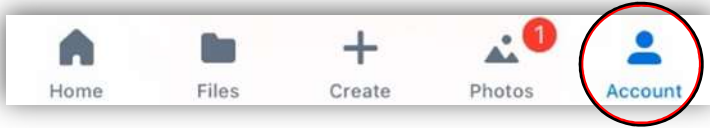# Check Dropbox App Settings (Apple Devices)

Open the **Dropbox** App on your iPhone.
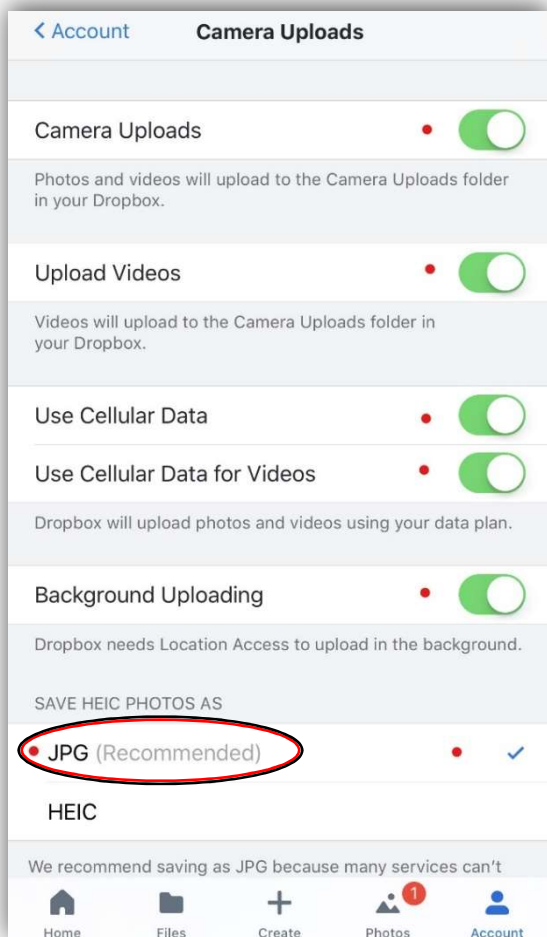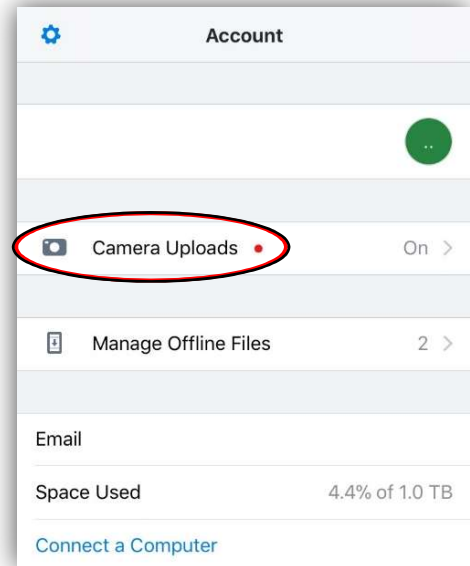
Tap the "**Account**" button – Bottom Right.

Tap "**Camera Uploads**"

<mark>When enabling Camera Uploads you must tap **Enable** or **ALWAYS ALLOW** to all requests for Notifications, Location, Background Uploading, etc.</mark>

<mark>**Do not deny anything or it won't work.**</mark>

Enable "**Camera Uploads**".

Enable "**Upload Videos**".

Enable "**Background Uploading**".

Ensure that "**JPG (Recommended)"** is checked.

If you are a T-Mobile user or if you have an unlimited data plan, enable "**Use Cellular Data"**, you will then have the option to enable "**Use Cellular Data for Videos**".

Make sure you are connected to Wi-Fi. Tap "Photos" tab at the bottom when done

Ensure Dropbox Permissions (Apple Device Only)

If Dropbox is not uploading photos, or if for any reason you have denied Dropbox access to your photos, location, or background app refresh; follow these steps to ensure that all the settings are correct:

1. On iPhone, open the **Settings** App.
2. Scroll down to **Dropbox.**
3. Ensure that ALL settings match the LEFT screenshot below.
4. Tap the "**Notifications**" icon to see the Notifications settings (right screenshot).
5. Ensure that the notifications are ON and match the RIGHT screenshot below.
6. When done tap the back arrow (top left) several times to return to the settings page.
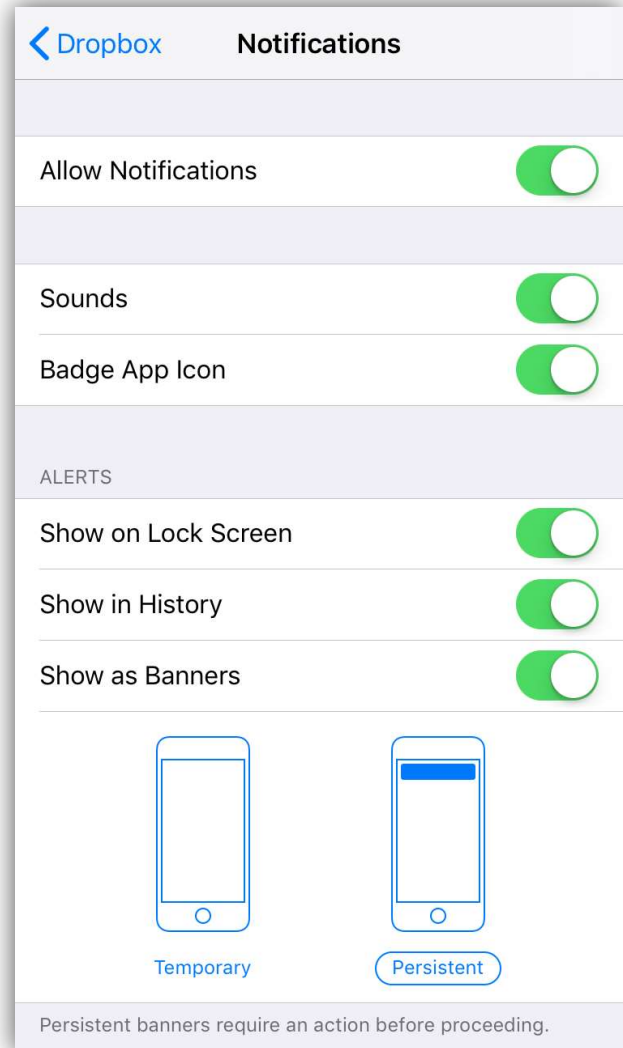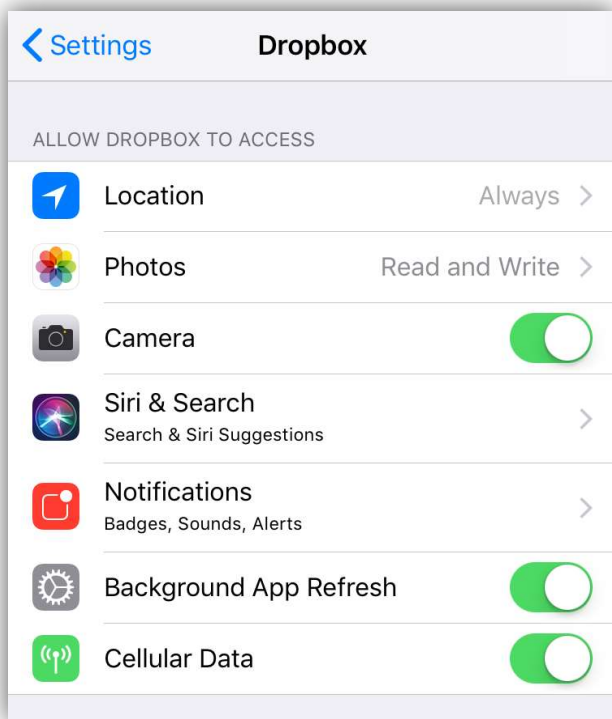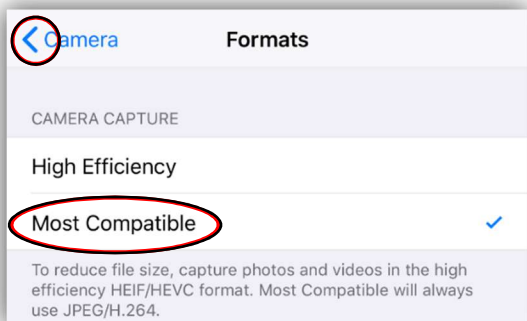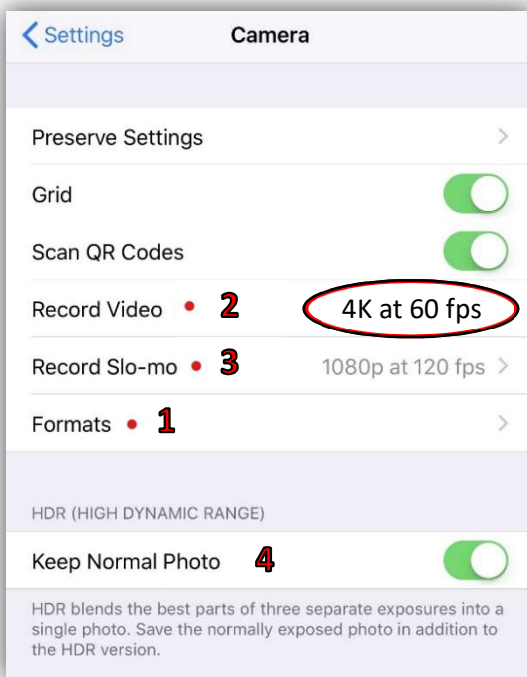
Check Camera Settings (Apple Devices Only)

Make sure you are using JPGs and 4K Video on your iPhone

On iPhone, Open the **Settings** App.

Scroll down to **Camera.**
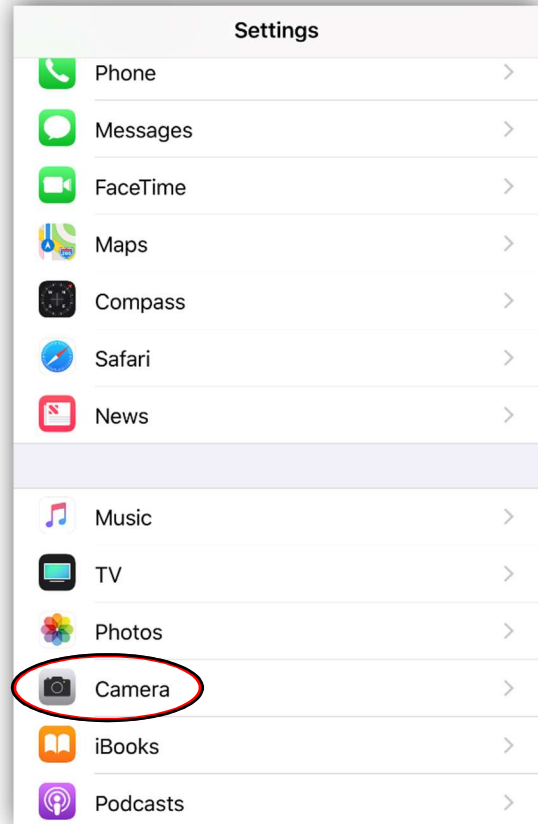
1. Tap "**Formats**" (newer iPhones only), Change "Camera Capture" to "**Most Compatible**".

2. Set "Record Video" to "**4K at 60 fps**". Some iPhones may only support "4K at 30".

3. Set "Record Slow-mo" to "**1080p at 240**" Some iPhones may only support "1080p at 120".

4. Tap "Keep Normal Photo".

Tap the back button (top left) several times to get back to the main settings page.

Derek Rowley – (253) 564-7777 – Computer Repair & Tutoring

Pictures to PC (Using Dropbox)

<u>Dropbox is used to get your photos from your phone to your computer wirelessly, so you can easily organize them.</u>

Before continuing, make sure you have followed each of the listed directions (Attached):
- ☐ Print, staple, and use the password packet: visit rowleyservices.com/support
- ☐ Sign up for Backup Service: visit rowleyservices.com/support for a free trial
- ☐ Follow attached: "iPhone users that use a Windows PC"
- ☐ Follow "Check iPhone Camera Settings" – Set High Quality Pictures & Videos
- ☐ Follow "Initial Dropbox Account Creation & Setup"
- ☐ Follow "Check Dropbox App Settings" – Check Occasionally

Make sure your mobile device is connected to your home Wi-Fi. Never use a cable to transfer photos!

ON YOUR APPLE DEVICE: Open the **Dropbox app**. Click on the **PHOTOS** tab at the bottom. You will see the upload progress at the top. – Keep the app open if you have a lot of pictures.

DO NOT DO ANYTHING ELSE IN THE DROPBOX APP – DO NOT DELETE PHOTOS or even browse through them.

Let Dropbox upload the photos and videos from your phone. This happens **automatically** and takes longer for videos.

Once the uploading has completed, you can then go to your computer and open the Dropbox folder. **Never use a cable to transfer photos!**

ON YOUR COMPUTER: Open Dropbox then "Camera Uploads".

Treat the "Camera Uploads" folder like your camera's memory card and CUT the pictures from the event you want to organize. Follow the **"Organizing Pictures"** tutorial.

After you have followed the "**Organizing Pictures**" tutorial, you should have an empty "Camera Uploads" folder on your computer. Once this computer folder is empty, and you are sure you have run Dropbox again to upload any remaining photos or videos, you can DELETE the pictures from your PHOTOS app on your iPhone (not from Dropbox).   Your Phone / Camera will eventually run out of space if you don't delete pictures from it.

Take the time to organize your photos now, while you can easily label them, because trying to sort them later is always much more difficult and extremely time consuming.

Why is using Dropbox so great (instead of using a cable to import or copying / pasting from the phone itself)?   Using Dropbox is great because it gets your pictures (and videos) to your PC or MAC wirelessly <u>from anywhere</u>. Dropbox renames your Pictures with the date and time taken, so when multiple people take pictures at an event with iPhones, or Androids, they can all be placed in the same shared folder and they are automatically organized by date and time taken, and not by some random number.