

# FRAMES

Frames have always been a feature in the Ripples App, but now with the new release you will be able to add your own custom frames using the Ripples Cloud.

To get started go to <https://my.drinkripples.com> if you don't have a Ripples Cloud User contact us at [support@drinkripples.com](mailto:support@drinkripples.com) \*Have your Ripple Maker Serial Number available

We also have two tutorials that can walk you through everything you need to know about the Ripples Cloud.

[Intro to The Ripples Cloud & Advanced Cloud Tutorial](#)

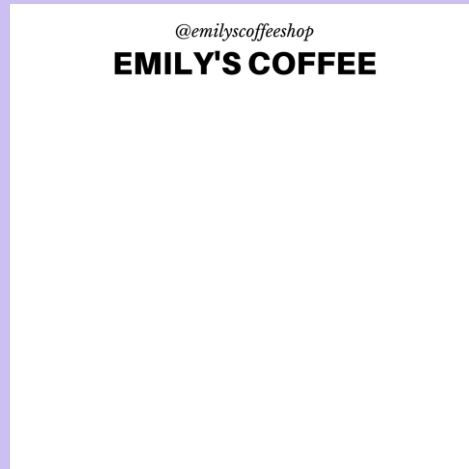
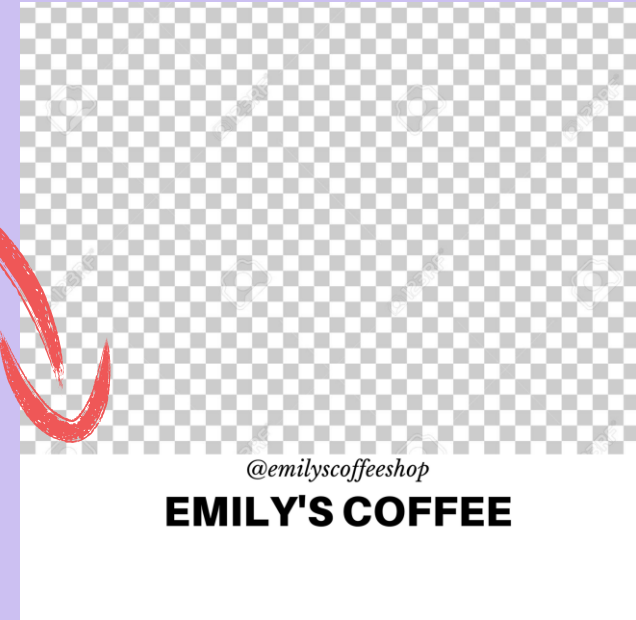


# FRAME GUIDELINES

Image must be a transparent PNG, expect for where the frame is, you need to have a white background for the frame to show up.

You can put your frame wherever you would like! Just make sure you leave space for faces or texts!

Check out important creative guidelines [here!](#)



Download this [template](#) to help center your frames.

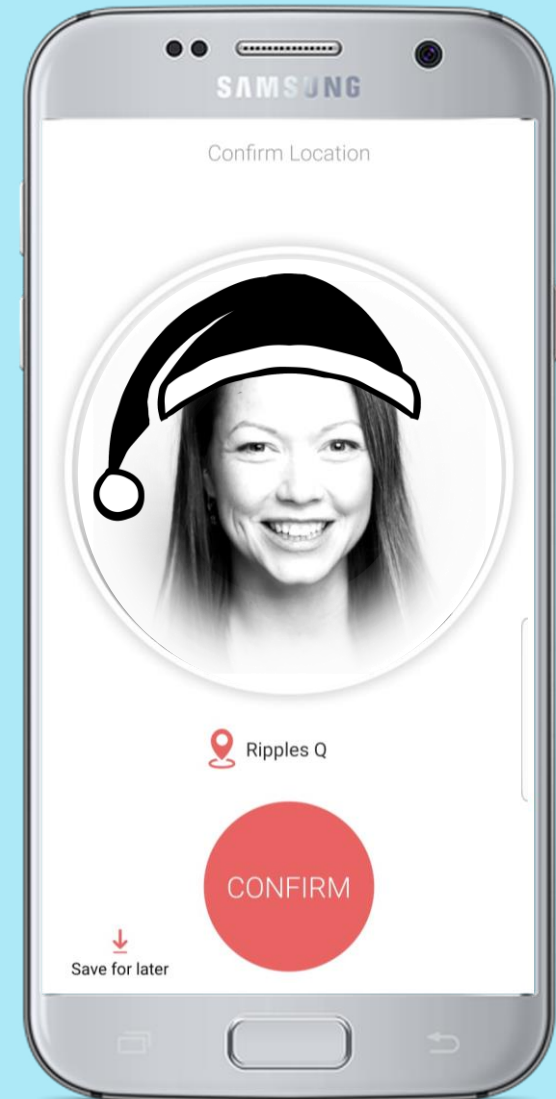
Tutorial for using [Canva](#) & [PS](#).

# CREATIVE WAYS TO ENGAGE YOUR GUESTS

**Add your handles and hashtags to your frames to spread your message and expand your digital presence online!**

**Make sure your logo and branding message is being spread with every printed drink!**

**Fun new way to engage and delight your guests with creative frames like these!**



# FRAME REQUIREMENTS

**Image must be transparent PNG file. Except where the frame is.**

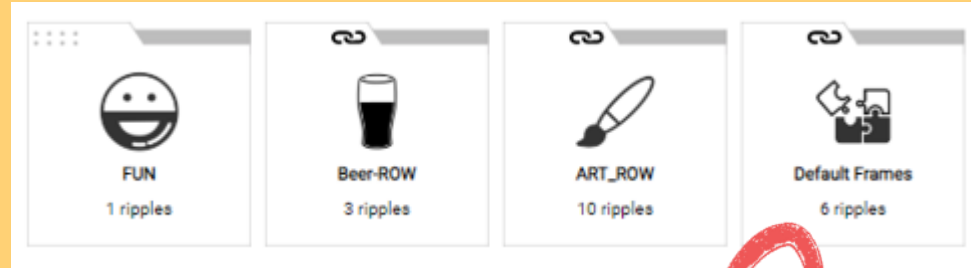
**Image must be 1700x1700 pixels.**

**After uploading new frame will take up to an hour to appear on the Ripples Application.**

**\*please note that you will see in the Ripples App, two dots beside the frame section if you uploaded a frame that isn't transparent.**

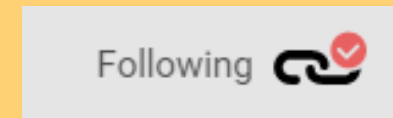


# NEW! RIPPLES DEFAULT FRAMES

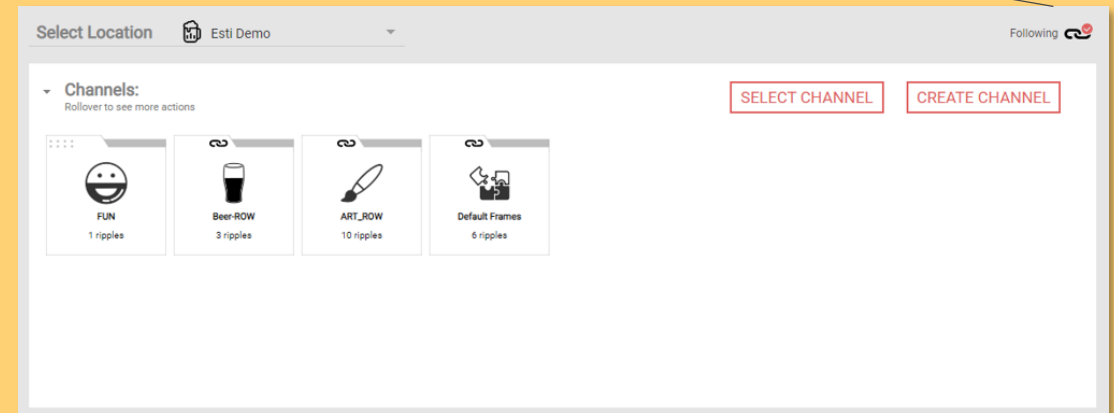


Now like Ripples default content, you will have a new channel of Ripples default frames.

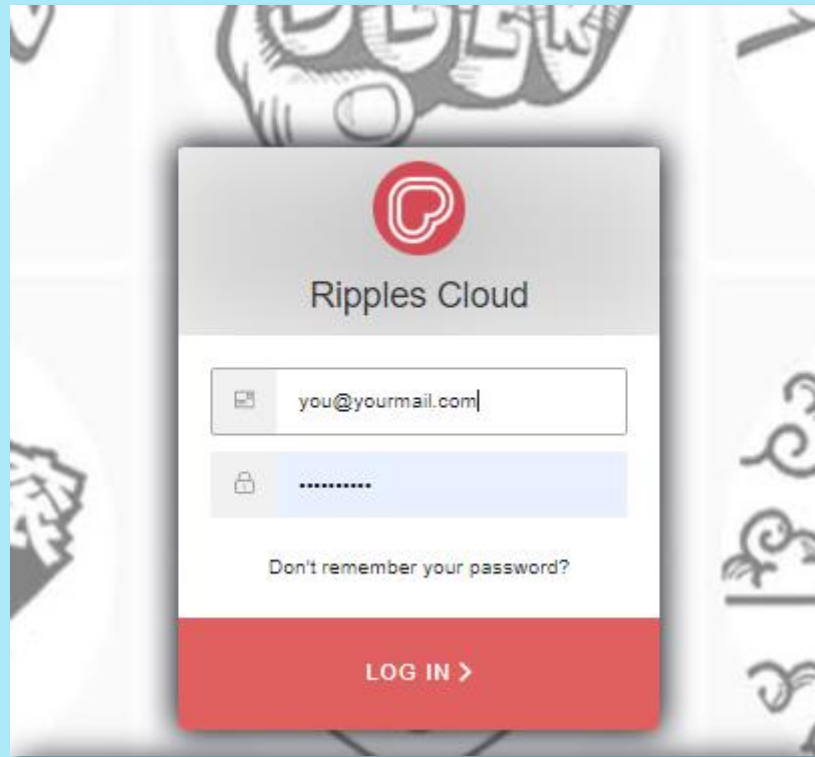
You can choose to follow or un-follow Ripples default content by clicking the link icon.



If you are not following Ripples Default content on your mobile device, you will not receive Ripples Default frames.



# HOW TO CREATE CUSTOM FRAMES

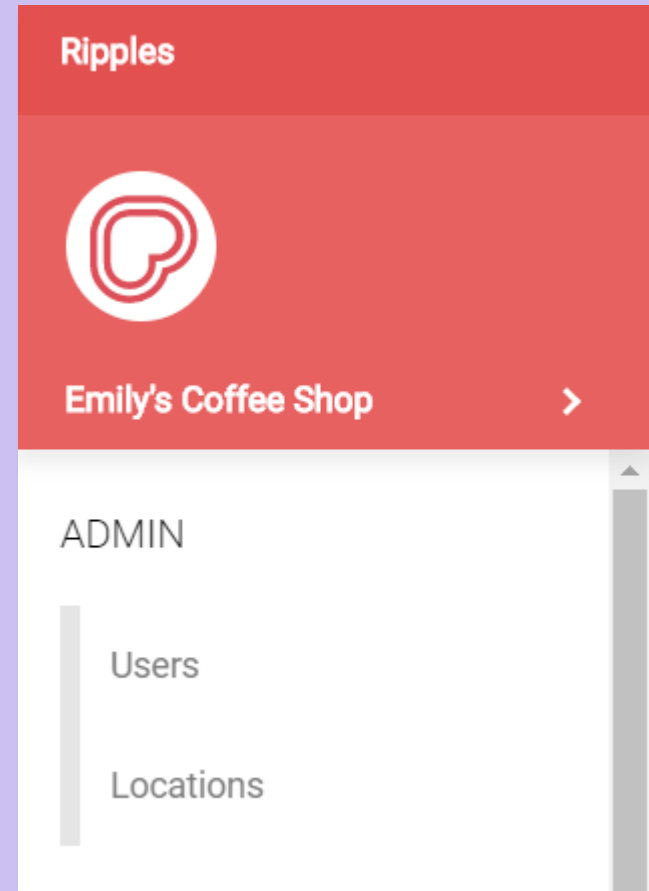


**Our newest feature allows you to upload your own custom frames.**

## **Log into the Ripples Cloud**

**\*if you don't have a user, please contact [support@drinkripples.com](mailto:support@drinkripples.com) and have your Ripple Maker serial number handy.**

**If you have more than one Organization you will have to choose which one.**



ADMIN

Users

Locations

DESIGNS

My Ripples

**My Channels**

DEVICES

Ripple Maker

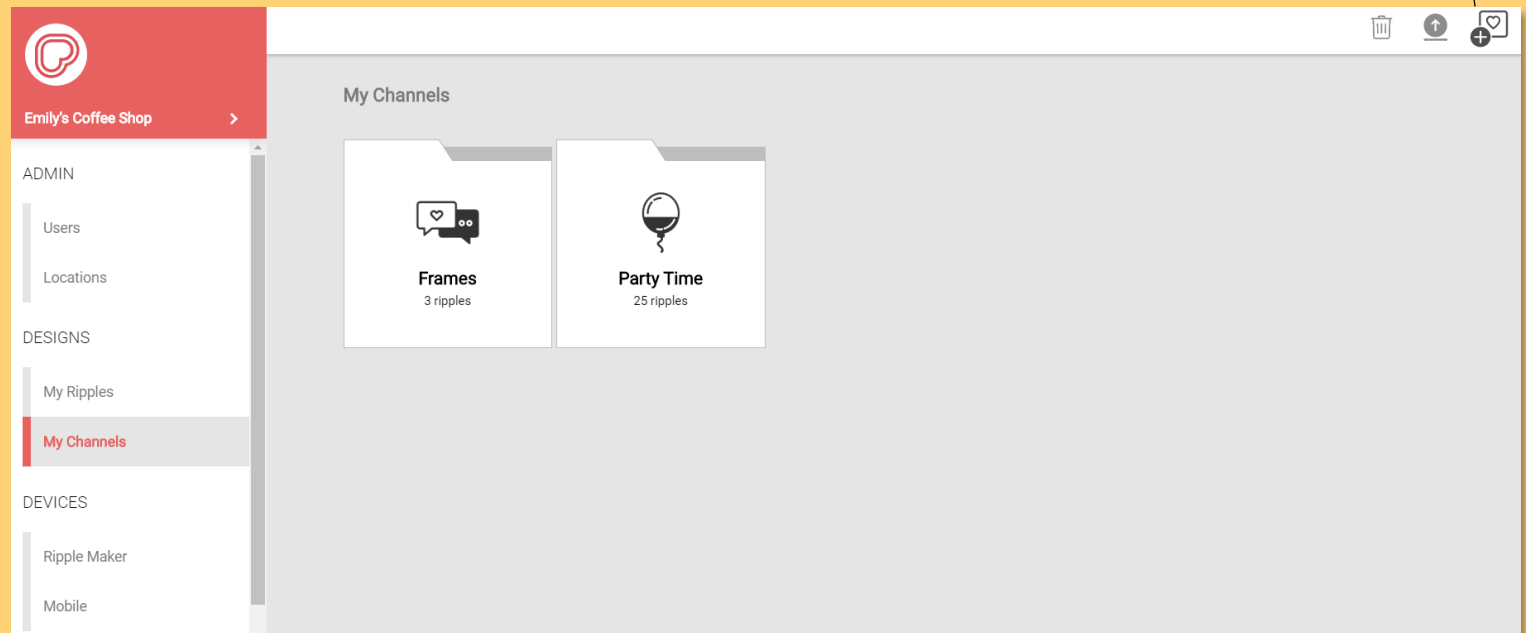
Mobile

HELP

Help Center

1. Click “My Channels”

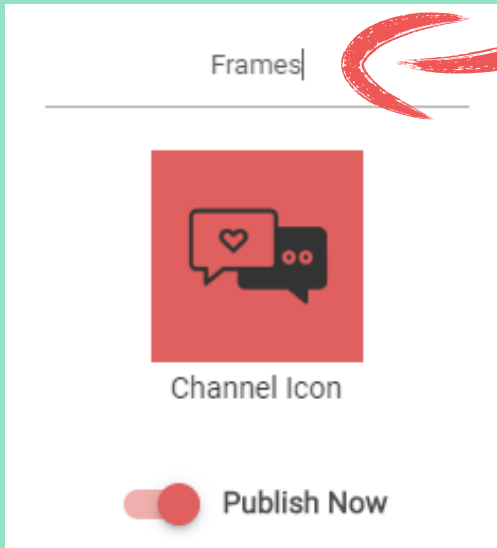
2. Click “Create Channel”



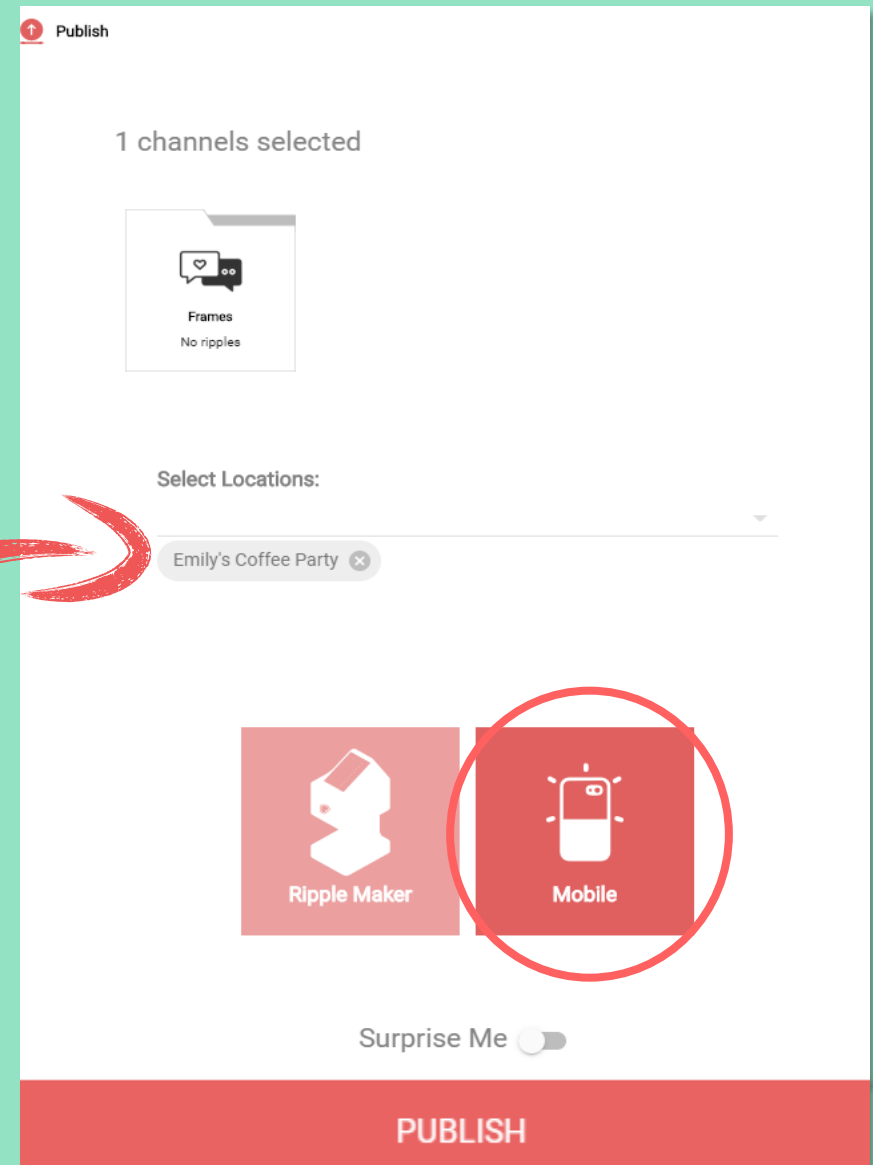


# CREATE A CHANNEL FOR CUSTOM FRAMES

## 3. Name your new channel “Frames”



## 4. Choose the correct location and publish the new frame channel to “Mobile”, not the “Ripple Maker.” (frames only work through the Ripples Mobile Application)



**When uploading the new frames to the frames channel always choose yes to frame & hit upload all.**

 Upload

2 images were selected



Language: English (English)

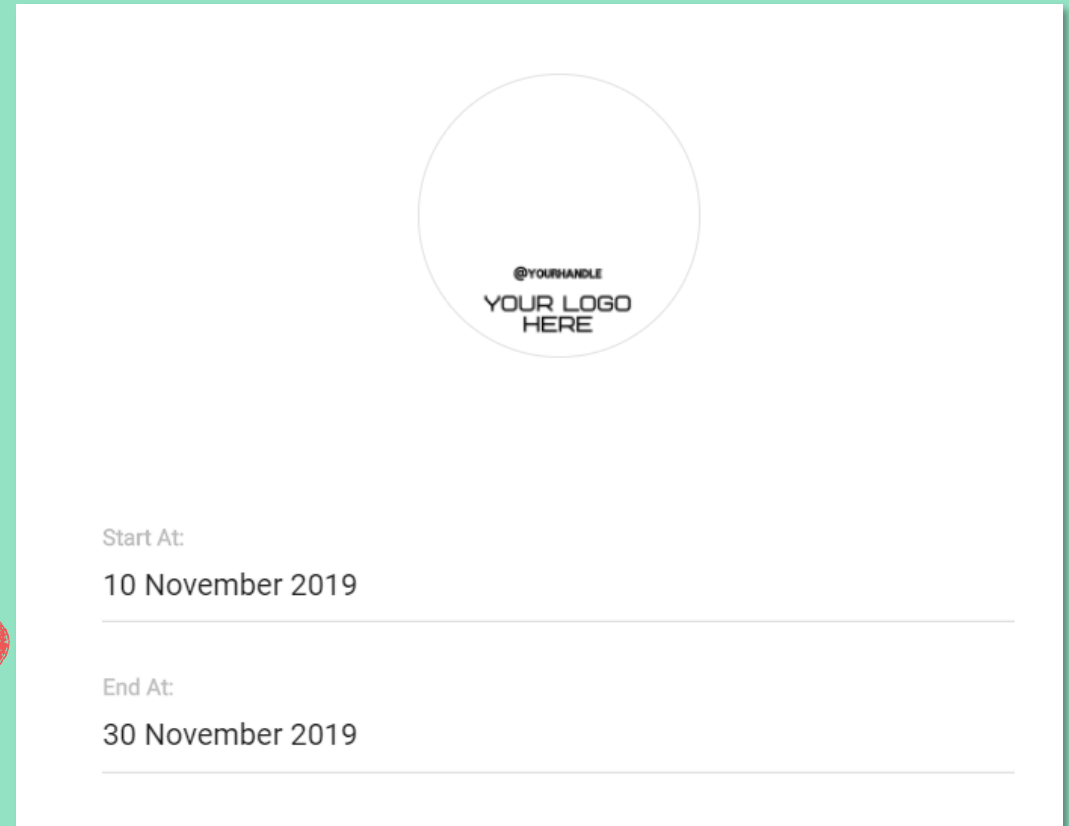
Personalized: YES NO

Frame: YES NO

Tags: spring promo 

UPLOAD ALL

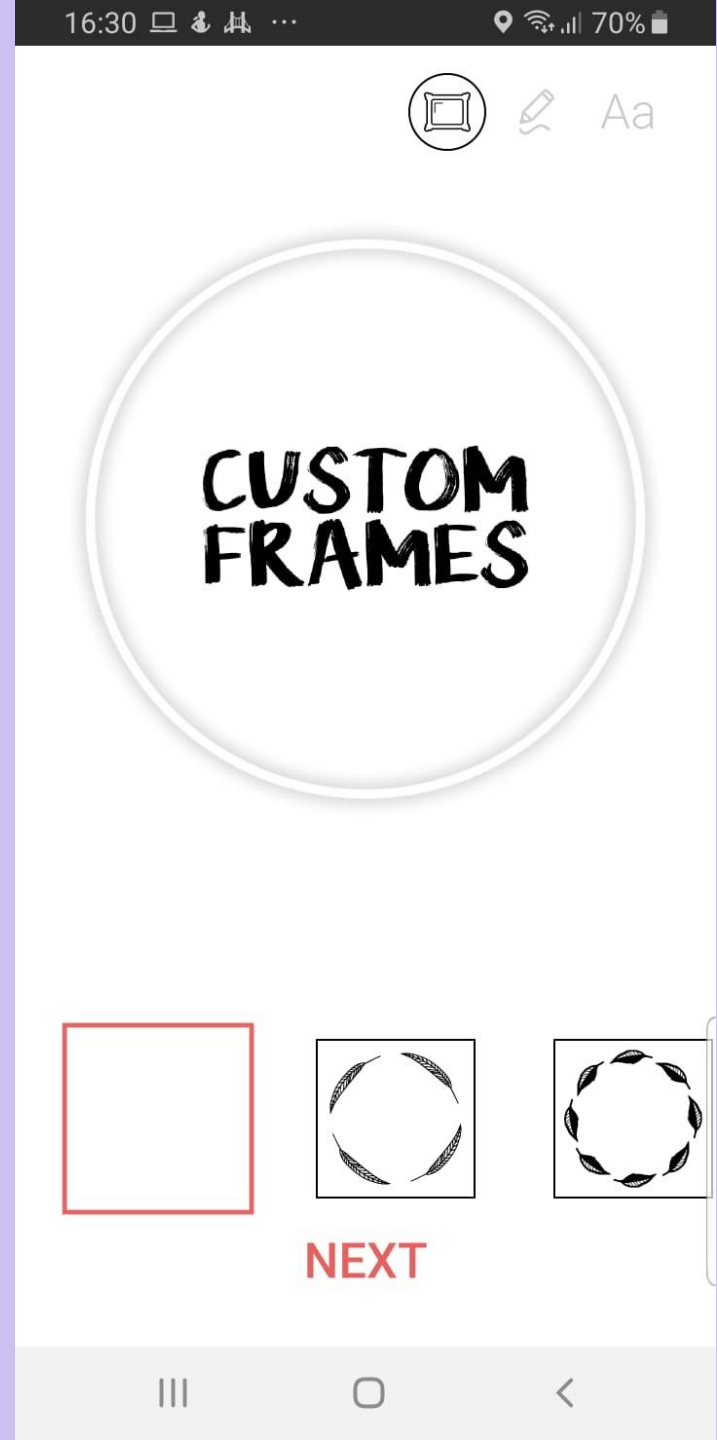
**Choose date range of when you want the frames displayed on the Ripples App.**



A screenshot of the Ripples App interface. At the top center is a circular placeholder for a logo, containing the text "@YOURHANDLE" and "YOUR LOGO HERE". Below this, the "Start At:" field is set to "10 November 2019", and the "End At:" field is set to "30 November 2019". Both fields have horizontal lines below them, indicating they are input fields.

If you would like to have the option to send custom images without a frame, be sure to upload a “blank frame”, that you can download [here](#)

If there is no “blank frame” every custom mobile image sent with a frame.



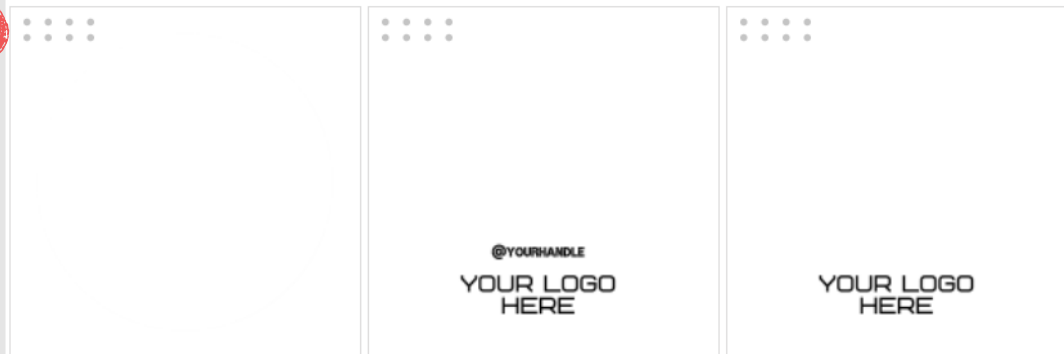
# REARRANGE YOUR FRAMES

1. Click the rearrange button.
2. Click the dots & drag each frame. This is the order that they will appear in the Ripples App.
3. Click the rearrange button when you are done.

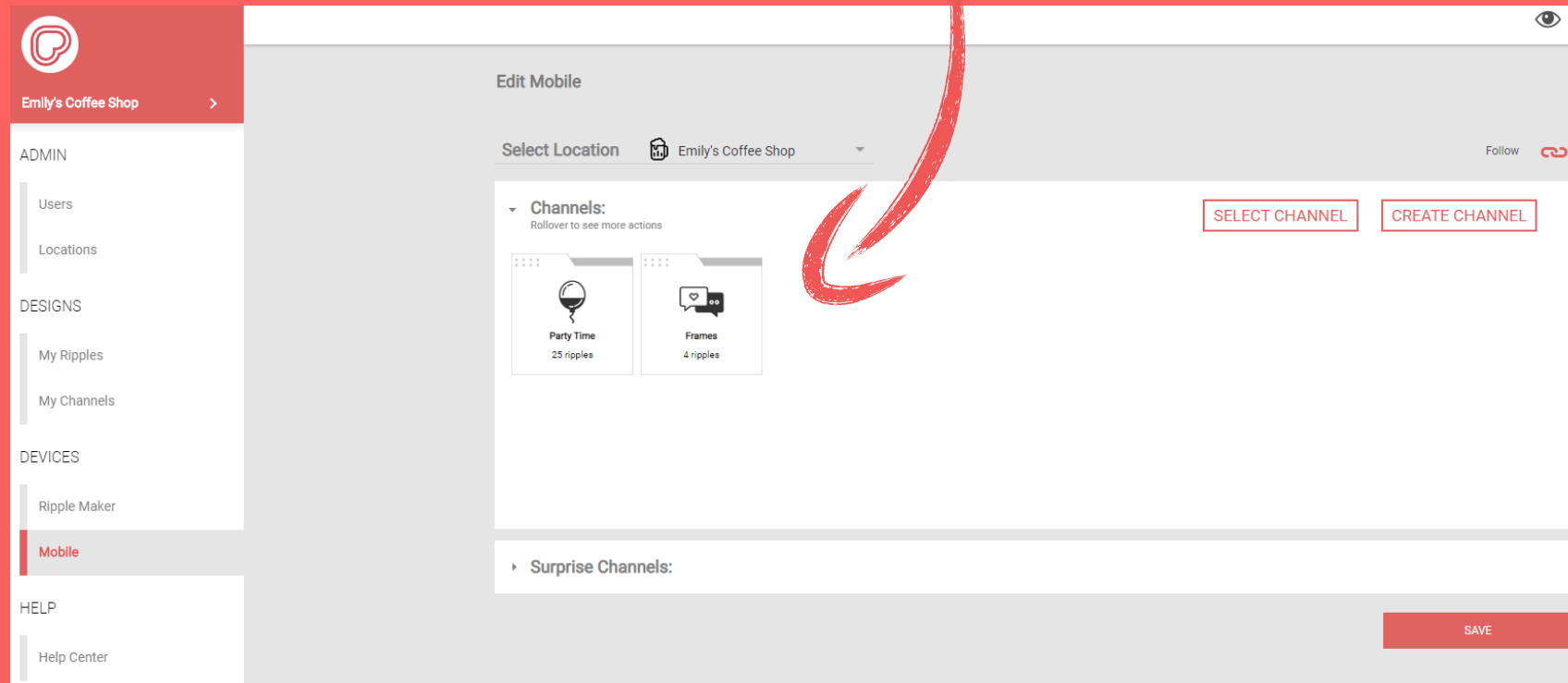


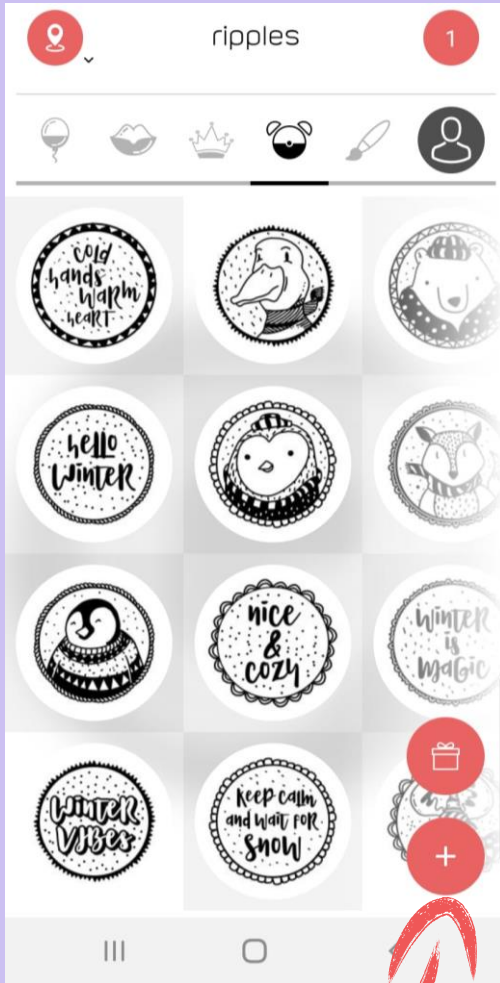
My Channels / Edit

 Frames 

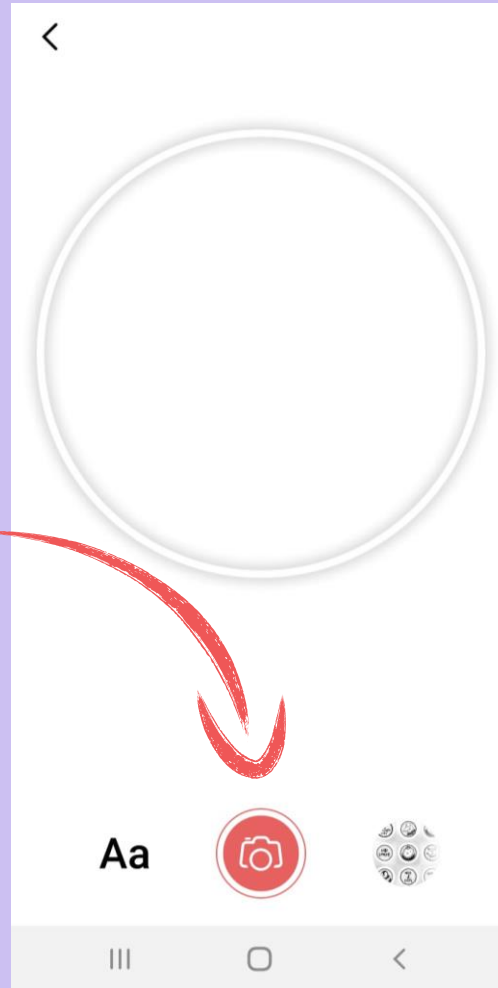


**If you already have custom frames on the Ripples App that Ripples uploaded for you before the update, you will notice that a new channel has been added to your Ripples Cloud with all your previous published custom frames. Feel free to add frames to this new channel or to create a new frame channel!**

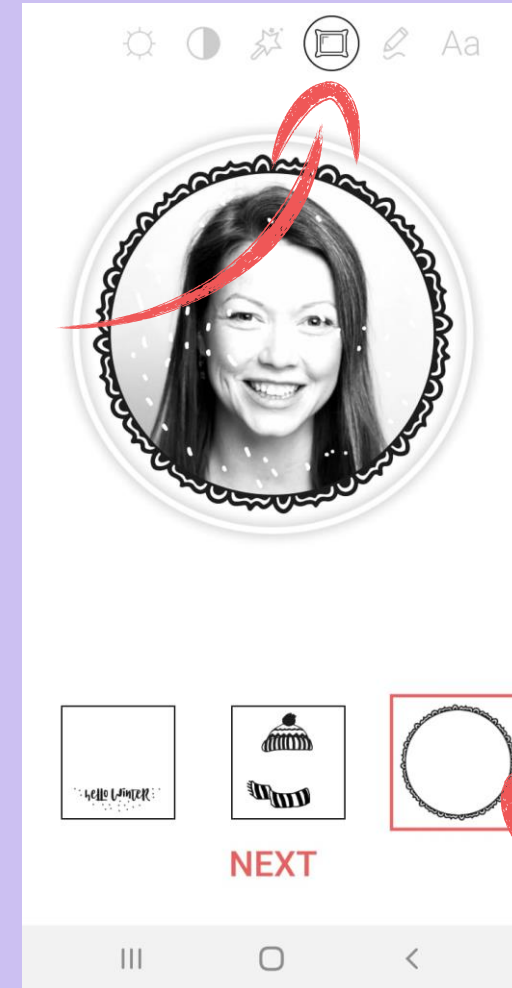




Click the Plus to Send a Custom Image



Choose your camera, library or custom text.



Select frames and choose the best one and tap next to send to the Ripple Maker!

**Q. Do I have to call my frame channel “Frames” for it to work?**

**A. Nope, it just helps me understand where my frames are.**

**Q. Can I have more than one channel for frames?**

**A. Yes, if you have lots of frames make frame channels with themes. e.g. Birthday Frames, Holiday Frames, Sport Frames, Event Frames etc.**

**Q. Can I have upload frames to any channel?**

**A. Yes, just mark the option “yes” to frame when uploading and they will appear as frames in the Ripples App. I like them separate to keep them organized.**



# THANK YOU

If you have any questions please reach out to us at  
[support@drinkripples.com](mailto:support@drinkripples.com)

Check out our other Ripples App tutorials

[How to send Custom Texts](#)

[How to Send Selfies](#)