

# BigEframe

Step by Step instructions

Bigeframe is an easy to use digital picture frame. In minutes go from snapping a photo with your camera to viewing it on your digital picture frame. You can view your images one at a time or in a continuous slide show. Videos can also be played one after the other.



## Special Features:

- 1080p resolution
- Accepts USB & SD memory ports
- Extra ports for PC and other devices
- Super Quick Start up with Auto Play

## Step by Step

visit our tech support Q and A for more help

Every digital picture frame and remote control is tested before they ship to our customers. If there is damage to your delivery please contact us to make an insurance claim and set up an inspection.

**1. Open your box:** Take out your digital picture frame. You should find a wall hanging bracket with screws and wall hanging instructions. 1 remote control and 1 power cord. Inspect for shipping damage.

**2. Attach power cord:** Unwrap power cord. Plug matching end into the back of the digital picture frame. Plug the AC end into the wall plug. (if you have bad weather we recommend plugging your frame into a surge protector to prevent damage.)

**3. Check your lights:** There are 2 power lights on the 27in. and smaller models. 1 light is located under the frame. Press this button to turn on the screen. (bottom right of frame) It should turn Orange or Blue when working.

32 inch models have a power button lower left behind the screen. This also serves as the input button. Press it fast to switch between inputs. HDMI 1 is the input needed for the USB to work. Let it rest on the HDMI 1 setting for 10sec. to accept the change.

The other power light (media board) is located next to your USB port. As soon as you plug your digital picture frame into the wall power, your media board will turn ON. Look for a blue or Red light coming from the USB area. The red light is small and may be hard to see if you have bright lights on in your room.

**4. Menu Icon Screen:** You should now see your menu screen with icons for video and photos.



If you don't see this screen and your power lights are ON then you need to check your screen HDMI settings first.

### 27in. and smaller models

(Press the button next to the lighted Power button under frame) press and let go until it stops on HDMI 1 .

**32 inch models** have a power button lower left behind the screen. This also serves as the input button. Press it fast to switch between inputs. HDMI 1 is the input needed for the USB to work. Let it rest on the setting for 10sec. to accept the change.

read #5 if you still don't see your menu screen.



**5. Getting to Main Menu:** You should now see your menu screen with icons for video and photos. If after trying 3 and 4 you are getting a “No Signal” or black screen with error message please try the following:  
Pointing your remote **directly at the IR USB port area.**

- Press Power Button on remote to turn OFF USB media board. Red Light should turn OFF.
- Press Power Button on remote to turn ON USB media board. Red Light should turn ON.
- Wait 10 seconds (point remote directly at USB port)
- Press the (setup) button 1 time.
- Press the (down arrow) 2 times.
- Press (OK) 1 time
- Press the (up arrow) 5 times
- Press (OK) 1 time and wait 3 seconds
- Press (return) button 2 times
- Press (Photo) button



This should get you on the correct setting (**HDMI 1080p 60hz**)

**If you still are not on the main menu you may have missed a step. Try again from #3**



- Power** button for USB SD Media
- Mute** volume - Silence audio output
- Movie** - Search for Video files only
- Music** - Search for MP3 files only
- Setup** - Goes to main settings read #6
- Photo** - Search for Photos only
- File** - Search for All Files on USB
- Repeat** - Controls Video Repeat
- Rotate** - Image rotate / Does not save!
- Zoom** - Image zoom / Does not save!
- Audio** - Video Audio Setting
- Sub\_T** - Turn subtitles ON/OFF Video
- OSD** - Slide Time / Transition / Delete
- Ratio** - Video 16:9 or 4:3 setting
- Stop** - Stop Video
- Goto** - Jump to Video Time
- Arrows** - Allows you to navigate menus
- OK** - Enter Button - Accept
- Play/Pause** - Start or Pause Video, Images
- Return** - Accept and go Back to last menu
- Rev** - Reverse video Rewind
- FWD** - Fast forward current Video
- Prev** - Go Back 1 Image or Video
- Next** - Go to Next Image or Video
- Vol +** Turn Up the Volume
- Vol -** Turn Down the Volume
- Info** - Show information about Image or Video

Remote control may change from time to time due to supply.





## 6. Settings Menu:

Point your remote **directly at the IR USB port area**. Press your Setup button,

Press your arrow buttons to select and press OK to make a change. Press your Return button to exit each sub menu.

Important settings:

**Video Output Mode** should always stay on ( HDMI\_1080P\_60HZ ) read number 5 if you are getting a black screen.

**Auto Detect HDMI** should stay OFF for best results.



## 7. Auto Play:

Do you want your slideshow to start as soon as the Picture frame is turned on?

Press your Setup button,

Use your arrow buttons to go down and select Auto Play. Press OK. Choose Auto Play Photos, Video, or Music. Press OK then press the return button twice to go to main menu.

- Next thing you must do is place all of your auto play photo or video files into the Root of your USB or SD card. What this means is that your files cannot be in a folder for the AutoPlay to work.

If you don't do this with your files then you will get a Yellow warning symbol Error!



- Press your Photo button to ignore the error symbol. Or set Auto Play to (None) in Setup. #6

## 8. Getting your Media Ready:

First thing to do is decide what you want to play on your digital picture frame. Do you want the frame to display your images or videos in a looping slide show? Your files can be mixed up but the frame will only play either all Photos in a folder or all Videos in a folder. Playback is in Alpha Numerical order. Each Slide show can only play up to 2gb worth of images. That is about 1000-1500 photos at a time. Set your images to the recommended guidelines below for best performance of your digital frame. You need to size your images to the 1080p format for best results. Photoshop or MS Paint will help.

Note \* Mac computers and some Internet downloads will put Exif data onto images on your USB. This is bad. Your USB will make your digital frame show extra blank photos and the yellow triangle error. Please delete all the blank thumbnail files. Hidden files cause problems with photo playback. **.trash** from the Mac is the most common. Delete all files starting with a period.

Recommended guidelines below.

**Place your media onto a USB or SD card when ready.**

1. Format USB and or SD cards to clear everything off. Fresh Start.
2. Use letters and numbers only when naming your files. extra extended chars get treated like computer code and cause errors. (Screen will keep restarting if you have strange or bad named files on your usb. Dashes are bad.) No Power Point files. Please convert to images or mp4 video.
3. A picture size of 1920 x 1080 is recommended. for both Portrait or Landscape images
4. Set .jpg pictures to a standard baseline format with a quality setting of highest. No compression.
5. Use RGB color schemes only. with 72dpi. Square Pixel setting. (300 dpi is bad and will cause errors)
6. Set video to HD quality 1280x720 or 1920x1080 MPEG 4 or DIVX to show best. .h264

Note\* USB drives may fail over time. you may need to replace them periodically if you constantly run your slideshow from them. If your USB drive overheats please return the USB for an exchange. Do Not Use USB drives that come with security or programs pre installed



## **9. Plug your USB stick or SD memory card into the slot:**

When all of your image or video files are loaded onto your USB or SD card #8 you're ready to start the slide show. Plug your memory device into the proper slot. If you setup AutoPlay correctly your photos or videos will start playing automatically.

## **10. Starting your first slide show:**

Decide what you want to play. Photos or Videos. Use your arrow buttons to move to either the photo icon or the Movie icon. Press OK. Next Press OK on USB or SD. Press OK a few more times on each listed folder until you can see a list of files you want to start playing. Press OK on the first file you want to start with. If you did everything suggested in #8 you should get a big screen image or video.

That's It. Just sit back and let your images or video repeat over and over again.

- If your video is not fullscreen try pressing the (Ratio) button. This sometimes helps.
- If your images are not full screen please follow the guidelines in #8. 1920x1080 fills the screen.
- Press the (OSD) button to speed up or slow down your slide show. Press (Return) button to exit menu.

**If you need help that is not found on these instructions please visit our Tech Support FAQ section of [bigeframe.com](https://www.bigeframe.com):**

Go to <https://www.bigeframe.com> and click on Tech Support

Phone: 615-750-5972