Skylight Digital Picture Frame

Common Troubleshooting Problems and Solutions

Skylight Not Connecting to Wi-Fi

1. Try connecting to a different Wi-Fi network or hotspot.

If that does not work, follow these steps:

1. Try restarting your Wi-Fi router.
2. Unplug and plug your Skylight back in.
3. If your Skylight is far from your Wi-Fi router, try moving it closer.
4. Try reconnecting to the network. If that doesn't work, try a couple times over the next 5 minutes.

Reset or Change the Wi-Fi Connection

To reset the Wi-Fi:

1. Tap the screen.
2. A menu bar will appear at the top.
3. Click *Settings* on the top menu bar.

4. A drop-down menu will appear.
5. Click *Reset Wi-Fi.*

To connect to another network:

1. Select the network on the list that appears on the right side of the screen.
2. Type in the password.

Skylight Not Receiving Photos

For frames that have just been set up, it can sometimes take time to receive photos as it is still establishing a connection to our server. If you are still not receiving photos after a few minutes:

1. Confirm you're sending photos to the correct Skylight email address. Check the address by tapping the screen, go to *Settings,* then tap *How it Works.*
2. Confirm that you're sending to _____@ourskylight.com.
3. Confirm that you're sending photos as an attachment and not as a link.
4. Try sending photos from a different email account or device.
5. Try resetting your frame and Wi-Fi router.
   a. Unplug the power adapter of the frame (while it is on) for a couple of minutes, then plug it back in.
   b. Unplug the power adapters from your Wi-Fi router and modem for a couple of minutes, then plug it back in.
6. Try moving your Skylight closer to your Wi-Fi router, as your signal may be too weak for Skylight to detect.
7. Try using another network or hotspot.

Photos Appear Blurry on Skylight

If you find that your photos that appear high-quality on your mobile device appear blurry on the Skylight. This is typically due to compression during the sending process. Try the following to resolve:

1. When sending photos directly from the Mail app, you are often given options to send your photo in Small, Medium, Large, or Actual Size. Select *Actual Size* to ensure the highest possible quality.
2. If you are sending multiple photos, try reducing the volume of photos attached to each email.

Created the Wrong Skylight Email Address

1. Send the email address you created to help@skylightframe.com.
2. They will reset your frame and help you create a new Skylight email address.

Forgot My Skylight Email Address

1. Tap the Skylight frame screen.
2. Tap *Settings*.
3. Tap *How it Works*. You should find your email address there.

The Screen is Not Turning On

1. If you have another device that uses the same power adapter as the frame, try to use the other adapter and see if that works. That will determine if the problem is with the power adapter or the frame itself.

2. If the new adapter does not work, email help@skylightframe.com.

Need More Help?

Skylight Support: https://skylight.zendesk.com/hc/en-us

Skylight Frame FAQs: https://skylight.zendesk.com/hc/en-us/categories/360001364091-Skylight-Frame