



Phone Instructions



Have Questions? Need Help?

Contact our U.S. based support team at support@picturekeeper.com or 877-382-0949



Computer Instructions



iPhone/iPad Guide

***Before you get started make sure your phone is fully charged & all other apps are closed.**

1. Download the **Picture Keeper Connect** app from the App Store.
2. Plug in your Picture Keeper Connect drive to the Lightning port of your iPhone or iPad. You may need to remove phone case to ensure proper connection.
3. Sign in or Create an Account. If this is your first time using Picture Keeper Connect, you will need to create an account within the app.
4. Press **Start Backup**. You may need to grant Picture Keeper Connect access to your photos. Select **Allow Access to all Photos**. Or tap **Show Backup Options** to customize your backup.

Once you see **Backup Complete**, your files are saved onto your Picture Keeper. You can safely disconnect your Picture Keeper and store it in a safe place!

REQUIRES FREE APP DOWNLOAD!

Android Guide

***Before you get started make sure your phone is fully charged & all other apps are closed.**

1. Download the **Picture Keeper Connect** app from the Google Play store.
2. Plug the Picture Keeper Connect into your phone or tablet, using the included Keeper Connector adaptor. Open the Picture Keeper Connect App. You may need to remove phone case to ensure proper connection.
3. Sign in or Create an Account. If this is your first time using Picture Keeper Connect, you will need to create an account within the app.
4. Press **Start Backup**. Grant any permissions requested by the app. Or tap **Show Backup Options** to customize your backup. If you use Google Photos, use the **Connect to Google Photos** option to allow our app to backup those photos too!

Once you see **Backup Complete**, your files are saved onto your Picture Keeper. Follow the onscreen instructions to safely disconnect your Picture Keeper and store it in a safe place!

REQUIRES FREE APP DOWNLOAD!

Connect to Google Photos

On Android devices, your photos are often stored in your Google Photos account. Follow these steps to enable backup of these photos:

1. From the Home tab, press **Show Backup Options**.
2. From this menu, select **Connect to Google Photos**.
3. In the dialog box, again select **Connect to Google Photos**.
4. Select the Google account containing your photos.
5. Start a backup and the app will backup your Google Photos alongside all your other files.

Windows Quick Start Guide

*Online instructions — <https://picturekeeper.com/pages/helpcenter>

1. Plug Picture Keeper Connect into your computer's USB port
Did you get a popup? If not, skip to step 5
2. Click **Open folder to view files**
Do **NOT** click **Import pictures and videos**
3. Double-click **Launch PictureKeeper**
click **START BACKUP** and you're all set!

Get Started without Autoplay

5. Click **Windows Start** Button
6. Select **Computer, This PC, My Computer or File Explorer**
7. Double-click the drive labeled **PKBACKUP**
8. Double-click **LaunchPictureKeeper**
9. Picture Keeper will open. On the mainscreen, click **START BACKUP** and you're all set!

You can choose to include Facebook or Email attachments. You can also choose to include video clips from the **Search Options** menu. Just check the box for **Video Clips**.

Mac Quick Start Guide

*Online instructions — <https://picturekeeper.com/a/kb/articles/15755898655387-How-to-Use-the-Photo-Scanner-and-Photo-Tools-in-the-Picture-Keeper-Connect-App>

1. Plug Picture Keeper Connect into your computer's USB port
2. On the Mac desktop, double-click the drive icon labeled **PKBACKUP**
3. When Finder opens, double-click **PictureKeeperForMac**
4. Picture Keeper will open. On the main screen, click **START BACKUP** and you're all set!

You can choose to include Facebook or Email attachments. You can also choose to include video clips from the **Search Options** menu. Just check the box for **Video Clips**.

Need help? Scan here to be directed to our Help Center



Have Questions? Need Help?

Visit us at picturekeeper.com/pages/helpcenter

Email us at support@picturekeeper.com

Call us at +1-877-382-0949 USA

or +44-208-144-5940 UK/EU

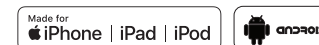
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Phone Questions

How do I view my pictures?

After you have run a backup:

1. Open the Picture Keeper Connect App.
2. Plug in the Picture Keeper Connect to your phone or tablet.
3. Tap the **PK Drive** tab at the bottom of the screen.
4. Tap **Photos**.

How do I select individual photos to backup?

1. On the main screen, underneath **Start Backup**, click on **Show Backup Options**.
2. If you wish to only backup individual files, you can click through the folder until you get to the individual photos. You can select these photos and click **Start Backup**.
3. If there is an entire album you wish to backup, simply click the checkmark and hit **Start Backup**. You'll know it's marked if the checkmark is blue.

How can I check how much storage my drive has?

Tap the **Settings** tab at the bottom of the screen, and then select **Drive Overview**.

How do I Restore my files to a new phone?

CAUTION: Only use RESTORE if you want to copy to a new phone.

Have a new phone and want to put all your old photos onto the new one? Restore will do just that! The Restore option is a unique function on the Picture Keeper that takes your selected files and copies them onto your new phone! There are 2 ways to copy files to a new phone. You can select **Restore all files**, or **Copy individual files**.

Using the Restore Function

Download the Picture Keeper Connect App on your new phone and sign in.

1. Plug your Connect drive with all of your backups into your new phone.
2. On the navigation bar, click **Settings**. Then click **Restore**.
3. Select the file types you would like to restore by pressing on the checkmark. The checkmark will appear blue when selected, and grey when not selected.

**Note: No files are checked automatically*

4. Press start Restore and your Picture Keeper Connect will start restoring files to your new phone.

Restoring individual files

1. With the Picture Keeper Connect drive plugged into a new phone, click **Settings** in the navigation bar and click **Restore**. Instead of clicking on the checkmark, tap on the name of the folder.
2. Keep pressing until you see the individual photos and videos you would like to restore.
3. Click on your individual photos/videos and click **Start Restore** in the top right corner. Sit back and relax as your photos are restored onto your new phone.

Can I reset my Picture Keeper Connect?

There are 3 options available for our reset function

1. Erase all Files and Backup Records
2. Erase all Files
3. Factory Reset

*Reset Options are in **Settings** → **Help** → **Advanced Options** → **Reset**

Scan here to
check out our
new features!



Files types to search

From the **Home** tab, tap **Show Backup Options**. Here you can choose which file types to backup:

- Photos** - Enable backup of your photo files
- Contacts** - Enable backup of your contact list
- Videos** - Enable backup of video files

Be aware, videos are larger files than pictures and take up MUCH more space.
One 30 minute video = roughly 4 GB of data

iPhone Additional Backup Options

iCloud - If you know you have pictures stored in the iCloud you can enable this option to backup those files. In the Navigation bar, click **Settings**.

*In **Settings**, Click **Help** → **Advanced Options** → Click button to turn on **Backup iCloud***

Be aware, backing up pictures from iCloud requires a strong internet connection.

Android Additional Backup Options

Music - Enable backup of music files
Documents - Enable backup of document files (only for Android 10 and below)

How do I backup additional files?

If you have taken more photos and wish to back them up to your Picture Keeper Connect, open the **Home** tab and tap **Backup New Files**. The app remembers which files were previously backed up, so it will skip these files on subsequent backups.

What if my battery runs out?

In some cases, your phone or tablet battery may not have enough power to save all the files in one session. Typically, this only happens on your first backup. The first backup will usually be a large amount of photos. With regular backups, the total number of pictures for each session will be smaller and the backup will be faster. Picture Keeper Connect's software will pause your backup when your phone battery level reaches 10%. On your next backup, simply tap **Backup New Files** and Picture Keeper Connect will pick up right where it left off.

Have further questions?

If you have any further questions, please visit our FAQs page. You can find these by opening up the app and going to **Settings** → **Help** → **Questions**

Computer Questions

How do I restore/copy pictures to a new computer?

On Picture Keeper's main screen, click the **Restore** button on the left side. Your pictures will then be restored to a folder in your Pictures directory labeled 'PK Restore'.

What happens when the drive is full?

Simply purchase another Picture Keeper drive and insert it into your computer. Open the software and click **Start Backup**. When a pop up window appears click **Yes** to continue where your last drive left off.

Visit picturekeeper.com/additionaldrive for an **exclusive discount** on an additional drive.

How do I view my pictures?

On Picture Keeper's main screen, click **View & Pictures** on the left. Double-click any of the folders to get to your pictures. This will open sub-folders containing your pictures. You can also easily navigate between folders using the file path at the top, above the folders. The number of pictures contained within the folders is shown next to the folder name. Example: Summer Vacation (257).

1. Insert the USB end of Connect into your computer.
2. Run the Picture Keeper software.
3. Once the software opens, click **View Pictures** to see all of your backed up photos.

Can I share my pictures with friends & family?

Yes! Go to **View Pictures** and select any photos you would like to share. Once you've finished selecting, click **Share** at the bottom to share by email. You can share your pictures to many email addresses at once!

Will Picture Keeper copy all of my pictures each time or only the recently added ones?

After the first backup, Picture Keeper only copies the pictures that were added or changed since the last backup.

How does it organize my files?

Picture Keeper backs up in the same file structure as your computer. So if you organized your Pictures folders or iPhoto/Photos by date or event, this is how they will be displayed on the Picture Keeper.

How do I reset or start over?

Start the Picture Keeper software. In the top right corner, click the **Preferences** gear icon and select **Reset Picture Keeper** from the drop down menu. Click **OK** to restart. The Reset Picture Keeper function will only remove pictures from the Picture Keeper, **NOT** your computer.

How do I access my pictures directly?

Double-click the drive labeled **PKBACKUP** to see the files and folders on Picture Keeper. You will see a folder labeled 'Backups'. This folder has all of your photos organized as they are on your computer.

Picture Keeper isn't finding all my pictures?

Click **Search Options** to select additional folders or further customize.

Want to backup Facebook albums or your Google Photos library?

Simply click the **Facebook** or **Google Photos** from the **Start Backup** screen. The next time you run a backup, it will copy them onto your Picture Keeper (It does require you to sign into your account).

CAUTION: Please make sure you have another copy of your digital pictures on your Hard drive or elsewhere prior to resetting your Picture Keeper.