

Getting Pictures From Mobile Device

This guide is for individuals wanting to retrieve pictures and videos from mobile devices, such as iPads, iPhones, and Android devices.

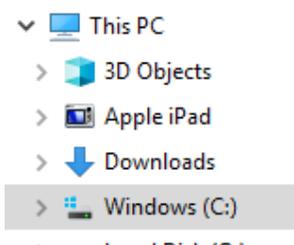
You need is your USB cable to connect your device to a computer. A flash drive is option if you want to back up your pictures or videos.

iPhone/iPad Instructions

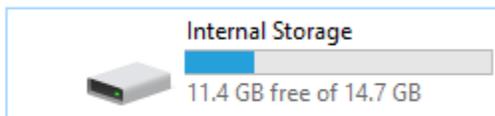
1. Turn on your mobile device.
2. Connect the USB cable to the device and your computer.
3. You may see one of these popups:



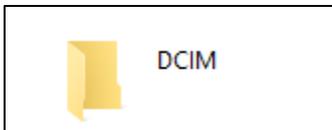
4. Press Trust or Allow, since this your request.
5. Open File Explorer on your computer.
6. You should see your device listed:



7. Double click your device to open the internal storage.



8. Double click Internal Storage:

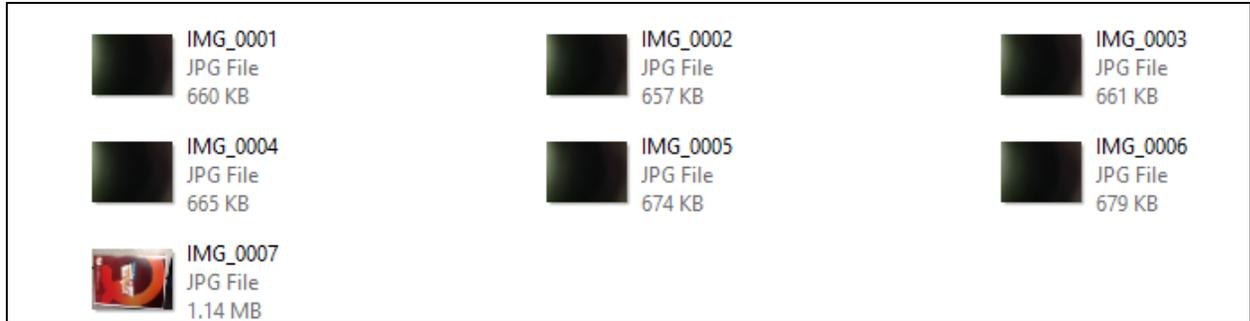


9. Double click DCIM



There will likely be more than one Apple folder. You will need to look through them to find your pictures or videos.

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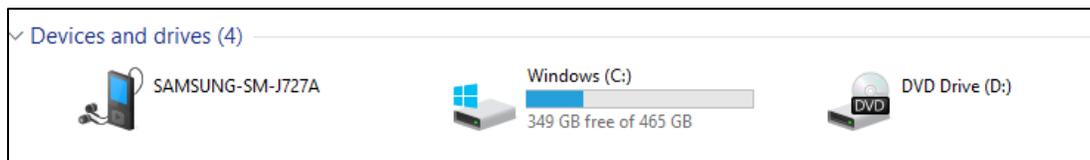
10. Select the files you want to transfer. Right click the selections and click Copy.
11. Open another File Explorer and navigate to where you want to copy the files.
12. In the new location, right click the folder and click Paste.

Android Device Instructions

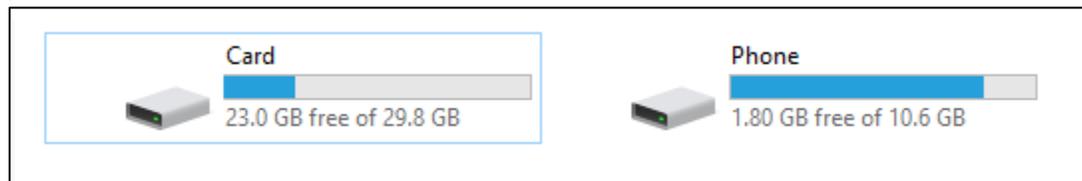
1. Turn on your mobile device.
2. Connect your USB to your computer and device.



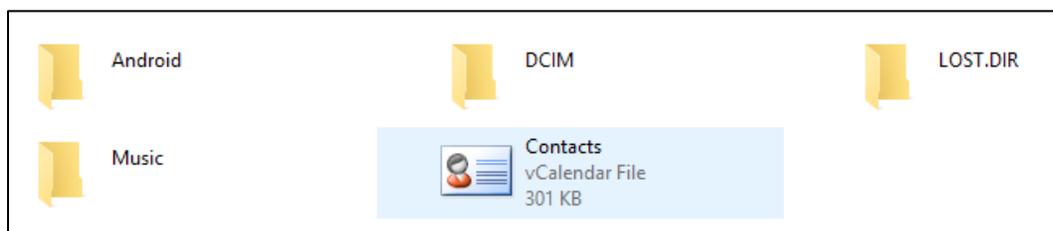
3. Click Allow.
4. Open File Explorer and click This PC.



5. Double click your device. If you have an SD card, it will show here. Your camera could be storing pictures and videos in either location.

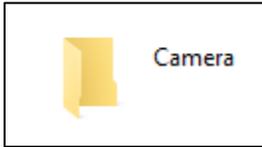


6. Double click the DCIM folder.



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7. Double click the Camera folder.



8. Locate the files you want to copy. To copy a file, right click file and select Copy.
9. Open another File Explorer and navigate to where you want to copy the files.
10. In the new location, right click the folder and click Paste.

Notes:

Do not save them to your computer's Desktop. You will lose them when we re-image your computer.

Name your pictures/videos. Right click the file and click rename.