-877-MYCEIVA (1-877-692-3482).

Digital line
Though CEIVA frames are designed to be used with an analog phone connection, many CEIVA customers have had success using their frame with non-analog phone lines. If you have questions, just call 1-800-MYCEIVA, or 1-800-692-3482

NOTE: In those cases where we're unable to get your CEIVA frame working via a digital (or other non-analog) phone line, your CEIVA frame may be able to connect via a DSL/High-speed or Wireless connection, using a CEIVA Broadband or CEIVA Wireless adapter.

3. Setting up - Turning Your CEIVAlife Screen Off and On

Once you've plugged in the power cord and programmed your connections settings, you're ready to start receiving pictures.

NOTE: It's possible that what first appears on your CEIVAlife screen is a demonstration slideshow. If so, simply hold the **Black** (Brightness) and **White** (Picture) buttons on the back of your frame down at the same time for one second until the Congratulations screen appears. This process is necessary only once.

There are three ways to turn your CEIVAlife screen off.

1. Press the **Up** or **Down** button. The brightness bar will appear on the left. Use the **Up** button to scroll up until **OFF** is highlighted, press **Select,** then wait for the screen to go dark.
2. Another way to turn off the frame is to press the **Black** button (Brightness) located on the back of the frame. That will also bring up the brightness bar. Press the **Up** button until **OFF** is highlighted, and then wait for the screen to go dark.
3. You can also set your screen to go on and off automatically via the Screen On/Off Times menu setting. Click <u>here</u> to learn how. [link to Screen On/Off Times section]

In order to turn your CEIVAlife back **on**, press any button on the frame.

NOTE: Even if your screen is turned off, your frame will still connect to the CEIVA Network and receive new photos.

4. View - New pictures on your frame

New pictures on your CEIVAlife frame - Sent while you were sleeping

With PicturePlan membership, new photos will appear every morning on your CEIVAlife frame. These could be photos that you've sent to your account at the CEIVA Network, or they could be pictures sent by "guests" -- friends and family that you invite to be part of your community.

During the night, or early morning, your CEIVAlife frame automatically connects to retrieve new photos.

NOTE: With CEIVA Channels™ you can receive daily updates on news, weather, sports, recipes, health news and more.

NOTE: Some features are available only with an active PicturePlan subscription. Click here for details on PicturePlan membership. [link to PicturePlan membership info]

Blue Light

When there are new photos on your CEIVAlife frame, the blue light on the front of the frame will be lit. After your first button press of the day the blue light will go off until the next new delivery of photos.

NOTE: If you wish to turn off the new photo indicator:
1. Press **Menu**
2. Click **Settings**
3. Click **New Photo Indicator**
4. Use the **Down** button to scroll down to **OFF**,
5. Press **Select**
6. Scroll down and click **Save** to confirm

If you wish to turn the blue light indicator back on, repeat these steps and press **Select** when **ON** is highlighted.

4. View - Navigating your frame – Frame Modes

Your CEIVAlife frame has various modes:
Slideshow Mode
Menu Mode
Thumbnail Preview Mode
Single Photo Mode

Slideshow Mode
Slideshow Mode is the setting that your CEIVAlife frame will be in most of the time: your photos are displayed in a slideshow which changes from day to day. By changing menu settings, you can control the content, look and timing of your slideshow.

Menu Mode
In **Menu Mode** -- which appears when you press the **Menu** button on the front of your CEIVAlife frame while the slideshow is on -- you can control how your frame is connected and what your slideshow looks like, as well as other features and settings. Consult the rest of this section to learn what the Menu Mode options do, and how to change the settings.

Thumbnail Preview Mode
When you press the **Select** button on the front of your CEIVAlife frame while the slideshow is on, the screen goes into **Thumbnail Preview Mode:** thumbnail versions of the photos in your current slideshow, as well as thumbnail versions of the photos in an inserted memory card.

Single Photo Mode
By pressing the **White** button (Picture) during the slideshow, you can put your frame into **Single Photo Mode**, displaying one photo. How long your CEIVAlife stays in **Single Photo Mode** depends on the Autostart setting. [links to Autostart section]

4. View - Navigating your frame - Frame Buttons - White button (Picture)

The White button (Picture) on the back of the frame

By pressing the **White** button (Picture) during the slideshow, you can change the frame from **Slideshow Mode** to **Single Photo Mode**, keeping it on a single photo.

After pressing the **White** button once, an **Info Bar** will appear at the bottom of the screen, showing a thumbnail of the photo and who sent it to you.

The CEIVAlife frame will stay in **Single Photo Mode** depending on the **Autostart** setting or until you touch the **Up** or **Down** button.

If you have a PicturePlan membership and want to view new photos right away (rather than wait until the next day), press the **White** button until the message "Let go now to start the slideshow, or keep holding to connect" appears. If you let go of the **White** button at this point, the slideshow will start again.

If you keep pressing the **White** button, then "You can let go now, I'm connecting" appears on the screen, after which there's a status screen -- a bar across the bottom that shows the progress of the connection.

After your frame disconnects from the CEIVA Network, your slideshow will start again.

4. View - Navigating your frame - Frame Buttons - Black button (Brightness)

The Black button (Brightness) on the back of the frame

The **Black** button (Brightness) lets you adjust the brightness of your photos. Touch it once and a vertical **Brightness Bar** appears at the left of your screen.

You can adjust the brightness of the photos either by pressing the **Black** button or by pressing the **Up** and **Down** buttons.

Once the vertical **Brightness Bar** is on the screen, you can use it to turn your CEIVAlife off. Just use the **Up** button to scroll up to **OFF** and wait for the screen to go dark. Pressing any button will turn your CEIVAlife frame back **ON**.

4. View - Navigating your frame - Frame Buttons - Select button

The Select button

If you press the **Select** button while the slideshow is being displayed, you enter **Thumbnail Preview Mode** where thumbnail images of photos in your current slideshow are shown.

Scroll to the **Next** or **Back** icons to highlight these icons, then press the **Select** button in order to see more thumbnail images.

Highlighting the **Exit** icon and pressing the **Select** button takes you back to the slideshow.

If you press the **Menu** button, you'll be in **Menu Mode**, and the **Select** button allows you to choose a feature or setting.

Please take a look at **Menu Mode** for details. [link to Menu Mode]

4. View - Navigating your frame - Frame Buttons - Up & Down buttons

The Up & Down buttons

In **Slideshow Mode** or **Single Photo Mode**, pressing the **Up** and **Down** buttons brings up the vertical **Brightness Bar** at the left of the screen.

By pressing (or holding down) on the **Up** and **Down** buttons, you can make your photos darker or brighter, or you can scroll up to **OFF** and turn off the screen.

Once the CEIVAlife screen is off, press any button to turn the screen back on.

In **Menu Mode**, the **Up** and **Down** buttons allow you to scroll through menu options and settings. Please see **Menu Mode** for more information. [link to Menu Mode]

4. View - Navigating your frame - Frame Buttons - Left & Right buttons

The Left & Right buttons

Pressing the **Left** or **Right** button displays a thumbnail of the current photo at the lower left of your screen.

By pressing the **Left** and **Right** buttons, you can preview thumbnails of the photos in your slideshow.

To go directly to a specific photo, scroll to the thumbnail of that photo and pause for the full size image to appear.

Press the **Left** button (to move backward) or the **Right** button (to move forward) until you see the photo you're looking for.

Press and hold either **Left** or **Right** button to resume the slideshow, or your CEIVAlife will resume the slideshow on its own, depending on the time you've set for the **Autostart**. [link to Autostart page]

NOTE: The default setting for Autostart is 30 seconds. If you wish to keep it that way, you do not need to change the Autostart setting.

In **Menu Mode**, the **Left** and **Right** buttons allow you to make selections and go from field to field. Please see **Menu Mode** for more information.

4. View - Navigating your frame - Frame Buttons - Menu button

Menu button

The **Menu** button allows you to activate the CEIVAlife frame's **Menu Mode**, where you can access numerous advanced features.

When you're in **Menu Mode**, you can manage your photos and configure the various settings of your CEIVAlife frame.

While in **Menu Mode**, pressing the **Menu** button will take you back to the previous screen.

See the following sections for the options available when in **Menu Mode**.

TIP: If you have a PC, you can also access many of these features by logging on to your CEIVA account at http://www.ceiva.com.

4. View - Navigating your frame - Menu Mode - Back, Save & Exit icons

Menu Mode

Pressing the **Menu** button takes you into **Menu Mode**.

Back, Save & Exit icons

When selecting different options in **Menu Mode**, a horizontal bar appears at the bottom of the screen, with one, two or three options: the **Back** icon (curved arrow facing left); the **Save** icon (diskette); the **Exit** icon (X).

In **Menu Mode**, after you've made your selection, the **Save** icon may already be highlighted.

In that case, simply press the **Select** button to save your selection.

If the **Save** icon is not highlighted, use the directional buttons until **Save** is highlighted, then press the **Select** button to confirm..

If you wish to go back to a previous screen, use the **Left** button to move to the **Back** icon, and then press the **Select** button. Or you can press the **Menu** button which will also return you to the previous screen.

If you wish to return to the slideshow, use the **Right** button to move to the **Exit** icon so that it's highlighted, then press the **Select** button.
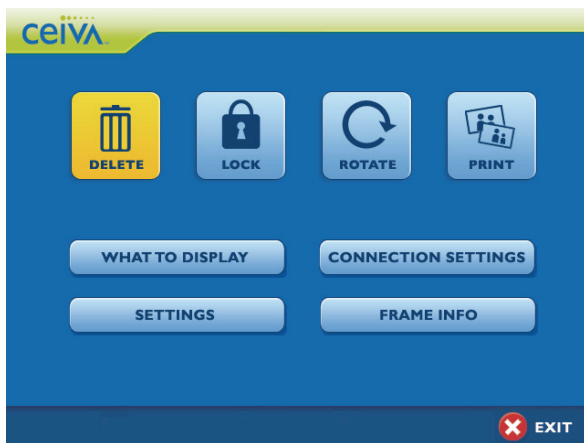
4. View - Navigating your frame - Menu Mode

Menu options - Main Menu screen

Square icons: Delete, Lock, Rotate, Print

Rectangular bars: What to Display, Settings, Connection Settings, Frame Info

Once you press the **Menu** button, you'll be taken to the **Main Menu** screen, where you'll see eight icons: four square icons (with rounded corners) horizontally across the top and four rectangular bars on the lower half of the screen, two on the left and two on the right.

The four square icons at the top of the screen read, from left to right:
DELETE   LOCK   ROTATE   PRINT
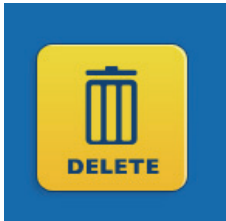
The four rectangular bars just below these read:
WHAT TO DISPLAY   CONNECTION SETTINGS
SETTINGS   FRAME INFO

The following sections provide you with detailed descriptions.

4. View - Navigating your frame - Menu Mode - Delete

The **DELETE** Icon (square icon with drawing of a trash container)

The **DELETE** icon lets you remove a photo from your current slideshow.

1. While in Slideshow Mode and the photo you wish to delete appears, press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight the **DELETE** icon and press the **Select** button.
3. A window (with a thumbnail of the photo) will ask you: DELETE THIS PHOTO?
4. On the screen are two bars, **YES** and **NO**.
5. If you wish to delete the photo from your current slideshow, press the **Select** button when **YES** is highlighted.

If you've changed your mind and want to keep this photo in your current slideshow:
1. Use the **Down** button to move the highlight to **NO**
2. Press the **Select** button

After deleting a photo, you have another chance to retrieve it.
1. Using the Left or Right button, scroll through the slideshow until you see the thumbnail of the photo you wish to undelete, and click the **Menu** button to go to the **Main Menu** screen
2. The **DELETE** icon now reads **UNDELETE**, and it will be highlighted
3. If you've changed your mind about the photo and wish not to delete it, click the **Select** button when **UNDELETE** is highlighted
4. That will take you to a screen that says: **UNDELETE THIS PHOTO?**
5. If you wish to undelete it, press the **Select** button when **YES** is highlighted..
6. Or scroll the highlight down to **NO**, press the **Select** button and the photo will remain deleted.

4. View - Navigating your frame - Menu Mode - Lock

The **LOCK** icon (square icon with drawing of a lock)

The **LOCK** icon lets you lock in a photo so that it cannot be removed from your slideshow.

1. While in Slideshow Mode and the photo you wish to lock in appears, press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight the **LOCK** icon and press the **Select** button.
3. A window (with a thumbnail of the photo) will ask you: LOCK THIS PHOTO?
4. If you wish to lock in the photo, press the **Select** button when **YES** is highlighted.
5. If you've changed your mind and want to unlock the photo, use the **Down** button to move the highlight to **NO**, and then press the **Select** button.

After locking a photo into your current slideshow, you have another chance to unlock it.
1. Using the Left or Right button scroll through the slideshow until you see the thumbnail of the photo you wish to unlock, press the **Menu** button to go to the **Main Menu** screen
2. The **LOCK** icon now reads **UNLOCK**, and it will be highlighted
3. If you've changed your mind about the photo and wish to unlock it, press the **Select** button when **UNDELETE** is highlighted.
4. That will take you to a screen that says: UNLOCK THIS PHOTO?
5. If you wish to unlock it, press the **Select** button when **YES** is highlighted.
6. Or scroll the highlight down to **NO**, press the **Select** button and the photo will remain locked in your slideshow.

4. View - Navigating your frame - Menu Mode - Rotate

The **ROTATE** Icon (square icon with drawing of a round arrow)
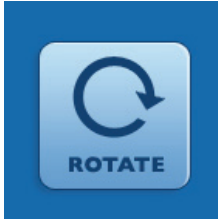
The **ROTATE** icon lets you rotate a photo any way you wish.

1. While in Slideshow Mode and the photo you wish to rotate appears, press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight the **ROTATE** icon and press the **Select** button.
3. A window (with a thumbnail of the photo) will ask you: ROTATE THIS PHOTO?

On the screen are four bars:
90 CLOCKWISE
180 CLOCKWISE
270 CLOCKWISE
NO ROTATION

4. Use the **Up** and **Down** buttons to highlight your rotation choice
5. Press the **Select** button to place a check mark by your selection.
6. Scroll down and highlight **Save**, then press the **Select** button again.
7. Scroll to **Exit** and press the **Select** button, which will take you back to the slideshow.

4. View - Navigating your frame - Menu Mode - Print

The **PRINT** Icon (square icon with drawing of two prints)

IMPORTANT NOTE: Before you can use the Print option -- which lets you take advantage of "One-Button Printing" -- you first need to activate this feature in your CEIVA Website account. Please click <u>here</u> to see how easily CEIVA can send you prints of your favorite photos. [links to Print information page]

After you've activated the Print feature in your CEIVA Website account, the PRINT icon lets you order prints and have them sent directly to you via U.S. mail.

1. When in Slideshow Mode and the photo you'd like a print of appears, press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight the **Print** icon
3. Press the **Select** button.

That takes you to a screen that reads, "Please select your order details." A thumbnail of the photo you've chosen appears on this screen.

NOTE: If the photo that appears is **not** the one you want a print of, exit and go back to your slideshow until the right photo appears, then press the **Menu** button and start again.

The **Print Option Screen** lets you decide:
Print Quantity (how many copies of this photo you want)
Print Type (glossy or matte)
Print Size (4x6 or 3x5)

Below the photo thumbnail you'll see the price per photo in US dollars.

NOTE: The print order will be submitted the next time your CEIVAlife connects to the CEIVA Network. You can cancel it at any time prior to this by viewing a pending print order and selecting cancel.

4. View - Navigating your frame - Menu Mode - What to Display

The **WHAT TO DISPLAY** bar (rectangular)

1. Press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight the **What to Display** bar, and press **Select**.
3. If you have an active PicturePlan membership, you'll see the **What to Display** screen, which gives you the option to display **CEIVA photos**, **CEIVA Channels** (that bring you daily updates on sports, news, weather, health information and more), and **Card Reader**, which displays photos from memory cards.

CEIVA Photos
CEIVA Channels
Card Reader

4. Highlight each one that you want to display and press the **Select** button
5. Use the **Down** button to scroll down to **Save**
6. Press the **Select** button to confirm

4. View - Navigating your frame - Menu Mode - Settings

The **SETTINGS** bar (rectangular)

The **Settings Screen** allows you to make choices about the way you wish to see your slideshow.

1. Press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight the **Settings** bar, and press **Select**.

The **Settings** screen gives you various options about how to view your slideshow.

[photo or drawing of Settings screen, showing the bars with SET TIMES, NEW PHOTO INDICATOR, SLIDESHOW SETTINGS and CONNECTION SETTINGS]

There are four bars in the Settings screen:
Set Times
New Photo Indicator
Slideshow Settings
Connection Settings

These four options are described in the following sections

4. View - Navigating your frame - Menu Mode - Settings - Set Times

Set Times

1. Press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight the **Settings** bar and press **Select**.
3. Highlight **Set Times** and press **Select** again, which takes you to the **Set Your Screen Times** screen.

The **Set Your Screen Times** screen lets you choose when your CEIVAlife screen goes on and when it goes off.

4. When the **Screen On Time** bar is highlighted, use the **Left** and **Right** buttons to view the options. It gives you each of the 24 hours of the day, plus "Always On".
5. When you decide which **Screen On Time** you want, use the **Down** button to scroll down and highlight **Save**
6. Press the **Select** button to confirm.
7. Use the **Up** or **Down** buttons to highlight the **Screen Off Time** bar.
8. Use the **Left** and **Right** buttons to view the options. It gives you each of the 24 hours of the day, plus "Never Off".
9. When you decide which **Screen Off Time** you want, use the **Down** button to scroll down and highlight **Save**
10. Press the **Select** button to confirm

NOTE: Your frame's clock is synced automatically every time your CEIVA connects to the CEIVA network. If you do not have an active PicturePlan membership then you will need to set the time on your frame manually. These settings will appear below the Screen Off Time option.

4. View - Navigating your frame - Menu Mode - Settings - New Photo Indicator

New Photo Indicator

1. Press the **Menu** button and go to the **Main Menu** screen
2. Use the directional buttons to highlight **Settings** bar and press **Select**.
3. Highlight **New Photo Indicator** and press **Select** again, which takes you to the **New Photo Indicator** screen.

You'll see that there are two options: **ON** or **OFF**. **ON** is the default position. You can leave it as it is if you want the blue light to tell you when new photos have arrived.

4. If you wish to turn off the blue light that indicates new photos, then use the **Down** button to scroll to **OFF**
5. Press the **Select** button
6. When the **Save** icon is highlighted, press the **Select** button to confirm your choice.

4. View - Navigating your frame - Menu Mode - Settings - Slideshow settings - Display Mode

Slideshow Settings

Display Mode

1. Press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight **Settings** bar and press **Select**.
3. Highlight **Slideshow Settings** and press **Select** again, which takes you to the **Slideshow Settings** screen.

In the **Slideshow Settings Screen**, there are 3 options:
Display Mode
Transition Type
Slideshow Timing

4. Pressing **Select** when the **Display Mode** bar is highlighted takes you to the **Slideshow Display Mode** screen.

Slideshow Display Mode screen

The **Display Mode** feature allows you to control how your CEIVAlife frame will size your photos to appear on the screen. You have five **Display Mode** types.

NOTE: Whichever display mode you choose will be the display mode for ALL photos in the slideshow.

Display Mode options:
Normal: Displays photo as is

Zoom: Zooms and crops photo

Stretch to Fill: Stretches the photo to fit the entire screen (does not crop photo)

Fit to Fill: Zooms photo until it reaches closest border (does not crop photo)

Crop to Fill: Zooms and crops photo, eliminating any black border around the image

Normal   Zoom   Stretch to Fill   Fit to Fill   Crop to Fill

1. Choose **Settings**
2. Choose **Slideshow Settings**
3. Choose **Display Mode**, pressing the **Select** button after each.
4. Choose the display mode you want and press the **Select** button.

The default setting is **Normal**.

5. Press the **Select** button when **Save** is highlighted to confirm your changes.
6. Then highlight **Exit** and press **Select** to return to your slideshow.

4. View - Navigating your frame - Menu Mode - Settings - Slideshow settings - Transition type

Slideshow Settings

Transition Type

1. Press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight **Settings** bar and press **Select**.
3. Highlight **Slideshow Settings** and press **Select** again, which takes you to the **Slideshow Settings** screen.

In the **Slideshow Settings Screen**, there are 3 options:
Display Mode
Transition Type
Slideshow Timing

Pressing **Select** when the **Transition Type** bar is highlighted takes you to the **Transition Type** screen.

In the **Transition Type** screen, you'll see three options that determine what kind of transition you'll see between the photos of your slideshow:
Cut
Dissolve
Fade to Black

Try all three. Maybe one or another type of transition is better for different kinds of photos.

4. Press the **Select** button when **Save** is highlighted to confirm your changes.
5. Highlight **Exit** and press **Select** to return to your slideshow.

4. View - Navigating your frame - Menu Mode - Settings - Slideshow settings - Slideshow timing

Slideshow Settings

Slideshow Timing

1. Press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight the **Settings** bar and press **Select**.
3. Highlight **Slideshow Settings** and press **Select** again, which takes you to the **Slideshow Settings** screen.

In the **Slideshow Settings Screen**, there are 3 options:
Display Mode
Transition Type
Slideshow Timing

4. Use the **Down** button to highlight **Slideshow Timing**, then press **Select**.

In the **Slideshow Timing** screen you'll see three options:
Photo Interval
Channel Interval
Autostart

Photo Interval
Photo Interval controls the time each photo remains on screen.

When the triangles on either side of the Photo Interval bar are highlighted yellow, use the **Left** and **Right** buttons to scroll through the Photo Interval options, which range from five seconds to one hour, with several options in between.

5. When you decide how long you want your photos to remain on screen, press the **Select** button
6. Press **Select** again to **Save** your setting.

Channel Interval
1. Use the **Down** button to scroll down to **Channel Interval**.

Channel Interval controls how long the special channels appear on your screen. ("Server Setting" is the default position.)

Since you may want to spend more time looking over a recipe, or reading the news headlines, or checking out what the weather's going to be, than you would the photos in

your slideshow, you have the option to adjust the channels separately from the photos. You can set the time so that the special channels stay on screen for up to an hour.

Autostart

1. Use the **Down** button to scroll down to **Autostart**

You can control how long your frame will remain in **Single Photo Mode** (showing a single photo) before resuming the slideshow.

The **Autostart** feature lets you set this to different lengths of time, from five seconds to one hour, or off altogether.

2. Use the **Select** button to choose your settings
3. Press **Save** to confirm
4. Scroll to **Exit** and press the **Select** button to return to your slideshow

4. View - Navigating your frame - Menu Mode - Settings - Connection Settings

1. Press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight **Settings** and press **Select**.
3. Highlight **Connection Settings** and press **Select** again.

This takes you to the **Connection Settings** screen.

The **Connection Settings Screen** allows you to make choices about the way you wish to connect to the CEIVA Network: phone, wireless or broadband.

It also lets you choose when to connect.

The **Connection Settings** screen has five rectangular bars:
How to Connect
When to Connect
Ethernet Settings
Wireless Settings
Telephone Settings

When the **How to Connect** bar is highlighted, pressing **Select** takes you to a screen that asks you: How Would You Like to Connect? There are three options:
Ethernet
Wireless
Telephone

For information about Ethernet (broadband) connection and settings, click <u>here</u>. [links to broadband connection page]

For information about wireless connection and settings, click <u>here</u>. [links to wireless connection page]

For information about analog telephone connection and settings, click <u>here</u>. [links to telephone connections page]

4. View - Navigating your frame - Menu Mode - Connection settings - When to connect - Connection Frequency

Connection Frequency gives you the option to connect from twice a day to every other week, and several options in between.

1. Press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight **Settings** and press the **Select** button.
3. Use the **Down** button to highlight **Connection Settings** and press the **Select** button.
4. Use the **Down** button to highlight **When to Connect** and press the **Select** button.
5. Use the Down button to highlight **Connection Frequency** and press the **Select** button.

This takes you to a screen that reads: How Often Would You Like to Connect? There are five options:
Twice a Day
Every Night
Every Other Night
Once a Week
Every Other Week

6. Use the **Up** and **Down** buttons to scroll to the option you'd like
7. When that option is highlighted, press **Select**, then **Save** to confirm.

TIP: Many CEIVAlife PicturePlan members with a broadband or wireless connection choose the **Twice a Day** option. Those with an analog phone connection normally choose **Every Night**.

4. View - Navigating your frame - Menu Mode - Connection settings - When to connect - Vacation Mode

Vacation Mode

Vacation mode suspends connection to the CEIVA Network during the time that you are not at home, but it does not suspend your CEIVA service: your community of friends and family can continue to send photos to your in-box. These photos will appear on your CEIVAlife frame when you get back from vacation and resume your connection.

1. Press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight **Settings** and press the **Select** button.
3. Use the **Down** button to highlight **Connection Settings** and press the **Select** button.
4. Use the **Down** button to highlight **When to Connect** and press the **Select** button.
5. Use the Down button to highlight **Vacation Mode** and press the Select button.
6. In order to establish Vacation Mode, move the **Up** arrow to **ON**
7. Press **Select**, then press **Save** to confirm
8. When you return from vacation, simply go back to the **Vacation Mode** screen
9. Move the highlight to **OFF**
10. Press **Select** and press **Save** to confirm.

4. View - Navigating your frame - Menu Mode - Connection Settings

1. Press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight **Connection Settings** and press **Select**.

This takes you to the **Connection Settings** screen with its five rectangular bars:
How to Connect
When to Connect
Ethernet Settings
Wireless Settings
Telephone Settings

The **Connection Settings Screen** allows you to make choices about the way you wish to connect to the CEIVA Network: phone, wireless or broadband. It also lets you choose when to connect.

When the **How to Connect** bar is highlighted, pressing **Select** takes you to a screen that asks you: How Would You Like to Connect? There are three options:
Ethernet
Wireless
Telephone

For information on **When to Connect**, click here. [links to When to Connect link]

For information about **Ethernet (broadband) connection and settings**, click here. [links to broadband connection page]

For information about **wireless connection and settings**, click here. [links to wireless connection page]

For information about **analog telephone connection and settings**, click here. [links to telephone connections page]

4. View - Navigating your frame - Menu Mode - Frame Info

Frame Info

1. Press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight the **Frame Info** bar and press the **Select** button.

This takes you to a screen that gives you information about your CEIVAlife frame.

Serial Number:
Service: (Is service enabled or not?)
Software version:
Last dial in: (When was the last time that your frame dialed the CEIVA Network?)
Dial in number: (Phone number if connected via telephone line)
Local Pictures: (Memory card photos)
Shared Pictures: (Photos in current slideshow)
File System:
Memory:

4. View - Navigating your frame - Other screen icons

As you navigate your CEIVAlife frame, you'll find a number of screen icons, many of which will appear only with a current PicturePlan membership:

These icons often indicate CEIVAlife's advanced features. The following pages give you information about what these (and other) icons mean and what features they offer you.

NOTE: Any action that you take on the CEIVAlife frame overrides any action taken on the CEIVA website. For example, if you mark a photo for deletion on the website, that photo will not be deleted if it's currently Locked on the CEIVA frame.

4. View - Navigating your frame - Menu Mode - Other screen icons - Info Bar

Info Bar

The **Info Bar** appears at the bottom of your CEIVA frame's screen when you push the **White** button (Picture) on the back of the CEIVA frame or the **Left** and **Right** buttons.

The **Info Bar** consists of a thumbnail image of the photo currently on display, with the slideshow number of that image and the name of the CEIVA member who sent you that photo. If the photo was sent from a memory card, it also lists that information.

Once the **Info Bar** appears, pressing the **Left** and **Right** buttons lets you browse through the thumbnail images of the photos in your current slideshow.

When the **Info Bar** is active, certain icons (**Lock** icon, **Album** icon and others) may appear at the bottom right of the blue info strip. These indicate that a certain action has already been taken in reference to the photo that appears in the thumbnail image.

Read further in this online manual for the entire list of these icons and what they mean.

4. View - Navigating your frame - Menu Mode - Other screen icons - Brightness Bar

Brightness Bar

The vertical **Brightness Bar**, at the left of your screen, appears every time you press the **Black** button (Brightness) on the back of the frame, or on the **Up** or **Down** buttons.

Once the **Brightness Bar** is displayed, it lists a brightness scale from 1 to 8, 8 being the brightest and 1 the dimmest. Use the **Up** and **Down** buttons, or the **Black** button (Brightness) on the back of the frame, to change the brightness of the photo display.

The **Brightness Bar** also lets you turn the frame off. Just scroll up (by pressing or by pressing the **Up** button) until **OFF** is highlighted and then wait for the screen to go dark.

4. View - Navigating your frame - Menu Mode - Other screen icons - Card Reader

Card Reader

When the **Info Bar** is active and the frame displays a photo from an inserted memory card, the **Card Reader** icon appears at the bottom right of the blue horizontal info screen.

NOTE: The **Info Bar** becomes active by pressing the **White** button (Picture) on the back of the frame, or the **Left** or **Right** buttons.

4. View - Navigating your frame - Menu Mode - Other screen icons - Delete Icon

Delete Icon

When the **Info Bar** is active, the **Delete** icon that appears at the bottom right of the blue horizontal info screen means that this photo has already been marked for deletion. (It will be deleted the next time that the slideshow contents are refreshed or changed.)

4. View - Navigating your frame - Menu Mode - Other screen icons - Lock Icon

Lock Icon

When the **Info Bar** is active and a photo appears that has been locked (i.e., it cannot be deleted from the slideshow), then the **Lock** icon appears at the bottom right of the blue horizontal info screen.

4. View - Navigating your frame - Menu Mode - Other screen icons - Print Order Icon

Print Order Icon

When the **Info Bar** is active and the **Print Order** icon appears at the bottom right of the blue horizontal info screen, it means that a print order has been placed for that photo.

Album Icon

Your CEIVA frame will randomly include one photo from each of your <u>linked albums</u> in your daily slideshow. When the **Info Bar** is active, the **Album** icon at the bottom right of the blue horizontal info screen means that the photo on display is from a <u>linked album</u>.

TIP: Using the Link to Album function helps to create a fresh and new slideshow every day. For further information on how to link albums, click <u>here</u>. [links to linked albums info]

4. View - Navigating your frame - Menu Mode - Other screen icons - Channel Icon

Channel Icon

When the CEIVAlife frame displays a Channel, and the Info Bar is active, you'll see the **Channel** icon at the bottom right of the blue horizontal info screen.

You can set up Channels in your online CEIVA account to get daily updates on news, health information, weather updates, sports scores and more. For more information, click here. [links to Channels information]

4. View - Navigating your frame - Menu Mode - Other screen icons - Galleries Icon

Galleries Icon

The **Galleries** icon appears when the Info Bar is active and your slideshow displays an image which uses artwork from CEIVA's Getty, Corbis and Liquid Art Galleries.

CEIVA® Galleries allow you to take famous pictures, works of art, cards and digital stationery and turn them into your own personal post cards and greetings.

Visit the **CEIVA Gallery Guide** today.

5. Send - Memory card photos

With or without PicturePlan membership, your CEIVAlife frame will display the photos from a camera's memory card. Just insert the memory card in the appropriate slot on the back of your CEIVAlife frame, and then watch your photos in a slideshow.

With CEIVA PicturePlan membership -- free during a trial period -- you can upload memory card photos and make them part of your permanent collection.

NOTE: Different memory cards are compatible with one or the other of the two slots located on the back of your frame.

The CF I / CF II Slot (wider one) is for Compact Flash® or Microdrive™ memory card.

The SD / MMC / MS Slot (narrower one) is for Secure Digital™, MultiMedia Card™, Memory Stick®, Memory Stick PRO®, Memory Stick Duo™, Memory Stick PRO Duo™, SmartMedia™, xD-Picture Card™ or miniSD™

NOTE: The following memory card formats require the use of an adapter (not included): Memory Stick Duo™, Memory Stick PRO Duo™, SmartMedia™, miniSD™ and xD-Picture Card™.

When you insert a memory card into the CEIVAlife frame's appropriate slot, you'll be given three options:

Upload Photos
Start Slideshow
Browse Photos.

TIP: Photos can also be displayed directly from a USB flash drive. Just plug the flash drive into your CEIVA frame's C-Port 1 and watch your photos come to life.

If **Upload Photos** is highlighted and you press the **Select** button, the CEIVAlife frame will upload up to 500 memory card photos for storage in an auto-generated album.

NOTE: Every time you upload photos from a memory card, a new album will be generated.

Once the upload is complete, your CEIVAlife frame will begin a slideshow which will include the newly-uploaded memory card photos.

If you scroll down to **Start Slideshow** and press the **Select** button, the CEIVAlife frame will display the current slideshow **plus** the photos on the memory card.

If you click **Browse Photos**, the frame will display thumbnails of the photos in the current slideshow, plus thumbnails of the memory card photos.

5. Send - Photos sent by "guests"

With a current PicturePlan membership, there are many ways to get photos onto your CEIVAlife frame so that they become part of your slideshows.

Photos can be sent by your guests
Photos of family and friends can be sent to you by those who are part of your community.

In order to designate someone a "guest":
1. Go to www.ceiva.com and sign in.
2. Go to **Members**
3. Click on **Frames**
4. Click on the **Invite a Guest** link.

Follow the screen directions, fill out the boxes, and then click on **Invite**.

Once you've followed these steps, your guests can send you photos.

5. Send - Upload photos from the CEIVA website - Fast Web Upload

Fast Web Upload
Photos can be sent from a computer via Fast Web Upload. This method is recommended for newer computers.

1. Log on to your CEIVA account and use the dropdown menu to select **Upload Photos**.
2. Click **Continue**.
3. Allow a few seconds for the Java uploader tool to load on the **Fast Web Upload** tab.
4. If you do not have Java on your computer, you'll be prompted to download and run the Java application before this function is available to you.
5. Choose the photos you'd like to upload.
6. Try the easy **Drag and Drop** function to upload one photo or an entire folder.
7. Or use the **Browse Files** button to select one or multiple photos to upload. The photos will appear in a list as you add them.

You can edit the names of the photos, rotate them, or remove them from the upload list, using the tools under each photo.

8. Next, choose the destinations you'd like the photos to go to. You can check as many frames and/or albums as you like.
9. Or select **Upload & Customize** to add text, borders, or to make adjustments before you send.
10. Select the **Upload Pictures** button when you're finished.

NOTE: If you prefer this photo upload method, simply check the box next to "Make this your default uploader" and this option will become your default uploader.

5. Send - Upload photos from the CEIVA website - Classic Web Upload

Classic Web Upload
Photos can be sent from a computer via Classic Web Upload. This method is recommended for older computers.

1. Log on to your CEIVA account and use the dropdown menu to select **Upload Photos.**
2. **C**lick **Continue**.
3. Use the **Classic Web Upload** tab to browse your computer for one photo at a time.
4. Select **Add More** to browse for additional photos.
5. Next, choose where you want to upload your photos. You can use **Quick Send to Frame**, **Upload & Customize** or upload to an Album.
6. Then select **Upload Pictures**.

NOTE: If you prefer this photo upload method, simply check the box next to "Make this your default uploader" and this option will become your default uploader.

5. Send - Photos sent from your desktop - iPhoto Plugin

iPhoto Plugin
If you have a Mac that's OS 10.3 or higher, you can download the latest version of iPhoto and export your photos directly from iPhoto to your CEIVAlife frame.

NOTE: To learn more, log on to your CEIVA account, then go to Upload, then click the iPhoto tab.

5. Send - Photos sent from your desktop - Adobe Photoshop Elements and Album Starter Edition

Adobe Photoshop Elements and Starter Addition
You can edit, customize, enhance and **send** your photos to your CEIVAlife frame by using the Adobe Photoshop Album Starter Edition 3.0.

If you'd like to download Photoshop Album Starter Edition 3.0, log on to your account in the CEIVA website.

Click **Upload**, and then click **Get Free Software**.

You'll see that both the **Adobe Album 3.0** and **iPhoto Plugin** are available for free download.

NOTE: To learn more, log on to your CEIVA account, then go to Upload, then click the Download Free Software tab.

5. Send - Photos sent from your desktop - CEIVASender

CEIVASender
You can organize, edit, and enhance your own photos or share them with friends and family with a free version of CEIVASender™, which lets you customize your favorite photos to send to one or multiple CEIVA frames.

With CEIVASender's handy tools you can rotate, customize, zoom, add text to images, and much more.

Log on to your CEIVA Website account.
Go to **Upload**.
Click the **Download Free Software** tab.
Click on **CEIVASender** to take advantage of this free offer

5. Send - CEIVAMobile - Send photos by email or phone

Send photos directly from your camera phone or email address to your frame
With CEIVAMobile, you can share any photo you snap on your camera phone, or any
photo that you've stored on your computer.

NOTE: You must have email capability to use CEIVAMobile from your camera phone.

In order to set up your CEIVA email address:
1. Log on to your account on the CEIVA Website
2. Click the **Upload** tab
3. Click the **Email Upload** tab
4. Click the CEIVAMobile rectangle

In the following screen, click **ON** next to the frame or album you want to send photos to

That will generate an email address next to that frame or album

5. Click **Apply** to generate an encrypted CEIVAMobile address

When you want to send photos via email or camera phone, simply send the photos to
the CEIVAMobile email address that's been generated.

Camera Phone
If you're using a camera phone to send the photo, add this generated CEIVAMobile
email address to your phone's address book for easy access.

NOTE: CEIVAMobile works with most mobile phone carriers with email capabilities,
including AT&T, Verizon, T-Mobile,Virgin Mobile and NEXTEL. If you have a Sprint PCS
Camera, click here. [links to Sprint PCS info]

6. Share - Invite-a-Guest

Invite-a-Guest
Invite friends and family to share photos with you for free. They can send photos to your CEIVAlife frame from anywhere in the world.

Your privacy is protected… **you receive photos only from those you invite.**

To Invite guests to share life's special moments:
1. Log on to your CEIVA Website account
2. Click **Members** tab
3. Click **Frames** tab
4. On the next screen, click on the **Invite a Guest** tab (on the right, fifth one down)
5. On the next screen, put a check mark by the frame you want your guests to send photos to
6. Compose a message of up to 255 characters, letting your guests that they can now send photos to your CEIVAlife frame for free
7. Fill in the names and email addresses of your guests
8. When you're done, click **Invite**

NOTE: Not sure what to write in the message screen to your potential guests? Click **See example** and you'll see an easy way to set up a guest list.

Sample message:
"Hi Jane. We just got Mom a CEIVA Photo Digital Frame and are inviting all the kids to join CEIVA so we can all send her pictures!"

Your guest will receive the above note, plus the following:

Hi Jane
You are invited to send photos to Deborah Doe's CEIVA® frame - at no cost to you.

Send photos and gallery cards to Deborah's CEIVA frame
Organize and store ALL your photos online
Share slideshows via email using eDestinations
Get free Adobe® photo editing software
And much, much more...

Accept Deborah's Invitation

Or call **1-877-MYCEIVA** for assistance

When your guests receive this message…
…all they have to do is accept the invitation and they can start sending photos.

6. Share - Address Book

Address Book
Your CEIVAlife PicturePlan membership lets you build up and manage an address book of your invited guests.

1. Log on to your CEIVA Website account
2. Click **Members** tab
3. Click **Frames** tab
4. On the next screen, click on the **Manage Guest List** tab on the right

This takes you to the **Guest List** screen

5. On the **Guest List** screen are the names all those who already received an invitation from you and who accepted.
6. On the **Guest List** screen, you can edit your guest's name by clicking the **Edit** button next to the name.
7. To add a new Guest to your **Guest List**, click the **Add a Guest** button below the list.
8. On the **Add A Guest** screen you can enter your Guest's Sign-in name and click the **Apply** button.

NOTE: If a friend or family member doesn't have a Sign-in name yet, you can click Invite on the Add A Guest screen. This takes you to the Invite a Guest screen (previous section), and you can invite them to send photos to your frame.

6. Share - Guest Status

Guest Status

If you're a registered CEIVAlife owner, you can invite as many guests as you'd like to be part of your CEIVAlife extended family. Please keep in mind that invited Guests can send photos to an owner's frame from anywhere in the world. All an invited Guest needs is Internet access and a [free Guest account](#) at www.ceiva.com.

NOTE: If you're an owner of a CEIVAlife, please make sure it's registered. If you have not registered it, you will not be able to invite Guests.

If a CEIVAlife owner has invited you to be an invited Guest -- and you do not own a CEIVA yourself -- you can go to your [Address Book](#) to see a list of CEIVA frames you've been invited to. You will not be able to see information or the photos on these frames, but you can send photos to any frame you have been invited to.

While anyone in the world can send pictures to a CEIVA Digital Photo Frame, the frame to which these pictures are sent needs to be located in the U.S., Canada or Puerto Rico in order to receive photos.

7. Store - Organize your photos into albums

Safely store and organize your digital photos in personal albums

Albums in your CEIVA account are the digital version of traditional photo albums.

Just like traditional photo albums, they help you organize your photos. For example, you've taken a trip to Yellowstone, so you create an album called "Yellowstone August 2008". You put all the digital photos from that trip into that album.

On another occasion there's a birthday party. So you create an album and give that album a name that will identify it for you easily and quickly.

Albums help keep your pictures organized and they also ensure that your pictures will not be deleted over the course of time.

With PicturePlan membership, you can store an unlimited number of photos in your secure personal albums on the CEIVA Network. You can create as many albums and store as many photos in them as you like, whether you have a Guest or Member account.

7. Store - Organize Your Photos into Albums - Create a new album

To create a new album

1. Go to www.ceiva.com and log on to your CEIVA account
2. From **My Home**, click **My Content**
3. This will bring up a page with your list of albums.
4. Click the "New Album" button on the left
5. Type in a name for your new album and click **Apply** to create it.

NOTE: You can also create a new album during the upload process. On the right hand side of the Uploader you can send the photos to a "New Album" which you can name at that time.

7. Store - Organize Your Photos into Albums - Delete an album

To Delete an Album

There are times when you may want to delete an album, maybe because it no longer has any photos in it.

When you see the list of your albums, click the one you want to delete. That album's name will now appear by itself, and one of the Album Options is **DELETE ALBUM**. Click this tab.

A screen will appear asking you if you're sure you want to delete this album permanently, and all the pictures in it. If you're sure you want to do that, click **OK**.

That album is now permanently removed from the CEIVA Website.

NOTE: once an Album has been deleted, all of the pictures it contained are gone for good. Please keep this in mind when you delete photos or albums.

7. Store - Organize Your Photos into Albums - Link an album

To Link an Album
When you link an album to your slideshow, at least one photo from that album will appear at random every day.

In order to link your albums:

1. Log on to your CEIVA account and go to your **My Frames** page.
2. From your **My Frames** page click **Linked Albums** for the frame you want to link albums to.
3. From the **Link Albums** page, check off the albums you want to link and click **Apply**.

The next time your frame connects with the CEIVA Network, the system will add a random picture to your frame's slide show presentation from each of the albums you select. For example, if you had an album of your favorite vacation pictures, you will see one photo from that album rotate in each morning on your CEIVA frame.

NOTE: Each time photos are sent to your CEIVAlife frame by way of a camera memory card, a new album will be created.

8. Do Even More - Personalize your photos

Personalize your photos
1. Log on to your CEIVA account, then click **Members** tab.
2. You'll see a window with four options: UPLOAD, CONTENT, FRAMES and ACCOUNT
3. Click the **Content** tab, which lets you view and edit photos
4. Click one of your albums, and then highlight a particular photo you want to edit
5. Click the **Customize** tab at the left of the screen

Now you can customize the photo you've chosen. You can adjust the brightness or contrast, change the background color, add text, crop & zoom, rotate it, add decorative borders and adjust the photo in other ways.

When you're done editing, click **Send** and follow screen directions to get the edited photo into your slideshow... or someone else's slideshow.

NOTE: When you customize one of your photos, you actually create a copy of the photo. The original photo is not affected.

8. Do Even More - Personalize your photos - Add messages or personal comments

Add text to your photos
1. Log on to your CEIVA account, then click **Members** tab.
2. You'll see a window with four options: UPLOAD, CONTENT, FRAMES and ACCOUNT
3. Click the **Content** tab, which lets you view and edit photos
4. Click one of your albums, and then highlight a particular photo you want to edit
5. Click the **Customize** tab at the left of the screen

Now you can add text to the photo you've chosen.

You'll see the window for you to type in text. You can choose a postcard template; choose color for postcard, text and text box; whether you want the text justified left, right or center; the font, font style and font size.

You can even choose a bubble to put text into… just like a cartoon.

6. When you're done editing, click **Send** to send this edited photo to your frame or anyone's frame.

NOTE: When you customize one of your photos, you actually create a copy of the photo. The original photo is not affected.

8. Do Even More - Personalize your photos - Edit photos - Crop & Zoom

Crop & Zoom
1. Log on to your CEIVA account, then click **Members** tab.
2. You'll see a window with four options: UPLOAD, CONTENT, FRAMES and ACCOUNT
3. Click the **Content** tab, which lets you view and edit photos
4. Click one of your albums, and then highlight a particular photo you want to edit
5. Click the **Customize** tab at the left of the screen

In the Edit screen, you'll see that one of the options at the left is Crop and Zoom. Click that tab and it'll open up a dropdown window of choices.

6. When you're done editing, you can **Send** the edited photo to your frame or to anyone's frame.

NOTE: When you customize one of your photos, you actually create a copy of the photo. The original photo is not affected.

8. Do Even More - Personalize your photos - Create invitations and cards

Invitations and greeting cards
Use the CEIVA® gallery of cards and stationery to send customized birthday, anniversary, or holiday greetings.

To customize a card or stationery, simply follow these steps:

1. Log on to your CEIVA account and go to your **My Content** page.
2. From your **My Content** page click on the **Galleries** tab.
3. Select the appropriate category and card from the Gallery section.
4. Click on **Send** to send the image or click on **Customize** to add text before sending.
5. If you are sending with out text, choose the destination of your greeting.
6. If you are adding text, you can preview your message to make sure it looks the way you want it to.
7. Once complete, click on **Send**

8. Do Even More - Create invitations and cards - Send At A Later Date feature

Send at a Later Date

If you want to customize your card today, but have it sent on another day follow these guidelines:

1. Log on to your CEIVA™ account, and select the picture you'd like to send -- you can customize first, if you'd like.
2. Once you're ready to send the photo, click on **Send**, which will take you to your Destinations page.
3. Select the **Send-At-A-Later-Date** feature, and the date you would like the picture sent to the Receiver. Remember to check the selection box.
4. Click on **Send**, and then **Done** on the confirmation page.

To view your **Scheduled Sends**, click **My Options** and then on the **Scheduled Sends** icon. You can then **Cancel Send**, or **Update Send**.

Remember to click on **Update Send** if you reselect the date the picture will be sent.

8. Do Even More - Order prints - Enable One-Button Printing

Order prints of photos

Enabling One Button Printing on the CEIVA Website
NOTE: Before you can take advantage of One-Button Printing, you **MUST** first enable this option on the CEIVA website. Here's how:

1. Log on to your CEIVA account and go to **My Frames**.
2. Under Other Options to the right of the screen, click the link that says **Setting Up One Button Prints**.
3. Click **Yes** to turn on One Button Printing.
4. Select **Fit** or **Crop** for your photo processing. Select the **Print Type** and **Print Size**.
5. Click **Yes** if you'd like to use Print Credits. Make sure to do this prior to getting charged for photo processing. (Please note that print credits do not cover shipping and handling.)
6. Select a billing profile you wish to create, or create a billing profile by clicking the button that reads **Create New Billing Profile**.
7. Then fill in your credit card and billing information.
8. Provide the shipping address where photos should be mailed, or create a shipping profile by clicking the **Create New Shipping Profile** button and then fill in your shipping information.
9. Click **Done**.

Next time your frame dials to the CEIVA Network, it will pick up your One Button Prints information.

Any print orders placed through the CEIVA frame will remain in your frame until it dials into our servers that evening. You'll receive your prints via mail within 5 to 7 business days.

8. Do Even More - Get news, weather, sports… and more!

What are CEIVA® Channels?
As the owner of a CEIVAlife Digital Photo Frame™, not only will you receive pictures from family and friends -- from anywhere in the world -- but you can also select from a wide array of CEIVA Channels that bring you news, sports and other information.

You can enjoy waking up in the morning and having your own personal 3-day weather forecast or financial, health, international and U.S. News. Or getting sports updates, fine art, a recipe a day, even a day in history.

CEIVA Channels allow you to customize the information you receive on your frame by selecting the channels that interest you most.

Among the channels that appear on your CEIVAlife are ABC News, ESPN Sports, the Weather Channel, and the History Channel.

Since it takes more time to look at a recipe than at a photo, you can even adjust your settings so that your special channels stay on longer than the slideshow photos.

9. Troubleshooting - Connection problems - Trouble connecting via phone

My CEIVAlife frame doesn't dial in to retrieve pictures

If your CEIVAlife frame does not successfully connect to the CEIVA Network, please allow it to try again the next night. Connection problems are usually due to heavy Internet traffic, or temporary phone network problems, which usually resolve themselves within 24 hours.

Your CEIVAlife frame has been designed to periodically retry its call to the CEIVA Network whenever a connection attempt has failed. If you prefer not to wait, you can dial in by pressing (and holding) the **White** button (Picture) on the back of your CEIVA frame until it displays the message, "You can let go now, I'm connecting".

At this point, your CEIVAlife frame will make another attempt to retrieve photos from the CEIVA Network. If, after this, your frame is still not retrieving photos, please perform the following checks:

If you are connected to a phone line, make sure your Connection Method is set to Telephone
• On your frame, press the **Menu** button, then highlight **Connection Settings** and press the **Select** button.
• Highlight **How to Connect** and press the **Select** button.
• Make sure that the check mark is on **Telephone**. If it isn't, use the directional buttons to highlight **Telephone**, press the **Select** button, then press the **Select** button again when **Save** is highlighted to confirm.
• Test to see if it retrieves photos from the CEIVA Network by pressing (and holding) the **White** button (Picture) on the back of your CEIVA frame until it displays the message, "You can let go now, I'm connecting".

If your CEIVAlife still does not retrieve photos, check the following:
• Make sure the phone line is securely plugged into the wall outlet, as well as the back of the CEIVAlife frame, and that both plugs are free of dust and debris.
• Log on to the CEIVA Website. Click **My Frames**, then click **Frame Settings** and scroll down to make sure the correct phone number is being used.
• Make sure the phone line is not being used at the same time by another device connected to the same phone line, such as a fax machine.
• Check to make sure you don't hear a delay in the dial tone on your phone line.
• If you have DSL, make sure to use a DSL filter when plugging the CEIVA frame into a phone outlet.

If your CEIVAlife frame (with telephone line) is still not retrieving photos:
• Try plugging your CEIVAlife into a different phone jack in the house.

• Remove any splitters on the phone jack and plug your CEIVAlife directly into the phone jack. If this works, you may need to replace your splitter with a new one.
• If you're not using the phone cord provided to you when you purchased your CEIVAlife, try changing the phone cord. The phone cord should be no longer than 15 feet.
• Some voicemails and other phone features may create a stutter in the dial tone. Check the line and make sure you have an ordinary continuous tone. This may require that you clear out any unanswered messages.
• If you have pulse dialing or require a prefix to dial an outside line, you will need to set the prefix directly on your CEIVAlife. To find out how, click **here**. [links to page in manual re dialing prefix]

NOTE: After trying any suggestion that attempts to troubleshoot a connection problem, manually dial in your frame by holding the White button (Picture) on the back until you get to the screen that says, "You can let go now, I'm connecting."

NOTE: If none of the troubleshooting hints solve your problem, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482.

9. Troubleshooting - Connection problems - Trouble connecting via Wireless Adapter

If your CEIVAlife with CEIVA Wireless Adapter is not connecting to the CEIVA Network:
• Make sure your connection method is set to **Wireless**. To do this, press the **Menu** button, then highlight **Connection Settings** and press the **Select** button. Highlight **How to Connect** and press the **Select** button. Make sure that the check mark is on **Wireless**. If it isn't, use the directional buttons to highlight **Wireless**, press the **Select** button, then press the **Select** button again when **Save** is highlighted to confirm.

If your CEIVAlife frame with Wireless Adapter is still not retrieving photos
• Place your frame in the same room as your wireless router. Once you've done so, try manually dialing in to your frame by pressing the **White** button (Picture) on the back of your CEIVAlife frame and holding it until "You can let go now, I'm connecting" appears. Let go of this button, and your frame will attempt to dial into the CEIVA Network.
• If your CEIVAlife frame is set up properly and is within range of your wireless router and is still not connecting, try restarting your wireless router. Once you've restarted your wireless router, then try dialing in your frame by pressing the **White** button on the back of your CEIVA frame and holding it till you get the message "You can let go now I'm connecting". Once you let go your frame will attempt to dial into the network.

NOTE: After trying any suggestion that attempts to troubleshoot a connection problem, manually dial in your frame by holding the **White** button (Picture) on the back until you get to the screen that says, "You can let go now, I'm connecting."

NOTE: If none of the troubleshooting hints solve your problem, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482.

9. Troubleshooting - Connection problems - Trouble connecting via Broadband Adapter

If your CEIVAlife with CEIVA Broadband Adapter isn't connecting to the CEIVA Network
• Make sure your connection method is set to **Ethernet**. To do this, press the **Menu** button, then highlight **Connection Settings** and press the **Select** button. Highlight **How to Connect** and press the **Select** button. Make sure that the check mark is on **Ethernet**. If it isn't, use the directional buttons to highlight **Ethernet**, press the **Select** button, then press the **Select** button again when **Save** is highlighted to confirm.
• Make sure that your **Ethernet IP** and **Ethernet DNS** information is accurate. Confirm that you have accurate and current information about your Broadband's **IP Address**, **Subnet Mask** and **Default Gateway**, and that this information has been accurately entered into the **Edit Ethernet IP** screen. Confirm that you have accurate and current information about your Broadband's **Pref. DNS Server** and **Alt DNS Server** , and that this information has been accurately entered into the **Edit Ethernet DNS Settings** screen.
If you'd like step-by-step instruction about editing these settings, click **here**. [links to Broadband page in this manual]

NOTE: After trying any suggestion that attempts to troubleshoot a connection problem, manually dial in your frame by holding the **White** button (Picture) on the back until you get to the screen that says, "You can let go now, I'm connecting."

NOTE: If none of the troubleshooting hints solve your problem, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482.

9. Troubleshooting - Connection problems - The frame displays an error message

If the screen displays an error message:
If your CEIVAlife frame is having difficulties connecting to the CEIVA Network, the screen will display a variety of error messages. Here are a few things you'll want to check:
• Verify that all connections between your CEIVAlife frame and power outlets and phone lines are securely plugged in.
• If you're using your Memory Card only, confirm that your memory card is operational by checking to see if your computer recognizes it.
• If you're using CEIVA's PicturePlan, verify that you have registered your CEIVAlife and have purchased a subscription or entered your gift card/gift code number. Your CEIVAlife will not connect to the CEIVA Network unless there is an active subscription.
• Do you have DSL? If so, you'll need to make sure that your CEIVAlife is connected to a DSL filter.
• If you're connecting through an analog phone line and need a prefix (e.g. 9, 7 etc), please make sure to add your Dialing Prefix. If you're not sure how to set a dialing prefix, click **here**. [links to dialing prefix page]. If you don't need a prefix, you'll be able to put **No Prefix** as an option on that screen.
• If you're trying to connect via a digital phone system, you may experience connection problems. Though many CEIVA customers have been able to connect via a digital phone line, we cannot guarantee it will work. **If so, please call CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482**.

9. Troubleshooting - Display problems - Frame turns off after a few minutes

If your CEIVAlife frame turns off after a few minutes of operating:
• Make sure your CEIVAlife frame is properly plugged into a working outlet. We recommend that you use a "surge protector" power strip to prevent surges of electrical current from damaging your CEIVAlife frame.
• Verify the screen-on and screen-off times **here**. [links to View - Settings - Set Times - Screen On Time and View - Settings - Set Times - Screen Off Time].
• Press the **Black** button (Brightness) on the back of your CEIVAlife frame a few times to make sure screen has not been turned off.

NOTE: If none of the troubleshooting hints solve your problem, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482.

9. Troubleshooting - Display problems - The screen remains dark

The screen remains dark
• Make sure the power supply is securely plugged into the back of your CEIVAlife frame, as well as into a **working power outlet that is not controlled by a light switch**.
• Press the **Black** button (Brightness) on the back of your CEIVAlife frame a few times to make sure screen has not been turned off.

NOTE: If the screen remains dark after attempting the troubleshooting hints, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482.

9. Troubleshooting - Display problems - Memory card photos don't display

Memory card photos don't display

First, make sure that your memory card is one that is supported by the CEIVAlife Digital Photo Frame.

The CEIVAlife frame supports most memory card formats including: Compact Flash™, Memory Stick™, Memory Stick PRO™, Secure Digital™, MultiMedia Card™ and Micro Drive™.

The CEIVAlife frame supports the following memory card formats using an adapter (not included): Memory Stick Duo™, Memory Stick PRO Duo™, SmartMedia™, miniSD™ and xD-Picture Card™.

Second, please confirm that your memory card is functioning properly by inserting it into your computer or digital camera.

After you confirm that your memory is functioning properly, check your CEIVAlife frame to make sure you are in Single Photo or Slideshow mode.

Then remove the memory card and reinsert it.

If your CEIVAlife frame still does not display photos when you insert your memory card into the card reader, make sure there are photos on the card and that they are in JPEG format and less than 12 megapixels in resolution.

NOTE: If your memory card photos still do not display after attempting the troubleshooting hints, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482.

9. Troubleshooting - Display problems - My screen does not light up

My CEIVAlife screen does not light up
First make sure that your frame is plugged into a working power outlet.
On the bottom of your frame is a green power light. Is that light on?
If yes, press the **Black** button (Brightness) on the back of your frame several times to ensure that the screen brightness level does not simply need to be increased.

NOTE: If you have gone through these troubleshooting steps and your CEIVAlife frame is still black, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482.

9. Troubleshooting - Display problems - Photos don't scroll

Photos don't scroll
Pressing the **White** button (Picture) on the back of your CEIVAlife frame stops the slideshow and keeps a single photo on the screen.
If you want to resume the slideshow, press the **White** button until the message appears that reads, "Let go to start the slideshow, or keep holding to connect."
If you let go of the **White** button, your slideshow should resume.

If tapping once on the **White** button keeps a single photo on screen longer than you want, check the following setting:
Press the **Menu** button to go to the **Main Menu screen**
Use the directional buttons to highlight **Settings** and press the **Select** button
Use the directional buttons to highlight **Slideshow Settings** and press the **Select** button
Use the directional buttons to highlight **Slideshow Timing** and press the **Select** button

You'll see 3 bars: **Photo Interval**, **Channel Interval** and **Autostart**.
When **Photo Interval** is highlighted, you can change the amount of time that a photo stays on screen. It may be that the **Photo Interval** was set to as much as an hour, keeping a single photo on screen for that length of time. The same is true for **Channel Interval**.

It also could be that the **Autostart** tab was set to an hour, or to **OFF**, which would keep a single photo on screen indefinitely.

Use the **Left** and **Right** buttons to change these time settings.

NOTE: If you have gone through these troubleshooting steps and your CEIVAlife frame is still not scrolling through your photos, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482.

9. Troubleshooting - Display problems - How do I stop photos from scrolling?

How to stop photos from scrolling
Pressing the **White** button (Picture) on the back of your CEIVAlife frame stops the slideshow and keeps a single photo on the screen.
If you want to resume the slideshow, press the **White** button until the message appears that reads, "Let go to start the slideshow, or keep holding to connect."
If you let go of the **White** button, your slideshow should resume.

To control the length of time that a single photo remains on screen, check the following setting:
Press the **Menu** button to go to the **Main Menu screen**
Use the directional buttons to highlight **Settings** and press the **Select** button
Use the directional buttons to highlight **Slideshow Settings** and press the **Select** button
Use the directional buttons to highlight **Slideshow Timing** and press the **Select** button

You'll see 3 bars: **Photo Interval**, **Channel Interval** and **Autostart**.
When **Photo Interval** is highlighted, you can change the amount of time that a photo stays on screen. The same is true for **Channel Interval**.

You can change the length of time in the **Autostart** tab, which determines how long a single photo remains on screen before the slideshow restarts. By changing the time in Autostart to **OFF**, you can keep a single photo on screen indefinitely.

Use the **Left** and **Right** buttons to change these time settings.

Pressing any button starts the slideshow again.

NOTE: If you have gone through these troubleshooting steps and your CEIVAlife frame does not stop scrolling through your photos, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482.

9. Troubleshooting - Sending & Receiving problems - Trouble retrieving pictures

My frame doesn't seem to retrieve photos
If your CEIVAlife frame does not retrieve new photos from the CEIVA Network, please allow it to try again the next night. There might be a problem with heavy Internet traffic, or it might be a phone issue. These usually resolve themselves within 24 hours.

Your CEIVAlife frame has been designed to periodically retry its call to the CEIVA Network whenever a connection attempt has failed. If you prefer not to wait, you can try dialing in by pressing (and holding) the **White** button (Picture) on the back of your CEIVA frame until it displays the message, "You can let go now, I'm connecting".

This means that your CEIVAlife frame is making another attempt to retrieve photos from the CEIVA Network. If, after this, your frame is still not retrieving photos, please perform the following checks:

Make sure your Connection Method is set to the correct setting
• On your frame, press the **Menu** button, then highlight **Connection Settings** and press the **Select** button.
• Highlight **How to Connect** and press the **Select** button.
• Make sure that the check mark is on the type of connection you're using. If it isn't, use the directional buttons to highlight the type of connection you're using, press the **Select** button, then press the **Select** button again when **Save** is highlighted to confirm.
• Test to see if it retrieves photos from the CEIVA Network by pressing (and holding) the **White** button (Picture) on the back of your CEIVA frame until it displays the message, "You can let go now, I'm connecting".

If your CEIVAlife still does not retrieve photos, check the following:
• If you're using a phone connection, make sure the phone line is securely plugged into the wall outlet, as well as the back of the CEIVAlife frame, and that both plugs are free of dust and debris.
• Log on to the CEIVA Website. Click **My Frames**, and then click **Frame Settings.** If using a phone connection, scroll down to make sure the correct phone number is being used.
• If using a phone connection, make sure the phone line is not being used at the same time by another device connected to the same phone line, such as a fax machine.
• Check to make sure you don't hear a delay in the dial tone on your phone line.
• If you have DSL, make sure to use a DSL filter when plugging the CEIVA frame into a phone outlet.

If your CEIVAlife frame (with telephone line) is still not retrieving photos:
• Try plugging your CEIVAlife into a different phone jack in the house.
• Remove any splitters on the phone jack and plug your CEIVAlife directly into the phone jack. If this works, you may need to replace your splitter with a new one.

• If you're not using the phone cord provided to you when you purchased your CEIVAlife, try changing the phone cord. The phone cord should be no longer than 15 feet.

• Some voicemails and other phone features may create a stutter in the dial tone. Check the line and make sure you have an ordinary continuous tone. This may require that you clear out any unanswered messages.

• If you have pulse dialing or require a prefix to dial an outside line, you will need to set the prefix directly on your CEIVAlife. To find out how, click **here**. [links to page in manual re dialing prefix]

NOTE: After trying any suggestion that attempts to troubleshoot a problem retrieving photos, manually dial in your frame by holding the White button (Picture) on the back until you get to the screen that says, "You can let go now, I'm connecting."

NOTE: If none of the troubleshooting hints solve your problem, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482.

9. Troubleshooting - Sending & Receiving problems - Trouble Sending Photos

I'm having trouble sending photos to my CEIVAlife frame

Make sure your Connection Method is set to the correct setting
• On your frame, press the **Menu** button, then highlight **Connection Settings** and press the **Select** button.
• Highlight **How to Connect** and press the **Select** button.
• Make sure that the check mark is on the type of connection you're using. If it isn't, use the directional buttons to highlight the type of connection you're using, press the **Select** button, and then press the **Select** button again when **Save** is highlighted to confirm.
• Test to see if it retrieves photos from the CEIVA Network by pressing (and holding) the **White** button (Picture) on the back of your CEIVA frame until it displays the message, "You can let go now, I'm connecting".

If your CEIVAlife still does not send photos to your frame, check the following:
• If you're using a phone connection, make sure the phone line is securely plugged into the wall outlet, as well as the back of the CEIVAlife frame, and that both plugs are free of dust and debris.
• Log on to the CEIVA Website. Click **My Frames**, and then click **Frame Settings.** If using a phone connection, scroll down to make sure the correct phone number is being used.
• If using a phone connection, make sure the phone line is not being used at the same time by another device connected to the same phone line, such as a fax machine.
• Check to make sure you don't hear a delay in the dial tone on your phone line.
• If you have DSL, make sure to use a DSL filter when plugging the CEIVA frame into a phone outlet.

If your CEIVAlife frame (with telephone line) is still not sending photos:
• Try plugging your CEIVAlife into a different phone jack in the house.
• Remove any splitters on the phone jack and plug your CEIVAlife directly into the phone jack. If this works, you may need to replace your splitter with a new one.
• If you're not using the phone cord provided to you when you purchased your CEIVAlife, try changing the phone cord. The phone cord should be no longer than 15 feet.
• Some voicemails and other phone features may create a stutter in the dial tone. Check the line and make sure you have an ordinary continuous tone. This may require that you clear out any unanswered messages.
• If you have pulse dialing or require a prefix to dial an outside line, you will need to set the prefix directly on your CEIVAlife. To find out how, click **here**. [links to page in manual re dialing prefix]

For further information about sending photos to your CEIVA frames, consult the sections in this manual about sending photos.

NOTE: After trying any suggestion that attempts to troubleshoot a problem sending photos, manually dial in your frame by holding the White button (Picture) on the back until you get to the screen that says, "You can let go now, I'm connecting."

NOTE: If none of the troubleshooting hints solve your problem, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482.

9. Troubleshooting - Sending & Receiving problems - Photos are not uploaded when using CEIVAMobile service

Photos are not uploaded when using CEIVAMobile service
If you've uploaded photos to your frame by using CEIVAMobile service, but you're not seeing your pictures in your frame's Inbox or one of your albums, try these troubleshooting tips.

Verify that your CEIVAMobile email address has been correctly entered in your email program or cellular phone. **Make sure that you are not using the letters 'O' or 'L' for numbers '0' or '1'.**
Be sure that the total number of images per email does not exceed **10.**
Be sure that the total size of the email does not exceed 5 MBs.
Make sure that the pictures you are attaching are in an allowed format (JPG, GIF, BMP, and PSD).
To activate the CEIVAMobile service, visit the **EMAIL UPLOAD** set-up page.

NOTE: Enabling e-mail to send pictures to your frame or album is not a secure method and anyone you give this email address to will be able to upload images to you.

NOTE: If none of the troubleshooting hints solve your problem, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482.

10. Getting Help - Website Help

Website Help
If you have a computer, go to the Customer Care/Help section at http://help.ceiva.com or http://www.ceiva.com/ccare/hlp/help.jsp.

The Customer Care section was designed to provide fast and easy-to-understand answers to all your questions. It's available 24 hours a day, 365 days a year.

The Help library is full of information on maintaining and troubleshooting your CEIVA frame.

10. Getting Help - Customer support via email

Customer support via email
You can also reach Customer Care via e-mail at support@ceiva.com.

10. Help - Customer support via phone

Help via phone

If you don't have a computer, contact the CEIVA Customer Care Team by calling 1-877-MYCEIVA (1-877-692-3482).

11. Product Information - Warranties

CEIVA's PicturePlan Lifetime Warranty
With CEIVA, there are two warranties; there is the basic Limited Warranty that comes with the purchase of a frame (the CEIVAlife frame's Limited Warranty is set forth below) and then there is CEIVA's PicturePlan Lifetime Warranty.

CEIVA's PicturePlan Lifetime Warranty comes with CEIVA's optional PicturePlan membership, provided free of charge during a trial period -- see the box for details about the length of the trial period. As long as you have a PicturePlan subscription, if your frame breaks, CEIVA will fix it for free. All you have to do is pay the postage to return it to us. We'll repair or replace it and pay to ship it back to you. That's it. For more information on all of the benefits you receive from PicturePlan membership, visit www.ceiva.com/pictureplan.

CEIVAlife Frame Limited Warranty
THIS IS TO CERTIFY that the CEIVA products, CEIVA Broadband™ adapter and CEIVA Wireless™ adapter (hereafter referred to as the "CEIVA Product") are warranted to be free of all defects in material and workmanship for one year (365 days) from the date of purchase if proof of purchase is presented within the warranty period to the manufacturer, CEIVA Logic, Inc. ("manufacturer").

Manufacturer's sole obligation under this express warranty shall be, at manufacturer's option and expense, to repair the defective product or part, deliver to buyer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, manufacturer may, in its sole discretion, refund to buyer the purchase price paid for the defective product.

The repaired or replaced item will be shipped to buyer, at manufacturer's expense, not later than ninety (90) days after seller or manufacturer receives the defective product. All products that are replaced will become the property of manufacturer. Replacement parts may be new or reconditioned. Manufacturer warrants any replaced or repaired product or part(s) for one year (365 days) from shipment, or the remainder of the initial warranty period, whichever is longer.

This warranty is valid for purchases within the United States only. Manufacturer shall not be responsible for software, firmware, information, or memory data of buyer contained in, stored on, or integrated with any products returned to manufacturer for repair, whether under warranty or not.

OBTAINING WARRANTY REPAIR SERVICE
You must contact the CEIVA Customer Care Department at 1-877-692-3482 to receive an RMA (Return Merchandise Authorization). Returned CEIVA products should be sent,

by the buyer, postage-prepaid and packaged appropriately for safe shipment. It is highly recommended that products you return be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to manufacturer until the returned item is received.

WHAT THIS WARRANTY DOES NOT COVER

This limited warranty does not apply to the battery contained in any remote control device and/or to any defects caused by negligence, misuse, accidents, acts of God, commercial use, improper operation or maintenance, connection to improper electrical supply, or attempted repair by anyone other than a facility authorized by manufacturer to service the CEIVA Product, or modification to any part of the CEIVA Product, including AC adapter, glass or telephone cable, or accessories. This warranty is invalid if the factory applied serial number has been altered or removed from the CEIVA Product. This warranty does not apply to CEIVA Products after the first purchase. Units purchased second hand on trading web sites (like eBay) are NOT covered by this warranty. Such products are subsequently sold "as is" or "with all faults." We reserve the right to make changes or improvements in our products without incurring any obligation to similarly alter products previously purchased.

DISCLAIMER OF WARRANTIES

EXCEPT AS EXPRESSLY PROVIDED HEREIN AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CEIVA DISCLAIMS ALL OTHER WARRANTIES WITH RESPECT TO THE PRODUCT,WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, SATISFACTORY QUALITY, COURSE OF DEALING, TRADE USAGE OR PRACTICE OR THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS.

LIMITATION OF REMEDIES

TO THE FULL EXTENT ALLOWED BY LAW, MANUFACTURER ALSO EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF MANUFACTURER OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES,AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID,AT MANUFACTURER'S OPTION.THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

LIMITATION OF DISCLAIMER

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ALLOW LIMITATIONS ON HOW LONG AN IMPLIED

WARRANTY LASTS SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

MANUFACTURER, WARRANTOR
CEIVA Logic, Inc.
12455 Branford Street, Unit #24
Arleta, CA 91331

11. Product Information - Safeguards

IMPORTANT SAFEGUARDS

When using an electrical appliance, basic safety precautions should be followed, including the following:

1. To prevent against the risk of electrical shock, do not put your CEIVAlife Digital Photo Frame in water or other liquid.

2. Do not use this product where it can fall into water.

3. Do not operate any appliance with a damaged cord or plug, or after it malfunctions, or becomes damaged in any manner. Contact CEIVA Customer Care at 1-877-MYCEIVA (1-877-692-3482) for proper return and repair or replacement of the CEIVA frame.

4. WARNING: TO REDUCE THE RISK OF ELECTICAL SHOCK OR FIRE, DO NOT REMOVE THE BACK PANEL. NO USER SERVICEABLE PARTS ARE INSIDE. REPAIR SHOULD BE DONE BY AUTHORIZED PERSONNEL.

5. Remote Control Devices, if any, contain a battery that can be harmful if swallowed.

11. Product Information - FCC Statement

FCC Statement
WARNING STATEMENT
(C F R 4 7 , § 1 5 . 1 0 5 , § 1 5 . 2 1 , a n d § 1 5 . 2 7)
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 to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the 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 try to correct the interference by one of the following measures with respect to radios or televisions: Reorient or relocate the receiving antenna. Increase the separation between the equipment and frame. Connect the equipment into an outlet on a circuit different from that to which the frame is connected. Ensure that card mounting screws, connector attachment screws and all ground wires are secured and tight. Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by CEIVA Logic, Inc. could void the user's authority to operate the equipment.

EXHIBIT J (FCC PART 68)
CUSTOMER INFORMATION
This equipment complies with Part 68 of the FCC rules. On the back, in the lower left hand corner of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. You must, upon request, provide this information to your Telephone Company. This equipment uses the following USOC jacks: one RJ11 jack. An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. See Installation Instructions for details. The REN is useful to determine the quantity of devices. You may be connected to the telephone line and still have all those devices ring when your telephone number is called. In most, but not all areas, the sum of RENs should not exceed five (5.0).To be certain of the number of devices you may connect to your line, as determined by the total RENs, you should contact your local Telephone Company to determine the maximum REN for your calling area. If the terminal equipment causes harm to the telephone network, the Telephone Company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice isn't practical, the Telephone Company will notify you as soon as possible. You will be informed of your right to file a complaint with the FCC. The telephone company may make changes in its facilities, equipment,

operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service. If you experience trouble with this telephone equipment, please contact CEIVA Logic, Inc. at 1-877-MYCEIVA (1-877-692-3482) for information on obtaining service or repair. If the equipment is causing harm to the telephone network, the Telephone Company may request you to disconnect the equipment until the problem is resolved. There are no user serviceable parts in this equipment. This equipment is not hearing aid compatible. This equipment may not be used on public coin phone service provided by the Telephone Company. Connection to party line service is subject to state tariffs.

12. Frequently Asked Questions - FAQs about Connection & Getting Started

What do I need to use my CEIVAlife frame?
You will need a standard AC power outlet. You can insert a memory card to display photos. PicturePlan subscription, provided for free during a trial period, lets your CEIVAlife frame receive photos from family and friends. To connect to PicturePlan you will also need a working analog phone line, or a broadband or wireless network connection, plus the appropriate adapter. NOTE: A CEIVA Wireless Adapter comes with your CEIVAlife frame.

What if I have DSL?
Make sure to use a DSL filter when plugging the CEIVAlife frame into a phone outlet. You should be able to purchase a DSL filter from your DSL provider or an electronics store.

What if my CEIVAlife frame has trouble connecting via my phone line?
If your CEIVAlife frame does not successfully connect to the CEIVA Network, please allow it to try again the next night. Connection problems are usually due to heavy Internet traffic, or temporary phone network problems, which usually resolve themselves within 24 hours. If you prefer not to wait, you can dial in by pressing (and holding) the **White** button (Picture) on the back of your CEIVA frame until it displays the message, "You can let go now, I'm connecting". At this point, your CEIVAlife frame will make another attempt to retrieve photos from the CEIVA Network.

If your frame is still not connecting, please perform the following checks:
• On your frame, press the **Menu** button, then highlight **Connection Settings** and press the **Select** button.
• Highlight **How to Connect** and press the **Select** button.
• Make sure that the check mark is on **Telephone**.
• If it isn't, use the directional buttons to highlight **Telephone**, press the **Select** button, then press the **Select** button again when **Save** is highlighted to confirm.
• Test to see if it retrieves photos from the CEIVA Network by pressing (and holding) the **White** button (Picture) on the back of your CEIVA frame until it displays the message, "You can let go now, I'm connecting".

If your CEIVAlife still does not connect, check the following:
• Make sure the phone line is securely plugged into the wall outlet, as well as the back of the CEIVAlife frame, and that both plugs are free of dust and debris.
• Log on to the CEIVA Website. Click **My Frames**, then click **Frame Settings** and scroll down to make sure the correct phone number is being used.
• Make sure the phone line is not being used at the same time by another device connected to the same phone line, such as a fax machine.

• Check to make sure you don't hear a delay in the dial tone on your phone line.
• If you have DSL, make sure to use a DSL filter when plugging the CEIVA frame into a phone outlet.

If your CEIVAlife frame (with telephone line) still does not connect:
• Try plugging your CEIVAlife into a different phone jack in the house.
• Remove any splitters on the phone jack and plug your CEIVAlife directly into the phone jack. If this works, you may need to replace your splitter with a new one.
• If you're not using the phone cord provided to you when you purchased your CEIVAlife, try changing the phone cord.
• Some voicemails and other phone features may create a stutter in the dial tone. Check the line and make sure you have an ordinary continuous tone. This may require that you clear out any unanswered messages.
• If you have pulse dialing or require a prefix to dial an outside line, you will need to set the prefix directly on your CEIVAlife. To find out how, click **here**. [links to page in manual re dialing prefix]

NOTE: If none of the troubleshooting hints solve your problem, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482.

What if my CEIVAlife frame has trouble connecting to my wireless network?
• Make sure your connection method is set to **Wireless**. To do this, press the **Menu** button, then highlight **Connection Settings** and press the **Select** button. Highlight **How to Connect** and press the **Select** button. Make sure that the check mark is on **Wireless**. If it isn't, use the directional buttons to highlight **Wireless**, press the **Select** button, then press the **Select** button again when **Save** is highlighted to confirm.

If your CEIVAlife frame with Wireless Adapter is still not connecting
• Place your frame in the same room as your wireless router. Once you've done so, try manually dialing in to your frame by pressing the **White** button (Picture) on the back of your CEIVAlife frame and holding it until "You can let go now, I'm connecting" appears. Let go of this button, and your frame will attempt to dial into the CEIVA Network.
• If your CEIVAlife frame is set up properly and is within range of your wireless router and is still not connecting, try restarting your wireless router. Once you've restarted your wireless router, then try dialing in your frame by pressing the **White** button on the back of your CEIVA frame and holding it till you get the message "You can let go now I'm connecting". Once you let go your frame will attempt to dial into the network.

NOTE: If none of the troubleshooting hints solve your problem, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482.

How do I add a dialing prefix?

If your telephone system requires a dial-out prefix, such as 9 (for example, 9 + (123) + 456-7890), you will need to enter this dialing prefix into your CEIVAlife phone settings.

1. On your CEIVAlife frame, press the **Menu** button
2. Use the **Down** button to highlight **Settings**, pressing **Select** to confirm.
3. In Settings screen, choose **Connection Settings**, pressing **Select**
4. Use the **Down** button to **Telephone Settings**, pressing **Select**.
5. Use the **Down** button to scroll to **Modem Prefix**
6. Press the **Left** or **Right** buttons to scroll to your phone line's prefix.

NOTE: If the dialing prefix you need is not listed, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482

7. Scroll down to highlight Save and **save** the prefix
8 Hold down the **White** button (Picture) on the back of your CEIVAlife frame until you see the message "You can let go now, I'm connecting."
9. Then let go of the **White** button and your CEIVAlife will attempt to dial in to the CEIVA Network. This may take a few minutes, so make sure not to use the phone until the CEIVAlife completes its call.

What happens if my CEIVAlife frame tries to call the CEIVA Network while the phone line is being used?
If your CEIVAlife is connected via an analog phone line and you are on that phone line when your CEIVAlife frame tries to dial out, your CEIVAlife frame will cancel its attempt to connect and retry later. Depending on when this happens, your CEIVAlife frame may wait until the following night (or early morning) before retrieving photos.

To update your photos right away after your phone line becomes free, press and hold the **White** Picture button on the back of your CEIVAlife frame until the following message appears: "You can let go now, I'm connecting."

What happens if I move?
Before you move your CEIVAlife frame to a new area code or phone number, you should update your phone information in your online CEIVA account under the **Frame Settings** option or call CEIVA Customer Care at 1-877-MYCEIVA (1-877-692-3482).

Once you enter your new phone number into your **Frame Settings** (remember to click on **Apply** before leaving the **Frame Settings** area), press and hold the white button on the back of your CEIVA frame. Once the message "You can let go now, I'm connecting" appears, release the button and allow the CEIVA frame to dial into the CEIVA Network to update the account information. Once you have completed this, do not allow your

CEIVAlife frame to dial in again until it is plugged in at your new location, or you could incur long distance phone charges.

If your CEIVA frame is connecting to your broadband or wireless home network, make sure your settings are still accurate. Refer to http://ceivabroadband.ceiva.com or http://ceivawireless.ceiva.com for more information regarding changing your settings.

What is vacation mode?
Vacation mode suspends connection to the CEIVA Network during the time that you are not at home, but it does not suspend your CEIVA service: your community of friends and family can continue to send photos to your in-box. These photos will appear on your CEIVAlife frame when you get back from vacation and resume your connection.

1. Press the **Menu** button and go to the **Main Menu** screen.
2. Use the directional buttons to highlight **Settings** and press the **Select** button.
3. Use the **Down** button to highlight **Connection Settings** and press the **Select** button.
4. Use the **Down** button to highlight **When to Connect** and press the **Select** button.
5. Use the Down button to highlight **Vacation Mode** and press the **Select** button.
6. In order to establish Vacation Mode, move the **Up** arrow to **ON**
7. Press **Select**, then click **Save** to confirm
8. When you return from vacation, simply go back to the **Vacation Mode** screen
9. Move the highlight to **OFF**
10. Press **Select** and click **Save** to confirm.

What if I don't have a local access number in my area?
CEIVA offers thousands of local access numbers throughout the U.S. If a local number is not available in your area, CEIVA also offers a toll-free PicturePlan. If you have a high speed or wireless network in your house you can also connect with the included CEIVA Wireless Adapter or optional CEIVA Broadband Adapter.

How do I change my local dial-in numbers?
To change the dial-in phone numbers your CEIVAlife frame uses to reach the CEIVA Network:

1. Log in to your CEIVA® account and go to **My Frames** page.
2. From your **My Frames** page, click on the **Frame Settings** link for the frame you are looking to change the dial-in number for.
3. Next select the **Change Dialing #**.
4. Enter the phone number where the frame will be dialing from and click on **Next**.
5. The following page will confirm the number your CEIVAlife frame will be dialing from.

If possible, we recommend that you select up to three local dial-in numbers to provide your CEIVA frame with the most reliable dial-in experience.
Click on **Done** to confirm your actions.

Once the new dial-in numbers have been selected, please press and hold the white button on the back of your CEIVA frame. Once the message "You can let go now, I'm connecting" appears, release the button. The frame will then dial into the CEIVA Network to reconfirm the new telephone numbers you have selected.

NOTE: If local numbers are no longer available in your area, you will have the option of converting your subscription to our purchased Toll Free Service Plan.

How do I change my home phone number in my account on the CEIVA Website?
Once you've signed in to your CEIVA account, you can change your name, email address or home phone number by clicking on the **My Account** link. Once there, click on **Personal Profile**. When you've made your changes, click **Apply** at the bottom of the page to confirm your changes.

NOTE: This only changes the phone number on the account. It does not change the phone number the frame is dialing into.

Can I convert my PicturePlan subscription from Toll-Free to Local service for my CEIVAlife Digital Photo Frame?
Yes. At CEIVA, you have the flexibility to change your service plan from our purchased Toll Free Subscription to our Local Subscription Service Plans at anytime.

Follow these simple guidelines to convert your subscription.
1. Simply log on to your CEIVA account, and go to your **My Frames** page.
2. Click on **Frame Settings** link.
3. Select **Change Dialing #** and enter the phone number that your CEIVA frame will be dialing from.
4. If local numbers are available in your area, please click on **Convert** and select up to three local dial-in numbers.
5. Click on **Done** and your subscription service plan is now successfully converted from Toll Free to Local Service.

NOTE: If local dial-in numbers are not available, or to find out if there is any cost incurred in this conversion, please contact CEIVA's Customer Care Department at 1-877-MYCEIVA or 1-877-692-3482

12. Commonly Asked Questions - FAQs about Setup and Maintenance

How do I turn my CEIVAlife screen off?
There are three ways to turn your CEIVAlife screen off.
1. Press the **Up** or **Down** button. The brightness bar will appear on the left. Use the **Up** button to scroll up until **OFF** is highlighted, **Select**.then wait for the screen to go dark.
2. Another way to turn off the frame is to press the **Black** button (Brightness) located on the back of the frame. That will also bring up the brightness bar. Press the **Up** button until **OFF** is highlighted, and then wait for the screen to go dark.
3. You can also set your screen to go on and off automatically via the Screen On/Off Times menu setting. Click here to learn how.

In order to turn your CEIVAlife back **on**, press the **White** button (Picture) on the back of the frame.

How do I care for my CEIVAlife frame?
Dust regularly with a clean, soft, dry cloth. Do not spray liquids directly onto your CEIVAlife frame. Do not immerse the CEIVAlife frame in water or use the frame in any location where it may become wet.

How many photos can I store in the CEIVA Network?
There is no limit to how many photos you can store in the CEIVA Network.

What type of memory cards can I use with my CEIVAlife frame?
The CF I / CF II Slot (for Compact Flash® or Microdrive™ memory card)
The SD / MMC / MS Slot (for Secure Digital™, MultiMedia Card™, Memory Stick®, Memory Stick PRO®, Memory Stick Duo™, Memory Stick PRO Duo™, SmartMedia™, xD-Picture Card™, miniSD™)

NOTE: The following memory card formats require the use of an adapter (not included): Memory Stick Duo™, Memory Stick PRO Duo™, SmartMedia™, miniSD™ and xD-Picture Card™.

NOTE: If you have a memory card different from those listed above, please contact CEIVA Customer Care at 1-877-MYCEIVA (1-877-692-3482).

Can I use my CEIVAlife frame in my office?

Yes, you can. If you use an analog phone line in your office, first check to see if you need a dialing prefix, such as 9 or 8, to access a dial tone. You can easily change your CEIVAlife frame's settings to take this dialing prefix into account -- see dialing prefix in the Table of Contents or in the Index. Your CEIVAlife can also share the same line as your fax machine, since this is normally an analog phone line.

If you wish to connect your CEIVAlife frame to a broadband network, you can purchase a CEIVA Broadband adapter at http://www.ceiva.com. A CEIVA Wireless Adapter comes with your CEIVAlife.

Can I connect my CEIVAlife frame to my home network?
Yes, you can connect your CEIVAlife frame to a home network via a CEIVA Wireless Adapter (which comes with your CEIVAlife frame) or a CEIVA Broadband adapter, which you can purchase at http://www.ceiva.com. For more detailed instructions on how to set these up, please go to the wireless or broadband sections of this manual, which you can easily find either in the Table of Contents or the Index.

How do I remove and/or change the faceplate of my CEIVAlife frame?
The best way to change the faceplate is to put your forefingers behind the two top edges and press the front of the frame, about a third of the way down, with both your thumbs. Pull the faceplate toward you with your forefingers, and then pull it up and out. To place the other faceplate, gently push down the lower part of the faceplate so that the lower tabs engage with the holes in the frame. Then push in the upper part of the faceplate so that the upper tabs engage with the holes in the upper part of the frame.

How do I change my secret question in my account on the CEIVA Website?
When you register, you set up a question, one that only you know the answer to. If you forget your password, we'll verify your identity by asking you for the answer to this question. If you want to change your secret question, log on to your CEIVA account and click your **My Account** link. Once there, click on the **Secret Question** icon. When you've made your changes, select **Apply** at the bottom of the page to confirm.

How do I update or change my credit card information on the CEIVA Website?
In order to update your credit card information, log on to your CEIVA account and go to your **My Account** page. Then click the **Bill and Ship** profiles. From this page you can ether click the **Edit** button if you wish to update bill name, address or expiration date of your credit card. If you have a different credit card number, you'll need to click on the **Create a New Profile** button.

How do I change my CEIVA Sign-in Name in my account on the CEIVA Website?
At this time you are unable to change your CEIVA Sign-in Name. If you wish, you may create a new account by unregistering your CEIVAlife Digital Photo Frame from the old account and register it under the new account.

How do I unregister from my CEIVA account?
You may want to unregister a CEIVAlife frame if you give your CEIVAlife frame to a friend or relative. If you do not unregister the frame first, the person you give the frame to will not be able to register this frame as their own. To unregister the frame, log on to your CEIVA account and got to **My Frames**. From there click on the **Frame Settings** link for the frame you wish to unregister. From there, click the **Remove** button. This will unregister the frame, allowing the frame to be registered again by someone else.

How do I move a CEIVA Digital Photo Frame from one account to another?
First you have to unregister your CEIVA Digital Photo Frame from the old account and register it under the new account. Any CEIVA Network service (PicturePlan) attached to the CEIVA Digital Photo Frame will follow the CEIVA Digital Photo Frame. See above directions for unregistering an account.

NOTE: Once you unregister a frame, any albums, channels or pictures associated with that CEIVA Digital Photo Frame will be lost.

Why don't the changes I make on my CEIVA® web account show on my CEIVA Digital Photo Frame?
Remember that the changes you make on the CEIVA website are basically instructions for your CEIVAlife Digital Photo Frame the next time it dials into the CEIVA Network. To download the changes you've made on the CEIVA website immediately, press and hold the **White** button (Picture) on the back of the frame until you see the message "You can let go now, I'm connecting." Once your frame completes its call, it will have successfully picked up all the changes made at the website.

My email address has changed. Do I need to change my CEIVA username?
No. If you happened to enter your email address as your sign-in/username when first registering your CEIVA Digital Photo Frame then you do not need to change this even if your email address has changed. The reason is that your CEIVA sign-in/username is simply a text field and is not used to generate email to you. Instead, we recommend that you update the email address located on your Member Profile, as it is to this address that we will send all email related to your CEIVA account.

How do I change my home address on my account in the CEIVA Website?
Once you have signed in to your CEIVA account, you can CHANGE your name, email address or home phone number by clicking on the My Account link. Once there click on Personal Profile. When you have made your changes, click Apply at the bottom of the page to confirm.

How do I CHANGE the name of my CEIVA Digital Frame?
Once you are signed in, you can change the name of your CEIVA Digital Photo Frame by selecting **My Frames** page, then clicking the **Frame Settings** link. From here you can change your **Frame Name**. Once you have made your changes select **Apply** at the bottom of the page to confirm them.

NOTE: This just changes the name of your CEIVA frame. It does not change the sign-in name used to access the ceiva.com account.

How do I CHANGE the name of a photo album?
Log on to your CEIVA account. From **My Home**, click on the **My Content** option.
Choose the album that you wish to change the name for.
Click the pencil icon located to the left of the album name. This will bring up a window that will allow you to change the name of the album.

Once the name of the album has been changed, press the **Save** button

How many albums can I create?
You can create as many albums and store as many photos in them as you like, whether you have a Guest or Member account.

How many pictures can I store in each album?
You can store as many pictures in each album as you like, whether you have a Guest or Member account.

How do I install new software updates on my CEIVA Digital Photo Frame?
You only need to install new software updates if your CEIVA frame does not have an active PicturePlan®. With an active PicturePlan, all CEIVA frames will automatically download any available software

If you do not have a current PicturePlan membership and want to download software updates, click here. [links to Software Updates]

12. Commonly Asked Questions - FAQs about Displaying Photos

How many photos can my CEIVAlife frame display?
Your CEIVAlife frame can display up to 50 photos in a single slideshow. Keep in mind that you can store as many photos as you wish at the CEIVA Network, which gives you a limitless variety of photos that you can view during each day's slideshow.

How do I delete a photo from my current slideshow?
When that photo appears in your slideshow, press the **Menu** button and go to the **Main Menu** screen.
Use the directional buttons to highlight the **DELETE** icon and press the **Select** button.
A window (with a thumbnail of the photo) will ask you: DELETE THIS PHOTO?
On the screen are two bars, **YES** and **NO**.
If you wish to delete the photo from your current slideshow, press the **Select** button when **YES** is highlighted.

What if I change my mind about having deleted a photo from your slideshow?
After deleting a photo, you have another chance to retrieve it.
When that photos is on screen, press the **Menu** button to go to the **Main Menu** screen
The **DELETE** icon now reads **UNDELETE**, and it will be highlighted
If you've changed your mind about the photo and wish not to delete it, press the **Select** button when **UNDELETE** is highlighted
That will take you to a screen that says: **UNDELETE THIS PHOTO?**
If you wish to undelete it, press the **Select** button when **YES** is highlighted..

How do I lock in a photo so that it always remains in my slideshow?
When the photo you want to lock is on screen, press the **Menu** button and go to the **Main Menu** screen.
Use the directional buttons to highlight the **LOCK** icon and press the **Select** button.
A window (with a thumbnail of the photo) will ask you: LOCK THIS PHOTO?
If you wish to lock in the photo, press the **Select** button when **YES** is highlighted.

How do I unlock a photo after having locked it into my slideshow?
When the photo you want to unlock appears in your slideshow, press the **Menu** button to go to the **Main Menu** screen
The **LOCK** icon now reads **UNLOCK**, and it will be highlighted
If you've changed your mind about the photo and wish to unlock it, press the **Select** button when **UNDELETE** is highlighted.
4. That will take you to a screen that says: UNLOCK THIS PHOTO?
5. If you wish to unlock it, press the **Select** button when **YES** is highlighted.

6. Or scroll the highlight down to **NO**, press the **Select** button and the photo will remain locked in your slideshow.

How do I rotate a photo?
When the photo that you want to rotate appears in your slideshow, press the **Menu** button and go to the **Main Menu** screen.
Use the directional buttons to highlight **ROTATE** icon and press the **Select** button.
A window (with a thumbnail of the photo) will ask you: ROTATE THIS PHOTO?
You'll be given options about how to rotate that photo.
Use the **Up** and **Down** buttons to highlight your rotation choice
Press the **Select** button to place a check mark by your selection.
Scroll down and highlight **Save**, then press the **Select** button again.
Scroll to **Exit** and press the **Select** button, which will take you back to the slideshow.

Can I change the slideshow interval setting just for my Channels?
Yes. While a faster slideshow interval setting may work fine on your pictures, you might want your channels to stay on screen for a little longer in order to give you more time to read the weather forecast or a recipe.

Press the **Menu** button and go to the **Main Menu** screen.
Use the directional buttons to highlight **Settings** bar and press **Select**.
Highlight **Slideshow Settings** and press **Select** again.
This is the **Slideshow Settings** screen, which has 3 options:
Use the **Down** button to highlight **Slideshow Timing**, then press **Select**.
In the **Slideshow Timing** screen highligh**t Channel Interval**
When the triangles on either side of the **Channel Interval** bar are highlighted yellow, use the **Left** and **Right** buttons to scroll through the options.
You can set the time so that the special channels stay on screen for up to an hour.

How do I select and move photos to the front of my incoming photos queue?
Go to your account on the CEIVA website, click My Frames, then Incoming Photos.
In the following screen, highlight those photos that you want to move to the front of the queue, and click the bar at the left that reads **Move to Front**.
If you want to see those photos right away, click and press the **White** button (Picture).
Otherwise, the next time that your frame connects with the CEIVA Network, the photos that you've chosen will move to the front of the queue on your slideshow.

Can I customize my CEIVAlife settings directly from my frame?
Yes, you can. On your CEIVAlife frame, using the buttons on the front, you can control how your photos and slideshow appear, when your frame turns on and off, and whether

a light tells you that new photos have appeared. You can edit photos, order prints… and a whole lot more. See the **View** section of this manual for many of these features.

Can I customize photos after uploading them to an album?
Log on to your CEIVA account. From **My Home**, click on the **Upload** option
Once you've selected which photos you'd like to upload, choose the album you want to send the photos to. (If you want to create a new album, check the box next to **Enter New Album Name** and type in the name you'd like to use.)
Click the **Upload Pictures** button and your photos will be sent to the selected album.
Click to highlight the photos you'd like to customize.
Once the photos have been highlighted, click the **Customize** button located under the **Picture Options** list.
From here you can customize your photo by adding text, changing the background color, editing the picture, etc.
Once you've completed your customization, click the **Send** button located below the photo and choose where you'd like to send your customized photos.

Can I customize photos without uploading them to an album?
Yes. To upload a photo and then customize:
Log on to your CEIVA account**.** From **My Home**, click the **Upload** option.
Once you've selected the images you would like to upload using one of our Upload options, choose the **Upload & Customize** feature.
Click the **Upload Pictures** button and your photos will be temporarily uploaded so that you can customize them before you send them.
In the **Photo Editing** screen you can customize your image by adding text, changing the background color, editing the picture, etc.
Once you've completed your customization, click the **Send** button located below the photo and choose where you would like to send your customized photos.

NOTE: We recommend that if you're uploading and customizing more than 10 photos, that you first upload them to an album before customizing.

Can I adjust the brightness or contrast of my photos?
Log on to your CEIVA account. From **My Home**, click the **Content** option.
Choose the album where the picture(s) are located that you wish to crop.
Click to highlight the images you wish to customize.
Once the picture(s) have been highlighted click the **Customize** button located under the **Picture Options** list.
Select **Adjust Photo** from the list of many customizable options.

Click and drag **Color** scale to increase or decrease your photo's contrast, the **Brightness** scale to make your photo darker or lighter, or the **Auto Contrast** check box to let us make the adjustments for you.

After customizing your photo, click the **Send** button located below the photo and choose where you would like the photo to be sent.

NOTE: When you customize one of your photos, you actually create a copy of the photo. The original photo is not affected.

12. Commonly Asked Questions - FAQs about Sending & Receiving Photos

How do I get photos onto my CEIVAlife frame?

Insert the memory card from your digital camera to display your photos on your CEIVAlife frame in a slideshow. If you have a current PicturePlan membership, there are several ways to get your photos to appear on your CEIVA frame. Photos can be sent by "guests", friends and family members that you invite to be part of your photo community. You can send photos to your frame by way of the CEIVA website or from your desktop. With CEIVAMobile, you can send photos by email or by camera phone.

For details on how to do all of this, consult the **Send** sections of this manual.

Who can send photos to my CEIVAlife frame?

With your permission, anyone with Internet access or a camera phone can send photos to your CEIVA frame from anywhere in the world, so long as your CEIVAframe has an active PicturePlan. Remember that before anyone can send you photos, you must invite them, on the CEIVA Website, to be a guest of yours. Your guest has to sign up for free CEIVA membership, and then that member's name is added to your Guest List, allowing that person to send photos to your CEIVAlife frame. Free membership also allows members to store an unlimited number of photos in online albums and customize photos with captions and images.

How do I send photos to another person's CEIVA frame?

In order for you to send photos to someone else's CEIVA frame, you first have to be an invited guest. Once you become a guest, you can send as many photos as you want, as often as you want, from anywhere in the world.

How do I download a photo from the CEIVA Website?

Log on to the CEIVA Website, go to **Members**. Click the **Frames** tab. Click **Now Showing**, **Incoming Photos** or **Recently Removed**, then click the magnifying glass icon located at the bottom right hand side of each picture. Once you are zoomed in on the image, simply click the blue down arrow icon in the bottom left corner to download a high-resolution version to your computer.

How do I change the maximum number of photos I can upload in Multi-Send?

Simply log on to your CEIVA account, click on My Account, and select Site Options. Here you'll have the ability to customize your Send Multiple picture value, ranging from 5 to 30 pictures at a time. Remember to click on Apply before leaving this section.

How do I change my CEIVAmobile address?

You can easily change your CEIVAMobile address by simply turning it **OFF** and then **ON** again. This allows you to generate a new encrypted CEIVAMobile address for any of your CEIVA Destinations as often as you choose. The old address will be rendered inactive.

Go to http://www.ceiva.com/member/manage_ceivamobile.jsp
Check the Off Button
Click Apply
Check the On button
Click Apply
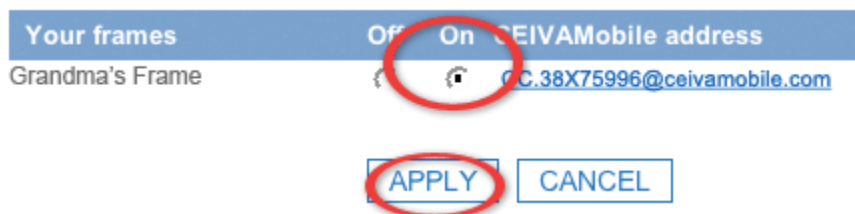
What does it mean to link an album to an eDestination?

eDestinations are a way to send your favorite pictures from your CEIVA account to your friends' and family's cell phones and email addresses. To get started, log on to your CEIVA account and click the link called "My Account". Click the icon called "eDestinations". The first time you visit this page, it will be blank. Click the button called "Add a new eDestination".

The next page will ask you to enter either an email address or a Sprint Vision or Verizon address. If you are sending to a Sprint Vision or Verizon phone, you'll need to enter the phone's 10-digit number followed by the "@pm.sprint.com" or "@vzwpix.com" address ending. If you'd like to send to a regular email address, just click the button called "eMail Address" and enter your information. Scroll to bottom and click "Add" when done.

That's it! The next time you send your pictures through ceiva.com, you will see your new eDestination appear toward the right of the "Select Destinations" page.

12. Commonly Asked Questions - FAQs about PicturePlan and other features

Does my CEIVAlife frame require a PicturePlan Subscription?
Your CEIVAlife comes with a trial period of PicturePlan subscription -- check the box to see how long that is. If you don't renew your subscription after your trial period expires, your CEIVAlife frame can operate without a PicturePlan subscription. Just insert a memory card and you'll see a slideshow of the photos on that card.

However, there are many features that you can take advantage of only with a current PicturePlan membership, such as receiving photos from friends and family, displaying those photos, and safely storing an unlimited number of photos on the CEIVA Network.

What is the CEIVA PicturePlan Subscription cancellation policy?
You may cancel PicturePlan free trial subscription at any time without incurring a cancellation fee. After the initial trial period, your PicturePlan subscription will be subject to monthly and yearly cancellation policies. All cancellations are handled by phone, at 1-877-MYCEIVA (1-877-692-3482), and the customer service representative you speak to can give you details about cancellation policy and terms.

If I insert a memory card, can I choose which photos to display?
The **What to Display** feature allows you to specify what content to include in your slide show. The frame will display all photos on a memory card in a continuous slide show as long as the memory card is inserted and will also display the most recently-sent images from your CEIVA account on the CEIVA Network. You can opt to show **Only New Photos** that the CEIVAlife frame retrieved the last time it connected to the CEIVA Network, **All Photos** (50 at a time), **Only Channels**, only photos stored on an inserted memory card in the **Card Reader**, or **Everything** (photos stored on a memory card and photos from the CEIVA Network).

NOTE: You can also manually remove photos from your CEIVA frame's slide show by using the **Delete** feature. This does not remove the photo from your memory card.

To access the **What to Display** feature, press the Menu button on your CEIVAlife frame, then select **What to Display**. To access the **Delete** feature, press the **Menu** button on your CEIVA frame then select **Delete**. If you are not using a PicturePlan, choose **Card Reader** to display photos only from an inserted memory card.

How do I order prints?

Ordering CEIVA Print products is quick and easy. To order prints from your CEIVA account online, log on to your CEIVA account and go to your **My Home** page. Once on your **My Home** page, click on the **Order Prints** option for step by step directions.

Does my bundled PicturePlan service cover the Local or Toll-Free PicturePlan? CEIVA frames bundled with service cover the local PicturePlan only. If a local number is not available in your area, you can use our toll-free service plan, which will cut your local PicturePlan service time in half. (In other words, any frame with 12 months of local PicturePlan service will have 6 months of toll-free service if the frame is using our toll free number to connect.)

Can I view and change the date for a photo scheduled to be sent?
Log on to your CEIVA account. Click on **My Account**, and then on the **Scheduled Sends** icon. Adjust the date with the drop-down menus to change the date the photo will arrive, and click **Update** to confirm your change.

To cancel delivery, simply click **Cancel Scheduled Send**.

How do I change how my photos in my slideshow are displayed?
The **Slideshow Display Mode** feature allows you to control how your CEIVA frame will size your photos to appear on the screen. You have five **Display Mode** types, whichever you choose will be the display mode for ALL photos in the slideshow.

Log on to your CEIVA® account and go to your **My Frames** page.
From your **My Frames** page click on the **Frame Settings** link.
Find **Slideshow Display Mode** and make a selection (see below for options).
Make sure you click **Apply** to save these settings.

Remember that your CEIVA Digital Photo Frame must first connect with the CEIVA Network to pick up and new settings before the changes will take effect. You may either force a connection by pressing and holding the **White** button (Picture) on the back of the frame or allow it to dial-in during its automated call.

Display Mode options:
Normal: Displays photo as is.
Zoom: Zooms and crops photo.
Stretch to Fill: Stretches the photo to fit the entire screen. Does not crop photo.
Fit to Fill: Zooms photo until it reaches closest border. Does not crop photo.
Crop to Fill: Zooms and crops photo, eliminating any black border around the image.

Normal   Zoom   Stretch to Fill   Fit to Fill   Crop to Fill

How do I use the photo customization tools?
Log on to your CEIVA account, then click **Members** tab.
You'll see a window with four options: UPLOAD, CONTENT, FRAMES and ACCOUNT
Click the **Content** tab, which lets you view and edit photos
Click one of your albums, and then highlight a particular photo you want to edit
Click the **Customize** tab at the left of the screen

Now you can add text to the photo you've chosen.
You'll see the window for you to type in text.
You can choose a postcard template; choose color for postcard, text and text box;
whether you want the text justified left, right or center; the font, font style and font
size.
You can even choose a bubble to put text into… just like a cartoon.

When you're done editing, click **Send** to send this edited photo to your frame or
anyone's frame.

NOTE: When you customize one of your photos, you actually create a copy of the photo.
The original photo is not affected.

How do I check my CEIVA® prints order status
You can review the status of any print order placed in the last 6 months by logging into
your CEIVA account and go to your **My Home** page. From your **My Home** page you can
click on the **Order Prints** option and visit your Print Order Status page.

The status of your order can be any one of the following:
- Order Received - your order has been placed.
- Order In Process - your order is being printed.
- Order Shipped - your order has been shipped.

If you have any problems with your CEIVA Prints, please contact EZPrints Customer
Support at support@ezprints.com.

NOTE: EZPrints Customer Support can only assist you with questions concerning photo
finishing. All other Customer Support issues should be directed towards the CEIVA®
Customer Care Team at 1-877-MYCEIVA (i-877-692-3482)

What size print can I order?
Prints are currently offered in wallet, 3.5x4, 4x6 and 5x7. You may order each size with a glossy or matte finish.

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