

# Photo Upload Troubleshooting

In most cases a photo upload failure is due to the size of the image you are uploading, the speed of your device or your internet connection stability. Here are some suggestions on how to address these problems.

## Image size

Your image should:

- Have a pixel rate that exceeds 4 megapixels
- Be under 15MB in size
- Be in the format of either 'jpg', 'jpeg', 'gif' or 'png'.

## Internet

Internet uploads can be affected for a number of reasons, common issues are:

- Other devices using your internet – In most homes more than one device will be accessing your internet. Mobile phones, Blu-ray players, Smart TV's and tablet devices all rely on an internet connection and in some instances these connections will remain active even when the device is not in use. You can combat this by switching them off completely. For Blu-ray players, Digi boxes and TV's you can switch these off at the plug. Tablets and mobile phones will normally switch off if you press and hold the power button
- Internet router firmware is out of date – To fix this you will need somebody with a decent knowledge of computers to log on to your router and instigate a firmware update

## Computer/Smart device

Slowness in a computer or a smart device is generally attributed to two things:

- Too many programs or applications running – The more applications you have open the slower your overall speed will be so try shutting down any non-essential ones. To do this you will need to refer to your device's hand book.
- Bugs – these can affect your devices overall functionality. Run a system check using your preferred anti-virus software.