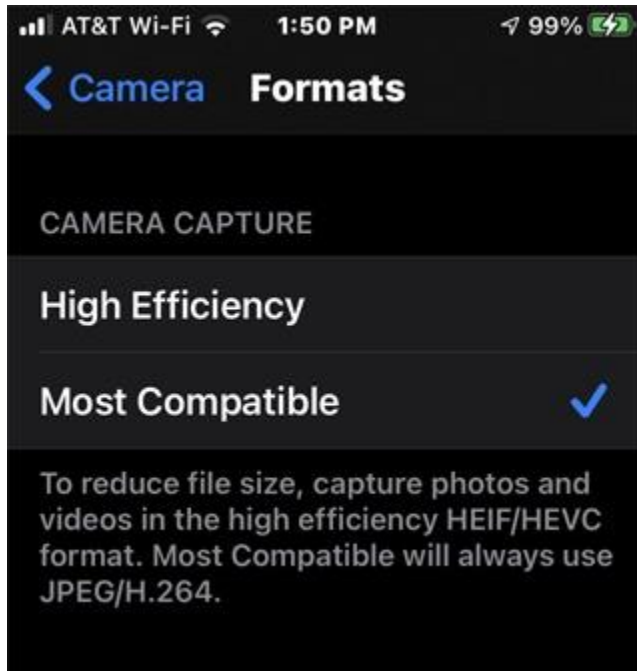


## Disabling HEIC Photos on an Apple Device

- 1) Launch the “**Settings**” app on your device.
- 2) Select “**Camera**” option.
- 3) Select the “**Formats**” option.
- 4) Change the format from “**High Efficiency**” to “**Most Compatible**”:



Once changed, your device will save new photos in a JPEG format. This will not change photos that have already been taken. Existing photos would need to be retaken or ran through a Converter Tool.