

SMARTWIZ+TM

art

Before You Start – Important Usage Notes

Understanding battery, Wi-Fi, and E Ink behavior

This guide explains how SMARTWIZ+ art behaves in daily use.



What is SMARTWIZ+ art?

SMARTWIZ+ art is an **E Ink-based art display**, created for people who want to enjoy a single piece of artwork in a calm, natural way—similar to a framed print on paper.

Unlike traditional digital photo frames, SMARTWIZ+ art is **not designed for constant motion, bright backlighting, or rapid image changes**. Instead, it focuses on three core principles:

1. **Art-first display philosophy**
2. **Paper-like visual experience with E Ink**
3. **Ultra-low power, battery-oriented design**

Key Differences from LCD Frames

- ❌ Not designed for video or animation
- ❌ Not designed for fast photo slideshows
- ❌ Not designed for vivid, backlit colors
- ✅ Designed for still art
- ✅ Designed for minimal energy use
- ✅ Designed to blend naturally into living spaces

If you are looking for an always-on, animated photo frame, this product may not be the right fit.

How SMARTWIZ+ art behaves on battery power

SMARTWIZ+ art is designed for ultra-low power operation.

When running on battery:

- Wi-Fi is normally turned off
- The device stays in deep sleep most of the time
- This design greatly extends battery life

However, even in sleep mode:

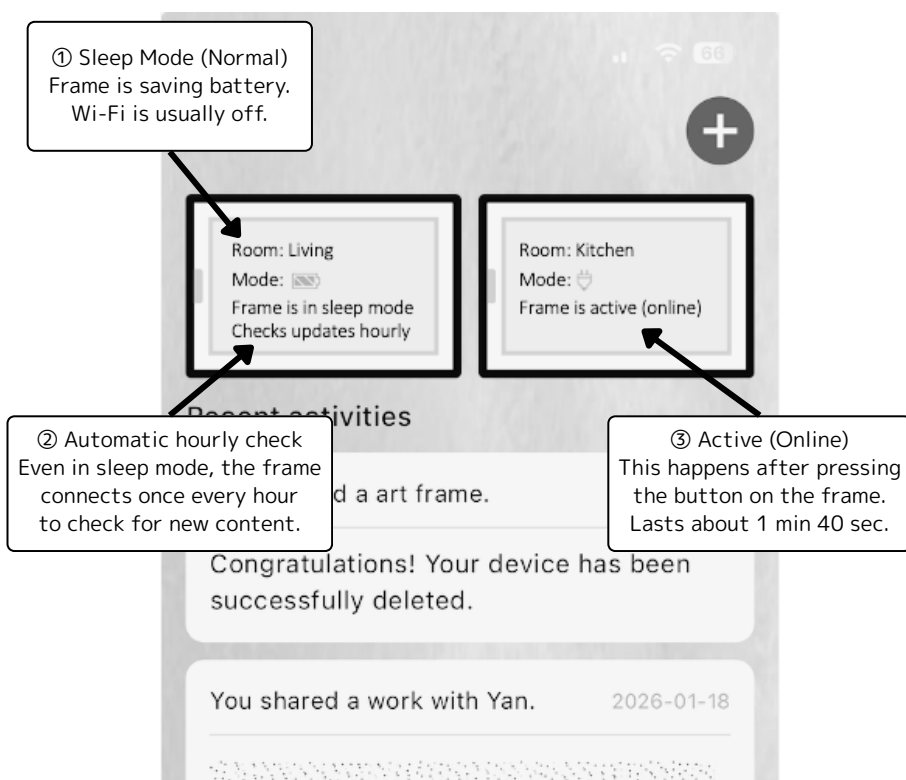
The frame automatically wakes up about once every hour to briefly connect to Wi-Fi and check the cloud for:

- new images
- messages
- system updates

If new content is found, it will be downloaded and displayed automatically. This behavior is intentional and allows the frame to stay up to date while maintaining long battery life.

Understanding the Status Shown in the App

Understanding sleep mode, online status, and update behavior



Want your update to happen sooner?

- Press the button on the frame
- Then send the image from the app
- The frame connects immediately

Otherwise, updates will appear automatically during the next hourly check.

Seeing "sleep mode" or "offline" in the app does NOT mean the frame is broken. This behavior is intentional and required for long battery life.

E Ink vs LCD: Why colors look different

E Ink displays work very differently from LCD screens.

Feature	LCD	SMARTWIZ+ art
Backlight	Yes	No
Color style	Bright & saturated	Soft & paper-like
Motion	Smooth	Not supported
Power use	Continuous	Almost zero after refresh

Photos may look less vivid or more muted than on a phone or TV. This is normal—and intentional.

Best results:

- Illustrations
- Paintings
- Minimalist photos
- Artwork with strong shapes and contrast

Why image updates are not instant

When SMARTWIZ+ art is running on battery:

- Wi-Fi is usually turned off
- The frame stays in sleep mode most of the time
- It automatically checks for updates about once every hour

Because of this, image updates may take some time. This behavior is intentional and helps maximize battery life.

When SMARTWIZ+ art is connected to a power source:

- Wi-Fi stays connected
- The frame remains online
- Image and message updates happen almost immediately

If you want instant updates—such as during setup or frequent changes—keep the frame plugged in.

Manual option for faster updates (button)

If the frame is running on battery and you want an update sooner:

- Press the button on the frame
- Wi-Fi turns on for about 1 minute and 40 seconds
- Updates can be received immediately during this time

Otherwise, the frame will update automatically during its next hourly check.

Summary of update behavior

Power state	Wi-Fi status	Update speed
Plugged in	Always connected	Immediate
Battery (sleep)	Off most of the time	Up to ~1 hour
Battery + button	Temporarily on	Immediate

For the best first-time experience, we recommend keeping the frame plugged in during setup.

Can SMARTWIZ+ art play a slideshow?

No. SMARTWIZ+ art does not support continuous slideshows.

This is a deliberate design choice. SMARTWIZ+ art is designed to display **one image at a time**, similar to a framed artwork. Continuous rotation would reduce battery life and distract from the calm, paper-like nature of E Ink.

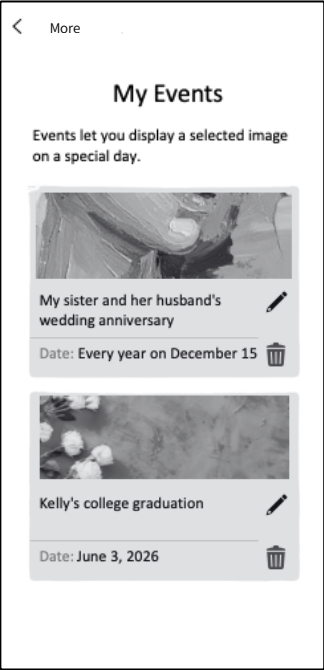
Event display: showing images on special days

SMARTWIZ+ art does support scheduled Event display, managed through the app and the cloud. Using the app, you can:

- create events for birthdays, anniversaries, holidays, or special dates
- assign a specific image to each event
- set one-time or yearly recurring events

How Event display works (important)

- The frame does not stay online waiting for events
- When the frame connects to Wi-Fi (automatically or manually), it checks the cloud
- If there is an event scheduled for that day, the event image is downloaded and displayed
- After the image is displayed, the event is considered completed and cleared



The displayed image remains on the frame until the next update command is received.

Key takeaway

SMARTWIZ+ art does not rotate images automatically like a slideshow. Instead, it uses cloud-managed Events to show the right image on the right day—quietly and intentionally.

Having trouble setting up on mesh Wi-Fi?

Some mesh Wi-Fi systems work differently from traditional routers. During setup, SMARTWIZ+ art needs your phone and the frame to find each other directly on the same local network.

However, in some mesh environments:

- devices may be separated internally
- communication between devices may be limited
- the phone may not be able to reach the frame during setup

As a result, setup may fail—even though both devices appear to be connected to the same Wi-Fi.

This does not mean the frame is broken.

Why this happens (simple explanation)

Modern mesh Wi-Fi systems are designed to improve coverage and security. In some configurations, this can prevent devices from discovering each other during initial setup. This behavior depends on the router model and settings, not on SMARTWIZ+ art itself.

Recommended solution: Mobile tethering (Hotspot)

1. Enable Personal Hotspot / Mobile Tethering on your smartphone
2. Make sure the hotspot uses 2.4 GHz (if configurable)
3. Connect your phone to its own hotspot
4. Start the SMARTWIZ+ art setup process in the app
5. Complete pairing while connected to the hotspot

Once setup is complete:

- You can move the frame back to your regular Wi-Fi or mesh network
- This is usually a one-time process

Why tethering works

Mobile tethering creates a very simple network:

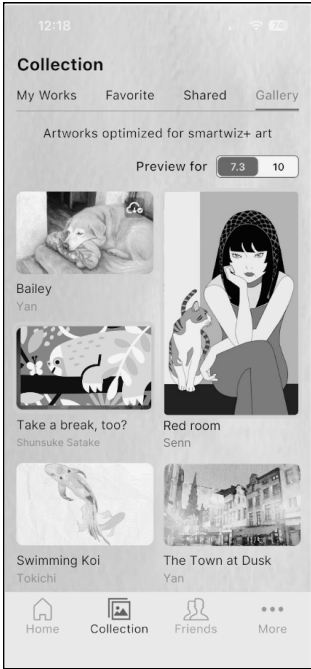
- one phone
- one frame
- no internal separation

This allows the phone and the frame to find each other easily, making setup much more reliable.

Key takeaway

SMARTWIZ+ art works with standard Wi-Fi networks, including mesh systems. Some mesh environments may simply require an alternative setup method during first-time pairing. This situation is common with modern mesh Wi-Fi systems and is not unique to this product.

Gallery — Discover New Art



With SMARTWIZ+ art, you can browse and download selected artworks from the Gallery in the app. The Gallery features original works by emerging artists. Each work is selected to complement the unique qualities of the E Ink display, including its paper-like texture, calm color expression, and comfortable viewing experience. Download your favorite works at no additional charge and save them to your Collection. You can then display them on your SMARTWIZ+ art whenever you like.

Gallery Features

- Discover original works by emerging artists.
- Download selected artworks at no additional charge.
- Enjoy art selected for the unique visual qualities of E Ink.
- Save downloaded works to your Collection.
- New artworks will be added over time.

Using the Gallery

1. Open Collection in the SMARTWIZ+ app.
2. Select Gallery.
3. Browse the available artworks.
4. Select an artwork to view its details.
5. Download the work and save it to your Collection.
6. Select the downloaded work and send it to your SMARTWIZ+ art frame.

Multilingual user manual information

Deutsch:
Die Benutzerhandbücher in Deutsch, Französisch, Spanisch und Japanisch können auf unserer Produktwebseite heruntergeladen werden:
<https://www.design-store.com/en/support/smartwiz-usermanuals/>
(Sie können auch den QR-Code unten scannen.)

Français:
Les manuels d'utilisation en allemand, français, espagnol et japonais sont disponibles en téléchargement sur notre site produit :
<https://www.design-store.com/en/support/smartwiz-usermanuals/>
(Vous pouvez également utiliser le code QR ci-dessous.)

Español:
Los manuales de usuario en alemán, francés, español y japonés están disponibles para su descarga en nuestro sitio web de productos:
<https://www.design-store.com/en/support/smartwiz-usermanuals/>
(También puede escanear el código QR a continuación.)



Support & Final Notes

Final Notes

SMARTWIZ+ art is designed to work quietly in the background, with behavior that may feel different from always-on digital displays. Understanding how power, Wi-Fi, and updates work will help you get the best experience from your frame.

Before contacting support

If something does not behave as expected, please check the following first:

- Is the frame running on battery or connected to power?
- Is the frame currently in sleep mode (normal behavior)?
- Has at least one hour passed since the last update was sent?
- Have you tried pressing the button on the frame to trigger a temporary Wi-Fi connection?

Many questions can be resolved by reviewing the update behavior explained in this guide.

Online support & troubleshooting

We maintain an up-to-date support site with:

- step-by-step setup guides
- mesh Wi-Fi troubleshooting
- update behavior explanations
- frequently asked questions

Scan the QR code below to access the latest support information.



SMARTWIZ+ Product Support
(Recommended for detailed setup and troubleshooting)

For visual, step-by-step explanations, we also provide support videos. These videos cover:

- initial setup
- Wi-Fi and mesh network tips
- image updates and sleep behavior
- event display usage

Scan the QR code below to watch our official support videos on YouTube.



SMARTWIZ+ Support Videos
(Ideal if you prefer video guidance)

Final reminder

SMARTWIZ+ art is not designed to behave like a tablet or TV. It is designed to display one meaningful image at a time, quietly and efficiently, using E Ink technology.

Thank you for choosing SMARTWIZ+ art.