

# Photo Backup Stick

Universal

## Paraben's Photo Backup Stick

V4.1

### User Manual

EST.

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paraben<sup>®</sup>  
consumer

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## About Paraben's Photo Backup Stick

The Photo Backup Stick is an easy-to-use picture and video backup tool. The Photo Backup Stick Universal version supports Windows & Mac computers, Apple iPhones, iPads & iPod Touch, and Android phones and tablets. The Photo Backup Stick for Computers version supports Windows & Mac computers. It can also backup photos from phones and tablets connected to the computer. Both Photo Backup Stick USB drives have backup software that makes backing up photos and videos from computers, phones, and tablets simple. There are no monthly cloud storage fees. One tool backs up all your devices.

With the Photo Backup Stick, you have a physical device with a copy of your precious photos and videos.

**Please Note:** To extend the life of flash drives, please follow these tips

1. When removing the drive, go to the system tray icon to "Safely Remove Hardware"
2. Avoid electrostatic discharge. Static shocks can cause irreversible damage or loss
3. Replace the cap when not in use to prevent dirt and debris from damaging ports
4. Do not keep drives plugged into computers when not in use



Photo Backup Stick Universal



Photo Backup Stick for Computers

### Website

<https://photobackupstick.com>

### Phone Support

801-930-5821

### Email Support

support@photobackupstick.com

## What's New?

- **Updated the Windows App:** Added the Phone2Frame Photo Editor to allow you to edit photos for digital frames and TVs. Added HEIC to JPEG converter to convert Apple iOS images to standard format.
- **Updated the Mac App:** Added a Photo Viewer to make viewing backed up photos easier. Added the Phone2Frame Photo Editor to allow you to edit photos for digital frames and TVs. Added HEIC to JPEG converter to convert Apple iOS images to standard format.
- **Updated the Apple iOS App:** Added the Phone2Frame Photo Editor to allow you to edit photos for digital frames and TVs. Added HEIC to JPEG converter to convert Apple iOS images to standard format.
- **Updated the Android App:** Added the Phone2Frame Photo Editor to allow you to edit photos for digital frames and TVs.



## Getting Started

We made the Photo Backup Stick the easiest tool for creating photo backups for Windows & Mac computers, Apple iPhones, iPads, & iPod Touch, and Android Phones & Tablets. Instructions vary depending on which app you are using: Windows, Mac, iOS (iPhone/iPad), or Android (Android phones and tablets).

### Backing Up from Windows Computers

To quickly backup all photos stored on your computer, plug the Photo Backup Stick into a USB port on your computer.

Run the PhotoBackupStartup.exe app found on your Photo Backup Stick USB drive. You will see the Start Page:

To start your backup of just the photos in your Pictures folder on your Windows computer, click the **Start Backup** button.



Next, choose where to back up from:

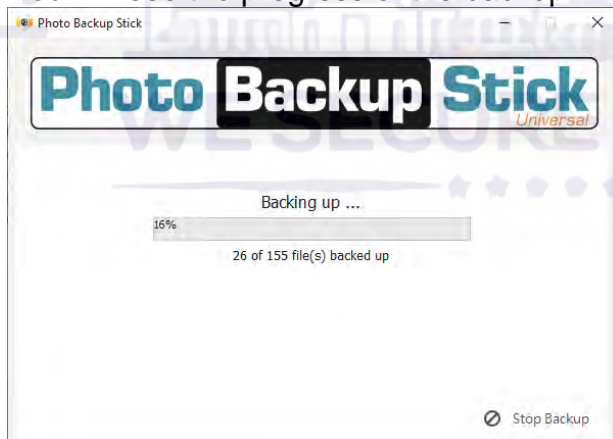
- **Backup from My Files** – backs up from the current user’s account. This includes the Pictures folder, Desktop, Documents folders, and default folders for cloud accounts.
- **Backup from other locations** – You can specify other drives or folders to scan including your entire C: drive or other drives on the computer (note, to reduce unwanted images such as program and system graphics, very small files will be skipped).

Click the **Start Backup** button to begin your photo backup.



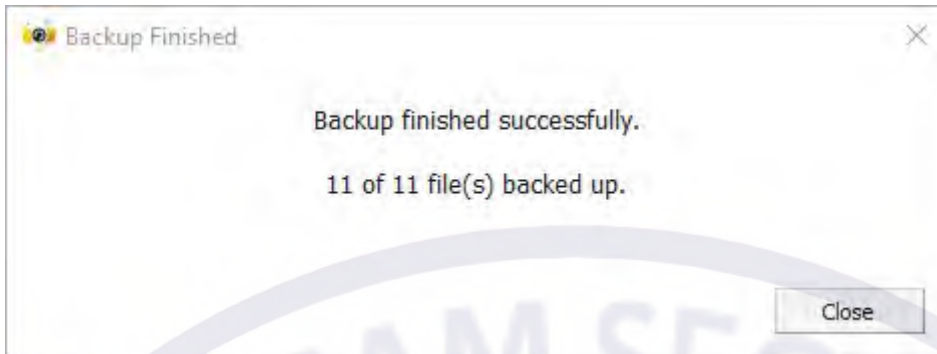
**Note:** You can connect phones and tablets to your PC to back them up using the Windows app. For instructions, see the “[Backing Up Androids – Using the Computers App](#)” or “[Backing Up iPhones/iPads/iPods – Using the Computers App](#)” sections of the help file.

You will see the progress of the backup.

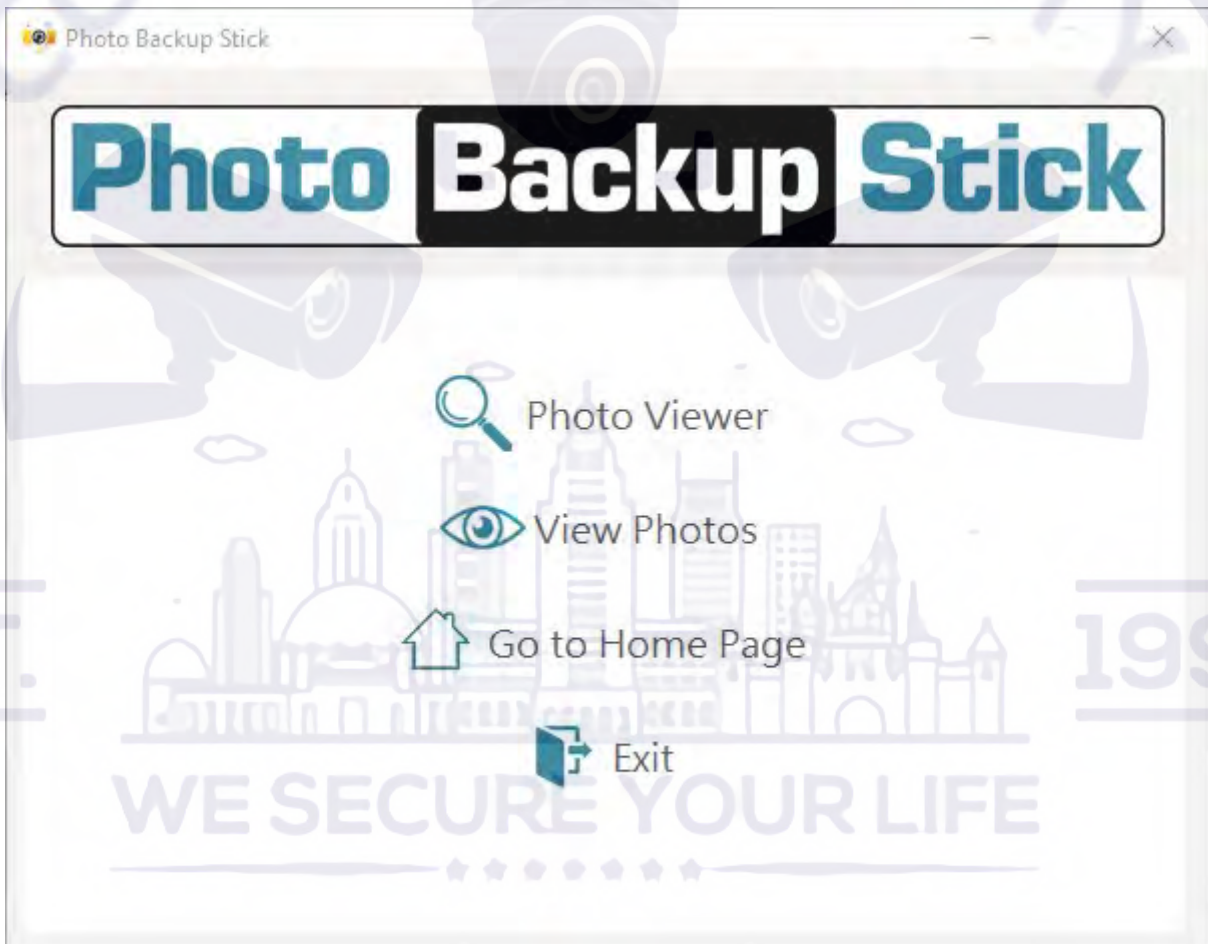


**Please Note:** Files are backed up from smallest to largest so the progress will slow down as more files are backed up. Video files can take a very long time to back up.

After the backup is complete, click the Close button.



Clicking the close button brings you to the next screen where you can choose to open the Phone2Frame photo viewer and editor (Photo Viewer), view the backup in Windows Explorer (View Photos), go to the Home Page, or Exit the program.



That's it. Your files are backed up to the "Backup" folder on your Photo Backup Stick USB drive under a folder named after your computer. Your photos may be located in sub-folders in the same structure they were found on your computer if the Option to organize backups is selected (i.e. Computer Name/C/Users/Account/Desktop/Photos).

## Viewing and Editing Photos with the Windows App Using the Phone2Frame® Feature

The Photo Backup Stick for Windows app now has the Phone2Frame photo viewing and editing feature so you can edit your photos to fit digital frames and smart TVs like a professional.

To get started, click on the Photo Viewer button. This will launch the Photo Viewer / Editor:



### Viewing Photos

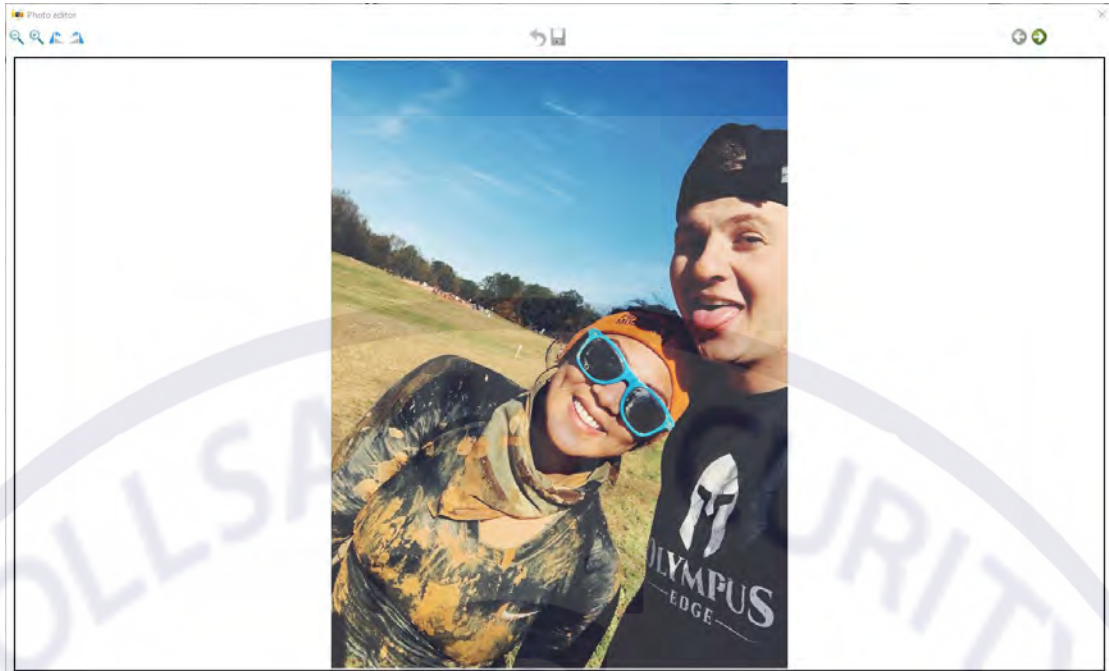
You must select a folder to view photos. If you select the "Backup" folder, it will display all photos in all folders under the Backup folder, even if they are from backups of multiple devices. To display photos from a specific device or folder, click on the + button to expand the folders. If there are folders within folders, there will be a + button which you can click to expand and select sub-folders.

You can sort photos from Old to New, New to Old, Small to Large, or Large to Small by using the drop-down menu titled "Sort by:".

### Editing Photos



You can edit one or multiple photos by checking the box(es) by the photo and clicking the Edit button. To edit all photos, click the Select All button. You can clear your selection by clicking the Clear All button.

When you click the Edit button, it will launch the Phone2Frame editor.





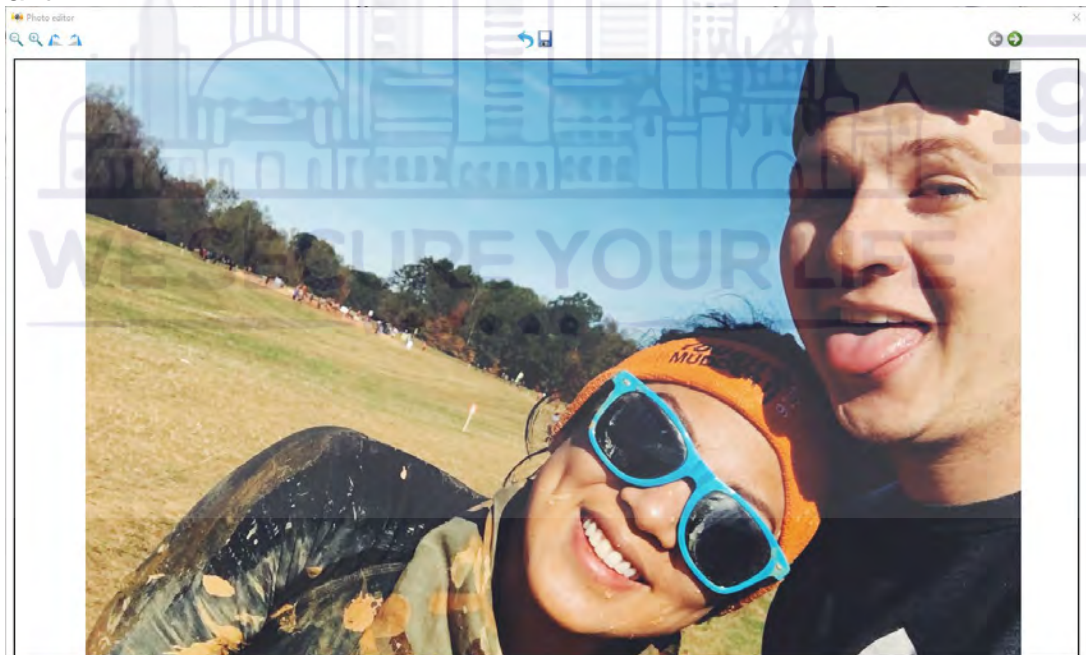
The editor's black edge represents the edges of Digital Frames and smart TVs with a 16:9 aspect ratio (the most common ratio for these devices). This allows you to edit your photos so they fit how you want on the screen.

### *Rotate Photos*

The   buttons rotate the photos left and right. Use these to make sure the photos display in the orientation you want.

### *Crop Photos*

To crop photos so they fit the frame properly, use the   buttons to enlarge or reduce the photo until it takes up as much of the frame without cropping out people as you want:



You can use the mouse to move the photo up, down, left, or right in the virtual frame to center it so it displays exactly how you want. Simply click on the photo, holding the mouse button down as you drag the photo into position. You can use the ↶ button to undo your last action.

Once you are satisfied with how the photo will display in the frame, click the 📁 button to save the edited photo. Note, this will overwrite the backup copy of the photo on the stick but not the original photo on the device it was backed up from. Click the ↷ arrow to move to the next photo for editing.

## Backing Up from Apple Mac Computers

To quickly backup all photos stored on your computer, plug the Photo Backup Stick into a USB port on your computer.

Open the PHOTOBACKUP drive when it appears on your desktop and then run the PhotoBackupStick app.

To start your backup of just the photos in your Pictures folder on your Windows computer, click the **Start Backup** button.



Next, choose where to back up from:

- **Backup from my Pictures Folder** – backs up from the Pictures folder for the current user (note: if you are backing up videos, they will be backed up from the Videos folder).
- **Backup from other locations** – You can specify other drives or folders to scan such as attached drives or specific folders.

To backup videos as well as photos, you must check the option to backup videos.

**Note:** You can connect phones and tablets to your Mac to back them up using the Mac app. For instructions, see the [“Backing Up Androids – Using the Computers App”](#) or [“Backing Up iPhones/iPads/iPods – Using the Computers App”](#) sections of the help file.

Click the **Start Backup** button to begin your photo backup.



You will see the progress of the backup. After the backup is complete, click the Next button.



**Please Note:** Files are backed up from smallest to largest so the progress will slow down as more files are backed up. Video files can take a very long time to back up.

Clicking the Next button brings you to the next screen where you can choose to open the Phone2Frame photo viewer and editor (Photo Viewer), view the backup in the Finder app (View Photos), go to the Home Page, or Exit the program.

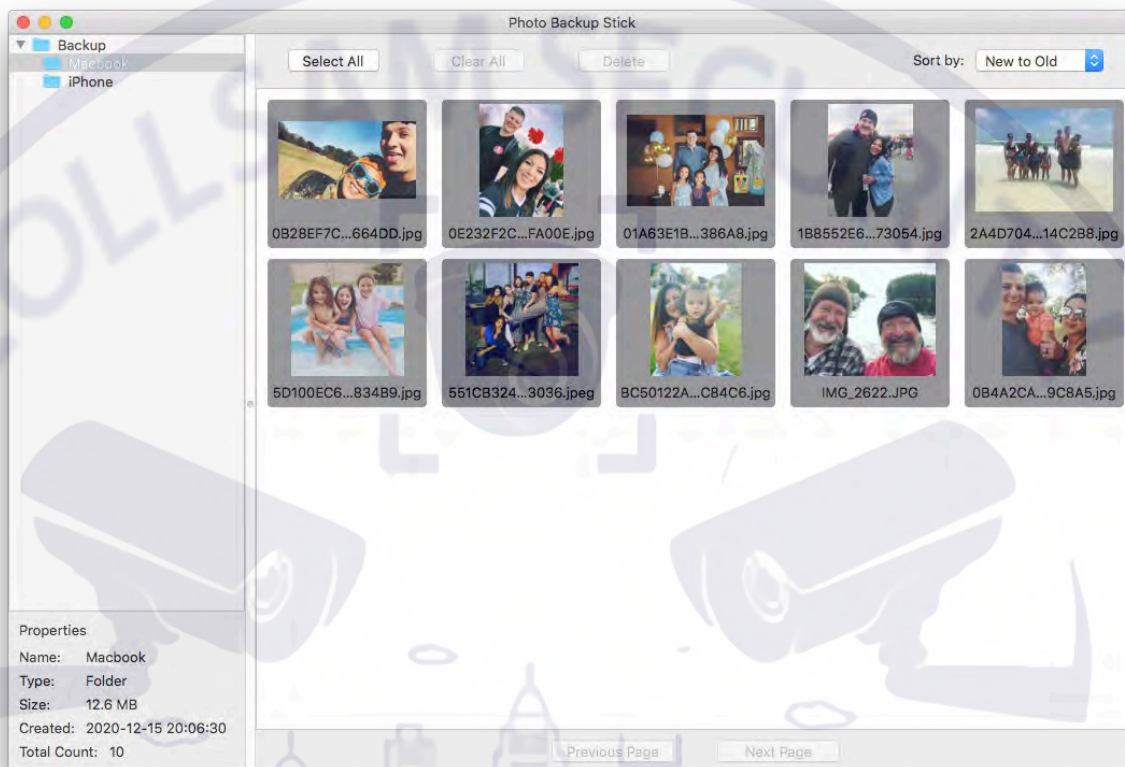


That's it. Your files are backed up to the "Backup" folder on your Photo Backup Stick USB drive under a folder named after your computer. Your photos may be located in sub-folders in the same structure they were found on your computer if the Option to organize backups is selected (i.e. Computer Name/Pictures).

## Backing Viewing and Editing Photos with the Mac App Using the Phone2Frame® Feature

The Photo Backup Stick for Mac app now has the Phone2Frame photo viewing and editing feature so you can edit your photos to fit digital frames and smart TVs like a professional.

To get started, click on the Photo Viewer button. This will launch the Photo Viewer / Editor:



### Viewing Photos

You must select a folder to view photos. If you select the “Backup” folder, it will display all photos in all folders under the Backup folder, even if they are from backups of multiple devices. To display photos from a specific device or folder, click on the down arrow button to expand the folders. If there are folders within folders, there will be a down arrow button which you can click to expand and select sub-folders.

You can sort photos from Old to New, New to Old, Small to Large, or Large to Small by using the drop-down menu titled “Sort by:”.


### Editing Photos

To edit a photo, double-click on it to launch the Phone2Frame editor.





The editor's edges represents the edges of Digital Frames and smart TVs with a 16:9 aspect ratio (the most common ratio for these devices). This allows you to edit your photos so they fit how you want on the screen.

#### *Rotate Photos*

The  button rotates the photos. Click this button until the photo displays in the orientation you want.

#### *Crop Photos*

To crop photos so they fit the frame properly, use the   buttons to enlarge or reduce the photo until it takes up as much of the frame without cropping out people as you want:



You can use the mouse to move the photo up, down, left, or right in the virtual frame to center it, so it displays exactly how you want. Simply click on the photo, holding the mouse button down as you drag the photo into position. You can use the Undo button to undo your last action.

Once you are satisfied with how the photo will display in the frame, click the Save button to save the edited photo. Note, this will overwrite the backup copy of the photo on the stick but not the original photo on the device it was backed up from.

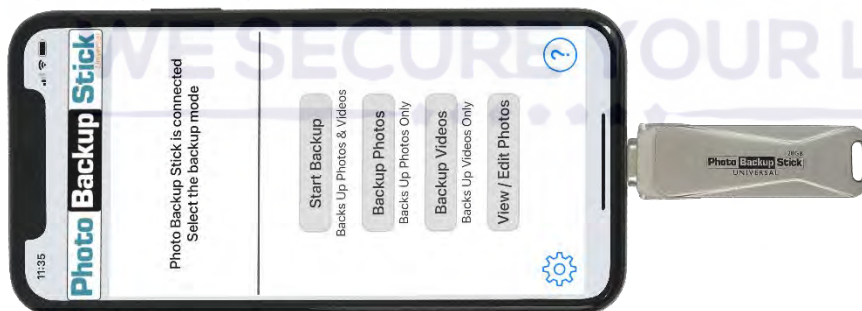
## Backing Up from iOS Devices (iPhones, iPads, & iPods) – Direct Connect (Photo Backup Stick Universal Only)

To back up photos and videos from your Apple iOS device, you must first download and install the Photo Backup Stick app from the App Store. When you plug the Photo Backup Stick Universal into your iOS device for the first time, it will prompt you to install the app. Choose to install the Photo Backup Stick Universal app. If you are not prompted to install the app, use the link or QR code below:

<https://apps.apple.com/us/app/photo-backup-stick-universal/id1482134898>



Once installed, plug your Photo Backup Stick Universal into your Apple iOS device using the Lightning connector end:

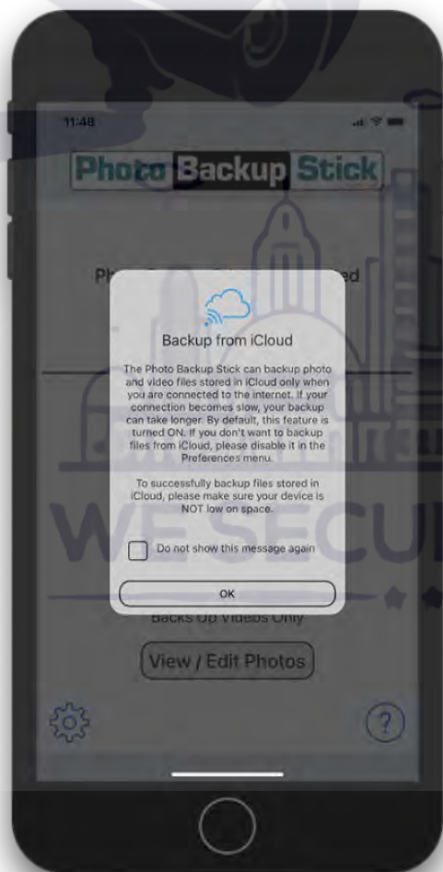


Note: Newer iPads use a USB-C connection and Apple does not have MFi certified adapters available. To backup from iOS devices with USB-C connections, follow the instructions on backing up phones and tablets from computers.

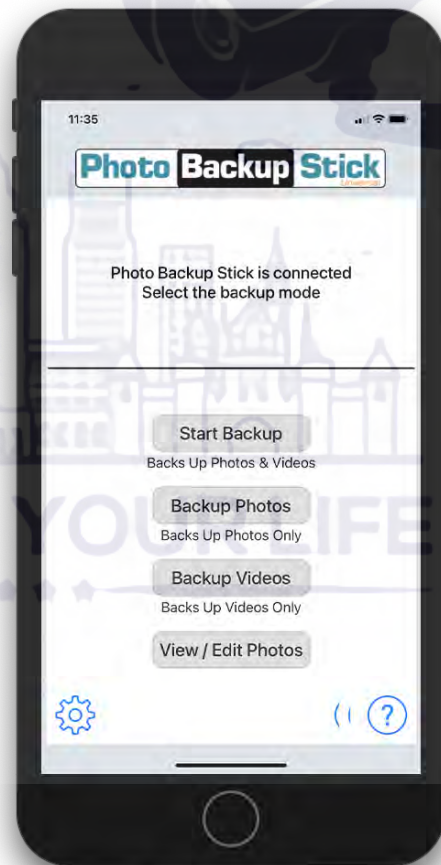
Allow your device to communicate with the Photo Backup Stick Universal when prompted by tapping “Allow”.



After you click “Allow” the app will open. The first time you run the app, a message about iCloud backups appears. Read it and determine if you want to turn off backups from iCloud in the settings. Note that if you have photos stored in iCloud, they are not likely to be on the phone and can't be backed up unless you keep backups from iCloud turned on. You can tap the box to disable this message at startup. Tap OK to close the message.



iPhone 6 Plus — 10.3.1



iPhone 6 Plus — 10.3.1

## Home Page Interface

### Start Backup

This button will start the back up of all photos and videos.

### Backup Photos

This button will start the back up of photos only.

### Backup Videos

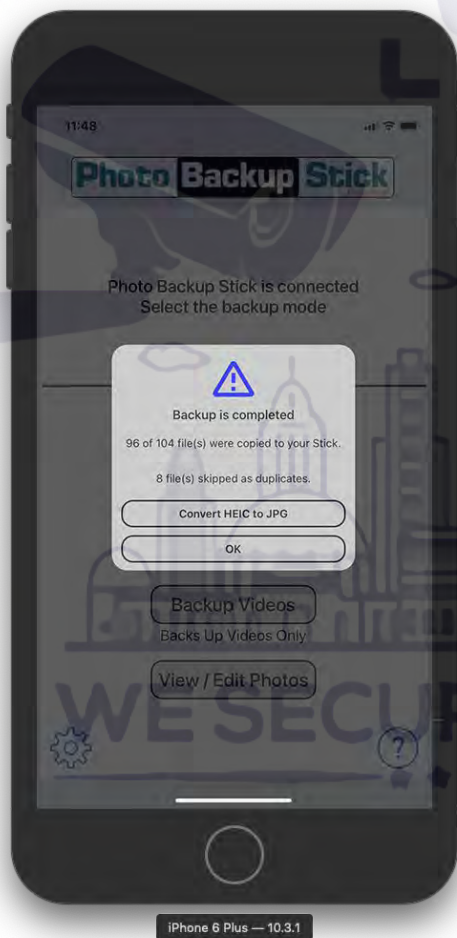
This button will start the backup of videos only.

### View / Edit Photos

This button will open the Phone2Frame photo viewer and editor.

*Please Note:* After a backup is complete, when you start a new backup, only new photos and videos will be backed up saving space and avoiding duplicates. However, it can only detect exact duplicates so similar photos or copies of different sizes or effects are not considered duplicates.

After your backup finishes, you will see this screen:




## About HEIC Photos



Apple devices take photos in HEIC format by default. The most common format for photos is JPEG. Most Smart TVs, Digital Frames, and other applications cannot display

HEIC photos. The Photo Backup Stick Universal app for iOS can convert any HEIC photos that it has backed up to JPEG format. Please note that this may take a long time and JPEG photos take up more space on the stick.

**Please Note:** If you have the Photo Backup Stick for Computers, please see the section on Backing Up Phones & Tablets - Using the Windows App.

## Settings / Options

Tap on the  icon to change the options in the app:

Note:  indicates this setting is on or enabled and  indicates the setting is off or disabled.

### *Convert .heic to .jpg \**

This setting allows you to convert .heic photos to .jpg photos. If you turn this off, you will still be asked if you want to convert images to .jpg at the completion of your backup.

### *Backup from iCloud \**

This setting allows you to back up your photos stored in iCloud. Most of the time, when photos are stored in iCloud, they are removed from the phone to save space. When this is enabled, photos from your iCloud will be backed up by downloading them directly to the stick. Note that this process can take much more time than backups directly from the phone.

### *Remember last photo location in Editor \**

This option allows you to pick up where you left off when editing a lot of photos for digital photo frames or smart TVs. When enabled, it will remember the last photo you edited and open the editor where you left off so you don't have to scroll through all the images you've already edited.

## Viewing and Editing Photos with the iOS App Using the Phone2Frame® Feature

The Photo Backup Stick iOS app now has the Phone2Frame photo viewing and editing feature so you can edit your photos to fit digital frames and smart TVs like a professional.

To get started, click on the View / Edit Photos button. This will launch the Phone2Frame photo viewer and editor.

## Viewing Photos

To view and edit photos, you must first select which folders you want to view/edit photos from.

Tap the box by any Folder you want to view/edit photos from. Tap the ► icon to expand the folder to view sub-folders. Selecting a folder with sub-folders will display all photos in the folder and sub-folder.

When at least one folder is selected, the Next button will activate. Tap it when you are ready to start viewing/editing photos.



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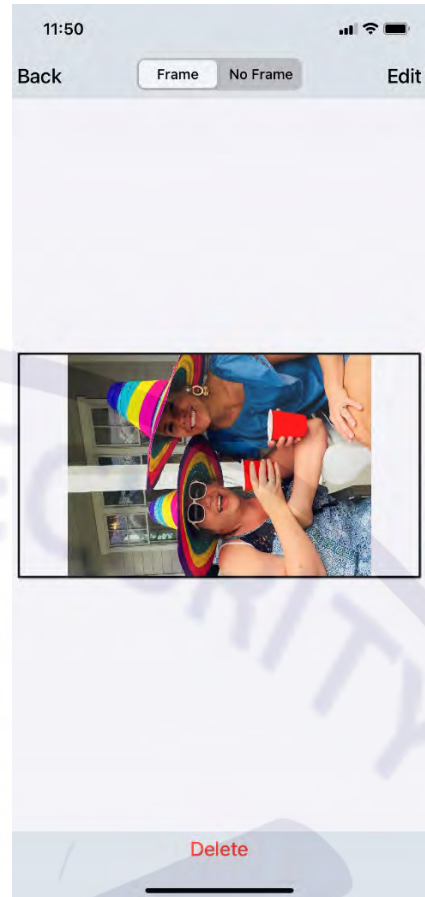
## Viewing Photos (Continued)

Photos are displayed as they will appear on a digital frame or TV with a 16:9 aspect ratio. By default, they are shown with a virtual frame so you can see exactly how they will display on these types of devices. You can tap the “No Frame” button to remove the virtual frame and display the image in its original size ratio.


Swipe the image to the left to go to the next images and to the right to go to the previous image.

Tap the delete button to delete the photo from the stick (note, this will not delete it from your phone or computer).

Tap the edit button to edit the photo.



## Editing Photos

To rotate photos, tap the  button until the photo displays in the direction you want it to.

To crop the photo, use two fingers to expand the photo to fill up as much of the frame as you want. Once expanded, you can use one finger to move the photo left, right, up, or down. The photo will automatically center if there is space above or to the sides of the photo.

Tap the Save button to save the photo and go to the next. Note, this will overwrite the backup copy of the photo on the stick but not the original photo on the device it was backed up from.



## Backing Up from Android Phones & Tablets – Direct Connect (Photo Backup Stick Universal Only)

To back up photos and videos from your Android phone or tablet, you must first download and install the Photo Backup Stick DC app from the Google Play store:  
<https://play.google.com/store/apps/details?id=com.photo.backup.stick>



When you install the Photo Backup Stick app, it will require access to your SD card. Accept and install the app. After the app is installed, choose to Open the app.

### Plug in the Photo Backup Stick

Choose the correct adapter and attach it to the Photo Backup Stick and then plug it into your phone or tablet. The adapter will look like the end of your charging cable.



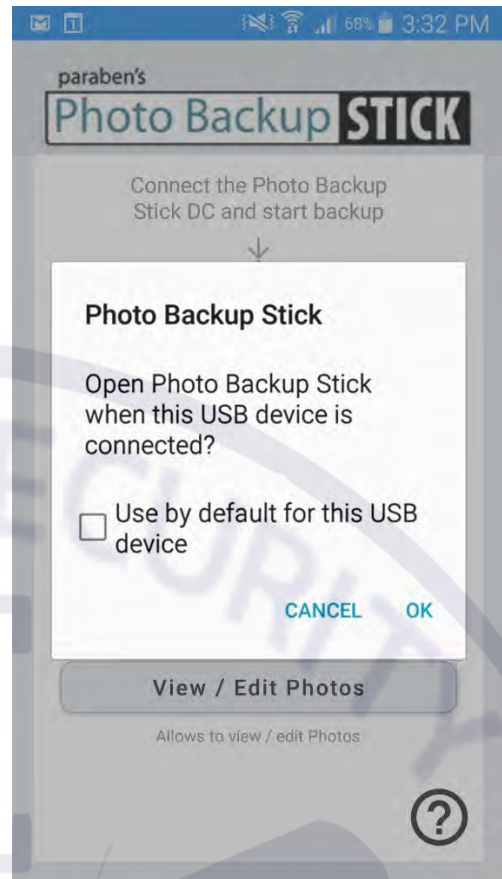
**Note:** Your photo backup stick and adapter may look different.

### Assign the Photo Backup Stick drive to the App

When you first run the app and plug the Photo Backup Stick into your Android device, it will ask if you want to allow access to the USB device. Select the box to “Use by default for this USB device” and tap “OK”.

### Assign the Photo Backup Stick drive to the App

When you first run the app and plug the Photo Backup Stick into your Android device, it will ask if you want to allow access to the USB device. Select the box to “Use by default for this USB device” and tap “OK”.



### Start Your Backup

Tap on the Start Backup button to back up photos and videos from the device to the Photo Backup Stick drive. You can also choose to back up only Photos or only Videos.

Your pictures and videos will be backed up to the Photo Backup Stick under the “backup” folder in a sub-folder with the name of the device (e.g. Samsung GT-I9500).



## Viewing and Editing Photos with the Android App Using the Phone2Frame® Feature

The Photo Backup Stick Android app now has the Phone2Frame photo viewing and editing feature so you can edit your photos to fit digital frames and smart TVs like a professional.

To get started, click on the View / Edit Photos button. This will launch the Phone2Frame photo viewer and editor.

### Viewing Photos

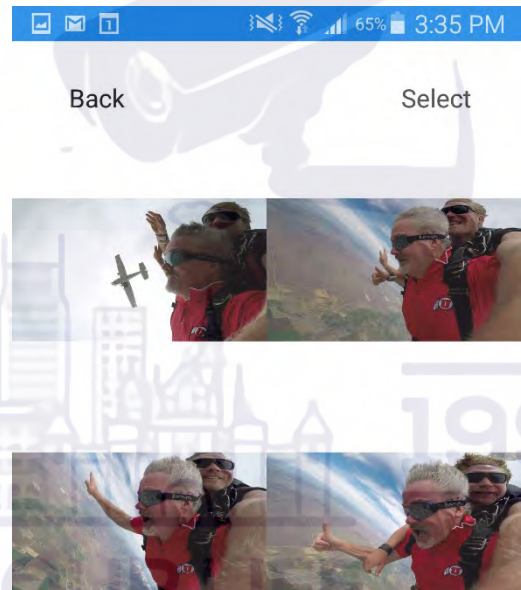
To view and edit photos, you must first select which folder you want to view/edit photos from.

Tap Folder you want to view/edit photos from. Selecting a folder with sub-folders will display all photos in the folder and sub-folder.



### Deleting Photos

To select photos to delete, tap the "Select" button. You will have the option to select all or tap on each photo you want to delete. Once you have selected at least one photo, the "Delete" button will appear. When you have selected all the photos you wish to delete, tap the "Delete" button.



## Editing Photos

After you have deleted the photos you do not want to keep on the stick or to appear on your digital frame, you can start editing them.


Tap on the first photo you wish to edit. Photos are displayed as they will appear on a digital frame or TV with a 16:9 aspect ratio. By default, they are shown with a virtual frame so you can see exactly how they will display on these types of devices. You can tap the "No Frame" button to remove the virtual frame and display the image in its original size and ratio.

Swipe the image to the left to go to the next images and to the right to go to the previous image.

Tap the delete button to delete the photo from the stick (note, this will not delete it from your phone or computer).

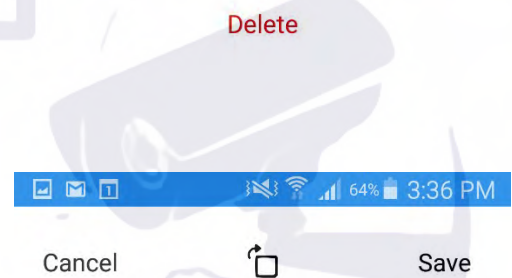
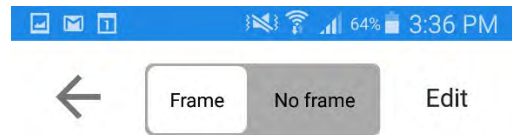
Tap the edit button to edit the photo.

## Editing Photos (Continued)

To rotate photos, tap the  button until the photo displays in the direction you want it to.

To crop the photo, use two fingers to expand the photo to fill up as much of the frame as you want. Once expanded, you can use one finger to move the photo left, right, up, or down. The photo will automatically center if there is space above or to the sides of the photo.

Tap the Save button to save the photo and go to the next. Note, this will overwrite the backup copy of the photo on the stick but not the original photo on the device it was backed up from.



Delete

## Troubleshooting:

If you are unable to complete a backup, the confirmation screen has a button to “Send logs to support”. Tap this button to attach logs for our support team to determine what went wrong. Please note, you must have email setup on the device to send logs to us.

**Please Note:** If you have the Photo Backup Stick for Computers, please see the section on Backing Up Phones & Tablets - Using the Windows App.

## Backing Up Phones & Tablets Using the Computer Apps

You can back up Apple and Android phones or tablets using the computer apps. This example shows the Windows app interface, but the Mac app is almost identical.

**Note:** If you haven't connected your Android to your computer to transfer data before, you may need to select “Media device (MTP) in the notifications. Also, you will need to trust the computer on Apple devices.

Next, run the Photo Backup Stick app:



On the next screen, check the box next to your connected device. Note: You can back up your PC and other devices connected to your computer at the same time. If you want to backup videos, check the box next to “Check here to back up videos”.

After checking the box for your connected device, click the **Start Backup** button to begin your photo backup.



## Application User Interface

Windows



Mac



## Start Page Buttons

The Start Page has six buttons

**Start Backup** – Starts your photo backup according to the selected options

**Photo Viewer** – Opens the Phone2Frame photo viewer and editor

**Options** – Displays advanced features and options

**Help** – Opens this help file

**About** – Tells you the version number, copyright info, and support info for the Photo Backup Stick



– Opens the backup folder on your Photo Backup Stick USB drive

**Note:** This button will not be active until you have done a backup

## Backup Page

### Windows



### Mac



The backup page shows you what devices are available to back up. By default, the computer will always be available. If you have an iOS device (iPhone, iPad, or iPod Touch) or an Android phone or tablet connected to your computer, they will appear here.

**Select Location** – This button allows you to choose where to scan for photos/videos.

**Refresh** – This button in the Windows app checks for newly connected phones or tablets. If your device isn't displaying, check your connection and click the "Refresh" button. If your device still isn't being detected, check that you have trusted the computer and/or the device settings are set to data transfer.

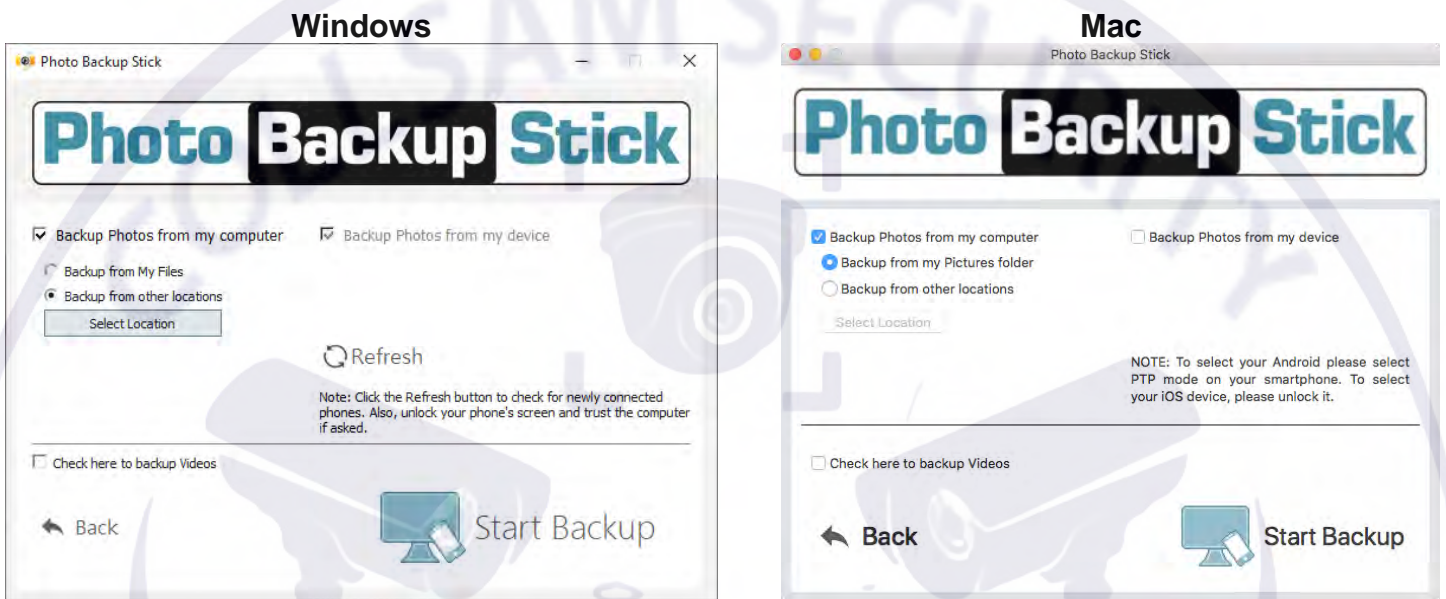
**Back** – The "Back" button takes you back to the Start Page.

**Start Backup** – The "Start Backup" button begins your backup with the selections you have chosen.

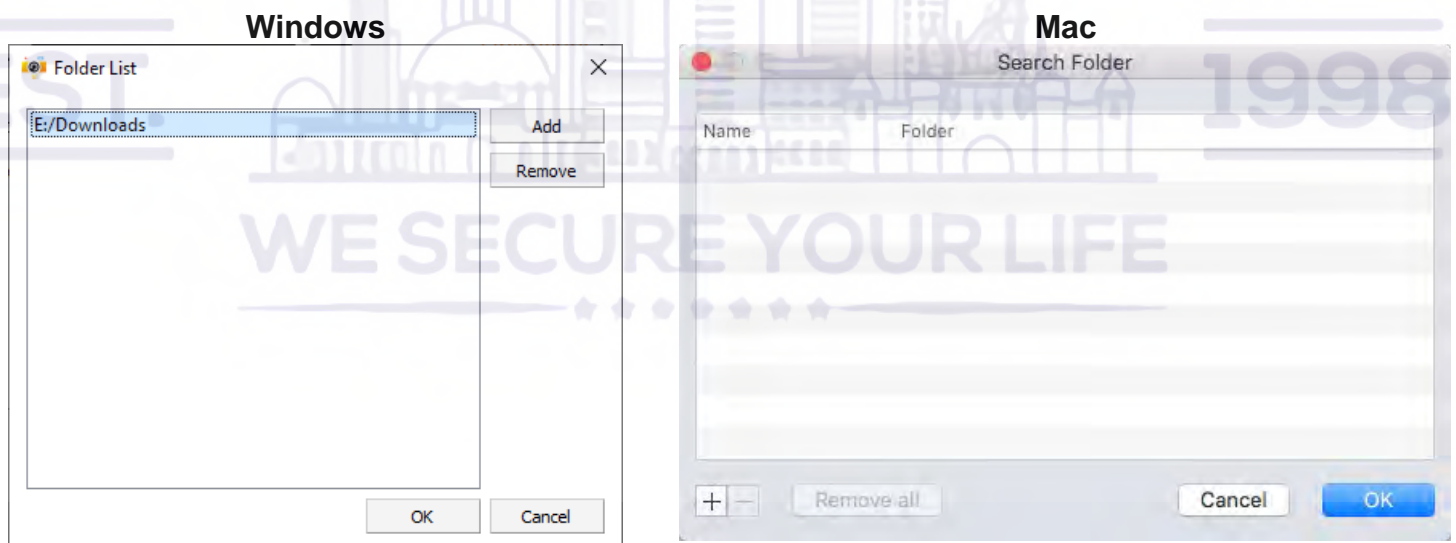
## Scanning for Photos

By default, the Photo Backup Stick only backs up photos from the Pictures folder and videos from the Videos folder of the current user. Many people store photos and videos in different locations. The Photo Backup Stick allows you to select specific folders or entire drives to scan for photos/videos.

To back up photos/videos stored in other locations on your computer, you can either choose to back up from your C: drive (Windows app) or add other locations manually (Both Apps). To add locations to scan, click the Start Backup button from the home screen. The backup options page will appear:



Check the circle next to “Backup from other locations” and click the “Select Location” button.

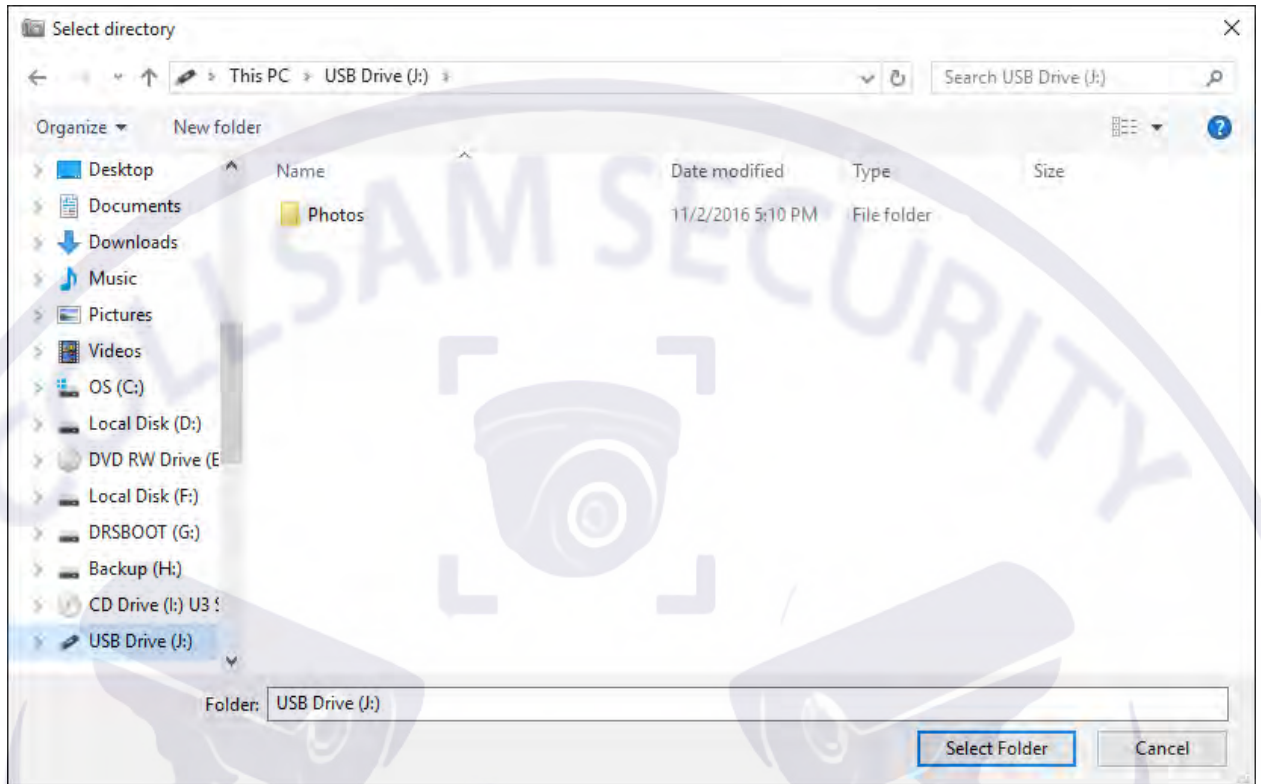


Click the “Add” button to add locations to scan.

Click the “+” button to add locations to scan.

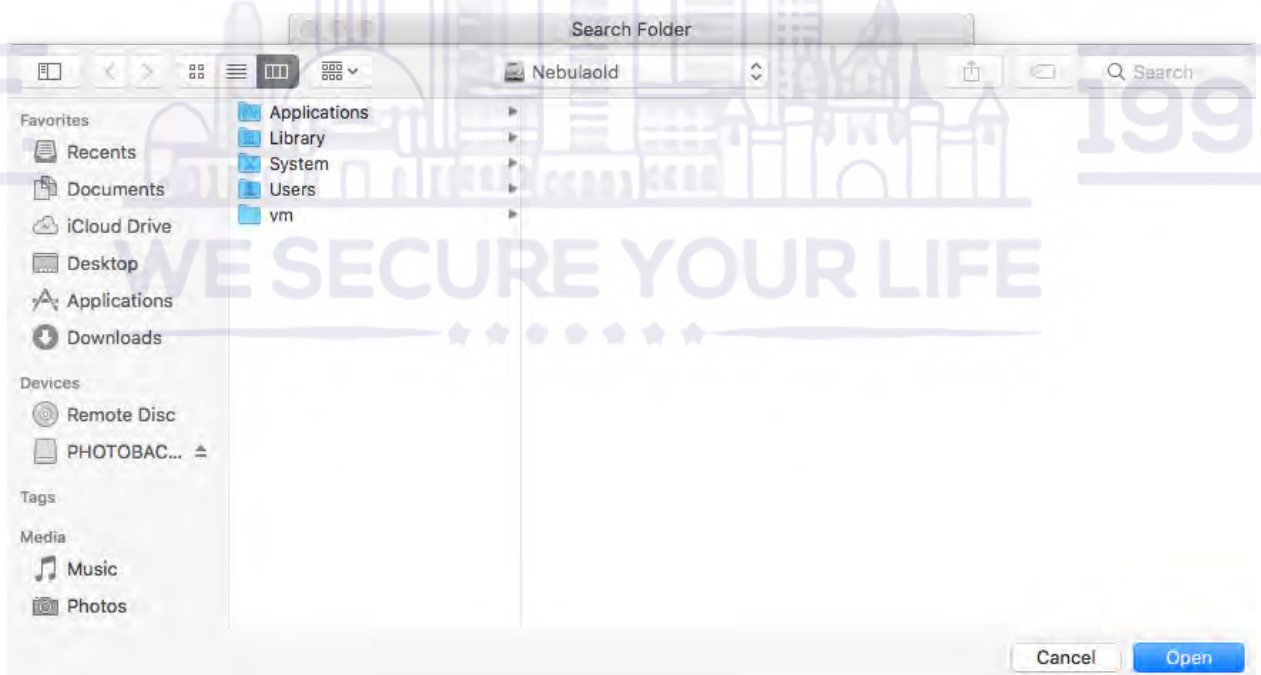
## Windows

A Windows explorer window will open. Navigate to the drive or folder you want to backup using the left-side navigation. Once you have selected a drive or folder, click the “Select Folder” button on the bottom left.



## Mac

An explorer window will open. Navigate to the drive or folder you want to backup. Once you have selected a drive or folder, click the “Open” button on the bottom left.



**Note:** You can add multiple drives and folders to your scanning locations. To add an entire drive, add the drive like you would a folder in the previous step.

You can also select folders and drives from your folders list and click the “Remove” button to remove any unwanted locations from your Photo Backup Stick.

Repeat the process of adding and removing locations until you have added all the locations.

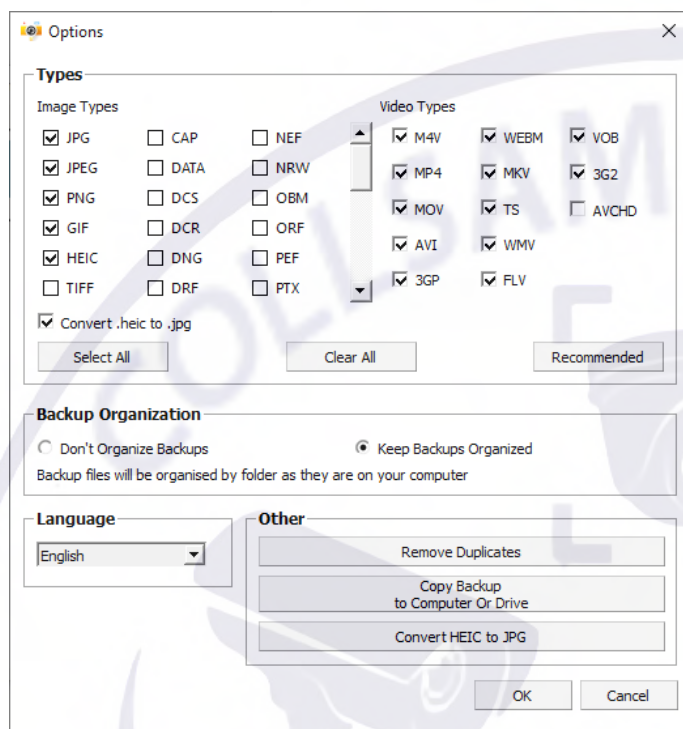
Remember, the Photo Backup Stick will scan all folders and sub folders in a location recursively so you only have to add the top-level folder and it will find all photos in that folder and all folders and sub-folders in the top folder.



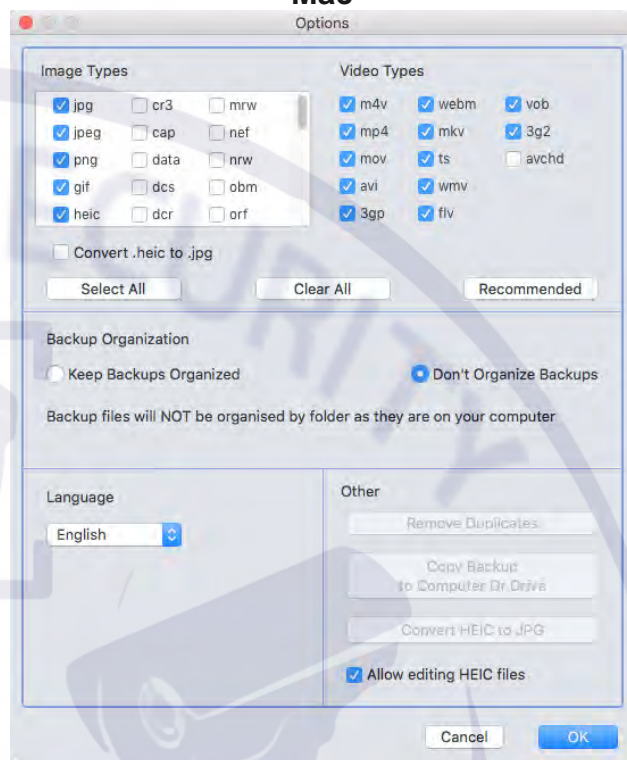
## Photo & Video Types

Photos & videos can come in many different image or file types. The most common type for photos is JPEG or JPG. To scan for different photo/video types, go to the Options screen and check the file types you wish to scan for:

### Windows



### Mac



Click the “OK” button to save your changes.

## Remove Duplicates

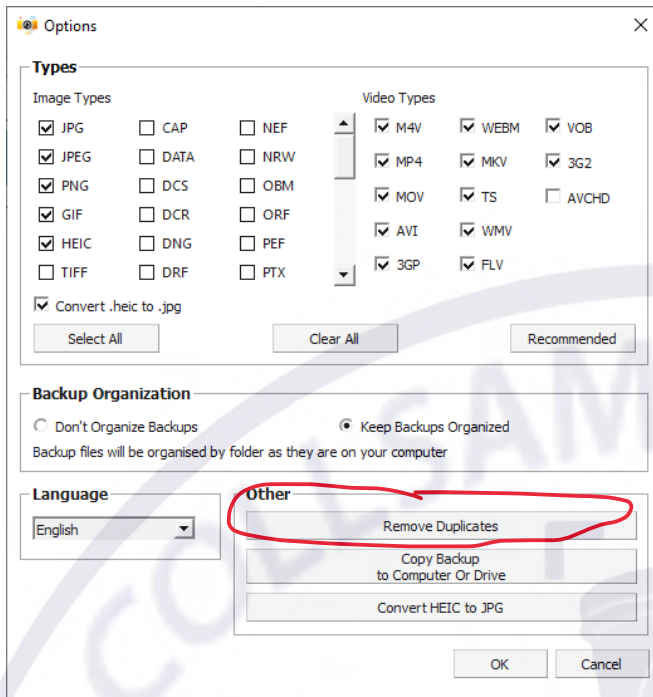
The Photo Backup Stick is designed so it will only backup photos once. This means if you perform a backup on a computer, phone, or tablet, it will back up all the photos once. If you back up that device again, it will only backup new photos.

However, it cannot detect when a computer, phone, or tablet has duplicate photos. If you have multiple copies of the same photo in different locations or with different names, they will be backed up. Also, if you have the same photo on a computer and phone or tablet and you back up both devices, your Photo Backup Stick will have both copies on the stick.

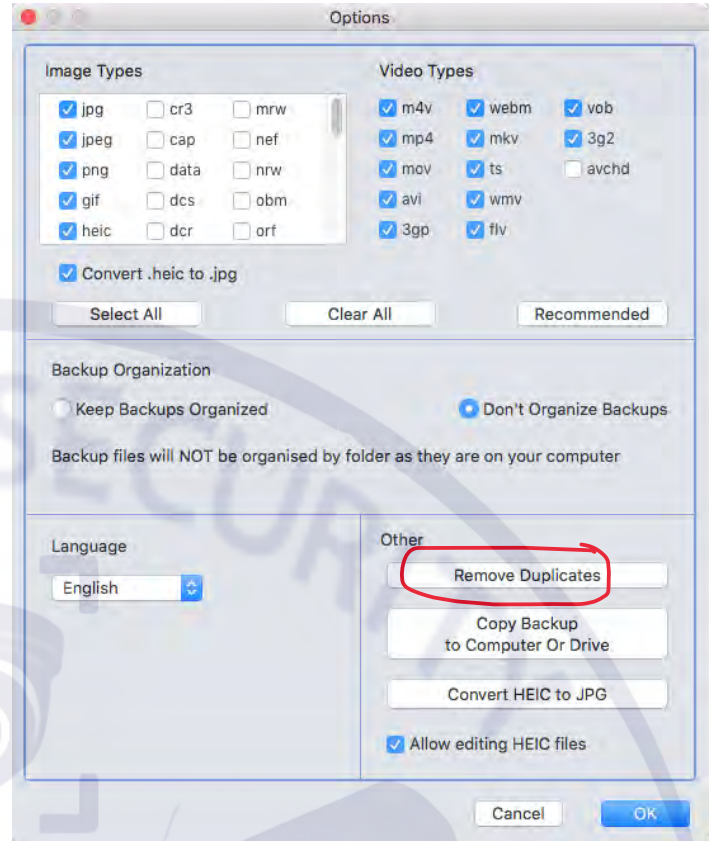
To find these duplicates, the Photo Backup Stick calculates the hash value, otherwise known as a file fingerprint, to detect duplicates. This means that no matter where the duplicate is or what it is named, if it is an exact duplicate, we can detect it and remove it.

To remove duplicates, go to the Options screen and click the “Remove Duplicates” button.

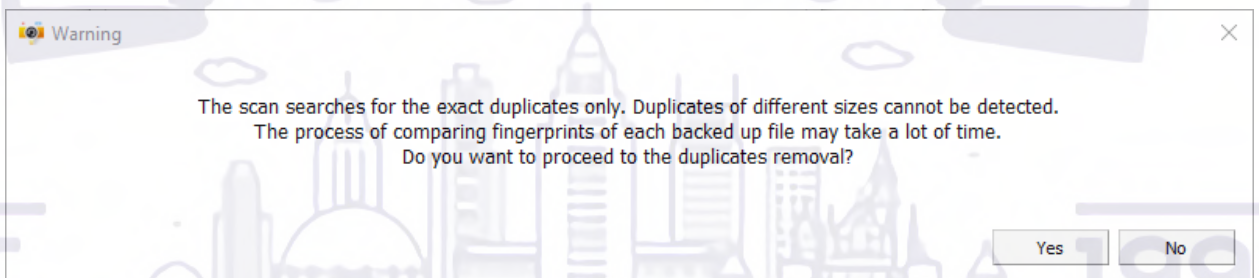
## Windows



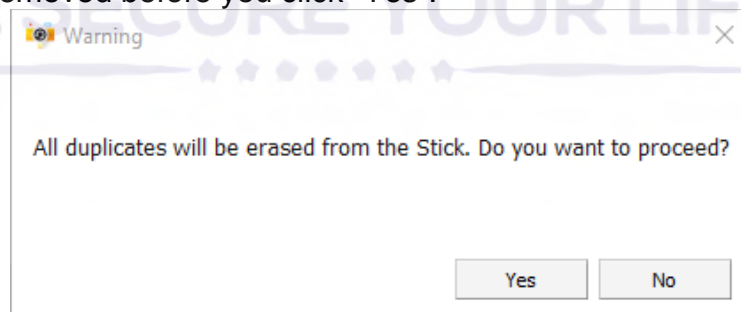
## Mac



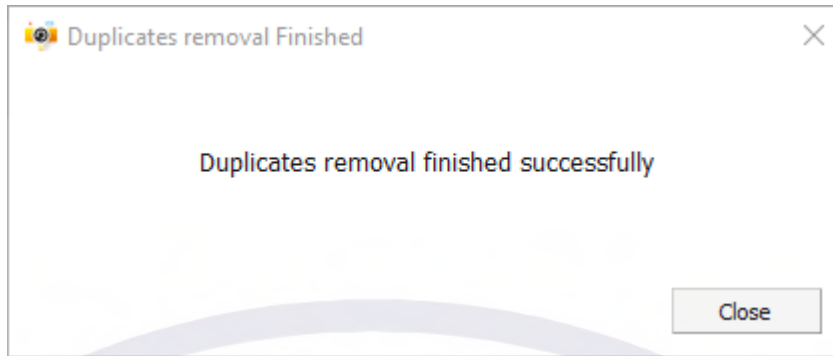
Scanning for and removing duplicates can take a long time. You will be asked if you are sure you want to proceed. If you want to proceed, click the “Yes” button.



After it scans for duplicates, the Photo Backup Stick will ask you one more time if you want to proceed to remove duplicates. This operation cannot be undone so be sure you want duplicates removed before you click “Yes”.



Once complete, you will see the success screen:

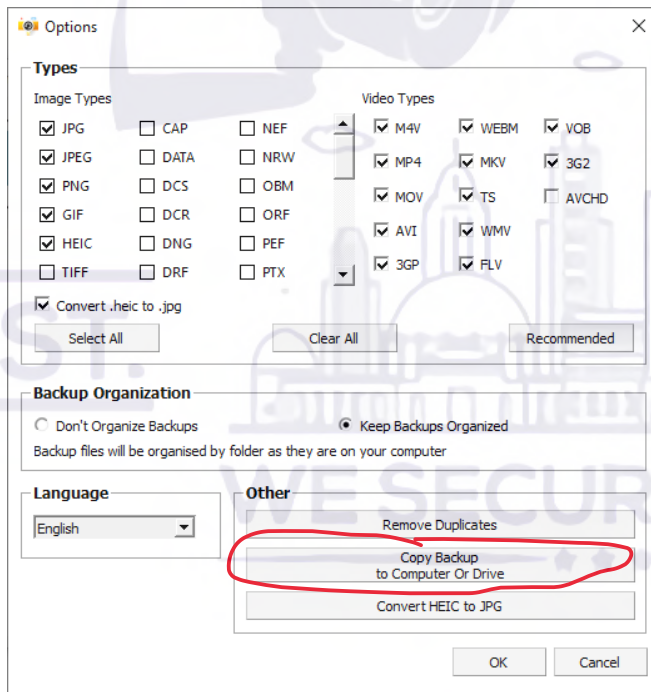


**Note:** Similar photos are not the same as duplicates. If you take several photos of the same thing, these are not duplicate photos and the Photo Backup Stick cannot detect that they are similar. Only exact duplicates will be removed with this process. If a photo has an exact duplicate but it has been edited, cropped, a filter has been used, or the photo has been changed in any way, it will no longer be detectible as a duplicate.

## Copying Your Backup to Another Location

To copy your backed-up files to your computer, another location on your computer, or to other drives, go to the Options screen and click the “Copy backup from the stick to PC” button.

### Windows



### Mac



A window will pop up. Navigate to the drive or folder you want to copy your files to and click the “Select Folder” button in Windows or “Choose” in Mac. Your files backed up on your Photo Backup Stick will be copied to the location you selected.

**Note:** We recommend that you have more than one copy of your photos/videos. USB drives are small and can be easily lost or stolen. Also, static charges or other external factors can render a USB drive inoperable making it impossible to access your backups.

## Convert HEIC to JPG

Apple devices often create photos in .HEIC format. This type of format cannot be displayed on most digital frames or TVs. The iOS app for iPhones and iPads will ask if you want to convert HEIC files to JPG after the backup is complete. The Windows and Mac apps allow you to convert your backed up files from HEIC to JPG under the Options page. Open the Options page from the main screen and click the “Convert HEIC to JPG” button.

## Organize Backups

There are two options for photo organization in the Options. If you select “Keep Backups Organized”, your photos will be saved in the same folder structure as they were on your computer. This means if photos are organized on your computer in different folders (i.e. by location name, date, event, etc.), they will stay organized in the same folder structure.

If you choose “Don’t Organize Backups”, your photos will be backed up into one folder on your stick despite where they are found on your computer.



Backup Organization

Keep Backups Organized  Don't Organize Backups

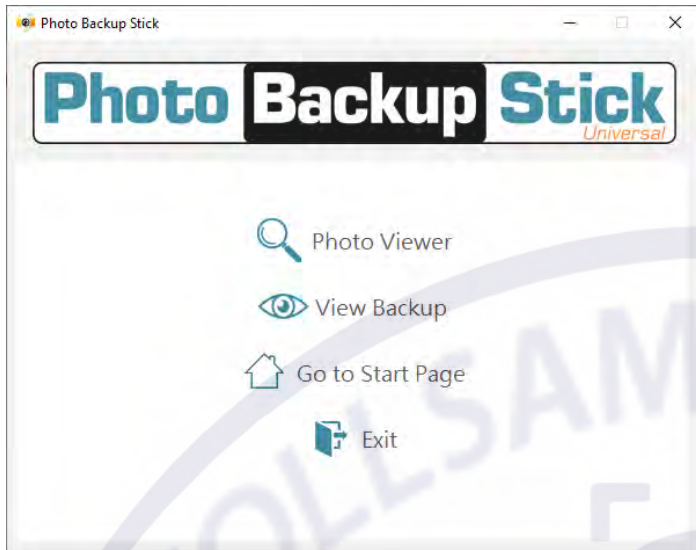
## Viewing Photos

There are two ways to view photos after a backup completes:

**Photo Viewer Button** – This opens the Phone2Frame photo viewer and editor. Here, you can view, delete, and edit photos. You can sort photos by date, name, or file size.

**View Backup Button** – This opens the “Backup” folder from the Photo Backup Stick in a new window on your computer.

## Windows



## Mac



**Note:** Besides the “View Backup” button on the screen after a backup is complete, the Home Page has these same buttons. You can also view photos without running the computer app by plugging your stick into the computer and navigating to the Backup folder.

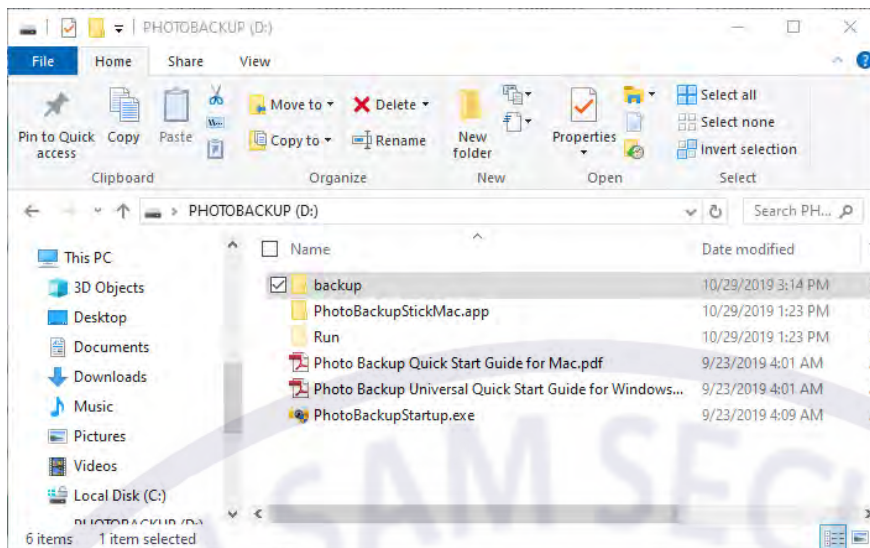
## Deleting Backups

Occasionally, you may need to delete backups from your Photo Backups Stick. We recommend copying your backups to a computer before deleting a backup.

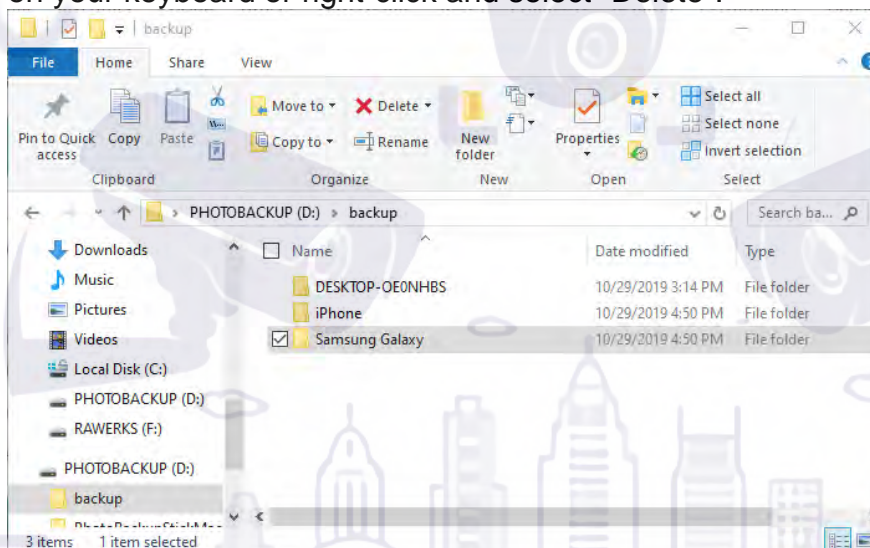
**Note:** The Photo Viewer with Phone2Frame features allows you to delete photos or entire folders.

**Deleting All Backups Windows** – Plug your Photo Backup Stick into your computer. Open the Photo Backup Stick folder and select the folder called “backup”. Once selected, hit the Delete key on your keyboard or right-click and select “Delete”.

You will be asked if you are sure you want to permanently delete the folder. Click “Yes”.

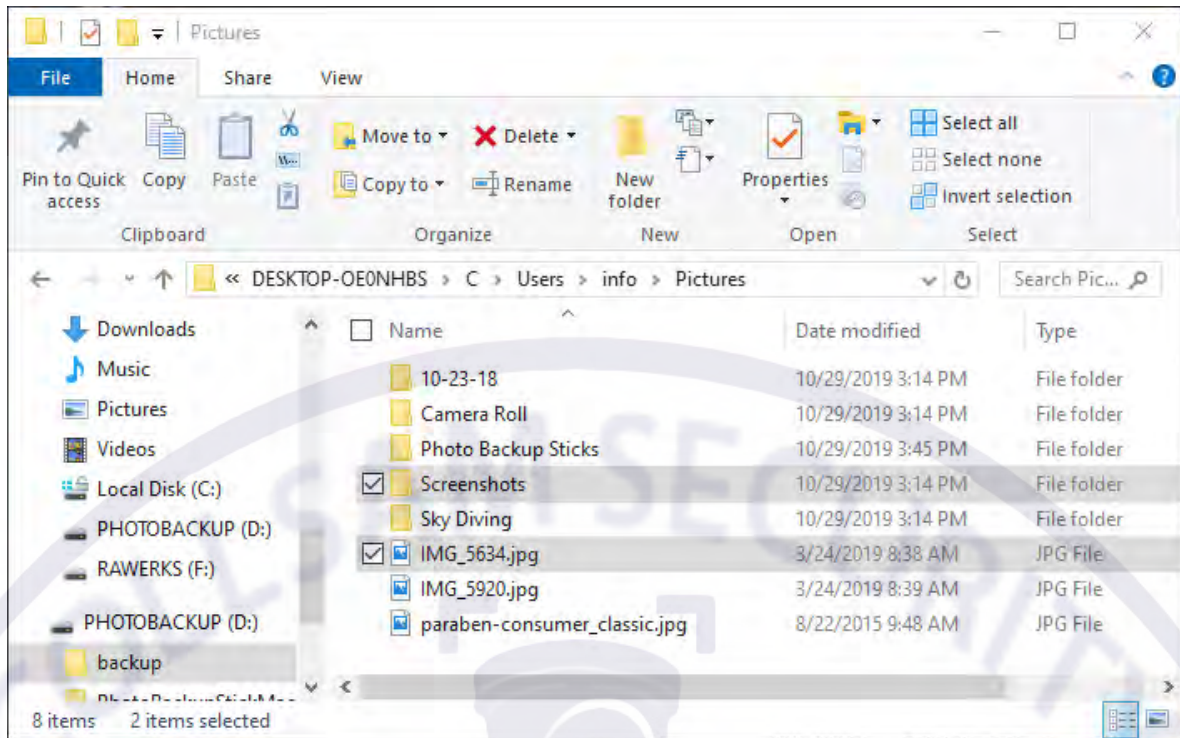


**Deleting Individual Backups** – To delete individual backups, plug your Photo Backup Stick into your computer. Open the Photo Backup Stick folder and then open the folder called “backup”. Select the backup you want to delete. Once selected, hit the Delete key on your keyboard or right-click and select “Delete”.



**Note:** Backups will be named after the name of the device that was backed up.

**Deleting Individual Photos or Folders** – If you only want to delete some photos or even some folders from your backups, plug your Photo Backup Stick into your computer. Open the Photo Backup Stick folder and then open the folder called “backup”. Open the backup you want to delete photos or folders from. Navigate to the folder where the photos/folders you wish to delete are located and select them. You can select more than one photo and/or folder by holding the Ctrl button down when clicking on the files/folders. Once you have selected all the photos/folders you want to delete, hit the Delete key on your keyboard or right-click and select “Delete”.



**Note:** If your backups are organized the same way they were on your computer, you may need to open several folders before getting to the folders where your photos are stored. In the example above, you can see photos are stored in four layers of folders before any images become visible.

**Deleting Backups Mac** – Plug your Photo Backup Stick into your computer. Open the Photo Backup Stick drive and select the folder called “Backup”. Then drag it to the trash can.

Your Backup folder is now in the trash but is not actually deleted from your Photo Backup Stick and is still taking up space. To permanently delete them from the stick, you must now empty the trash by clicking on the Trash can to open the window and then clicking on the Empty button.

## Troubleshooting

Many issues you may run into while using the Photo Backup Stick can be resolved with this troubleshooting section. We also offer support at our website including video tutorials, live chat, email, and phone support.

### Missing Photos –Computer Backups

If you have performed a backup of your Windows computer and no photos or not all your photos were backed up, please check the following:

**Scan for Photos** – By default, the Photo Backup Stick only scans your Pictures folder. If your photos are stored in other locations or drives on your computer, please follow the instructions for the [“Scan for Photos”](#) section of the help file.

**Add Image Types** – By default, the Photo Backup Stick only scans for JPG/JPEG files since they are the most common photo file type. Your photos may be in a different format. To scan for other formats, please follow the instructions for the “[Options – Image Types](#)” section of the help file.

**View All Backup Folders** – When you complete a backup, the photos/videos may be stored in many different folders. When [Viewing Photos](#), you may need to open several folders before you get to where your photos are stored.

For example, if you choose to [Keep Backups Organized](#), when you view photos, you will have to open the backup folder with the computer’s name, then the folder called C, then the folder called Users, then the folder named after the user, etc. until you see your photos.

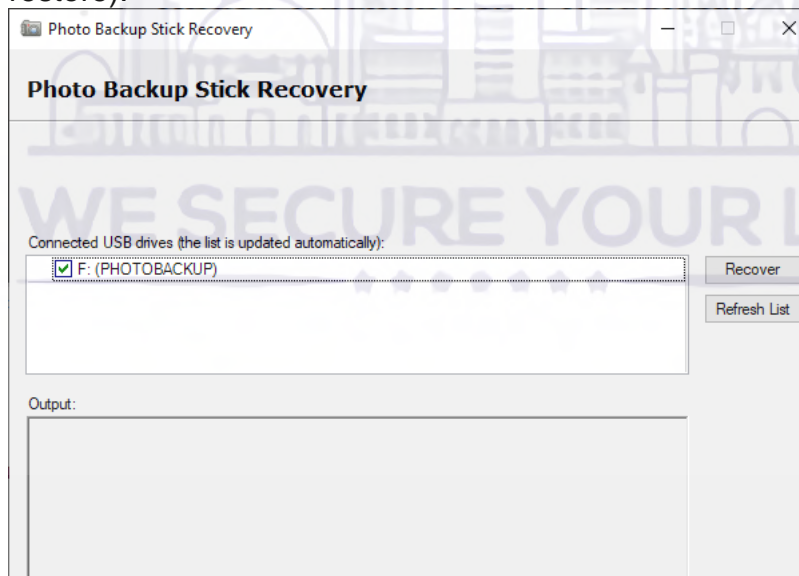
## Restoring Your Photo Backup Stick

If you accidentally delete the PhotoBackupStartup app or other files on your Photo Backup Stick or your computer asked you to reformat your stick, you can restore the drive to factory settings using the Photo Backup Restore app.

**Please Note:** Restoring your drive to factory settings will wipe any backups from your Photo Backup Stick! Please use the Copy backup from the stick to PC feature to save your backup to your computer before restoring your stick.

To restore your stick to factory settings, follow these directions:

1. Download the Photo Backup Restore app from: <https://photobackupstick.com/pbs-restore.exe>
2. Plug your Photo Backup Stick into your computer.
3. Open the pbs-restore.exe app (note, your computer may only show it as pbs-restore).



4. Check the "PHOTOBACKUP" drive and click the "Recover" button.

**Please Note:** If Windows says your Photo Backup Stick needs to be formatted, please ignore this as the recovery tool will automatically format your stick.

5. Your Photo Backup Stick will now be restored to factory settings.

## How Many Photos/Videos Can I Backup?

Unfortunately, there is no way to know exactly how many photos/videos you can store on your Photo Backup Stick because each photo is a different size and photo sizes can vary. Most smartphones take photos between 2.5-3MB but some phones and cameras can take photos over 8MB each. Videos can be hundreds of MB per minute or more.

The chart below will give you estimates on how many photos you can store for each size of Photo Backup Stick.

|               | 8 GB  | 16 GB  | 32 GB  | 64 GB  | 128 GB  | 256 GB  | 500 GB  | 1 TB      |
|---------------|-------|--------|--------|--------|---------|---------|---------|-----------|
| 1 MB Photos   | 8,000 | 16,000 | 32,000 | 64,000 | 128,000 | 256,000 | 500,000 | 1,000,000 |
| 2 MB Photos   | 4,000 | 8,000  | 16,000 | 32,000 | 64,000  | 128,000 | 250,000 | 500,000   |
| 2.5 MB Photos | 3,200 | 6,400  | 12,800 | 25,600 | 51,200  | 102,400 | 200,000 | 400,000   |
| 3 MB Photos   | 2,666 | 5,332  | 10,664 | 21,328 | 42,656  | 85,312  | 166,500 | 333,300   |
| 5 MB Photos   | 1,600 | 3,200  | 6,400  | 12,800 | 25,600  | 51,200  | 100,000 | 200,000   |
| 8 MB Photos   | 1,000 | 2,000  | 4,000  | 8,000  | 16,000  | 32,000  | 62,500  | 125,000   |

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