

Where Your Photos Live

THE QUICK VERSION

- 1 Know if the frame charges a subscription before buying.
- 2 Remember photos live on the frame, app, and company cloud.
- 3 Confirm your phone backs up to iCloud or Google Photos.
- 4 Keep your own backup of the originals as your safety net.
- 5 To delete fully, remove from both the frame and the cloud.
- 6 Call Bill at (330) 200-8042 to set up a safe backup.

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

Call or text: (330) 200-8042

Book a visit: billshometech.com/book · \$99 flat first visit



Where Your Frame's Photos Live — Storage & the Cloud

On the frame, in an app, and on a company's cloud — what's kept where, and for how long.

————— An Extended Guide · No. 1890 · DIGITAL PHOTO FRAMES —————

Tech Made Simple. Service Made Personal.

Bill Davis — Bill's Home Tech

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

Book a visit — billshometech.com/book

What's Inside

Everything in this guide, with page numbers. Skip to whichever chapter answers your question right now.

The 60-Second Version	5
1. Where your frame's photos really live	5
2. The three places photos live	6
3. The frame's internal memory	7
4. The company's cloud servers	7
5. How much a frame holds	8
6. Free cloud versus paid	9
7. How Aura handles storage	10
8. How Skylight handles storage	10
9. How Nixplay handles storage	11
10. Frames with local storage and no fees	12
11. Resolution and compression	13
12. Why the originals matter most	13
13. Backing up your originals yourself	14
14. Deleting from the frame versus the cloud	15
15. If you cancel a subscription	16
16. If the company shuts down	16
17. Outages versus real loss	17
18. Getting your photos out	18
19. Privacy of cloud photos	19
20. Choosing a frame by its storage	19

21. A simple backup routine 20

22. My honest take on frame storage 21

23. When to Call Bill 22

Everyday Cheat Sheet 22

Plain-English Word List 23

A Picture to Follow Along 24

A Second Look 25

A Note From Bill 25

Your Visit — and My Promise 26

SUMMARY

The 60-Second Version

When a photo lands on your frame, it is usually in three places at once: a copy on the frame's own memory, the original in the app on the sender's phone, and a copy on the frame company's cloud servers. Knowing this matters, because it tells you what is safe, what could be lost, and why keeping your own copies of the originals is always the wise habit.

- Photos sit on the frame, in the app, and on the company's cloud.
- Some frames include free cloud storage; others charge an ongoing fee.
- Deleting from the frame is not always the same as deleting from the cloud.
- Keep your own copies of the original photos as your true backup.

GOOD TO KNOW

The one copy fully in your control is the original on your own phone or computer. A frame and its cloud are conveniences; your own backup is the safety net.

I help Portage County families sort out where their photos live and how to keep them safe. Call or text me at (330) 200-8042 and I will walk you through it.

1. Where your frame's photos really live

More places than you would guess.

When you send a photo to a digital frame, it may feel like it simply goes onto the frame, but the truth is a little richer. That photo usually ends up in three places at once: a copy stored on the frame itself, the original still sitting in the app or phone that sent it, and a copy kept on the frame company's cloud servers out on the internet. Understanding this helps you keep your pictures safe.

- A copy lives on the frame's internal memory.
- The original stays on the sender's phone or computer.
- A copy is kept on the company's cloud servers.
- Each copy has different strengths and risks.

GOOD TO KNOW

Because your photo is in several places, losing one copy rarely means losing the picture. But only the copies you control yourself are truly, permanently yours.

Why does this matter to you? Because it answers the questions people worry about: what happens if I delete a photo, if I cancel a subscription, if the company goes out of business, or if the frame breaks. Each of those touches a different copy, so knowing which copy is where tells you what is at risk and what is safe in each case.

In this guide I will walk through all of it in plain words: how much a frame holds, free cloud versus paid, what the big brands do, whether they keep your photos at full quality, how deleting works, and above all how to keep your own backup of the originals. By the end you will know exactly where your memories live and how to protect them.

2. The three places photos live

Frame, app, and cloud.

Let us name the three homes a frame photo has, because the rest of the guide builds on them. First, the frame's own internal memory, a chip inside the frame that holds copies so it can show them. Second, the app, meaning the original photo still on the phone or computer that sent it. Third, the cloud, the company's servers that store and shuttle photos to the frame.

- Frame memory: copies stored inside the frame so it can display them.
- The app and your phone: the original photos you sent from.
- The cloud: the company's servers that hold and deliver photos.
- A photo usually exists in all three at once.

GOOD TO KNOW

The cloud is just a plain word for computers somewhere else, owned by the frame company, that store your photos and send them to your frame over the internet.

Each home has a different character. The frame's memory is yours but limited in size and tied to that one frame. The original on your phone is fully yours but easy to lose if the phone is lost or replaced without a backup. The cloud is convenient and lets family send from anywhere, but it belongs to the company, not to you.

Keeping these three straight is the key to everything that follows. When I talk about deleting a photo, canceling a subscription, or a company shutting down, I am really talking about what happens to these three copies. Hold the picture of frame, app, and cloud in your mind, and the rest of this guide will make easy sense.

3. The frame's internal memory

The copy inside the frame.

Most frames have some internal memory, a storage chip inside, where they keep copies of your photos. This is what lets the frame keep showing your slideshow even when the internet is down, because it is not fetching each photo fresh every time; it holds them locally. Not every frame works this way, though, and that difference matters for how the frame behaves offline.

- Internal memory holds copies of photos on the frame itself.
- It lets the frame show photos even with no internet.
- Some frames, like Aura, lean almost entirely on the cloud instead.
- The amount of internal memory sets a rough limit on how many it caches.

GOOD TO KNOW

A frame with real internal memory keeps showing your photos during an internet outage. One that depends heavily on the cloud may show less when offline.

There is a real split here. Some frames store a generous batch of photos internally, so they are self-sufficient when offline. Others, notably Aura, are largely cloud-based, keeping only a working cache and relying on the internet connection and the company's servers for the full collection. Neither is wrong, but it shapes how the frame acts when the Wi-Fi drops.

For most people in normal use, the internal memory is invisible and nothing to fuss over; the frame just shows photos. It matters mainly in two cases: when the internet goes out, and when you want to understand whether your photos could survive the company disappearing. We will come back to both. For now, just know the frame holds copies, to a point.

4. The company's cloud servers

Where the photos gather.

The cloud is where most frame systems really keep your photos. When you or a family member send a picture, it travels up to the company's servers, where it is stored and then delivered down to the frame. This is what makes the magic possible: anyone, anywhere, can send to the frame, because the photo goes up to the cloud and comes down to the frame from there.

- Photos you send are stored on the company's cloud servers.

- The cloud delivers them to the frame over the internet.
- This is why family can send from anywhere in the world.
- The cloud copy belongs to and is controlled by the company.

GOOD TO KNOW

The cloud is the reason a grandchild across the country can send a photo that appears on Grandma's frame minutes later. It is a genuine convenience.

The cloud's great strength is also its catch: it is convenient, but it belongs to the company, not to you. Your access to those cloud copies depends on the company staying in business, on your account remaining active, and sometimes on a paid subscription. That is not a reason to avoid cloud frames; it is a reason to keep your own copies too, which we will cover.

Companies generally store your cloud photos on large, reliable, well-known internet services and protect them with strong encryption, so day to day they are quite safe. The things to think about are not everyday safety but the what-ifs: canceling, the company closing, or wanting to leave. Knowing the cloud is the company's, not yours, keeps those what-ifs in clear view.

5. How much a frame holds

Room for your photos.

A common question is how many photos a frame can hold. The answer depends on the frame and whether it uses the cloud. Frames with free unlimited cloud storage, like Aura, effectively hold as many as you like, since the cloud is the real home. Frames that lean on internal memory or a capped free tier have more definite limits worth knowing before you fill them up.

- Frames with unlimited cloud storage hold effectively as many as you want.
- Frames limited to internal memory hold a set number before filling.
- Frames with a capped free cloud tier limit you until you pay.
- Photo quality and video length affect how much room each uses.

GOOD TO KNOW

Aura frames include free unlimited cloud storage, so there is no practical limit to how many photos you can keep and send. Some other frames cap the free amount.

For most families, even a frame without unlimited storage holds far more photos than anyone will look at in a sitting, so the limit rarely bites in practice. Where it matters is if you want to load years of family history, hundreds or thousands of pictures, onto a frame with a modest cap. Then the storage model becomes a real consideration in which frame to choose.

Videos use far more room than photos, so if you plan to send video clips, storage fills faster. Some frames limit video length or require a paid tier for videos at all. If showing video matters to you, check how the frame handles it before buying, since it affects both the storage you need and possibly the subscription you pay.

6. Free cloud versus paid

The big dividing line between brands.

Here is one of the most important things to understand before buying a frame: some brands include cloud storage for free, while others charge an ongoing subscription for it. This single difference shapes what the frame costs you over the years and what happens if you ever stop paying. It is worth knowing exactly which camp your frame is in.

- Some brands, like Aura, include free cloud storage with no subscription.
- Others, like Skylight and Nixplay, put cloud features behind a paid plan.
- A free frame to buy can cost more over time through its subscription.
- A pricier frame with no subscription can be cheaper in the long run.

WATCH OUT

A low purchase price can hide an ongoing subscription for the cloud features that make the frame worthwhile. Always check whether a frame needs a paid plan before buying.

The reason this matters so much is that the cloud is where the photos live and travel. If the cloud features sit behind a subscription, then keeping the frame fully working means keeping the payments going. Stop paying, and you may lose access to cloud storage, remote sending, or the app, depending on the brand. That is a meaningful difference from a no-subscription frame.

Neither model is wrong, but they suit different people. A no-subscription frame like Aura costs more up front but nothing after, which many families prefer for simplicity and for gifts. A subscription frame may cost less to buy but asks an ongoing fee. In the next chapters I will lay out what each of the big three actually does, so you can choose with eyes open.

7. How Aura handles storage

Free unlimited cloud, no local reliance.

Aura's approach is simple to describe: free, unlimited cloud storage, with no subscription. You buy the frame once and keep and send as many photos as you like, forever, at no further cost. The photos live in Aura's cloud, and the frame pulls them down. This no-subscription model is a big reason families choose Aura, especially as a gift.

- Aura includes free unlimited cloud storage.
- There is no subscription and no cap on photos.
- Photos are stored in Aura's cloud rather than mainly on the frame.
- The frame relies on the internet and the cloud to work fully.

GOOD TO KNOW

With Aura you pay once for the frame and never again for storage. There is no monthly or yearly fee to keep or send photos.

The trade with Aura is that it is largely cloud-based, with less of its own standalone storage, so it depends on the internet connection and Aura's servers to show your full collection. It does not take a memory card or a USB stick, and it is not built to load photos onto it while offline. In practice, with Wi-Fi up, this is seamless; the model only matters in the what-ifs.

Aura frames also tend to cost more to buy than many other frames of similar size, which is the flip side of no subscription: you pay more up front and nothing after. For families who want to set it and forget it, with no recurring bill and no storage to manage, that trade is often well worth it. It is the frame I most often suggest for a simple, lasting gift.

8. How Skylight handles storage

A subscription for the cloud extras.

Skylight makes popular, easy frames, but it uses a paid plan, often called Skylight Plus, to unlock a set of cloud features. Reports vary on exactly what is free versus paid, and Skylight's own pricing is the surest guide, but the paid plan has been tied to things like extra cloud storage, video support, the mobile app, remote photo deletion, captions, and custom albums.

- Skylight offers a paid plan, often called Skylight Plus.
- The plan has unlocked extras like video, the app, and remote deletion.

- The basic photo display can work without every paid feature.
- Check Skylight's current pricing for exactly what is free and what is paid.

WATCH OUT

Sources disagree on exactly how much of Skylight works without the paid plan, so confirm the current terms on Skylight's own site before buying, especially if a feature matters to you.

The practical point is to know, before you buy, which features you care about and whether they sit behind the subscription. If you want to send video, delete photos remotely, or use certain album features, you may need the plan. If you only want a basic photo slideshow, you may get by with less. Clarity here prevents an unwelcome surprise later.

Skylight is well regarded and genuinely easy to use, so the subscription is not a mark against it, just a cost to factor in. Weigh the lower likely purchase price against the ongoing fee over the years, and against a no-subscription frame like Aura. For some families Skylight's features and ease win; for others the recurring fee tips them elsewhere. Know the trade going in.

9. How Nixplay handles storage

A free cap, with more behind a plan.

Nixplay gives you a free amount of cloud storage, reported around ten gigabytes, and offers a paid plan called Nixplay Plus for more. Nixplay frames do have internal storage, which the free tier uses for photos synced from the cloud, so the frame holds a working set locally. But some conveniences, including fuller cloud access and photo deletion, have been tied to the paid plan.

- Nixplay includes a free amount of cloud storage, with a cap.
- A paid plan, Nixplay Plus, adds more storage and features.
- The frame has internal storage for photos synced from the cloud.
- Some actions, like deleting photos, have needed the paid plan.

GOOD TO KNOW

Nixplay frames keep a set of photos in their own internal storage, so they are not wholly dependent on a live internet connection to show your slideshow.

The free cap is the thing to watch. Ten gigabytes holds a good many photos, but a family loading years of history or lots of video could reach it, at which point the paid plan or some housekeeping is needed. For a modest, current collection, the free tier may be plenty. For

a large archive, factor in the plan or choose unlimited-storage frame instead.

As with the others, Nixplay's exact free and paid lines shift over time, so check current terms before buying. The brand offers a lot of flexibility and a solid app. Just go in knowing where the free tier ends and what the plan adds, so the frame does you what you expect without an unplanned subscription creeping up on you down the line.

10. Frames with local storage and no fees

A different model worth knowing.

Not every frame is cloud-first. Some brands, such as Pix-Star and Dragon Touch, are built around local storage and no recurring fees. They offer internal storage space, can work both online and offline, and often accept a memory card or USB stick, so you can load photos directly without the cloud. For some people, that independence from a company's servers is exactly the appeal.

- Some frames store photos locally and charge no subscription.
- They can work offline and often accept a memory card or USB stick.
- Your photos are less dependent on a company's cloud staying up.
- They may be less seamless for distant family sending remotely.

GOOD TO KNOW

A frame built around local storage keeps your photos more in your own hands, with less reliance on a company's cloud. That independence appeals to cautious folks.

The trade is usually in the sending experience. Cloud-first frames like Aura make it effortless for far-flung family to send photos from anywhere, which is their whole charm. Local-storage frames may do that less smoothly, leaning more on loading photos directly from a card or a simpler sending method. Which matters more depends on whether distant family sending or self-reliance is your priority.

If the thought of depending on a company's cloud and possible subscription unsettles you, a local-storage, no-fee frame is worth a look. If effortless sending from the whole family is what you want, a cloud-first frame serves better. There is no single best; it is about which worries and conveniences matter most to you. I am glad to help you weigh it.

11. Resolution and compression

Does the frame keep full quality.

A subtle but important question: when you send a photo to a frame, does the company keep your full-quality original, or a smaller, compressed version sized for the screen. This varies by brand, and it affects whether the cloud copy is a true backup of your original or just a display copy. It is worth knowing, especially if you were counting on the frame as your archive.

- Some services keep your full-resolution original in the cloud.
- Others store a version compressed to fit the frame's screen.
- A compressed copy looks fine on the frame but is not a full backup.
- Check the brand's terms if keeping full quality matters to you.

WATCH OUT

If a frame stores only a screen-sized, compressed copy, do not rely on it as your photo backup. The full-quality original lives only where you kept it yourself.

Why does this matter? Because people sometimes assume that once a photo is on the frame and in its cloud, it is safely archived at full quality. If the service compressed it, that cloud copy is a display version, good enough for the frame but not for printing large or keeping as your master. The only guaranteed full-quality copy is the original you hold yourself.

The practical upshot is simple and reassuring: do not treat a frame as your photo backup. Treat it as a lovely way to display photos, and keep your own full-quality originals separately, as we will cover. Then it does not matter whether the frame compresses or not; your real archive is safe in your own hands either way, which is exactly where it should be.

12. Why the originals matter most

The copy that is truly yours.

Of the three homes a frame photo has, the one that matters most for the long run is the original, held by you. The frame can break, the cloud belongs to a company, and a subscription can lapse, but your own original, kept safely, outlasts all of that. This is the single most important habit in this whole guide, so let me make the case plainly.

- The frame can break or be replaced.
- The cloud belongs to the company, not to you.

- A subscription can lapse, cutting off cloud access.
- Your own original, backed up, survives all of these.

GOOD TO KNOW

Think of the frame and its cloud as wonderful ways to enjoy photos, and your own backup of the originals as the thing that actually keeps them forever.

Family photos are irreplaceable in a way few things are. A frame is a joy, but it is a display, not a vault. The pictures of grandchildren, of parents long gone, of a wedding decades back, deserve a home that does not depend on any company staying in business or any payment staying current. That home is your own backup, which you control entirely.

This is not about distrusting frame companies; the good ones are reliable. It is about the simple wisdom of not keeping your only copy of something precious in someone else's hands. Enjoy the frame fully, send freely, let the cloud do its convenient work, and underneath it all, keep your own originals safe. That way nothing can ever truly be lost.

13. Backing up your originals yourself

Simple ways to keep them safe.

Keeping your own backup of the originals does not have to be complicated. There are a few straightforward ways, and you only need one that you will actually keep up. The goal is that every treasured photo exists somewhere fully under your control, not only on the frame and in its company's cloud. Pick the method that fits how you already live with your photos.

- Keep photos on your phone, backed up to its own cloud like iCloud or Google Photos.
- Copy important photos to a computer or an external drive.
- Use a general photo-backup service you control, separate from the frame.
- For old prints, keep the originals and the scans in a safe place.

GOOD TO KNOW

If your phone already backs up to iCloud or Google Photos, your originals are likely already safe there. The key is confirming that backup is actually turned on and working.

For most people today, the simplest backup is the phone's own built-in one. iPhones back up photos to iCloud and Android phones to Google Photos, if you have that turned on. That is separate from any frame's cloud and keeps your originals safe independently.

Confirming it is switched on and working is often all the backup most families need.

For extra peace of mind, or for a large family archive, copying the most precious photos to a computer or an external hard drive gives you a copy that needs no internet and no company at all. And for old family prints, keep the physical originals safe even after you scan them. A little effort here protects memories for generations.

14. Deleting from the frame versus the cloud

They are not always the same.

Here is a point that confuses many people: deleting a photo from the frame is not always the same as deleting it from the cloud, and the other way around too. Depending on the brand, a photo you remove from the frame's slideshow may still sit in your cloud account, and a photo you delete from the cloud may or may not vanish from the frame. Knowing your frame's behavior prevents surprises.

- Removing a photo from the frame may leave it in the cloud.
- Deleting from the cloud may not remove it from the frame unless you choose that.
- Some brands tie frame and cloud deletion together; others keep them separate.
- Check your frame's behavior so a photo is gone where you intend.

GOOD TO KNOW

On some frames, deleting from the frame and deleting from the cloud are separate actions. To remove a photo everywhere, you may need to do both.

This matters in two directions. If you want a photo truly gone, perhaps one sent by mistake or one you would rather not keep, make sure you remove it from both the frame and the cloud, not just the slideshow. If you want to tidy the slideshow but keep the photo stored, removing it from the frame while leaving the cloud copy does that.

On some systems, deletion is also tied to the paid plan; a few brands have required a subscription even to delete photos. That is worth knowing if you expect to curate your collection. Check how your particular frame handles removal before you need to, so that when you do delete something, it goes exactly where you meant and stays where you want it kept.

15. If you cancel a subscription

What you keep and what you lose.

On a subscription frame, a fair question is what happens if you stop paying. The answer depends on the brand, but in general, canceling can cut off the cloud features the plan unlocked, which may include extra storage, remote sending, the app, or deletion. The frame itself usually keeps showing whatever photos it already holds, but the fuller cloud experience may go quiet.

- Canceling may end access to cloud storage beyond the free amount.
- Remote sending and app features may stop, depending on the brand.
- The frame usually keeps showing the photos already on it.
- Your own backed-up originals are untouched by any cancellation.

GOOD TO KNOW

Canceling a frame subscription does not touch your own backed-up originals. That is one more reason to keep your own copies: they are immune to any billing change.

Before you cancel, it is wise to make sure you have your own copies of any photos you care about that might only be in the paid cloud. Once the subscription lapses, getting them back out can be harder. A few minutes confirming your originals are safely backed up elsewhere means a cancellation costs you nothing but the convenience, not the memories.

The exact rules differ by brand and change over time, so if you are thinking of canceling, check what you will keep and lose first, and download anything you need. This is another spot where keeping your own originals all along makes life simple: with a solid backup, you can cancel freely, knowing your photos were never truly dependent on the plan.

16. If the company shuts down

The worry worth planning for.

People sometimes ask what happens to their photos if the frame company goes out of business. It is a fair worry, because the cloud copies live on that company's servers. History shows that when photo services close, they typically give users a window to download their pictures before the service ends, but relying on catching that window is a thin safety net.

- Cloud copies depend on the company staying in business.
- Closing services usually give a window to download photos first.

- A frame may lose its cloud features if the company disappears.
- Your own backed-up originals are completely safe regardless.

WATCH OUT

If you rely only on a frame's cloud for your photos and the company closes, you could lose them if you miss the download window. Your own backup removes that risk entirely.

When cloud photo services have shut down in the past, they have generally warned users and set a deadline to download everything before deletion. That is decent of them, but it depends on you seeing the notice and acting in time, which is easy to miss. For an older person who may not check email closely, that window could pass unnoticed.

This is the strongest argument of all for keeping your own originals. If every treasured photo is also safe in your own backup, a company closing is merely an inconvenience, you lose a frame's service, not your memories. Plan for the what-if now, quietly, and you never have to scramble later. A good backup turns a frightening worry into a shrug.

17. Outages versus real loss

A dark frame is rarely a lost photo.

It helps to tell the difference between a temporary outage and a permanent loss, because they feel the same in the moment but are not. A cloud outage, when the company's servers have a hiccup, can make a frame act up or stop receiving photos for a while. That is almost never the same as your photos being gone; they return when the service recovers.

- A cloud outage is a temporary problem on the company's end.
- During an outage the frame may stop updating or act oddly.
- An outage rarely means your photos are permanently lost.
- Normal service, and your photos, usually return on their own.

GOOD TO KNOW

If your frame goes blank or stops updating, a passing cloud outage is a common and harmless cause. Give it time before assuming anything is truly wrong.

When a frame suddenly misbehaves, people often fear the worst, but an outage is usually the culprit and it passes. The company's servers have a bad hour, and across the country frames act up together, then recover. Your photos sit safely in the cloud the whole time; they are just briefly unreachable. Patience, not panic, is the right response.

You can often confirm an outage by checking whether others report the same trouble at the same time, or simply by waiting a bit and trying again. If the frame recovers on its own, it was an outage. If a problem truly persists, that is different and worth a closer look, but the great majority of sudden frame troubles are passing, harmless, and nothing to do with losing photos.

18. Getting your photos out

Leaving a service or switching frames.

Someday you might switch to a different frame, or simply want all your photos out of a company's cloud. How easy that is varies by brand, so it is worth knowing before you are in a hurry. The smoothest path is always to have kept your own originals, but you can also often download your collection from the service directly.

- Many services let you download your photos from the app or a website.
- Having your own originals means you never depend on that download.
- Downloaded copies may be compressed, not full quality, on some services.
- Plan the move before canceling, so access does not end first.

TIP

If you plan to leave a frame service, download everything you want first, while your account is still active, and confirm the copies are the quality you need.

Remember that what you can download from a frame's cloud may be the compressed, screen-sized version rather than your full original, depending on the brand. So a download from the service is a fallback, not a perfect archive. This is, once more, why keeping your own full-quality originals all along is the real answer; it frees you from relying on any company's export.

If you are switching frames, the practical route is usually to set up the new frame and load it from your own originals, which you have kept safe. That sidesteps any awkwardness with the old service entirely. Whenever you are leaving a service, do it deliberately: secure your copies first, then move, so nothing falls through the cracks in the handover.

19. Privacy of cloud photos

Who can see what you store.

Since your photos sit on a company's servers, it is reasonable to think about who can see them. The good brands store your photos securely, protected with strong encryption, and do not make them public. But the cloud is the company's, so a little sensible care on your side keeps your pictures within the circle you intend, which is mostly about your account and who you invite.

- Reputable brands store cloud photos securely and privately.
- Your main controls are your account password and who you invite.
- Anyone invited to a frame can usually see all its photos.
- Read a brand's privacy terms if how they handle photos matters to you.

GOOD TO KNOW

The parts of privacy in your hands are the account password and the circle of family you invite. Keep those tight and the frame stays as private as you intend.

Use a strong, unique password on the account, and invite only family you trust, remembering that anyone invited can typically see every photo on the frame. Keep the email on the account secure too, since it can reset the password. These simple habits, the same you would use for any account that matters, cover most of what privacy on a frame requires.

If the deeper privacy questions interest you, how a company may use your photos, what their terms allow, and how to lock things down, that is a whole topic of its own, and I am glad to walk through it separately. For storage purposes, the key point is that your cloud photos are the company's to hold, so your own backup remains the copy fully under your control.

20. Choosing a frame by its storage

Let storage guide the purchase.

Having seen how differently brands handle storage, you can use that to choose the right frame. For some families the deciding factor is no subscription; for others it is unlimited storage, local independence, or a low purchase price. Letting the storage model guide the choice, alongside screen and looks, leads to a frame you will be happy with for years.

- Want no ongoing fees: choose a no-subscription frame like Aura.

- Want unlimited photos: choose a frame with free unlimited cloud.
- Want independence from the cloud: choose a local-storage frame.
- Watch for a low price that hides a required subscription.

GOOD TO KNOW

For a gift or for an older parent, a no-subscription frame avoids any surprise bill later and keeps the whole thing simple. That is often the kindest choice.

Think about who will manage the frame and pay for it. For a gift to a parent, a no-subscription frame means no bill ever lands in their lap unexpectedly, which matters for someone on a fixed income. For your own use with a huge archive, unlimited storage or local storage may matter more. Match the model to the real situation, not just the sticker price.

And whichever you choose, keep your own originals backed up. That habit frees you to pick the frame you like best on its other merits, screen, looks, ease, without your precious memories hanging on any one company's storage choices. Choose the frame for the joy it brings, and let your own backup carry the responsibility of keeping the photos forever.

21. A simple backup routine

Keep the memories safe without effort.

Let me leave you with a simple routine that keeps your memories safe with almost no effort. It is not about doing something new and burdensome; it is about making sure the backups you may already have are working, and topping them up now and then. A little steadiness here protects decades of family photos for the long run.

- 1 Confirm your phone backs up photos to iCloud or Google Photos.
- 2 Once in a while, copy your most treasured photos to a computer or drive.
- 3 Keep old family prints safe even after scanning them.
- 4 Do not rely on the frame's cloud as your only copy of anything.
- 5 Check occasionally that your chosen backup is actually working.

GOOD TO KNOW

The best backup is the one you will actually keep up. For most people, a working phone backup plus an occasional copy to a drive is plenty.

The heart of it is a shift in thinking: the frame is for enjoying photos, and your backup is for keeping them. Once that is clear, the routine almost runs itself. Your phone backs up

automatically, you glance at it now and then, and you copy the truly irreplaceable ones somewhere extra safe. That is all it takes to never lose a memory.

If this feels like one more thing to keep track of, that is exactly where I can help, and it is part of what my Support Plan covers. I can set up a backup that runs on its own, confirm it is working, and give you a frame you can enjoy with full confidence that the memories behind it are safe. Peace of mind is the real gift here.

22. My honest take on frame storage

What I tell families plainly.

Let me give you my plain read on all of this, free of any sales angle. Frame storage sounds complicated, but it comes down to two simple truths that, once you hold them, settle most of the worry. Everything else in this guide is detail hanging off these two points, and they are easy to remember.

- Know whether your frame charges an ongoing subscription before buying.
- Keep your own backup of the originals, no matter which frame you choose.
- Enjoy the frame and its cloud freely once your backup is in place.
- The frame is for display; your backup is for keeping.

GOOD TO KNOW

Do those two things, know the subscription and keep your own backup, and you can enjoy any frame with complete peace of mind about your photos.

The subscription question protects your wallet from surprises; the backup question protects your memories from any loss. Get both right and the rest is just enjoying the photos. I would rather you understand these two things than memorize the fine print of every brand, because these two carry you safely through any frame you might own.

For most families I help, the happiest setup is a no-subscription frame they love, paired with a quiet, working backup of the originals. That combination is simple, affordable over time, and worry-free. If you get only one thing from this guide, let it be this: keep your own copies, and then relax and enjoy the family faces glowing on your mantel.

23. When to Call Bill

Photos enjoyed, and safely kept.

You can sort out your frame's storage and backups yourself, and this guide should give you the understanding to do it. Where I help is setting it all up so it just works: the right frame chosen, a backup running on its own, and everything explained in plain words so you know your memories are safe. I have been doing hands-on tech work for more than thirty years.

- Not sure which frame's storage model suits you: I will advise honestly.
- Want a backup of your originals set up to run on its own: I handle that.
- Worried about losing photos if a company closes: I will make them safe.
- Want deleting, downloading, and settings explained: 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 a backup or sort out 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 backed up 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 keep your family memories safe and enjoy them on 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 where your frame's photos live. Keep it handy.

- Photos live on the frame, in the app, and on the company's cloud.
 - Aura includes free unlimited cloud; Skylight and Nixplay lean on paid plans.
 - Deleting from the frame is not always the same as deleting from the cloud.
 - The cloud copy may be compressed, not your full-quality original.
 - Keep your own backup of the originals; that is the copy truly yours.
- 1** Know whether your frame charges a subscription before buying.

- 2 Confirm your phone backs up to iCloud or Google Photos.
- 3 Copy treasured photos to a computer or drive now and then.
- 4 To remove a photo fully, delete it from both the frame and the cloud.
- 5 Download your photos before leaving a service or canceling.

TIP

Treat the frame as a way to enjoy photos and your own backup as the way to keep them. Then no billing change or company closing can ever cost you a memory.

WORDS TO KNOW

Plain-English Word List

Internal memory — Storage inside the frame that holds copies of photos, so it can show them even offline.

Cloud — The frame company's servers on the internet that store your photos and deliver them to the frame.

Subscription — An ongoing fee some frames charge to unlock cloud storage or features.

Free tier — The storage or features a frame gives at no charge, sometimes with a cap.

Nixplay Plus — Nixplay's paid plan that adds cloud storage and features beyond the free amount.

Skylight Plus — Skylight's paid plan tied to features like video, the app, and remote deletion.

Compression — Shrinking a photo to a smaller, screen-sized version, which is not a full-quality backup.

Original — Your full-quality photo as you took it, the copy you should keep backed up yourself.

Backup — Your own safe copy of photos, independent of any frame or its company.

iCloud or Google Photos — Phone backup services that keep your originals safe, separate from a frame's cloud.

Outage — A temporary problem on the company's servers, usually not a loss of your photos.

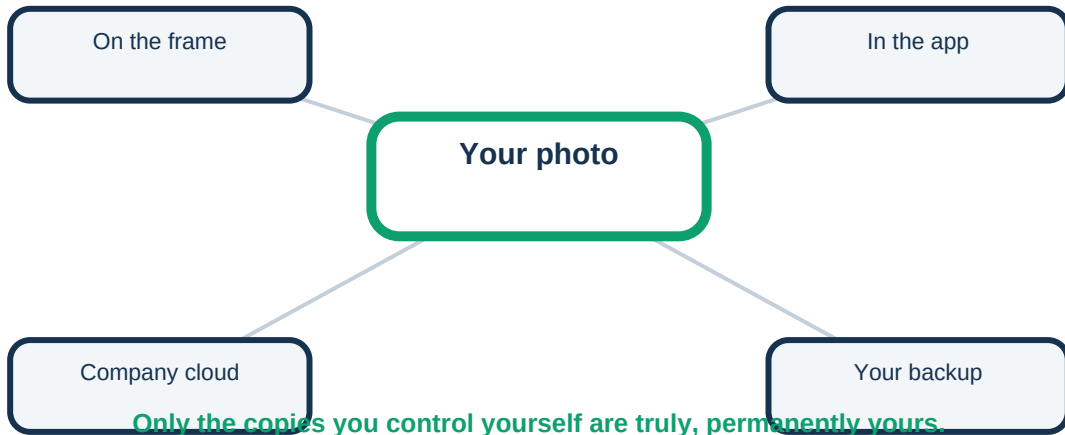
Local storage — Keeping photos on the frame or a memory card, with less reliance on a company's cloud.

AT A GLANCE

A Picture to Follow Along

Where frame photos live

Three homes for every photo



Only the copies you control yourself are truly, permanently yours.

Keep your own backup of the originals.

AT A GLANCE

A Second Look

Free cloud or paid

How the big brands differ

No subscription	Paid plan
• Aura: free unlimited cloud • Pay once for the frame • No bill after purchase • Local-storage frames too	• Skylight and Nixplay plans • Lower price to buy • Ongoing fee for features • Free tier may be capped

Know which model your frame uses before you buy.

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

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**

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.