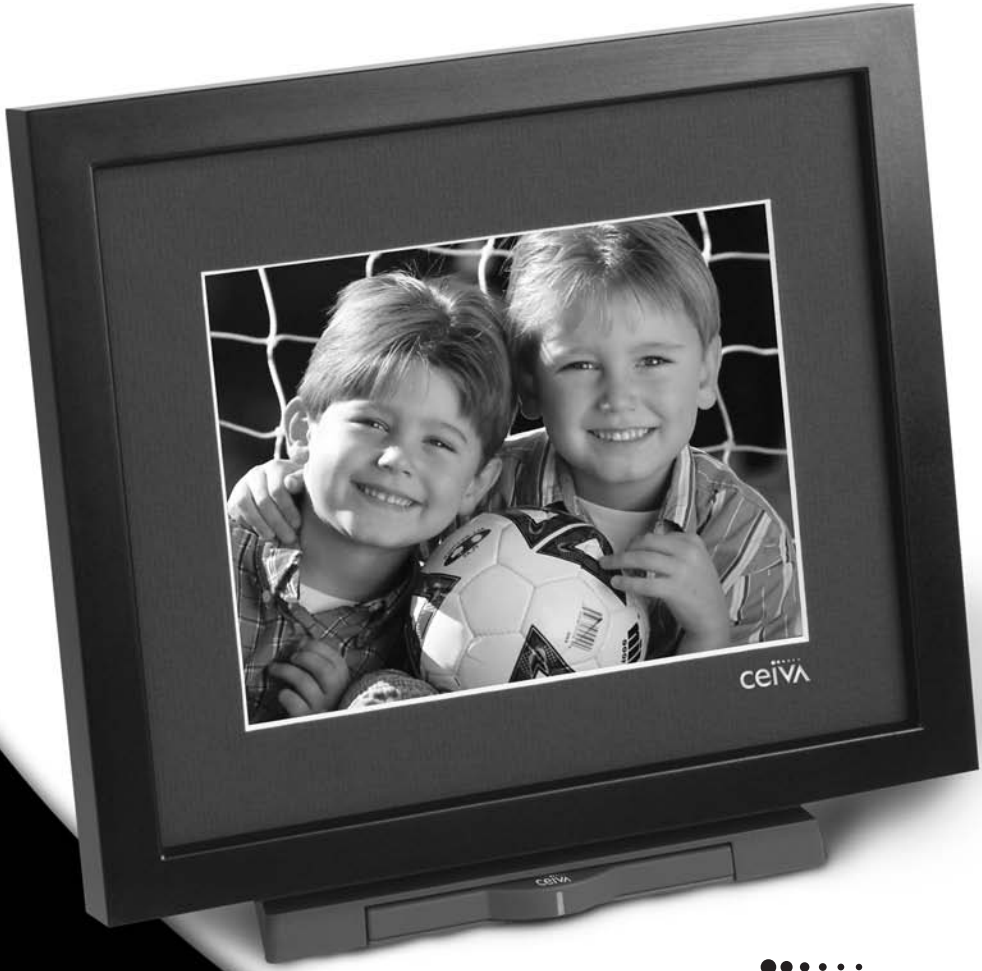
Give a smile a day



ceiva™ 2

Digital Photo Receiver

Owner's Guide

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Now you can receive digital photos from your friends and family, from just about anywhere in the world, without a computer! Brought to you by CEIVA, the CEIVA Digital Photo Receiver is a revolutionary way to stay connected with the people you care about most.

Here are some of the unique ways your New and Improved CEIVA (pronounced SEE-va) Digital Photo Receiver can help keep you in touch with your loved ones:

- Receive up to 30 new photos a day from family and friends
- Display a slide show of up to 30 photos at a time
- Order a print by mail directly from your CEIVA Digital Photo Receiver

If you have a computer, or give a friend or family member who has a computer, access to your Receiver's account, you can also:

- Customize your slide show rotation time to adjust the automatic slide show of the pictures displayed on your CEIVA Receiver.
- Set your Receiver to turn on and off automatically so that it's awake when you are.
- Access your CEIVA account from any web browser to manage your pictures, access albums, and set add and delete picture commands for your CEIVA Receiver's next dial-in to the CEIVA Network.
- Send photos to your own Receiver, or to others' Receivers.
- Turn photos into one-of-a-kind cards with personal messages.
- View personalized entertainment and information channels such as news, sports and local weather.*

Here's how it works:

Each night, your CEIVA Digital Photo Receiver uses your existing phone line to make a short telephone call to your private photo "In-Box" at www.Ceiva.com. The Receiver automatically checks for, and retrieves up to 30 new images. When you wake up the next day, you'll find a brand new slide show displayed on your Receiver!

***CEIVA Content Channels are subject to change without notice.**

Quick Start Instructions

In The Box:

Here's everything you'll need to set up your New and Improved CEIVA Digital Photo Receiver, and begin receiving pictures.

- CEIVA Digital Photo Receiver
- Telephone Cord
- Dual Phone Jack
- AC Power Supply
- Owner's Guide

Follow the 4-step "Welcome to CEIVA" guide inside the front flap of your CEIVA Digital Photo Receiver's box. For more complete instructions, see the Setting Up section of this guide.

Missing something?
Something damaged?

Locate the 12 digit serial number on the bottom of your CEIVA Receiver's stand, or on the sides of the product box, and call 1-877-MYCEIVA (1-877-692-3482) to speak with the CEIVA Customer Care Team.

NOTE: Please keep the original product packaging, should you need to return your CEIVA Digital Photo Receiver for repairs.

Your Serial Number

123-456-789-001

Product Diagrams

Getting To Know Your Receiver

Previous Picture ①

Next Picture ②

Lock Picture ③

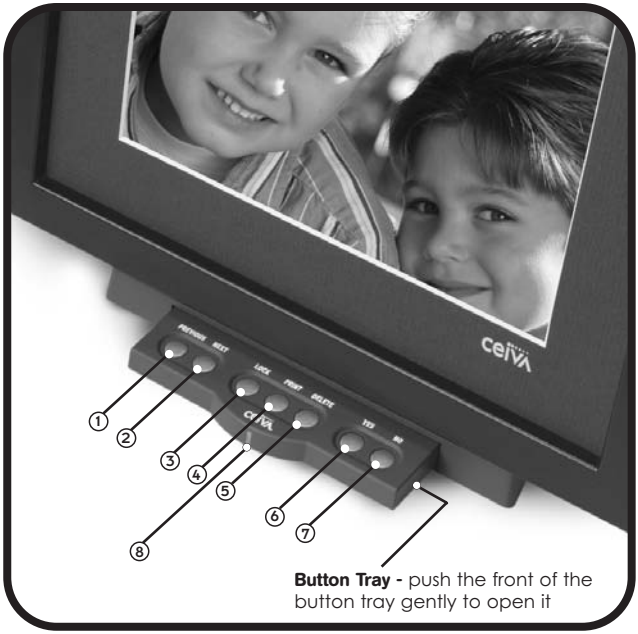
Print Picture ④

Delete Picture ⑤

Yes Button ⑥

No Button ⑦

You've Got Smiles Indicator Light ⑧



Button Tray - push the front of the button tray gently to open it

Picture Button

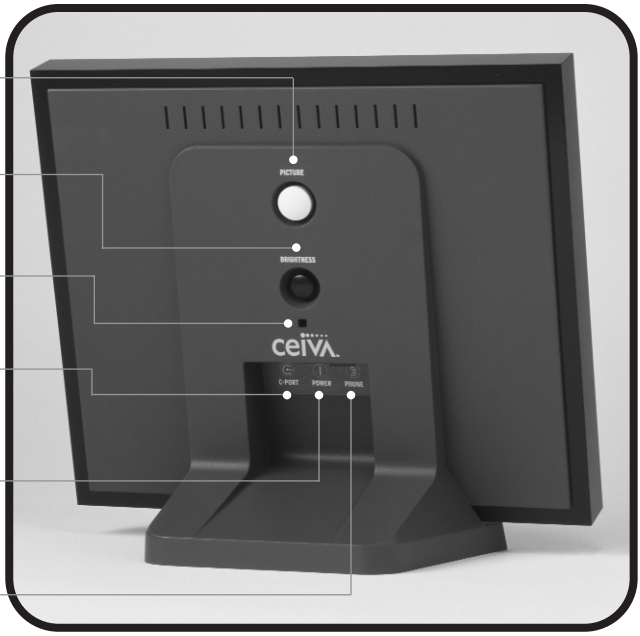
Brightness Button

Power Indicator

C-PORT
future expansion

POWER

PHONE LINE



Setting Up

Just 4 Easy Steps!

1 REGISTERING YOUR CEIVA Digital Photo Receiver

Log onto www.ceiva.com to register your CEIVA Digital Photo Receiver. Remember that you need to have an account established at the CEIVA website, and that a subscription is necessary to receive pictures on your CEIVA Receiver.

Please have your Receiver's serial number, and a valid credit card or a gift subscription code available to proceed with registration. The serial number is located on the sides of the product box and on the bottom of the CEIVA Digital Photo Receiver's stand. The CEIVA website will walk you through the registration process, and before you know it your CEIVA Digital Photo Receiver will be ready to retrieve pictures!

If your CEIVA Receiver is dialing from a location which has "Pulse Dialing" or is in need of a dialing prefix, please visit the CEIVA Care Support pages (available at help.ceiva.com) to learn more.

If you received your CEIVA Digital Photo Receiver as a gift:
Your Receiver may already be registered with a subscription for you. Please check with the individual that provided you with your gift.

Should you be in need of assistance, contact the CEIVA Customer Care Team at 1-877-MYCEIVA (1-877-692-3482).

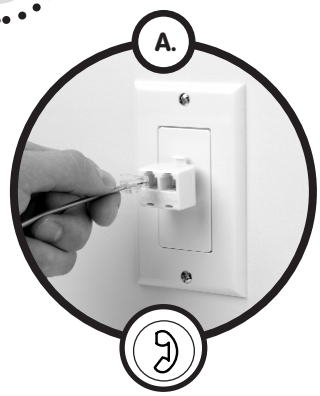
NOTE: If you install your CEIVA Digital Photo Receiver before registering it to the CEIVA Network, and try to retrieve images, an error message will be displayed on the LCD screen.

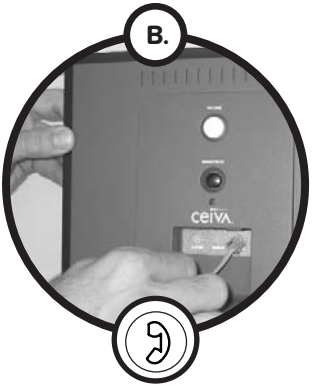
Setting Up
(continued)

PLUG IN THE POWER CORD!

Plug the power adapter into an electrical outlet that is not controlled by a lightswitch. As with most consumer electronic items, we suggest making use of a "surge protector" or "power strip" extension cord to protect your CEIVA Receiver against surges of electrical current. Plug the other end of the power cord into the round Power Access hole on the back of the CEIVA Digital Photo Receiver.

PLUG IN THE PHONE LINE!





If you need to share a phone jack with an answering machine, fax machine or another phone, use the dual phone jack (included). It will provide you with an additional outlet.

Insert the other end of the telephone cord into the square Telephone Access hole on the back of the CEIVA Digital Photo Receiver.

Setting Up
(continued)

When choosing a location for your CEIVA Digital Photo Receiver remember to:

- Place the CEIVA Digital Photo Receiver where it's going to be easy to see, and is away from direct sunlight, water, moisture or exposure to extreme temperatures.
- Place the CEIVA Digital Photo Receiver near a power outlet and an existing telephone jack.

ATTENTION: Your CEIVA Digital Photo Receiver requires an analog phone line to place its daily call to the CEIVA Network. A digital line could cause a malfunction, or damage to the CEIVA Digital Photo Receiver. Digital lines are most commonly used in offices and hotels, however even in these locations analog phone lines are used by fax machines.

4 RECEIVING YOUR FIRST PICTURES!

A.

B.

To get started, press and hold the white button on the back of your Receiver. Your CEIVA Digital Photo Receiver will make its initial call to retrieve its first set of pictures.

A status bar is displayed at the bottom of the screen, slowly moving from left to right. You will also see an on-screen message which reads "You can let go now, I'm connecting. To cancel, press my button again."

Setting Up
(continued)

Receiving Your First Pictures (continued)

Your CEIVA Digital Photo Receiver is now ready to receive photos! When new photos have arrived, the green "You've Got Smiles" light on the front of your CEIVA Receiver will glow to alert you.

"You've Got Smiles" light – This light will glow to alert you when new pictures have been received on your CEIVA Digital Photo Receiver. Touching any button on the Receiver will turn the light off.

A set of photos welcoming you to the CEIVA Community along with images which showcase some of the wonderful features of your CEIVA Receiver have been provided for you when your CEIVA Receiver first connects to the CEIVA Network.

From this point forward, your CEIVA Digital Photo Receiver will automatically dial into its personal In-Box, each night retrieving up to 30 new photos. In the event you wish to retrieve the next set of pictures waiting in your In-box, simply press and hold the white button again, causing your CEIVA Receiver to dial in.

NOTE: To help you receive the most enjoyment from your CEIVA Receiver, the "31st" picture (which may not be deleted and can only be viewed when manually stepping through the slide show) is the "Tip Of The Month" provided by CEIVA.

Inviting Family and Friends To Send You Photos

If you have access to a computer:

Remember that only CEIVA Members listed on your CEIVA Receivers “Guest List” are able to send pictures to your CEIVA Digital Photo Receiver. To invite family and friends to send you photos, simply log into your CEIVA account and click on the “Invite a Buddy” icon. You’ll have the opportunity to enter up to 5 names and e-mail addresses at a time. We'll send your family and friends an invitation (from you) to join CEIVA (which is FREE). Once they've become a member, we'll automatically add them to your CEIVA Digital Photo Receiver's Guest List. There's no limit to the number of times you can use the "Invite A Buddy" feature, and the more guests you have, the more pictures you can expect!

If you DO NOT have access to a computer:

Invite your friends and family who do have Internet access to register as members at www.ceiva.com (it’s free!). After they've completed the brief registration process, have them inform you of their “Sign-In ” name. Call the CEIVA Customer Care Team at 1-877-MYCEIVA to add your family and friends to your CEIVA Digital Photo Receiver's "Guest List". It takes just a minute, and when you’re finished, your Guests will have permission to send pictures to your CEIVA Digital Photo Receiver.

Visit our website at www.ceiva.com for a complete overview of all the wonderful features available to you!

What Do The Buttons Do?

White Button – The white button on the back of the CEIVA Receiver performs a variety of functions. **To start the slide show,** press down on the button until the message "You can let go now to start the slide show" is displayed on the screen. **To force a connection** and retrieve pictures from your Receiver's In-Box, simply press down on the button until the message, "You can let go now, I'm connecting" is displayed on the screen. **To stop the slide show** on your favorite picture, simply press the button once when the picture you are looking for is displayed. This will also display the picture sender's information on the screen for a moment. Your CEIVA Receiver has been set to automatically return to the slide show mode after 2 minutes. This setting may be turned off or adjusted at the CEIVA website.

Black Button – The black button on the back of the CEIVA Receiver adjusts the brightness setting of your CEIVA Digital Photo Receiver's screen. Pressing the black button will display a "brightness bar" on the left side of the Receiver's screen. Press and release the black button to advance to the next setting, or to turn your CEIVA Receiver off. Pressing the button once after the screen is dark will turn the screen back on. Holding down the black button will allow you to scroll through the brightness settings.

Advanced Features of the CEIVA Digital Photo Receiver

So far we have discussed the basic features and functions of the CEIVA Digital Photo Receiver, however your CEIVA Receiver can do much more. To learn about the advanced features of your CEIVA Receiver, read on!

The New and Improved CEIVA Digital Photo Receiver has many new features that will add to your viewing pleasure. To access these features, gently push in on the "button tray" on the front of your Receiver, just below the image screen. The tray will slowly glide open, and reveal the buttons which are displayed in the above diagram. Instructions on the next pages explain its functions.

The "Advanced Features" of your CEIVA Digital Photo Receiver allow you to make use of a variety of functions directly from your Receiver. The following page will describe each feature in detail. Please note that while making use of the "Advanced Features" of your CEIVA Receiver you will view the following on screen displays both at the top and bottom of the Receivers screen.

Advanced Features
(continued)

ACTION BAR

The Action Bar is displayed at the top of the Receiver's screen anytime an action such as Deleting, Locking or Ordering a print is requested. Simply answer "Yes" or "No" to the question displayed on the Receiver's screen to confirm or deny the action requested. **Please note:** Any action performed on the CEIVA Reciever will overide any action requested on the website (e.g. A picture marked for deletion at the CEIVA website will not be Deleted if the the picture is currently Locked at the CEIVA Reciever). The CEIVA Tip Of The Month (located in the 31st slot of your Receiver) may not be Deleted. Additionally, Prints may not be ordered of any CEIVA Content Channel at this time.

INFO BAR

The Info Bar is displayed at the bottom of the Receiver's screen, and displays a variety of information. The name of any CEIVA member whom you have approved on your CEIVA Receiver's "Guest List" will appear on the left side of the Info Bar. Additionally, the number of each of the 30 images displayed on your CEIVA Reciever is displayed on the left side of the Info Bar. The icon of any action performed (such as Lock, Delete or Order A Print) of an image will be displayed on the right side of the Info Bar.

ON-SCREEN ICONS

This icon is displayed in the right corner of the "Info Bar" when a picture on the Receiver has been marked for deletion. This action will be performed the next time your CEIVA Reciever dials into the CEIVA Network.

This icon is displayed in the right corner of the "Info Bar" when a print order has been placed. This action will be performed the next time your CEIVA Reciever dials into the CEIVA Network. **Please note:** canceling a Print Order of a specific picture does not cancel any remaining print orders which may have been placed.

This icon is displayed in the right corner of the "Info Bar" when a picture on the Receiver has been locked. A locked picture can only be deleted once it has been unlocked or the "Delete" action is performed on it.

Advanced Features
(continued)

PREVIOUS
The “Previous” button enables you to manually scroll through pictures in reverse order on your CEIVA Receiver. Press the button once to reverse to the previous picture. Continue to press and release the button until you reach the photo you are searching for. Pressing and holding the button down will resume the automatic slide show in reverse order.

NEXT
The "Next" button enables you to manually scroll through pictures in a forward direction. Press the Next button once to advance to the next picture. Continue to press the button until you reach the photo you are looking for. Pressing and holding the button down will resume the automatic slide show.

Note: Using the “Previous” and “Next” buttons will stop the slide show mode for a brief time. Your CEIVA Receiver will automatically resume the slide show ater 2 minutes. The amount of time your CEIVA Receiver waits before resuming the slide show may be adjusted in the Receiver Settings area of the website.

PRINT
Push the “Print” button when you see a photo displayed on your CEIVA Receiver that you would like to order a traditional print of. Simply follow the on-screen questions to confirm your order. The next time your Receiver dials into the CEIVA Network, your order will be placed. If you change your mind, you may cancel your order by scrolling through your pictures until you locate the picture you ordered. Push the "Print" button again and follow the on-screen instuctions to cancel your order. Remember that once your Receiver dials into the CEIVA Network, your order will be processed. Please allow 5-7 days to receive your picture in the mail. Please note that your Receiver must be "print enabled" at the CEIVA website to be able to place print orders.

If you received your CEIVA Digital Photo Receiver as a gift, the person who gave it to you may have already enabled the print function.

CEIVA Prints are competitively priced. Check the website or call Customer Service to see our current prices.

LOCK
The “Lock” button assures that a favorite picture isn’t deleted from the slide show on your CEIVA Receiver as new pictures are added

Advanced Features
(continued)

each evening. To lock a picture, scroll to the picture you wish to lock, then press the “Lock” button. The "Action Bar" will be displayed at the top of your Receiver’s screen. Simply press the "Yes" button to Lock the desired picture, or "No" to cancel your request. Pressing "Yes" will confirm your request and will display the "Info Bar" at the bottom of the Receiver’s screen. A padlock icon in the right corner of the "Info Bar" indicates you have now successfully locked this picture. To unlock the picture, simply press the "Lock" button (once the picture is displayed on the Receiver’s screen) and answer the "Action Bar" question at the top of the screen.

DELETE

Pushing the “Delete” button will allow you to remove a picture from your CEIVA Receiver’s slide show. Push the “Delete” button when you see the picture you would like to delete. The "Action Bar" will be displayed at the top of your Receiver’s screen. Simply press the "Yes" button to Delete the desired picture, or "No" to cancel your request. Pressing "Yes" will confirm your request and will display the "Info Bar" at the bottom of the Receiver’s screen. A trash can icon in the right corner of the "Info Bar" indicates you have now successfully marked this picture for deletion. To cancel your request, simply press the "Delete" button again, and answer the "Action Bar" question at the top of the screen. Once a picture has been marked for deletion, it is immediately removed from the slide show rotation. Canceling the "Delete" request will once again replace the picture in slide show rotation.

YES / NO BUTTONS

The Yes / No buttons allow you to confirm or deny any Advanced Feature actions of the the CEIVA Digital Photo Receiver. Simply press the appropriate button to answer the on-screen question posted in the "Action Bar" at the top of the Receiver’s screen.

Note: Content Channels cannot be deleted, printed or locked directly from your Receiver. You may change your CEIVA Content Channel selection at any time by logging into your account at www.ceiva.com or by calling the CEIVA Customer Care Team at 1-877-MYCEIVA. The CEIVA Tip Of The Month, which occupies the 31st slot is an information service provided to you as a CEIVA Receiver owner. Designed to keep you informed of new features and options available to you, the CEIVA Tip Of The Month cannot be deleted.

Sending Photos

Anyone who has access to the Internet can send pictures to you. Remember you must first give them permission by adding their CEIVA sign-in name to the Guest List of your CEIVA Receiver. This safeguards your CEIVA Receiver against any "spamming" or unauthorized photos being sent to you. When you register your CEIVA Digital Photo Receiver (or if someone registered it for you) your sign-in name is automatically added to the Guest List of your own Receiver.

Once a sender is a member at www.ceiva.com, sending photos is easy:

- They (or you) simply go to the CEIVA website, log in, and click on "Send".
- Choose from images already stored on the CEIVA website, or upload new photos from the sender's computer.
- CEIVA members without a CEIVA Receiver may store 50 pictures on the website (members with a CEIVA Receiver may store up to 1,050 pictures per Receiver), and rotate them for future sending and re-sending. The CEIVA website offers many wonderful features when sending pictures, such as the ability to customize pictures, store pictures in your own online albums and create special messages for friends and family members with CEIVA Receivers.

We encourage all those interested in sending pictures to go to www.ceiva.com to learn about all the amazing features available to you both when sending and using your CEIVA Digital Photo Receiver.

Neat Things To Do for Senders!

If you love receiving photos on your Ceiva, and have a computer, here are some neat things you can do when you send photos to other Receivers.

If you don't have a computer, you may want to suggest some of these ideas to the family and friends who send photos to you.

Create Postcards

Have fun making postcards to send to family and friends, complete with borders, colors, messages and more!

Send Greeting Cards

What better way to say hello than with CEIVA? You can send the perfect Greeting Card at any time for any occasion!

Order prints, mugs, magnets...

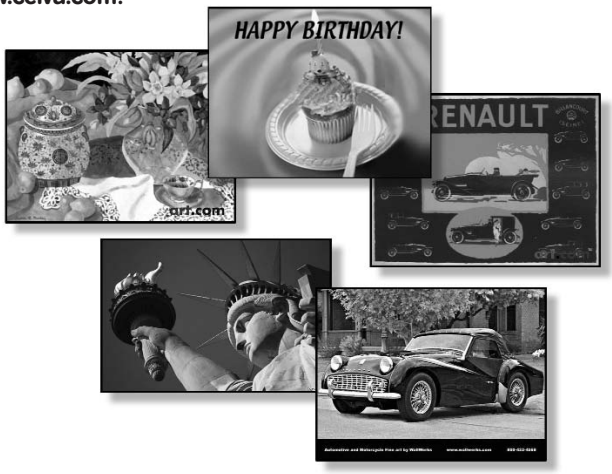
Using CeivaPrints, you can order different sized prints, magnets, puzzles, mugs and keychains... all with your favorite photos on them! You can also order by calling 1-877-MYCEIVA.

ceiva™ prints

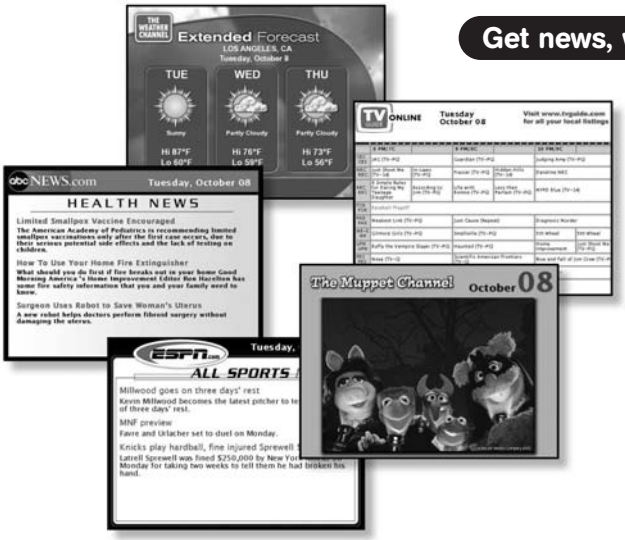
Neat Things To Do for Receivers!

Use our online Galleries

You'll find a great selection of perfect ready-made images, artwork, and cards to send to others... all within our gallery section at www.ceiva.com!



Get news, weather, sports...



...and more! Select free channels and you'll receive daily updates on things of interest to you, even stuff for kids!

You can also order content channels by calling 1-877-MYCEIVA.

Frequently Asked Questions

About Your CEIVA Digital Photo Receiver

Note: FAQ's are also available on-line at help.ceiva.com and are updated on a regular basis.

What do I need to use my CEIVA Digital Photo Receiver?

To use your CEIVA Digital Photo Receiver, you will need a standard AC power outlet, and a working "analog" phone line. Make use of the provided dual jack splitter if necessary. Remember, a subscription to the CEIVA Network is necessary so that your CEIVA Digital Photo Receiver may receive photos.

Who can send photos to my CEIVA Digital Photo Receiver?

With the owner's permission, anyone with Internet access can send pictures to a CEIVA Digital Photo Receiver from anywhere in the world. Remember, anyone sending pictures must sign up for a FREE membership at CEIVA. The member's sign-in name is then put on the "Guest List" of your CEIVA Receiver, allowing them to send you pictures. The free membership also allows members to store up to 50 pictures in on-line albums, customize pictures, add captions and messages.

How do I care for my CEIVA Digital Photo Receiver?

Dust regularly with a clean, soft, dry cloth. Do not spray liquids directly onto your CEIVA Digital Photo Receiver. Do not submerse the CEIVA Digital Photo Receiver in water, or use your CEIVA in any location where it may become wet.

How do I control the picture "on" and "off" times?

Adjusting your CEIVA Digital Photo Receiver's automatic on and off times may be done by logging into your account at www.ceiva.com, and selecting the "Receiver Settings" option. Once you have selected the desired times, remember to click on "Update Receiver" to confirm your changes. To turn the LCD screen of your CEIVA Receiver "on" or "off" now, simply press the black button on the back of your Receiver until the screen is dark. To turn the LCD screen on, simply press the black button again.

Note: If you've selected to have your CEIVA Digital Photo Receiver's display turned off during the night hours, your CEIVA Receiver will still dial into the CEIVA Network to receive new pictures and update selected Content Channels. It should also be noted that when the LCD screen is on, the back of the CEIVA Digital Photo Receiver may be warm to the touch.

Frequently Asked Questions
(continued)

How many pictures are stored on my CEIVA Digital Photo Receiver?

Your CEIVA Digital Photo Receiver can store up to 30 images at a time. Images can be actual pictures or Content Channels you have selected for your CEIVA Digital Photo Receiver. If you scroll through the slide show manually (by pressing and releasing the white button on the back of the CEIVA Digital Photo Receiver), you will see the "CEIVA Tip of the Month" image. This image sits in the 31st slot of your CEIVA Digital Photo Receiver, and may only be viewed when scrolling through the slide show manually. The Tip Of The Month cannot be deleted.

What if my CEIVA Digital Photo Receiver didn't update last night?

If your CEIVA Digital Photo Receiver did not successfully connect to the CEIVA Network last night, please allow for a second evening's dial-in attempt. Connection problems are usually due to heavy Internet traffic, or temporary phone network problems, which in almost all cases resolve themselves within 24 hours.

Your CEIVA Digital Photo Receiver has been designed to retry its call to the Ceiva Network periodically when a connection attempt has failed. If you would prefer not to wait, you may press and hold down the large white button until your CEIVA Digital Photo Receiver displays the message "You can let go now, I'm connecting. To cancel, press my button again."

Can I use the CEIVA Digital Photo Receiver in my office?

The answer is yes, however there is one requirement. Your office must have an analog phone line which the CEIVA Digital Photo Receiver can make use of. If your office uses a digital phone system, your CEIVA Receiver can share the same phone line your fax machine uses, as this will be an analog phone line. If a dialing prefix, such as dialing a 9 or 8 is needed to access a dial tone, it will be necessary to adjust your Receiver Settings to reflect this dialing requirement.

Frequently Asked Questions
(continued)

Q Can I use DSL, Ethernet or current ISP to connect my CEIVA Digital Photo Receiver?

Currently, the CEIVA Digital Photo Receiver will connect to the CEIVA Network using only a standard analog telephone line. The CEIVA Digital Photo Receiver operates much like a fax machine, and anywhere a fax machine works, the CEIVA Receiver will work. Nearly all homes in the U.S. employ analog phone lines, although a rare few use PBX systems (digital phone systems) for multiple lines and home office purposes. However, even in these instances, analog lines are often provided for the support of fax machines.

Please Note: If you are using a telephone line with DSL installed, the CEIVA Digital Photo Receiver must be plugged into a DSL filter (just like your phone) to work properly.

Never plug the CEIVA Receiver into a Digital Phone jack. If you have questions regarding the type of phone service used in your home or office, please contact your local phone company.

Q How do I Delete or Lock pictures that are displayed on my CEIVA Digital Photo Receiver?

Gently push in on the button tray located on the front of the Receiver. Using the Next or Previous buttons, locate the picture you wish to Delete or Lock. Once you have located the picture, press the button of the action you wish to perform. Then simply use the Yes or No button to answer the on screen instructions.

Q How do I order prints directly from my CEIVA Digital Photo Receiver?

Gently push in on the button tray located on the front of the Receiver. Using the Next or Previous buttons, locate the picture you would like to order a print of. Push the Print button and answer the on screen questions. If you wish to cancel the print order for a specific picture, first locate the picture and press Print. Then simply answer the on screen questions to cancel the order. Remember that once your CEIVA Reciever has dialed into the CEIVA Network, the order has been placed and cannot be canceled.

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Frequently Asked Questions
(continued)

ABOUT YOUR CEIVA DIGITAL PHOTO RECEIVER AND DIALING

Q What happens if I am using the telephone or pick up the telephone handset when my CEIVA Digital Photo Receiver is trying to retrieve pictures?

In the event that you are using the phone when the CEIVA Digital Photo Receiver tries to dial out, or you pick up the telephone receiver while the CEIVA Digital Photo Receiver is using the phone line to retrieve pictures, your CEIVA Receiver will cancel its attempt, and retry again later. Depending on when this happens, your CEIVA Digital Photo Receiver may wait until the following night before it retrieves new pictures. To update your pictures right away, press and hold the white button on the back of the CEIVA Digital Photo Receiver until the following message is displayed on the screen "You can let go now, I'm connecting. To cancel, press my button again."

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ABOUT YOUR ACCOUNT AND REGISTRATION

Q What happens if I move?

When you move your CEIVA Digital Photo Receiver to a new location (different area code or phone number), you should first (before moving), update your telephone information at your CEIVA Home Page under the "Receiver Settings" option.*

Once your new telephone number is entered into your "Receiver Settings" (remember to click on "update" before leaving the "Receiver Settings" area), simultaneously press and hold the black and white buttons on the back of your CEIVA Digital Photo Receiver. Once the screen is dark, release the buttons and allow the CEIVA Digital Photo Receiver to dial into the CEIVA Network to update its account information. Once you have completed this, do not dial in the CEIVA Digital Photo Receiver again, until it is plugged in at your new location.

***If you don't know your new phone number before moving, contact the CEIVA Customer Care Team, and they'll be glad to lend a hand.**

Troubleshooting

Your CEIVA Digital Photo Receiver

Perform the following checks to help troubleshoot this problem:

The CEIVA Digital Photo Receiver doesn't seem to dial-in to retrieve pictures.

- Make sure the phone line is securely plugged into the wall jack, as well as the back of the CEIVA Digital Photo Receiver, and that both plugs are free of dust and debris.
- Check "Receiver Settings" located on your CEIVA account home page to make sure the correct location phone number is entered.
- Make sure the phone line is not being used by another device at the same time (fax machine, answering machine, etc.).
- Check to make sure there is no delay in establishing a dial tone on your phone line.
- Check to make sure the CEIVA Digital Photo Receiver's modem is working by forcing a connection to CEIVA. To do this, press and hold the white button on the back of the CEIVA Digital Photo Receiver, until the connection message ("You can let go now, I'm connecting. To cancel, press my button again") is displayed. When the dial-in bars appear at the bottom of the screen, pick up the handset of another phone that is on the same phone line as the CEIVA Digital Photo Receiver. Listen for dialing sounds or the sound of the modem trying to connect. The sound is very similar to that of a fax machine connecting, or when a computer is trying to connect to the Internet.

The CEIVA Digital Photo Receiver turns off after a few minutes of operating.

- Make sure the CEIVA Digital Photo Receiver is properly plugged in to an active outlet. Check "Receiver Settings" at the CEIVA web site to verify the "turn on and turn off" times for your CEIVA Receiver. Press the black button on the back of the CEIVA Digital Photo Receiver a few times to make sure the CEIVA Digital Photo Receiver has not defaulted to the "lights out" mode.

Why don't the pictures scroll?

- Press the white button on the back of the CEIVA Digital Photo Receiver until you see the message that reads, "You can let go now to start the slide show, or keep holding to connect."

How do I stop the pictures from scrolling?

- To stop the slide show, press the white button on the back of the CEIVA Digital Photo Receiver once. Your CEIVA Digital Photo Receiver will continue to display the current picture, until you restart the slide show (see Pictures won't scroll, above) or advance to the next picture by manually pressing the white button once.

Troubleshooting
(continued)

The CEIVA Digital Photo Receiver's screen is dark.

- Make sure the power supply is securely plugged in to the back of the CEIVA Digital Photo Receiver, as well as a working power outlet. You'll want to make sure the outlet you have selected is not a "switched outlet" (controlled by a light switch). Press the black button on the back of the CEIVA Digital Photo Receiver a few times to assure the CEIVA Receiver is not in the "lights out" mode.

The CEIVA Digital Photo Receiver displays an error message

If the CEIVA Digital Photo Receiver is having difficulties performing its dial-in connections to the CEIVA Network, it will display a variety of "error messages". Here are a few things you'll want to check.

- Make sure the phone number in your "Receiver Settings" (located on your CEIVA Home Page), matches the actual location from where the CEIVA Digital Photo Receiver is dialing from.
- Make sure there is a variety of dial-in numbers (3 different local dial-in numbers are preferred) in your "Receiver Settings" section. (Note: Toll Free accounts will only have one number.)
- Verify that all connections to the CEIVA Digital Photo Receiver and wall outlets (both power supply and phone line) are securely plugged in.
- Make sure there isn't anything unnecessary in the "Dialing Prefix" (located in your "Receiver Settings") of your CEIVA Digital Photo Receiver's account (e.g. a 1, 9, 7 etc.). For example: If the "Dialing Prefix" in your CEIVA Digital Photo Receiver's account had a 9 in it, your CEIVA Digital Photo Receiver would try to dial 9, 515-000-0000. If your phone system doesn't need a 9 to access a dial tone, this would of course be too many numbers, and be the cause of a failed connection attempt.

Need more assistance?

If you have a computer, take a few minutes to access CEIVA Care Support, our web site's "help" section which is located at help.ceiva.com. CEIVA Care Support was designed with your time in mind, providing fast and easy to understand answers to all your questions. It's a wonderful and powerful resource that is available 24 hours a day, everyday of the year. Loaded with information about the CEIVA Digital Photo Receiver, the "help" library is a wealth of information and ideas. Or, you can reach the CEIVA Customer Support Team via e-mail at support@ceiva.com. If you don't have a computer, the CEIVA Customer Support Team is available to lend a helping hand. They can be reached by dialing 1-877-MYCEIVA.

The Fine Print

WARNING STATEMENT
(CFR47,§15.105,§15.21,and§15.27)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures with respect to radios or televisions: • Reorient or relocate the receiving antenna. Increase the separation between the equipment and Receiver. Connect the equipment into an outlet on a circuit different from that to which the Receiver is connected. Ensure that card mounting screws, connector attachment screws and all ground wires are secured and tight. Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by CEIVA Logic, Inc. could void the user's authority to operate the equipment. This product was FCC certified under test conditions that included the use of shielded I/O cables and connectors between system components. To be in compliance with FCC regulations, the user must use shielded cables and connectors and install them properly.

Warning About WaterProximity

Do not use this product where it could be splashed or fall into water; for example, near a bath tub, wash bowl, kitchen sink, laundry tub, or near a swimming pool.

LIMITED WARRANTY
Warranty Coverage

THIS IS TO CERTIFY that the CEIVA photo display product, Model Number LF2003 (hereafter referred to as the "CEIVA Product") is warranted to be free of all defects in material and workmanship for ninety (90) days from the date of purchase, if proof of purchase is presented within the warranty period to the manufacturer, CEIVA Logic, Inc. ("manufacturer".) Within the period of this warranty, manufacturer is obliged to authorize repair to any part proving defective in material or workmanship, excluding the CEIVA Receiver and glass, or replace the CEIVA Product. Repair service center(s) can be located by calling 1-877-MYCEIVA. Expenses related to replacing or repairing a defective part under this warranty will be assumed by manufacturer except for the following expenses, which will be assumed by the buyer: cost of transporting the product to our service center, including all packaging which adequately protects the CEIVA Product. Manufacturer's sole obligation under this express warranty shall be, at manufacturer's option and expense, to repair the defective product or part, deliver to buyer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, manufacturer may, in its sole discretion, refund to buyer the purchase price paid for the defective product. All products that are replaced will become the property of manufacturer. Replacement parts may be new or factory refurbished "like new" parts. Manufacturer warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

What This Warranty Does Not Cover

This warranty does not apply to any defects caused by negligence, misuse, accidents, acts of God, commercial use, modification to any part of the CEIVA Product, including A/C adapter, CEIVA Receiver, glass or telephone cable, or accessories. This warranty does not apply to improper operation or maintenance, connection to improper electrical supply, or attempted repair by anyone other than a facility authorized by manufacturer to service the CEIVA Product. This warranty is invalid if the factory applied serial number has been altered or removed from the CEIVA Product. This warranty is valid for purchases within the United States only. We reserve the right to make changes or improvements in our products without incurring any obligation to similarly alter products previously purchased.

Buyer's Obligations for Warranty Coverage

The buyer must notify seller or manufacturer of any defect, malfunction, or nonconformity promptly upon discovery. Within 30 days after receiving notice from the buyer, the manufacturer will authorize repair of the CEIVA Product. Improper or incorrectly performed maintenance or repairs by buyer or an unauthorized repair facility voids this warranty. This warranty is effective only if proof of purchase is presented within the warranty period to the seller or manufacturer. We neither assume nor authorize any representative or other person to assume for us any other liability in connection with the sale or shipment of our products. This warranty does not apply to CEIVA Products after the first purchase. Such products are subsequently sold "as is" or "with all faults". Returned products should include a Return Material Authorization (RMA) number or User Service Order (USO) number marked on the outside of

the package, and sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to manufacturer until the returned item is received. The repaired or replaced item will be shipped to buyer, at manufacturer's expense, not later than thirty (30) days after seller or manufacturer receives the defective product. Manufacturer shall not be responsible for software, firmware, information, or memory data of buyer contained in, stored on, or integrated with any products returned to manufacturer for repair, whether under warranty or not.

If the buyer and CEIVA Logic, Inc. disagree over either's performance under the terms of this warranty, the buyer may submit the matter for resolution to the Better Business Bureau: Attention-Dispute Resolution Department. The buyer will not be responsible for expenses incurred in submitting a dispute for resolution under the terms of this paragraph.

The buyer is required to submit any dispute for resolution under this paragraph before pursuing any legal remedies to which he or she may be entitled under federal Magnuson-Moss Warranty Act for breach of warranty. Certain states may allow you to sue without using this informal procedure.

DISCLAIMER OF WARRANTIES

WARRANTIES EXCLUSIVE: IF MANUFACTURER'S PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, BUYER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT MANUFACTURER'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHER-WISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTOR QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NONINFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED.

LIMITATION OF REMEDIES

TO THE FULL EXTENT ALLOWED BY LAW, MANUFACTURER ALSO EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OF PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF MANUFACTURER OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT MANUFACTURER'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

This product may include or be bundled with third party software, the use of which is governed by a separate end user license agreement. This warranty does not apply to such third party software. For the applicable warranty, please refer to the end user license agreement governing the use of such software.

LIMITATION OF DISCLAIMER

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS EXPRESS WARRANTY IS LIMITED TO THE DURATION OF TIME SET FORTH HEREIN AND ALL IMPLIED WARRANTIES FOR MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE TIME OF THIS EXPRESS WARRANTY PERIOD IF THE DISCLAIMER OF THE IMPLIED WARRANTY IS NOT PERMITTED. IF A PROVISION IS DEEMED VOID, THE BALANCE OF THE WARRANTY SHALL BE INTERPRETED TO ACHIEVE THE INTENT OF THE PARTIES. THIS CONTRACT CONSTITUTES THE COMPLETE AGREEMENT BETWEEN THE PARTIES, SUPERSEDING ALL PRIOR WRITTEN AND ORAL AGREEMENTS.

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws. The buyer has the right to bring any action at law or equity to resolve disputes concerning or to enforce the provisions of this warranty. Buyer must bring an action for breach of warranty within fifteen months from

The Fine Print (continued)

delivery of product. The laws of the State of California and applicable Federal laws relating to warranties on consumer goods shall govern this agreement excluding conflicts of laws principles and excluding the United Nations Convention on Contracts for the International Sale of Goods. The manufacturer and buyer consent to the jurisdiction of Federal or State courts residing in California. This warranty gives you specific legal rights, and you may also have other rights that vary from State to State.

EXHIBIT J (F C C PA R T 6 8)

CUSTOMER INFORMATION

This equipment complies with Part 68 of the FCC rules. On the back, in the lower left hand corner of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. You must, upon request, provide this information to your Telephone Company. This equipment uses the following USOC jacks: one RJ11 jack. An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. See Installation Instructions for details. The REN is useul to determine the quantity of devices, you may be connected to the telephone line and still have all those devices ring when your telephone number is called. In most, but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the total RENs, you should contact your local Telephone Company to determined the maximum REN for your calling area. If the terminal equipment, LF2000, causes harm to the telephone network, the Telephone Company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice isn't practical, the Telephone Company will notify you as soon as possible. You will be informed of your right to file a complaint with the FCC. The telephone company may make changes in it's facilities, equipment, operations or procedures that could affect the operation of the equipment, if this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service. If you experience trouble with this telephone equipment, please contact CEIVA Logic Inc. at 1-877-MYCEIVA for information on obtaining service or repair. If the equipment is causing harm to the telephone network, the Telephone Company may request you to disconnect the equipment until the problem is resolved. There are no user serviceable parts in this equipment. This equipment is not hearing aid compatible This equipment may not be used on public coin phone service provided by the Telephone Company. Connection to party line service is subject to state tariffs.

MANUFACTURER, WARRANTOR:

CEIVA Logic, Inc.
214 East Magnolia Boulevard
Burbank, CA 91502

IMPORTANT SAFEGUARDS

When using an electrical appliance basic safety precautions should be followed, including the following:

1. To prevent against the risk of electrical shock, do not put your CEIVA Digital Photo Receiver in water or other liquid.
2. Do not use this product where it could be splashed or fall into water; for example, near a bath tub, wash bowl, kitchen sink, laundry tub, or near a swimming pool.
3. Do not operate any appliance with a damaged cord or plug, or after it malfunctions, or becomes damaged in any manner. Contact CEIVA Support (1-877-MYCEIVA) for proper return and repair or replacement of the CEIVA Receiver.
4. **WARNING:** TO REDUCE THE RISK OF ELECTRICAL SHOCK OR FIRE, DO NOT REMOVE THE BACK PANEL. NO USER SERVICEABLE PARTS ARE INSIDE. REPAIR SHOULD BE DONE BY AUTHORIZED PERSONNEL.

ceiva 2
Digital Photo Receiver

Give a smile a day

Your Account Information

Fill in the blanks to remember important information about your account

_____

My Sign-In Name

_____

My Password

☐ ☐ ☐–☐ ☐ ☐–☐ ☐ ☐–☐ ☐ ☐

Serial Number

My Guest _____

Sign-In Name _____

My Guest _____

Sign-In Name _____

My Guest _____

Sign-In Name _____

My Guest _____

Sign-In Name _____

Notes

Notes

Give a smile a day

"I don't know how we would get by without our CEIVA."
-Cinnamon W.

"I have had my Ceiva for 4 years and absolutely love it! Thanks for making such a great product."
-Greg R.

"My mom is convinced that this is the most wonderful gift in the world! Thanks!"
-Eva M.

"Seldom does a product deliver exactly what it advertises. Yours appears to be the exception. Thank you!"
-Dan G.

ceiva 2™
Digital Photo Receiver

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