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BILL'S COMPLETE MANUALS

Digital Photo Frames

Aura, Skylight, Nixplay, Echo Show and Nest Hub made simple — setup, family sharing, and sending photos

A plain-English guide for frame owners and their families

Take your time — you can't break it

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For Aura, Skylight, Nixplay, Echo Show & Nest Hub · facts current November 2026

What's Inside

This is your plain-English guide to Wi-Fi photo frames: the kind family can fill with pictures from anywhere. Read Part 1 first, then jump to the part for your brand. Every chapter explains what a feature does *for you*, with slow step-by-step directions. Frame apps change their screens now and then; if yours looks a little different, the idea is still the same.

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PART 1

Getting to Know Photo Frames

What a Wi-Fi photo frame really does, the kinds this guide covers, what they cost, and the few things to have ready before you plug one in.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe a frame arrived as a gift and it's still sitting in its box. Maybe your children keep telling you the grandkids' pictures "just show up" on theirs, and you'd like that too. Or maybe you're the one doing the giving, and you want to set one up for Mom or Dad so it simply works. Whichever it is, you're in the right place.

I'm Bill. I've spent more than 30 years helping people get comfortable with their technology, and I wrote this guide the way I'd explain it sitting at your kitchen table: slowly, in plain English, one step at a time. When a new word comes up, I'll stop and explain it right then.

What a photo frame does, in one breath

A **digital photo frame** is a picture frame with a screen instead of a print. It connects to your home **Wi-Fi** (the wireless internet in your house), and from then on, family members anywhere in the world can send photos to it from their phones. The pictures appear on the frame by themselves, usually within a minute or two, and the frame shows them one after another like a slideshow.

WHAT THIS DOES FOR YOU

What this guide does for you

By the end you'll be able to set up the four most popular kinds of frames, invite family to send pictures, send a few yourself, keep strangers out, and fix the little hiccups, like a frame that stopped getting new photos. You'll also know honestly what each one costs, so nobody signs you up for something you don't need.

The big promise: you can't break it

Here's the most important thing in this guide. **You cannot hurt a photo frame by tapping around or trying things.** The worst that usually happens is a setting you didn't mean to change, and every setting can be changed back. Photos you send aren't lost if the frame gets unplugged; they live safely in the frame company's online storage and come right back when it's plugged in again.

How to use this guide

- **Read Part 1 first.** It explains the kinds of frames and what they cost, so the rest makes sense.

- **Then jump to your brand.** Aura is Part 2, Skylight is Part 3, Nixplay is Part 4, and the Echo Show and Google Nest Hub are in Part 5. Skip the brands you don't own.
- **Family members who send photos** will find Part 6 especially useful.
- **Something not working?** Part 7 covers the common fixes, and there's a one-page cheat-sheet at the end.

And you're never stuck on your own. If you'd like a hand, call me at **(330) 200-8042**. My help is $49 remote · $99 in your home, and there's no such thing as a silly question.

— Bill

CHAPTER 2

What a Wi-Fi Photo Frame Does (and Doesn't)

Before the steps, it helps to picture how the whole thing works. Once you see the big idea, every brand makes sense, because they all work the same basic way.

The three pieces

Piece	What it does
The frame	Sits on a shelf or hangs on a wall, plugged into the wall outlet. It needs power all the time and a steady Wi-Fi connection to receive new photos.
The company's online storage	When someone sends a photo, it travels over the internet to the frame company's computers (people call this "the cloud"). The frame checks in and downloads it.
The phone app	A free app from the frame company. You (or a family member) use it to set up the frame, send photos, invite people and change settings. Some frames also accept photos by email or text message.

What a frame is good at

- **Getting new pictures without anyone visiting.** A grandchild's school photo can be on your shelf the same afternoon it was taken.
- **Showing many photos in one spot.** One frame can hold years of family pictures.
- **Needing almost nothing from you.** Once it's set up, many people never touch it again. The photos just keep coming.

What a frame doesn't do

- **It isn't a phone or a tablet.** You can't browse the internet or make calls on a regular photo frame. (The Echo Show and Nest Hub in Part 5 are the exception: they're smart displays that also show photos.)
- **It won't work without Wi-Fi.** It may keep showing the photos it already has, but nothing new arrives until it's back online.
- **It doesn't back up your phone.** A frame shows copies of the photos people choose to send. It's not a safe place to keep your only copy of a picture.

GOOD TO KNOW

Are the photos private?

With the frames in this guide, photos go only to the people you invite or approve. They are not posted publicly like Facebook. Each brand handles who can send a little differently, and Chapter 22 shows you how to keep it to family only.

CHAPTER 3

The Kinds This Guide Covers

There are dozens of frame brands. This guide covers the four you're most likely to own or be given, plus the two smart displays many homes already have. If yours is a different brand, the ideas in Part 1, Part 6 and Part 7 still apply.

Frame	How photos arrive	Good to know
Aura	Aura app, email to the frame, text message (U.S. numbers), Google Photos albums	No subscription needed; Aura says the app and all its features are free.
Skylight Frame	Email to the frame's own address, or the Skylight app	Touch screen; set up on the frame itself. Optional Skylight Plus subscription.
Nixplay	Nixplay app, the Nixplay website, or email to your @mynixplay.com address	Free Basic plan with limits; paid Lite and Plus plans.
Amazon Echo Show	Amazon Photos (and the Alexa app)	A smart display with Alexa that can act as a photo frame when idle.
Google Nest Hub	Google Photos albums you choose	A smart display with Google Assistant; its Photo Frame shows your albums.

How to tell which one you have

- **Look at the back or the bottom edge.** Most frames have the brand name printed there.
- **Look for the app.** If a family member set it up, ask which app they used: "Aura Frames," "Skylight," or "Nixplay."
- **Does it talk back?** If you can say "Alexa" or "Hey Google" to it, it's a smart display (Part 5), not a regular frame.

TIP

Write the brand down

Put the brand name on the cheat-sheet in Chapter 27. If you ever call for help, the first question will be "What kind of frame is it?"

CHAPTER 4

What It Costs: Frames, Apps & Subscriptions

The frame itself is a one-time purchase. What surprises people is whether there's also a yearly fee. Here's the honest picture for each brand, as of November 2026. Prices and plans do change, so check the company's own website before you buy or renew.

Brand	Free use	Optional paid plan
Aura	Aura says frames need no subscription; the app and all its features are free, with unlimited photo storage.	None required.
Skylight Frame	Free Basic: send photos by email or the app.	**Skylight Plus, $39 a year.** Skylight says one subscription covers all your frames and everyone in the family who sends to them. Adds things like remote settings and albums.
Nixplay	Free **Basic**: 500 MB of photo storage, 15-second videos, 1 shared album, up to 5 frames.	**Lite, $19.99 a year** (100 GB photos, 1-minute videos). **Plus, $29.99 a year** (unlimited photos, 2-minute videos, up to 10 frames).
Echo Show	Amazon Photos: 5 GB for everyone; Prime members get unlimited full-resolution photos.	Amazon Prime (not required just for the frame).
Google Nest Hub	Google Photos: 15 GB free, shared with your Google Account.	Google One storage if you run out.

What the Nixplay numbers mean

In 2025, Nixplay changed its plans. People who had the old free plan were moved to **Nixplay Basic**. Nixplay says it won't delete your photos because of a plan change, but Basic has tighter limits on storage and sharing, and Basic doesn't include Google Photos connections. Chapter 17 explains what that means for a family.

HEADS UP

The free trial that turns into a bill

Some frames come with a free trial of the paid plan. Trials usually renew automatically on a card unless you cancel. If you start one, put a note on your calendar a few days before it ends so you can decide calmly whether it's worth keeping.

FROM BILL

My honest take

For most grandparents, the free level of any of these frames is plenty: family sends photos, the frame shows them. Pay for a plan only when you hit a specific limit that bothers you, like Nixplay's storage cap or wanting to change the frame's settings from far away.

CHAPTER 5

Before You Start: Wi-Fi, a Phone & a Good Spot

Ten minutes of getting ready makes setup go smoothly. Gather these before you open the box.

Your checklist

1. **Your Wi-Fi name and password.** They're often on a sticker on the bottom or back of your internet box (the router). Capital letters matter.
2. **A smartphone or tablet** (yours or a family member's) with the frame company's free app. Skylight can be set up on the frame's own touch screen, but the app still helps.
3. **An outlet near where the frame will live.** Frames stay plugged in all the time.
4. **A spot with good Wi-Fi.** If your phone gets a strong signal in that room, the frame probably will too.
5. **The email address you'll use for the account.** Pick one you check, because invitations and approval requests arrive there.

The "2.4 GHz" thing, explained simply

Many home routers broadcast two kinds of Wi-Fi at once: a **2.4 GHz** signal that reaches farther, and a **5 GHz** signal that's faster but shorter-range. Some frames can only use 2.4 GHz. Aura, for example, says most of its frames need a 2.4 GHz network, while its Walden and Aspen models can use both. Most routers handle this automatically. If your frame can't see your network, this is one of the first things to check (see Chapter 24).

Choosing a good spot

- **Out of direct sunlight.** Glare makes the screen hard to see.
- **Where you'll actually glance at it**: beside a favorite chair, on the kitchen counter, by the front door.
- **Not hidden in a cabinet or behind the TV**, which can weaken the Wi-Fi signal.
- **Where the cord won't trip anyone.** Run it along the wall or behind furniture.

STAY SAFE

Use the cord that came in the box

Plug the frame in with its own power adapter. Skylight, for one, has run a voluntary recall on an older adapter, so if you ever need a replacement cord, get it from the frame company rather than a random seller.

PART 2

Aura Frames

Setting up an Aura, adding photos four different ways, inviting family, and the settings you'll actually use.

CHAPTER 6

Setting Up an Aura Frame

Aura frames have no touch screen and no remote. Everything is done from the free **Aura Frames** app on a phone or tablet, which talks to the frame for a moment over Bluetooth to give it your Wi-Fi details. It sounds technical, but the app walks you through it.

What you need

- The frame and its power adapter.
- A smartphone or tablet. Aura lists iOS 14 or newer, or Android 8.0 (Oreo) or newer.
- Bluetooth turned on on that phone, and your Wi-Fi password.

Step by step

1. Peel off the protective film on the screen. It says "Happiness Starts Here" or "Picture More Joy"; pull the small tab on the side.
2. On the phone, open the **App Store** (iPhone) or **Google Play** (Android), search for **Aura Frames**, and install it. Open it and create a free Aura account, or log in if you already have one.
3. Plug the frame into the wall. A **4-digit code** appears on its screen.
4. In the app, new users go straight to setup. If you already have an Aura account, tap **+ NEW FRAME**.
5. Choose **It's for me**, even if you're setting it up for someone else in their home. ("Someone else" starts the gift-preparation steps instead; see Chapter 20.)
6. With Bluetooth on, the app finds the frame's 4-digit code by itself.
7. Pick your Wi-Fi network from the list and type the password.
8. When the frame says **"Connected! Please add photos in the Aura App,"** you're done. Give the frame a name, like "Kitchen Frame," so it's easy to recognize.

GOOD TO KNOW

Bluetooth is only for setup

Aura explains that the Bluetooth connection is temporary, just to hand the frame your Wi-Fi details. After that, the frame uses Wi-Fi only. You don't need to keep your phone near it.

TIP

If the app can't find the frame

Move the phone right next to the frame, make sure Bluetooth is on in the phone's settings, and check that you allowed the Aura app to use Bluetooth when it asked. Then try again. Unplugging the frame for a few seconds and plugging it back in gives you a fresh start.

Setting it up for a parent who lives elsewhere

Aura notes that while the frame doesn't need a smartphone to show pictures, someone does need a Bluetooth phone at the frame's final home to connect it to that home's Wi-Fi. So if you're giving a frame to Mom across the country, either set it up during a visit or use Aura's gift steps in Chapter 20.

CHAPTER 7

Adding Photos to an Aura Frame

Aura gives you several ways to get pictures onto the frame. Use whichever feels easiest; they all end up in the same slideshow.

Way 1: The Aura app (the easiest for many photos)

1. Open the **Aura Frames** app and tap the frame you want.
2. Tap **Add Photos**.
3. Tap the photos you'd like to send. Each one gets a checkmark.
4. Tap to add them. They appear on the frame shortly after.

Aura also lets you sync your phone's camera roll or an album so new pictures are added for you. That's handy, but think before turning on your whole camera roll: screenshots and photos of receipts would show up on the frame too. A dedicated album is tidier.

Way 2: Email one photo to the frame

Every Aura frame has its own email address. Any invited member can send **one photo per email** to it, and it appears on the frame shortly after.

1. In the Aura app, open the frame and tap **Settings** (top right).
2. Scroll to the bottom and tap **Email to frame**. The app shows the frame's address and lets you copy it.
3. In your email, start a new message to that address.
4. Attach **one** photo (JPG, PNG or TIFF) and send it.

HEADS UP

Email rules Aura sets

You must be a member of the frame, and you must send from the same email address your Aura account uses. Photos from anyone else are rejected. Videos and Apple Live Photos don't work by email; send those through the app. Words in the subject line or message don't appear on the frame. If you have two frames, each has its own address, so send a separate email to each.

Way 3: Text a photo (U.S. numbers)

Aura users with U.S. (+1) cell phone numbers can text photos to their frames. It's one of the simplest ways for a family member who doesn't want another app. The step-by-step is in the "Ways to make life easier" topic near the start of this guide.

Way 4: From a computer

Aura has a web uploader at **app.auraframes.com**. Sign in with your Aura account, choose the frame, and upload pictures from the computer. This is a good way to send scanned old photos.

What about Google Photos?

If your family keeps photos in Google Photos, Aura can connect to it. In 2025 Google limited how outside apps reach Google Photos, and Aura has since moved to Google's new connection for photo frames. Aura's help center says it's updating how this works and that some customers still have the original version, so the screens can differ. The current steps are in the "Ways to make life easier" topic.

Removing a photo you don't want

Open the Aura app, find the photo on that frame, and use the remove option. Aura says photos sent by email can't be removed by email, but you can remove any photo through the app.

CHAPTER 8

Inviting Family to an Aura Frame

The real magic of a frame is other people filling it. Once you invite your children and grandchildren, they can add photos from their own phones. Aura says you can invite family and friends anywhere in the world; they don't need to live with you or visit to send pictures.

Send an invitation

1. Open the **Aura Frames** app and tap the frame.
2. Tap the **settings icon** at the top right, then tap **Add Members**.
3. Tap the **+** sign. Pick someone from your contacts, or type a phone number or email address.
4. Tap **Send**. If you chose a text message, a ready-made invitation opens in your messages; send it, and you'll return to the Aura app.

What your family member does

1. Install the free **Aura Frames** app (or use the web uploader).
2. Create an Aura account with their name, email and a password.
3. Tap the link in the invitation text or email and accept it.

GOOD TO KNOW

Things Aura wants you to know

Invitations expire after 30 days; if one expires, open **Add Members** and tap **Resend Invite**. Until someone accepts, their email or phone number is visible to other members of the frame. And members can see all the photos on the frame and change its settings from their app, so invite people you trust.

Seeing who's on your frame

Tap the settings icon and **Add Members**, or tap the members icon under the frame's name. Aura sorts members by how many photos they've added, and you can tap a name to see their pictures. There's even an option to ask someone to "add more photos," which sends them a gentle nudge.

Removing someone

1. Open the Aura app, tap the frame's name, and tap the settings wheel at the top right.

2. Tap **Members**, then the person's email address.
3. Tap the three dots at the top right and choose **Remove from Frame**.

HEADS UP

Removing a member removes their photos too

Aura warns that removing someone also removes every photo they added. If you have more than one frame, double-check you're on the right one first.

CHAPTER 9

Aura Settings Worth Knowing

Aura keeps the frame simple on purpose. Most adjustments happen in the app, under the frame's settings, and any member can make them. Here are the ones people ask about most.

Setting	What it's for
How long each photo shows	In the frame's settings you can make photos change more or less often.
Frame name	Rename the frame any time in its settings, handy if you have more than one.
Wi-Fi network	Change it when you get a new router or move. See below.
Members	Invite or remove people (Chapter 8).

Changing the Wi-Fi (new router or new home)

Aura says this has to be done in person, with the phone near the frame. It can't be changed from far away.

1. Plug the frame in near the router. It shows a 4-digit number and a message that it couldn't join the network.
2. Open the Aura app and tap that frame.
3. Tap the settings icon at the top right, then tap the network name next to **WiFi Network**.
4. Tap **Change WiFi Network**. Allow Bluetooth if the phone asks.
5. Pick the new network, enter the password, and tap **Save** or **Join**.

TIP

If your network doesn't show up

Aura says some routers take two or three tries before the network appears in the app. If the third try fails, restart the router and try again. Aura's back-up plan is to set the frame up as a "new" frame (menu, **+ New Frame**, **It's for me**); it says your photos and members stay put.

More than one Aura frame?

One Aura account can manage several frames, and you can send the same photos to more than one at once. That's how many families keep Grandma's frame and Grandpa's frame across town both up to date.

PART 3

Skylight Frames

A touch-screen frame with its own email address. Setting it up, sending photos by email, approving family, and whether Skylight Plus is worth paying for.

CHAPTER 10

Setting Up a Skylight Frame

A Skylight Frame has a touch screen, so you connect it to Wi-Fi right on the frame. Then you give it its own email address, which is how family will send pictures. The whole thing takes about fifteen minutes.

Power it on

1. Plug the USB end of the power cable into the wall adapter.
2. Plug the round end into the small hole on the back of the Skylight.
3. Plug the adapter into an outlet. In about 30 seconds the Skylight home screen appears.

Connect to Wi-Fi

1. The Wi-Fi menu shows up on the right side of the screen by itself.
2. Tap your network's name in the list.
3. Type your Wi-Fi password with the on-screen keyboard. Check carefully for typos.
4. Skylight tells you when it's connected.

> TIP
>
> **Network not in the list?**
>
> Wait 30 seconds and look again. If it's still missing, Skylight suggests tapping **Forget All Networks And Rescan** at the bottom of the Wi-Fi menu.

Activate it with the Skylight app

Next you link the frame to an account and choose its email address. You'll do this in the free **Skylight** app on a phone (or at **ourskylight.com** on a computer).

1. Open the Skylight app and tap **Add device**, then **Skylight Frame**, then **New device**.
2. Choose who it's for: **Me**, or **Someone else** if it's a gift. Tap **Confirm**.
3. Make up the frame's email address. You only type the first part; Skylight adds **@ourskylight.com**. Choose something family will remember, like **grandmajune**.
4. Under **Frames**, tap **Select a device**, then **Next**.
5. Choose your privacy settings (see the box below), then tap **Next**.
6. Optional: tap **Share device link** to send family a link to the frame.

7. Tap **Next**. The app shows an **activation code**. Type that code into the frame's screen and tap **Done**.

STAY SAFE

The privacy choices, in plain words

Who can send photos? Choose **Senders who I approve** (my strong advice) or **Anyone** with the address. With approval on, Skylight emails you the first time a new person sends, and you say yes or no. **Senders can see: All photos**, or **Only photos they have sent**. Pick the second if you'd rather each person see only their own pictures in the app.

GOOD TO KNOW

Where to find the frame's address later

Tap the frame's screen and go to **Settings > How it Works**. Write it on the cheat-sheet in Chapter 27.

CHAPTER 11

Sending Photos to Skylight by Email

This is what makes Skylight so friendly for families: anyone you've approved can send a picture from any email account, with no special app. Skylight says the photos appear in less than 60 seconds.

Step by step

1. Open your email (Gmail, Yahoo, Outlook or whatever you use) and start a new message.
2. In the **To** line, type the frame's address, ending in **@ourskylight.com**.
3. Tap the **attach** button (often a paper clip) and choose the photos.
4. Tap **Send**. Watch the frame: they should appear within a minute.

HEADS UP

The three mistakes that stop photos

1. The wrong ending. It's **@ourskylight.com**. Skylight says addresses ending in @skylight.com or @myskylight.com won't reach the frame. **2. A link instead of a photo.** Attach the picture itself; a link to a shared album won't work. **3. A new sender who isn't approved yet.** A newly activated Skylight is set to private, so the owner has to approve each new sender once.

Good to know about email

- **Words don't show.** Skylight only looks at the photos, so a subject line or note won't appear on the frame.
- **Big batches.** If an email bounces back as too large, split the photos into a few smaller emails.
- **Videos.** Skylight says sending video through an invitation requires the inviter to have a Frame Plus subscription (Chapter 13). Photos are always fine.

Sending from the Skylight app instead

Family members who prefer an app can use the Skylight app to pick several photos at once and send them to the frame. They'll need to join the frame first, which Chapter 12 explains.

CHAPTER 12

Family, Approvals & the Skylight App

With the safe "Senders who I approve" setting, the frame's owner gets an email the first time someone new sends a photo. Approve the people you know, and from then on their photos go straight through.

Approving a new sender

1. Watch for an approval email from Skylight at the personal address you chose during setup.
2. Check the sender's name and email address. Is it someone you know?
3. If yes, approve them. If you don't recognize the sender, don't approve, and simply ignore it.

> **TIP**
> **Make it easy for the family**
> Before you hand the frame over, send each family member the frame's address and ask them to email one test photo. Approve them all at once. Then the frame owner never has to deal with approvals.

When family joins with the app

If you share the frame with someone, they get an invite link by email. Here's what they do on their phone:

1. Install the free **Skylight** app (App Store or Google Play) and create a Skylight account with their email.
2. Tap the **My Skylight Menu** button at the top right, then **Linked Devices**, then **Add a Device**.
3. Tap **I'm joining someone else's Skylight** and choose **Skylight Frame**.
4. Type the first part of the frame's email address (the part before @ourskylight.com) and tap **Add**.
5. Once the owner approves, they can send photos from the app.

Changing the privacy settings later

In the Skylight mobile app: sign in, pick the frame, tap the **settings** icon at the top right, and choose **Privacy Settings**. You'll choose whether the frame is private or open to senders,

and who can view the gallery. Skylight notes that changing privacy settings on the computer version requires Frame Plus.

CHAPTER 13

Skylight Plus: Is It Worth It?

Skylight works without paying anything extra: approved family can email photos and the frame shows them. **Skylight Plus** is an optional subscription for people who want more.

	Skylight Plus
Price	**$39 a year**, cancel any time, according to Skylight's Frame Plus page.
Covers	Skylight says one subscription covers **all** your frames, and everyone in the family who sends to them.
What it adds	Skylight describes controlling your frame remotely (brightness, sleep schedule and volume from the app), photo albums, animated doodles and more.
Videos	Skylight says videos up to 1 minute long are supported, and sending videos through a shared invitation requires the inviter's Frame Plus subscription.
Captions	Up to 300 characters, shown at the bottom of the photo.

Who should get it

- **Worth it:** the adult child who set up a frame for a parent across the country and wants to fix the brightness or sleep schedule without driving over.
- **Worth it:** families who send a lot of short videos.
- **Probably not needed:** someone whose family just emails photos now and then.

HEADS UP

Skylight's page shows feature lists that look the same

When this guide was written, Skylight's own Frame Plus page listed similar features under both Basic and Plus, while its FAQ and help articles describe remote settings, albums and video sharing as Plus features. Before paying, check the current list on Skylight's website or in the app, and ask Skylight support if it's unclear.

FROM BILL

My suggestion

Start free. If after a month or two you find yourself wishing you could change something from far away, that's the moment Plus earns its $39.

PART 4

Nixplay Frames

Setting up a Nixplay, the three ways photos arrive, sharing with family through Friends, and what Nixplay's 2025 plan changes mean for you.

CHAPTER 14

Setting Up a Nixplay Frame

A Nixplay frame connects to Wi-Fi on its own screen, then you **pair** it with a Nixplay account using a long serial number the frame shows you. "Pair" just means "link this frame to my account."

What you need

- The frame and its original power cable.
- A smartphone or tablet with the free **Nixplay** app, or a computer to use **app.nixplay.com**.
- Your Wi-Fi network name and password.

Step by step

1. Put the stand together: slide the stand arm and stand base into each other.
2. Lay the frame face-down on something soft. Slide the back plate down to remove it, push the power cord firmly into its port, then slide the back plate back up until it locks. Plug the adapter into the wall.
3. Follow the prompts on the frame's screen to pick your language and your Wi-Fi network. Type the password with the on-screen keyboard (touch models) or the remote control (remote models), then select **Connect**.
4. The frame may check for a software update now. If it asks, reconnect to Wi-Fi when the update finishes.
5. On your phone, install the **Nixplay** app and tap **Create account**. Enter your name, email, a password and a **username**.
6. If the frame is for you, choose **I don't have a gift code**. Find the **16-digit serial number** on the frame's screen.
7. In the app (or on app.nixplay.com), go to **Add a Frame** and enter that 16-digit number.

GOOD TO KNOW

Your username becomes the frame's email address

Nixplay turns your username into an email address, **username@mynixplay.com**, that you and your family can use to send photos to your frame. Choose a username you won't mind sharing with family.

TIP

Received a frame with photos already waiting?

If someone prepared it as a gift, choose **I have a gift code** instead, and enter the 8-character gift code (3 letters and 5 numbers) and the email address they gave you.

CHAPTER 15

Getting Photos onto a Nixplay

Nixplay organizes photos into **albums** (older Nixplay screens call them "playlists"). The frame shows the albums you've switched on for it. That one idea explains most "why isn't my photo showing" puzzles: the photo arrived, but it landed in an album the frame isn't showing.

From the Nixplay app

Open the app, choose an album (or make a new one), and add photos from your phone. Then make sure that album is turned on for your frame in the frame's settings. The app's exact screens change from time to time, but the pattern stays the same: photos go into an album, and albums go onto a frame.

By email to your @mynixplay.com address

1. Start a new email to **username@mynixplay.com** (your Nixplay username).
2. **Attach** the photos as files. Don't paste them into the body of the message.
3. Send it.
4. The photos land in an album called **Emailed Photos**. Make sure that album is switched on for your frame, or they won't appear.

HEADS UP

Nixplay's email limits

Nixplay accepts JPEG/JPG and PNG photos. Each photo should be between 50 KB and 12 MB, and the whole email must stay under 25 MB. Only the photos come through; any words in the email are ignored. Note that the free Basic plan has a 3 MB maximum photo size in its plan table, so very large photos may need the Lite or Plus plan or a smaller version.

From a computer

Sign in at **app.nixplay.com**. From there you can upload photos into albums, and send photos from your Nixplay library to a friend's frame (Chapter 16).

Connected albums

Nixplay can also pull photos from some outside services. Its plan table shows that the free Basic plan does not include Google connections or Dropbox connected albums; Lite allows one Dropbox album and Plus allows unlimited. If someone in the family used to see Google

Photos albums on a Nixplay and they stopped, the 2025 plan change is the likely reason.

CHAPTER 16

Nixplay Friends: Sharing with Family

Nixplay's **Friends** feature connects Nixplay accounts so family can send photos straight to each other's frames. There's one setting that trips almost everyone up, so read this chapter to the end.

Add a friend in the app

1. Sign in to the Nixplay app and tap **More**.
2. Tap **Friends**.
3. If it's your first friend, tap **Invite Friends**. Otherwise tap **+ New Friend**.
4. Enter your friend's Nixplay address and choose what happens to the photos they send you (see below).
5. Tap **Add Friend**. Your friend gets a request to accept.

HEADS UP

The setting that hides your family's photos

Nixplay's default is that photos from a friend are **not** added to any album. That means they arrive but never appear on the frame. Fix it once for each friend: tap **More > Friends**, tap the friend's name, tap **Edit**, turn on **"When I receive photos from this person, please send to the following album,"** pick an album that's showing on your frame, and tap **Save**.

Sending photos to a friend's frame

1. In the Nixplay app, open **Friends** and tap the friend's name.
2. Tap **Send Photos and Videos**.
3. Choose where the photos come from: your phone's photos, the camera, or your Nixplay library.
4. Tap each photo (a blue checkmark appears), then tap **Done** or **Add**.
5. Add captions if you like, then tap the blue arrow to send.

Shared albums

A shared album lets several people add photos to one album that shows on a frame. On the free Basic plan you can own one shared album, with up to 3 members; Lite and Plus allow unlimited shared albums with more members. Nixplay says there's no limit on albums other

people share with you.

CHAPTER 17

Nixplay's Plans Explained

In 2025 Nixplay replaced its old plans. Here's the current lineup, from Nixplay's help page last updated October 12, 2026. U.S. prices; Nixplay says local prices show in the app.

	Basic (free)	Lite ($19.99/yr)	Plus ($29.99/yr)
Photo storage	500 MB	100 GB	Unlimited
Largest photo	3 MB	12 MB	12 MB
Video storage	500 MB	5 GB	50 GB
Longest video	15 seconds	1 minute	2 minutes
Shared albums	1	Unlimited	Unlimited
Connected frames	5	10	10
Members in a shared frame	3	10	20
Google connection	No	Yes	Yes
Support	Email and chat	Email and chat	Email, chat and phone call-back

What 500 MB means in real life

Storage is measured in megabytes (MB). A typical phone photo is a few megabytes, so 500 MB holds roughly a couple of hundred phone photos, fewer if they're large. If your family sends a lot, Basic fills up. Nixplay says it won't delete your content because of a plan change, but Basic limits how much can be shown and shared.

How to upgrade (if you decide to)

1. In the Nixplay app, tap **More** (bottom right).
2. Tap **Plan**, then **Manage plan**, then **Upgrade**.
3. Pick Lite or Plus and confirm the purchase.

FROM BILL

Before you pay

Ask what problem you're solving. If it's "the frame is full," you can also remove older photos you no longer need. If it's "we want Google Photos albums on Grandma's frame," Lite or Plus is the honest answer. Either way, put the renewal date on your calendar.

PART 5

Smart Displays as Photo Frames

If you already own an Amazon Echo Show or a Google Nest Hub, it can fill with family photos whenever it isn't busy. Here's how.

CHAPTER 18

The Echo Show as a Photo Frame

An **Echo Show** is Amazon's Alexa speaker with a screen. When nobody's using it, it can show a rotating slideshow of your photos instead of ads and headlines. The photos come from **Amazon Photos**, Amazon's online photo storage.

Which Echo Shows this works on

Amazon's help page lists the Echo Show (1st and 2nd generation), Echo Show 5, Echo Show 8, Echo Show 10, Echo Show 11 (2025 release), Echo Show 15 and Echo Show 21. Amazon notes that menus on the Echo Show 5 and Echo Hub may look a little different.

Step 1: Get your photos into Amazon Photos

Install the free **Amazon Photos** app on your phone and sign in with the same Amazon account the Echo Show uses. You can let it back up your phone's photos, or make an album of just the pictures you want on the screen. Amazon says Prime members get unlimited full-resolution photo storage plus 5 GB for videos; everyone else gets 5 GB in total.

Step 2: Turn on Photo Display on the Echo Show

1. Say **"Go to settings,"** or swipe down from the top of the screen and tap **Settings**.
2. Tap **Display & Appearance**.
3. Tap **Photo Display**.
4. Choose from the supported photo services, such as Amazon Photos, and pick the albums you want.

HEADS UP

Not in Amazon Kids mode

Amazon says Photo Display isn't available when the device is in Amazon Kids mode. If the grandkids' settings are on, the photo option won't appear.

Handy things to say

Say	What happens
"Alexa, show my photos."	Starts a slideshow of your photos.
"Alexa, pause slideshow." / "Resume slideshow."	Stops or restarts it.

Say	What happens
"Alexa, next photo." / "Previous photo."	Moves through the pictures.
"Alexa, turn on shuffle."	Mixes up the order.
"Alexa, zoom in."	Gets a closer look.
"Alexa, show my photos of [Name]."	Shows pictures of that person, if Amazon Photos has tagged them.

How family sends photos to your Echo Show

The simplest way is for photos to land in an album in **your** Amazon Photos account. A family member can share an album with you from their own Amazon Photos app; once it's in your account, you can choose it under Photo Display. Amazon also offers a **Family Vault**, a shared space where family members' photos can be pooled. Because menus change often, this is a good one to set up together with a family member the first time.

> **GOOD TO KNOW**
>
> **Learn more about Alexa**
>
> This chapter covers only the photo side. For everything else your Echo Show does, see Bill's Complete Manual for Amazon Alexa & Echo.

CHAPTER 19

The Google Nest Hub as a Photo Frame

Google's **Nest Hub** and **Nest Hub Max** have a feature called **Photo Frame**. When the display isn't in use, it shows albums from your **Google Photos** account. As of November 2026, Google's help page still describes this feature in full.

Turn on Photo Frame and choose albums

1. Open the **Google Home** app on your phone.
2. Tap **Home**, then **All devices**, then touch and hold your Nest display's tile.
3. Tap **Settings**, then **Photo Frame**, then **Google Photos**.
4. Tap the albums you want to show. Tap one again to remove it.

On the display itself, you can say **"Hey Google, change Photo Frame"** (with Voice Match on), tap **Google Photos**, and pick albums there. Google says you can choose auto-made albums like "Recent highlights," your own albums, and shared albums that have a name.

Things you can do while a photo is showing

To do this	Swipe or say
Next photo	Swipe left, or "Hey Google, next photo."
Previous photo	Swipe right, or "Hey Google, previous photo."
Hide a photo you don't want	"Hey Google, remove this photo," then follow the prompts. Google moves it to the archive in Google Photos.
Mark a favorite	"Hey Google, favorite this photo."

Settings worth a look

- **Personal photo data:** by default the frame shows details like album name, date and location. Set it to **Hide** if you'd rather not show where a photo was taken.
- **Portrait Google Photos:** choose **Show** or **Show pairs** to include upright photos.
- **Slideshow speed:** a slower speed uses less internet.
- **Time and weather:** show or hide them on top of the photos.

TIP

How family adds photos to the Nest Hub

Share a Google Photos album with the person who owns the Nest Hub and give it a name. Once it's in their Google Photos, it can be picked as a Photo Frame album, and new pictures added to it show up on the display.

HEADS UP

If your photos switch back to artwork

Some owners have reported the Photo Frame switching itself to Google's art gallery. If that happens, open the Photo Frame settings again and re-select Google Photos and your albums. Google has not announced any end to the feature.

PART 6

For the Family Who Gives & Sends

Giving a frame as a gift, sending photos that look wonderful on the screen, and keeping the whole thing private and scam-free.

CHAPTER 20

Giving a Frame as a Gift

A photo frame is one of the nicest gifts for a parent or grandparent, as long as it works the moment they plug it in. Every brand has a way to load photos **before** the frame is unwrapped.

Aura

In the Aura app, the **Someone else** choice starts Aura's gift preparation. Aura says you can preload photos, and if you prepared it with the gift QR code, the photos appear automatically once the frame is connected to the recipient's Wi-Fi. If you made a virtual claim code instead, the recipient enters it during setup when the app asks whether the frame was a gift.

HEADS UP

Aura gift email addresses

Aura notes that a frame prepared as a gift may have a different email address than the physical frame. Once the gift is claimed and set up, stop using the gift email and use the frame's own address from its settings.

Skylight

During activation in the Skylight app, choose **Someone else** when asked who the device is for. Skylight has a separate help article on preloading photos on a frame for a gift, so you can fill it before you wrap it.

Nixplay

Nixplay gift frames use a **gift code**: 3 letters followed by 5 numbers. The person receiving the frame chooses **I have a gift code** during setup and enters it with the email address, and the preloaded photos come through.

The giver's checklist

1. Load 30 to 50 favorite photos so the frame is full from day one.
2. Find out the recipient's Wi-Fi name and password ahead of time, or plan to set it up in person.
3. Invite the rest of the family to the frame (or send them the frame's email address) before the big day.

4. Turn on approval of senders (Skylight) or invite only family (Aura, Nixplay).
5. Write the frame's brand, email address and your phone number on the cheat-sheet (Chapter 27) and tuck it in with the gift.

FROM BILL

Be honest about subscriptions

If the frame you chose has a paid plan, decide who's paying for it before you give it. A surprise renewal on Grandma's credit card is nobody's idea of a gift.

CHAPTER 21

Sending Photos Grandma Will Love

The frame is only as good as what goes into it. These simple habits make the slideshow a joy instead of a jumble.

What to send

- **Faces, close up.** On a small screen across the room, a group shot of thirty people is hard to enjoy. Close-ups of the grandkids are not.
- **The everyday moments.** The lost tooth, the new puppy, the first day of school. That's what makes a frame feel like a window into the family's life.
- **One good photo, not ten nearly identical ones.** Pick the best of the bunch.
- **Old photos too.** Scanned prints of weddings and family trips are often the favorites.

What to skip

- **Screenshots,** receipts, photos of documents, and anything with an address or account number in it.
- **Blurry or very dark pictures.** They look worse on a big, bright screen.
- **Anything the recipient would be upset to see,** such as a hospital photo, unless you've asked first.

Sideways and upside-down photos

Most frames handle both wide (landscape) and tall (portrait) photos. Some frames can be turned either way on their stand. If a picture shows up sideways, rotate it on the phone in the Photos app first, save it, and send it again.

Make it a family habit

- **Sunday photo:** each grandchild sends one picture from their week.
- **Birthday flood:** everyone sends a photo on the frame owner's birthday morning.
- **Holiday catch-up:** after a gathering, one person picks the best ten and sends them.

TIP

Ask what they'd like to see

The frame owner can always say what they enjoy most. Some love the scenery from a trip, others only want faces. It's their window; let them pick the view.

CHAPTER 22

Privacy, Safety & Scams

Photo frames are among the safest gadgets in the house. The main things to watch are who can send photos, and the scammers who pretend to offer "frame support."

Keep it to family

Brand	The safe setting
Aura	Only invited members can send. Emails from non-members are rejected. Remove anyone you don't recognize (Chapter 8).
Skylight	Choose **Senders who I approve**, and only approve names you know (Chapter 12).
Nixplay	Add only family as Friends, and choose which album their photos go to (Chapter 16).
Echo Show / Nest Hub	Only albums you choose from your own account appear.

STAY SAFE

Treat the frame's email address like a phone number

Share it with family, not on Facebook or in a public post. With Skylight's "Anyone" setting, anyone who has the address can send pictures to the frame, so keep approval turned on.

Scams to watch for

SCAM ALERT

Fake "frame support" phone numbers

When a frame stops working, people search online for help and sometimes call a number from an ad that isn't the real company. The fake helper asks to "connect to your computer" or asks for a gift card or payment. Real frame companies don't charge you to fix your frame over the phone with gift cards. Get help only from the company's own website or the app's help section, or call me.

SCAM ALERT

"Your photo storage is about to be deleted" emails

An email or text says your frame's photos will be deleted unless you pay right now through a link. Don't click it. Open the frame's app yourself and check your plan there. Nixplay, for example, says it won't delete your content because of a plan change.

SCAM ALERT

Strangers asking for the frame's address or invite

Someone you've only met online asks to "send you photos" on your frame. Say no. The frame is for people you know in real life.

Buying or passing on a used frame

Before giving a frame away or selling it, remove it from your account in the app so the next owner can't see your photos and you don't see theirs. If you receive a used frame that still shows someone else's pictures, ask the previous owner to remove it from their account, or contact the frame company's support through its official website.

FROM BILL

When in doubt, hang up and call someone you trust

If anything about a call, email or message makes you uneasy, stop. Call your family, or call me at (330) 200-8042. A real problem will still be there in ten minutes; a scam usually won't.

PART 7

Fixing Common Hiccups

New photos not showing up, Wi-Fi trouble after a new router or a move, and a frame that seems stuck. Calm, in-order fixes.

CHAPTER 23

No New Photos Showing Up

This is one of the most common frame questions. Work down the list in order; most of the time the fix is in the first three steps.

For every brand

1. **Give it a few minutes.** A brand-new frame can take a little while to start receiving.
2. **Check the Wi-Fi.** Is the internet working on your phone in the same room? If the whole house is offline, the frame can't get new photos.
3. **Restart the frame.** Unplug it from the wall, wait a couple of minutes, and plug it back in.
4. **Restart the router.** Unplug your internet box (and modem, if separate) for a couple of minutes, then plug them back in. Give it five minutes to come back.
5. **Check the sender.** Was the photo attached as a photo (not a link), sent to the exact right address, from someone who's allowed to send?

Brand by brand

Brand	The usual reason	The fix
Skylight	Sent to @skylight.com or @myskylight.com, or the sender isn't approved yet.	Use the address ending in **@ourskylight.com** (Settings > How it Works on the frame). Approve the sender.
Aura (email)	Sent from an address that isn't linked to a member's Aura account, or more than one photo, or a video.	Send one photo per email from the member's own Aura email, or use the app.
Nixplay	The photos landed in an album the frame isn't showing (Emailed Photos, or a Friend's photos set to no album).	Switch the album on for the frame, and set each Friend's photos to go to a showing album.
Nixplay Basic	Storage is full (500 MB).	Remove older photos, or consider Lite or Plus.
Echo Show	Photo Display is off, or Amazon Kids mode is on.	Settings > Display & Appearance > Photo Display.
Nest Hub	The album isn't selected, or Photo Frame switched to art.	Google Home app > device > Settings > Photo Frame > Google Photos.

TIP

Try a test photo

Send one simple photo from your own phone. If it shows up, the frame is fine and the problem is with how someone else is sending. If it doesn't, the problem is the frame's connection or settings.

CHAPTER 24

Wi-Fi Trouble: New Router or New Home

When you change internet companies, get a new router, change your Wi-Fi password or move, the frame still remembers the **old** network. It will keep showing the photos it has, but nothing new arrives until you give it the new Wi-Fi details.

Skylight

1. Tap the frame's screen. A menu bar appears at the top.
2. Tap **Settings**, then **Reset Wi-Fi**.
3. Pick the new network from the list on the right side and type the password.

Aura

Use the steps in Chapter 9: in the Aura app, open the frame's settings and tap the network name next to **WiFi Network**, then **Change WiFi Network**. You need to be in the same room as the frame, with Bluetooth on.

Nixplay

Use the frame's own on-screen settings (touch screen or remote) to choose the new network and enter its password, the same way you did during setup in Chapter 14. If the frame won't cooperate, Nixplay's help center has a Wi-Fi troubleshooting article for your model.

Echo Show and Nest Hub

These are set up through the Alexa app and the Google Home app. If the Wi-Fi changed, the app usually walks you through reconnecting. Bill's Complete Manuals for Alexa & Echo and Google Nest & Home cover this in detail.

> **GOOD TO KNOW**
>
> **Can't see your network at all?**
>
> Move the frame closer to the router for setup; you can move it back afterward. Make sure the network is a 2.4 GHz one if your frame needs it (Chapter 5). And check that you're typing the password exactly, capital letters included.

HEADS UP

Captive portals: hotel, apartment-building and senior-community Wi-Fi

Some shared networks make you sign in on a web page first (that's called a captive portal). Many frames can't do that by themselves. Aura has special steps for these networks, and for building or community Wi-Fi it suggests talking to that network's IT staff. If your community's Wi-Fi works this way, a call to the office is a good first step.

CHAPTER 25

A Frame That Seems Stuck

Sometimes a frame freezes on one picture, goes dark, or acts oddly. Before anything drastic, try these gentle fixes.

In order, gentlest first

1. **Is it asleep?** Many frames have a sleep schedule that turns the screen off at night. Check the time and the frame's sleep settings before assuming it's broken.
2. **Is it brightness?** A screen turned all the way down can look off in a sunny room.
3. **Check the cord at both ends**: the wall and the back of the frame.
4. **Unplug for two minutes, then plug back in.** This fixes most freezes.
5. **Try a different outlet**, especially if it's on a power strip with a switch.
6. **Contact the company's support** through its official website or app before trying a factory reset.

HEADS UP

Go easy on the factory reset

Every frame has a way to reset it to factory settings, but that can unlink it from your account and mean setting it up from scratch. Save it for when the company's support, or I, suggest it.

The screen looks dim, blurry or off-center

- **Dim:** check the brightness setting in the app or on the frame, and whether an automatic-brightness feature is darkening it in a dim room.
- **Blurry photo:** the original was probably small. Ask the sender to send the full-size photo, not a copy saved from a text message or social media.
- **Cut off:** some frames crop photos to fill the screen. Look in the frame's settings or app for a "fit" or "fill" choice.

FROM BILL

It's almost never broken

In my experience, a "broken" frame is usually a sleeping frame, a frame on the old Wi-Fi, or photos going to the wrong place. Take your time with the list above. And if you'd rather not, that's what I'm here for.

PART 8

When to Call Bill & Your Cheat-Sheet

An honest word about when a hand is worth it, and a one-page summary to keep by the frame.

CHAPTER 26

When to Call Bill

I've written this guide so you can handle most of your frame on your own. But part of being truly helpful is being honest about when a hand saves you time or worry, so here's my straight advice, with no pressure.

Times it's well worth a call

- **First-time setup**, especially Wi-Fi and accounts. Getting it right once saves a lot of fuss later.
- **Setting up a frame for a parent**: connecting it to their Wi-Fi, inviting the whole family, and turning on the right privacy settings so it just works.
- **A new router or a move** left the frame offline and the steps in Chapter 24 aren't working.
- **Deciding about a subscription**: I'll look at what you actually use and tell you honestly whether a paid plan is worth it.
- **Something feels off**, like an unexpected charge, a strange email, or a sender you don't recognize.

What working with me is like

I work at your pace: no rushing, no talking down, and no leaving you with a gadget you're afraid to touch. I explain what I'm doing in plain words, and I'll tell you honestly when something isn't worth your money. That's how I've worked through 30+ years of professional experience, here in Portage County, Ohio.

FROM BILL

How to reach me

Call or text **(330) 200-8042**, or book a time at **billshometech.com/book**. Sophie, my AI receptionist, can help you find a time. My help is $49 remote · $99 in your home. No question is too small.

Thank you for letting me help. Enjoy those pictures, and remember I'm only a phone call away.

— Bill

CHAPTER 27

Your Photo Frame Cheat-Sheet

Print just this page and keep it by the frame. The whole guide, boiled down.

Write it down once

Keep handy	
Frame brand and name	_____
Frame's email address	_____
App the family uses	_____
Account email and who set it up	_____
Paid plan? Renews on	_____
Wi-Fi name	_____

How photos get on, brand by brand

Brand	Do this
Aura	Aura app > Add Photos. Or email ONE photo to the frame's address (Settings > Email to frame). Or text it (U.S. numbers).
Skylight	Email photos as attachments to **name@ourskylight.com**. Approve new senders.
Nixplay	Email to **username@mynixplay.com** (goes to Emailed Photos). Or the app. Make sure the album is on the frame.
Echo Show	Amazon Photos. On the Show: Settings > Display & Appearance > Photo Display.
Nest Hub	Google Photos albums. Google Home app > device > Settings > Photo Frame > Google Photos.

When something's wrong, in order

1. No new photos: wait a few minutes, then check the Wi-Fi.
2. Unplug the frame for two minutes and plug it back in.
3. Restart the router.
4. Check the address, the attachment, and whether the sender is allowed.
5. New router or moved? Give the frame the new Wi-Fi (Chapter 24).

6. Still stuck? Call Bill at (330) 200-8042.

Stay safe

- Share the frame's address with family only.
- Approve or invite only people you know in real life.
- Get support only from the company's own website or app, never a number from an ad.
- Never pay with gift cards to "fix" a frame.

WHAT THIS DOES FOR YOU

You've got this

You can now set up your frame, fill it with family photos, invite the people you love, keep it private, and fix the common hiccups yourself. Enjoy the view.