



USER GUIDE

ViewClix Smart Frame - Models 10/e and 15/e



UPDATED MOBILE APP EDITION

Share photos. Make video calls. Stay connected.

A complete guide for family, friends, and Frame Organizers

Everything you need to stay connected

ViewClix combines a connected smart frame, the ViewClix Cloud, and the free mobile app. Family and friends can share photos and videos, make video calls, send Sticky Notes, and help manage the frame from almost anywhere.

Before using this guide

Complete the separate Quick Start Guide first. This User Guide begins after the frame is connected to Wi-Fi and the organizer can sign in to the ViewClix app.

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Two roles appear throughout this guide

A **Frame Organizer** manages settings, approved contacts, and permissions. An **approved family member or friend** can share and call according to the permissions the organizer grants.

Guide tip: Bold labels match the app; colored callouts mark tips, setup details, and cautions.

GETTING STARTED

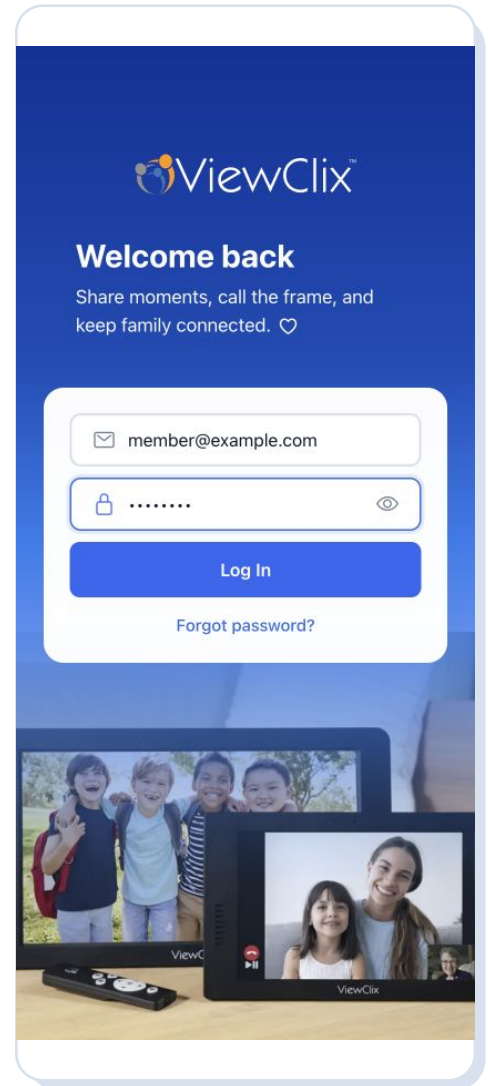
Get the ViewClix app and sign in

Download the free ViewClix app from the Apple App Store or Google Play. The same account connects you with every ViewClix frame whose Share List includes you.

- 1 Install **ViewClix** on your phone or tablet.
- 2 Open the app and sign in with your ViewClix email address and password.
- 3 Allow access to photos, camera, microphone, and notifications when the app asks. These permissions support sharing and video calling.
- 4 Confirm frame(s) you are connected to by clicking the User Icon in the top right hand corner.

Invited by a family organizer?

Open the invitation email to activate your account. If you forgot your password, select **Forgot Password?** or visit **viewclix.com/reset**.



Computer access

Manage ViewClix on a computer at **viewclix.com/members**

Navigate the app



The bottom navigation keeps the most-used features within reach. The **Library** tab contains both Photos and Videos.

Main navigation

- **Home:** View or like Recent Moments; tap a like count to see who responded.
- **Library:** Choose Photos or Videos to share with the frame.
- **Video Call:** Start a one-to-one call, Group Call, or PhotoChat.
- **Notes:** Create and schedule Sticky Notes.
- **More:** Open sharing, Settings, Church TV, Call-Me, Account, permissions, and Help.

Two useful header menus

Tap + to add photos, video, a Sticky Note, or family. Tap the **User Icon** to switch frames or open Account, Settings, Call-Me, and Help.

Share photos with the frame



Open **Library > Photos**. New pictures upload to the ViewClix Cloud and enter the frame's **Slideshow** album.

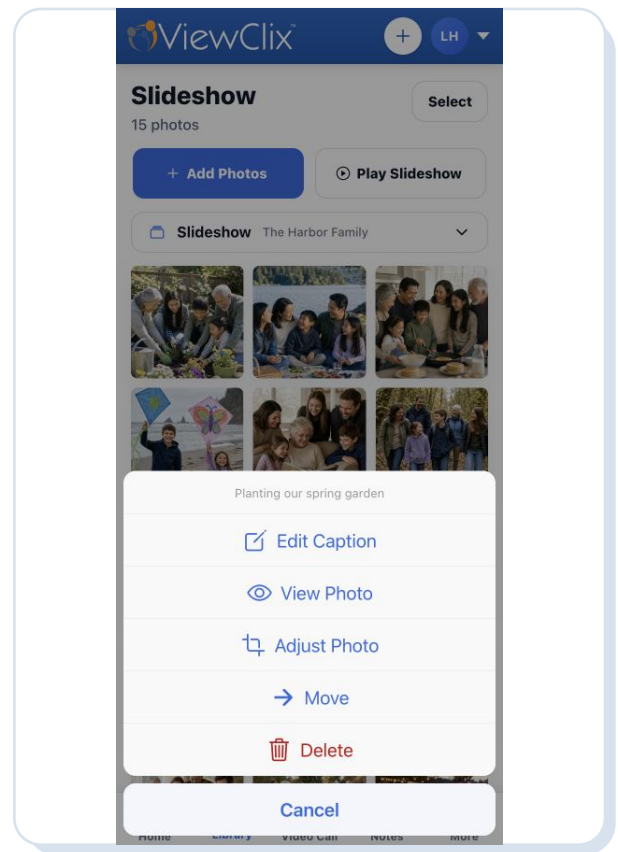
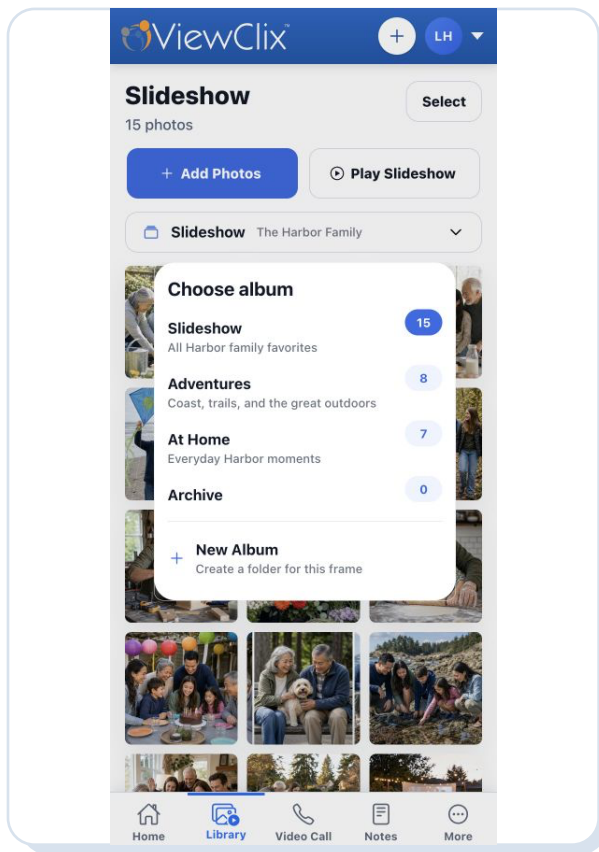
- 1 Open **Photos** and tap **Add Photos**. You can also tap the header **+** and choose **Add Photos**.
- 2 Choose one or more pictures from your device. On iPhone or iPad, allow access to **All Photos** when prompted.
- 3 Review the selected pictures. Add captions when they help explain who, where, or when.
- 4 If you use more than one frame, confirm the frame or frames that should receive the pictures.
- 5 Tap the final upload or share button and keep the app open until the upload finishes.

When will they appear?

After uploading, allow a short time for the pictures to reach the frame. A sleeping or offline frame will update after it reconnects.

Choose albums and use photo actions

Organizer permission: Full photo management requires permission from the Frame Organizer. Missing tools? Ask the organizer to check your permissions.



Switch or create albums

Tap the album name above the grid. Choose **Slideshow** or another album, or tap **New Album**. Only Slideshow plays automatically on the frame.

Open photo actions

Tap a picture to edit its caption, view it full size, adjust Magic Zoom, move it, or delete it. Available actions depend on your permissions.

Select, move, and delete photos



Organizer permission: Full photo management requires permission from the Frame Organizer. Missing tools? Ask the organizer to check your permissions.

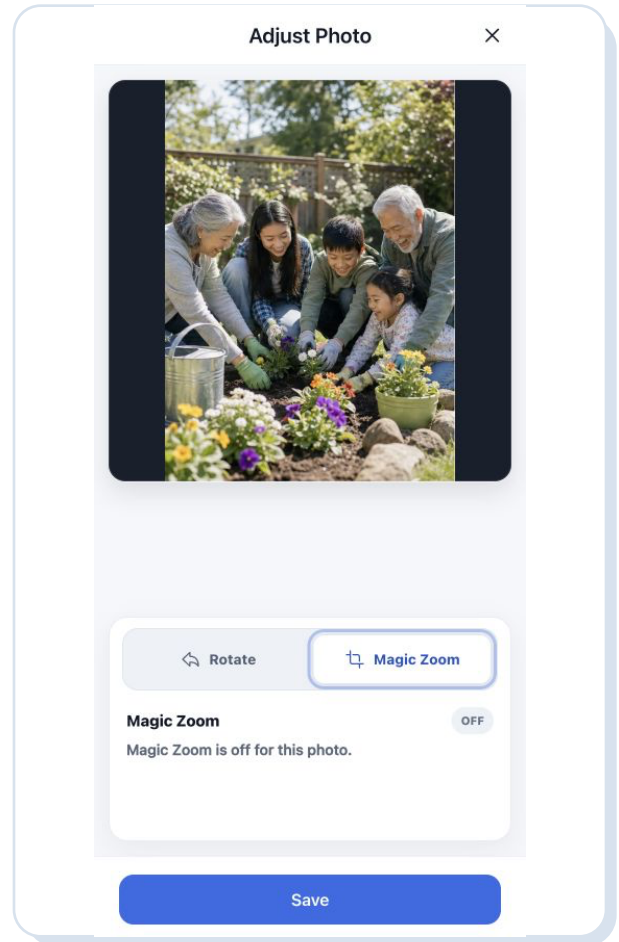
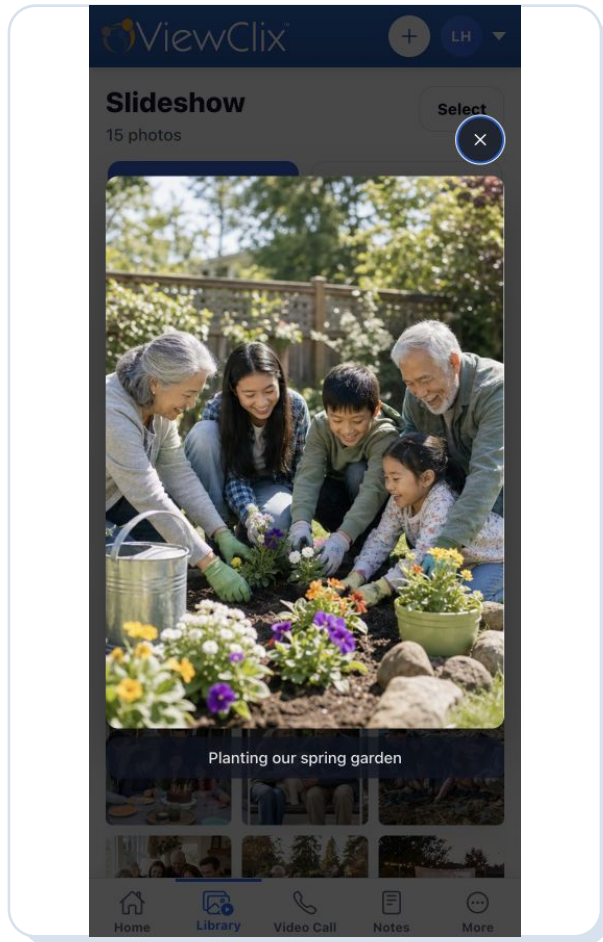
Selection mode lets an organizer work with several pictures in one pass.

- 1 Open **Photos** and tap **Select**.
- 2 Tap each picture you want to manage. A selected marker appears on every chosen picture.
- 3 Tap **Move** to send the selected pictures to the beginning, the end, or another album.
- 4 Tap the trash icon only when you are certain the selected pictures should be removed.
- 5 Tap **Done** to leave selection mode.

Delete carefully

Deleting a photo removes it from ViewClix. Moving it to another album keeps it available without showing it in the Slideshow.

View photos, captions, and Magic Zoom



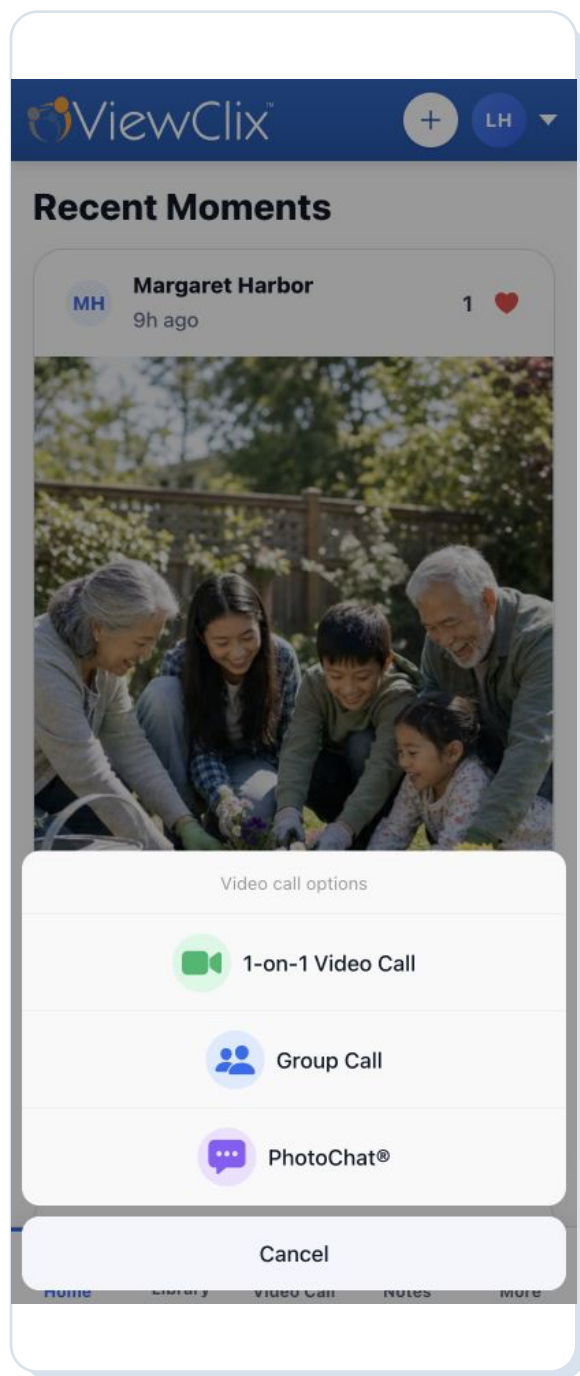
View and describe a photo

Choose **View Photo** to open the updated viewer. Double-tap or pinch to zoom, then tap the close button to return. Choose **Edit Caption** to add names, dates, places, or a short story.

Adjust Magic Zoom

Choose **Adjust Photo**. Rotate the image or turn on Magic Zoom to adapt a portrait photo to the frame's wide screen. Check the preview before saving. Manage Photos permission is required.

Choose the right kind of video call



1-on-1 Video Call

Call the selected ViewClix frame directly for a private conversation.

Group Call

Start or join an instant call with the frame and other approved family members.

PhotoChat

Select family photos first, then talk about them together during the call.

The frame must be online and awake. With auto-answer off, the frame user answers using the remote.

Make a one-to-one video call



- 1 Open the **Video Call** tab and choose **1-on-1 Video Call**.
- 2 Wait for the frame to auto-answer or the frame user to answer. Use the in-call controls to flip your camera or end the call.

Before you call

- Arrange a convenient time when possible.
- Use a stable Wi-Fi or mobile-data connection.
- Keep the device speaker clear and face a light source.

Privacy

ViewClix video calls are encrypted and are not recorded by ViewClix.

Start or join a Group Call



Group Calls are instant. There is no meeting link or scheduled invitation. Family members coordinate a time, then use the ViewClix app to start or join.

- 1 Open **Video Call** and choose **Group Call**.
- 2 The first caller starts the call. Other approved users choose **Group Call** to join the call already in progress.
- 3 End the call with the red hang-up control when finished.

Call size

Up to four people total: the frame user and up to three family callers.

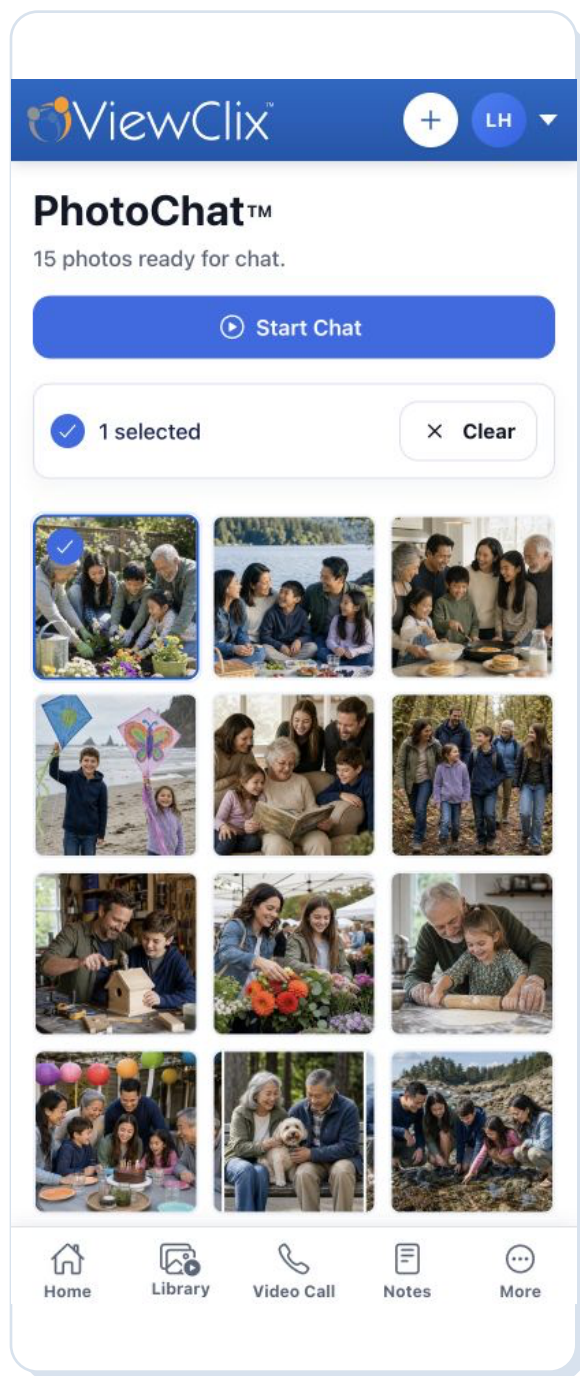
Reduce echo

Avoid using two unmuted devices in the same room. If needed, mute one device.

Frame does not join?

Confirm it is online, awake, and free for a call.

Share memories together with PhotoChat



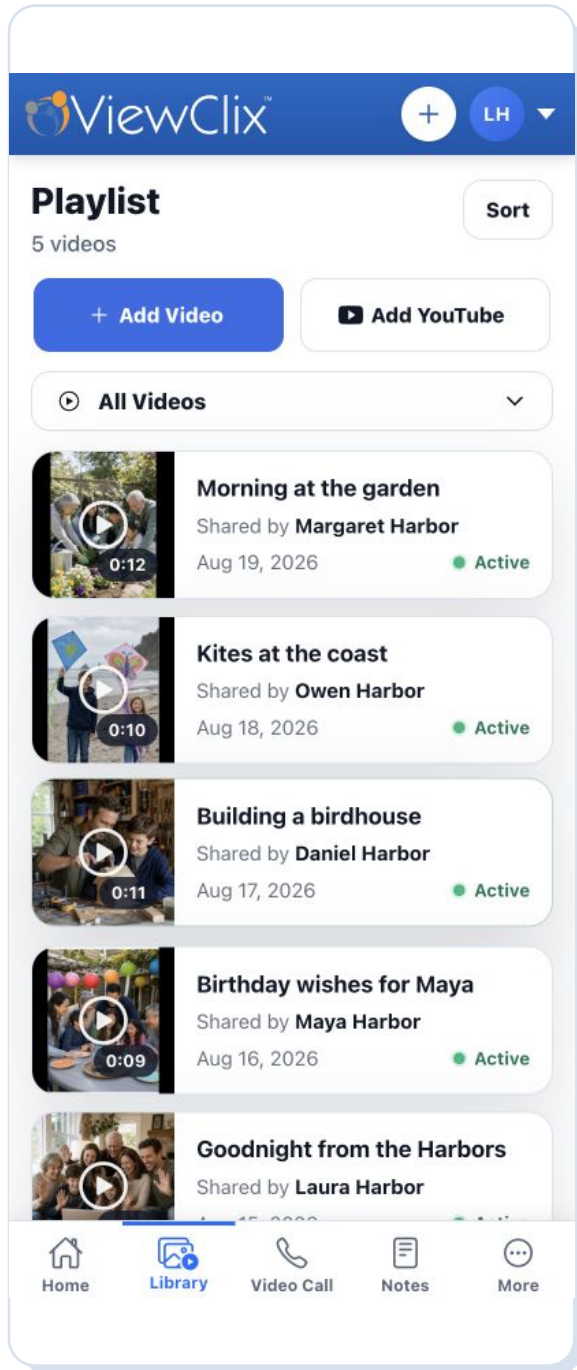
PhotoChat combines a video call with a shared set of pictures from the frame's photo library.

- 1 Open **Video Call** and choose **PhotoChat**.
- 2 Tap the pictures you want to discuss. Selected pictures receive a check mark.
- 3 Use **Clear** if you want to start the selection again.
- 4 Tap **Start Chat**. The frame joins the call and the selected pictures become the shared conversation view.
- 5 Use arrows to switch the photos during the call. Use the hang up button to end the call.

Choose a focused set

A small group of meaningful pictures is easier to discuss than an entire album. Mix older memories with recent moments.

Share videos with the frame



Open **Library > Videos** to see uploaded clips and saved YouTube links. The **Playlist** controls which videos are available for the frame to play.

On the Playlist screen

- Tap **Add Video** to choose a video from your device.
- Tap **Add YouTube** to save a YouTube link.
- Use the list filter to view the relevant group of videos.
- Look for **Active** to identify videos currently included in the playlist.
- Tap **Sort** when you want to change the playlist order.

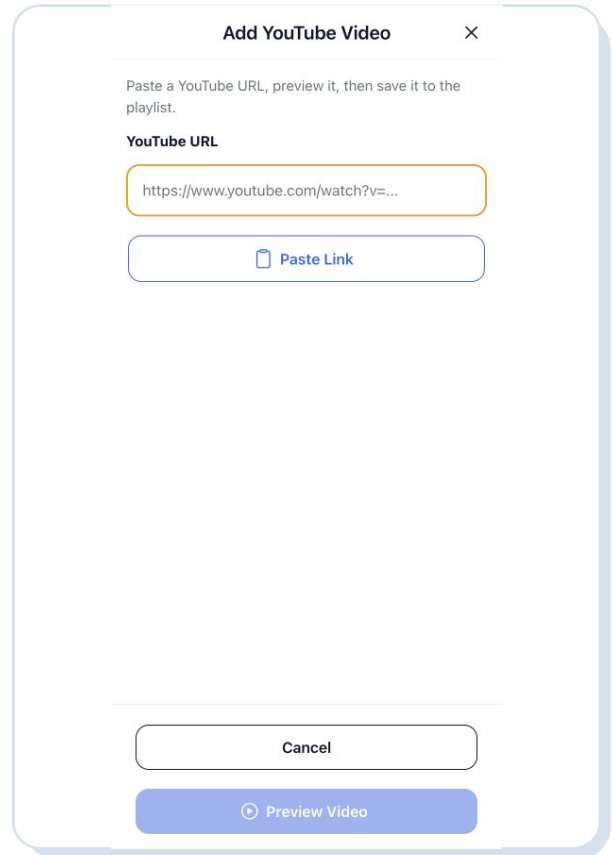
Add a video or YouTube link

Upload from your device

- 1 Open **Library** > **Videos** and tap **Add Video**.
- 2 Choose a video from your device's library.
- 3 Review the clip, enter a useful description, and choose the target frame if prompted.
- 4 Start the upload and keep the app open until it finishes.

Personal video length

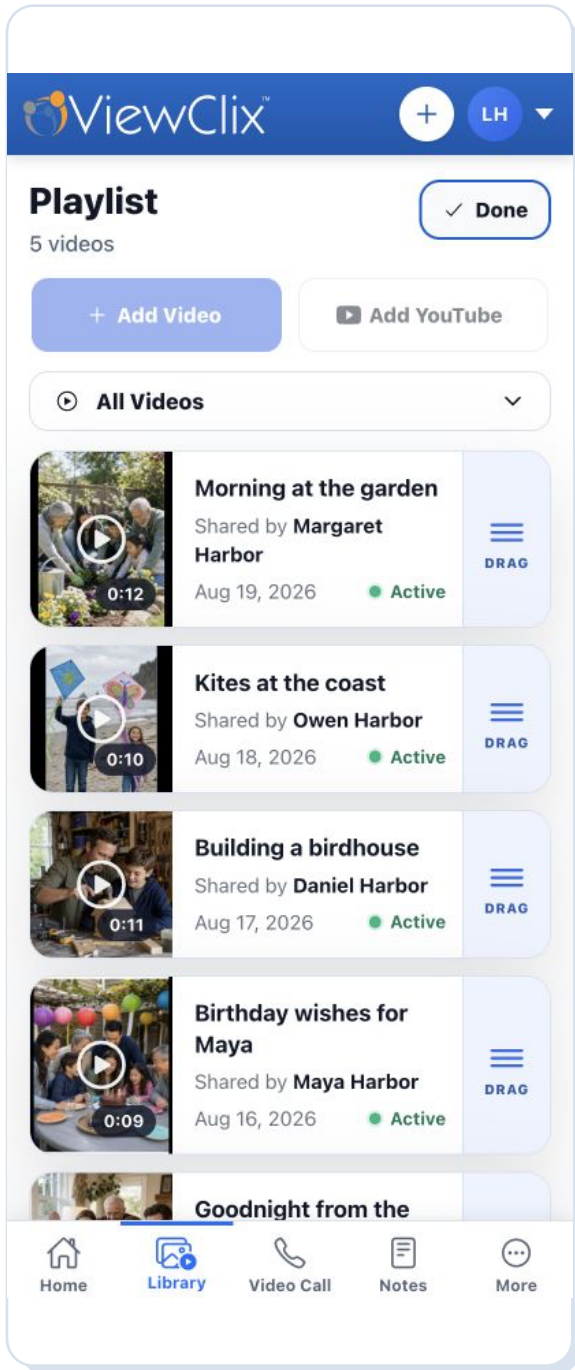
Personal videos can be up to 4 minutes long. For a longer clip, place it on YouTube and share the YouTube link instead.



Share from YouTube

- 1 Tap **Add YouTube**.
- 2 Paste the complete YouTube watch URL.
- 3 Tap **Preview Video** and confirm it is the correct video.
- 4 Save it to the playlist.

Manage the video playlist



Organizer permission: Full video management requires permission from the Frame Organizer. Missing tools? Ask the organizer to check your permissions.

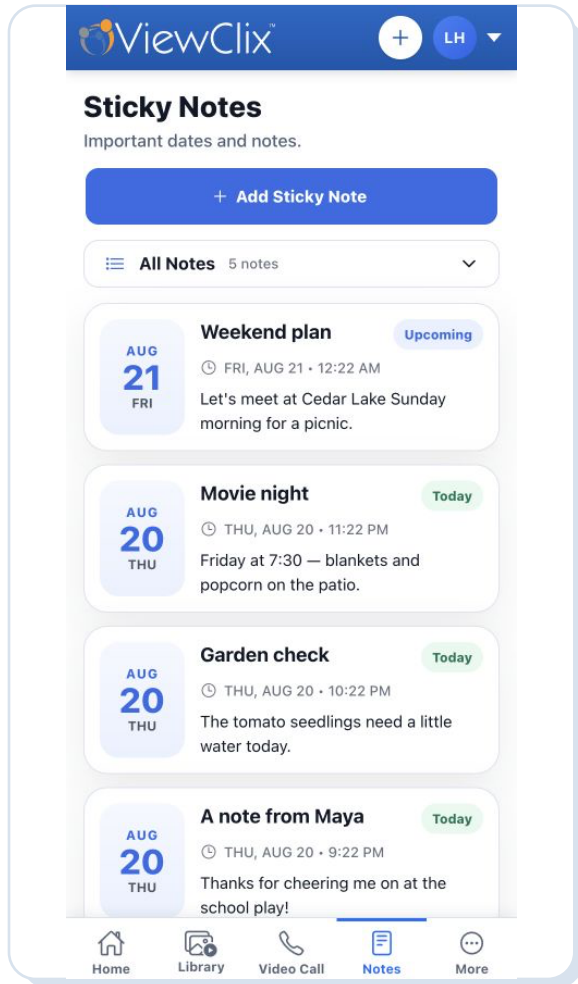
Sort and preview videos

- Tap **Sort** to reveal drag handles, then drag videos into the order you want and tap **Done**.
- Open a video to preview it, edit its caption, or change whether it is **Active** on the frame.
- Turning Active off keeps the video in your library without including it in frame playback.
- Remove outdated or duplicate videos when the list becomes hard to scan.

Preview and playback

Review the video player, caption, Active switch, and frame action before saving. After a video, the frame returns to the photo Slideshow; videos can also be opened with the remote.

Send reminders, messages, and greetings



Organizer permission: Posting and managing Sticky Notes requires permission from the Frame Organizer. Sticky Notes appear during the Slideshow as text reminders or full-screen images. Missing tools? Ask the organizer to check your permissions.

- Use the note chooser to view All Notes, Upcoming, Today, This Week, or Past Notes.
- The frame can play an alert sound. A repeating note can be dismissed with the remote control's **OK** button.
- Choose **Upload Image Instead** for a full-screen visual message.

Create and schedule a Sticky Note

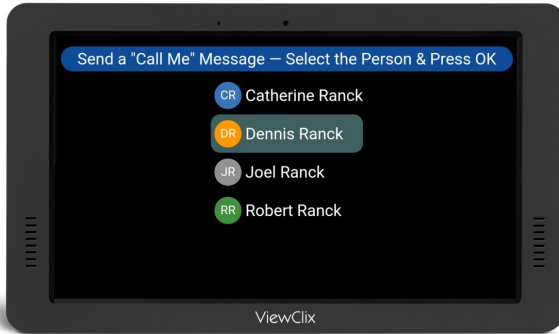
- 1 Open **Notes** and tap **Add Sticky Note**.
- 2 Enter a title and the message that should appear on the frame. For a full-screen greeting, tap **Upload Image Instead**.
- 3 Choose the date and time. The scheduled time uses the frame's time zone. If needed, confirm it under **More > Settings**.
- 4 Choose whether the note repeats and set its display timing.
- 5 Review the schedule, then tap **Save**.

Edit or remove a note

Open the note from the Notes list. Update the schedule or message, or use Delete when the note is no longer needed.

The screenshot shows the 'Edit Sticky Note' screen with a close button (X) in the top right corner. The 'Note Details' section contains a 'Title' field with the text 'Weekend plan' and a 'Message' field with the text 'Let's meet at Cedar Lake Sunday morning for a picnic.' Below the message field is a character count '53 / 512 characters'. There is a button labeled 'Upload Image Instead' with an image icon. The 'Date & Time' section shows 'Date' as 'Aug 21, 2026' and 'Time' as '12:22 AM'. The 'Repeat' section has two options: 'No repeat' (selected with a checkmark) and 'Daily'. At the bottom are 'Cancel' and 'Save' buttons.

How the frame user asks for a call



Call-Me lets a frame user send a simple text-message request to an approved family member.

- 1 Press the remote control's **Asterisk** button to open Call-Me.
- 2 Use the arrow buttons to highlight a family member, then press **OK**.
- 3 Review the confirmation and press **OK** again to send the request.
- 4 The selected person receives a text message with a secure ViewClix response link.

Who appears in the list?

A person must have Call-Me permission and must verify a mobile phone number in the ViewClix app.

No outgoing phone call is placed

The frame sends a text request. The family member chooses whether to call or send a one-time message.

Set up Call-Me on your phone

Call-Me setup

Set up the number that gets texted when someone wants to call.

ViewClix uses your phone number to send a Call-Me text when a family member asks for a video call.

☒ Enter the phone number that should receive Call-Me texts.

Enter your phone number
US and Canada numbers only.

Phone number

(202) 555 - 0107

Send Verification Code

[Skip for now](#)

We will text you a verification code before saving a new phone number.

Home Library Video Call Notes More

Each family member completes this one-time setup individually.

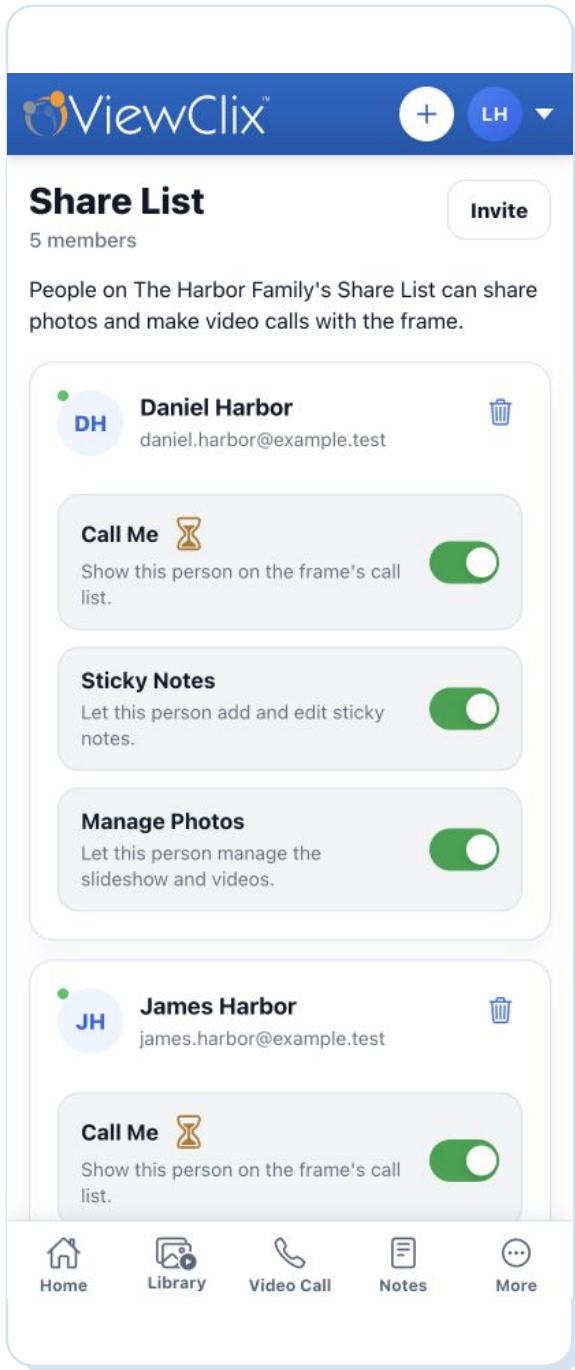
- 1 Open **More** and choose **Call-Me Setup**.
- 2 Enter the mobile number that should receive Call-Me text messages.
- 3 Tap **Send Verification Code**.
- 4 Enter the code sent by text message to finish verification.
- 5 Ask the Frame Organizer to confirm that your **Call Me** permission is enabled in the Share List.

Respond to a request

Tap the link in the Call-Me text. The response page lets you start a video call or send a one-time message to the frame.

Message and data rates may apply according to your mobile plan.

Invite trusted family and friends



Frame Organizer only: The organizer exclusively manages the Share List, invitations, and who can connect, share, or call.

- 1 Open **More > Share List**.
- 2 Tap **Invite**.
- 3 Enter the person's name and email address, then send the invitation.
- 4 The person opens the email, activates a ViewClix account, and creates a password.
- 5 After activation, review that person's permissions in the Share List.

Pending status

An hourglass next to **Call-Me** means that person has not yet verified their phone number. For a pending invitation, confirm the email address, ask the person to check spam or junk mail, and resend only if necessary.

Control permissions and organizer access

Invite Family

×

They'll receive an email to confirm their account and join The Harbor Family's Share List.

First Name

Last Name

Email Address

Permissions

Call Me

Show this person on the frame's call list.

☒

Sticky Notes

Let this person add and edit sticky notes.

☒

Manage Photos

Let this person manage the slideshow and videos.

☐

Cancel

➕ Send Invite

Frame Organizer only: Only the organizer can create invitations and set or change sharing permissions.

Call Me

Allows the person's verified mobile number to appear in the frame's Call-Me list.

Sticky Notes

Allows the person to create, schedule, edit, and remove Sticky Notes.

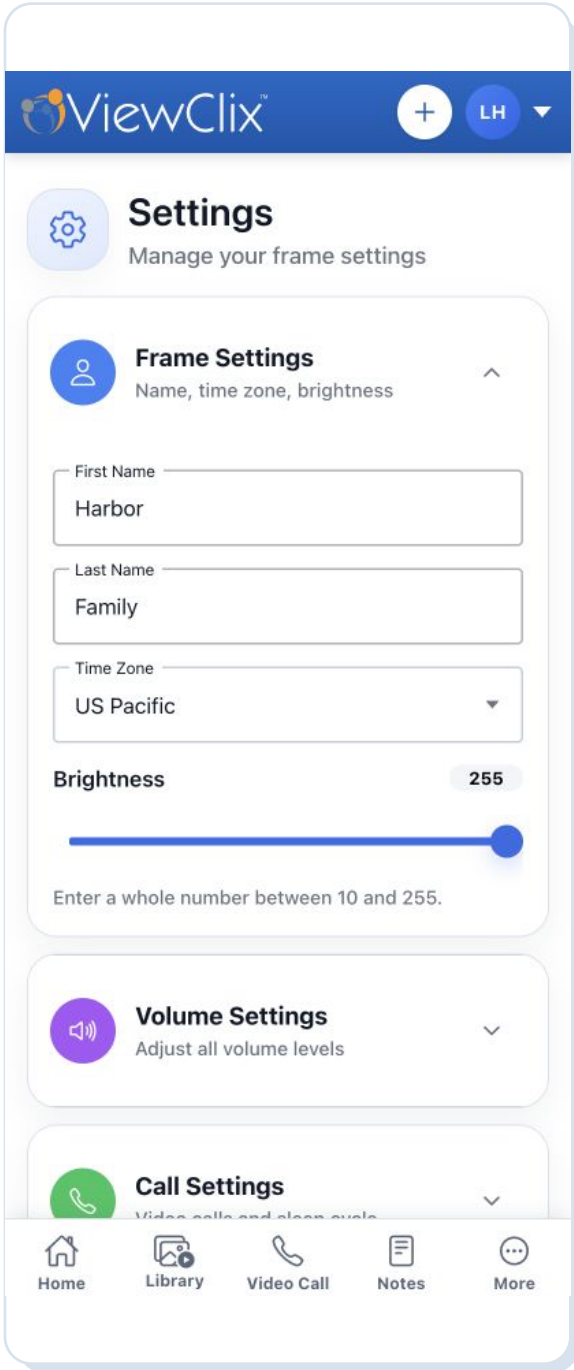
Manage Photos

Allows the person to organize the Slideshow, edit captions, adjust photos, move pictures, and perform permitted deletions.

Use least-needed access

Give only the management access each person needs. Organizer changes require ViewClix Support and the organizer's account email.

Manage the frame from the app



Frame Organizer only: Only the organizer can change the frame's settings remotely.

- 1 Confirm the correct frame name by clicking the User Icon in the top right hand corner.
- 2 Open **More > Settings**.
- 3 Open the section you want to change, such as Frame Settings, Volume Settings, or Call Settings.
- 4 Change only the necessary values and review time-zone or schedule fields carefully.
- 5 Tap the section's save or confirmation control.

Frame offline?

You can review settings while the frame is offline, but changes may not take effect until the frame reconnects.

Display, sleep, audio, and calling options

Brightness and audio

Adjust screen brightness and call or alert volume for the room. Test the result at the frame.

Auto-answer

When enabled, the frame plays a chime and answers automatically. When disabled, the frame user presses a remote-control button.

Sleep schedule

Use **Sleep Cycle** instead of unplugging each night. Choose start and end times in the frame's local time zone.

Call settings

Review call volume, camera behavior, and related options with the frame user before changing their everyday call experience.

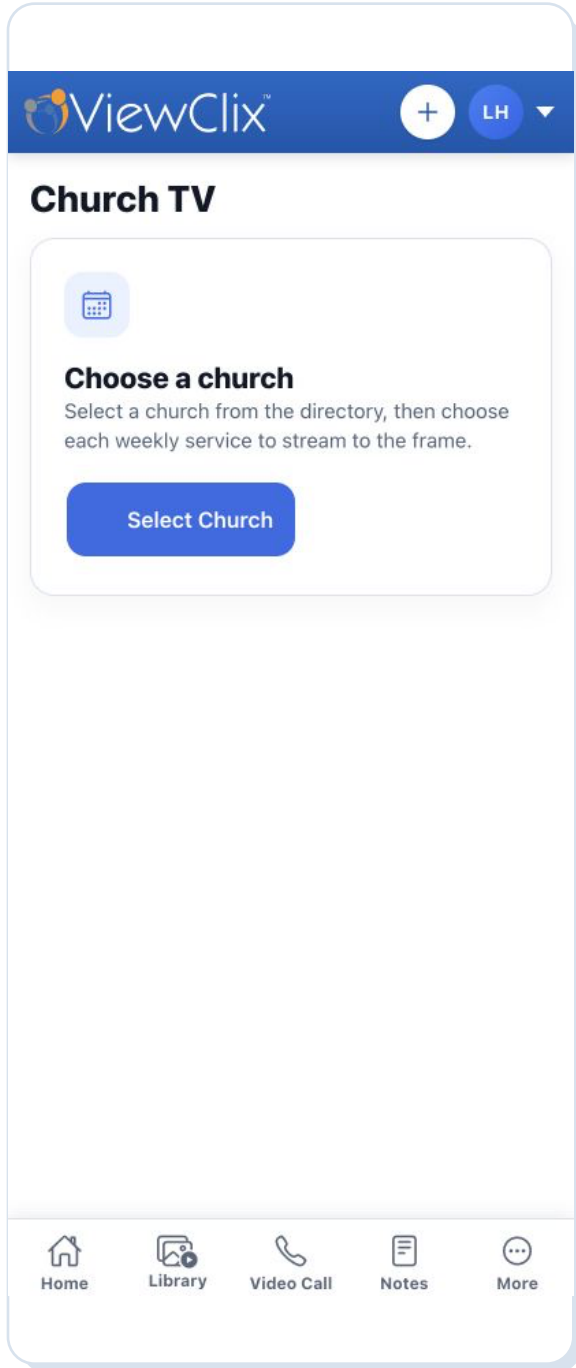
Time zone and weather

Confirm the frame time zone and weather location so schedules, forecasts, and Sticky Notes appear at the expected time.

Keep the frame powered

The frame has no internal battery. Leave it plugged in and use the sleep schedule when the display should appear off.

Church TV, weather, and Day-Clock



Frame Organizer only: Church TV, weather, and Day-Clock are managed exclusively by the organizer and appear when available for the frame.

Set up Church TV

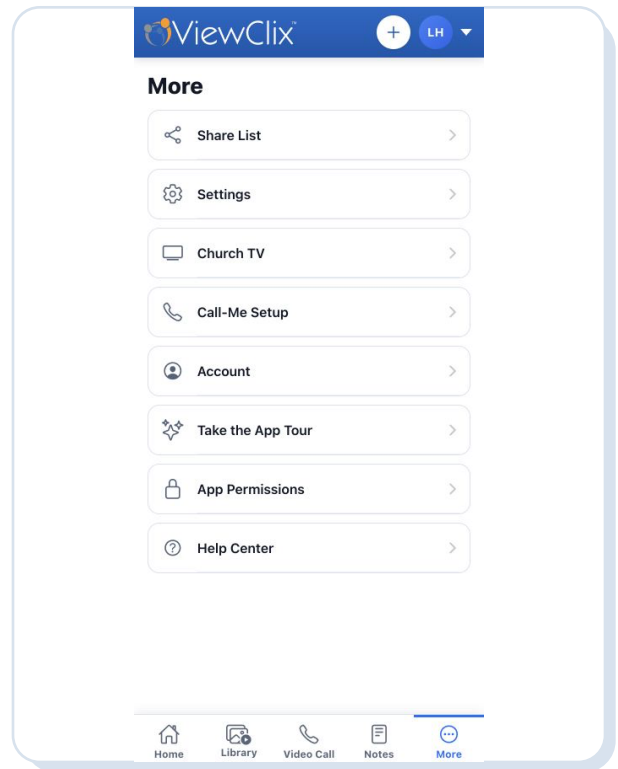
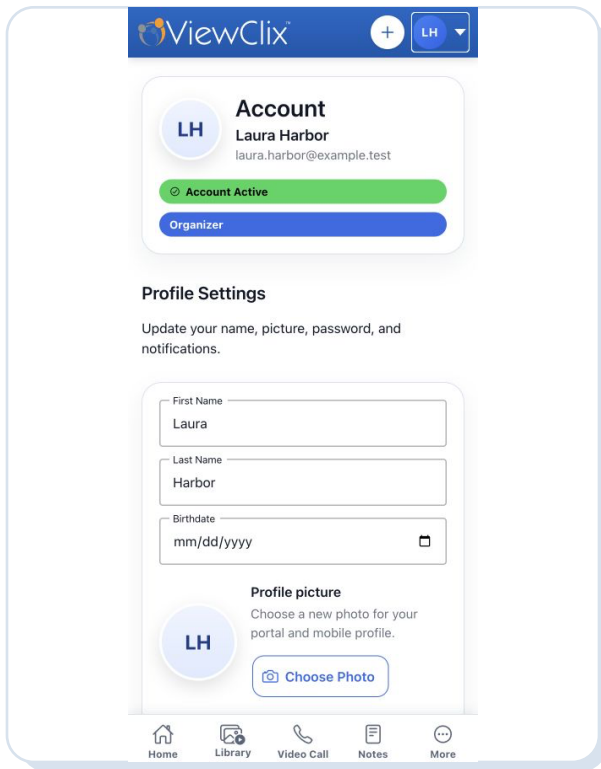
- 1 Open **More** > **Church TV** on an eligible frame.
- 2 Tap **Select Church** and choose the church or service information you want to use.
- 3 Review the weekly service choices before saving them for the frame.

Weather and Day-Clock



In **More** > **Settings**, confirm the frame time zone, weather location, and schedule. Day-Clock shows the time, date, temperature, and part of day.

Profile, app permissions, and help



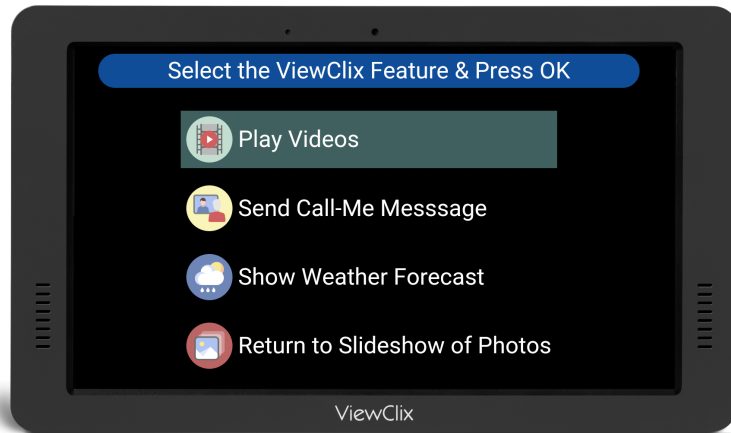
Account

- Update your name, profile picture, password, and notification preferences.
- Review account status and membership options available to your account.
- Keep a current email address for invitations, password resets, and support.

Permissions and help

- Open **App Permissions** to review access needed for photos and video calling.
- Open **Help Center** for current troubleshooting articles and operating guides.
- If the app behaves unexpectedly, close and reopen it before changing account information.

Use the remote and local frame menu

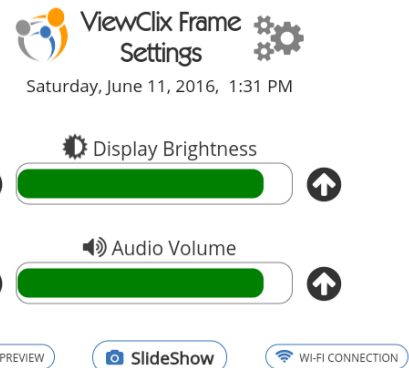


Everyday remote use

- Use the arrows to highlight a choice and **OK** to select it.
- Press the **Asterisk** button to open Call-Me.
- Press the **Menu** button (the three-line button) to open the feature menu.

Remote is optional for most use

After Wi-Fi setup, the app handles most settings. Keep the remote for Call-Me and local troubleshooting.



Open local settings

While the Slideshow is running, press **OK three times quickly**. Use local settings to test the camera, adjust frame brightness or volume, return to the Slideshow, or change the Wi-Fi connection.

Quick fixes for common problems

Frame appears offline

Confirm power, wake the frame, and check its Wi-Fi connection.

Photos do not appear

Confirm the upload, selected frame, and Slideshow album; then allow time to refresh.

Call will not connect

Check that the frame is online and free, then try stronger Wi-Fi and reopen the app.

No camera or microphone

Allow camera and microphone access in phone settings, then reopen ViewClix.

Sticky Note appears at the wrong time

Check the frame time zone and note schedule.

Frame Wi-Fi changed

Press OK three times, choose Wi-Fi Connection, and join the new network.

Remote does not respond

Move closer, aim at the frame, and check the indicator light. Replace the battery if needed.

Video call drops or echoes

Move closer to Wi-Fi, reduce network activity, and avoid two unmuted devices in one room.

Cannot manage a feature

Ask the organizer to review Manage Photos, Sticky Notes, and Call Me permissions.

Still need help?

Visit **viewclix.com/support** and include the frame name and issue.



Support and product information

Contact ViewClix

Online support

help.viewclix.com

viewclix.com/support

Email

support@viewclix.com

Mail

ViewClix LLC

12210 SW Main St. #23545

Tigard, Oregon 97223

When contacting support

Include the frame name, account email, device, and exact onscreen message.

Never send passwords or verification codes.

Regulatory information

FCC ID: 2AH7X-VCF101R

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

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