ViewClix™
Operating Guide

ViewClix offers a revolutionary experience for seniors and their families and friends.

To make the **ViewClix Smart Frame** an easy and fun experience for you and your loved ones, we need a family member or friend to do a small amount of organizing and administration for the ViewClix Smart Frame.   (a 'Frame Organizer').

This guide provides a straight-forward, step-by-step process for getting ViewClix setup and then exploring its use and features. **It's really easy!** Please follow this guide from start to finish and you'll quickly be a ViewClix expert.

The ViewClix Smart Frame displays beautiful High Definition Pictures and receives Video Calls. Using the free **ViewClix Mobile App**, families can easily share pictures and make video calls to a ViewClix frame

The solution is tied together by the **ViewClix Cloud** which stores all the pictures and manages the networking for sharing and video calling. The ViewClix web site also includes a **Members Portal** where a ViewClix frame is remotely configured and photos are easily organized.

What's in the box
- ViewClix Smart Frame
- Remote Control
- Frame Stand
- Power Adapter

Remote
control

Frame
Stand

Power
adapter

What you'll need

- Web browser on PC or Mac or Tablet
  to log into the ViewClix Members' Portal

- Also, you can share Photos and make Video
  Calls with any of the following devices:
  - Apple or Android smart phone
  - Apple or Android tablet

First, a few essentials...

- The primary operating mode of a ViewClix frame is to display its **SlideShow**, sequencing through pictures that have been shared by family or friends.

- When a Video Call is received, the SlideShow is hidden during the call.   After the call is ended, the SlideShow automatically starts displaying again.

- Starting a ViewClix frame is accomplished by plugging it in — **no need to worry about a power switch**. Likewise, if you need to move the ViewClix frame, just unplug it.

- When a ViewClix Smart Frame is powered on, it displays a few "splash screens" and the Internet connection is setup/established. After that, the frame will show a camera preview so that you can make sure the position and lighting is good for Video Calls.

Install the ViewClix Smart Frame

We recommend that the Frame Organizer initially set up the frame in their own home, prior to installing at the senior's residence.

This "staging" will help the process of getting started go smoothly.

Step 1

Open the box and take out the ViewClix frame.

Remove the fame from packing materials and place it face-down on a cloth-covered flat surface, to avoid scratches.

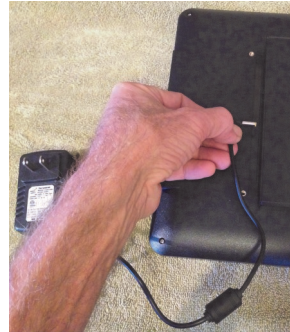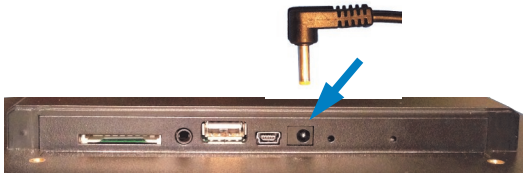ViewClix support: **www.viewclix.com/help** or email to **help@viewclix.com**

Step 2

Remove the Power Adapter from its shipping bag.

Plug the power connector into the frame power socket, located on the side of the frame.
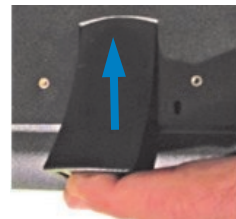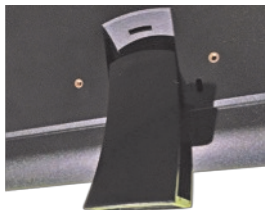
Power Connector

Step 3

Remove the frame stand from the shipping bag.

Install the Stand on the frame's back bottom by sliding tabs into back lower center slot.

Push the Stand into the slot to lock into back of the frame.

Install the ViewClix Smart Frame (CONTINUED)

Step 4

Place the frame near a power outlet on a table top or counter top. Choose a location that can offer good illumination.

Plug power cord into power outlet.

The frame will now start up and display its initial screens.

ViewClix Remote Control

The ViewClix Smart Frame is shipped with a remote control to enter commands.

The Remote Control will be needed to finish the setup/installation process.

You can use the remote control to pause the Slideshow. Use the forward and back buttons < > to move through the pictures.

Sleep and wake-up the ViewClix frame.

The **OK** button is used to enter selections.

Pause & Play the Slideshow.

Options button

ViewClix support: **www.viewclix.com/help** or email to **help@viewclix.com**

Setup Internet connection for the frame

The ViewClix Smart Frame is shipped with built-in connectivity:

- Standard model: connects to Wi-Fi networks

- Broadband mobile data model: for situations where there's no Wi-Fi. It includes a mobile data connection (just like the mobile data connections within smart phones)

Wi-Fi model	Broadband Mobile Data model
When the ViewClix frame starts up, it displays a "welcome" screen with a prompt to start Wi-Fi configuration. The list of available Wi-Fi networks is then shown. After choosing a network or entering a network name, you'll be prompted to enter the network's password/key. **NOTE**: If you don't see the Wi-Fi network listed, it may be because the network is configured to be "hidden". In this case, you can select "Add Network" to enter the Network name (SSID) and password/key.	If your ViewClix frame is the Broadband Model, there is no need to configure a network connection. Each time the frame starts up, the mobile data connection will be verified automatically.

Preview Camera

- After connectivity is confirmed, a preview of the camera is shown. This assists you in positioning the frame in the best location for a Video Call.

- If the preview appears dark or not positioned properly, see the sections "**Frame Placement & Room Lights**" and "**Camera Placement & Lighting**" on page 19 of this guide.

- When you're OK with the camera preview, the SlideShow begins automatically.

That's it — the installation is complete.

When the ViewClix Smart Frame is shipped, there are a few sample images in the SlideShow. To share pictures and make video calls, you and family members may use the **ViewClix Mobile App** or a web browser on a PC or Mac.

Get the ViewClix Mobile App

To download and install the ViewClix app from the Apple App Store or Google Play Store, follow the steps in email that was sent after ordering the ViewClix frame.

The app will guide you through logging into your ViewClix account to link your mobile device with the ViewClix frame.

ANDROID APP ON
Google play

Download on the
App Store

Share pictures with the ViewClix frame

The main screen on the ViewClix app is simple: you can touch the button to 'Share a Picture' or 'Make a Video Call'.

- Touch 'Share a Picture:'

  – For Apple devices: You'll then select an album to select pictures.

  – For Android devices: You'll see a collection of pictures

- Select from 1 to 4 pictures to share and then you can enter caption and confirm sharing.

- The picture(s) will be uploaded to the ViewClix Cloud and in a minute or two, the picture(s) will automatically appear in the SlideShow.

- Repeat to share more images.

TIP: When you upload more than one picture, you'll see a small pencil icon in the corner of each picture,   Tap on that icon to add caption text for each picture.
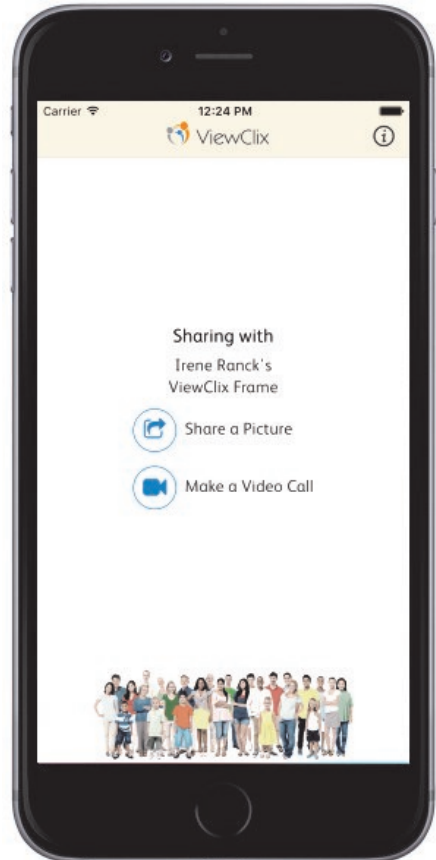
Make a Video Call

While it's displaying the SlideShow, the ViewClix Smart Frame is always ready to receive a video call. Here are a few things to keep in mind about ViewClix video calling:

Frame auto-answers: After playing a notification sound, the Video Call is launched on the frame. It's a good idea to arrange the time of your calls in advance.

NOTE: Auto-answer can be disabled within the Frame Settings (see page 14). If disabled, the frame user (i.e. the senior using the frame), will need to press any button on the remote control to answer video calls.

No video calls while in Sleep mode: On page 13, we show how to set up the sleep time for a ViewClix frame. The frame does not answer video calls during this time.

Call Setup Time Patience is a virtue ☺ After you tap the 'Make Video Call' button it will take up to 15 seconds, for the Video Call to begin.

Try making a test video call.

NOTE: The best way to make a test call is to have someone by the frame while you call it from a different room. If you call the frame from within the same room, you will probably experience unpleasant echo and audio feedback because the microphones will be picking up the other side's speakers.

- Tap the 'Make Video Call' button to start the call.

- To end the call, touch the Red "hang-up" button.

More video call tips

- **Orientation**: "Landscape" orientation is where the width of the screen is longer than the height. As a stationary device, the ViewClix frame is always in "landscape" orientation. If you **rotate your mobile device to also be in landscape mode**, the video will be larger for both the mobile device and the frame.

- **Video calls using public Wi-Fi networks**: Some commercial places, like restaurants or hotels, have Wi-Fi networks that do not support the video call connections.

- **Video calls using mobile data**: if Wi-Fi is unavailable, you can use your smart phone's data plan to make a ViewClix Video Call. But just like watching any video using a smart phone, extra charges can result from your mobile carrier if you exceed your data plan.
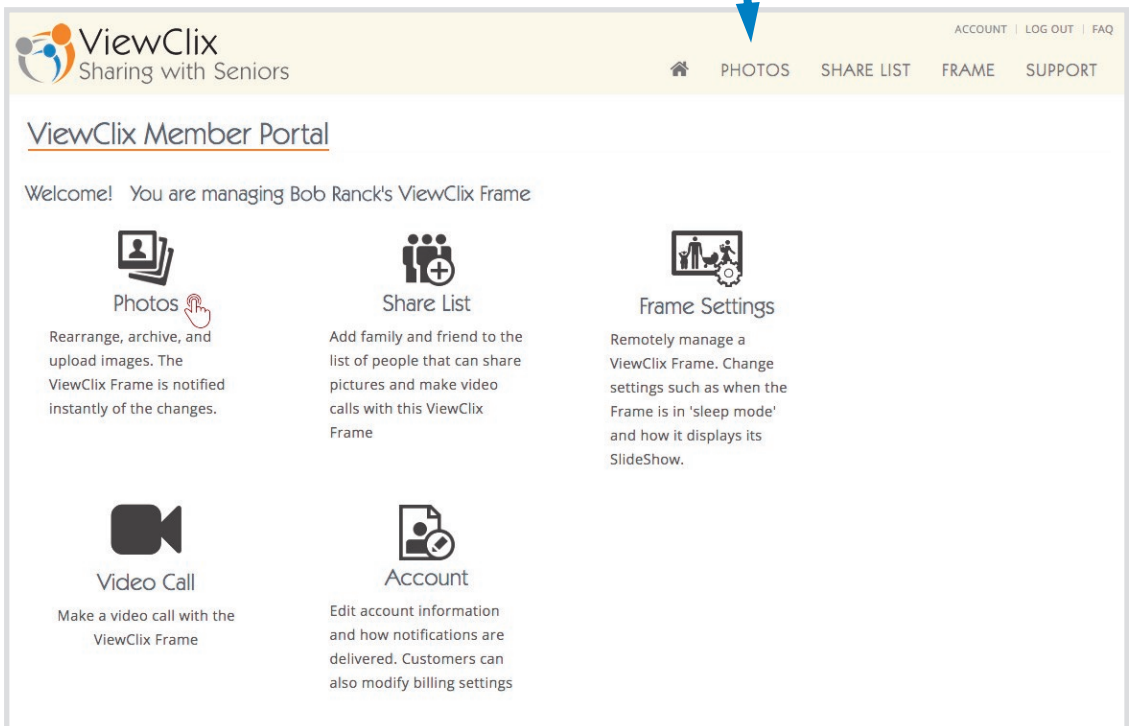
Organize Pictures

Pictures that are shared with a frame are stored in the ViewClix Cloud.

You can organize the SlideShow and manage photos using the **Members Portal** at the ViewClix web site.

Initially, there are a few sample pictures in the SlideShow. You'll want to use the Photo manager to delete those.
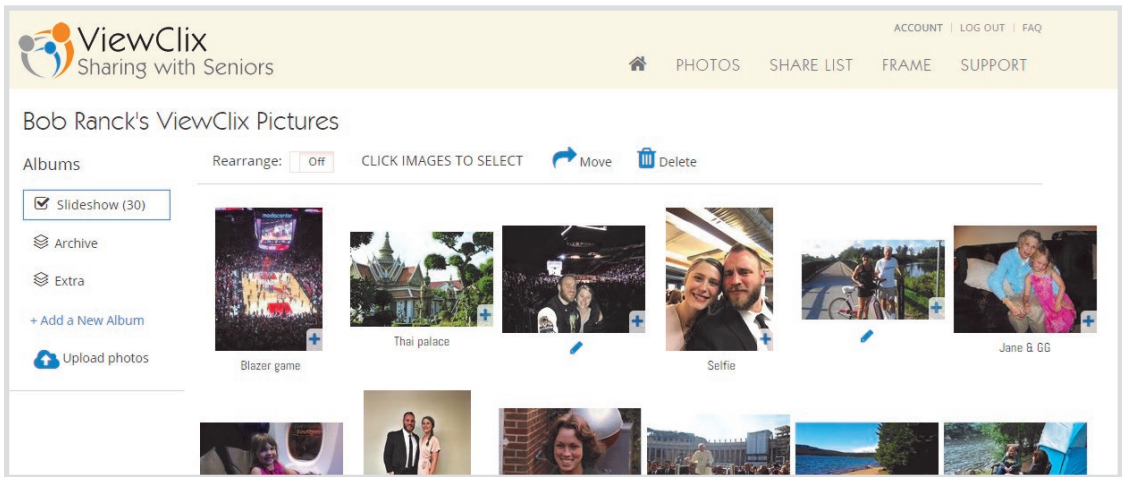
Here are the steps:

- Using a web browser on a PC, Mac or Tablet, go to the Members Portal: **www.viewclix.com/members**

- You'll be prompted to login using your email address and password and then the web page below will be displayed.

- Click or tap "Photos"

ViewClix support: **www.viewclix.com/help** or email to **help@viewclix.com**

The Photos web page will open and you'll see the pictures currently in the Slide Show:

The pictures displayed in the Photo Album are in the order in which they appear in the ViewClix frame SlideShow playback, from left to right and top to bottom.

Select multiple pictures by clicking/tapping on them. Click/tap the Move icon to move the selected photos out of the active SlideShow to another album such as 'Archive'. Click or tap the Delete icon remove the photos entirely.

In addition to using the ViewClix mobile app to upload pictures, you can click/tap the Upload icon and a new window will appear. You can then drag and drop or browse and select additional images from the PC, Mac or Tablet that's in use.

Captions can be added when you upload a picture using the ViewClix mobile app. You can also add or edit captions here by clicking/tapping the on the caption text or the pencil icon underneath a picture.

NOTE: By default, the ViewClix frame displays the picture captions during its Slideshow. If you'd like to turn off the captions in the Slideshow, you'll need to disable it in the ViewClix frame Settings. See page 14 for information on this setting.

Organize Pictures (CONTINUED)

Why move pictures to other Albums?

After using ViewClix for a while, the SlideShow album might be filled with quite a few photos. It's best to not have too many since the more pictures, the longer it will take the ViewClix frame to cycle through them. A good rule of thumb is to keep the total under 100. This makes room for new photos to be seen by your senior.

In addition to the Archive album, you can create additional albums to store pictures. For example, you can create a "Holidays" album and once the holidays are over, you can move pictures to it. Then next year, you can highlight those memories by moving the photos back to the SlideShow.

Rearrange: Off

If you click or tap on **Rearrange** switch, you can drag and drop photos into a different order to change the sequencing of the SlideShow playing on the ViewClix frame.
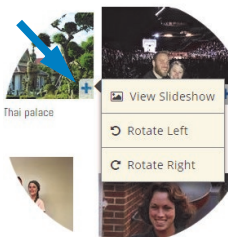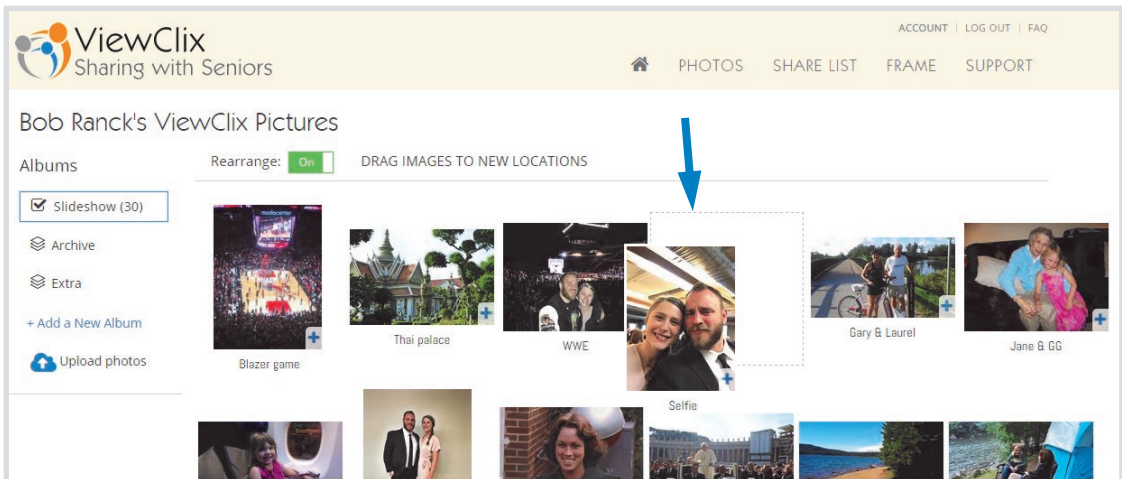
Tip: In the lower right corner of each picture is a '+' plus icon. Click/tap this icon if you need to rotate a picture or if you like to view it enlarged in the Slideshow.

Enable family and friends to share with the ViewClix Smart Frame

The ViewClix Cloud maintains a **Share List** for each ViewClix frame. There are 2 ways that family and friends can be added to the Share List:

- The Frame Organizer logs into the **Members Portal** of the ViewClix web site and adds the person to the Share List.

  ... or ...

- The Frame Organizer can use the ViewClix mobile app to quickly add the person to the Share List.

Let's get started with the first option.

- Click or tap "Share List"

Enable family and friends to share (CONTINUED)

After clicking or tapping on '**Share List**', the following web page will be displayed:

Add family and friends to the Share List easily: just input their name and email address.

Immediately after a person is entered in the Share List, they will be sent an account activation email.

Once setup and activated, they can also get the ViewClix app and start sharing pictures and making video calls.

Share List Icons

User has accepted the Share List invitation and may share with the frame.

Until an account is activated, the red exclamation icon is next to the name. That person can't share or video call with the frame yet.

Click or tap this icon to resend the account activation email.

Click or tap this icon to delete this Share List user from this frame. Once this has been completed, the user will no longer be able to share or make video calls to this frame.

ViewClix support: **www.viewclix.com/help** or email to **help@viewclix.com**

Set the 'sleep time' for the ViewClix Smart Frame

In most instances, it will be desirable to not have the SlideShow running at night.

The good news is that all ViewClix frame settings can be configured remotely and changed whenever you like.

You probably noticed that the same web page that's used for updating the Share List also includes the ViewClix frame settings.

- Here are steps to configure sleep. The settings for Sleep are at the bottom of the list of Frame Settings.

- First, make sure the box for "Sleep Enabled?" is checked.

- Second, enter the desired Sleep Start Time and Sleep End Time. The times are local to the time zone where the frame is located.

Other tips regarding Frame Settings

- **Make sure that you click or tap "Save Settings" when you're ready to update the frame.**

- The ViewClix frame will receive the updated settings immediately.

- **Disable auto-answer of video calls:** some seniors may prefer to answer the video calls manually. When auto-answer is unchecked/disabled, the frame user will need to press any button on the remote control to answer the video call.

- **Viewing captions in the Slideshow:** By default, picture captions are shown during the frame's Slideshow. If you'd like to change that, use the "View Captions in Slideshow" checkbox.

- **Slide duration:** You can change the number of seconds that a picture is stays on the frame screen before advancing to the next.

Tips and FAQ

- **How does a family member or friend share a picture from Facebook to a ViewClix frame?**

  NOTE: If you're using an Apple smart phone or tablet, you may see the message, "Please Allow Photo Access", when you try to save a photo from Facebook. In that case, follow these steps to enable Facebook to save photos:

  - Open the iPhone or iPad Settings.
  - Tap 'Privacy'
  - Tap 'Photos'
  - Set Facebook to ON

  1. In Facebook, touch the picture to see it's full view.
  2. In the upper right corner of the screen, touch the menu icon (it's the 3 vertical dots)
  3. Select "Save Photo" from the menu.
  4. After the picture is saved, open the ViewClix mobile app and select "Share a Picture" to select the picture and share it with the ViewClix frame.

- **Can the frame's SlideShow be paused?**

Yes! First, press the Pause / Play button on the remote control.

To re-start the Slideshow, press this button again.

Then, use the ❮ and ❯ buttons to move backward and forward in the Slideshow pictures

Tips and FAQ (CONTINUED)

- **The words, "not connected" are displayed in the top right corner of the ViewClix Smart Frame. What should be done?**

  "Not connected" means that the ViewClix frame is currently not connected to the Internet.   This may not require any action since the ViewClix automatically attempts on its own to restore the connection.

  Usually, automatic reconnection is successful within 15 minutes. Patience is a virtue ☺

  If the 'not connected' message is displayed for more than 1 hour, a notification message (an alert) will be sent to the ViewClix Frame Organizer to let them know the frame is not connected.

  If the ViewClix frame is connected via Wi-Fi

  - When 'not connected' is displayed for an extended period of time (more than 1 hour), the following should be checked:
  - The Wi-Fi router may have an issue and need to be "rebooted" by unplugging it and re-plugging it in.
  - The Internet service provider may be having an issue. In this case, other Wi-Fi devices like smart phones, tablets and PC's will also not be able to connect to the Internet. You may need to contact the Internet service provider.

  If the ViewClix frame is connected via Broadband Mobile Data:

 - When 'not connected' is displayed for more than an hour, you can try unplugging and re-plugging in the ViewClix Smart Frame to get it reconnected.

- **How many users can send pictures or make video calls to a ViewClix Smart Frame?**

  Unlimited. Your whole family and all your friends can be on the frame's 'Share list'.

　　　　ViewClix support:　**www.viewclix.com/help** or email to **help@viewclix.com**

Tips and FAQ (CONTINUED)

- **How can the Wi-Fi Settings be changed?**
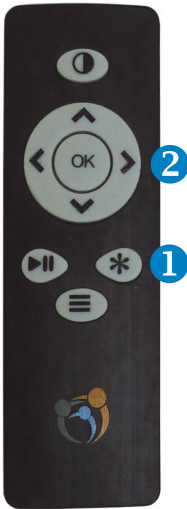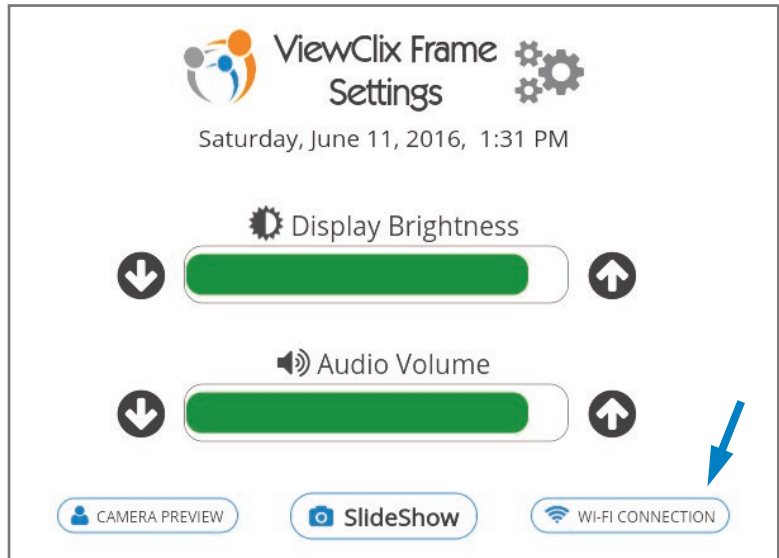
First, touch the ✻ button on the remote control. Then, within 3 seconds, touch the ❯ button and a Frame Settings screen will be displayed.

To change the Wi-Fi settings, use the remote control direction buttons to highlight 'Wi-Fi CONNECTION" on the screen and press OK.

As during the initial frame setup, you'll see a list of available Wi-Fi networks from which to choose.

Tips and FAQ (CONTINUED)

- ## What if I want to relocate the ViewClix Smart Frame?

   No problem. Just unplug the frame and plug it into it's new location.

   If it's the standard ViewClix frame model and you're moving it to a location with a different Wi-Fi network, the ViewClix frame will sense that and prompt you to choose the new network and enter the Wi-Fi password.

   If you're using the Broadband Data model of the ViewClix frame, just plug in the frame at the new location and the connectivity should start automatically.

   Please refer to the next page for testing the camera for adequate room lighting.

- ## A shared picture is not rotated properly. How can I fix it?

   The ViewClix system tries to detect picture rotation and fix issues but sometimes, these can't be automatically corrected. The ViewClix frame organizer can manually rotate the picture by following these steps:

   1. The organizer logs in to the ViewClix member portal at www.viewclix.com/members

   2. Tap/click on the 'Photos' icon. The 'thumbnail' images of the Slideshow pictures will be displayed

   3. Find the picture to rotate and tap/click on the '+' sign at the bottom right hand corner of the thumbnail.

   4. A menu will be displayed. Select Rotate Left or Rotate Right and the picture will be rotated 90 degrees in the that direction.

   5. After a few minutes, the picture in the Slideshow on the ViewClix Smart Frame will be updated to the correct rotation.

Frame Placement & Room Lights

Most seniors want the frame placed in a convenient location where there is seating to engage in a video call. Because the ViewClix Smart Frame displays its Slideshow each day, this location should also be somewhere that adds a focal point in family picture settings.
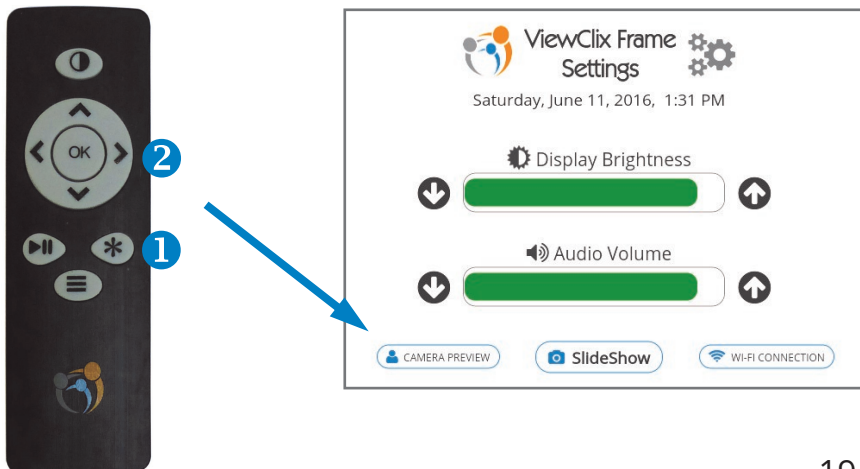
Because ViewClix Smart Frame displays are reflective surfaces, they will mirror lit images from across a room, especially when displaying dark background pictures. The first consideration is the location in the room relative to any windows with sun exposure. The brighter the window, the brighter the reflection off the frame's screen. Try positioning the screen facing away from any bright sources of lights in a room.

Camera Lens
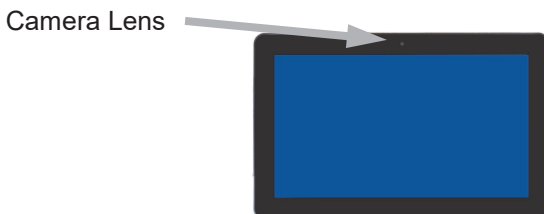
Camera Placement & Lighting

For video calls, you'll want to have good front lighting while avoiding bright background lighting. That way you'll be able to see your senior clearly.

Here's how to re-use the **Camera Preview** feature: As the Frame is running its SlideShow, touch the ✳ button followed by the ❯ button to view the Frame Settings

ViewClix Frame Settings

Saturday, June 11, 2016, 1:31 PM

Display Brightness

Audio Volume

CAMERA PREVIEW   SlideShow   WI-FI CONNECTION

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