

Changing the Frame's Wi-Fi

THE QUICK VERSION

- 1 Have the new network name and password ready.
- 2 Open the frame's app or on-screen settings menu.
- 3 Find Wi-Fi or Network and pick the new network.
- 4 Enter the password carefully, choosing the non-5G name.
- 5 Send a test photo to confirm it is back online.
- 6 Call Bill at (330) 200-8042 if it will not reconnect.

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Changing the Wi-Fi on Your Photo Frame

New router, a move, or a winter down south — here's how to get the frame back online.

————— **An Extended Guide · No. 1889 · DIGITAL PHOTO FRAMES** —————

Tech Made Simple. Service Made Personal.

Bill Davis — Bill's Home Tech

(330) 200-8042 · bill@billshometech.com · Atwater, Ohio

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SUMMARY

The 60-Second Version

A photo frame remembers one Wi-Fi network, the one it was set up on. Change your router, move house, or carry the frame somewhere new, and it needs to be pointed at the new network. On most frames you do this in the phone app, or sometimes in a settings menu on the frame itself. It takes only a couple of minutes once you know where to look.

- A frame must be switched to any new Wi-Fi network by hand.
- On most frames you change it in the app; some have an on-frame menu.
- Photos already on the frame keep showing even while it is offline.
- Cellular frames carry their own connection and skip Wi-Fi entirely.

GOOD TO KNOW

Your photos are not lost when the frame goes offline. They live on the frame and in the cloud, so once the new Wi-Fi is set, everything flows right back.

I sort out frame Wi-Fi for Portage County families all the time, often without leaving my desk. Call or text me at (330) 200-8042 and I will get yours reconnected.

1. Why you would need to change the Wi-Fi

The usual reasons a frame loses its network.

A digital photo frame connects to one Wi-Fi network, the one you chose when you first set it up. It remembers that network and its password, and as long as nothing changes, it stays happily connected. But a few common life events change the network out from under it, and then the frame needs to be told about the new one. This is normal, not a fault, and it is easily fixed.

- You got a new router or a new internet company.
- You moved to a new home with a different network.
- You carry the frame somewhere, like a winter place down south.
- Your network name or password changed for some reason.

GOOD TO KNOW

The frame is not broken when it loses Wi-Fi. It is simply looking for a network that is no longer there, and pointing it at the new one takes just a few minutes.

The telltale sign is that new photos stop arriving. The frame keeps showing the pictures it already has, because those are stored on it, but nothing new comes in, and family wonder

why their photos are not appearing. That is the frame quietly telling you it has lost its connection and needs to be reintroduced to a working network.

In this guide I will walk through every common situation, a new router, a move, travel, and show you how to switch the frame over in each, across Aura, Skylight, and Nixplay. I will also cover cellular frames that skip Wi-Fi, and how to do all this remotely for a relative in another town. None of it is hard once you know the steps.

2. What happens to photos when offline

Your pictures are safe.

The first worry people have is whether they will lose their photos when the frame drops off Wi-Fi. The reassuring answer is no. A frame keeps a copy of its photos on its own internal memory, so it goes right on showing the slideshow even with no internet at all. Losing Wi-Fi stops new photos from arriving; it does not erase the ones already there.

- Photos already on the frame stay and keep showing while it is offline.
- The frame stores copies on its own internal memory.
- The cloud also holds your photos, tied to your account.
- Only new, incoming photos pause until Wi-Fi is restored.

GOOD TO KNOW

A frame is happy to run with no internet; it simply cannot receive new photos. The slideshow you already have plays on as normal.

This matters for travel. If you take the frame to a winter home and cannot get it onto the Wi-Fi there right away, it will still show all your existing photos the whole time. You lose nothing by being offline for a stretch. The moment you connect it to a working network, any photos the family sent in the meantime come flooding down from the cloud.

So there is no rush and no risk when changing networks. Take your time. Even if the frame sits offline for days between a move and getting the new Wi-Fi sorted, your pictures are safe in two places, on the frame and in the cloud. That cushion is one of the quiet comforts of these connected frames.

3. Before you start

Gather the new network details.

A little preparation makes the whole job quick. Before you touch the frame or the app, have the new network's name and password in hand. The single most common cause of a failed connection is a mistyped password, so knowing the right one ahead of time saves most of the trouble people run into.

- Find the new Wi-Fi network name, exactly as it appears.
- Find the password, minding capital letters and symbols.
- Check whether there are two network names, one of them labeled 5G.
- Have your phone handy with the frame's app installed and signed in.

TIP

The network name and password are often printed on a sticker on the underside or back of your internet router. If someone changed them, they will know the new ones.

Note whether your home shows two Wi-Fi names, one often ending in 5G or 5GHz and one without. Many frames connect only to the plain one, the longer-range kind, not the 5G one. Knowing which to pick before you start saves a puzzling failure where the frame simply will not see or hold the faster network.

Make sure your phone is already signed into the frame's app, the same account you set the frame up with. That is the account that controls the frame, and you will do the Wi-Fi change from there on most frames. If you are not signed in, sort that out first, so you are not hunting for a password mid-task.

4. Changing Wi-Fi from the app

The general approach on most frames.

On most modern frames, the Wi-Fi is changed from the phone app rather than on the frame itself. The general pattern is the same across brands: open the app, find the frame's settings, look for a Wi-Fi or network option, and choose the new network. The app may ask to use your phone's Bluetooth to talk to the frame during the switch, which is normal.

- 1 Open the frame's app on your phone, signed into your account.
- 2 Go to the frame's settings, then its Wi-Fi or network option.
- 3 Choose to change or add a Wi-Fi network.
- 4 Pick the new network and carefully enter its password.

GOOD TO KNOW

If the app asks for Bluetooth permission, allow it. The app often uses Bluetooth to reach the frame directly while it sets up the new Wi-Fi, especially if the frame is already offline.

Keep your phone in the same room as the frame while you do this, because the app may need to talk to the frame directly over Bluetooth. Both working best close together, freshly awake. Follow the prompts in order, and within a minute or two the frame should reconnect on the new network and go back to receiving photos.

The exact words on the buttons differ by brand, and the apps get updated over time, so treat these as the general shape rather than exact labels. In the next chapters I will give the brand-specific notes for Aura, Skylight, and Nixplay, since each words its menus a little differently. The spirit, though, is always the same: settings, network, new Wi-Fi, done.

5. Changing Wi-Fi on an Aura frame

Through the Aura Frames app.

On an Aura frame, the Wi-Fi change is handled in the Aura Frames app, and the good news is you do not need to factory reset the frame just to move it to a new network. You open the app, go to the frame's settings, and find the option to change the Wi-Fi network. The app will ask for Bluetooth permission so it can reach the frame while it switches.

- 1 Open the Aura Frames app on your phone.
- 2 Go to the frame's settings and find its Wi-Fi network entry.
- 3 Choose the option to change the Wi-Fi network.
- 4 Grant Bluetooth permission if asked, then pick the new network and enter the password.

GOOD TO KNOW

You do not need to wipe or factory reset an Aura frame to change its Wi-Fi. The app switches it over while keeping your photos and settings intact.

After you enter the new password, the Aura frame should reconnect within a minute or two and begin receiving photos again. Keep your phone close by during the switch, since the app leans on Bluetooth to talk to the frame directly, which is especially helpful when the frame has gone offline and off its old network.

Because Aura keeps everything, your photos and settings ride through the Wi-Fi change untouched; only the network it connects to changes. If you are doing this for a parent's Aura frame from your own phone, the same steps apply, as long as the frame is linked to

the account you are signed into. Aura's apps change over time, so follow the on-screen wording if it differs slightly.

6. Changing Wi-Fi on a Skylight frame

Reconnecting a Skylight to a new network.

A Skylight frame connects to Wi-Fi and needs that connection to receive new photos, though it will keep showing the photos it already has while offline. To move it to a new network, you reconnect it, generally through the frame's on-screen setup or the Skylight app, choosing the new network and entering its password. The steps mirror the original setup you did when the frame was new.

- 1 On the Skylight frame or in the Skylight app, open the Wi-Fi or settings area.
- 2 Choose to connect to a Wi-Fi network.
- 3 Select the new network from the list.
- 4 Enter the new network's password and confirm.

GOOD TO KNOW

Skylight needs Wi-Fi for setup and to receive new photos, but once photos are loaded it shows them without Wi-Fi. So the existing slideshow plays on while you sort the new connection.

Because the exact Skylight menus can shift with app and frame updates, and Skylight's own support pages are the surest guide, I keep these steps general. If you cannot find the Wi-Fi option, Skylight's support can point you to the current path, and I am glad to walk you through it too, which is often a quick remote job.

The key idea is the same as on any frame: the Skylight remembers one network, and you are simply replacing it with the new one. Have the new name and password ready, pick the network, type the password carefully, and the frame rejoins and starts pulling down any photos the family sent while it was offline.

7. Changing Wi-Fi on a Nixplay frame

App, on-frame menu, or reset.

Nixplay frames give you a couple of routes to change the Wi-Fi. Many have an on-frame settings menu, reached through a gear icon, that leads to network settings where you pick the new Wi-Fi and enter its details. Some Nixplay models use a remote control to open Settings, then Network, then choose the network. And some owners simply do a factory reset and set up fresh on the new network.

- On-frame menu: open the gear or Settings icon, go to Network, pick the new Wi-Fi.
- Remote-control models: Settings, then Network, then select the network and enter the password.
- App route: change the network through the Nixplay app where supported.
- Last resort: a factory reset clears the old settings so you set up fresh.

WATCH OUT

A factory reset clears the frame's saved settings and starts it over. It works, but it is heavier-handed than simply changing the network, so try the settings menu first.

Start with the gentlest route: the frame's own Settings or Network menu, where you can usually just select the new Wi-Fi and type the password without disturbing anything else. Only if that will not take should you consider a factory reset, which wipes the frame's settings and makes you set it up again from scratch, though your photos remain safe in your Nixplay account.

Because Nixplay makes several frame models that differ in their menus and whether they use a remote, check which kind you have. If the frame came with a little remote control, the menu lives there; if not, look on the frame's screen for a gear or settings icon. Either way, you are after the Network option, where the Wi-Fi change is made.

8. Using the frame's own settings menu

When the change happens on the screen.

Some frames, especially simpler or older ones, do the Wi-Fi change right on the frame's screen rather than through a phone app. If your frame has an on-screen menu, you navigate to its network settings, see a list of nearby Wi-Fi networks, pick yours, and type the password using an on-screen keyboard. It is the same idea as the app route, just done on the frame itself.

- 1 On the frame, open the settings, often a gear icon.
- 2 Find the Wi-Fi or Network option.
- 3 Choose the new network from the list it shows.
- 4 Type the password with the on-screen keyboard and confirm.

TIP

Typing a password on an on-screen keyboard is fiddly. Go slowly, watch for capital letters, and double-check before confirming, since a single wrong character stops the connection.

The on-screen keyboard is the trickiest part of this route, because it is easy to miss a capital letter or a symbol. Take it one character at a time and look at what you have typed before you accept it. If the frame lets you show the password as you type rather than hiding it behind dots, turn that on so you can check it.

If your frame uses a little remote control, you move around this menu with the remote's arrow buttons and select with its center button. It feels slow, but it works. Once the password is in and accepted, the frame joins the new network and the connection icon should show it is back online, ready for new photos.

9. Forgetting the old network

Clearing out a network that is gone.

Sometimes the frame clings to the old network and keeps trying to reach it, which can get in the way of joining the new one. Many frames let you forget or remove a saved network, which clears it out so the frame stops hunting for something that no longer exists. This is a useful step after a router change or a move, when the old network is truly gone.

- Forgetting a network tells the frame to stop trying to reach it.
- It is helpful when the old network is gone for good.
- Look for a forget or remove option next to the saved network.
- After forgetting it, add the new network fresh.

GOOD TO KNOW

Forgetting a network does nothing to your photos. It only clears a saved Wi-Fi connection, so the frame can cleanly join a new one.

You do not always need to forget the old network; often simply adding the new one is enough, and the frame switches over. But if the frame seems stuck, repeatedly trying the old network and failing, forgetting it can clear the logjam. Think of it as tidying up, removing

a key that no longer opens any door so the frame reaches for the right one.

If you are a snowbird who moves between two homes each year, you may prefer not to forget either network, so the frame remembers both and reconnects on its own as you move between them. Whether to forget a network depends on whether you will ever use it again. Keep the ones you will return to; clear the ones that are gone.

10. After a new router or internet company

The most common reason of all.

The single most common reason a frame loses Wi-Fi is a new router or a new internet company. When the internet provider swaps your equipment, or you switch companies, the new router almost always has a different network name and password. The frame keeps looking for the old one and finds nothing, so new photos stop arriving even though nothing is wrong with the frame.

- A new router usually means a new network name and password.
- The frame keeps hunting for the old network and fails.
- Switch it to the new network using the steps for your brand.
- If you can, set the new network name and password to match the old ones.

TIP

If you are getting a new router, ask the installer to set the new Wi-Fi name and password to match your old ones. Then the frame, and every other device, reconnects on its own with no fuss.

That matching trick is worth knowing. When the internet company sets up new equipment, they can often name the new network and set its password to be identical to the old one. If they do, the frame simply reconnects as if nothing changed, and so does everything else in the house. It saves you reconnecting each device by hand.

If the new network has a different name and password, you will need to switch the frame over using the app or menu, as covered earlier. It is the same quick job. Just have the new details ready, point the frame at the new network, and it rejoins. This is one of the most frequent reasons families call me about a frame, and it is a fast fix.

11. After a move to a new home

The frame comes with you.

Moving to a new home means a new Wi-Fi network, so the frame needs to be switched over once you are settled and the internet is working at the new place. The frame will keep showing your photos the whole time you are packing, moving, and getting set up, since those are stored on it. Only new photos wait until you connect it to the new home's Wi-Fi.

- 1 Set up the internet at the new home first and confirm it works.
- 2 Place the frame where it will live, near an outlet.
- 3 Open the app or the frame's menu and change the Wi-Fi to the new network.
- 4 Enter the new password and wait for it to reconnect.

GOOD TO KNOW

The frame travels fine with no internet and keeps playing your existing photos the whole move. It only needs the new Wi-Fi to start receiving new pictures again.

Wait until the new home's internet is actually up and running before you try to connect the frame, otherwise there is nothing for it to join. Once the Wi-Fi is live, the switch is the same quick job as any network change: point the frame at the new network and type the password. Then it rejoins and pulls down anything the family sent during the move.

If a parent or relative is the one moving, perhaps into a smaller place or assisted living, you can handle the frame's Wi-Fi switch for them, even remotely, so it is one less thing on their plate during a stressful time. Getting the frame back online quickly means their family photos are there to comfort them in the new surroundings.

12. Snowbirds taking the frame south

Two homes, one frame.

Many Portage County folks head somewhere warm for the winter, and they like to bring the frame along so the family photos follow them. The frame travels easily, and switching it between your Ohio home's Wi-Fi and your winter place's Wi-Fi is the same simple network change, done at each end of the trip. Your photos come along inside the frame the whole way.

- Pack the frame carefully; it travels fine unplugged.
- At the winter place, connect it to that home's Wi-Fi.
- When you return, switch it back to your Ohio Wi-Fi.

- Some frames remember both networks and reconnect on their own.

GOOD TO KNOW

Some frames remember more than one network, so once you have connected it at both your homes, it reconnects automatically each time you arrive, with nothing to do.

The first winter, you connect the frame to the southern home's Wi-Fi when you arrive, and switch it back when you come home in spring. If the frame remembers both networks, every winter after that it may simply reconnect on its own at each place, which is a lovely convenience. Check whether yours keeps multiple networks saved.

Throughout the drive or flight south, the frame shows your existing photos even unplugged and offline, so it is a comfort even in transit if you power it in the car. Once you are settled at the winter place and online, the family's new photos resume arriving, keeping you close to home while you are far from it.

13. The 2.4 and 5 gigahertz snag

Picking the right network name.

Here is a technical snag worth understanding, because it trips up many a frame. Home Wi-Fi often comes in two flavors, a longer-range kind and a faster, shorter-range kind, and they sometimes show as two separate network names. Many frames connect only to the longer-range kind, often the one whose name does not end in 5G. Pick the wrong one and the frame will not connect or hold.

- Home Wi-Fi may show two names, one ending in 5G or 5GHz.
- Many frames connect only to the longer-range, non-5G network.
- If you see two names, choose the one without 5G in it.
- If there is only one name, the router likely handles both and you are fine.

WATCH OUT

If your frame will not see or stay on the network, check that you picked the non-5G name. A frame built for the longer-range band simply cannot join a 5G-only network.

The reason is that the longer-range band reaches further through walls, which suits a frame sitting across the house from the router, and it is the band these frames are built for. The faster 5G band is shorter-range and not always supported by frames. So when a network offers both as separate names, the non-5G one is almost always the right pick for a frame.

If your router combines both bands under a single name, which many do, you do not have to choose; the router sorts it out and the frame connects fine. The snag only arises when the two bands have separate names. Knowing to reach for the non-5G one saves one of the most common and puzzling connection failures I see with frames.

14. Doing it remotely for a relative

Helping from your own home.

Often the frame that needs a Wi-Fi change belongs to a parent in another town, and you want to help without driving over. Depending on the frame and who manages it, you can sometimes do this from your own phone, or you can guide the relative through it on a phone call. Either way, nobody has to be a technology expert for it to work.

- If the frame is on your account, you may change its Wi-Fi from your own app.
- Otherwise, guide the relative through it on a phone call.
- Have them read you the new network name and password.
- Walk them to the settings and talk them through each tap.

TIP

Many app-based Wi-Fi changes need the phone to be near the frame over Bluetooth, so if you cannot be there, the relative's phone near the frame is often what does the final step.

There is a catch worth knowing: because changing Wi-Fi often needs a phone close to the frame over Bluetooth, and because the frame may be offline and unreachable from afar, fully remote changes are not always possible. In those cases, the practical route is to guide someone who is physically with the frame, their phone doing the close-up part while you talk them through it.

This is one of the most common things I help with on a remote screen-share. I can see the app, direct whoever is with the frame step by step, and get it reconnected without a trip. For a parent in another state whose frame went dark after a router change, that remote help is often the quickest way back to their photos.

15. Cellular frames as an alternative

A frame that skips Wi-Fi entirely.

If Wi-Fi changes are a recurring headache, or the frame will live somewhere with no Wi-Fi at all, a cellular frame is worth knowing about. A cellular frame carries its own connection, like a cell phone does, so it does not depend on a home network. That means no Wi-Fi password to enter and nothing to change when routers or homes change.

- A cellular frame connects through a mobile signal, not home Wi-Fi.
- It works in a home with no internet at all.
- There is no Wi-Fi password to set or change.
- It usually involves an ongoing fee for the cellular connection.

GOOD TO KNOW

A cellular frame is the answer for a relative who has no home internet, or who struggles with any Wi-Fi setup. It just works wherever there is a mobile signal.

The trade is cost: a cellular frame generally carries a recurring fee for its connection, the way a phone plan does, because someone has to pay for the mobile signal it uses. For a person with no Wi-Fi, or for whom every router change becomes a crisis, that fee can be well worth the freedom from Wi-Fi fuss entirely.

Cellular frames are a smaller corner of the market and the models change, so it is worth checking what is on offer and what the connection costs before committing. If you think a cellular frame might suit your situation, especially for a parent with no internet, I am glad to help you weigh whether it fits and what it would involve.

16. When the frame will not rejoin

Working through a stubborn connection.

Sometimes the frame refuses to join the new network even after you enter everything correctly. Nearly always it is one of a few simple things, and working through them in order clears it up. Resist the urge to assume the frame is broken; a stubborn connection is usually a small, fixable snag rather than a real fault.

- 1 Re-enter the password carefully, watching for capital letters.
- 2 Make sure you chose the non-5G network name if two are shown.
- 3 Restart your router: unplug it for thirty seconds and plug it back in.
- 4 Restart the frame: unplug it for ten seconds and plug it back in.

5 Try the network selection again from the start.

TIP

Restarting both the router and the frame, then trying the connection again, fixes a surprising share of stubborn cases. It is dull, but it works more often than not.

A mistyped password remains the top cause by a wide margin, so re-enter it slowly even if you are sure it is right. The next most common is picking the 5G network on a frame that only takes the longer-range one. After those, a restart of the router and frame clears most of what is left, since it gives both a fresh start to find each other.

If you have worked through all of this and the frame still will not connect, that is a good moment to call me. Wi-Fi gremlins on frames are familiar territory after thirty years, and I can often sort it on a remote screen-share, working in the app alongside you, without even coming out to the house.

17. Checking the frame is back online

Confirming the connection took.

After changing the Wi-Fi, it is worth confirming the frame is truly back online, so you are not left wondering. There are a few easy ways to check, and once you see the signs, you can trust that new photos will flow. A quick confirmation saves the worry of discovering days later that the connection never actually took.

- Look for an online or connected indicator in the app.
- Send a test photo and watch for it to appear on the frame.
- Check for a Wi-Fi or connection icon on the frame's screen.
- Ask a family member to send a photo and confirm it arrives.

TIP

The surest test is to send a fresh photo from your phone and watch it appear on the frame. If it arrives, the connection is working and you are done.

Give a newly sent photo a few minutes to arrive, since it travels from your phone up to the cloud and back down to the frame. If it shows up, the Wi-Fi change succeeded and the frame is fully back in business. The app's status display is the other reliable sign, usually showing the frame as online or connected once all is well.

If the test photo does not arrive after a reasonable wait, the connection may not have taken, and it is worth running back through the steps or the troubleshooting. But most of

the time, a test photo lands within minutes and settles any doubt. Then you can put the frame back to its quiet work of showing the family, confident it is connected.

18. Keeping the frame connected reliably

Fewer dropouts over time.

Beyond the one-time switch, a few habits keep the frame connected reliably so you are not fiddling with Wi-Fi often. Most frames hold their connection well once set, but placement and a couple of simple choices help it stay rock-solid, especially in a larger home where the frame sits far from the router.

- Place the frame where the Wi-Fi signal is reasonably strong.
- Avoid tucking it behind thick walls or metal that block the signal.
- Keep the same network name and password when changing routers if you can.
- Give the frame an occasional restart if it ever seems sluggish.

GOOD TO KNOW

A weak Wi-Fi signal where the frame sits is a common cause of dropouts. Moving it a little closer to the router, or improving the signal there, often cures a flaky connection.

If the frame keeps dropping off in one spot, the signal there is probably weak. Moving it closer to the router, or adding something to extend the Wi-Fi to that part of the house, steadies it. In a big house in, say, Hudson or Aurora with the router at one end, the far bedroom can be a dead zone that no frame will hold well.

Keeping your network name and password the same whenever you change routers is the biggest favor you can do yourself, because then the frame, and everything else, reconnects without any work. When that is not possible, just remember the simple switch steps in this guide, and a network change stays a minor, few-minute task rather than a recurring frustration.

19. Guest, hotel, and RV Wi-Fi

The networks that frames struggle with.

Not all Wi-Fi is frame-friendly. Some networks, especially at hotels, campgrounds, and some guest networks, make a frame open a web page and agree to terms before connecting, which a frame cannot do because it has no web browser. Knowing this saves frustration when a frame will not join a network that your phone connects to easily.

- Hotel and campground Wi-Fi often needs a web sign-in page a frame cannot show.
- Some guest networks work the same way and block the frame.
- A frame needs a plain network where you just enter a password.
- At such places, a cellular frame or a phone hotspot may be the only route.

WATCH OUT

If a network makes you open a page and click agree in a web browser, a frame usually cannot join it, because the frame has no browser to show that page.

This comes up for travelers and for snowbirds staying in rentals or RV parks. The frame wants a simple network where entering a password is all that is needed. The sign-in-page networks common at hotels and campgrounds leave the frame stuck at a screen it cannot interact with. It is not the frame's fault; it is just not built for that kind of network.

A workaround is to use a personal phone hotspot or a home-style router at the destination, giving the frame a plain network to join. Or, for someone who travels a lot, a cellular frame sidesteps the whole problem by carrying its own connection. If you often stay where the Wi-Fi uses sign-in pages, that is worth keeping in mind when choosing a frame.

20. Common mistakes to avoid

The snags that cost people time.

A handful of predictable mistakes cause most of the trouble people have changing a frame's Wi-Fi, and all of them are easy to avoid once you know them. Steering clear of these keeps a network change the quick job it should be, rather than an afternoon of frustration.

- Typing the password wrong: go slowly and watch capital letters.
- Picking the 5G network on a frame that needs the longer-range one.
- Trying to connect before the new internet is actually working.
- Assuming photos are lost when the frame simply went offline.
- Being too far from the frame when the app needs Bluetooth.

WATCH OUT

The biggest time-waster is a mistyped password entered confidently. If a connection fails, re-enter the password first, slowly, before suspecting anything else.

Another quiet mistake is panicking about the photos. Because the frame keeps showing its existing pictures while offline, some people think it is working fine and do not realize the

Wi-Fi dropped until family complain their photos are not appearing. Checking the connection when new photos stop arriving catches this early, before anyone is left wondering.

And when using an app to change the Wi-Fi, remember the phone often needs to be near the frame for the Bluetooth handoff. Standing in another room while the app tries to reach the frame is a common reason a change fails. Keep the phone close, follow the prompts in order, and most changes go through on the first attempt.

21. When Wi-Fi is fine but photos still will not come

Looking past the network.

Occasionally the Wi-Fi is clearly working, the frame shows as online, yet new photos still are not appearing. When that happens, the issue is usually not the network at all but something further along, and a short check sorts out where the holdup really is. It is worth knowing these, so you do not keep re-doing the Wi-Fi when the Wi-Fi is fine.

- Give new photos a few minutes to travel through the internet.
- Confirm the sender is actually sending to the right frame.
- Check the frame is not full or paused in some setting.
- Make sure the sender is still an invited member of the frame.

GOOD TO KNOW

If the frame is online but photos lag, patience usually solves it. Photos travel from a phone to the cloud to the frame, which takes a little time, especially on a slow connection.

A common non-network cause is on the sending end: a family member thinks they sent a photo but it did not go through, or they are sending to a different frame, or their invitation to the frame lapsed. Confirming the sender did their part, and is still a member of the frame, often reveals the real holdup when the network is plainly fine.

If the frame is online, the sender is sending correctly, and photos still will not appear after a good wait, that points to something worth a closer look, and it is a fine time to call me. But far more often, a little patience or a quick check on the sending end gets the photos flowing, with no further Wi-Fi fiddling needed at all.

22. Is it worth calling for help

My honest take.

Let me be honest about when a Wi-Fi change is a do-it-yourself job and when it is worth a call. Most of the time, switching a frame to a new network is a few-minute task you can handle with this guide in hand. But there are situations where a bit of help saves real frustration, and I would rather tell you plainly which is which.

- Do it yourself: a straightforward switch with the new details in hand.
- Call for help: the frame stubbornly refuses after the simple fixes.
- Call for help: changing it remotely for a far-away relative.
- Call for help: a network that needs a sign-in page the frame cannot show.

GOOD TO KNOW

Many Wi-Fi changes I handle without ever coming out, on a remote screen-share. That is often the quickest and most affordable way to get a frame back online.

If you are comfortable with phones and have the new network details, go ahead and switch it yourself; you will likely have it done before I could drive over. The time to call is when the frame fights you past the simple fixes, when it is a relative's frame in another town, or when the network itself is the awkward kind a frame cannot handle.

There is no shame in calling for any of it, of course. Some folks would simply rather hand it off and know it is done right, and that is perfectly fine. Whether you tackle it yourself or ring me, the goal is the same: your frame back online and the family photos flowing again, which is where it belongs.

23. When to Call Bill

Back online, photos flowing.

You can change a frame's Wi-Fi yourself, and this guide should see you through most situations. Where I help is the stubborn cases and the remote ones: a frame that will not rejoin after a router swap, a parent's frame in another town gone dark, or a tricky network that needs a careful hand. I have been doing hands-on tech work for more than thirty years.

- Frame will not reconnect after a new router or move: often a quick fix.
- Changing Wi-Fi for a far-away relative: I guide it remotely.
- Snowbird frame that needs setting up at a winter home: I can help.

- Considering a cellular frame for a no-internet home: I will advise honestly.

GOOD TO KNOW

My first visit is a flat ninety-nine dollars. A remote screen-share to reconnect 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 get your frame reconnected and the family photos flowing again, 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 changing your frame's Wi-Fi. Keep it handy.

- Have the new network name and password ready before you start.
 - Change the Wi-Fi in the frame's app, or its on-screen settings menu.
 - If two network names show, pick the one without 5G.
 - Photos already on the frame keep showing while it is offline.
 - Send a test photo afterward to confirm the connection took.
- 1 Open the frame's app or on-screen settings.
 - 2 Find the Wi-Fi or Network option.
 - 3 Choose the new network and enter the password carefully.
 - 4 Allow Bluetooth if the app asks, keeping the phone near the frame.
 - 5 Wait a minute, then send a test photo to confirm.

TIP

If it will not connect, re-enter the password slowly, check you picked the non-5G network, and restart both the router and the frame before trying again.

WORDS TO KNOW

Plain-English Word List

Wi-Fi network — The home internet connection, with a name and password, that a frame uses to receive photos.

Router — The box that provides your home Wi-Fi; a new one usually means a new network name and password.

Network name — The label you pick from the list to join a Wi-Fi network, sometimes called the SSID.

2.4 gigahertz — The common, longer-range kind of Wi-Fi most frames connect to.

5 gigahertz — A faster, shorter-range Wi-Fi band that many frames cannot use.

Forget a network — Removing a saved Wi-Fi connection so the frame stops trying to reach it.

Bluetooth — A short-range link the app may use to reach the frame directly while changing its Wi-Fi.

Factory reset — Wiping a frame's settings to start fresh; a last resort for changing Wi-Fi.

Cellular frame — A frame with its own mobile connection, needing no home Wi-Fi at all.

Sign-in page — A web page some networks make you accept before connecting, which a frame cannot show.

Internal memory — Storage on the frame that keeps copies of your photos, so they show even when offline.

Online indicator — A sign in the app or on the frame showing it is connected and ready for new photos.

AT A GLANCE

A Picture to Follow Along

Changing a frame's Wi-Fi

Four steps to reconnect

**Photos already on the frame keep showing the whole time.**

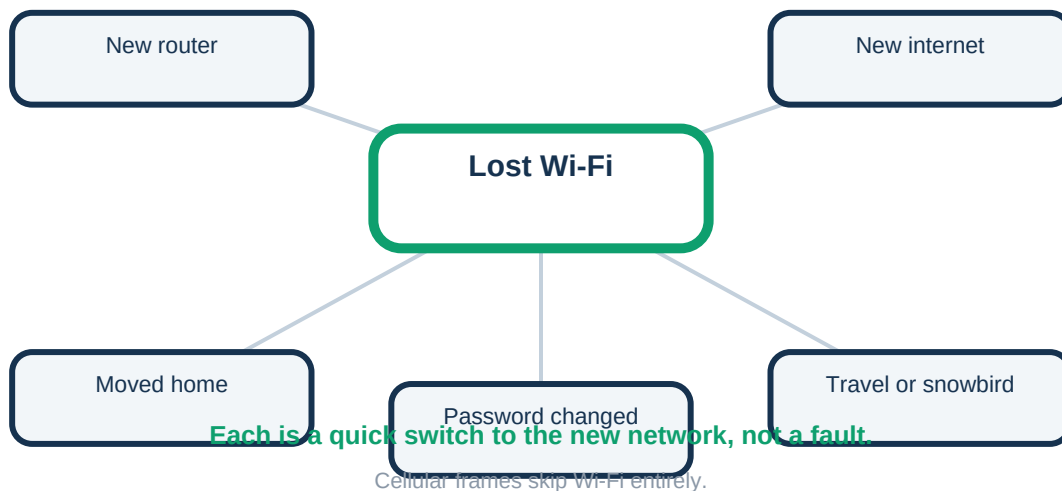
Illustration — a schematic; details vary by device and setup.

AT A GLANCE

A Second Look

Why a frame loses Wi-Fi

Common reasons it needs a switch



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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