



What are the benefits of using the iPhone/iPad app (Pix-Star Snap)?

[← Android and iPhone app](#)

As you all know sending pictures to a Pix-Star frame is very easy using email. Put a picture in the attachment enter the email of your friends' or family members' frame and click send, that's it!

But did you know that using the Pix-Star Snap iPhone/iPad app is even easier and faster?

Here is why?

There are a few reasons why you should use the app instead of the email:

- 1/ When using the iPhone/iPad app the pictures get resized automatically inside the iPhone/iPad before sending to the frame, so you upload only the quantity of pixels and bytes needed which optimizes the use of your 3G/4G data plan.**
 - 2/ Because of 1/ above uploading to the Pix-Star system is much faster making this method the most efficient available!**
 - 3/ With the Pix-Star Snap app you can upload one shot up to 30 pictures. It's much more than what you could send using email attachments as the size of the attachment would be too big to be sent out.**
 - 4/ Pix-Star Snap allows you to upload videos directly to the frame with a resize here also before upload which makes it possible to upload videos up to 2 minutes length. This is not possible by email as the file gets too big and is not necessarily resized before sending.**
 - 5/ Pix-Star snap allows you to send one shot the same pictures to several frames at the same time. Also it's user interface is very simple and once your friend's and family members have been entered in the contact list just click on them, select the pictures confirm and upload starts. So easy!**
- It 's much faster than composing an email!**
- 6/ One last point, using the Pix-Star Snap app you just don't even need to configure email inside your iPhone or iPad, for some users it's a must...**

So far all these reasons above it's important to download and use the Pix-Star Snap



iPhone/iPad app.

This will make your life with Pix-star easier!

How can I find and download the Pix-Star app for Android or iPhone/iPad?

[← Android and iPhone app](#)

It's very simple just like any other app.

From your smartphone or tablet just click on the Android market (Google Play) or iPhone/iPad app store.

Once inside click on the SEARCH button then type:

Pix Star

then launch the search.

On Android you should find an app called " Pix-Star Photos " while on the iPhone/iPad the APP it is " Pix-Star Snap ".

just click to download, it's FREE!

Using the Pix-Star Snap app for iPhone / iPad I can't see all my pictures why?

[← Android and iPhone app](#)

If you find out that your iPhone / iPad Pix-Star Snap app does not show all the pictures that you else see in the Photos app of the iPhone then check this below.

To have all the pictures showing inside the Pix-Star Snap app you need to make sure you have the following configuration activated:

Go to

SETTINGS

of the iPhone / iPad then to:



Photos and Camera

then inside in the first section related to " iCloud Photo Library " make sure you have this selected:

Download and Keep Originals

DO NOT select:

Optimize iPhone Storage

same as on the picture below:



PIX STAR

Verizon

8:33 AM

98%

Settings Photos & Camera

iCloud Photo Library



Automatically upload and store your entire library in iCloud to access photos and videos from all your devices.

Last updated at 4:35 AM

Optimize iPhone Storage

Download and Keep Originals



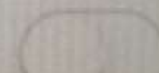
This iPhone is currently storing original photos and videos. Turn on Optimize Storage to automatically manage storage on this device and keep originals in iCloud.

Upload to My Photo Stream



Automatically upload new photos and send them to all of your iCloud devices when connected to Wi-Fi.

Upload Burst Photos





Now you should see all your pictures in the Pix-Star Snap app!

Connect Ethernet cable (RJ-45) to my Pix-Star: which USB-to-ETHERNET dongle to use?

[← Bluetooth and others](#)

If you don't want to use Wi-Fi or you simply don't have Wi-Fi at home and you prefer to connect your Pix-Star to a router using ETHERNET cable (RJ-45) it's possible!

You need to buy a **USB-to-ETHERNET adapter and plug it to the USB port at the back of the frame.**

These adapters are usually pretty cheap starting at 7 us\$.

We've tested some of them and the list of those that are currently supported by Pix-Star is below.

Basically what you have to check is that your USB-to-ETHERNET adapter is **NOT** a USB 3.0, any USB 2.0 should work but the **latest ones using USB 3.0 usually don't work** for technical reasons and we cannot make them work currently.

But don't worry as you can see below you still have plenty of choice!

And using these USB 2.0 is more than enough speed to use with your Pix-Star!

List of USB-to-ETHERNET dongle that we tested and *do work*:

- *Cable matters, USB 2.0 to 10/100 Fast Ethernet Adapter (model 202023-white or 202023-black)*
- *Apple, USB to ETHERNET adapter (white)*
- *Sabrent, USB 2.0 Ethernet adapter, 10/100Mbps (model NT-WU2R)*
- *Plugable, USB 2.0 Ethernet adapter, 10/100 Mbps (model USB2-E100)*
- *Trendnet, USB to 10/100 Mbps adapter (model TU2-ET100)*



List of USB-to-ETHERNET dongle that we test and they *DON'T WORK!!*

- Plugable, USB 3.0 Ethernet adapter, GIGA 1000 Mbps, (model USB3-E1000) --> **NOT working**

- Cable matters, super speed USB 3.0 to GIGAbit Ethernet Adapter (model 202013-black) --> **NOT working**

iPhone cannot send pictures by Bluetooth

[← Bluetooth and others](#)

If you use the Bluetooth on your Pix-Star you may be careful if your Smartphone is an iPhone.

iPhone does NOT support sending pictures or any file by Bluetooth. This is valid till now for any version of the iPhone include old ones but also latest iPhone 5 and 5s.

We still don't know for the iPhone 6 but we guess it will remain the same...

You may double check this with Apple on on the internet, but be careful if you try to send pictures from your iPhone to your pix-star using the Bluetooth connection it won't work not because of Pix-Star but because it's not implemented in the iPhone...

Sending pictures by email from iPhone of course does work without any problem!!!