

Your Skylight Frame

THE QUICK VERSION

- 1 Plug in the frame and tap through the welcome screens.
- 2 Join your home Wi-Fi, using the 2.4 GHz network if needed.
- 3 Enter the 6-digit activation code to link the frame.
- 4 Share the frame's ours skylight.com email with family.
- 5 Tell them: attach the photo, do not send a link.
- 6 Stuck? Call or text Bill at (330) 200-8042.

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Your Skylight Frame — Setup & Email-In Photos

Email a photo to one special address and it lands on the frame — tap to set it up.

————— An Extended Guide · No. 1882 · 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

A Skylight frame is a photo frame with a touchscreen and its own email address. Family members email their photos to that address, and the pictures appear on your frame on their own. There is nothing for you to download and no computer to wrestle with.

- Plug it in, tap through a couple of screens, and join your home Wi-Fi.
- Type in the 6-digit activation code that ties the frame to its email address.
- Give that email address to your family. Whatever they send to it shows up on your frame.
- Tap the screen to send a little heart back to whoever sent the photo.

TIP

The single most important thing to get right is the email address. Once your family has it saved in their phones, they can send you photos from anywhere, forever, with no app required. That one address is the whole magic of the Skylight.

I set these up for folks all over Portage County, and they are genuinely one of my favorite things to install. By the end of this guide you will know every part of it. And if you would rather I just handle the setup, I am a phone call away.

1. Welcome to your Skylight frame

A photo frame that fills itself with family pictures.

If someone gave you a Skylight, or you treated yourself to one, you picked a lovely little thing. At heart it is simple: a digital photo frame with a touchscreen. What makes it special is that it has its own private email address, and any photo emailed to that address appears on the frame by itself.

That design is a gift for anyone who finds technology tiring. You do not have to plug it into a computer, drag files around, or learn a photo program. Your grandchildren email a picture from the ballgame, and a minute later it is glowing on your kitchen counter. The frame does the work.

In this guide I will take you through the whole thing, slowly and with no assumptions: the first power-on, the touchscreen, joining your Wi-Fi, the all-important email address, the optional app, and the paid Skylight Plus features. I will also cover cleaning, little fixes, and when a feature is worth paying for and when it is not.

GOOD TO KNOW

The basic Skylight frame works without any subscription at all. Photos can arrive by email or through the free app. Skylight Plus is an optional paid add-on for extras like videos and captions. You never have to pay a dime beyond the frame itself if you do not want the extras.

So take a breath. There is nothing here you cannot do. Read at your own pace, keep the frame nearby, and try each step as we go. And remember, I set these up for neighbors every week, so help is always close if you want it.

2. The first look and what is in the box

Let us get our bearings before we plug anything in.

Open the box and lay everything out on a table where you have good light. You should find the frame itself, a stand or a way to prop it up, a power cord with a small plug for the wall, and a short printed guide. Set the paper guide aside for now and follow along with me.

- The frame, with a glass-like touchscreen on the front.
- A power cord and a wall plug, which is how it stays powered.
- A stand or foot so it sits on a shelf or counter.
- A small printed starter card from Skylight.

Take a moment to notice two things on the frame. First, the screen on the front is a touchscreen, like a phone or tablet. You will tap and swipe right on the glass. Second, look around the edges for the power port, usually a small round or oval hole where the cord goes in. That is all the hardware you really need to find.

GOOD TO KNOW

A Skylight stays plugged in. It is not a battery gadget you charge and carry around. Pick a spot near an outlet where you will enjoy seeing it, the kitchen counter, a side table, or a bookshelf, and plan to leave it there.

Think for a minute about where it will live. You want a spot you walk past often, with an outlet within reach of the cord, and out of direct blazing sunlight, which can wash out the picture and heat the screen. A kitchen or living room shelf is usually perfect.

Once you have your spot picked and everything laid out, we are ready to bring it to life. The next few chapters go one gentle step at a time.

3. First power-on

Bringing the frame to life.

Plug the small end of the cord into the frame and the wall plug into an outlet. The screen should light up within a few seconds and begin walking you through setup. If nothing happens, check that the cord is firmly seated at both ends, these plugs sometimes need a gentle, deliberate push to click in.

- 1 Connect the power cord to the frame, pushing until it is snug.
- 2 Plug the other end into a wall outlet.
- 3 Wait a few seconds for the screen to light up.
- 4 Follow the welcome screens that appear, tapping to move ahead.

The first screens are just introductions and may ask for simple choices like your language. There is nothing you can break here. If you tap the wrong thing, there is almost always a back arrow, usually in a corner of the screen, to step back and try again.

TIP

Go slow and read each screen out loud if that helps. These setup screens are designed to be tapped through in order. You are not being timed, and nothing bad happens if you pause to think. Take all the time you need.

Within a screen or two, the frame will want to join your home Wi-Fi so it can receive photos. That is the next real step, and it is the one worth getting right the first time. Have your Wi-Fi password handy before you go on, it is usually printed on a sticker on your internet router or on a card your internet company gave you.

If you cannot find your Wi-Fi password, do not guess and get locked out of your own setup. Pause here. Finding that password is a two-minute thing I can help with on a quick call, and it is worth getting right rather than fighting it.

4. Using the touchscreen

It works just like a tablet, and it forgives mistakes.

The whole front of the Skylight is a touchscreen, so you control it by touching the glass, the same way you would a smartphone or tablet. If those make you nervous, relax, there are only a few gestures and none of them can harm anything.

- Tap: a single light touch, to pick something or wake the screen.
- Swipe: slide your finger left or right to move between photos.
- A gentle tap on a photo often brings up small buttons or a menu.
- There is no need to press hard, a light touch is all it wants.

When the frame is just sitting there showing photos, a tap on the screen typically wakes up small on-screen buttons or a menu, which fade away again after a moment. That is how you reach settings, delete a photo, or change how things display. Tap once, and the controls appear.

GOOD TO KNOW

If buttons appear and you did not mean to summon them, just wait. They disappear on their own after a few seconds, and the frame goes back to showing your photos. You truly cannot get stuck in a menu you cannot leave.

A common worry is pressing too hard or too long and doing something drastic. The Skylight is forgiving. Deleting a photo, for instance, usually asks you to confirm first, so a stray tap will not erase a treasured picture. When in doubt, lift your finger and look at the screen before tapping again.

If your fingers are dry in winter and the screen seems not to notice your taps, a slightly firmer, flat touch with the pad of your finger usually does the trick. We will talk about cleaning the screen later too, since a smudged screen can also make taps less reliable.

5. Getting on your Wi-Fi

The step that lets photos come in.

Your Skylight needs your home Wi-Fi to receive photos. During setup, the frame shows a list of nearby Wi-Fi networks right on the screen. You tap yours, then type in the password using the on-screen keyboard. This is the step that connects your frame to the wider world.

- 1 When the Wi-Fi list appears, find your home network name and tap it.
- 2 Type your Wi-Fi password carefully on the on-screen keyboard.
- 3 Watch for capital letters and numbers, passwords are fussy about exact spelling.
- 4 Tap to connect, and wait a moment for it to confirm.

WATCH OUT

Wi-Fi passwords must be typed exactly, including capital and lowercase letters. The letter O and the number zero are easy to mix up, as are a lowercase L and the number one. If it will not connect, a mistyped password is the most likely reason, not a broken frame.

There is one more wrinkle worth knowing. Many home networks have two lanes, called 2.4 gigahertz and 5 gigahertz. Little gadgets like photo frames often prefer the 2.4 lane. If your frame struggles to connect, choosing the 2.4 version of your network, if you see one listed, often does the trick.

Being close to your router during setup helps too. If the frame is far from where your internet comes in, carry it near the router just long enough to get connected, then move it back to its home spot. Once it has joined, it will reconnect on its own from the farther spot, as long as the signal reaches.

Wi-Fi is the step that trips people up most often, and it is the easiest thing for me to solve on a forty-nine-dollar remote screen-share. If you have tried a couple of times and it will not take, do not spend your afternoon on it, let me look.

6. The activation code

The short number that ties it all together.

After the frame is on Wi-Fi, it needs to be linked to an account and an email address. Skylight does this with a short activation code, a 6-digit number. Depending on how your frame was set up, you either type this code into the frame, or the frame shows you a code to enter online during account setup.

If your Skylight was bought and pre-set-up by a family member as a gift, they may have already created the account and email address on the Skylight website, and simply told you the 6-digit code to type in. That is a thoughtful way to give one, because it means the frame is ready to receive photos the moment you enter the code.

- The activation code is a 6-digit number.
- It links your specific frame to its email address and account.
- A gift-giver may hand you the code already, so you just type it in.
- If you are setting up fresh, the account is created on Skylight's website.

GOOD TO KNOW

Setting up the account involves giving a personal email, a phone number, and a password, and choosing the frame's special photo email address. If that sounds like a lot, it is a one-time thing, and a family member or I can do it with you in a few minutes.

Keep the activation code somewhere safe until the frame is fully set up. Jot it on the same paper where you will write the frame's photo email address, which we will cover next. Once the frame is activated, you will not need the code again, but it is comforting to have it until everything is confirmed working.

Do not worry if the exact order of these steps looks slightly different on your screen than I describe, Skylight tidies up its setup from time to time. The pieces are always the same: Wi-Fi, a code, an account, and an email address. If the order confuses you, pause and call, and I will steer you through your exact screens.

7. Your frame's email-in address

The heart of how a Skylight works.

This is the most important idea in the whole guide, so let us slow down. Your Skylight has its very own email address, something that ends in ours skylight.com. It is not your personal email. It belongs to the frame. Anything emailed to that address, as a photo attachment, appears on your frame.

Picture it like a mail slot on the front of the frame. Family and friends drop photos in by email, and the frame displays them. They do not need the app, they do not need an account, they do not need anything but your frame's email address saved in their phone. That simplicity is why I love these for keeping far-flung families connected.

- The address ends in ours skylight.com and belongs only to your frame.
- Anyone can send to it, from any phone or computer, by regular email.
- Photos must be sent as attachments, not as links.
- You chose this address during setup, so make it easy to remember.

TIP

Write the frame's email address on a sticky note and put it on your refrigerator, then text or email it to everyone in the family. The more people who have it saved, the more photos will flow in. An address nobody has saved is a frame that stays empty.

When you are choosing the address during setup, pick something simple, like the family name followed by a word. The shorter and plainer it is, the easier it is for a grandchild to type correctly. Avoid tricky spellings that invite typos, because a photo sent to a wrong address just will not arrive.

Guard this address a little. Because anyone who has it can send to your frame, you want to share it with family and friends, not post it publicly. It is not a security risk in the usual sense, but you do not want strangers sending pictures. We will talk more about who can send in a later chapter.

8. How your family emails photos in

The instructions to pass along to everyone.

Here is the little recipe to share with every family member, so they know exactly how to get a photo onto your frame. It is the same as sending any email with a picture attached, which almost everyone already knows how to do, even if they do not realize it yet.

- 1 Open your email, the same way you send any message.
- 2 Start a new email to the frame's ourskylight.com address.
- 3 Attach one or a few photos, the way you would attach a picture to any email.
- 4 Send it. The photo appears on the frame within a few minutes.

WATCH OUT

Photos must be attached to the email, not pasted in as a link. If someone shares a photo as a link to an online album, the frame cannot open it. The simple rule to tell everyone: attach the actual picture, do not send a link.

On a smartphone, the easiest path is often to open the photo in the phone's photo gallery, tap the share button, and choose email, then type the frame's address. That automatically attaches the picture the right way. Many people find that simpler than starting from the email app itself.

You can usually write a few words in the body of the email, and if you have Skylight Plus, those words can show up as a caption under the photo. Without Plus, the photo still arrives just fine, the caption is one of the paid extras we will cover shortly.

If a family member says a photo did not show up, nine times out of ten they either typed the address slightly wrong or sent a link instead of an attachment. Have them double-check the spelling of the address and confirm they attached the actual picture. That solves it almost

every time.

9. The Skylight app

An easier way for the tech-comfortable to send.

Besides email, Skylight offers a free app for smartphones. The app is another way for your family to send photos to your frame, and some folks find it even easier than email because they can pick several photos at once from their phone and send them in a batch.

You, the frame owner, do not have to use the app at all. The frame works happily with only the email method. The app is mainly handy for the younger, phone-comfortable members of the family who send a lot of pictures, since it can be quicker than composing an email each time.

- The app is free to download on a smartphone.
- It lets family members send photos without writing an email.
- You can pick several photos at once and send them together.
- The frame still works fully without anyone using the app.

GOOD TO KNOW

The app and the paid Skylight Plus subscription are two different things. The app itself is free to download. Some of the fancier things you can do in the app, like sending videos or adding captions, are part of the paid Plus features. We will sort out exactly what is free and what is paid next.

A nice touch for families: when relatives use the app, they can often see the photos on the frame and even manage them together, which turns the frame into a shared family album. For a grandparent in Ravenna, that can mean a steady trickle of new pictures without ever lifting a finger.

My honest advice: do not feel you must use the app. If email is comfortable for your family, stick with it. The app is a convenience for heavy senders, not a requirement. The beauty of the Skylight is that the plain email method asks nothing of you at all.

10. Skylight Plus, what the subscription adds

The paid extras, and whether they are worth it.

Skylight Plus is an optional paid subscription. Your frame works without it, showing photos sent by email or the free app. Plus unlocks a set of extras, mostly things that make the frame richer and more flexible. Let me lay out what you get, so you can decide if it is worth it for your family.

- Sending and playing videos, not just still photos.
- Adding written captions under photos.
- Cloud access to your photos through the website and app.
- Using the features across several frames and the whole family.

GOOD TO KNOW

The base frame genuinely needs no subscription. If all you want is family photos arriving by email, you can enjoy your Skylight for years and never pay a monthly or yearly fee. Plus is for people who want the video and caption extras, not a trap you are forced into.

Here is my honest take. For many of the folks I set these up for, the free experience is plenty, a steady stream of still photos from the grandkids is exactly what they wanted. But if your family loves sending short videos, or if captions help you know who is in a picture, Plus can be lovely and worth the modest cost.

One practical note worth knowing: the subscription is generally tied to the email address used when the frame was purchased. If a family member bought the frame for you, the subscription may live under their account. That is fine, it just means they are the one who manages and pays for it, which is often exactly how a gift is meant to work.

Costs for subscriptions like this change over time, so I will not quote a figure that might go stale. Before you sign up, check the current price on Skylight's own site. If the extras genuinely add to your enjoyment, it is usually a gentle cost. If you are unsure, start free, you can always add Plus later.

11. Videos and captions, the Plus features

What the extras actually look like in daily life.

Let me paint a clearer picture of the two headline Plus features, videos and captions, so you know what they feel like in real life rather than just as words on a feature list.

Videos are just what they sound like. With Plus, family can send a short video clip, and your frame will play it as it cycles through, instead of only showing still pictures. For a grandparent, catching a few seconds of a toddler's first wobbly steps, with sound, can be far more touching than a frozen photo.

- Videos play right on the frame as part of the slideshow.
- Captions appear as a line of text under a photo.
- A caption can name who is in the picture or where it was taken.
- Both features are sent the same easy way, by email or the app.

TIP

Captions are quietly wonderful for memory. A picture of grandchildren you have not seen in a while is sweeter when it reads, with a little line underneath, which child it is and what the day was. Encourage family to add a short caption when they send, it costs them only a few words.

To add a caption when sending by email, family members simply type the words in the body of the email. With Plus active, those words become the caption under the photo. Without Plus, the photo still arrives, it just appears without the written line. So nobody has to change how they send, the caption shows up only if Plus is on.

Whether these are worth paying for is a personal call. In my experience, families who are spread far apart and lean on the frame as their main way to stay in touch tend to love videos and captions. Families nearby who visit often may find the free photos are all they need. There is no wrong answer.

12. Cloud storage and several frames

The Plus features for bigger families.

Two more Plus features matter mostly for larger or more spread-out families: cloud access to your photos, and using the features across several frames at once. Let me explain both plainly, because they can genuinely help the right household.

Cloud access means your photos are also kept on Skylight's website and in the app, not only on the frame itself. That lets you look back through pictures, and it adds a measure of safety, if something ever happened to the frame, the photos in the cloud would not be lost with it.

- Cloud access keeps your photos on the website and app, not just the frame.
- It adds a safety net if a frame is ever damaged or replaced.
- Plus features can be used across several frames in the family.
- Everyone in the family can take part in sending and managing photos.

GOOD TO KNOW

The several-frames feature shines for a family that gives Skylights to more than one relative. A single photo from a reunion can land on Grandma's frame in Kent, an aunt's frame in Stow, and a cousin's frame out of state, all at once. That is a warm way to keep a whole family connected.

For a single frame and one household, these two features matter less. If you have just the one Skylight on your counter and a family that sends photos, the free experience likely covers you. These extras earn their keep when the frame becomes a shared project across several homes.

If your family is scattered across several towns and loves the idea of everyone's frames staying in step, Plus with cloud and multi-frame support can be the glue. If it is just your one frame, I would start free and only add Plus if you find yourself wishing for an extra it provides.

13. The touch-to-heart feature

A tiny, delightful way to say thank you.

One of the sweetest little touches on the Skylight is the ability to react to a photo right from the frame. When a picture you love comes up, you can tap the screen and send a small heart back to the person who sent it. It is a gentle, wordless way to say, I saw this, and it made me smile.

The idea is lovely for folks who find typing a reply tiring. You do not have to compose a message or pick up the phone. You just tap the heart on the photo, and the sender gets a little notification that you appreciated it. For a grandchild who sent a picture, that heart landing back on their phone is a real thrill.

- Tap the screen while a photo you like is showing.
- Look for a heart button that appears among the on-screen controls.
- Tapping it sends a heart back to whoever sent that photo.
- It is a quick, no-typing way to let family know you saw it.

GOOD TO KNOW

This little feature does more good than it seems. Families tell me it quietly reassures the senders that their photos are being seen and enjoyed, which keeps them sending more. A heart costs you one tap and gives a grandchild a moment of joy.

If you tap a photo and are not sure where the heart is, remember that a tap on the screen first brings up the small on-screen controls, and the heart lives among them. If the controls fade before you reach it, just tap again, they come right back. There is no rush and no way to send a heart by accident that would cause any harm.

It is a small thing, but it turns the frame from a one-way slideshow into a gentle back-and-forth. For many of my customers, that little heart becomes a daily habit and a bright spot in staying close to people they love.

14. Managing and deleting photos

Keeping your frame showing the pictures you love.

Over time your frame will gather lots of photos, and you may want to tidy up, removing a blurry shot or one sent by mistake. You can manage photos right on the frame by tapping the screen to bring up the controls, then finding the options for the photo showing.

- 1 Tap the screen to wake the on-screen controls.
- 2 Swipe to the photo you want to remove.
- 3 Look for a delete or trash option among the controls.
- 4 Confirm when it asks, so you do not remove a photo by accident.

WATCH OUT

Deleting is usually a two-step action, it asks you to confirm before a photo is gone. That is on purpose, to protect your treasured pictures from a stray tap. Still, delete slowly and read the confirmation, so a cherished photo does not disappear by mistake.

You do not have to delete anything if you would rather not. Many people happily let the frame cycle through everything they have ever received. Deleting is only for when a photo truly does not belong, or when a mistake came through. There is no need to prune for the

sake of it.

If you have the free app or Skylight Plus, you may be able to manage photos from your phone or the website too, which some find easier than doing it on the frame. That can be a gentler way to clean up a large collection, since a phone keyboard and screen are familiar territory for many.

If you ever delete something by accident and worry it is gone for good, do not panic. The original is still on the phone or computer of whoever sent it. A quick note to that family member, and they can simply send it again. Nothing on a Skylight is ever truly one-of-a-kind.

15. Brightness, timers, and settings

Making the frame fit your room and your routine.

The Skylight has a settings area, reached by tapping the screen and finding the menu, where you can adjust how it behaves to suit your home. None of these are required, the frame works fine out of the box, but a few tweaks can make it more pleasant.

- Brightness, so the screen is not too harsh in a dim room or too faint in a bright one.
- How long each photo shows before moving to the next.
- A sleep schedule, so the frame can rest at night and wake in the morning.
- The order photos appear in, such as newest first or shuffled.

TIP

A sleep schedule is a favorite for the bedroom or a hallway. You can set the frame to turn its screen off through the night and come back on in the morning, so it is not glowing while you sleep. It wakes on its own, so there is nothing to remember to switch.

If the frame ever seems too bright, especially in the evening, turning down the brightness in settings makes it much easier on the eyes. Likewise, if photos flip by too fast or too slow for your taste, the display timer lets you set a pace that feels right, lingering longer on each picture or moving along more briskly.

Do not feel you must explore every setting. Most people change the brightness, maybe set a sleep schedule, and leave the rest alone. The defaults are chosen to work well for most rooms. Poke around only as much as you enjoy, and you can always put a setting back if a change is not to your liking.

If a setting ever leaves the frame behaving oddly and you are not sure how to undo it, that is a perfect thing to fix on a quick screen-share. I can see your exact menu and set things right in a few minutes, no house call needed.

16. Cleaning and caring for your frame

Keeping the screen clear and the frame happy.

A clean screen shows your photos at their best and responds better to your taps. Because it is a touchscreen, fingerprints and dust build up over time, just like on a phone or tablet. Cleaning it is simple, as long as you do it gently and with the right cloth.

- 1 Turn the frame off or unplug it so you can see smudges clearly.
- 2 Wipe gently with a soft, dry microfiber cloth, the kind used for eyeglasses.
- 3 For stubborn spots, dampen the cloth very slightly with water, never soaking.
- 4 Let it dry fully before plugging it back in.

WATCH OUT

Never spray cleaner directly onto the screen, and avoid household glass cleaners or anything with ammonia or alcohol. Those can damage the screen's coating over time. A dry or barely damp soft cloth is all a touchscreen ever needs. When in doubt, dry is safest.

Placement is part of caring for it too. Keep the frame out of direct, blazing sunlight, which can wash out the picture and overheat the screen. Keep it away from the kitchen stove's splatter and steam, and out of damp spots like a bathroom. A dry shelf in good indirect light is ideal.

Dust the frame's body now and then with the same soft cloth, and make sure the little vents, if it has any, are not blocked by a doily or a stack of mail, so it does not overheat. Treat it kindly and a Skylight will serve you faithfully for many years.

If the screen ever looks permanently dim or discolored even after cleaning, that is not a cleaning problem, it may be a hardware issue worth looking at. Give me a call, and we can figure out whether it is still under warranty before you consider replacing it.

17. Giving or receiving a Skylight as a gift

How to set one up so it works the moment it is opened.

Skylight frames make wonderful gifts, especially for a parent or grandparent who would love family photos but finds technology tiring. The kindest way to give one is to do the setup yourself before you wrap it, so the person only has to plug it in and enter a short code.

Skylight even supports this, you can set up the frame's account and email address on their website before the frame is ever opened, and get the 6-digit activation code ready. Then the gift recipient plugs in the frame, joins their Wi-Fi, and types in the code you give them, and it is ready to receive photos.

- 1 Before wrapping, set up the account and email address on Skylight's website.
- 2 Choose a simple, memorable photo email address for the frame.
- 3 Note the 6-digit activation code to pass along with the gift.
- 4 Pre-load a few family photos so the frame is not empty when it starts.

GOOD TO KNOW

Pre-loading a handful of photos before you give the frame is a beautiful touch. When your parent opens it and plugs it in, it already glows with family faces, instead of an empty screen. That first impression is what makes them fall in love with it.

If you are the one receiving a frame that was set up this way, your job is wonderfully small. Plug it in, join your Wi-Fi, and enter the code your family member gives you. The address is already chosen and the account already made, so you can skip most of the fuss and get straight to enjoying photos.

For families in the Portage County area, I am happy to do this gift setup for you, or to help the recipient with the plug-in and Wi-Fi step if they are nervous. A thoughtful gift lands even better when someone makes sure it works on the first try.

18. Common problems and simple fixes

The quick cures for the usual hiccups.

Skylights are reliable, but like any gadget they can act up now and then. The good news is that most troubles have the same simple cures, and you can try them yourself before calling anyone. Here are the ones I see most often.

- Frozen or unresponsive screen: unplug the frame, wait about ten seconds, and plug it back in.
- Will not connect to Wi-Fi: recheck the password spelling and try the 2.4 gigahertz network.
- Weak or dropping connection: move the frame closer to the router, or the router closer to it.
- Photos not arriving: check that the sender used the exact email address and attached the picture.
- Everything seems stuck: a full unplug-and-replug restart clears most temporary glitches.

GOOD TO KNOW

The humble restart, unplugging for about ten seconds and plugging back in, fixes a remarkable share of problems, from a frozen screen to a frame that has lost its Wi-Fi. It is the first thing to try, just like restarting a balky phone or computer.

If the frame will not take your Wi-Fi after a restart, it is worth restarting your internet router too, by unplugging it for a short spell and letting it come back. A router that has gotten confused after a storm can keep the frame offline until it is reset. This often clears problems that look like they are the frame's fault.

Give any fix a minute to take hold. After a restart, the frame may take a little time to reconnect and to pull in any photos that came while it was off. If it looks blank for a moment, be patient, it is likely catching up rather than broken.

If a problem stubbornly persists after you have tried the restarts, do not wrestle with it. That is exactly what a forty-nine-dollar remote screen-share is for. I can see your frame's screens, spot the trouble, and have you back to enjoying photos without a house call.

19. When photos just will not show up

The email detective work that solves it.

The most common complaint I hear about any email-in frame is, my daughter sent photos and they never appeared. Almost always, it is one of a small handful of things, and they are easy to check. Let us go through them like a detective.

- Wrong address: even one wrong letter means the photo goes nowhere. Confirm the exact spelling.
- A link instead of an attachment: the picture must be attached, not shared as a link to an album.

- A very large batch: sending a huge number at once can bog down, try fewer at a time.
- The frame is offline: if its Wi-Fi dropped, photos wait until it reconnects.

WATCH OUT

The address is the usual culprit. Have the sender look at exactly what they typed, letter by letter, against the address on your refrigerator note. A swapped letter, a missing dot, or ours skylight spelled slightly wrong will quietly send the photo into the void with no error you would notice.

If the address is right and the photo was truly attached, check that the frame itself is online, look for any Wi-Fi warning on its screen. A frame that has quietly lost its connection will not receive anything until it is back on the network, and the photos should arrive once it reconnects.

It also helps to have the sender try just one photo, as a plain attachment, to your address. If that single test photo arrives, the connection and address are fine, and the earlier trouble was likely a link or an oversized batch. If even one plain photo will not come through, the issue is the address or the frame's connection.

When you have checked the address, the attachment, and the connection and photos still will not come, call me. This is routine for me, and I can usually pinpoint the snag quickly by looking at both ends with you.

20. Privacy and who can send to your frame

Keeping the frame a family affair.

Because your frame has an email address and anyone with it can send photos, it is fair to ask about privacy and control. The honest picture is reassuring, but there are a couple of sensible habits worth keeping.

- Only people who have the frame's email address can send to it.
- Share the address with family and friends, not publicly.
- Photos arrive over your home internet, scrambled in transit by Skylight.
- You can delete any photo you do not want showing.

GOOD TO KNOW

The frame does not have a camera and is not watching you. It only shows the photos people send to it. So the privacy question is really just about who knows the email address, which is entirely in your hands.

The main habit I recommend is simple: treat the frame's email address a bit like your home address. Give it to people you want to hear from, and do not post it on public social media or a community bulletin board where a stranger could grab it and send unwanted pictures.

If you ever do receive a photo you did not want, remember you are always in control, you can delete it from the frame in a few taps. And if you felt an address had been shared too widely, Skylight's account settings let you manage things, which is something I can help you tidy up on a screen-share if it ever comes to that.

For the managing-account side of things, protect the Skylight account itself with a strong, unique password, the one a family member set up during purchase. That keeps the settings and subscription safe. As with any account, do not reuse a password from somewhere else.

21. Buying considerations and my honest take

If you are choosing or adding a Skylight.

If you are still deciding on a Skylight, or thinking of adding more for family, let me share what I have learned installing them, so your money goes to the right place.

- Pick a screen size that fits where it will live, bigger for a living room, smaller for a counter or desk.
- Decide honestly whether you want the paid Plus extras, or whether free photos are enough.
- Consider buying matching frames for family in different towns if you want synced memories.
- Place it near an outlet, in good indirect light, where you will walk past it often.

TIP

The frame you will enjoy most is the one you actually see every day. A gorgeous frame tucked in a back bedroom gathers dust. Choose the size and spot for a place you pass constantly, the kitchen or the main sitting room, and it will earn its keep daily.

My honest take on Skylight: the email-in simplicity is its real strength, and it is why I recommend these to families where the person receiving photos is not comfortable with technology. The free experience is genuinely good. The Plus extras are nice-to-haves, worth it mainly for far-flung families who lean heavily on videos and captions.

I would not push anyone toward the most expensive model or the subscription out of the gate. Start with a frame sized for your room and the free photo stream. If, after living with it, you wish for videos or captions, you can add Plus then. That way you pay only for what truly adds to your enjoyment.

If you want a second opinion before you buy, or help choosing among sizes and setting it up for a relative, that is exactly the kind of thing I am glad to talk through. No pressure, just a straight answer about what fits your family.

22. When to Call Bill

Your support plan, gift setups, and a standing offer.

You do not have to set up a Skylight alone, and you do not have to stay stuck when it acts up. Getting it on Wi-Fi, choosing and sharing the email address, setting up a gift for a parent, or chasing down photos that will not appear, this is the friendly, everyday work I do for neighbors all over Portage County.

- A flat ninety-nine-dollar first visit: I come to your home, set up the frame, join your Wi-Fi, choose and share the email address, and make sure you are comfortable before I go.
- A forty-nine-dollar remote screen-share: ideal for Wi-Fi snags, missing photos, settings, or gift setups, with no house call needed.
- The Support Plan at thirty-nine dollars a month: ongoing help so you always have someone to call when something acts up or a new phone needs connecting.

GOOD TO KNOW

If you bought your Skylight on my recommendation and it fails under its warranty, I will help you handle the claim and replacement, so you are not stuck on hold alone trying to explain a frozen screen.

I have more than thirty years of professional experience with this kind of technology, and I take real joy in setting up these frames, because they bring families closer. I explain everything in plain English, at your pace, as many times as it takes. No question is too small, and if a paid feature is not worth it for you, I will say so plainly.

To set up a visit, call or text me at (330) 200-8042, or email bill@billshometech.com. My assistant Sophie helps with scheduling and will find a time that suits you.

And if I have helped you fill your frame with the faces you love, I would be grateful for a quick review at g.page/r/CSFv0jbCfFINEAE/review. It helps other local families find patient,

honest help. Thank you for letting me be part of keeping your family close.

CHEAT SHEET

Everyday Cheat Sheet

Keep this near your frame. It is the short version of everything you will use day to day.

- Your frame's email address ends in ours skylight.com. Anything attached and emailed there appears on the frame.
 - Tell family: attach the actual photo, do not send a link, and spell the address exactly.
 - Tap the screen to wake the controls, delete a photo, or send a heart back to the sender.
 - Frozen screen or lost Wi-Fi? Unplug for about ten seconds, then plug back in.
 - Won't join Wi-Fi? Recheck the password and try the 2.4 gigahertz network.
- 1 Photo didn't arrive: confirm the exact address, the attachment, and that the frame is online.
 - 2 Screen too bright at night: lower brightness or set a sleep schedule in settings.
 - 3 Want video or captions: that is the paid Skylight Plus, optional and added anytime.
 - 4 Stuck on anything: call or text (330) 200-8042 for a quick screen-share.

TIP

Put the frame's email address on a sticky note on the fridge, and text it to the whole family. An address everyone has saved is a frame that stays full.

WORDS TO KNOW

Plain-English Word List

Touchscreen — The glass front of the frame that you control by tapping and swiping, just like a phone or tablet.

Email-in address — The frame's own email address, ending in ours skylight.com. Any photo emailed there as an attachment appears on the frame.

Attachment — A photo included directly in an email, not a link. Skylight frames need the actual picture attached, not a link to an album.

Activation code — A 6-digit number that links your specific frame to its email address and account during setup.

Wi-Fi — Your home internet signal. The frame needs it to receive photos, and often prefers the 2.4 gigahertz lane.

Skylight app — A free smartphone app that family can use to send photos, as an alternative to email.

Skylight Plus — An optional paid subscription that adds extras like videos, captions, and cloud access. The frame works without it.

Caption — A short line of text under a photo, naming who or where it is. A Skylight Plus feature, added by typing in the email body.

Cloud — Keeping your photos on Skylight's website as well as the frame, so they are not lost if the frame is damaged. A Plus feature.

Touch-to-heart — Tapping the screen to send a small heart back to whoever sent the photo, a quick no-typing way to say you saw it.

Sleep schedule — A setting that turns the screen off at night and back on in the morning, on its own.

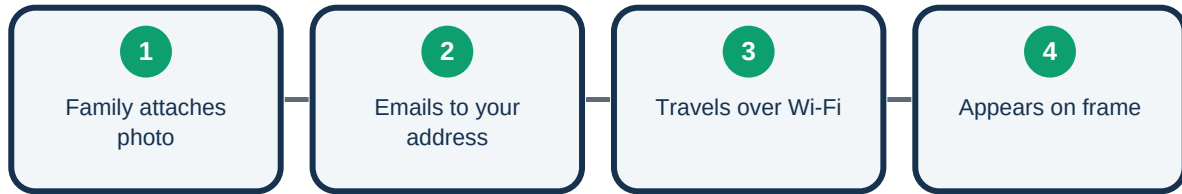
Restart — Unplugging the frame for about ten seconds and plugging it back in, the first fix to try for most glitches.

AT A GLANCE

A Picture to Follow Along

How a photo reaches your frame

The simple path from a phone to your counter



No app or account needed, just the frame's email address.

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

AT A GLANCE

A Second Look

Free frame vs. Skylight Plus

What you get without paying, and what the extras add

Free, no subscription	Skylight Plus (paid)
• Still photos by email • Free app for sending • Touch-to-heart reactions • Brightness and sleep timer • Works for years, no fee	• Send and play videos • Captions under photos • Cloud copy of photos • Sync across several frames • Whole family can manage

Start free. Add Plus only if you want videos or captions.

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.