GemLightbox Pro
User Manual

Scan to watch
the setup video

GemLightbox

Thank You!

At GemLightbox, we've helped over 10,000+ jewelers enter the digital world and we hope to share the same experience with you!

We created the GemLightbox Pro during the pandemic to seamlessly assist the industry into going digital when going digital is the ONLY way forward.

As you take your first GemLightbox Pro photo, we want to say thank you and congratulations! The digital future is now, but together, we will thrive!

Onwards to business resiliency!

The GemLightbox Team

GemLightbox Pro Evolution

2014: Release of GemLightbox
The World's First Smartphone Jewelry Lightbox

2016: Release of GemLightbox Turntable & GemLightbox App
The app created to be used with GemLightbox

2019: Release of GemLightbox Aerial
World's first turntable made for dangle jewelry

2022: GemLightbox PRO
All-in-One GemLightbox

GemLightbox Pro

Bigger, Faster, and Pro lighting

Photography automation captures 1 video and 4 photographs in one click!

GemLightbox Pro

GemLightbox Front

Removable lid to reveal top shooting angle

Removable Reflector

Power Button

GemLightbox Back

Switch between manual and GemLightbox app control.

Power

Power Socket
Plug in power cable here.

Slow

Slow Mode
Turntable rotates non stop at 30 seconds/ 360 rotation.

App

App Mode
Turntable can be connected to the GemLightbox APP.

Fast

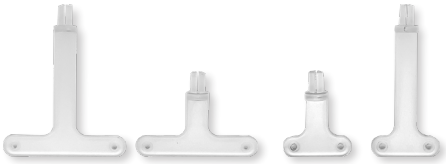
Fast Mode
Turntable rotates non stop for 15 seconds/ 360 rotation.

What's Included?

GemLightbox Pro

Accessories

Small & Large Adjustable Watch Holder



4x T-Bar Earring Stands

Smartphone Holder

Necklace Stand

Sparkle Light & Yellow Light

Before you start, Install the GemLightbox App

Scan to Download

or search for “GemLightbox” in your Apple App Store
or Google Play Store

How to Take Photos and Videos

GemLightbox Pro is a plug-and-play solution with absolutely no setup required. Simply plug in the adapter and power on.

Power On

Plug in power cable at the back of the box

Power on

Two Shooting Angles

Top shooting angle

This angle gives you a bird's eye view of the jewelry. Remove the diamond piece from the lid and slide the turntable to the side to reveal the top shooting angle.

Front shooting angle

Front shooting angle is the most common shooting angle

Step 1

Setup jewelry or gemstones

Learn more here

Necklaces
Hang necklaces using the necklace stand

Earrings
Hang earrings by attaching them onto the T-bar stand and then attaching it onto the necklace stand.

Watches
Hang watches by placing the watch onto the watch stand and then attaching it onto the necklace stand.

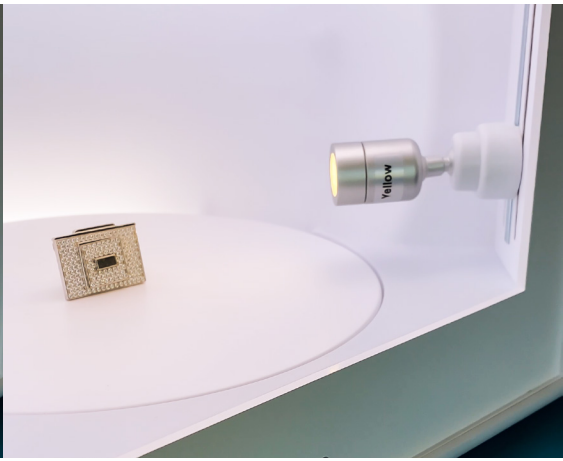
Jewelry and Gemstones
Place jewelry, gemstones, and other accessories on the base turntable.

Additional Lighting

The Pro comes with 2 add-on lights to help you bring out the true color and sparkle in all your jewelry items.

Sparkles Light
"Sparkles" sits at 5500k and is used to bring out natural sparkles without damaging the nature of the stone. It is a direct light source designed to highlight natural fires and scintillation.

Yellow Light
"Yellow" is another add-on light that sits at 3500k and mimics a natural sunlight environment. This feature works best for rubies, emeralds, sapphires, opals, and any other stones that require yellow light to bring out their true color.



Step 2

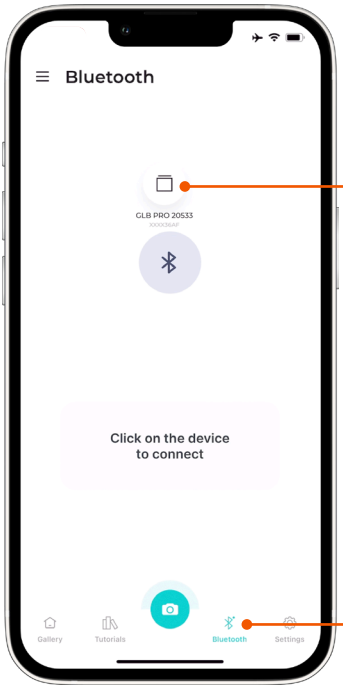
Connect the GemLightbox app

If you have not installed the GemLightbox app yet, simply search for “GemLightbox” on the iOS app store or the Google Play store. You may also scan the QR code here.

Download App

Connect to Bluetooth

Once you are in the application, open the Bluetooth section and connect to the GemLightbox Pro by clicking on it.



2. Click on the GemLightbox Pro icon

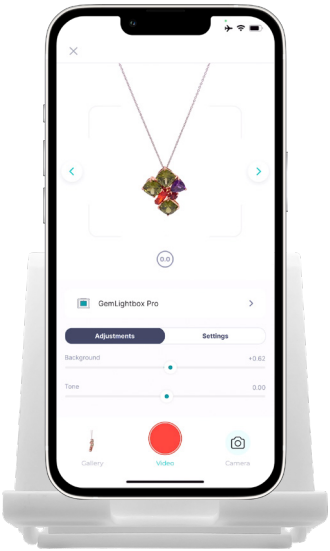
1. Open the Bluetooth

Wipe your camera lens before use

Fingerprints or smudges on your camera lens can negatively affect image quality.

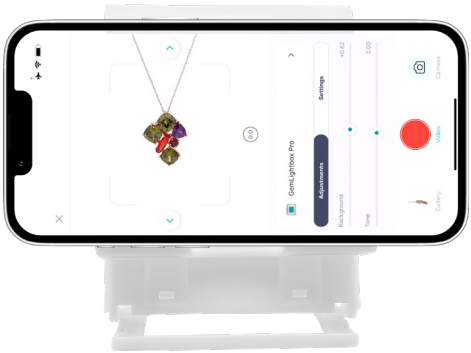
Place smartphone onto the stand

You can place your smartphone vertically or horizontally.



Vertical Orientation

Place your phone vertically to capture your jewelry from 45-degree view.



Horizontal Orientation

Place your smartphone horizontally to get a direct frontal view of your jewelry.

Smartphone Stand

The smartphone stand is used to hold your smartphone steady when photographing your jewelry. Place your smartphone onto the smartphone stand and adjust to your desired angle.

Height Adjustment

Angle Adjustment

90˚ Phone Angle

45˚ Phone Angle

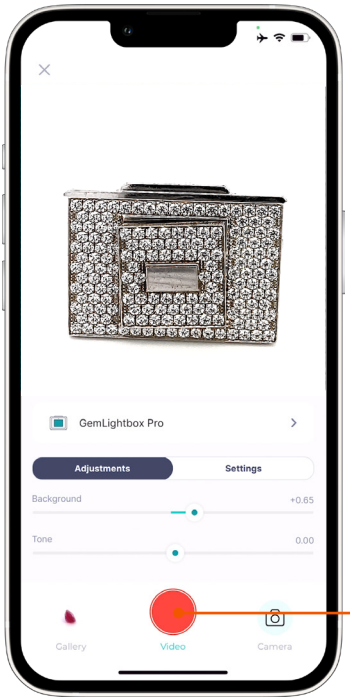
To adjust, simply open up the smartphone stand and place the legs at the angle you wish. You can also adjust the height. Simply push the stand upwards or downwards.

Step 3

Click to capture

Burst Mode

1 video and 4 photos in 15 seconds!
The Pro comes with a built-in automation feature that automatically takes photos for you during the video process, saving you even more time!



Tap to capture

Simply click the camera button and the Pro will activate the automation, capturing a perfect 360 video and 4 still photographs for you in just one click! This allows you to complete your entire photography for each product in just 15 seconds!

Frequently Asked Questions

What's the difference between the GemLightbox Pro and the original GemLightbox?
The GemLightbox Pro is bigger, faster, and has an adjustable lighting system. Unlike the original, the Pro comes with 2 built-in turntables and has a 30% larger photography shooting space.

How do I clean the GemLightbox Pro?
The GemLightbox Pro is made from durable materials. It's easy to clean. Use only non-toxic, acidic cleaners for regular cleaning but always spray your cleaning product onto a micro-fiber cloth before using it to wipe the surface of your box. Never apply or spray the cleaning product directly onto it.

How can I contact support?
You can access our support channel and Knowledge Base at support.picupmedia.com. Should you wish to speak with a Picup Media team member, please visit picupmedia.com/contact-us. Our Live Chat is open 24 hours a day.

Is there a warranty?
Unless specified by your country, The GemLightbox Pro comes with a one-year warranty. Scan the QR code to see our Warranty Policy.

What's the Return & Refund Policy?
You have 7 calendar days to return the GemLightbox Pro from the date your received it. For complete details on returns & refunds, please scan the QR code.

Warranty Policy

Return & Refund

The GemLightbox Hub

Access all your media on your computer.
Create digital catalogs, Augmented Reality and much more!

Scan Here

Looking for a solution to capture loose diamonds?

4.9 ★
333 Reviews

GemLightbox Macro

- 10X magnification
- For loose diamonds and gemstones
- 0.1 carat to 50 carats

Learn more at:
www.picupmedia.com/macro

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