BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Digital Cameras Getting Photos Off Them

Cards, card readers, cables and camera apps — explained in plain English, one step at a time

A plain-English guide to moving your camera pictures somewhere safe

Take your time — copying pictures never removes them from the card

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Canon, Sony, Nikon & more · Windows 11, Mac, iPhone, iPad & Android · facts current November 2026

What's Inside

This is your guide to getting pictures off a digital camera: memory cards, card readers and cables, importing on a Windows computer, a Mac, an iPhone, an iPad or an Android device, the Canon, Sony and Nikon phone apps, and keeping a safe backup. Read it in any order and at your own pace; there's no test, and you can't fall behind. Menus differ a little from camera to camera, so if a word on your screen is slightly different, look for the closest match. The idea is still the same.

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PART 1

Where Your Pictures Live

A welcome, the plain-English words, how to tell what camera and card you have, and the three ways to get pictures off any camera.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe you have a good camera, a Canon, a Sony, a Nikon or another make, that takes lovely pictures of the grandchildren, the garden or a trip. And maybe those pictures are still sitting on the camera, because getting them *off* it has always felt like the hard part. You're in very good company. It's one of the most common things people ask me about cameras.

I'm Bill. For more than 30 years I've helped people make sense of their technology. I wrote this guide the way I'd explain it at your kitchen table: slowly, in plain English, one step at a time. You don't need to know anything about computers to follow it.

What this guide covers

- **Memory cards**: the little SD and microSD cards inside your camera, and how to take one out safely.
- **Card readers and cables**: which gadget plugs into which computer, phone or tablet.
- **Importing** on a Windows 11 computer, a Mac, an iPhone or iPad, and an Android phone or tablet.
- **The wireless apps**: Canon Camera Connect, Sony Creators' App and Nikon SnapBridge, with pairing steps.
- **RAW and JPEG** files, explained without the jargon.
- **Backing up** to Google Photos, iCloud or Amazon Photos once the pictures are on your computer.
- **When things go wrong**: "card error" messages, formatting, and photos you deleted by accident.
- **Older cameras** with CompactFlash or xD cards, and fake memory cards to avoid.

WHAT THIS DOES FOR YOU

What this guide does for you

By the end you'll be able to move every picture off your camera onto your computer, phone or tablet, keep a safe second copy in the cloud, and clear the card for your next outing, without ever wondering whether you just lost something.

The honest "can't break it" promise

Taking a card out, plugging it into a reader, looking at your pictures on a computer and copying them: none of that can harm your photos. Copying never removes anything from the card. There are only two moments that deserve a real pause, and I'll flag each one clearly: **formatting** the card (it erases everything on it) and ticking a box that says **delete after import**. My rule is simple: never erase the card until you've seen your pictures safely in two places.

GOOD TO KNOW

Facts current as of November 2026

The steps in this guide were checked against Apple, Microsoft, Google, Canon, Sony and Nikon help pages in November 2026. Every camera model has its own menus, so if a word on your camera's screen is a little different, look for the closest match. The idea is the same.

And you're never stuck alone. If you'd like a hand, call me at **(330) 200-8042** and we'll get those pictures where they belong together. There's no such thing as a silly question about your own photos.

— Bill

CHAPTER 2

Where Your Camera Keeps Its Pictures

A digital camera doesn't keep your pictures inside itself the way a phone does. Almost every camera saves them on a small removable **memory card**. The card sits in a little door on the side or the bottom of the camera, often next to the battery. Take the card out and your pictures go with it.

That's good news. It means you can get pictures off your camera without the camera at all: just move the card to a computer, phone or tablet. It also means that if a camera is lost or broken, the pictures are usually still fine on the card.

A few words worth knowing

Word	What it means
Memory card	The small, flat card that stores your pictures. Most cameras use an **SD card** (about the size of a postage stamp). Some small cameras use a **microSD** card (fingernail size).
Card reader	A small gadget, or a slot in a computer, that the card plugs into so the computer can read it.
Import	Copying pictures from the card or camera into your computer's, phone's or tablet's photo collection. Importing makes a copy; the originals stay on the card.
DCIM	Short for "Digital Camera Images." Every camera puts its pictures in a folder with this name on the card.
JPEG (or JPG)	The everyday picture file every computer and phone can open. Chapter 20.
RAW	An optional "digital negative" file some cameras save. Bigger, and some computers need a little help to open it. Chapter 20.
Pairing	Introducing your camera to your phone once, by Bluetooth, so the two recognize each other from then on.
Format	Erasing a card completely and setting it up fresh for your camera. Chapter 22.
Back up	Keeping a second copy somewhere else, such as in the cloud, in case the first is lost.

Peek at your pictures on the card

Inside the DCIM folder you'll find one or more folders with names like **100CANON**, **100MSDCF** (Sony) or **100NIKON**. Inside those are your pictures, with names like **IMG_0042.JPG** or **DSC_0042.JPG**. The camera numbers them in order, so the highest

number is usually the newest picture. You never need to rename or move these folders on the card; just copy from them.

TIP

Your pictures are in two places only after you copy them

Until you import them, the card holds the **only** copy of your pictures. That's why it's worth getting into the habit of copying them off after every outing or holiday, rather than letting a card fill up over a year or two.

CHAPTER 3

Which Camera and Card Do You Have?

Two quick checks tell you almost everything you need for the rest of this guide: what kind of card your camera uses, and whether your camera has Wi-Fi or Bluetooth.

Check 1: the card

1. Turn the camera **off**.
2. Find the small door marked with a card symbol, or the word **SD**. On many cameras it's on the right side; on others it's under the camera, inside the battery door.
3. Open the door and look at the card's label. Note its brand, its size in GB (such as 32 GB or 128 GB) and whether it says SD, SDHC, SDXC or microSD.
4. Leave it where it is for now. Chapter 5 shows how to take it out properly.

Card	What it looks like	Found in
SD / SDHC / SDXC	About 1 by 1¼ inches, with a tiny sliding lock on one side	Most Canon, Sony, Nikon and other cameras made in the last 20 years
microSD	Fingernail size; often sold with an SD-size adapter	Action cameras, some small cameras, trail and dash cameras, phones and tablets
CompactFlash (CF)	A thicker card, about 1½ inches square	Older digital SLR cameras
CFexpress / XQD	Thick, fast cards	Some professional cameras
xD-Picture Card	Very small and thin	Older Olympus and Fujifilm cameras
Memory Stick	Long and narrow	Older Sony cameras

SD, SDHC and SDXC are all the same shape; the letters just mean newer, larger cards. A newer computer or reader reads all three. Older cards, such as CompactFlash and xD, are covered in Chapter 19.

Check 2: does it have Wi-Fi or Bluetooth?

- Look on the camera body for a small **Wi-Fi** symbol (curved lines), a Bluetooth symbol, or the letters **NFC**.
- Or open the camera's menu and look for a section named something like **Wireless**, **Network**, **Connect to smartphone** or **Wi-Fi/Bluetooth**.
- Most Canon, Sony and Nikon cameras sold in the last several years have one or both. Many older or simpler cameras don't, and that's fine: the card reader works for every camera.

Write it down

What to note	Where to find it
Camera make and model	Printed on the front or top, such as Canon EOS R50, Sony a6400 or Nikon Z50.
Card type and size	From the card's label, such as SDXC 64 GB.
Wi-Fi or Bluetooth?	Yes or no, from the symbols or menu.

TIP

Find your camera's manual online

Canon, Sony and Nikon all keep their camera manuals free online. Search for your exact model name plus the word "manual," and choose the result from the maker's own website. It's the best place to see your camera's exact menu words.

CHAPTER 4

Three Ways Off the Camera: Pick Yours

There are three ways to get pictures off any camera. You only need one. Here they are side by side.

Way	What you need	Best for	Watch out for
1. Card reader	A reader that fits your computer, phone or tablet (Chapter 6)	Almost everyone. Fast, simple, and works with every camera	Take the card out with the camera off
2. Cable	The USB cable that came with the camera	Cameras with a card that's hard to reach	Uses the camera battery; some computers don't see every camera
3. Wi-Fi app	A camera with Wi-Fi or Bluetooth, and the maker's free phone app	Sending a few favorites to your phone to share	Slower for hundreds of pictures; some apps send smaller copies

Bill's suggestion

For most people, a **card reader** is the easiest and most reliable way. It costs little, never needs a battery, and every computer, iPhone, iPad and Android device can use one. Use the **phone app** alongside it when you want to text or email a picture from the camera the same day.

Where should the pictures go?

I want them on	Read
A Windows computer	Chapters 8 to 10
A Mac	Chapters 11 and 12
An iPhone or iPad	Chapter 13
An Android phone or tablet	Chapter 14
Straight to your phone, wirelessly	Chapters 15 to 18
Then a safe backup	Chapter 21

GOOD TO KNOW

Phone first or computer first?

If you have a computer, it's the best first home for camera pictures: it has the most room, and it can back them up to the cloud. If you only use a phone or tablet, that's fine too. Just make sure your phone has enough free space first, because camera pictures are often larger than phone pictures.

PART 2

Cards, Readers and Cables

Taking the card out without a worry, choosing the right card reader for your computer, phone or tablet, and plugging the camera in with its own cable instead.

CHAPTER 5

Taking the Card Out (and Putting It Back) Safely

Memory cards are tougher than they look, but they don't like being pulled out while the camera is still writing to them. Follow these steps and you'll never have a problem.

Take the card out

1. Turn the camera **off** with its power switch. If the small light near the card door is blinking, wait until it stops. That light means the camera is still saving.
2. Open the card door.
3. **Push the card in gently** with your fingertip, then let go. It springs out a little way.
4. Pull it the rest of the way out, holding it by the edges. Try not to touch the gold contacts.
5. Close the card door so dust can't get into the camera.

Put it back

1. With the camera off, open the card door.
2. Hold the card with its label facing the same way as before. On most cameras the label faces the back of the camera, and the cut-off corner goes in first. A small picture beside the slot often shows which way.
3. Slide it in until it clicks and stays put. Never force it: if it won't go, turn it around.
4. Close the door and turn the camera on. Take a test picture to make sure the camera is happy.

HEADS UP

The little lock switch on the side

Full-size SD cards have a tiny sliding switch on the left edge. Slid down toward the gold end, it **locks** the card: you can look at the pictures, but the camera can't save new ones or delete anything. If your camera says the card is **locked** or **write-protected**, take the card out and slide the switch up, away from the gold contacts, then put it back.

Caring for your cards

- Keep spare cards in a small plastic case, not loose in a pocket or purse.
- Keep them away from water, heat (such as a hot car dashboard) and strong magnets.

- Label each card with a tiny sticker or number so you know which holiday is on which card.
- Don't share one card between two cameras. Give each camera its own.
- Cards don't last forever. If a card is many years old, or starts giving errors, copy everything off it and replace it. A new card costs far less than lost pictures.

TIP

A microSD card in an adapter

If your microSD card came with a larger SD-size "sleeve," you can slide the microSD into it and use it in any SD slot or SD reader. The adapter is just a holder; it doesn't change anything on the card.

CHAPTER 6

Card Readers: Which One Fits What You Own

A card reader is the simplest tool in this whole guide. You plug it into your computer, phone or tablet, push the card into it, and the pictures appear. The only trick is getting one whose plug matches your device.

First, check for a built-in slot

Many laptops and some desktop computers have an **SD card slot** built in: a thin slot, about an inch wide, on the side or front, often marked **SD**. Some Mac laptops and desktops have one too. If yours does, you don't need to buy anything. Push the card in, label up, until it clicks or stops.

Then match the plug

Your device	Plug it needs	Look for
Older Windows computer or Mac	**USB-A** (the flat, rectangular plug)	A USB-A SD card reader
Newer laptop, Mac, iPad, or Android phone	**USB-C** (small, oval, fits either way up)	A USB-C SD card reader
iPhone 15 or later	**USB-C**	Apple's USB-C to SD Card Camera Reader, or another USB-C reader
iPhone 14 or earlier, older iPads	**Lightning** (small, flat, Apple only)	Apple's Lightning to SD Card Camera Reader
Several devices	Both	A reader with both USB-A and USB-C plugs

Card readers made by well-known brands such as SanDisk, Lexar, Kingston and Anker, as well as Apple's own, generally cost somewhere between about $10.00 and $40.00; check current prices. A reader that takes both SD and microSD cards is handy if you have both kinds.

Apple's camera adapters for iPhone and iPad

Apple makes three adapters for getting camera pictures onto an iPhone or iPad: the **Lightning to SD Card Camera Reader**, the **Lightning to USB 3 Camera Adapter** (for plugging in the camera's own cable) and the **USB-C to SD Card Camera Reader**. Apple says they work with SD, SDHC, SDXC, miniSD, microSD and MMC cards (the smaller ones need an SD adapter sleeve).

GOOD TO KNOW

Speed

Apple says most adapters and devices copy at USB 2 speed. Some Pro iPhones, such as iPhone 15 Pro and iPhone 16 Pro, support faster USB 3 speeds. For a few hundred pictures, either is fine; just give it a few minutes.

TIP

Using a microSD card

If your reader only has an SD slot, put the microSD card into its SD-size adapter sleeve first.

CHAPTER 7

Plugging the Camera In with a Cable

If you'd rather not take the card out, you can usually connect the camera itself to your computer with a USB cable. The computer then reads the card through the camera. It's a perfectly good way, just a little slower, and it uses the camera's battery.

Connect the camera

1. Make sure the camera's battery is well charged. A camera that runs flat in the middle of copying can leave the job half done.
2. Find the camera's USB socket. It's usually behind a small rubber flap on the side, marked with a USB symbol. Newer cameras use **USB-C**; older ones use a smaller **Micro-USB** or **Mini-USB** plug.
3. Plug the small end of the cable into the camera and the other end into your computer (or into a USB socket adapter if your computer only has USB-C).
4. Turn the camera **on**. Some cameras show a message asking what kind of connection you want; choose the option for a computer, PC or file transfer if asked.
5. Your computer should now see the camera. Go to the chapter for your computer to import.

HEADS UP

Use a cable that can carry data

Some cheap USB cables only charge and can't carry pictures. If your computer doesn't see the camera, try the cable that came with the camera, or one sold as a data or sync cable.

Plugging a camera into an iPhone or iPad

You can also plug a camera straight into an iPhone or iPad. On a model with USB-C, you can often use a USB-C cable directly; on a Lightning model, use Apple's **Lightning to USB 3 Camera Adapter**. Apple says its adapters work with cameras that use the standard **PTP** or **Mass Storage** connection types, which most cameras do. The steps are in Chapter 13.

When to choose the cable

- Your camera's card is awkward to reach, such as under a tripod plate.
- Your computer has no card slot and you don't have a reader handy.

- You'd like to charge the camera at the same time. Some newer cameras charge over USB-C while plugged in; check your camera's manual.

TIP

Turn off the camera before unplugging

When the copying is done, close the photo app on the computer, turn the camera off, then unplug the cable. That way nothing is interrupted halfway.

PART 3

Onto Your Computer

Importing camera pictures on a Windows 11 computer with the Photos app or File Explorer, what to do when the computer doesn't see the camera, and importing on a Mac with Photos, Image Capture or Finder.

CHAPTER 8

Windows 11: Importing with the Photos App

Windows 11 comes with an app called **Photos**. It can copy pictures from your camera's card into your computer and show them to you in date order. It's the gentlest way to start on a Windows computer.

Import your pictures

1. Put the memory card into your computer's card slot or card reader. (Or connect the camera with its USB cable and turn it on.)
2. If a small box pops up in the corner asking what to do with the card, you can ignore it or close it.
3. Open the **Start** menu and select **Photos**.
4. Select **Import**, near the top of the Photos window.
5. Choose your card or camera from the list. It may be listed by the camera's name, or as a drive such as **SD card** or **Removable disk**. Give it a few moments to find everything.
6. Photos shows your pictures. Pick the ones you want, or select all of them.
7. Choose **where to save** them. Your **Pictures** folder is a fine choice.
8. Select the button to **Import** and wait until it's finished.

GOOD TO KNOW

Your Photos app may look a little different

Microsoft updates Photos often, and some computers still have the older version, called **Photos Legacy**. In the older version the steps are **Import > From a connected device**, then follow the instructions. Either way, the idea is the same: Import, pick the card, pick the pictures, choose where they go.

Finding them afterward

When the import finishes, your new pictures appear in Photos with the most recent at the top. They're also real files in the folder you chose. Open **File Explorer** (the yellow folder on the taskbar), select **Pictures** on the left, and you'll see them there.

HEADS UP

Leave the card alone for now

Don't erase or format the card yet. First check that the pictures open on the computer, then back them up (Chapter 21). After that, clear the card in the camera (Chapter 22).

CHAPTER 9

Windows 11: Copying with File Explorer

Some people prefer to skip the Photos app and copy the picture files directly, like moving papers from one folder to another. It's simple, and you can see exactly where everything goes.

Copy the pictures

1. Put the card into the computer's card slot or reader.
2. Open **File Explorer** (the yellow folder on the taskbar).
3. On the left, select **This PC**. Your card appears as a drive, often called **SD card**, **Removable disk** or the camera's name, with a letter such as **E:** or **F:**.
4. Double-click the card, then double-click the **DCIM** folder. Inside are folders such as **100CANON**, **100MSDCF** or **100NIKON**.
5. In a second File Explorer window, open **Pictures** and make a new folder for this batch: select **New** > **Folder** and type a name such as **2026-11 Thanksgiving**.
6. Back in the card's window, select all the pictures (press **Ctrl** and **A** together), then **copy** them (press **Ctrl** and **C**).
7. Click inside your new folder and **paste** them (press **Ctrl** and **V**). Wait until the copying box disappears.

> **TIP**
>
> **Copy, don't move**
>
> Always **copy** (Ctrl and C), never **cut** (Ctrl and X). Copying leaves the originals safely on the card until you've checked the new copies. If the computer hiccups during a copy, nothing is lost.

Eject the card before pulling it out

1. Close any window that's showing the card.
2. In File Explorer, right-click the card under **This PC** and choose **Eject**.
3. When Windows says it's safe, take the card out.

Name folders so you can find things later

A name that starts with the year and month, such as **2026-07 Lake Erie trip**, keeps your folders in date order automatically. Ten years from now you'll thank yourself.

CHAPTER 10

When Windows Doesn't See Your Camera or Card

Every now and then a computer simply won't show the camera or the card. It's almost never anything serious. Work down this list, trying the next idea only if the one before didn't help.

1. **Try the card reader instead of the cable** (or the other way around). A card in a reader is the most reliable of all, and it doesn't depend on the camera.
2. **Check the card is pushed all the way in**, label side the right way, until it clicks or stops.
3. **Try a different USB socket** on the computer, preferably one directly on the computer rather than on a keyboard or a hub.
4. **Try a different cable.** Some cables only charge and can't carry pictures (Chapter 7).
5. **Turn the camera on** if you're using the cable, and make sure its battery isn't low. If the camera asks what kind of connection you want, choose the computer or file transfer option.
6. **Turn the camera's Wi-Fi off** while using the cable. On some cameras an active wireless connection stops the USB connection from working. Check your camera's manual.
7. **Restart the computer**, then try again.

STAY SAFE

If Windows says "You need to format the disk"

Sometimes Windows can't read a card and offers to format it. **Select Cancel.** Formatting would erase every picture. Put the card back in the camera and see whether the camera can still show the pictures. If it can, try another reader or the cable. If the camera can't either, read Chapter 22 before doing anything else.

Still stuck?

- Try the card in a different computer, or in a friend's reader. That tells you whether the problem is the card or the computer.
- If the card shows up but the pictures won't open, they may be RAW files. Chapter 20 explains how to open them.
- If you're worried about a card holding the only copy of important pictures, stop and call me before trying anything drastic.

CHAPTER 11

Mac: Importing with the Photos App

On a Mac, the **Photos** app is the natural home for camera pictures. It copies them in, sorts them by date, and, if you use iCloud Photos, sends them to your iPhone and iPad too.

Import your pictures

1. Put the card into your Mac's SD slot or a card reader, or connect the camera with its cable and turn it on.
2. Open **Photos**. It often opens by itself. If not, click its icon in the Dock.
3. In the sidebar on the left, under **Devices**, click your card or camera. (Devices appears only while something is connected.)
4. Photos shows your pictures. Ones you've imported before are marked so you don't bring them in twice.
5. If you like, use the **Album** pop-up menu to put them in an existing album or a new one.
6. Click **Import** (at the top right) to bring in all the new pictures. Or click the ones you want first, then import just those. On older Macs the button says **Import All New Items**.
7. To stop partway, click **Stop Import**.

HEADS UP

"Delete items" or "Delete or keep?"

Some cameras show a **Delete items** checkbox, and some versions of Photos ask whether to delete or keep the pictures on the camera after importing. Until you have a backup, choose **Keep** and leave that box unticked. You can clear the card later, in the camera.

Where they went

Your new pictures appear in your library, in date order, and in the **Imports** collection, which groups each batch by the day you brought it in. My Apple Photos manual covers albums, searching and sharing in more detail.

TIP

Make sure the card is ejected

When you're done, in Finder click the small eject arrow next to the card's name in the sidebar (or drag the card's icon to the Trash, which turns into an eject symbol). Then take it out.

CHAPTER 12

Mac: Image Capture and Finder

Not everyone wants pictures inside the Photos app. Some people like plain folders they can see and name. Macs have two good ways to do that: **Image Capture**, a simple app that's already on every Mac, and **Finder**.

Image Capture

1. Connect the card or camera.
2. Open **Image Capture**. It's in your **Applications** folder, or press **Command** and **Space** together and type "Image Capture."
3. Click your camera or card in the sidebar on the left.
4. At the bottom, use the **Import To** pop-up menu to choose a folder, such as **Pictures**.
5. Click **Download All**, or select some pictures and click **Download**.

HEADS UP

Keep the originals for now

Image Capture keeps your pictures on the camera unless you tell it otherwise. There's a setting (under the **Action** button in the toolbar) called **Keep originals** or **Delete after import**, depending on the device. Leave it so the pictures are kept.

TIP

If a big import stops partway

Apple notes that a camera may switch itself off to save its battery during a long import, which interrupts the download. Turn off the camera's automatic power-off, import in smaller batches, or simply put the card into the Mac instead.

Finder: plain copy and paste

1. Put the card into the Mac. It appears in the Finder sidebar under **Locations**, and often on the desktop.
2. Click it, then open the **DCIM** folder and the folder inside it.
3. Open a second Finder window, go to **Pictures**, and make a new folder (**File > New Folder**). Name it with the year and month first, such as **2026-11 Thanksgiving**.

4. Select all the pictures on the card (**Command** and **A**) and drag them into your new folder. Dragging from a card to your Mac **copies**; it doesn't remove them from the card.
5. When the copying finishes, eject the card.

Choose	If
Photos	You want everything in one library, sorted by date, and on your iPhone too.
Image Capture	You want plain folders, with a little help from an app.
Finder	You like to see and name every folder yourself.

PART 4

Onto Your Phone or Tablet

No computer? No problem. Bringing camera pictures straight onto an iPhone or iPad with a card reader, and onto an Android phone or tablet.

CHAPTER 13

iPhone and iPad: Importing from the Card or Camera

An iPad makes a wonderful big screen for looking at camera pictures, and an iPhone lets you share them the same day. With the right card reader (Chapter 6), the Photos app does the importing for you.

Import your pictures

1. Plug the card reader or camera adapter into your iPhone or iPad.
2. Put the memory card into the reader. (Or connect the camera with its cable, and turn the camera on in its playback or transfer mode.)
3. **Photos** should open by itself on its Import screen. If it doesn't, open Photos, tap **Collections**, scroll down to **Devices**, and tap your card or camera. (On older versions, tap **Import**.)
4. To bring in everything, tap **Import All**. To choose, tap the pictures you want, then tap **Import**.
5. When it's done, you may be asked whether to **Keep** or **Delete** the pictures on the card or camera. Tap **Keep**.

TIP

Choose Keep, every time

Keeping the pictures on the card costs nothing, and it means you still have them if something goes wrong before your phone backs up. You can clear the card later, in the camera (Chapter 22).

If the import screen doesn't appear

1. Make sure the camera is on and in the right mode to send pictures.
2. Unplug the adapter, wait 30 seconds, and plug it in again.
3. Take the card out or unplug the camera, wait 30 seconds, and reconnect.
4. Restart your iPhone or iPad, and turn the camera off and on again.

GOOD TO KNOW

What Apple's readers can and can't do

Apple's card readers bring pictures **in** to your iPhone or iPad; they can't copy pictures back out to a camera card. And the camera import works only for pictures taken by a camera, not for a USB flash drive of documents.

Check your space first

Camera pictures are often bigger than phone pictures. Before importing hundreds, check your free space: **Settings > General > iPhone Storage** (or **iPad Storage**). If you use iCloud Photos, your imported pictures upload to iCloud too, so check that you have room there as well. My Apple Photos manual explains iCloud storage and its prices.

CHAPTER 14

Android: Importing from the Card or Camera

Most Android phones and tablets have a **USB-C** socket, so a USB-C card reader plugs straight in. Once the card shows up, you copy the pictures across with a files app, and then Google Photos can show and back them up.

Copy with Files by Google

1. Plug the USB-C card reader into your phone or tablet, and put the memory card in it.
2. A notification may appear. You can tap it, or just open the **Files** app (Files by Google). If you don't have it, it's free in the Play Store.
3. Tap **Browse** at the bottom if needed, then look under **Storage devices** and tap your card reader. If asked for permission, tap **Allow**.
4. Open the **DCIM** folder and the folder inside it.
5. Touch and hold one picture until a check mark appears, then tap the others you want (or use the **Select all** option in the menu).
6. Tap the **More** menu (three dots) and choose **Copy to**.
7. Choose your phone's internal storage, then a folder such as **Pictures**, and confirm the copy.

GOOD TO KNOW

Samsung and other phones

Samsung Galaxy phones also have their own app called **My Files**, which works the same way: find the USB storage, open DCIM, select, then **Copy**. Any files app that shows USB storage will do. Using a USB storage device needs Android 7.0 or later, which every phone sold in recent years has.

Seeing and backing up the pictures

1. Open **Google Photos**.
2. Tap **Collections** (or **Library**) and look for the folder you copied to, such as **Pictures**, among your device folders.
3. To have Google Photos back that folder up, open it and turn on its **Back up** switch.

HEADS UP

If the card doesn't appear

Try unplugging and reconnecting the reader, and check the card is pushed in fully. Google notes that a card set up as a phone's **internal storage** can't be read in another device, but a camera card won't have that problem. If the phone still can't see it, use a computer instead.

PART 5

Wirelessly to Your Phone

How the camera makers' free phone apps work, and step-by-step pairing for Canon Camera Connect, Sony Creators' App and Nikon SnapBridge.

CHAPTER 15

How the Camera Apps Work

If your camera has Wi-Fi or Bluetooth (Chapter 3), its maker offers a free app for your iPhone or Android phone. Once the camera and phone are introduced, you can send pictures to the phone without any cables or cards, then text, email or post them right away.

Two kinds of wireless, two jobs

Kind	What it does
Bluetooth	Keeps a quiet, low-power link between camera and phone. It's used for **pairing** and for small jobs, and on some cameras for sending small copies of pictures automatically.
Wi-Fi	Does the heavy lifting. Full-size pictures and videos travel over a direct Wi-Fi link between camera and phone. You don't need a home Wi-Fi network for this.

The app for your camera

Camera	Free app	Get it from
Canon	Canon Camera Connect	App Store or Google Play
Sony (newer models)	Creators' App	App Store or Google Play
Sony (older models)	Imaging Edge Mobile	App Store or Google Play
Nikon	SnapBridge	App Store or Google Play

SCAM ALERT

Only download the maker's own app

In the App Store or Google Play, check that the app's maker is listed as Canon, Sony or Nikon. Look-alike apps with similar names sometimes appear, charge a subscription, or show ads. The real camera apps are free.

Things everyone runs into

- **Smaller copies.** Automatic sending often uses a reduced size to save time. That's fine for sharing, but for printing or keeping, also copy the full-size originals with a card reader.
- **Permissions.** The first time you open the app, your phone asks to allow Bluetooth, nearby devices, location and photos. Say **Allow**, or the app can't find the camera or save pictures.

- **Both on.** Turn on Bluetooth and Wi-Fi on the phone, and the wireless setting on the camera.
- **Battery.** Wireless uses the camera's battery faster. Turn it off when you don't need it.
- **Hundreds of pictures?** Wireless is slow for big batches. A card reader is far quicker.

TIP

Pair once, near each other

Do the pairing at home, sitting down, with the camera and phone side by side and the camera battery charged. Once they're paired, they recognize each other from then on.

CHAPTER 16

Canon: Pairing with Camera Connect

Canon's free app is called **Camera Connect**. Menu names differ a little between Canon models, so look for the closest match on your camera, or search Canon's website for your model and the words "connecting to a smartphone."

Pair the camera and phone (Bluetooth)

1. On your phone, install **Canon Camera Connect** from the App Store or Google Play. Turn on the phone's Bluetooth and Wi-Fi.
2. On the camera, press **MENU** and find the wireless settings, often called **Wireless features** or **Network**. Make sure Wi-Fi and Bluetooth are enabled.
3. Choose **Bluetooth function** (or **Wi-Fi/Bluetooth connection**), then **Smartphone**, then **Pairing**. The camera shows its nickname and waits.
4. On the phone, open Camera Connect and tap the camera's nickname when it appears. On an iPhone, tap **Pair** when asked.
5. On the camera, confirm the connection when asked. When the camera says it's connected, pairing is done.

Look at and save pictures from the camera

1. Open Camera Connect with the camera on and nearby.
2. Tap the option to see the images on the camera. The phone switches to a direct Wi-Fi link with the camera; if your phone asks to join the camera's network, say yes.
3. Browse the pictures, tap the ones you want, and save them to your phone.

Send every picture automatically after you take it

Many newer Canon cameras can send each picture to your phone as you shoot. With the camera and phone connected by Wi-Fi, open the camera's Wi-Fi settings, choose **Send to smartphone after shot**, set **Auto send** to **Enable**, and choose the **Size to send**. A smaller size sends faster; the full-size original stays on the card.

TIP

If pairing fails

Canon advises deleting any old pairing for the camera from your phone's Bluetooth settings first, then starting the pairing again from the Camera Connect app.

CHAPTER 17

Sony: Pairing with Creators' App

Sony's newer cameras use the free **Creators' App**, which used to be called Imaging Edge Mobile Plus. Many older Sony cameras still use the earlier app, **Imaging Edge Mobile**. Sony keeps a list of which cameras work with which app; search Sony's website for your model and "Creators' App."

Pair the camera and phone

1. Install **Creators' App** from the App Store or Google Play and open it. Turn on the phone's Bluetooth and Wi-Fi.
2. Follow the app's on-screen steps to add a camera. On the camera, open the menu and find the setting for connecting to a smartphone (often under **Network**) and choose to pair.
3. In the app, select your camera's model name. A **six-digit number** appears on the phone.
4. Check that the same number shows on the camera, then confirm on both and follow the prompts.

HEADS UP

Pair from inside the app

Sony says the first pairing must be done from **Creators' App** itself. Pairing from the phone's own Bluetooth settings doesn't work.

Sending pictures to your phone

Once paired, use the app's option to import or transfer pictures from the camera, pick the ones you want, and they're copied to your phone's photo collection over Wi-Fi. Sony notes that on supported cameras a transfer that's interrupted can pick up again, and that transfers can even run while the camera is off or charging. For large files, Sony says a USB cable to the phone is more stable than Wi-Fi.

GOOD TO KNOW

Switched from the old app?

If your camera got a software update and Imaging Edge Mobile stopped working with it, Sony says to move to Creators' App. Sony's support pages walk through it for your model.

CHAPTER 18

Nikon: Pairing with SnapBridge

Nikon's free app is called **SnapBridge**. Its special trick is that it can keep a quiet Bluetooth link and send small copies of your pictures to the phone automatically. As always, menu names vary a little by model; your camera's online manual shows the exact words.

Pair the camera and phone

1. Install **SnapBridge** from the App Store or Google Play and open it. Turn on the phone's Bluetooth and Wi-Fi.
2. On the camera, open the **Network** menu (or **Setup** menu on some models) and choose **Connect to smart device** (or **Pairing**).
3. In the app, tap **Connect to camera** and choose your camera.
4. When the camera and phone both show a pairing request, confirm on both (**PAIR**).
5. The app asks whether to turn on **Auto link**. Since SnapBridge version 2.5 this is off unless you turn it on. Turn it on if you'd like pictures to arrive automatically.

Small copies arrive by themselves; originals need one more step

What you want	How it works
Automatic (Auto link)	Pictures are sent in the background as you take them, at a reduced size of about **2 megapixels**. Perfect for texting and email.
Full-size originals	In SnapBridge, use **Download pictures**. The app switches to a Wi-Fi link and copies the original-size files you choose.

GOOD TO KNOW

Some files can't travel wirelessly

On some Nikon models, RAW pictures can't be sent to a phone, and movies need to be chosen by hand over Wi-Fi. For those, use a card reader.

PART 6

Old Cards, File Types and Backups

Getting pictures off an older camera, what RAW and JPEG files are and how to open them, and the most important habit of all: a second copy, safely somewhere else.

CHAPTER 19

Older Cameras and Old Card Types

Found an old camera in a drawer, with a card still inside? There may be pictures on it nobody has seen in years. The good news: the pictures on old cards can almost always still be copied off.

Match the card to a reader

Old card	How to read it today
CompactFlash (CF)	A "multi-card" or CompactFlash reader. Several well-known brands still sell readers with a CF slot.
xD-Picture Card	An older multi-card reader with an xD slot, or the camera's own USB cable. New xD readers are hard to find.
Memory Stick (older Sony)	A multi-card reader with a Memory Stick slot, or the camera's USB cable.
SmartMedia (very early cameras)	Very hard to read today. Try the camera's cable, or ask for help.
Pictures on a **CD** from a photo lab	A computer with a disc drive, or an inexpensive USB disc drive. Copy the files off; old discs don't last forever.

Using the old camera itself

1. Put in fresh batteries, or charge the battery if it still holds a charge. Many older cameras use ordinary AA batteries.
2. Turn the camera on and press the **playback** button (a triangle) to see whether the pictures are still there.
3. Connect the camera's USB cable to your computer and import as in Chapters 8 to 12. Older cameras often use a **Mini-USB** plug, which you can still buy.

TIP

Copy first, then explore

With an old card, copy everything to your computer before you look through it, delete anything or try it in the camera. Old cards are more likely to fail, so get the pictures off while it's working.

GOOD TO KNOW

Prints, slides and old movies are a different job

If what you really have is boxes of paper prints, slides, negatives or old home movies, that's scanning rather than importing. My Digitizing Old Photos and Movies manual walks through it.

CHAPTER 20

RAW and JPEG: What They Are and How to Open Them

Every camera can save its pictures as **JPEG** files, the kind every computer, phone and photo printer understands. Many better cameras can also save **RAW** files, a kind of "digital negative" with more detail for people who like to edit. Here's what you need to know.

	JPEG	RAW
File name ends in	.JPG	Canon: .CR3 or .CR2 · Sony: .ARW · Nikon: .NEF
Opens everywhere?	Yes	Usually, but some computers need a free add-on
File size	Smaller	Much bigger, often several times larger
Best for	Almost everyone: sharing, printing, keeping	People who enjoy editing their pictures

Which should you use?

For most people, **JPEG** is the right choice. It's smaller, it shares easily and it prints beautifully. If your camera's menu has an image quality setting showing **RAW** or **RAW+JPEG** and you never edit pictures, consider switching to the best JPEG setting (often marked **Fine** or **L**, for large). **RAW+JPEG** saves both, which is a good compromise if you're unsure, though it fills the card faster.

Opening RAW files on Windows 11

1. Open the **Microsoft Store** from the Start menu.
2. Search for **Raw Image Extension** and check that it's from Microsoft. It's free.
3. Select **Get** (or Install).
4. Close Photos completely, then open it again. Supported RAW pictures now open in Photos and show thumbnails in File Explorer.

GOOD TO KNOW

Not every camera is covered

Microsoft's extension supports many cameras, but not every model, and support for brand-new cameras can lag behind. If a RAW file still won't open, the camera maker's own free software (Canon Digital Photo Professional, Sony Imaging Edge Desktop, Nikon NX Studio) always can.

Opening RAW files on a Mac, iPhone or iPad

Apple builds RAW support into Photos and Preview for a long list of cameras, and publishes the list for each version of macOS and iOS. Search Apple Support for "digital camera RAW formats supported" and open the one for your version (version 26 or version 27). If your camera is on it, its RAW pictures open like any other photo. Brand-new camera models are usually added in later updates.

TIP

Seeing two copies of every picture?

If your camera is set to **RAW+JPEG**, each picture is saved twice, once of each kind. The Mac Photos app shows them as one picture; File Explorer shows both files. That's normal, not a mistake.

CHAPTER 21

Backing Up After You Import

This is the most important chapter in the guide. Once your pictures are on your computer or phone, they're in **one** place. A spilled coffee, a stolen laptop or a failed drive could take them. A backup is simply a second copy, kept somewhere else.

WHAT THIS DOES FOR YOU

Why it's worth ten minutes

With a backup in place you can clear your camera card without a worry, and your pictures survive whatever happens to your computer. Set it up once and most of it then happens by itself.

A simple rule

Keep your pictures in **two places** before you erase the card: for example, your computer **and** the cloud, or your computer **and** an external drive. Three places is even better.

Google Photos, from a computer

1. In your web browser, go to **photos.google.com** and sign in with your Google account.
2. To upload one batch: select the **Create** or **Add** button (a plus sign), choose to import or upload from your computer, and pick the pictures or folder.
3. To back up a folder automatically: from the same button, choose the option to **back up folders**, pick your Pictures folder (or the folder you import into), and allow access when asked.
4. Pictures that are already backed up aren't uploaded twice.

HEADS UP

Used Google Drive to back up photos? That changed in 2026

Google ended the **Back up to Google Photos** option in the Google Drive app for computers on August 10, 2026. If you used it, set your folders up again on photos.google.com as above. For automatic folder backup, Google says to keep the Google Photos tab open in your browser or have the Google Photos web app running.

iCloud Photos

- **On a Mac** with iCloud Photos turned on, anything you import into the Photos app uploads to iCloud by itself.
- **On an iPhone or iPad** with iCloud Photos on, imported camera pictures upload too.
- **On a Windows computer**, install **iCloud for Windows**, turn on Photos, then drag your pictures into **iCloud Photos** in File Explorer's navigation pane (look under Pictures if you don't see it). Or upload in a browser at **icloud.com/photos**.

Amazon Photos

If you have Amazon Prime, Amazon Photos includes unlimited full-resolution photo storage. Install the **Amazon Photos** app for Windows or Mac, open its **Backup** tab, add your Pictures folder, and save. Or upload at amazon.com/photos with the **Add** button.

What the cloud costs

Service	Free space	If you need more
Google Photos	15 GB, shared with Gmail and Drive	Google One plans from $1.99 a month for 100 GB
iCloud Photos	5 GB	iCloud+ from $0.99 a month for 50 GB; 200 GB is $2.99 a month
Amazon Photos	5 GB for everyone	Unlimited full-size photos included with Prime

TIP

An external drive is a good second copy too

A USB drive or external hard drive (check current prices; a 1 or 2 TB drive is plenty for most families) is a fine extra copy. Copy your Pictures folder onto it now and then, and keep it away from the computer, such as in a drawer in another room. My Google Photos and Apple Photos manuals go further into backup.

PART 7

When Things Go Wrong

Clearing a card the right way, what "card error" messages mean, an honest chapter on deleted pictures and recovery, and a simple routine that keeps trouble away.

CHAPTER 22

Formatting the Card, and "Card Error" Messages

Once your pictures are safely in two places (Chapter 21), it's time to clear the card for your next outing. The best way isn't deleting pictures one by one; it's **formatting** the card in the camera.

Why format in the camera

Canon and Nikon both recommend formatting a card in the camera you'll use it in, especially a new card or one that was used in a computer or another camera. It sets the card up exactly the way that camera likes, which helps prevent errors.

> STAY SAFE
> **Formatting erases everything**
> Formatting permanently deletes **every** picture and video on the card. Before you format, check that you can see your pictures on your computer or phone **and** in your backup.

Format the card in the camera

1. Make sure your pictures are in two places.
2. Turn the camera on and press **MENU**.
3. Find **Format card** or **Format memory card**. It's usually in the setup section, marked with a wrench or toolbox symbol.
4. If your camera has two card slots, choose the right one.
5. Choose **OK** or **Yes**. It takes a few seconds.

When the camera shows a card error

Messages such as **Card error**, **Memory card cannot be accessed** or **No card** sound alarming, but they often have a simple cause. **Don't format yet**, especially if the card holds pictures you haven't copied. Try these first:

1. Turn the camera off, take the card out, and put it back in firmly.
2. Check the little **lock switch** on the side of the card is slid up, away from the gold contacts (Chapter 5).
3. Look at the gold contacts. If they're dusty, wipe them very gently with a soft, dry cloth.

4. Try the card in a card reader on your computer. If the pictures appear, **copy them off now**.
5. Try a different card in the camera. If that works, the first card is the problem.

HEADS UP

Once the pictures are safe

If a card has given an error, copy its pictures off, then format it in the camera. If it gives errors again, retire it. Cards are inexpensive; your pictures aren't.

GOOD TO KNOW

Giving away or throwing out a card

Canon notes that an ordinary format doesn't guarantee everything on a card is truly gone. If an old card held private pictures, cut it in half with scissors before throwing it away rather than passing it on.

CHAPTER 23

Deleted Pictures and Recovery: The Honest Truth

It happens to everyone: a picture you wanted is gone. Before you worry, take a breath and work through this chapter in order. There's a good chance the picture still exists somewhere.

Step 1: look in the easy places first

- **On your computer**: the **Recycle Bin** (Windows) or **Trash** (Mac).
- **In Photos on a Mac, iPhone or iPad**: **Recently Deleted**, where deleted pictures wait for 30 days.
- **In Google Photos**: **Trash** (or **Bin**).
- **On your phone**, if the camera app sent it there.
- **In your backup**, if you made one.

Step 2: deleted on the camera itself?

Cameras don't have a trash can. A picture deleted on the camera, or a card that was formatted, is gone from the camera's point of view. But the picture's information often stays on the card until new pictures are saved over it. That's why the next step matters so much.

STAY SAFE

Stop using the card right now

Take the card out and put it somewhere safe. **Don't take any more pictures with it, and don't format it.** Every new picture can overwrite the ones you want back. Once that happens, nothing can recover them.

Step 3: recovery software, honestly

Recovery programs read the card in a card reader and look for picture information left behind. SanDisk, for example, points people to a program called **RescuePRO**. Its free demo shows which pictures it can find, with previews; to actually save them you buy a license. Some cards come with a recovery offer in the package, so check yours.

- **It doesn't always work.** The sooner you try, and the fewer pictures taken since, the better the chances.

- **Try before you buy.** Use a free preview to see whether your pictures can be found before paying anything.
- **Save recovered pictures to your computer**, never back onto the same card.
- **A physically broken card** (cracked, bent, wet, or not seen by any computer) needs a professional data recovery service. They can be expensive, often hundreds of dollars, so get a quote first.

SCAM ALERT

Be wary of "recover your photos free" ads

Search results are full of recovery programs, and some are junk or worse. Avoid anything that appears in a pop-up, asks you to call a phone number, or wants remote access to your computer. If the pictures really matter, call me before you install anything.

CHAPTER 24

A Simple Routine After Every Outing

Almost every lost-picture story starts the same way: the card held the only copy for too long. This short routine prevents nearly all of them.

The routine

1. **Import** the pictures soon after a trip or event, with whichever method you like best.
2. **Look** at a few on the computer or phone to make sure they open.
3. **Back up**: check they've reached Google Photos, iCloud, Amazon Photos or your external drive.
4. **Format** the card in the camera (Chapter 22).
5. **Charge** the camera battery, so it's ready next time.

Good habits that help

- Name each import folder with the year and month first.
- Keep a spare card and a spare battery in the camera bag.
- On a long trip, use more than one card rather than one huge card, so one problem can't take everything.
- If you use RAW+JPEG and never edit, switch to JPEG only to save space (Chapter 20).
- If the camera has the date and time wrong, fix it in the setup menu so your pictures sort correctly.

TIP

Videos too

Camera videos (files ending in .MP4 or .MOV) come off exactly the same way as pictures, in the same steps. They're much bigger, so allow extra time and extra space.

PART 8

Safety, Help and Your Cheat-Sheet

Fake memory cards, fake apps and fake recovery offers, an honest word about when a hand is worth it, and a one-page summary.

CHAPTER 25

Fake Cards, Fake Apps and Other Traps

Getting pictures off a camera isn't a big target for scammers, but there are a few traps worth knowing. Most of them cost you pictures rather than money, which is worse.

SCAM ALERT

The memory card that's too cheap to be true

Counterfeit memory cards are sold online with big labels, such as 1 TB, at a fraction of the real price. Inside is a much smaller card that's been rigged to **pretend** it's bigger. It works at first, then pictures start disappearing or won't open once the real space runs out. Buy cards from a well-known store or the maker's own shop, and be suspicious of a price far below the name brand's.

SCAM ALERT

Look-alike camera apps

The real Canon, Sony and Nikon camera apps are free and made by the camera maker. Apps with similar names and a subscription price, or a flood of ads, aren't what you want. In the App Store or Google Play, check the name under the app's title before you tap Get or Install.

SCAM ALERT

"Your photos will be deleted" messages

Emails and texts claiming your photo storage is full, or that your pictures will be deleted unless you pay or "update billing" through a link, are a common trick. Don't tap the link. Open the Google Photos, iCloud or Amazon Photos app yourself and look at your storage there.

SCAM ALERT

Recovery "help" that wants remote access

Desperate searches for lost pictures attract fake recovery services. A pop-up or website that says to call a number, or asks to connect to your computer, is a red flag. Never let a stranger onto your computer. If a precious card failed, call someone you know and trust.

Privacy: pictures can carry your location

Pictures sent through a camera app to your phone may pick up the phone's location, so the picture records where it was taken. That's lovely for remembering trips, but think twice before posting pictures of your home publicly. My Phone Camera and Apple Photos manuals show how to share without the location.

Good habits

- Buy memory cards from a reputable seller, from brands you know.
- Download camera apps only from the App Store or Google Play, made by the camera maker.
- Never pay a stranger with gift cards for anything, including "recovering" pictures.
- Already gave someone access to your computer? Turn the computer off, then call me or someone you trust to check it, and report it at **ReportFraud.ftc.gov**.

CHAPTER 26

When to Call Bill

I've written this guide so you can get your pictures off your camera on your own. But part of being helpful is being honest about when a hand saves you time, worry or pictures, so here's my straight advice, with no pressure.

Times it's well worth a call

- **A card error on a card with the only copy** of pictures that matter. Call before you format or try recovery software.
- **Years of pictures** on several cards or old cameras that you'd like gathered into one safe, organized place.
- **Setting up a backup** that runs by itself, to Google Photos, iCloud or an external drive.
- **Pairing a camera with your phone** when the app just won't find it.
- **Choosing the right card reader** for your computer, iPhone, iPad or Android.
- **A message or website you're not sure about.** Ask before you click or pay.

What working with me is like

I work at your pace: no rushing, no talking down, and no jargon. I explain what I'm doing in plain words, and I'll tell you honestly when you don't need to buy anything. I serve Portage County, Ohio, and I bring more than 30 years of professional experience to every visit.

FROM BILL

How to reach me

Call or text **(330) 200-8042**, or book a time at **billshometech.com/book**. Help is **$49 remote · $99 in your home**. If I'm with another customer, my AI receptionist, Sophie, will answer and make sure I get back to you. Bring your camera, its card and its cable if you have them.

Thank you for letting me help you with your camera. Those pictures deserve to be seen, shared and kept safe, and now you know how.

— Bill

CHAPTER 27

Your Camera Pictures Cheat-Sheet

Print just this page and keep it with your camera. The whole guide, boiled down.

Where things are

I want	Go here
Pictures on the card	The **DCIM** folder, then a folder such as 100CANON, 100MSDCF or 100NIKON
Import on Windows 11	**Photos** > **Import** > choose the card
Import on a Mac	**Photos** > card under **Devices** > **Import**
Import on iPhone or iPad	Plug in the reader; Photos opens > **Import All** > **Keep**
Import on Android	**Files** > Storage devices > DCIM > select > **Copy to**
Back up from a computer	**photos.google.com**, iCloud, or the Amazon Photos app
Format the card	In the camera: **MENU** > setup (wrench) > **Format**

The camera apps

Camera	Free app
Canon	Camera Connect
Sony	Creators' App (older models: Imaging Edge Mobile)
Nikon	SnapBridge

Keep handy

Item	
My camera make and model	_____
My card type and size	_____
My card reader plugs into	_____
My pictures back up to	_____

Safety, in three lines

- Copy first, back up second, format the card last.
- Card error? Don't format. Stop using the card and copy what you can.

- Buy cards from a reputable seller, and use only the camera maker's own app.

WHAT THIS DOES FOR YOU

You've got this

You know where your pictures live, how to copy them to any computer, phone or tablet, how to keep a safe second copy, and what to do if something goes wrong. When you'd like a hand, call (330) 200-8042.