

Troubleshooting

Live Photos or videos from iPhone/iPad won't play

When transferring videos or Live Photos from Apple devices, the video format may not be read by Windows and thus also by PictureGuide.

In this case, activate the "Maximum Compatibility" mode on the smartphone. To be found under "Settings" - "Camera" - "Format".

Note that no Live Photos are transferred via iCloud synchronization under Windows. Therefore, use a different transmission route.

[Import images from your smartphone](#)

Attached files:

Unique solution ID: #1062

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