1. (Novice Must-Read!!!) I forgot my password.
   Please go to App Setting > Set Recovery Email to set an email address, this email will be used when you forget password next time.

2. I deleted the app/lost my phone/restored factory defaults, can I get back my photos?
   All the photos/videos stored in this app are stored in your local device's storage. If you delete any third-party app, Apple will forcefully remove all the data inside the app. It means if you never backup the data in the app, the photos/videos will be gone. Sorry to hear that.
   This app provides several ways to back up your photos: details please refer to next FAQ.

3. How to transfer my photos and videos to another device?
   Below 3 ways can be chosen:
   a. iTunes Sync: Transfer your photos to the new device through iTunes, detail steps please refer to below link:
      https://support.apple.com/en-us/HT203075
   b. Wi-Fi Transfer: Make sure your device which installs PV app and the PC in the same Wi-Fi network, and then click the Wi-Fi icon in the app's home page, follow the steps in that page to transfer photos between your device and PC.
   c. Airdrop: use Airdrop to transfer photos to the new device by below steps: Export photos from PV app to system album in the old device manually, then use Airdrop to transfer these photos from the old device to the new one's system album, and then import these photos from system album to PV app in the new device.

4. How to back up my photos and videos?
   Wi-Fi Transfer: Make sure your device which installs PV app and the PC are in the same Wi-Fi network, and then click the Wi-Fi icon in the app's home page, follow the steps in that page to transfer photos between your device and PC.

5. All photos are gone, can I recover my photos?
   - If you DID NOT delete the app or restore your device, the photos should still be there. Why you can't see all your photos is probably because you logged in with the fake password so that you are not able to see the photos in the real albums.

6. I accidently delete all the photos inside the app, is there any way to find back these photos?
   Please check your "Recently Deleted" folder, if it's still empty, the photos will not be able to recover.
   To ensure you never lose your photos again, please back up your photos regularly by using the APP self-provided Wi-Fi Transfer feature.

7. Is there any limit to storage size?   How to resolve "No enough space" problem?
   The storage in PV app is completely free to use! If you get the warning message of "No enough space", please go to device's setting > General, Storage and iCloud Usage, check if there is enough available storage size.

8. Why no audio for video playback?

   On the left-hand side of the iPhone, there's a small switch just above the two volume buttons. To turn the iPhone sound on and exit the silent mode, simply flip this switch up towards the front of the phone.

9. How to restore my purchased membership if I change to a new iPhone?

   Please use the same Apple ID to login App Store, then go to app's setting > click on [Restore Purchase] button.

10. Restore Purchase failed, how to resolve it?

    Please confirm if you use the same Apple ID as the one when you purchased it. Use the correct Apple ID to login and do [Restore Purchase] again to see if it works;

    If it still doesn't work, please login iTunes with the Apple ID which you purchased the commodity, read the contents in below link to check the purchase history
        https://support.apple.com/en-us/HT204088

    If the related purchase history exists but the restore purchase still fails, please send the screenshot to our support email photovault.info@gmail.com , we will trace your problem.

11. How to resolve "Wi-Fi not connected" error when using Wi-Fi Transfer feature?

    Go to device's setting> scroll down to find out PV app, click on it > click "Wireless Data" > enable "WLAN & Cellular Data".