

Your Aura Frame

THE QUICK VERSION

- 1 Install the free Aura app and make an account.
- 2 Plug in the frame and pair it with its on-screen code.
- 3 Connect it to your 2.4 gigahertz Wi-Fi.
- 4 Send your first batch of photos from the app.
- 5 Invite the family so everyone can send photos.
- 6 Call Bill at (330) 200-8042 to set it all up for you.

Stuck? Call or text Bill — real help, no rushing.

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Your Aura Frame — A Plain-English Guide

No subscription, unlimited photos, and a crisp screen — set it up in minutes.

————— An Extended Guide · No. 1881 · DIGITAL PHOTO FRAMES —————

Tech Made Simple. Service Made Personal.

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What's Inside

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SUMMARY

The 60-Second Version

Aura makes some of the nicest photo frames you can buy, and a big reason people love them is that they just work. You set the frame up once through the Aura app, invite your family, and from then on everyone sends photos straight to the frame. There is no subscription and no limit on how many photos you can keep.

- Everything is run from the free Aura app on your phone.
- You pair the frame to Wi-Fi during a quick, guided setup.
- Family can be invited to send photos from anywhere.
- Unlimited photo storage is included, with no monthly fee.

GOOD TO KNOW

Once set up, an Aura frame needs almost nothing from the person enjoying it. The photos appear and change on their own, which makes it a wonderful gift for a parent or grandparent.

I set these up for Portage County families all the time and I am glad to do yours. If you would rather have it handled start to finish, call or text me at (330) 200-8042.

1. What makes an Aura frame special

Simple, handsome, and no subscription.

Aura has built its name on frames that look like real furniture and are genuinely easy to live with. They are not cluttered with buttons or confusing menus. The frame sits there showing a gentle stream of family photos, and all the actual control lives in a tidy phone app. For a lot of folks, especially older ones, that is exactly the right balance.

- Handsome frames that look at home on a dresser or mantel.
- All the controls live in the Aura app, not on the frame itself.
- Free, unlimited photo storage with no subscription to pay.
- Easy for family across the country to send photos.

GOOD TO KNOW

Aura frames include free unlimited photo storage. You pay once for the frame, and there is no monthly fee for keeping or sending as many photos as you like.

The no-subscription part is worth dwelling on, because some competing frames charge an ongoing fee for the features Aura includes for free. With Aura, you buy the frame and you

are done paying. That simplicity is part of why I often suggest Aura to families who want a frame they can set and forget.

In this guide I will walk through Aura's frames in plain English, from opening the box to inviting the whole family, with every setting explained the way I would explain it sitting at your kitchen table. By the end you will be able to run your Aura frame with confidence.

2. The Aura frame family

Which model is which.

Aura makes several frames, and they differ mostly in size, shape, and finish rather than in how they work. The app and the basic experience are the same across the line, so do not feel you must memorize the models. Here is the general lay of the land so you recognize the names.

- Carver: a wider, landscape frame around ten inches, a popular all-rounder.
- Mason and Mason Luxe: squarer frames with a sharp, high-resolution screen.
- Walden: a frame Aura has offered in its lineup, in the same family of designs.
- Smith: a frame that can stand upright or sideways, portrait or landscape.

GOOD TO KNOW

The differences between Aura models are mainly size, shape, and finish. Whichever one you have, the Aura app and the setup steps in this guide apply the same way.

If you are still choosing, think about where the frame will sit and what shape your photos tend to be. A wider frame like the Carver suits landscape vacation shots on a sideboard; a squarer or portrait-capable frame suits upright photos of people. Size is really about the room and the eyesight of whoever is enjoying it, with bigger being kinder for older eyes.

Aura updates its lineup from time to time, so the exact models on sale may shift, and finishes come and go. The reassuring part is that the way you use the frame does not change. Everything in this guide works across Aura's frames, whichever one ends up on your mantel.

3. What comes in the box

Opening it up.

Opening an Aura frame is a pleasant experience; the company takes care with the packaging. Inside you will find the frame itself, a power cord, and a bit of printed material to get you started. There is no memory card to fuss with and nothing to assemble, which is part of Aura's whole approach.

- The frame, with its stand usually built in or attached.
- A power cord and plug to keep it running.
- A short printed guide pointing you to the Aura app.
- Sometimes a cleaning cloth for the screen.

TIP

Set the box aside until the frame is fully set up and working. It is the easiest place to keep the frame safe if you ever need to move or return it.

Before you plug anything in, take a moment to place the frame where you want it, near an outlet and at a good viewing angle. Aura frames have a weighted, sturdy stand meant to sit on furniture, so a steady dresser, shelf, or mantel is ideal. Make sure the cord can reach an outlet without stretching across a walkway.

The printed card in the box will point you to download the Aura app, which is where the real setup happens. That is our next step, and it is the heart of getting your frame going. Everything flows from the app, so that is where we begin.

4. Getting the Aura app

The frame's remote control.

The Aura app is the brain of the whole operation. It is free, it lives on your phone, and it is how you set up the frame, send photos, invite family, and change every setting. If you have ever installed any app, this will feel familiar. If you have not, it is a gentle one to start with.

- 1 On an iPhone, open the App Store; on an Android phone, open the Google Play Store.
- 2 Search for the Aura app, made by Aura Frames.
- 3 Tap to install it, entering your account password or fingerprint if asked.
- 4 Open the app once it finishes installing.

GOOD TO KNOW

The Aura app is free to download and free to use. There is no catch and no subscription hidden inside it; it is simply how you run your frame.

When you first open the app, it will ask you to create an account with your name, email, and a password, and to accept Aura's terms and privacy policy. This account is what ties your photos to your frame, so choose a password you will remember but others would not guess. I always suggest a strong, unique password here.

If you are setting the frame up as a gift for a parent, you can create the account under your own name and manage it for them, or set it up in their name, whichever suits. Either way, the app on your phone is what you will use to run the frame from here on.

5. Pairing the frame to the app

Linking the two together.

Pairing simply means introducing the frame and the app to each other so they know they belong together. Aura makes this easy with a code. When you plug the frame in for the first time, it shows a setup code or a pattern on its screen, and you enter or scan that in the app. That is the handshake that links them.

- 1 Plug in the frame and wait for it to start up and show a setup screen.
- 2 In the Aura app, choose to add or set up a new frame.
- 3 When the frame shows a code or a QR pattern, enter or scan it in the app as prompted.
- 4 The app will confirm the frame is linked to your account.

TIP

Keep your phone close to the frame during pairing. They communicate most reliably when they are in the same room and both freshly started.

If the frame does not show a code right away, give it a minute to finish starting up, and make sure it is plugged in properly. The app walks you through each step and tells you what to look for on the frame's screen, so you are never guessing. Follow its prompts in order and the pairing goes smoothly.

Once paired, the frame appears in your app as a device you control. From now on, anything you do in the app, sending a photo, changing brightness, inviting family, flows to this frame. The pairing only needs to happen once, at the very start.

6. Connecting to your Wi-Fi

Getting the frame online.

For the frame to receive photos, it needs to be on your Wi-Fi. This happens during setup, right alongside pairing. The app shows you a list of nearby networks, you pick your home one, and you type in its password. Once connected, the frame is online and ready to receive pictures from anywhere.

- 1 When the app asks, choose your home Wi-Fi network from the list it shows.
- 2 Carefully type in your Wi-Fi password, minding capital letters.
- 3 Wait for the app to confirm the frame has connected.
- 4 The frame is now online and ready to receive photos.

WATCH OUT

Aura frames connect to the common 2.4 gigahertz kind of Wi-Fi. If your home network has separate names for its faster and slower bands, pick the one that is not labeled 5G.

The most common snag here is simply a mistyped Wi-Fi password, since the little letters are easy to get wrong. Take your time and double-check it. If the frame will not connect, that password is the first thing to re-enter, and it solves most cases on the second try.

If you are setting the frame up as a gift, a handy trick is to connect it to your own Wi-Fi at home first, load it with photos, and then reconnect it to the recipient's Wi-Fi when you deliver it. Either way, the frame needs to join whatever Wi-Fi it will ultimately live with to keep receiving new photos.

7. Sending your first photos

The payoff moment.

Now for the fun part: putting photos on the frame. From the Aura app, you pick pictures from your phone and send them to the frame, and within moments they appear on screen. This is the moment the frame comes alive, and it is genuinely delightful the first time you see your photos glow up on it.

- 1 In the Aura app, choose to add photos to your frame.
- 2 Select the pictures from your phone that you want to send.
- 3 Confirm, and the app uploads them to the frame.
- 4 Watch them appear in the frame's slideshow within a short while.

GOOD TO KNOW

When the app asks to see your photos, you can let it see just the ones you select rather than your entire library, if you prefer to keep the rest private.

Start with a nice batch of favorites so the frame looks full and lively from day one. You can always add more later, a few at a time, as you take new pictures. There is no limit to worry about, so send generously; the free unlimited storage means you never have to ration your photos.

The photos flow from your phone up to Aura's servers and down to the frame, which is how they can arrive even when you send them from far away. A picture you take at a birthday party can be on a grandparent's frame across the state before the cake is cut.

8. Inviting the family

Many hands, one frame.

An Aura frame is at its best when the whole family sends to it, and the app makes that easy. You invite relatives, they install the Aura app, and from then on they can send photos straight to your frame. A grandmother's frame can fill with pictures from her children and grandchildren all over the country.

- 1 In the Aura app, find the option to invite people to your frame.
- 2 Enter the email address or phone number of the family member you want to invite.
- 3 They receive the invitation, install the Aura app, and join your frame.
- 4 Once joined, they can send photos to the frame from their own phone.

TIP

Walk a less techy relative through installing the app once, over the phone or in person. After that, sending a photo is just a few taps and they will do it happily.

You stay in control of who is invited, so only family you choose can send to the frame. This is better than sharing a single password around, because each person has their own access that you can remove later if you ever need to. It keeps the frame's circle exactly as you want it.

Encourage the family to send a few photos each, especially around holidays and birthdays. The more people contribute, the more alive the frame feels, and the more there is for the person enjoying it to notice and smile about. A frame fed by the whole family is a shared joy.

9. The touch bar and gestures

The one bit of control on the frame.

Aura frames keep the frame itself nearly button-free, but most have a hidden touch-sensitive strip, often along the top, that responds to a tap or a swipe. This lets whoever is near the frame do a few simple things without the app, like moving to the next photo. It is subtle on purpose, so it never clutters the look.

- A gentle tap on the touch bar typically wakes the frame or moves to the next photo.
- A swipe along it can move forward or back through the pictures.
- Touching and holding can bring up a little information about the current photo.
- None of this is required; the frame runs fine if nobody ever touches it.

GOOD TO KNOW

The touch bar is a nice extra, not a necessity. The person enjoying the frame can completely ignore it, since the slideshow plays on its own, and family control everything from the app.

For a parent or grandparent who would rather not fiddle, the beauty is that the touch bar can simply be left alone. The frame does not depend on it. But for someone who likes to linger on a favorite photo or flip ahead to see a grandchild, a light tap or swipe gives them that little bit of hands-on control.

Because the exact gestures can vary slightly by model, the Aura app and the little printed guide will tell you precisely what your frame's touch bar does. It is worth a one-minute try so you know it is there, even if you rarely use it.

10. Reacting to and enjoying photos

The little touches that delight.

Aura adds some warm touches that make the frame feel like a two-way connection, not just a display. Family who send photos can see when they have been viewed, and in some setups the person at the frame can send a little heart or reaction back. It turns the frame into a gentle thread of connection between people.

- Senders can often see that their photo reached the frame and was shown.
- A tap on the frame can sometimes send a small heart back to the sender.
- This gives distant family a quiet sense that their photo was enjoyed.

- It is a small thing that means a lot to a far-away relative.

GOOD TO KNOW

These little reactions turn the frame into a soft form of keeping in touch. A grandchild learns their photo made Grandma smile, without a phone call or a text.

Not every feature is on every model, and Aura refines these touches over time, so check your app to see exactly what yours offers. The spirit is always the same: to make the frame feel alive and shared, a small bridge between the people sending photos and the person enjoying them.

For families spread across the country, these quiet signals are surprisingly meaningful. Sending a photo and knowing it landed and was seen is a small comfort, a way of reaching into a loved one's day gently, which is really what the whole frame is for.

11. Brightness and the smart display

Easy on the eyes, day and night.

Aura frames are known for adjusting their brightness to the room, dimming in low light and brightening in a sunny spot, so the picture always looks natural. You can also set brightness yourself from the app if you prefer a particular level. The aim is a photo that looks like a real print, never glaringly bright or too dim to see.

- The frame can adjust its brightness automatically to match the room's light.
- You can override this and set a brightness you like from the app.
- In a dark bedroom it dims so it does not light up the room at night.
- In daylight it brightens so the photo stays clear.

TIP

If the person enjoying the frame has weaker eyesight, you can nudge the brightness up a little from the app so the faces read clearly from across the room.

The automatic brightness is one of those features that quietly does its job, so most people leave it on and never think about it. It means the frame is gentle at night and vivid by day without anyone touching it, which is exactly the hands-off quality Aura aims for.

If you ever find the frame too bright or too dim for a particular room, remember that you can adjust it from your phone, even remotely. There is no reaching for a button on the frame; the control is in the app, where all of Aura's settings live.

12. Auto on and off settings

Letting it sleep at night.

You likely do not want the frame glowing all night, and Aura lets you set hours for it to turn its display on and off. During its off hours the screen goes dark and sleeps, then wakes again in the morning. This saves the screen and keeps a bedroom dark for sleeping, all on a schedule you set once from the app.

- Set the hours you want the display on, such as morning through evening.
- Outside those hours the frame sleeps and the screen goes dark.
- It wakes again on its own at the start of your chosen hours.
- You set and change this from the app, so the frame needs no attention.

GOOD TO KNOW

The frame's sleep schedule is handled entirely from the app, so the person enjoying the frame never has to turn it off. It manages its own bedtime.

Match the schedule to the real routine of whoever uses the frame. If they rise early, have it wake early so family faces greet them. If they settle in at night, let it sleep so it does not disturb their rest. You can adjust these hours any time as routines change.

This is especially handy for a frame you set up for a parent in another town, since you control its on and off hours from your own phone. The frame quietly follows the schedule you chose, day after day, without anyone in the room lifting a finger.

13. Ordering and grouping your photos

How the slideshow plays.

Aura gives you some say over how the slideshow runs. You can let photos shuffle at random for a nice surprise each time, or you can have them play in order. You can also organize photos into albums or collections, which is handy if you want to group a vacation or a particular person together.

- Choose whether photos shuffle randomly or play in a set order.
- Group photos into albums if you like, such as by trip or by person.
- Adjust how long each photo stays on screen before the next one.
- Remove any photo from the rotation that you no longer want shown.

TIP

For an older parent, a slower pace, with each photo lingering a bit longer, is often more enjoyable than a quick flip. You can set this in the app.

These controls let you shape the feel of the frame. A random shuffle keeps things fresh and surprising, which many people love. A set order or grouped albums suit someone who likes to see a story unfold, like a whole trip in sequence. There is no wrong choice; it is whatever pleases the person watching.

If you ever send a photo by mistake or decide one does not belong, removing it from the rotation is quick in the app. Everything about the slideshow, its pace, its order, its contents, stays adjustable from your phone, so you can refine it over time as you learn what the person enjoys.

14. Photos, videos, and how they look

Getting the best picture.

Aura frames show both photos and short video clips, and they do a nice job of fitting your pictures to the screen. Because the frame knows its own shape, it frames each photo thoughtfully. A little understanding of how it handles different pictures helps you send ones that look their best.

- The frame shows both still photos and short video clips.
- It fits each photo to its screen, so upright and wide photos both display well.
- Clear, well-lit photos look best; dark or blurry ones look dark or blurry.
- Very old or low-quality scans still work, just at their own quality.

GOOD TO KNOW

Aura frames are praised for their sharp, print-like screens. A good photo really does look like a framed print, which is a big part of their charm.

You do not need to be a photographer to get good results. Simply favor pictures where faces are clear and the lighting is decent, and the frame will show them beautifully. The frame cannot improve a blurry photo, but it will do full justice to a nice one, which is all most family snapshots need.

Scanning old prints is a lovely use of an Aura frame. A phone photo of an old picture, taken in good light, displays well and brings decades of family history onto the mantel. Mixing those with new photos of grandchildren makes for a frame that spans the whole family

story.

15. Managing your frame from the app

Everything in one tidy place.

It is worth stepping back to appreciate how much lives in the Aura app, because that is the key to the whole experience. Nearly every setting, every photo, and every family member is managed there. Once you are comfortable moving around the app, you can run your frame completely, from anywhere.

- Send and remove photos from your frame.
- Invite or remove family members.
- Adjust brightness, schedule, slideshow pace, and order.
- Check that the frame is online and see its status.

TIP

Spend ten minutes exploring the app soon after setup, tapping around to see what each section does. There is nothing you can break, and you will feel in command of the frame afterward.

Because the app holds everything, the frame itself stays clean and simple, which is exactly the point. The person enjoying the frame sees only lovely photos, while you, the manager, have a full control panel in your pocket. That split is what makes Aura such a good fit for setting up on behalf of a parent.

If you manage frames for more than one relative, the app can hold several frames at once, each with its own photos and settings. You switch between them in the app, so you could tend a frame for your mother and one for an aunt from the same phone, keeping each one's photos separate.

16. Setting one up as a gift

Arrive with it full of photos.

An Aura frame makes a wonderful gift, and a little preparation makes the giving even sweeter. Instead of handing over an empty frame and a setup chore, you can set it up at home first, load it with photos, and present it already glowing with family faces. The recipient's first sight of it is memories, not a manual.

- 1 Set up the frame and app on your own at home, connected to your Wi-Fi.
- 2 Load it with a generous batch of photos you know they will love.
- 3 If it will live on their Wi-Fi, plan to reconnect it to their network when you deliver it.
- 4 Decide whether to invite them as a user or manage it for them.

GOOD TO KNOW

Aura has long been marketed as a gift for exactly this reason. Setting it up beforehand means the recipient simply enjoys it, with none of the fiddly first steps.

When you deliver it, the main task left is getting it onto their Wi-Fi if it will live somewhere new, which takes a moment in the app. After that, the frame is theirs to enjoy, and you, or the whole family, can keep sending new photos to it from afar for years to come.

If the gift is for a parent who will not manage it themselves, keep the account under your name or another family member's, so someone capable is always in charge of the settings. The recipient just gets to watch the photos, which is the whole gift.

17. When the frame will not connect

The usual Wi-Fi fixes.

The most common hiccup with any connected frame is Wi-Fi, and Aura is no exception. If the frame will not connect or stops receiving photos, it is almost always one of a few simple things. Run through these before you worry, because the fix is usually quick and dull.

- Re-enter the Wi-Fi password carefully; a mistyped password is the top cause.
- Make sure you chose the 2.4 gigahertz network, not a 5G-labeled one.
- Check that your home internet is working at all, since the frame rides on it.
- Unplug the frame for ten seconds and plug it back in to restart it.

TIP

A simple unplug and replug clears up a surprising number of frame troubles. Give it that first before assuming anything is actually wrong.

If new photos are not appearing, the frame may have dropped off the Wi-Fi. Check in the app whether it shows as online. If it does not, a restart and a re-check of the Wi-Fi password usually brings it back. A weak signal where the frame sits can also be the culprit, so a spot closer to the router sometimes helps.

If you have tried all of this and the frame still will not connect, that is a quick one for me. Often I can sort it on a remote screen-share, working in the app with you, without even

coming out. Wi-Fi gremlins are familiar territory after thirty years of this work.

18. Other common fixes

Small troubles, simple answers.

Beyond Wi-Fi, the occasional small issue crops up, and nearly all of them have an easy answer. Knowing these in advance means a minor glitch never becomes a worry. Here are the ones I see most and how to handle them.

- Frame is dark when it should be on: check the schedule in the app and that it is plugged in.
- A photo looks wrong or you sent it by mistake: remove it from the app in seconds.
- The frame seems frozen: unplug it for ten seconds and plug it back in.
- A new photo has not appeared: give it a little time, as it travels through the internet to arrive.

GOOD TO KNOW

Most frame problems are small and fixable from the app or with a quick restart. Very little actually goes wrong with these frames in normal use.

Patience helps with the newest photos, since they do have to travel from a phone, up to Aura's servers, and down to the frame. If one has not shown up, give it a few minutes before assuming anything is amiss, especially if the sender is far away or the internet is slow that day.

If a problem persists past these simple steps, Aura has support of its own, and I am glad to help too. The great majority of the time, though, an Aura frame simply runs, which is exactly why so many families are happy with them.

19. Keeping your account secure

A little care goes a long way.

Your Aura account holds your photos, so it is worth a moment of care. A strong password and a few sensible habits keep your pictures yours. None of this is complicated, and it is the same good practice you would use for any account that matters to you.

- Use a strong password you do not reuse on other sites.
- Invite family as their own users rather than sharing your password.

- Keep the email on the account secure, since it can reset your password.
- Remove a family member's access if they should no longer send to the frame.

TIP

Inviting family properly, each with their own access, is both safer and tidier than handing out the account password. You can remove any one person without disturbing the rest.

Aura stores your photos on secure, well-known cloud services and protects them with strong encryption, which is reassuring. But the part that is in your hands is the password and who you invite. Keep those tight and your frame stays exactly within the circle you intend.

If you ever retire the frame or want to clean things up, the app lets you remove photos and manage the account. And if the privacy side of connected frames interests you more deeply, that is a whole topic of its own that I am glad to walk through separately.

20. Caring for the frame itself

Keeping it looking its best.

An Aura frame is made to sit out as a piece of decor, so a little physical care keeps it looking lovely for years. There is not much to it, just gentle cleaning and sensible placement, but a few habits keep the screen clear and the frame safe.

- Wipe the screen gently with a soft, dry or barely damp cloth, never a harsh cleaner.
- Keep it out of direct, blazing sunlight that could wash out the picture.
- Keep it clear of spills, radiators, and anywhere it might get knocked over.
- Dust it now and then like any other picture frame on the mantel.

WATCH OUT

A soft microfiber cloth, like one for eyeglasses, is perfect for the screen. Avoid paper towels and spray cleaners, which can scratch or streak.

Placement matters for both looks and safety. A steady spot back from the edge of a dresser or mantel keeps the frame from being bumped off, and away from direct sun keeps the picture vivid. Treat it with the same care you would a nice framed photograph, because that is essentially what it is.

With gentle care, an Aura frame will serve for many years, quietly showing your family's photos. These are well-made pieces, and a little dusting and sensible placement is all they ask in return for all the joy they give.

21. A simple routine to keep it lovely

Keep it alive without effort.

An Aura frame thrives on a light, happy habit: a steady trickle of new photos. When the family keeps sending, the frame stays fresh and the person enjoying it always has something new to notice. None of it is work; it is just a few people sharing a few pictures now and then.

- 1 Send a few new photos whenever you take ones worth sharing.
- 2 Nudge the family to add pictures around holidays, birthdays, and milestones.
- 3 Glance at the app occasionally to confirm the frame is online.
- 4 Trim any photos that no longer belong, keeping the collection fresh.
- 5 Keep your own copies of treasured photos on your phone as a backup.

TIP

Make sending a photo to the frame a natural family reflex. A quick snap from a Sunday dinner, sent in a tap, keeps a grandparent's frame alive with almost no effort.

The families who get the most from these frames treat them as a shared, living thing rather than a gadget to set and forget. A gentle stream of new photos is what turns the frame from a nice gift into a daily thread of connection to the people a loved one cares about.

If keeping up even this light routine ever feels like one more thing, that is exactly what my Support Plan is for. I keep an eye on the frame, confirm it is online, and help the family keep photos flowing, so the connection stays strong without anyone carrying it alone.

22. Is an Aura frame right for you

An honest take.

Let me give you my honest read on where an Aura frame shines and where another choice might suit you better. I would rather you be happy with the right frame than sold on the wrong one. For most families wanting a simple, handsome, no-subscription frame, Aura is an easy recommendation.

- Great fit: you want a beautiful frame that just works, with no monthly fee.
- Great fit: you are setting one up for a parent and will manage it from your phone.
- Consider other options: you need a built-in cellular connection for a place with no Wi-Fi.

- Consider other options: you want a calendar or chore features, which some rival frames add.

GOOD TO KNOW

Aura's strengths are simplicity, a lovely screen, and no subscription. Where it is not the answer is usually a special need, like a cellular connection for a locked-down building.

If you need a frame for a place with no usable Wi-Fi, a cellular frame from another brand may serve better, and I will tell you so plainly. And if you want a device that doubles as a family calendar, some competitors lean that way. But if it is photos you want, shown beautifully and simply, Aura is hard to beat.

The no-subscription point tips many families toward Aura once they realize some rivals charge ongoing fees. Paying once and being done is a real comfort. For a straightforward, handsome family photo frame, I am glad to recommend Aura, and glad to set yours up.

23. When to Call Bill

Set up, explained, and running smoothly.

You can set up an Aura frame yourself, and the app makes it about as friendly as these things get. Where I help is getting it right the first time: the account made sensibly, the Wi-Fi connected, the family invited, the settings tuned, and the whole thing explained in plain words so you and your family can run it with confidence. I have been doing hands-on tech work for more than thirty years.

- Want it set up and full of photos before you gift it: I handle the whole setup.
- Managing a frame for a parent from a distance: I set up the app so you run it from anywhere.
- Frame will not connect or photos are not arriving: often a quick remote fix.
- Want every setting explained on a simple card: I do that on every visit.

GOOD TO KNOW

My first visit is a flat ninety-nine dollars. A remote screen-share to set up or fix a frame is forty-nine dollars. My Support Plan is thirty-nine dollars a month, and it includes keeping your frame online and your photos flowing all year.

I serve Atwater, Ravenna, Kent, Streetsboro, Aurora, Hudson, Stow, Mogadore, Tallmadge, and the rest of Portage County. Call or text me at (330) 200-8042, or email bill@billshometech.com. If I am on a job, my booking assistant Sophie can get you

scheduled.

If I have helped you and your family share a few more smiles through a frame, a quick review means the world to a local one-man shop. You can leave one at g.page/r/CSFv0jbCfFINEAE/review. Thank you, and take care.

CHEAT SHEET

Everyday Cheat Sheet

The quick reference for your Aura frame. Keep it handy.

- Everything is run from the free Aura app on your phone.
 - Send photos from the app; there is no limit and no subscription.
 - Invite family so they can send photos too, each with their own access.
 - Brightness, sleep schedule, and slideshow pace all live in the app.
 - The frame runs itself; the person enjoying it need touch nothing.
- 1 Install the Aura app and make an account.
 - 2 Plug in the frame and pair it using its on-screen code.
 - 3 Connect it to your 2.4 gigahertz Wi-Fi.
 - 4 Send your first batch of photos.
 - 5 Invite the family to send photos too.

TIP

If photos stop arriving, check the frame is online in the app and give a new photo a few minutes to travel. A restart fixes most hiccups.

WORDS TO KNOW

Plain-English Word List

Aura app — The free phone app that runs your Aura frame: setup, photos, family, and every setting.

Pairing — Linking the frame and the app together using a code shown on the frame's screen.

Touch bar — The hidden touch-sensitive strip on an Aura frame that responds to a tap or swipe.

2.4 gigahertz Wi-Fi — The common, longer-range kind of home Wi-Fi that an Aura frame connects to.

Unlimited storage — Aura's free, no-limit space for keeping and sending as many photos as you like.

Subscription — An ongoing fee some frames charge; Aura does not require one.

Member or invite — A family member you add to your frame with their own access, so you need not share your password.

Slideshow — The changing display of your photos on the frame, which you can shuffle or order.

Album — A group of photos you organize together, such as a trip or a person.

Auto on and off — The schedule that turns the frame's display on in the morning and off at night by itself.

Automatic brightness — The frame adjusting its own brightness to match the light in the room.

Carver, Mason, Smith — Some of Aura's frame models, differing mainly in size, shape, and finish.

AT A GLANCE

A Picture to Follow Along

Setting up an Aura frame

Five steps from box to photos

**All setup runs through the free Aura app on your phone.**

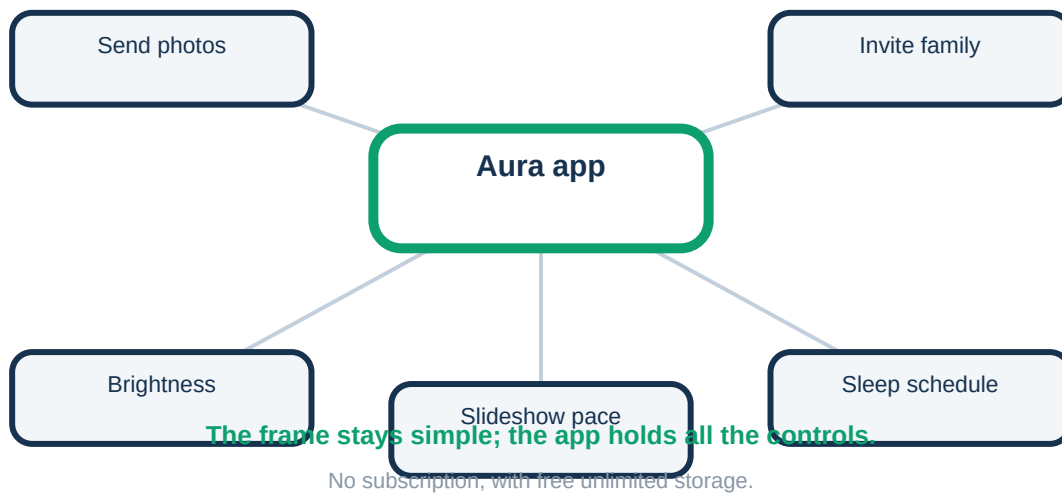
Illustration — a schematic; details vary by device and setup.

AT A GLANCE

A Second Look

What the Aura app runs

Everything lives in one place



BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: **billshometech.com/book** · **bill@billshometech.com**

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