picture keeper®



Computer Instructions

Have Questions? Need Help?

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

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Windows Quick Start Guide

1. Plug the Picture Keeper 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 ***LaunchPictureKeeper*** or ***LaunchPictureKeeperPro***
4. Picture Keeper will open. On the main screen, 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*** or ***LaunchPictureKeeperPro***
9. Picture Keeper will open. On the mainscreen, click ***START BACKUP*** and you're all set!

You can choose to include Facebook albums or Google Photos library. You can also choose to include video clips from the ***Search Options*** menu. Just check the box for ***Video Clips***.

**More backup options available with Picture Keeper Pro.*

Mac Quick Start Guide

1. Plug the Picture Keeper 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*** or ***PictureKeeperProForMac***
4. Picture Keeper or Picture Keeper Pro will open. On the main screen, click ***START BACKUP*** and you're all set!

You can choose to include Facebook albums or Google Photos library. You can also choose to include video clips from the ***Search Options*** menu. Just check the box for ***Video Clips***.

**More backup options available with Picture Keeper Pro.*

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Visit us at help.picturekeeper.com
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Computer Questions

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. Move 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)'.

How does it organize my files?

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

Picture Keeper isn't finding all my pictures?

By default, the Picture Keeper looks in the most likely places for the photos. The searched folders are '*Pictures*', '*Documents*' and '*Desktop*'. These are the most common folders where pictures are stored. Picture Keeper Pro searches additional folders to find documents, audio and video. However, you can customize the Picture Keeper to suit your specific needs. Click ***Search Options*** to select additional folders or further customize.

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

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

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! You can share by Email and even get specialty prints or customizable gifts delivered right to you or your loved ones!

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.

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

What happens when the drive is full?

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.

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 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.

Want to backup Facebook albums or Google Photos library?

Simply click the ***Facebook*** or ***Google Photos*** buttons on the Start Backup screen. The next time you run a backup, it will copy them onto your Picture Keeper.

How do I backup from a CD/DVD?

Go to ***Search Options***, check your CD/DVD drive then ***Start Backup***.