



Movavi Photo Manager 1

User Guide

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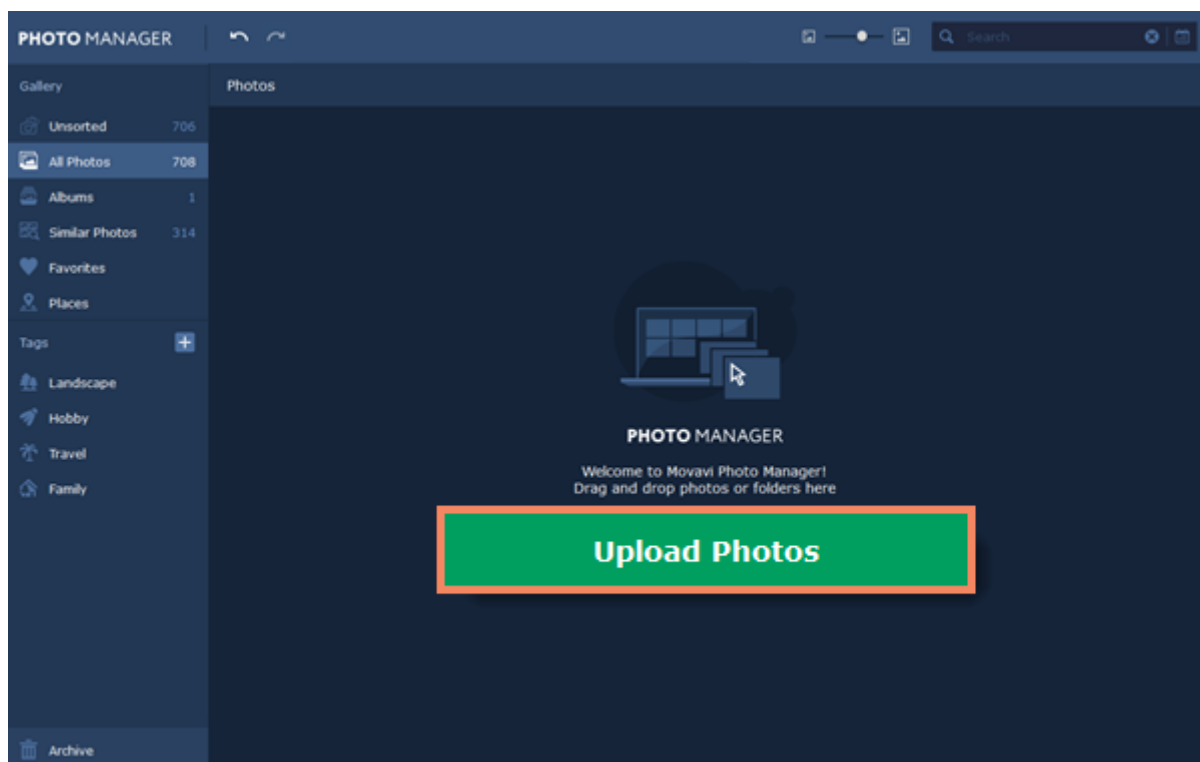
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Quick start guide

Uploading photos


At first startup, you will see a welcome screen. Click the **Upload Photos** button to add some files to your Gallery.

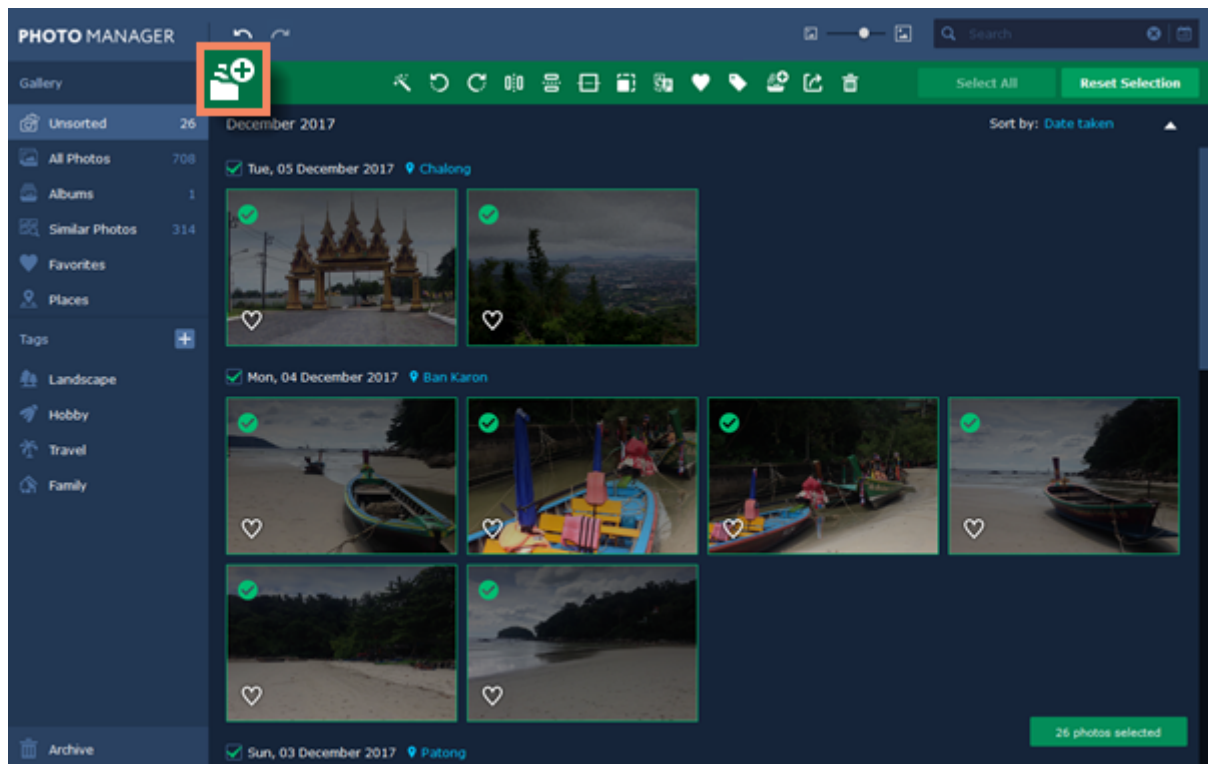


[More about uploading photos](#)

Automatic albums creation

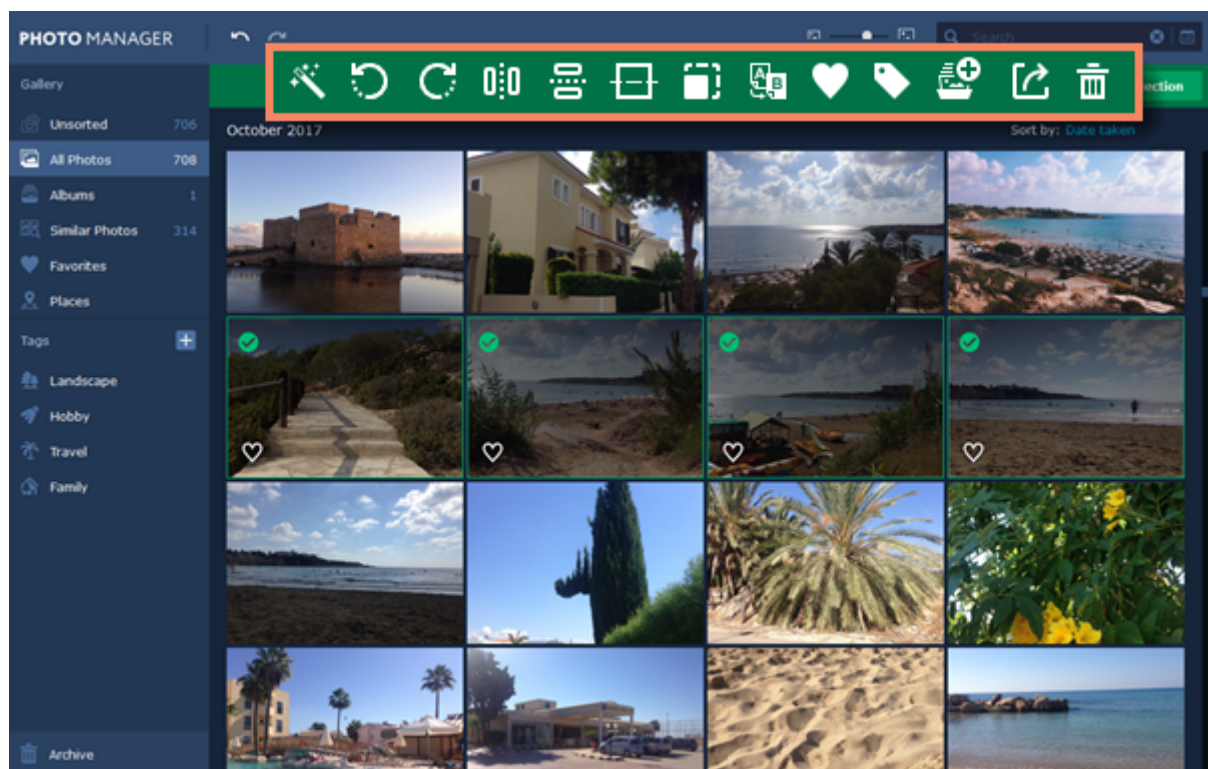
Movavi Photo Manager can automatically create albums from chosen photos based on their date and location. Easily sort out all your photos without having to even look through them!

Choose the photos you want to create albums from and click the album icon  on the top panel on the window.



Editing photos

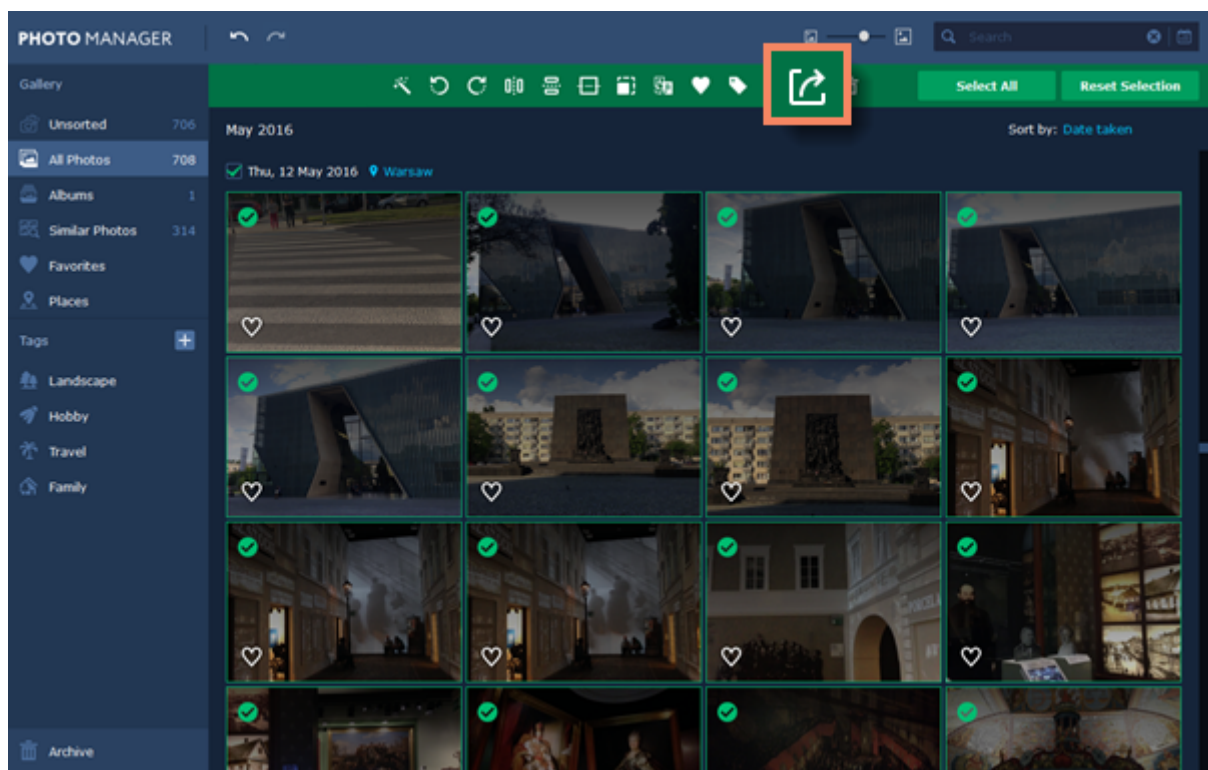
With **Movavi Photo Manager**, you can edit multiple photos at the same time. To do that, click on the photos you want to edit. You will see green panel with all the tools appear on the top of the window.



[More about editing photos](#)

Export

Select the photos you want to export and click the **Export** button on the toolbar.



[More about exporting photos](#)

Removing trial restrictions

How to activate Movavi Photo Manager

When you first install a copy of **Movavi Photo Manager**, it will be running in trial mode. **You will be able to use all the features of the program for 3 days (only days when the program is launched at least once count)**. After that you will only be able to view photos. To continue using the program to its fullest, you will need to activate it using an activation key that you can purchase from our official website or any of our partners.

Follow the instructions below to activate your copy of **Movavi Photo Manager**:

Step 1: Buy activation key

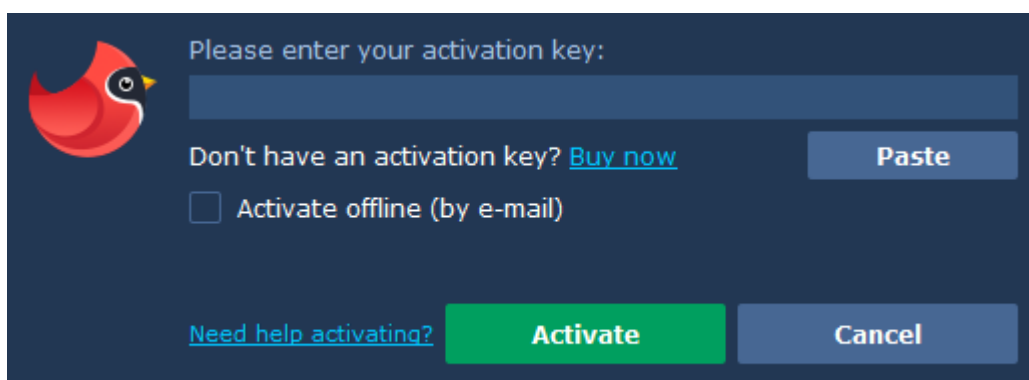
1. Click the button below to go to the purchase page and click the **Buy Now** button there.



2. You will be taken to our web store. Fill in your billing information and payment options and proceed with the purchase form. **IMPORTANT!** Be sure to enter a valid e-mail address: it will be used to deliver your activation key.
3. Once you have placed your order, you will shortly receive a confirmation for your order and an e-mail from support@movavi.com containing your activation key.

Step 2: Open the activation window

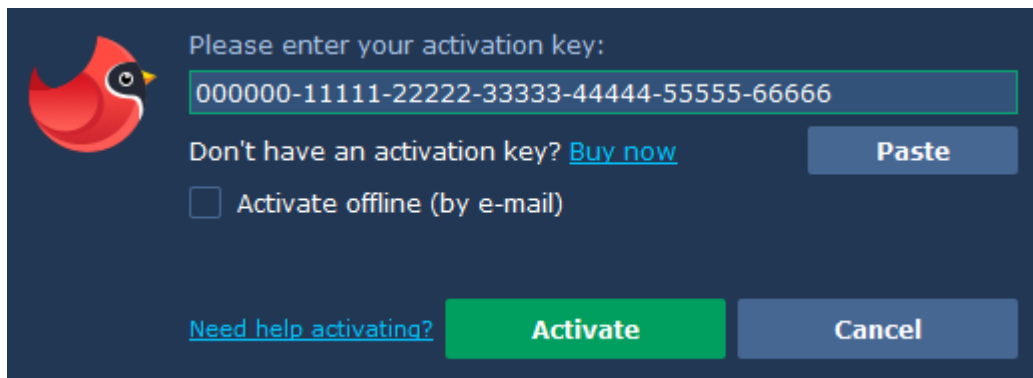
1. Open **Movavi Photo Manager**.
2. Open the **Activation** menu and choose **Activate Software**. The activation window will appear.



Step 3: Enter your activation key

1. Enter the activation key into the corresponding box.
2. Click **Activate** to complete the activation.

This step requires a working Internet connection to verify your key. If you aren't connected to the Internet, try [offline activation](#).



Having problems with activation?

If activation is not working as expected, try the following:

- Make sure that the activation key is entered correctly and is intended for the program you are activating.
- Try [activating offline via e-mail](#).
- Contact us at support@movavi.com and we'll help you solve the problem!

Activating without Internet access

If the computer you have installed **Movavi Photo Manager** on is not connected to the Internet, you can [activate the program via e-mail](#).

Getting an activation key

You can purchase an activation key from the official Movavi website or from any of our partners. To purchase a digital copy from the official website, follow the steps below:

Step 1: Go to the purchase page

To open the purchase page for **Movavi Photo Manager**:

- In the **Activation** menu, choose **Buy Activation Key**, or
- Follow the link below...



Buy Activation Key

Step 2: Choose a license type

- If you plan to use **Movavi Photo Manager** at home, click **Buy Now** on the purchase page to proceed with buying the personal license.
- If you plan to use **Movavi Photo Manager** at work, in a government institution, or gain profit in any way, go to the **Business license** tab on the purchase page.

After that, you will be redirected to an online store depending on your region and the available payment methods. All of our vendor partners are secure and completely safe.

Step 3: Fill in your billing details

1. Choose any of the available payment methods.
2. Fill in the information required on the page.
3. Enter a valid e-mail address. This e-mail will be used to deliver your activation key.

Step 4: Get your activation key

After the purchase has been verified, you will receive a letter containing your activation key. Now you can use it to activate the program.

[Activation instructions](#)

[Activating without Internet access](#)

If you haven't received your activation key within the hour:

- Check the **Spam** folder of your mailbox.
- [Contact support](#).

Activating Photo Manager

How to activate Movavi Photo Manager

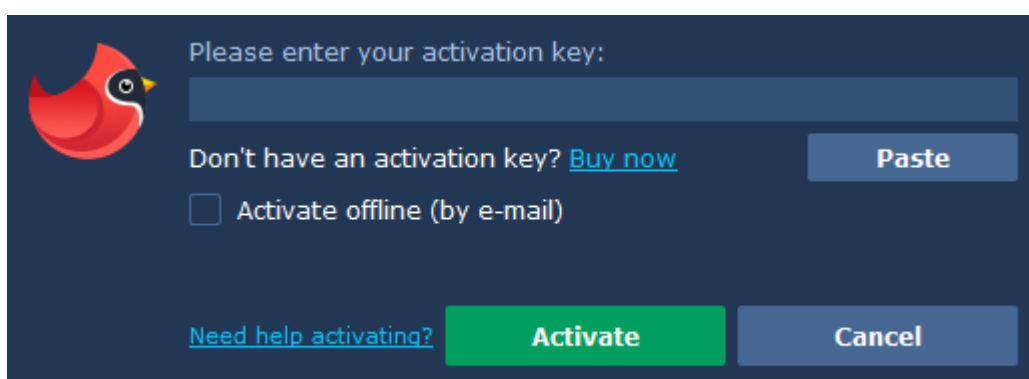
Activating **Movavi Photo Manager** will let you use the program forever and add unlimited photos. Activation requires an Internet connection to verify your key.

You will need:

- **Movavi Photo Manager** activation key. *You should receive your key via e-mail right after your purchase is completed. Don't have a key? [Buy now](#)*
- Internet access to verify your key. *Don't have Internet access? [See this guide on offline activation](#)*

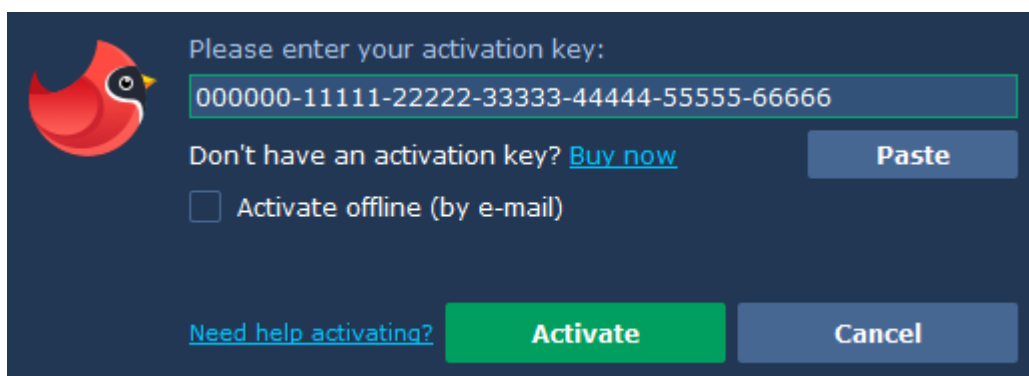
Step 1: Open the activation window

1. Launch **Movavi Photo Manager**.
2. Open the **Activation** menu and select **Activate Software**. The activation window will open.



Step 2: Enter your activation key

1. Enter or paste your activation key into the corresponding box of the Activation window.
 2. Click **Activate** to verify your activation key.
- This step requires a working Internet connection to verify your key. If you aren't connected to the Internet, try [offline activation](#).*



If you have entered the key correctly, you should see a message confirming successful activation. Click OK to complete the activation process and restart the program.

Having problems with activation?

- Check that the activation key is entered correctly and is intended for the program you are activating.
- [Try offline activation.](#)
- [Contact our support team.](#)

Activating without Internet

How to activate Movavi Photo Manager without Internet access

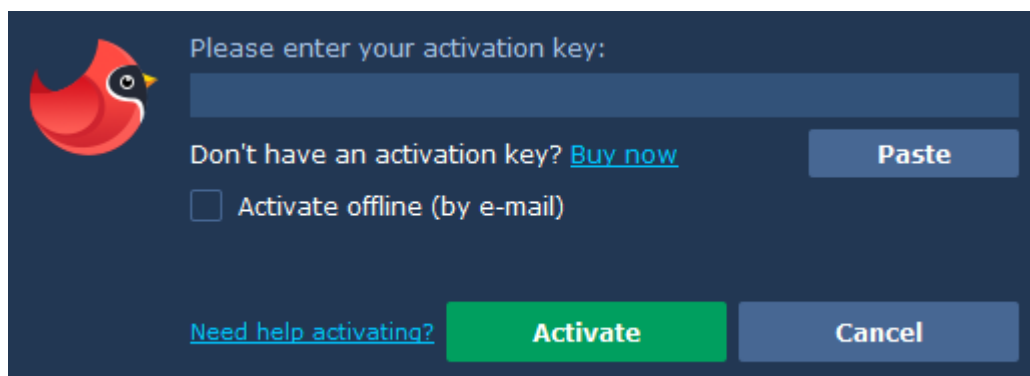
Activation requires Internet access to verify your activation key. If you don't have a working Internet connection on the computer that **Movavi Photo Manager** is installed on, you can activate the program via e-mail using any other computer or device. You will be asked to send us an automatically generated e-mail and then enter the reply into the program's Activation window.

You will need:

- **Movavi Photo Manager** activation key. *You should receive your key via e-mail right after your purchase is completed. Don't have a key? [Buy now](#)*
- A device or another computer that can be used to send and receive e-mail.

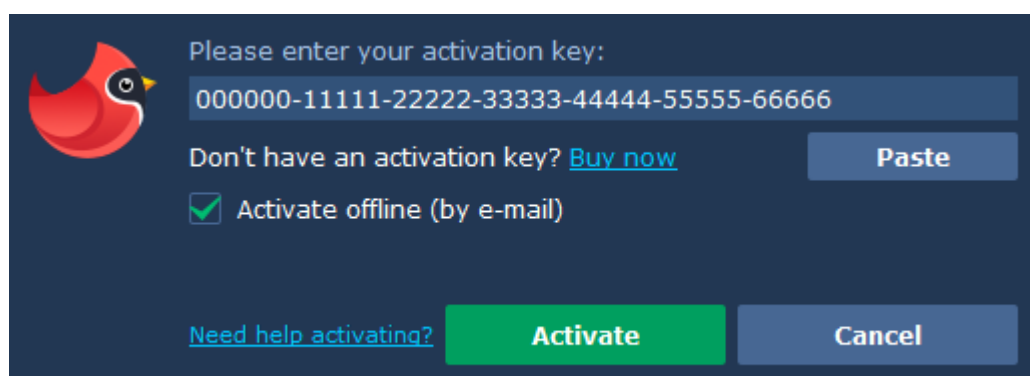
Step 1: Open the activation window

1. Launch **Movavi Photo Manager**.
2. Open the **Activation** menu and select **Activate Software**. The activation window will open.



Step 2: Enter the activation key

1. Enter or paste your activation key into the corresponding box of the Activation window.
2. Select the **Activate offline** option.
3. Click **Activate** to proceed to the next step.



Step 3: Send an e-mail with the provided information

The next window contains important activation information that you will need to send us via e-mail in order to activate your program.

Please copy this text and e-mail it to us at reg@movavi.com.
To ensure a fast response, do not change the body of the message.

Activation Key: 000000-11111-22222-33333-44444-55555-66666
Hardware ID: 1057-5AEF-38F3-4514-0574-0000-0000-2701
Product ID: photomanager1
E-mail: reg@movavi.com

Copy

After your request has been processed, you will receive your registration key via e-mail. Copy the registration key and paste it into the appropriate box below.

Enter your registration key:

Paste

[Need help activating?](#) **Activate** **Back**

1. Click the Copy button to copy the information in the window. If necessary, save or transfer this information to the computer or device that you will be sending the e-mail from.
2. On the computer with an Internet connection, open your mail client and compose a new e-mail. Paste the information you've copied earlier into the message body and send this e-mail to reg@movavi.com. The activation server will then verify your activation key and send you an automatic response containing a registration key, which you will need to enter into the Activation window. You should receive the server's reply within an hour.









Activating Movavi Photo Manager

To reg@movavi.com X Cc Bcc

Activating Movavi Photo Manager

Please copy this text and e-mail it to us at reg@movavi.com.
To ensure a fast response, do not change the body of the message.

Activation Key: 000000-11111-22222-33333-44444-55555-66666
Hardware ID: 1057-5AEF-38F3-4514-0574-0000-0000-2701
Product ID: photomanager1
E-mail: reg@movavi.com

Send       Saved  

Step 4: Enter your registration key

1. When you have received your registration key, save it and go back to the Activation window.
2. Enter the registration key into the corresponding box.

3. Click Activate to submit the information.

Please copy this text and e-mail it to us at reg@movavi.com.
To ensure a fast response, do not change the body of the message.

Activation Key: 000000-11111-22222-33333-44444-55555-66666
Hardware ID: 1057-5AEF-38F3-4514-0574-0000-0000-2701
Product ID: photomanager1
E-mail: reg@movavi.com

Copy

After your request has been processed, you will receive your registration key via e-mail. Copy the registration key and paste it into the appropriate box below.

Enter your registration key:

Paste

[Need help activating?](#) **Activate** **Back**

Once activation is complete, you may be asked to restart the application.

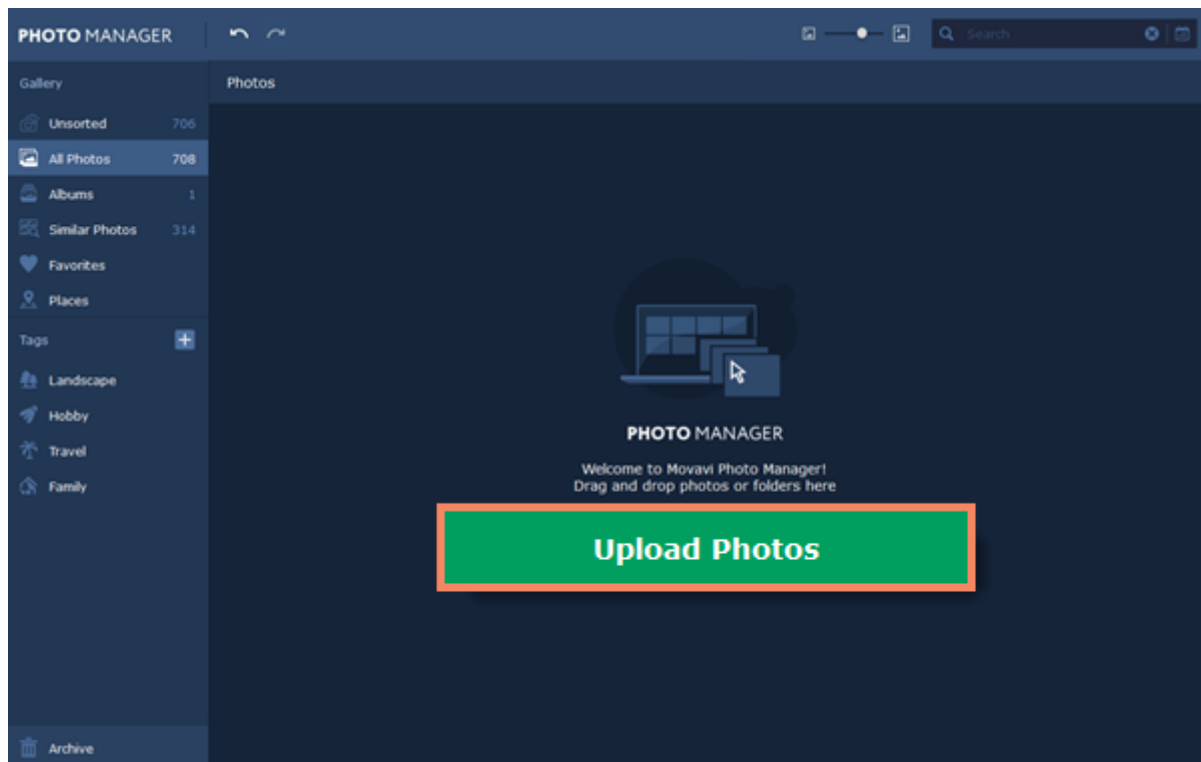
If you're having problems with offline activation:

- Make sure that the keys are entered correctly and are intended for your version of **Movavi Photo Manager**.
- Make sure you have administrator rights on your computer.
- [Contact our support team](#).

Uploading photos

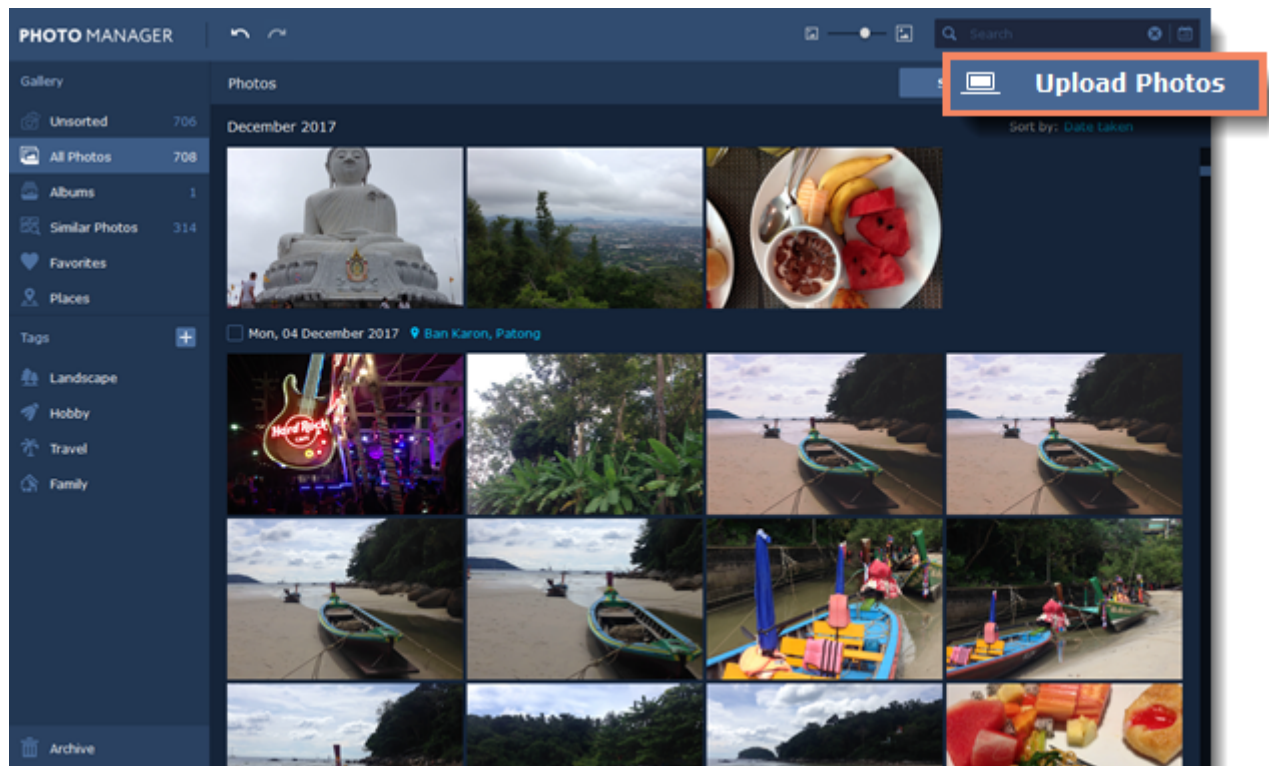
At first startup

At first startup, you will see a welcome screen. Click the **Upload Photos** button to add some files to your Gallery.



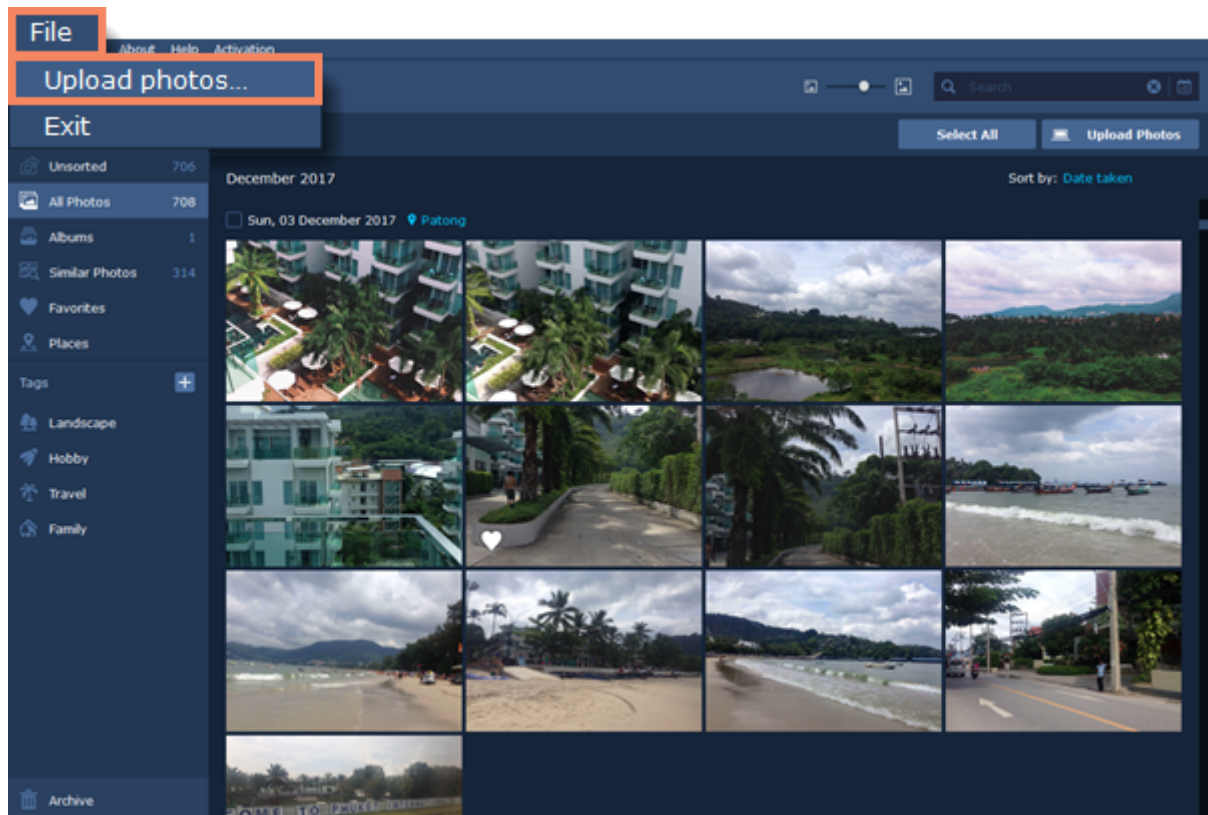
On the 'Photos' tab

If you want to add more photos to your Gallery, click the **Upload Photos** button in the top-right corner.



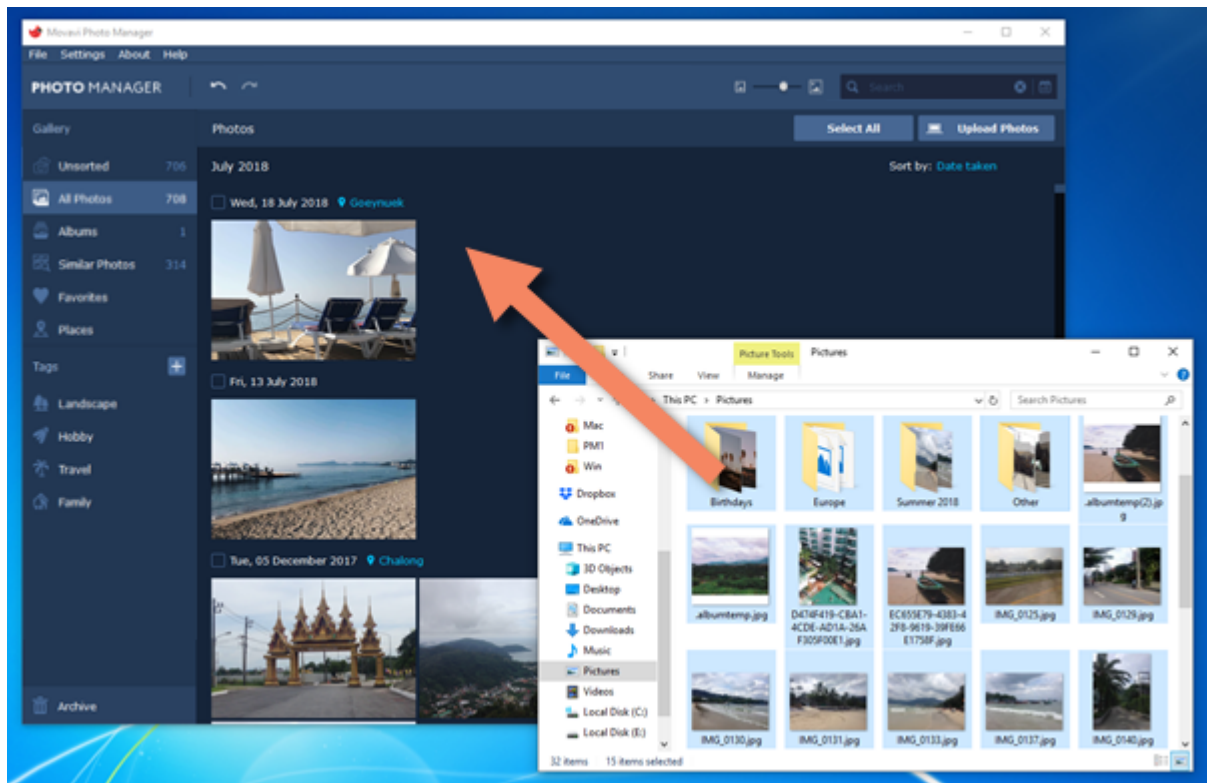
From the main menu

In the **File** menu, select **Upload photos**.



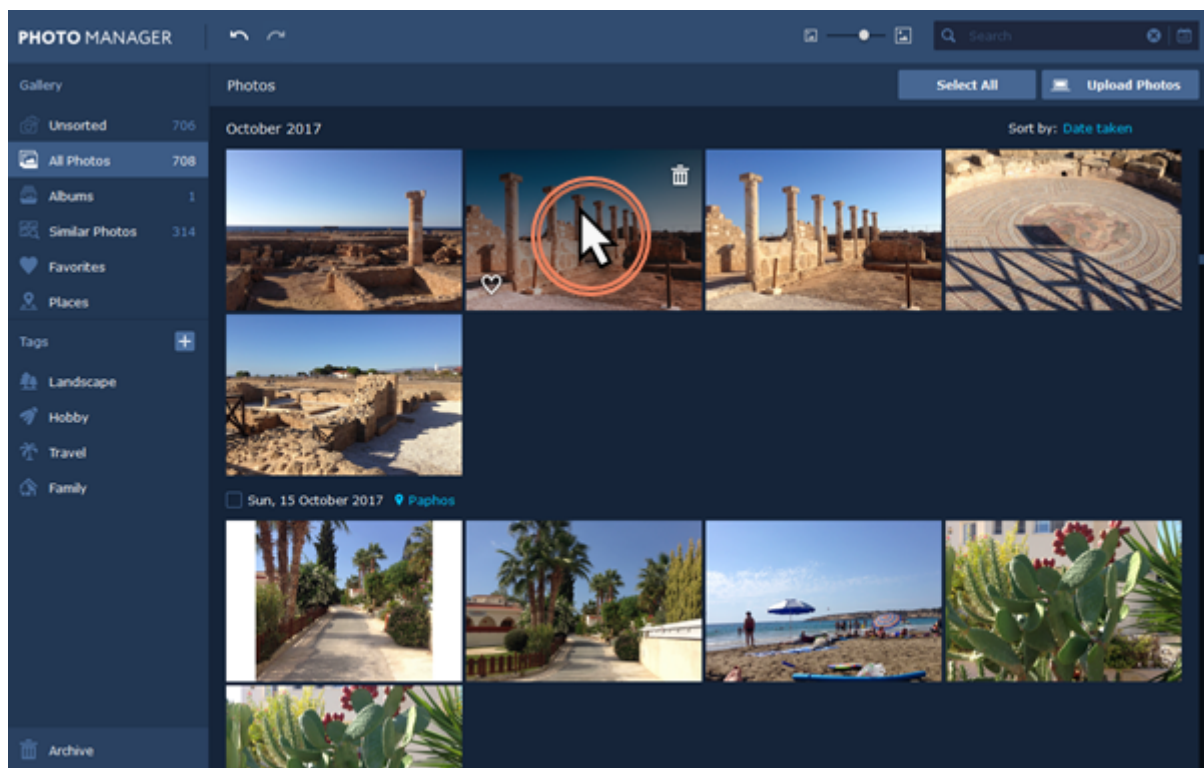
Drag-and-drop

Or simply drag and drop files and folders from any **Windows Explorer** window onto **Movavi Photo Manager**.

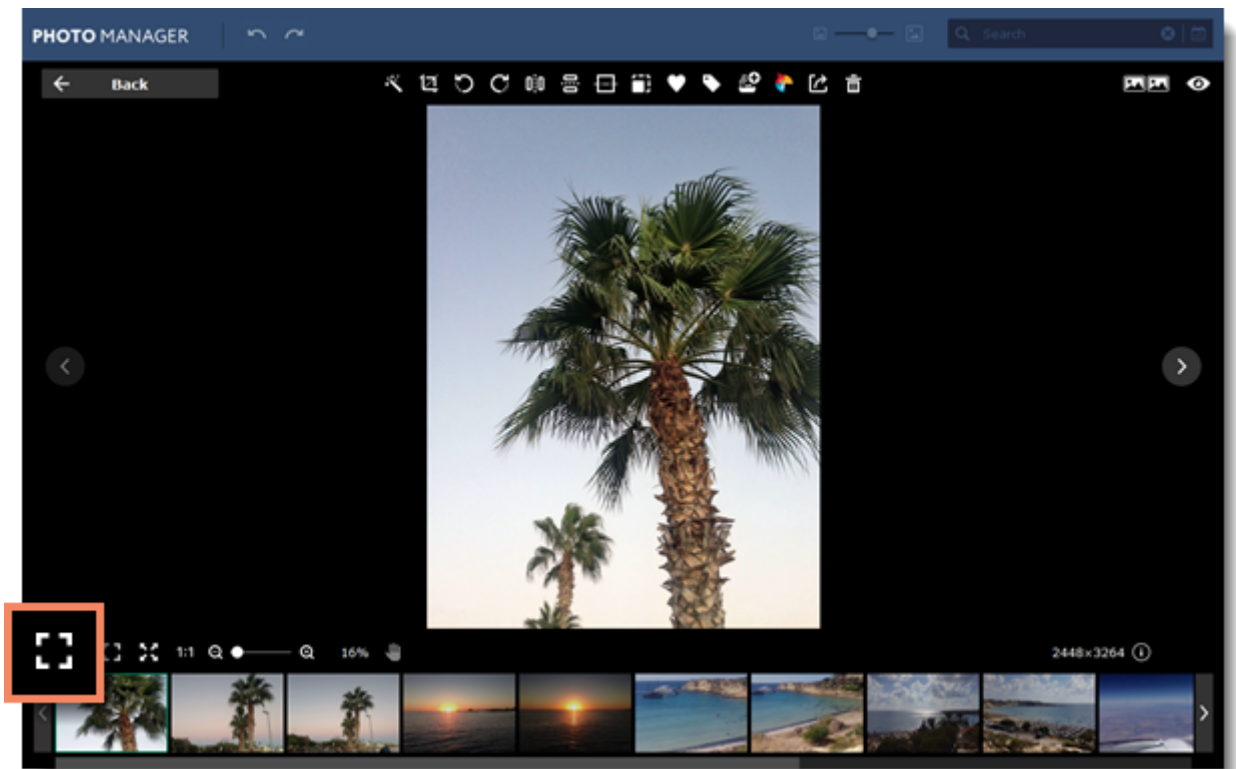


Viewing photos

To open a photo in the viewing mode, simply double-click on it.

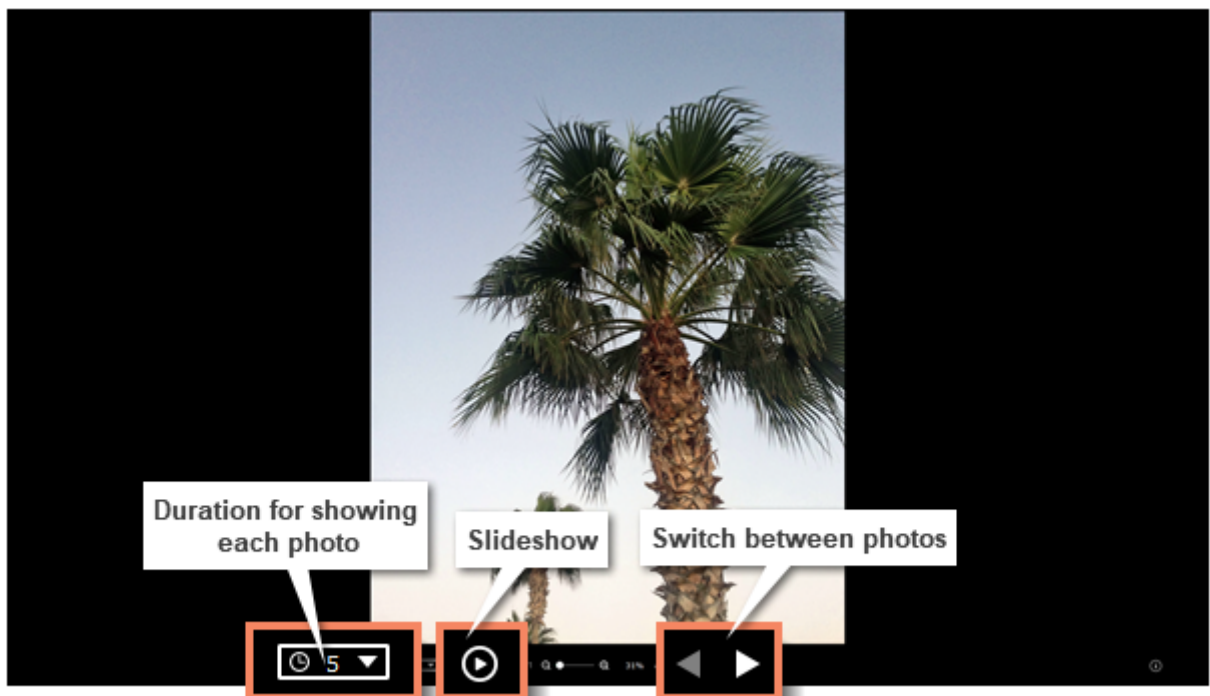


To view a photo in full screen, click **Full screen view** button in the bottom left corner of the program.



Slideshow

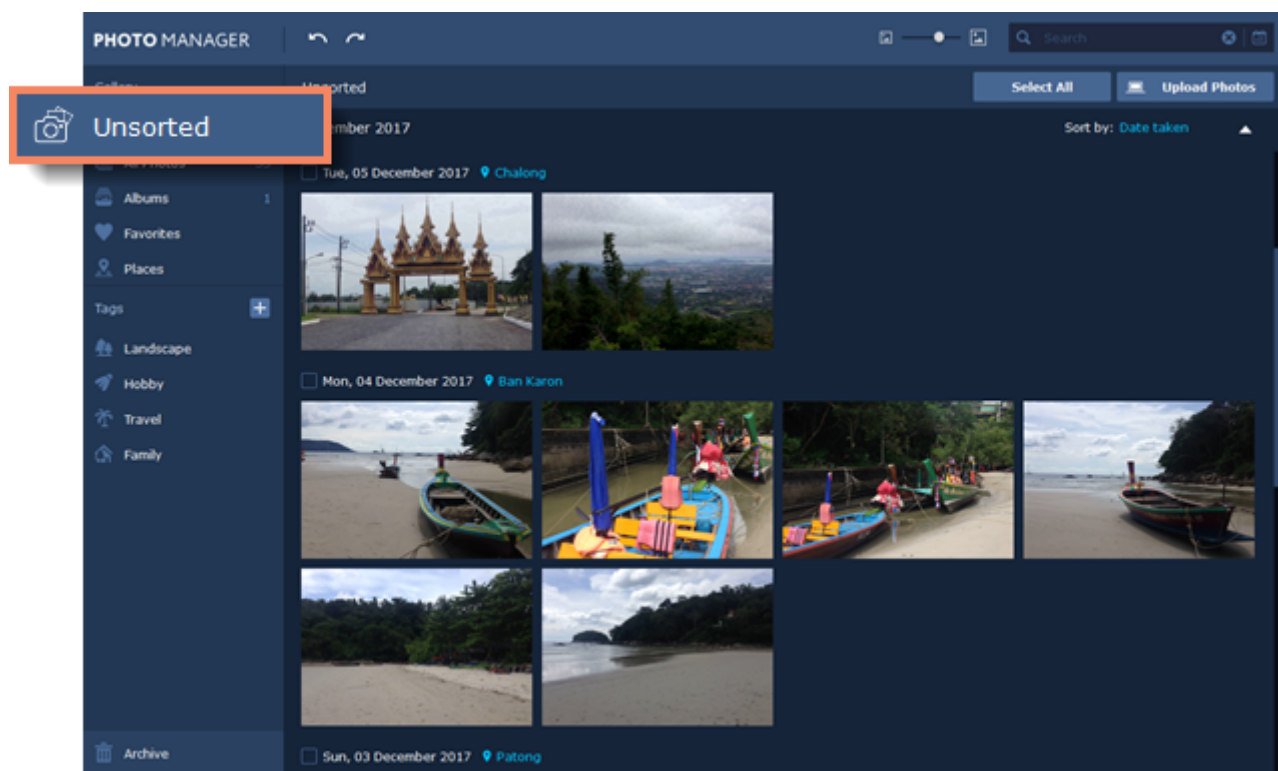
To start a slideshow, set the time for viewing each photo and click the **Slideshow** button.



Unsorted photos

Unsorted photos are all the photos that are not added to any album and don't have any tags added to them.

You can find the **Unsorted** tab on the left-hand panel:



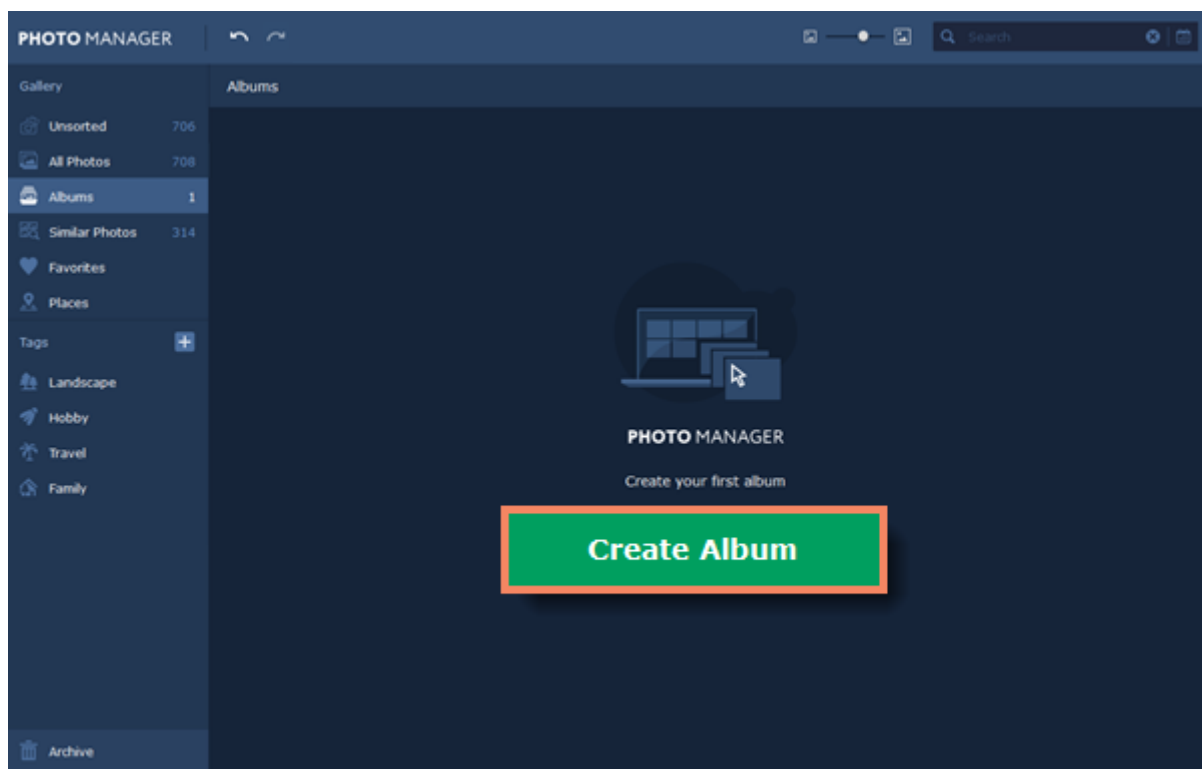
Creating albums

[Automatic albums creation](#)

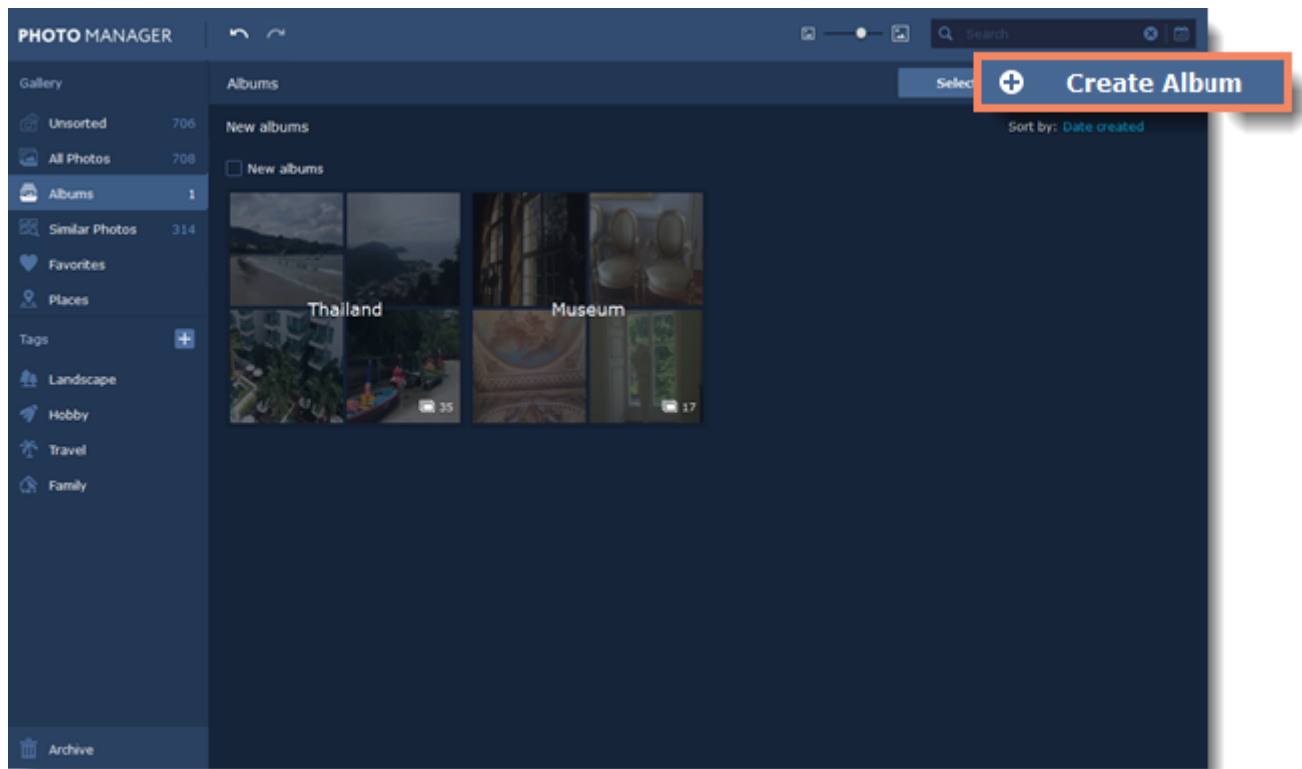
From 'Albums' tab

Step 1

If you don't have any albums yet, go to the **Albums** tab and click **Create Album**.

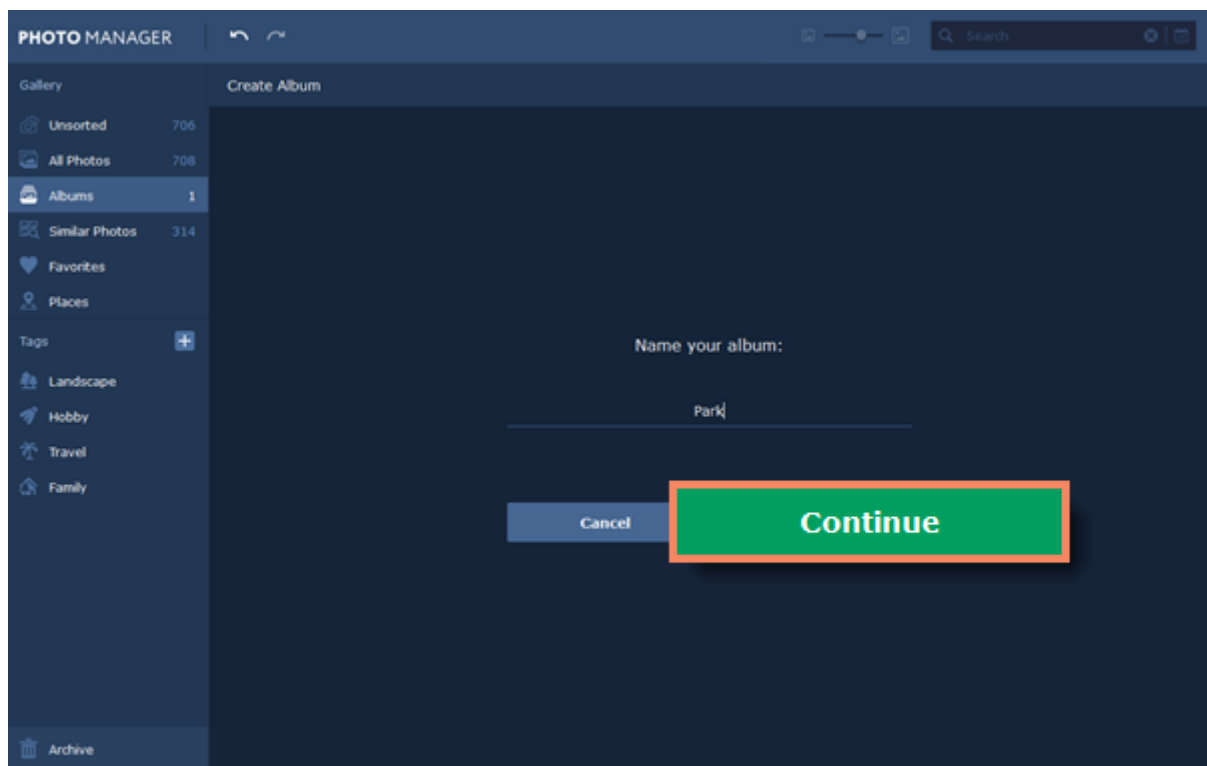


If you already have albums, click the **Create Albums** button in the top right corner.



Step 2

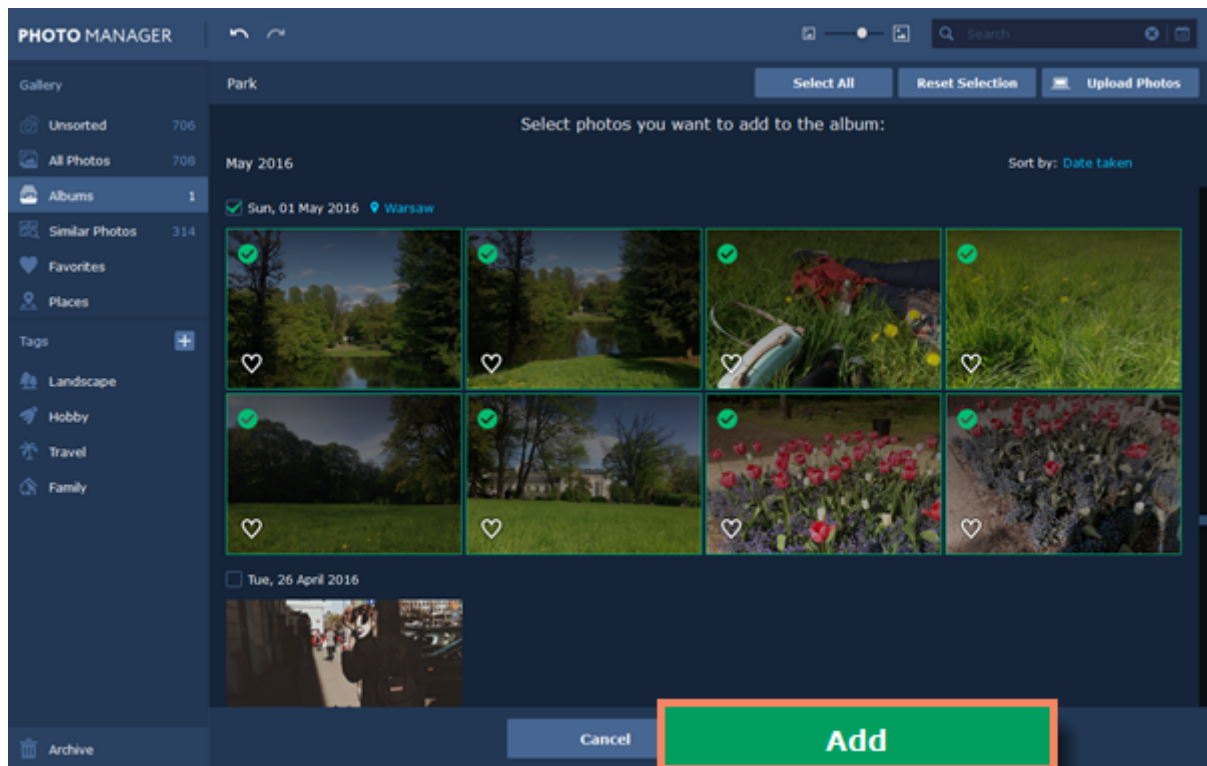
Enter a name for your album and click **Continue**.



Step 3

On the next screen you can add photos to the new album right away. Select the photos you want to add and click **Add**.

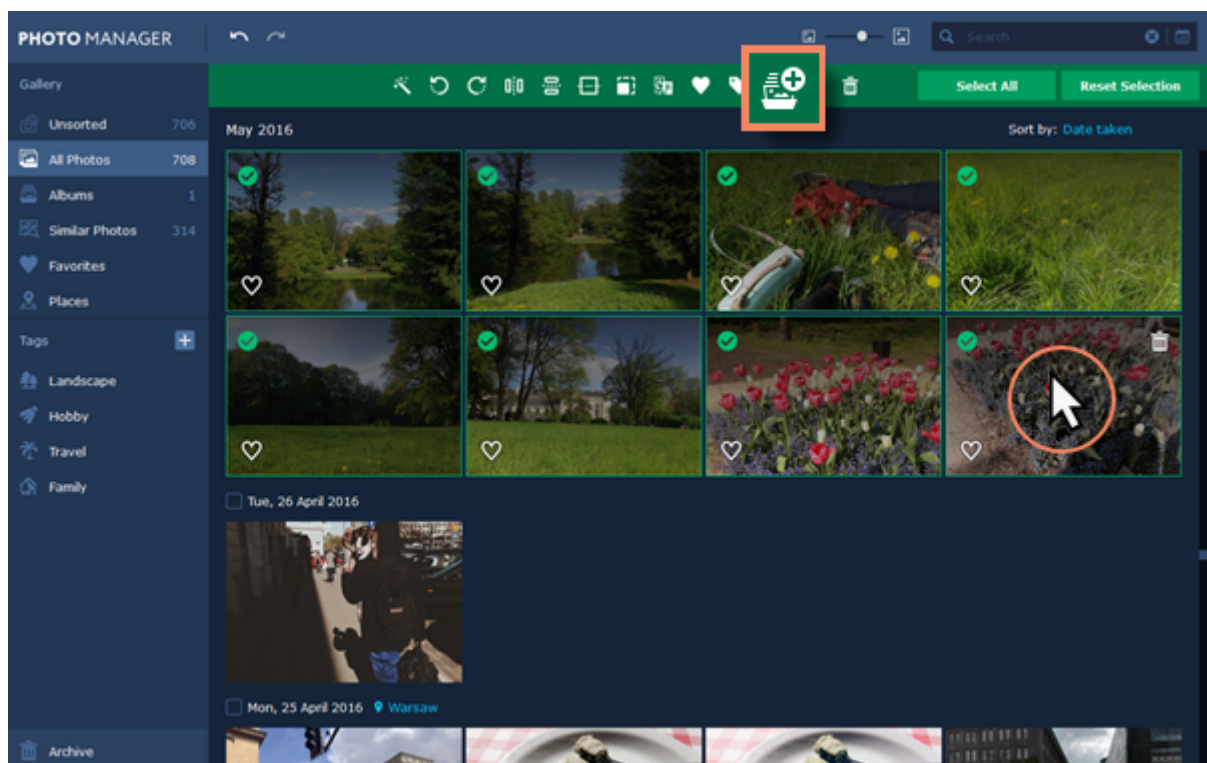
If you don't want to add photos just yet, click **Continue** and an empty album will be created.



From 'All Photos' tab

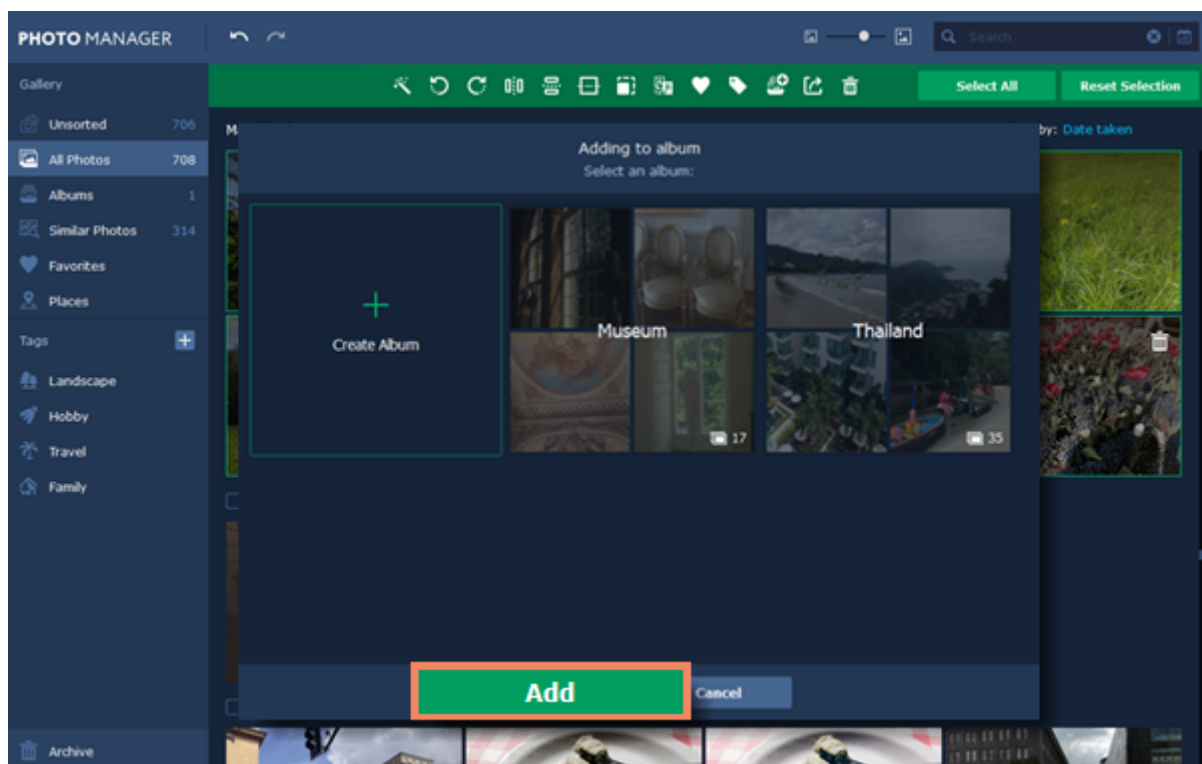
Step 1

Select the photos you want to add to an album by simply clicking on them. Then click the **Add to album** button on the top panel.



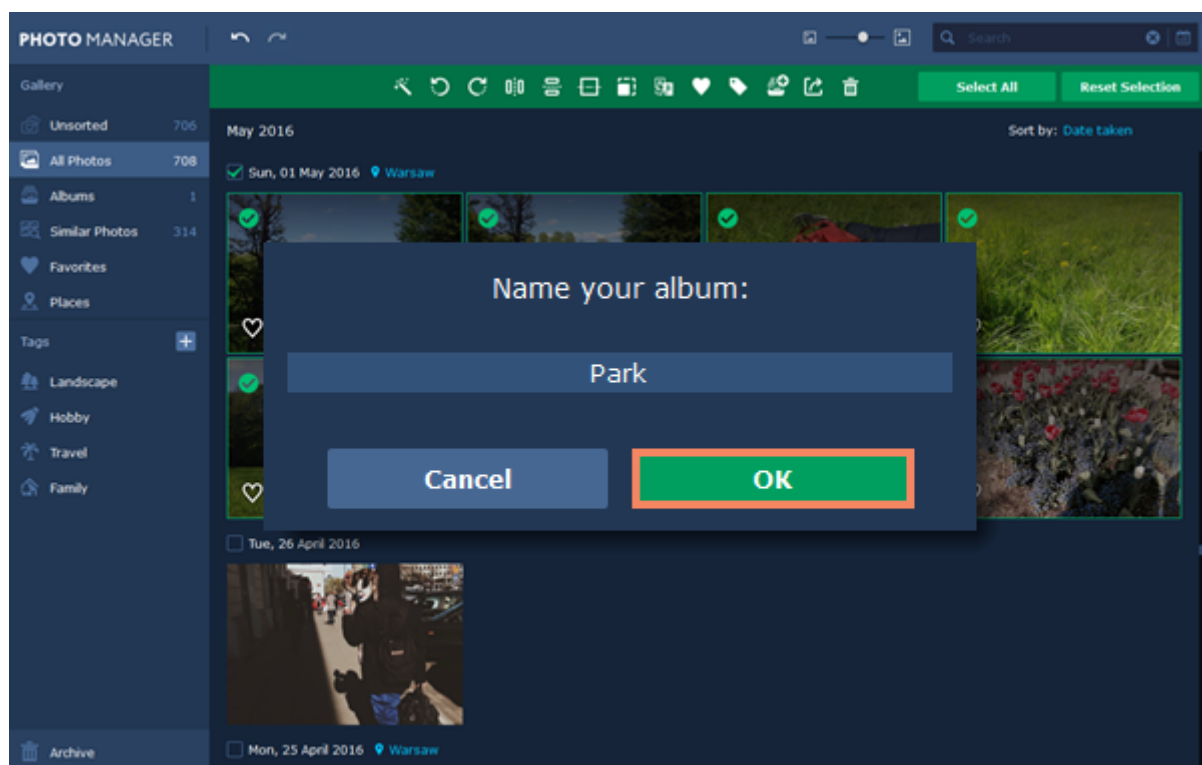
Step 2

You will see a window open where you can choose to add the photos to an existing album or create a new one. Select **Create Album** and click **Add**.




Step 3

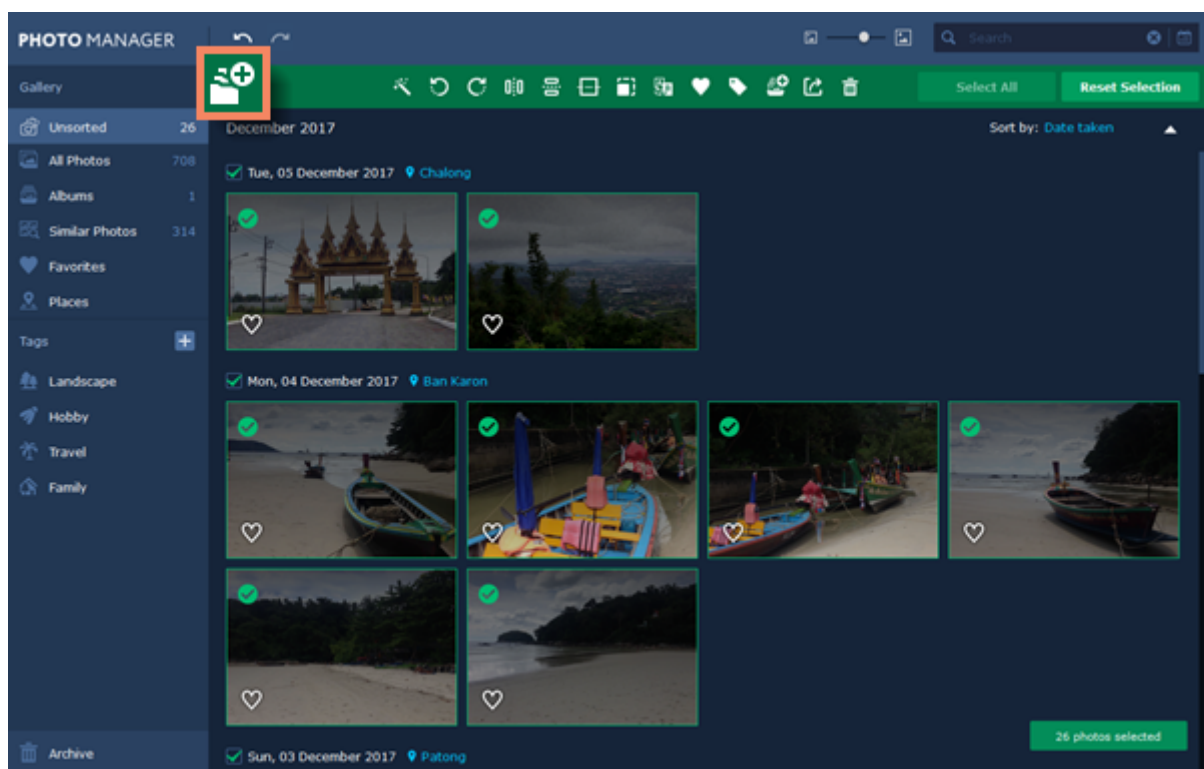
Enter a name for your album and click **OK**. The selected photos will be added to the new album.



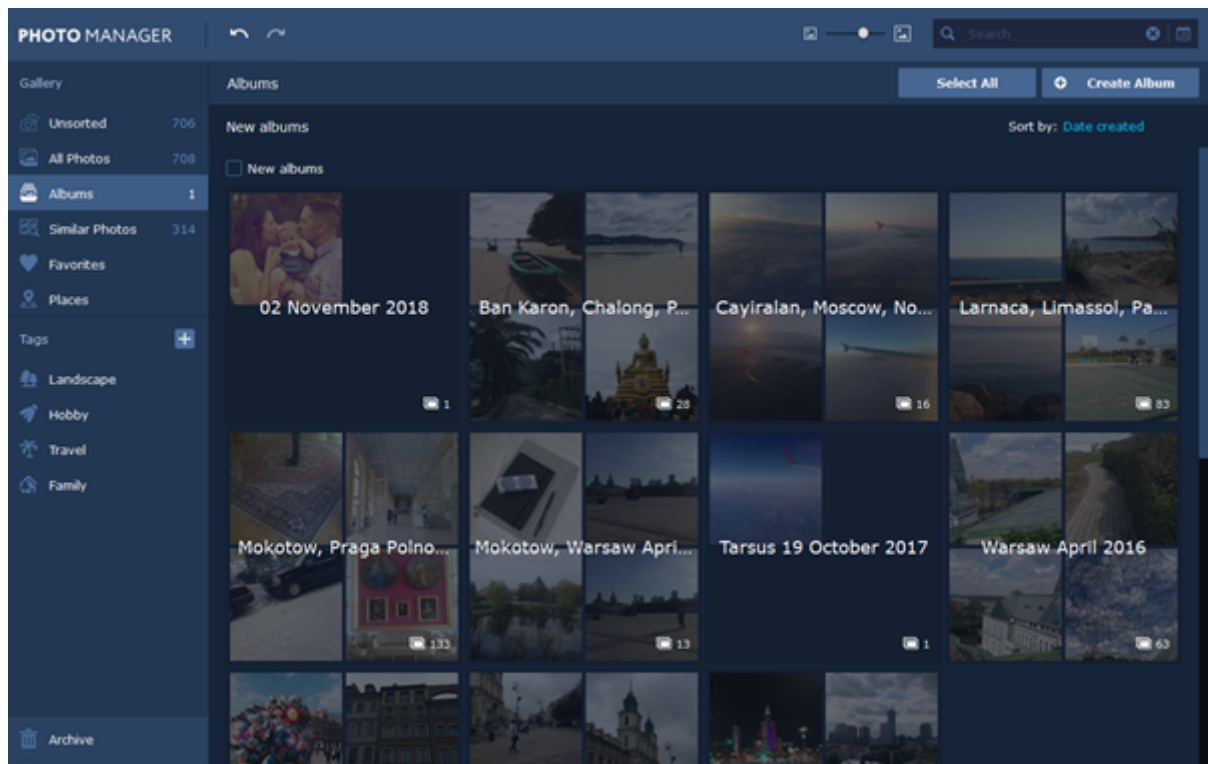
Automatic albums creation

Movavi Photo Manager can automatically create albums from chosen photos based on their date and location. Easily sort out all your photos without having to even look through them!

On the **Unsorted** tab, choose the photos you want to create albums from and click the album icon  on the top panel on the window.



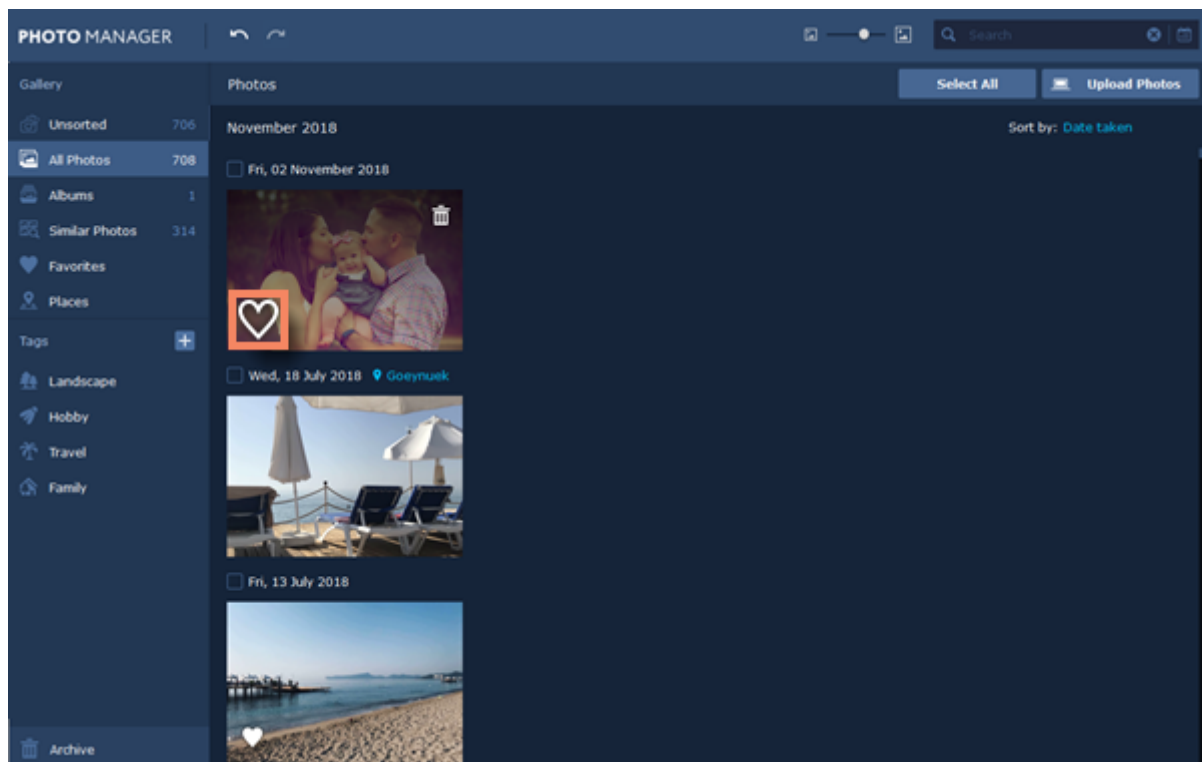
A notification will appear in the lower right corner. Click on it, and you will see the **Albums** tab with all the created albums under the **New albums** section.



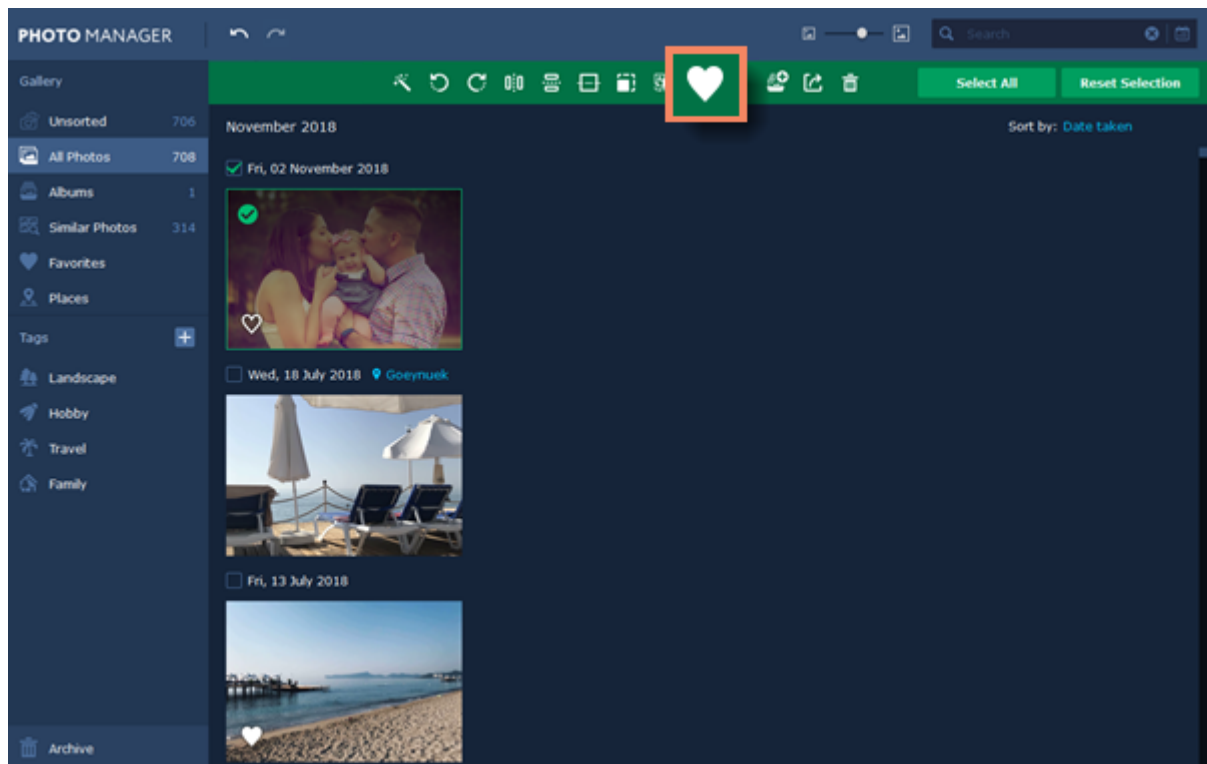
Favorites

Favorites section lets you quickly access your best shots.

To add a photo or an album to **Favorites**, click on the **heart** icon in the bottom left corner of a thumbnail.

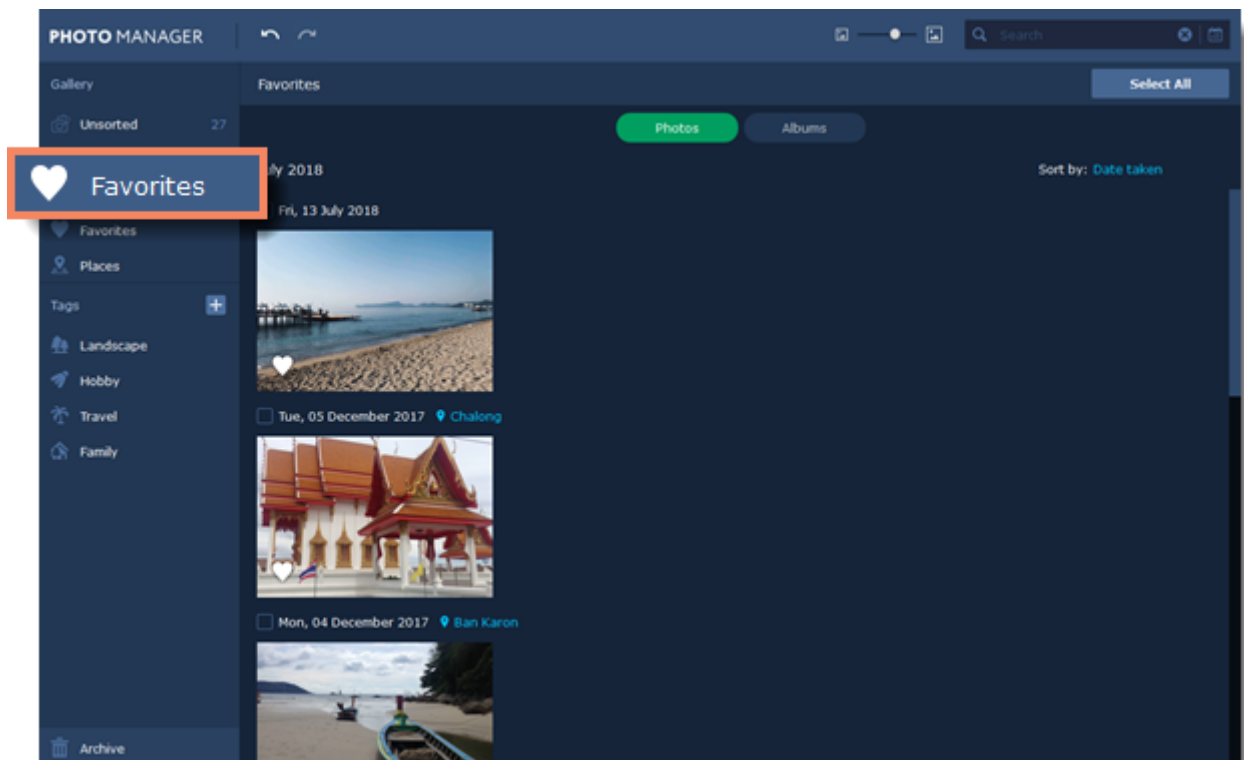


Or you can select a photo or an album by clicking on it and then click on the **heart** icon on the top panel to add it to **Favorites**.



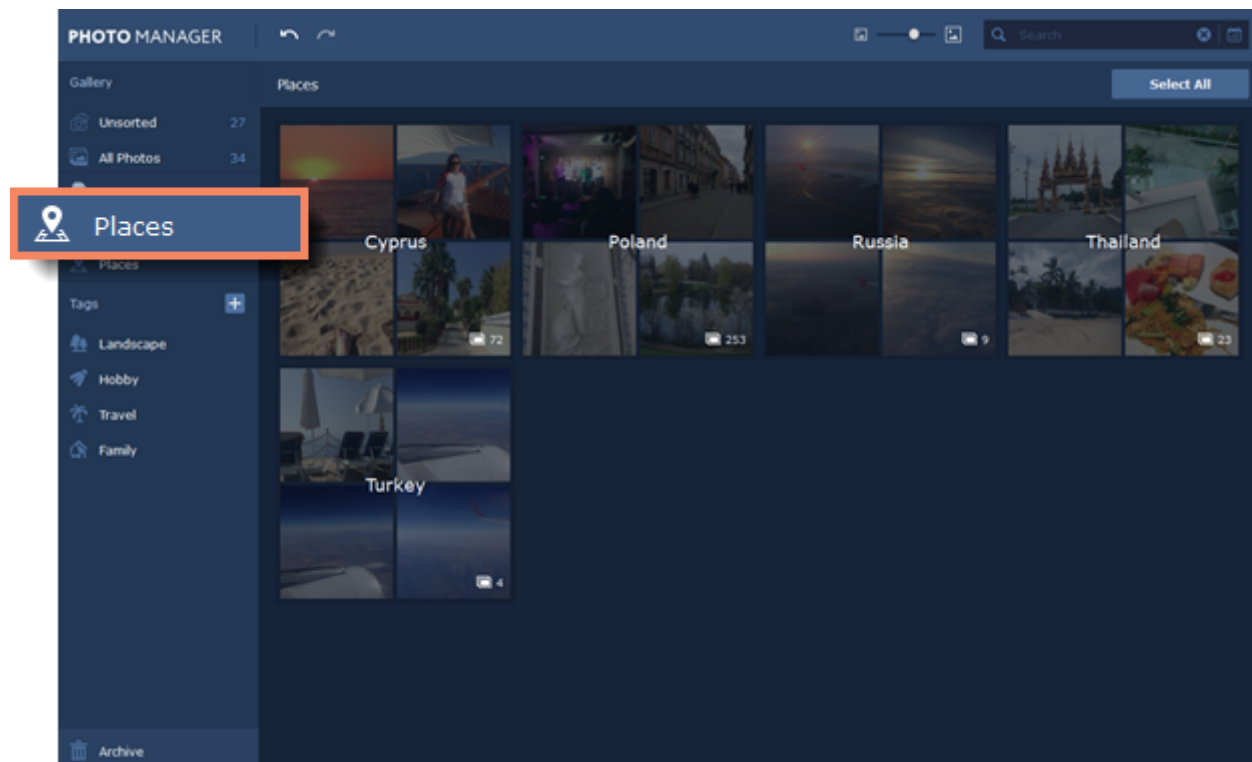
To remove a photo or an album from Favorites, simply click on the **heart** icon once again.

To see all the photos and albums you've added to favorites, click on the **Favorites** on the left-hand panel.



Places

All your photos with geo tags will appear in the **Places** tab. You can find it on the left-hand panel of the program.

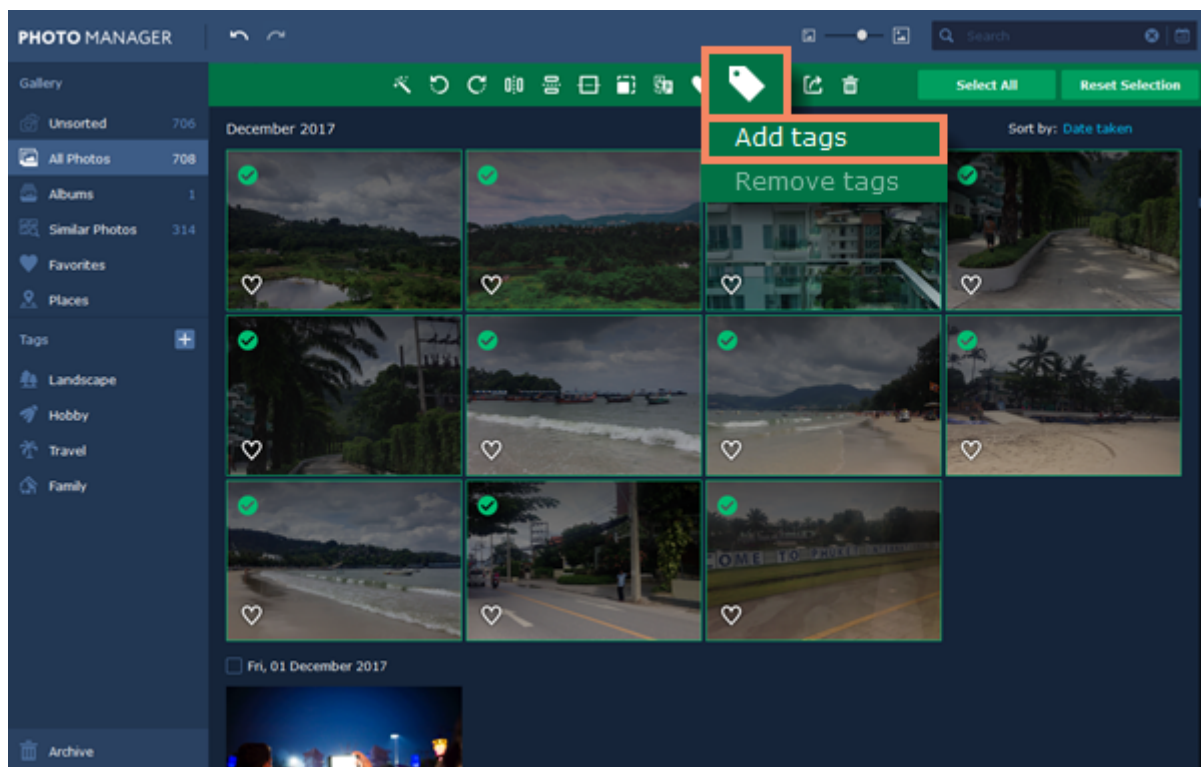


Double-click on a name to see all the photos taken at this place.

Adding tags

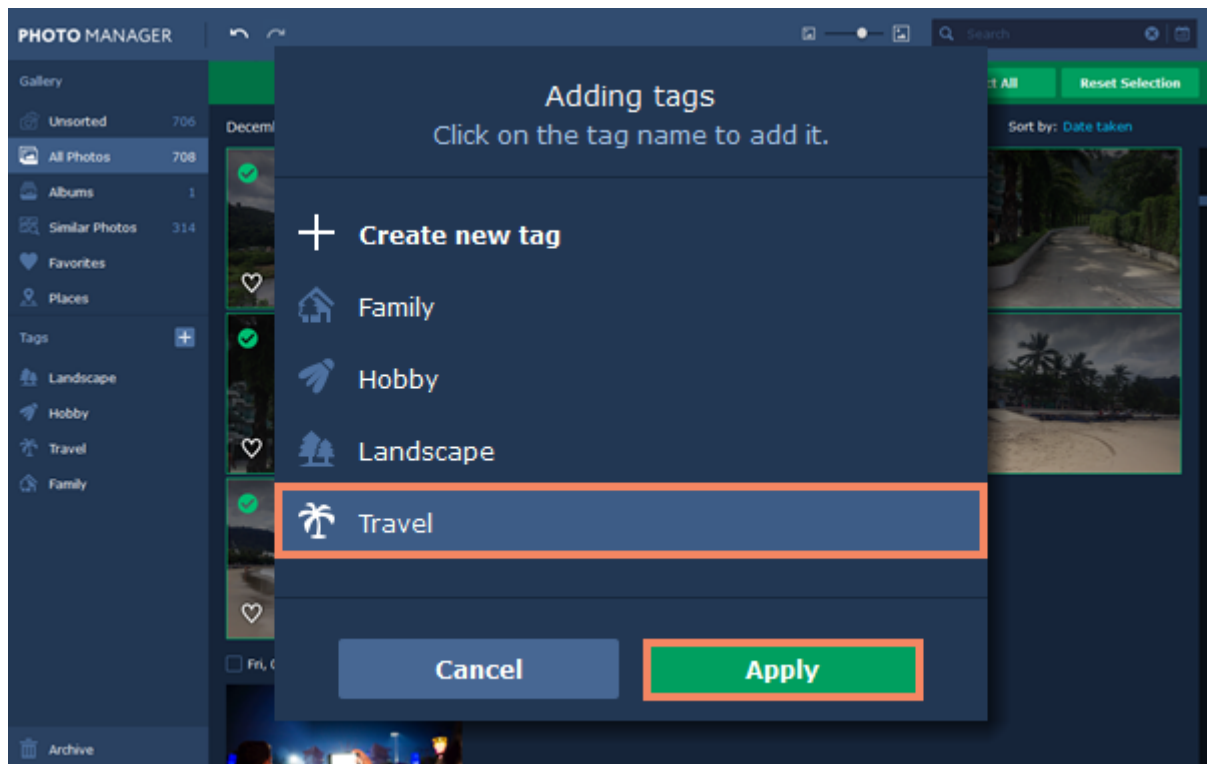
Step 1

To add tags to photos, select the photos and click the tag icon on the top panel. Then select **Add tags** from the pop-up menu.

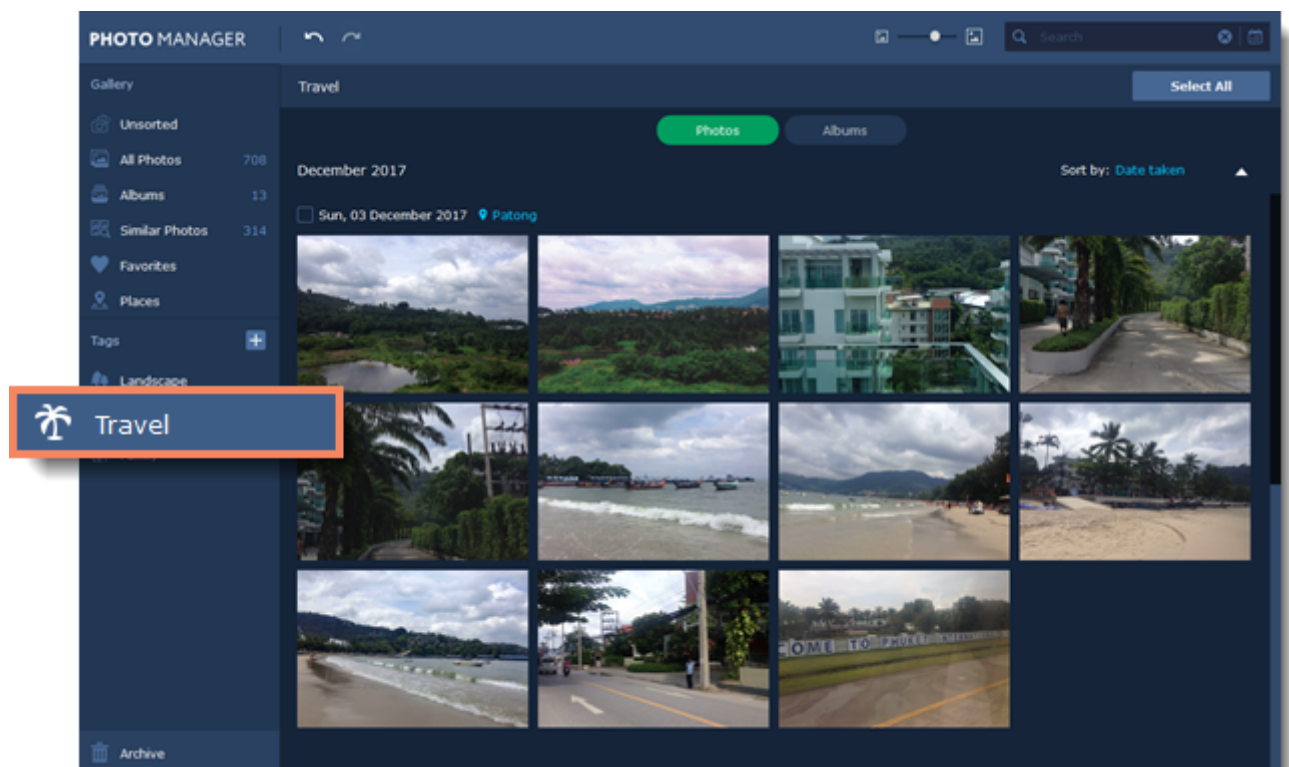


Step 2

You will see the **Adding tags** dialog pop up. Click on the tags you want to add to your photos. Click **Create new tag** you want to add a new tag to the list. Click **Apply** to save changes.



To see all the tagged photos, click on a tag name on the left-hand panel.

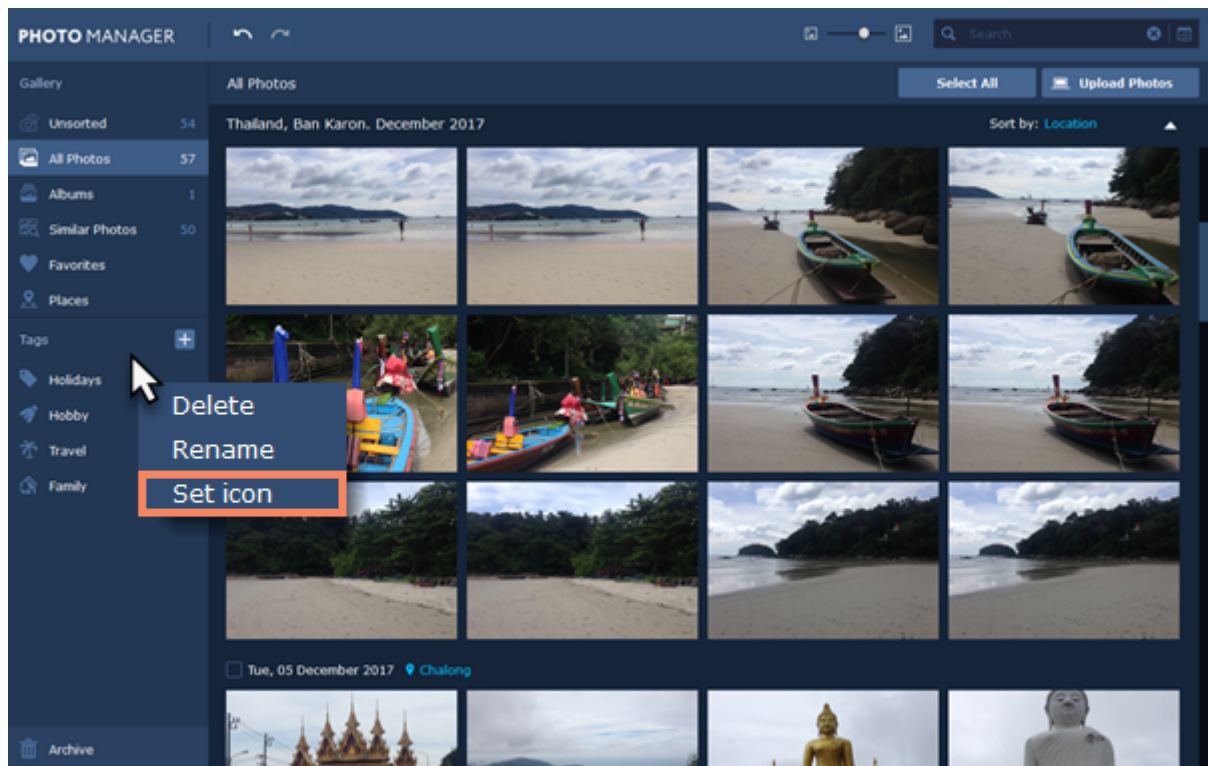


Renaming tags

To rename a tag, double click on it and enter the new name.

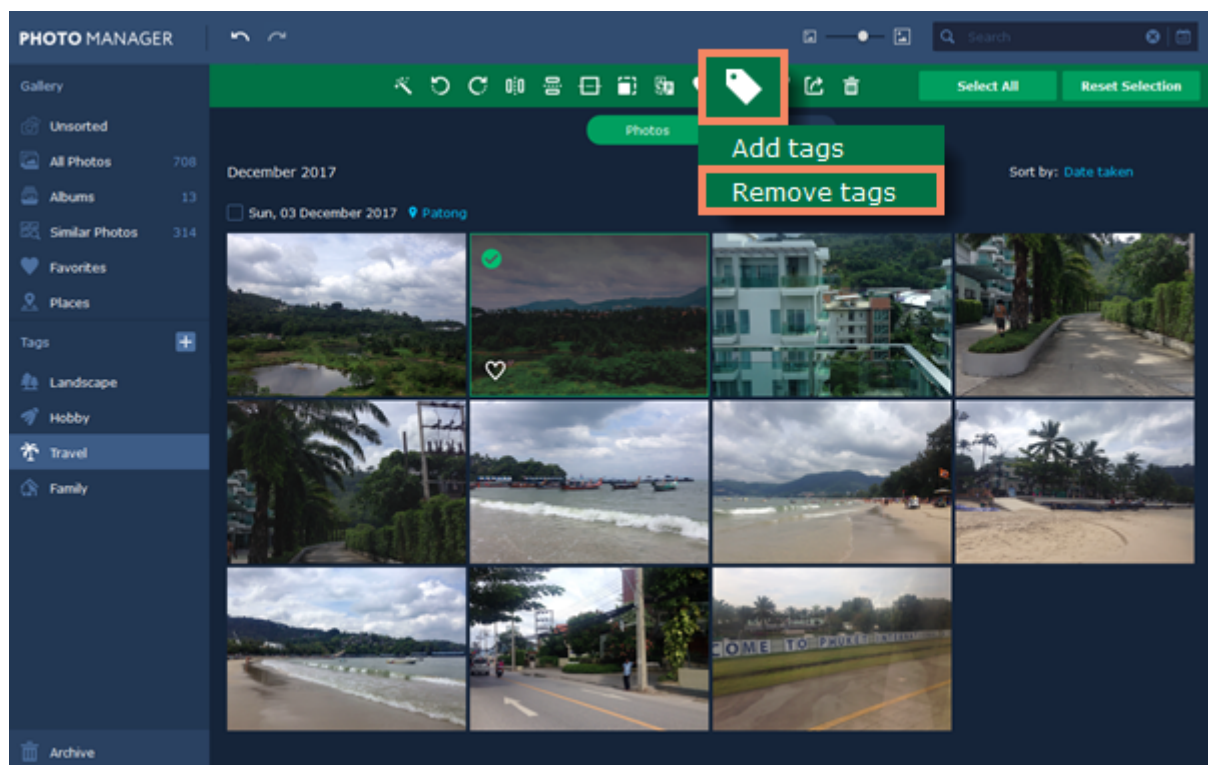
Changing icon

To change a tag icon, right-click on the tag name and select **Set icon**.



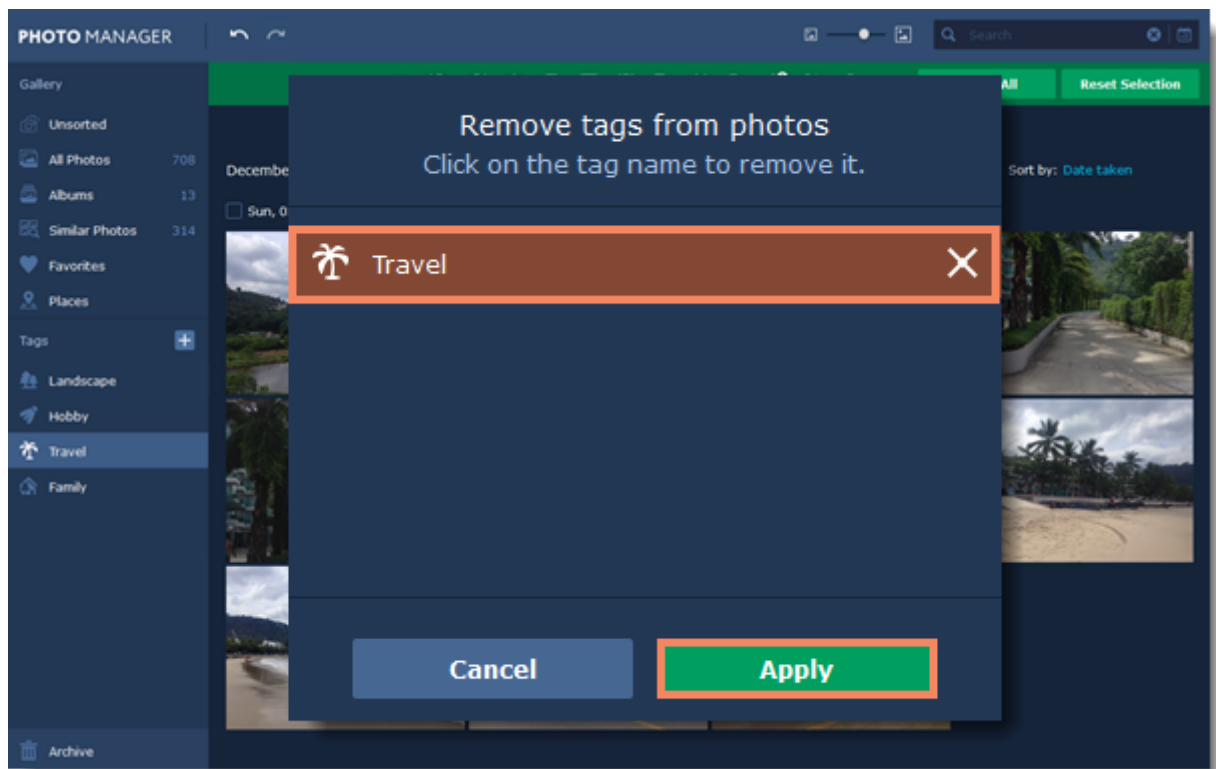
Removing tags

Step 1
To remove tags from photos, select the photos and click the tag icon on the top panel. Then select **Remove tags** from the pop-up menu.



Step 2

You will see the **Remove tags from photos** dialog pop up. Click on the tags you want to remove from your photos.
Click **Apply** to save changes.

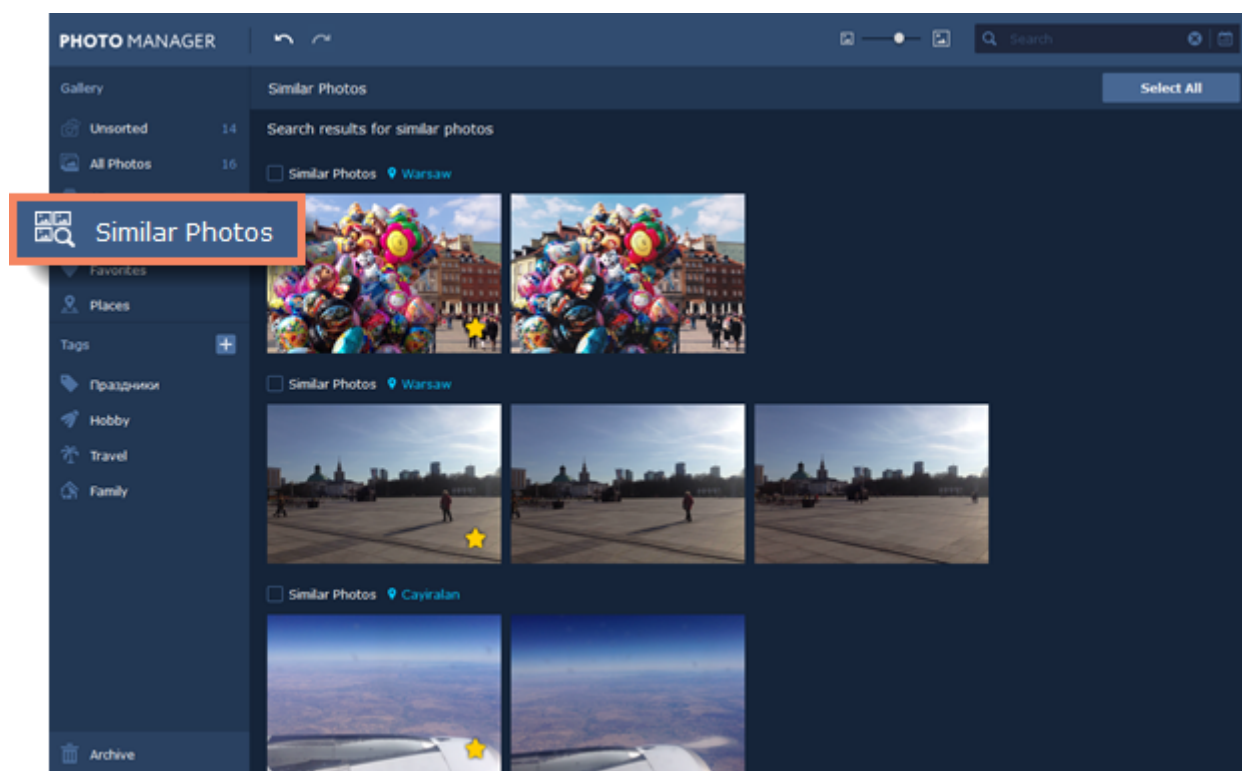


Similar photos

Similar Photos tab automatically groups photos that look similar. You can edit them all at once, or choose the best photo and delete the rest.

Photo Manager also automatically selects the best photo in each group and marks it with a star icon.

You can find the **Similar Photos** tab on the left-hand panel:



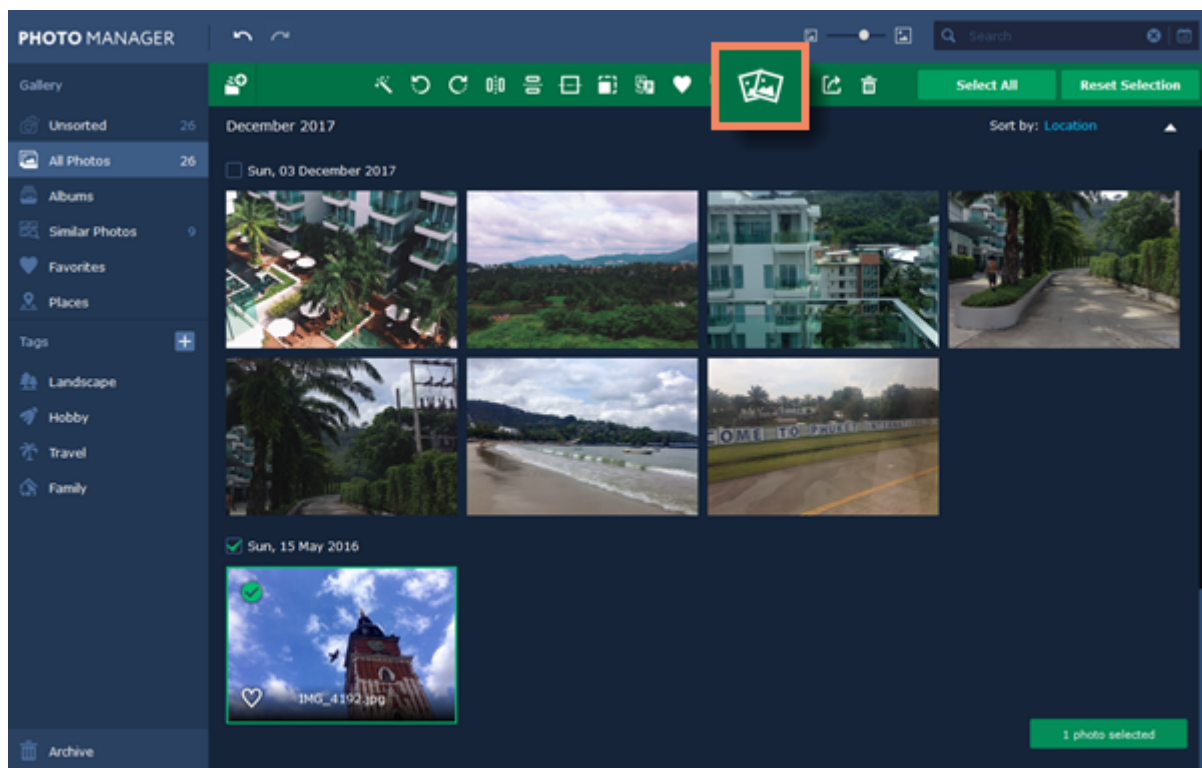
Learn more:

[Editing photos](#)

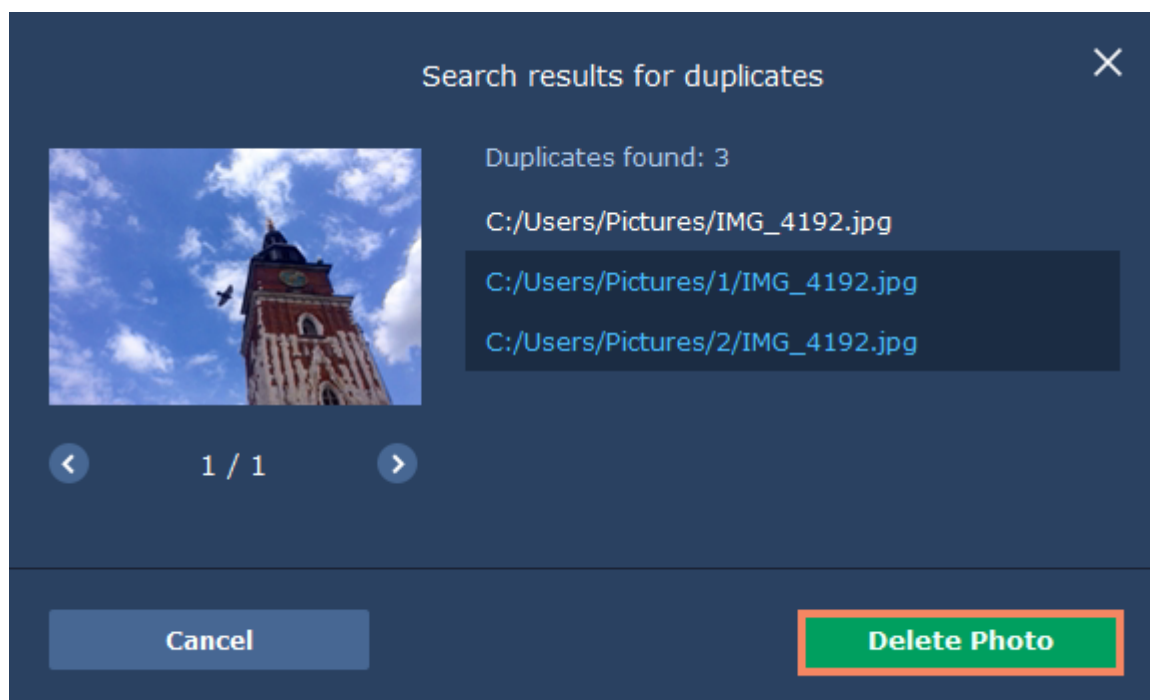
[Deleting photos](#)

Deleting duplicates

Select the photos you want to find duplicates of. Then click the **Find duplicates** button on the toolbar.



Select the photos you want to delete and click **Delete Photo**. You can choose whether to delete the photo from your disk completely or only from the Photo Manager Gallery.



Editing photos

Important:

- All the editing tools are simultaneously applied to the original files on disk.
- Photos in read-only formats (for example, RAW), will be converted in JPEG after applying a tool. [See all the supported formats](#)

[Auto enhancement](#)

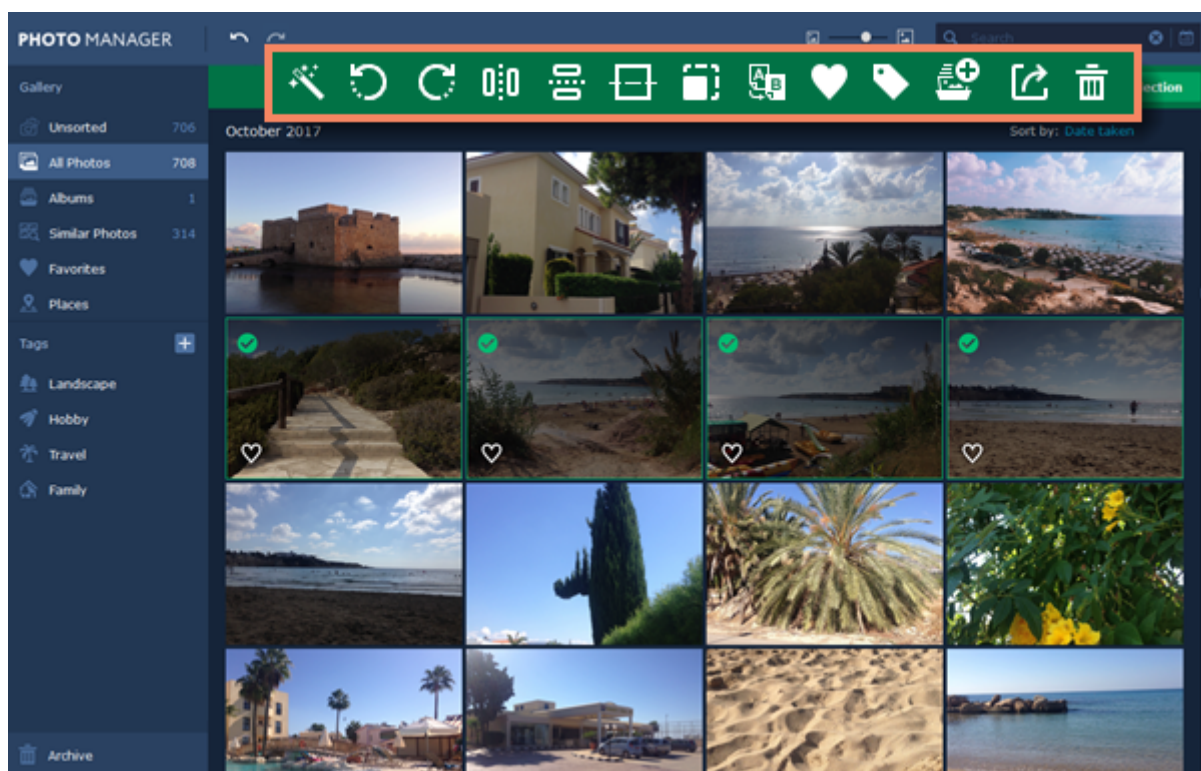
[Flip and rotate](#)

[Horizon levelling](#)

[Resize](#)

[Renaming files](#)

With **Movavi Photo Manager**, you can edit multiple photos at the same time. To do that, click on the photos you want to edit. You will see a green panel with all the tools appear on the top of the window.



You can also edit a single photo in the view mode. You can find all the tools on the top panel.



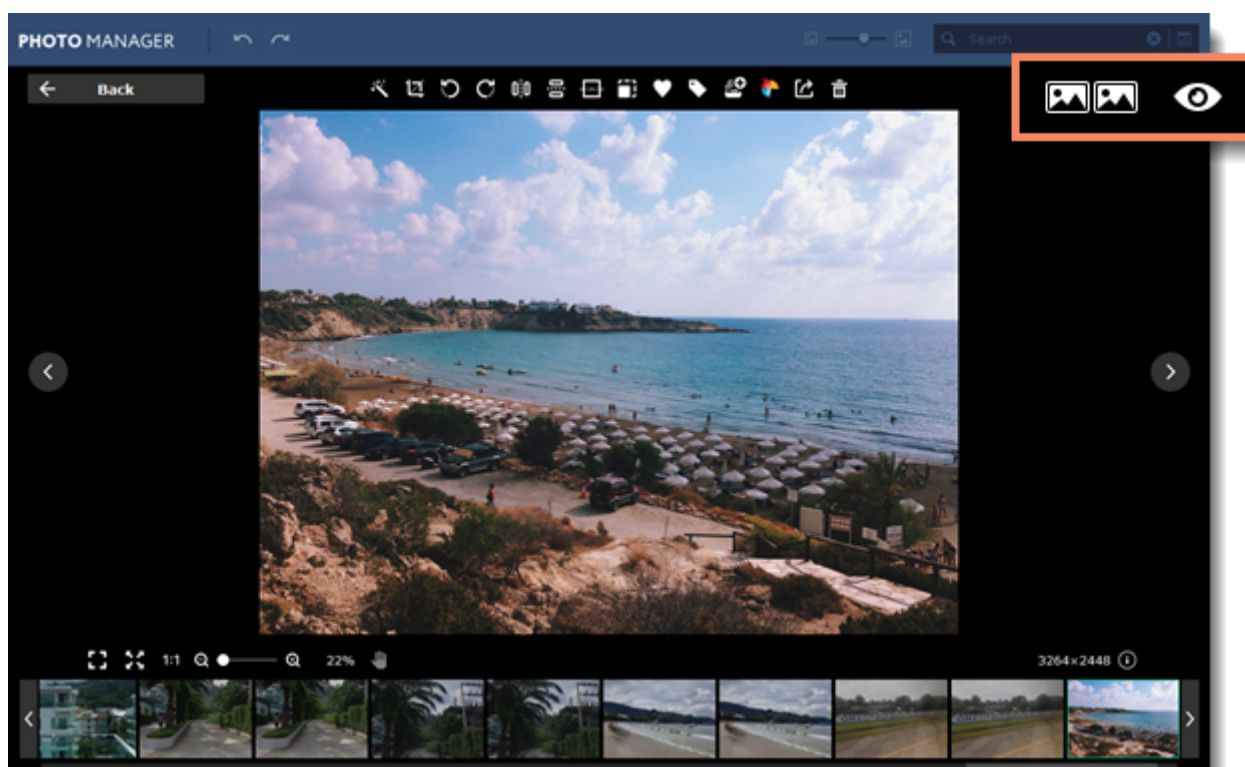
Use the button on the top right corner of the window to compare your edited image with the original.



Shows the original image.

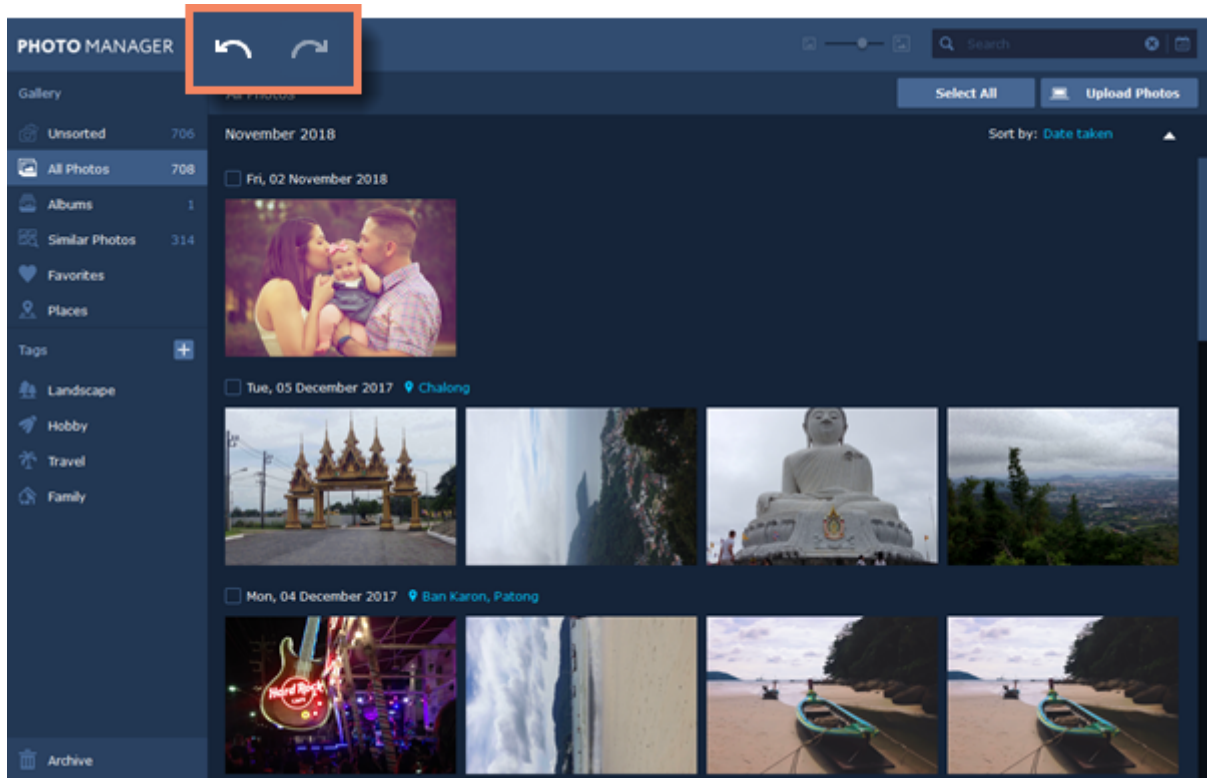


"Before / after" mode: shows original and edited images side by side.



Undo changes

You can undo and redo any actions using the **Undo** and **Redo** buttons on the toolbar.



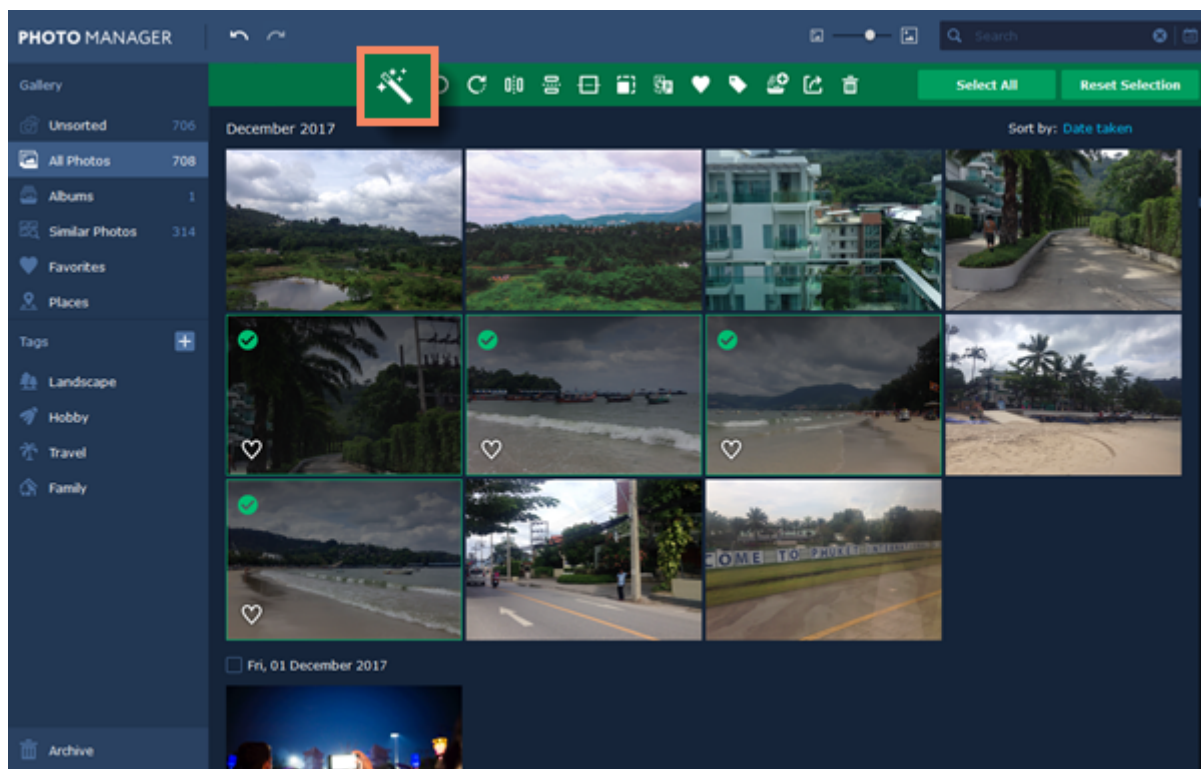
You can also find the **Undo** and **Redo** buttons on the toolbar in the viewing mode.



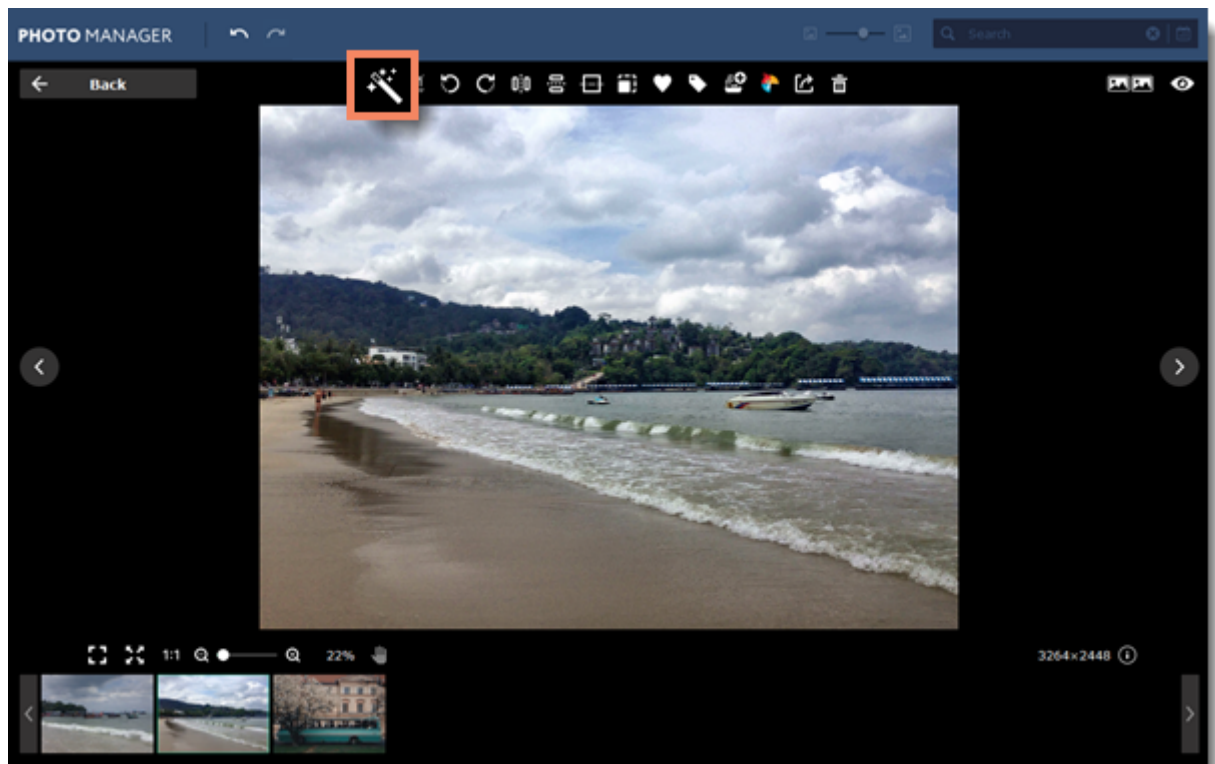
Auto enhancement

Auto enhancement lets you automatically adjust the brightness and contrast of your photos.

Select the photos you want to editing and click the magic wand icon on the top panel.

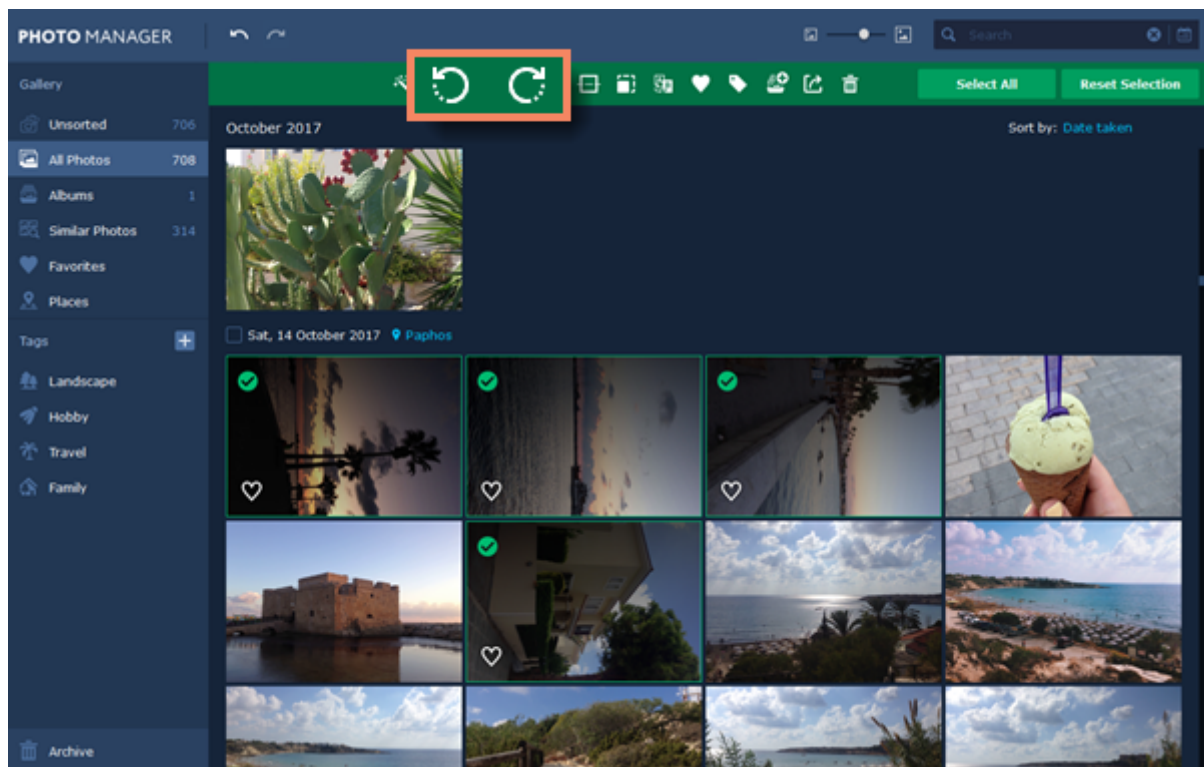


You can also enhance a single photo in the view mode.





Flip and rotate


Select the photos you want to flip or rotate. The flip and rotate tools will appear on the panel on the top of the window.



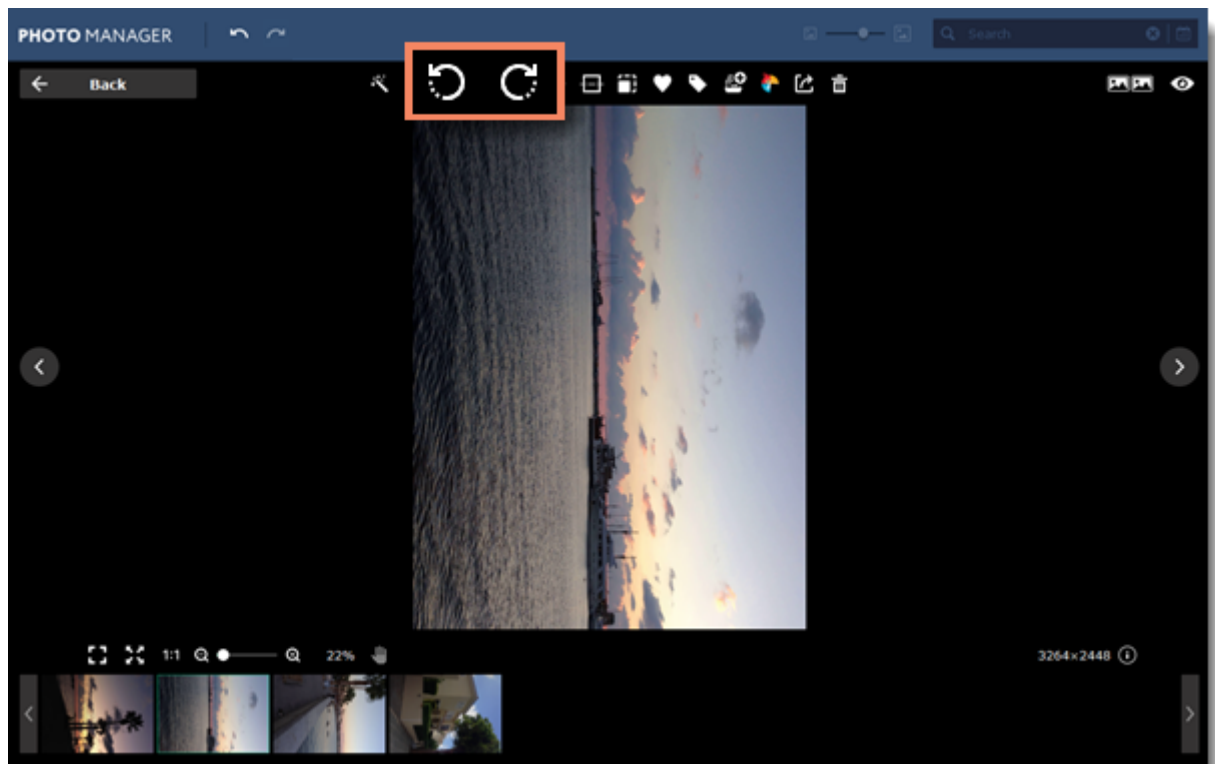
 Rotates your photo 90° counterclockwise

 Rotates your photo 90° clockwise

 Flips your photo horizontally (left to right)

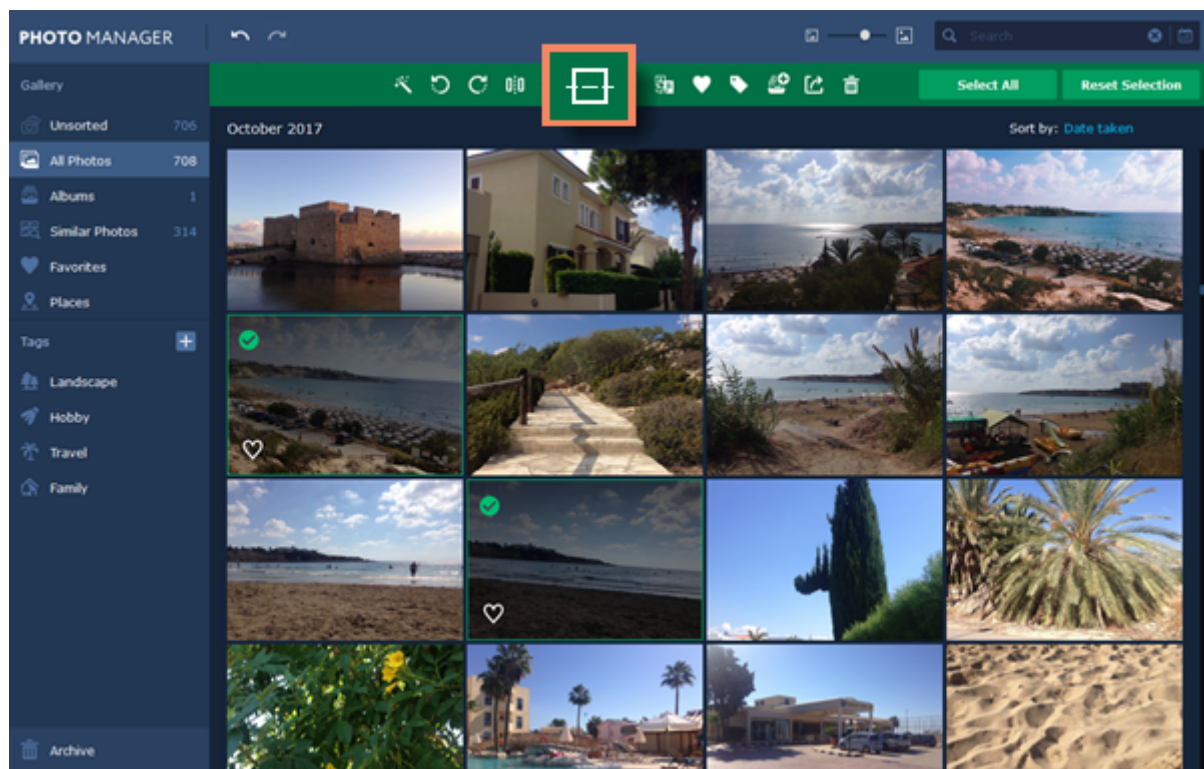
 Flips your photo vertically (upside-down)

You can also flip and rotate photos using the same tools when viewing photos.

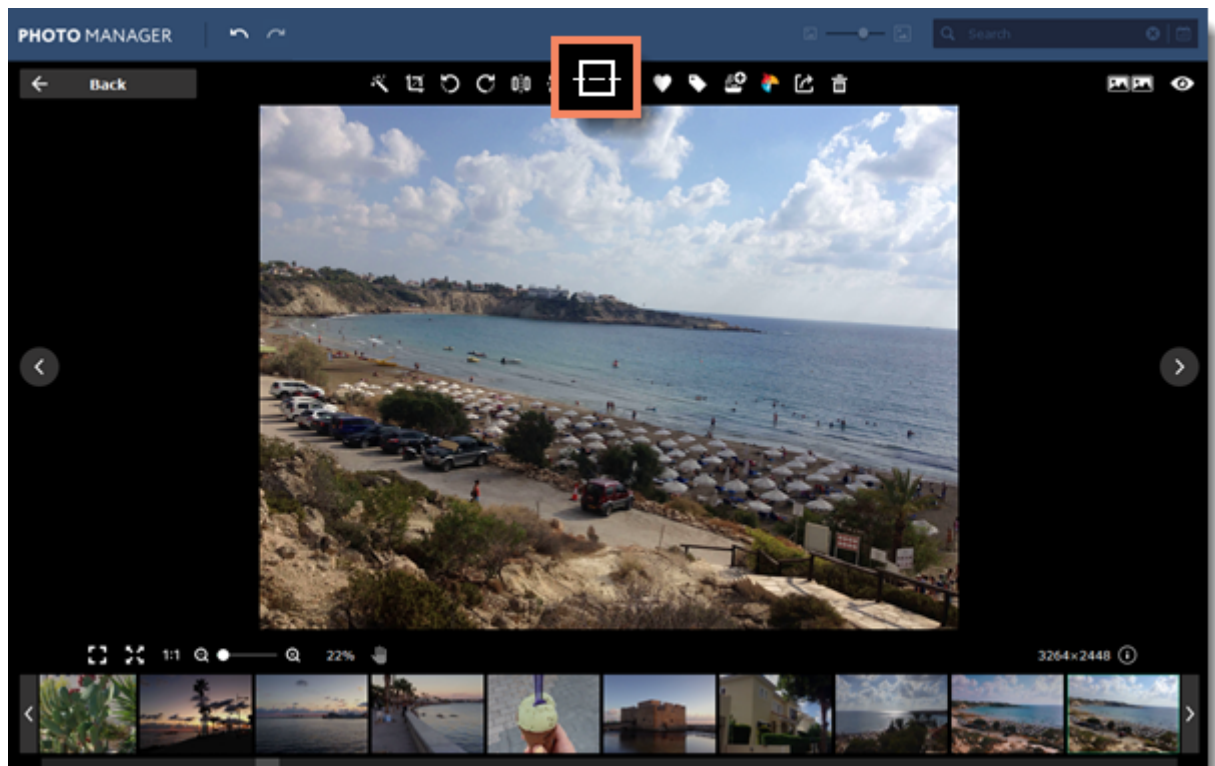


Horizon levelling

Movavi Photo Manager can automatically fix the horizon levelling on your photos. All you need is to select the photos and click the horizon levelling button on the top panel. The program will recognize if there is a horizon line on the photo and straighten it.



You can also use these feature when viewing photos.



Resize

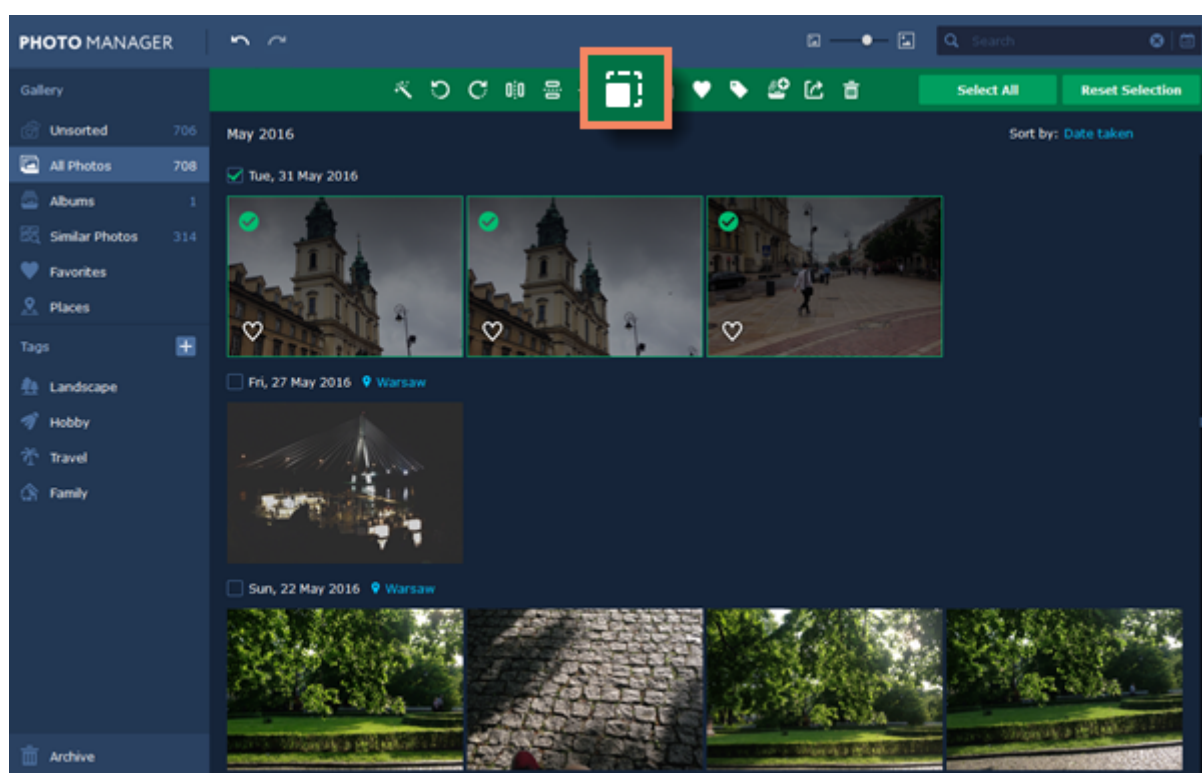
Resizing images allows you reduce an image's file size, prepare pictures for uploading to web albums, which often have a size limit, or prepare web-sized images for blogs and websites.

Tip:

If you intend to make other edits to the photo, it is best that you do them prior to resizing it, since the image quality will then be preserved better. Also, we recommend that you save a copy of the image before resizing in case you may need it later, especially if you plan on printing out the image.

Step 1

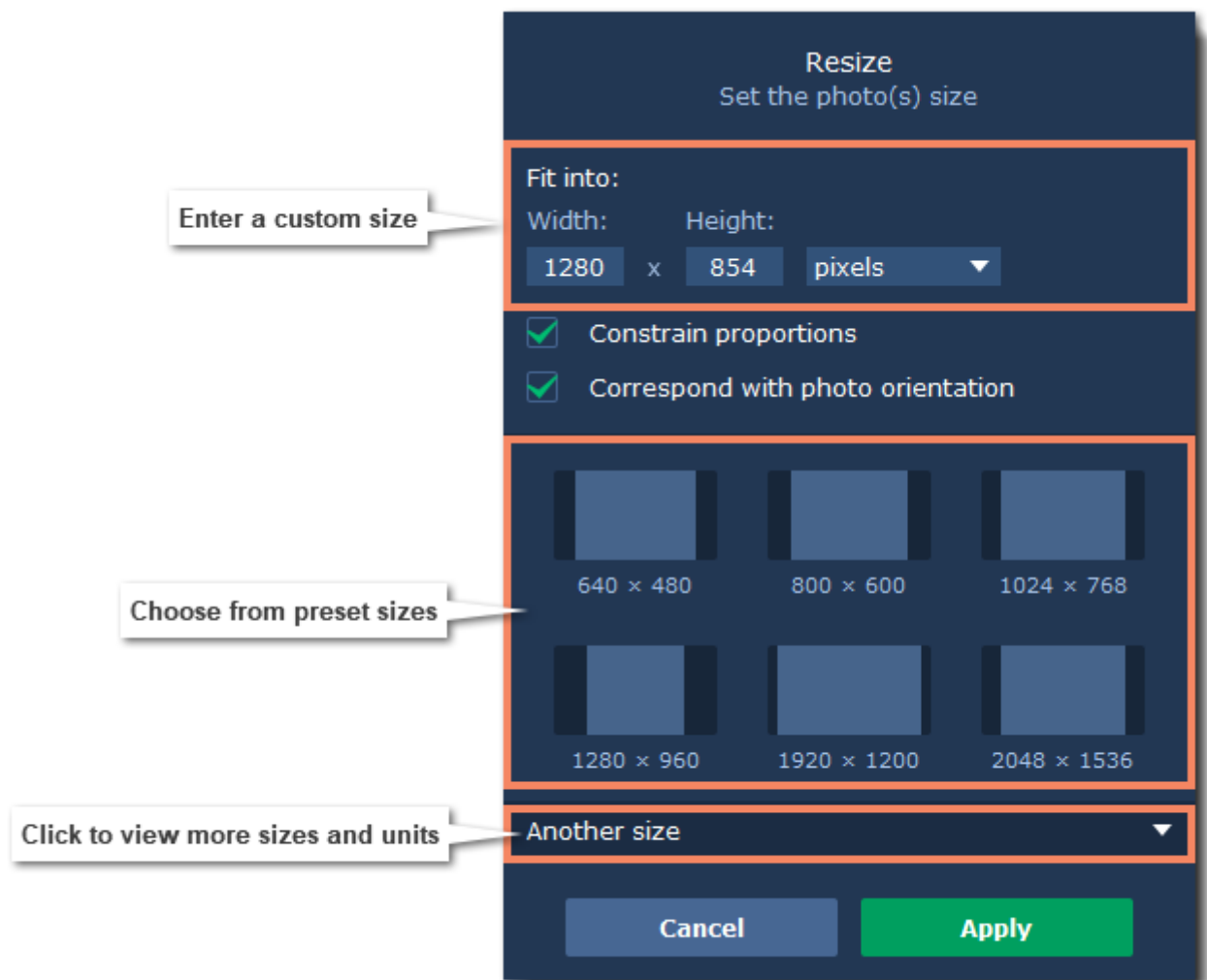
Select photos you want to resize. Then click the **Resize** icon on the top panel.



Step 2

Select or enter the necessary image size:

- To enter a custom image size, enter the dimensions into the **width** and **height** boxes. You can change the measurement unit in the box on the right. The default unit is pixels.
- Or select from the most common image sizes from the table.
- To view more sizes click **Another size** in the bottom of the panel.
- To avoid visual distortions of the image after resizing, keep the **Constrain proportions** option enabled.
- The **Correspond with photo orientation** option lets you keep the initial orientation of each photo when resizing multiple photos at the same time.



Step 3

Click **Apply** to save the changes.

Resize

Set the photo(s) size

Fit into:

Width:1280xHeight:854pixels

☒ Constrain proportions

☒ Correspond with photo orientation

640 × 480

800 × 600

1024 × 768

1280 × 960

1920 × 1200

2048 × 1536

Another size

Cancel

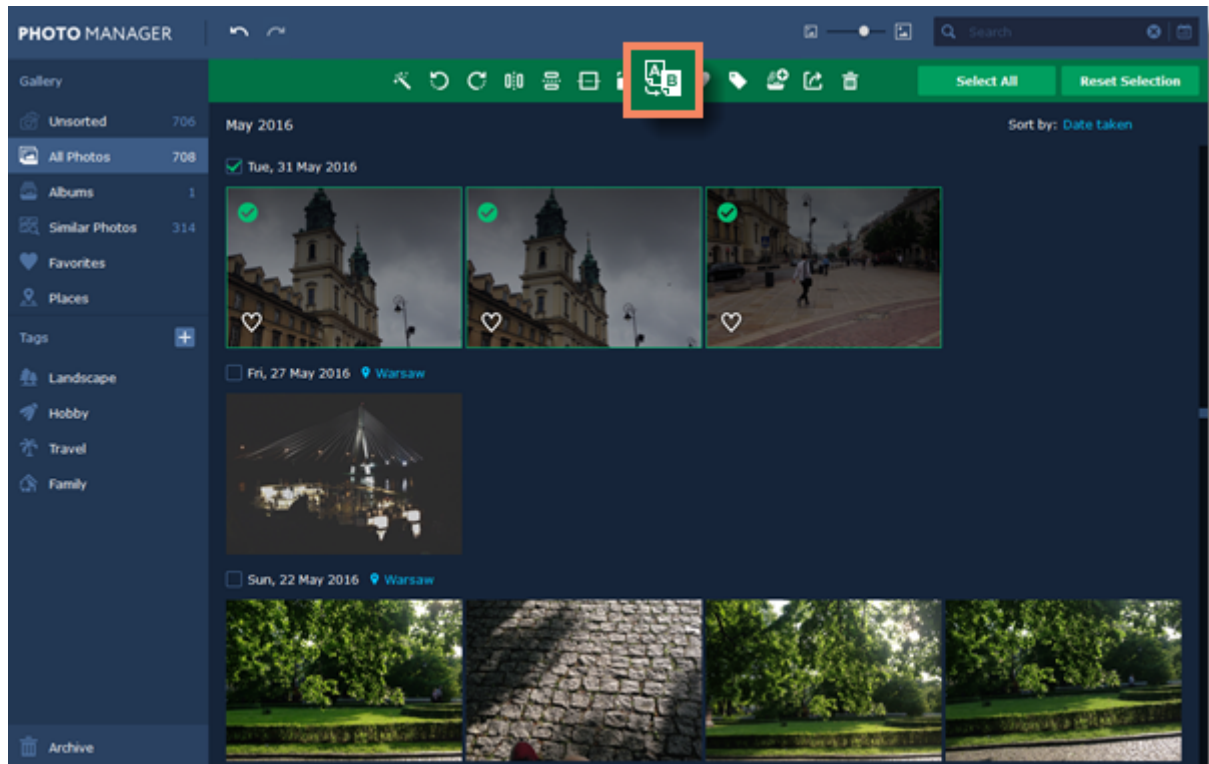
Apply

Renaming photos

With **Movavi Photo Manager** you can easily rename big amounts of photos and the same time. For example, you can number all the photos in a folder or add different names to easily search them later.

Step 1

Select the photos you want to rename and click the **Rename** button on the toolbar.



You will see the **Rename files** window open.

Step 2

Select the rename mode you want to use:

- **Add text** - adds a text in the beginning, end or instead of the current filename.
- **Add number** - adds a number in the beginning, end or instead of the current filename.
- **Add date** - adds date the photo was taken in the beginning, end or instead of the current filename.
- **Add date and time** - adds date and time the photo was taken in the beginning, end or instead of the current filename.

Then select where you want to add the selected parameter in the **Add** field.

If you've selected the **Add text** option, enter the text in the **Text** field.

If you've selected the **Add number** option, enter the starting number in the **Starting with** field.

Rename files

Rename mode:
Add text ▼

Add:
Before ▼

Text:
text

Current name:
IMG_4380.jpg

New name:
text_IMG_4380.jpg

Cancel Apply

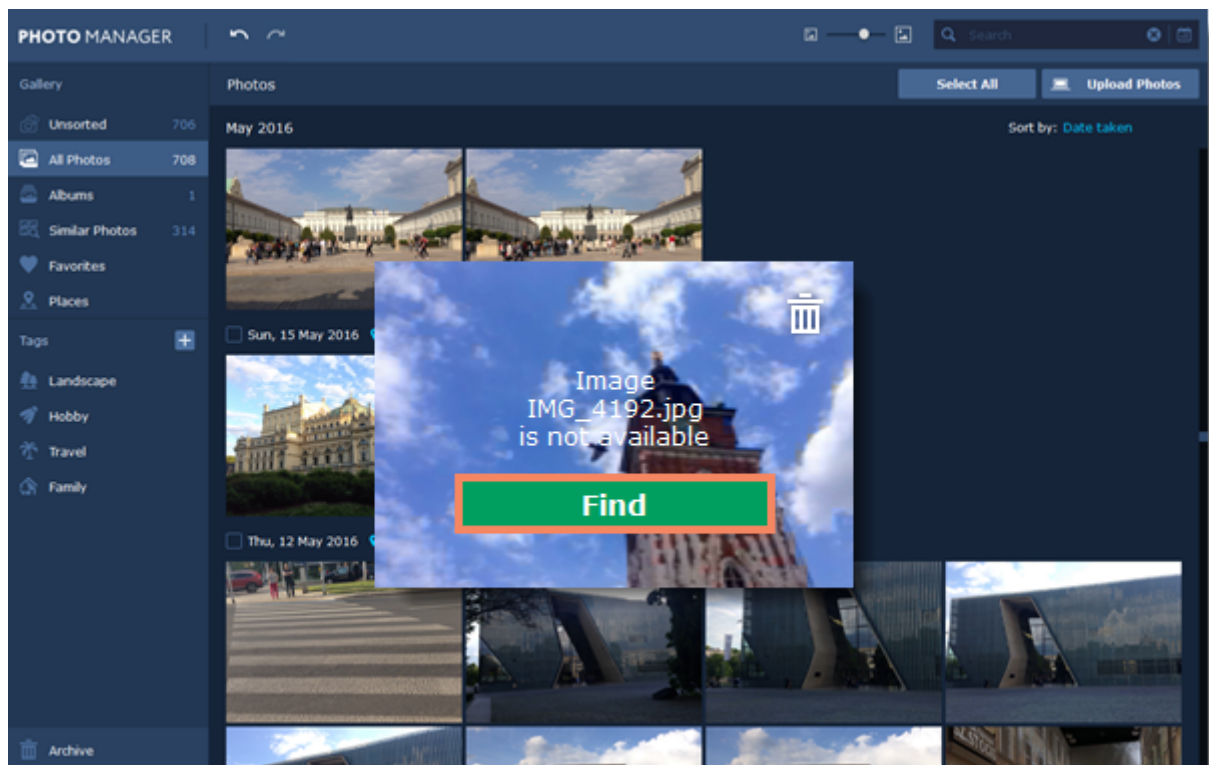
Step 3

Click **Apply** to save changes and rename files.

Lost photos

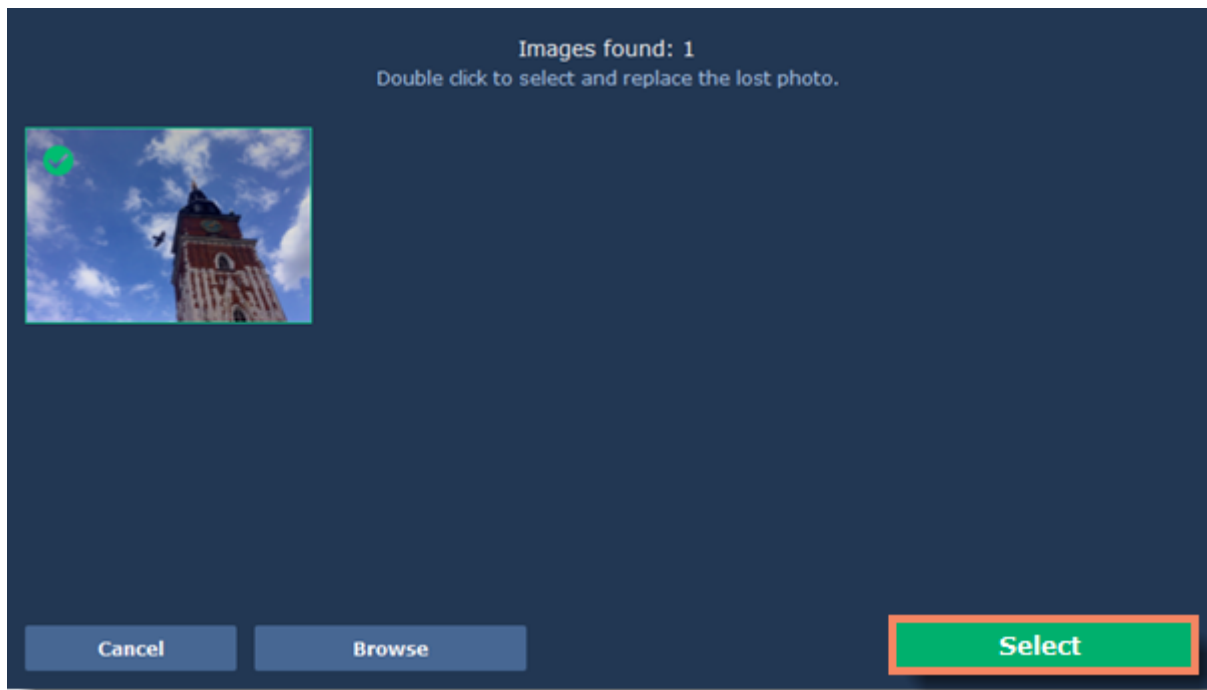
If a photo was moved to a different folder or deleted, you will see '*Image is not found*' caption on it's thumbnail. Click the **Find** button to search for the lost photo on disk and add it back to the Gallery.

If you don't need this photo anymore, you can delete it by clicking the trash bin icon on the top-right corner of the thumbnail.



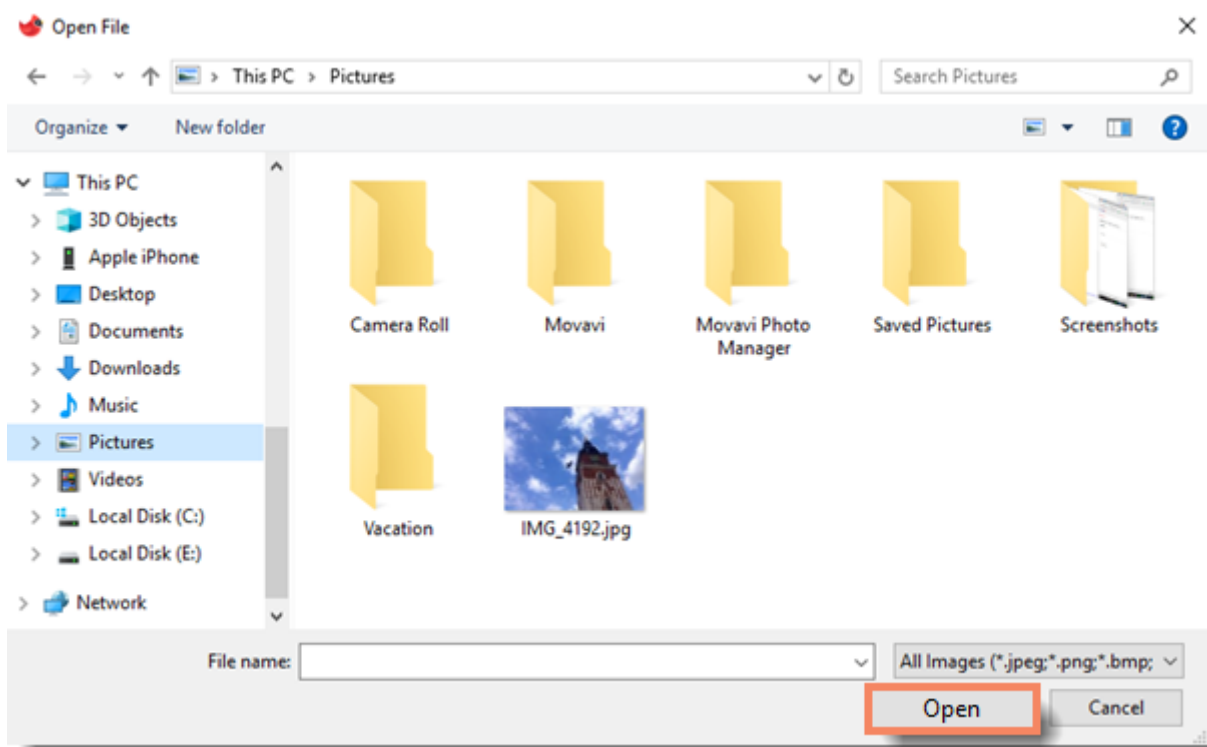
You will see the search window open. **Movavi Photo Manager** will automatically look through neighboring folders and search for your photo.

If the correct photo was found, click the **Select** button or simply double-click on it to add it back to the Gallery.

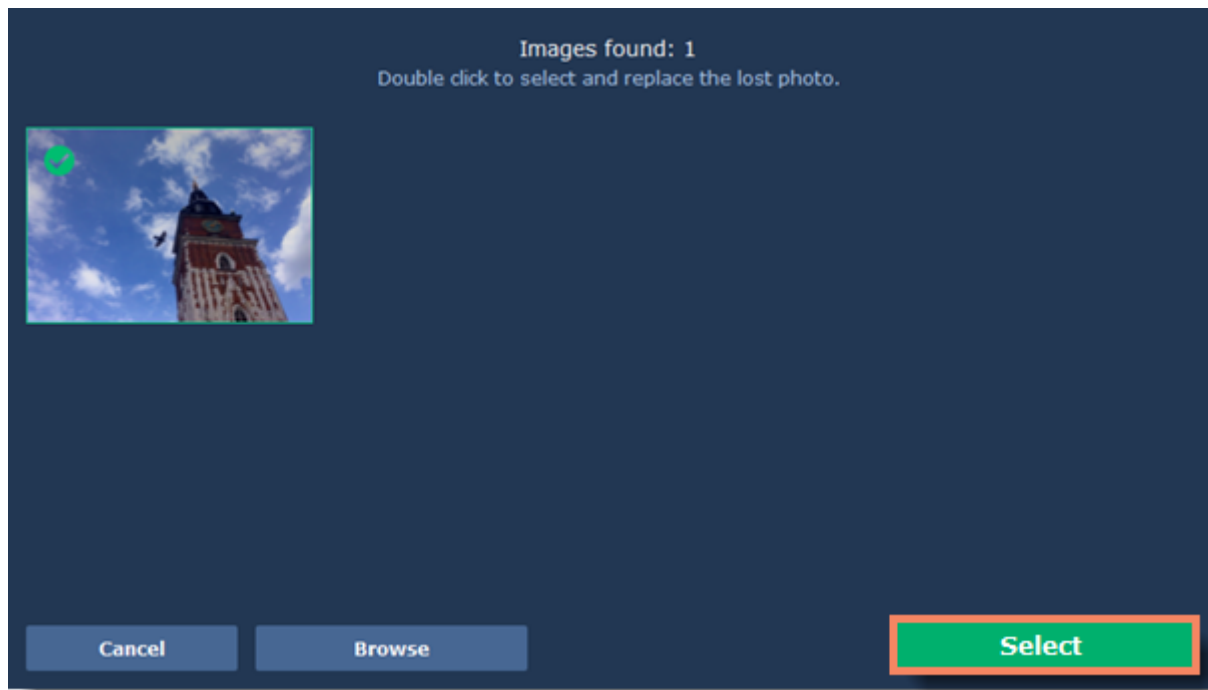


If **Movavi Photo Manager** cannot find your photo, click the **Browse** button to specify the new location on the disk manually.

Find the photo that needs to be restored, select in and click **Open**.



Then click **Select** or simply double-click on the photo to add it back to the Gallery.

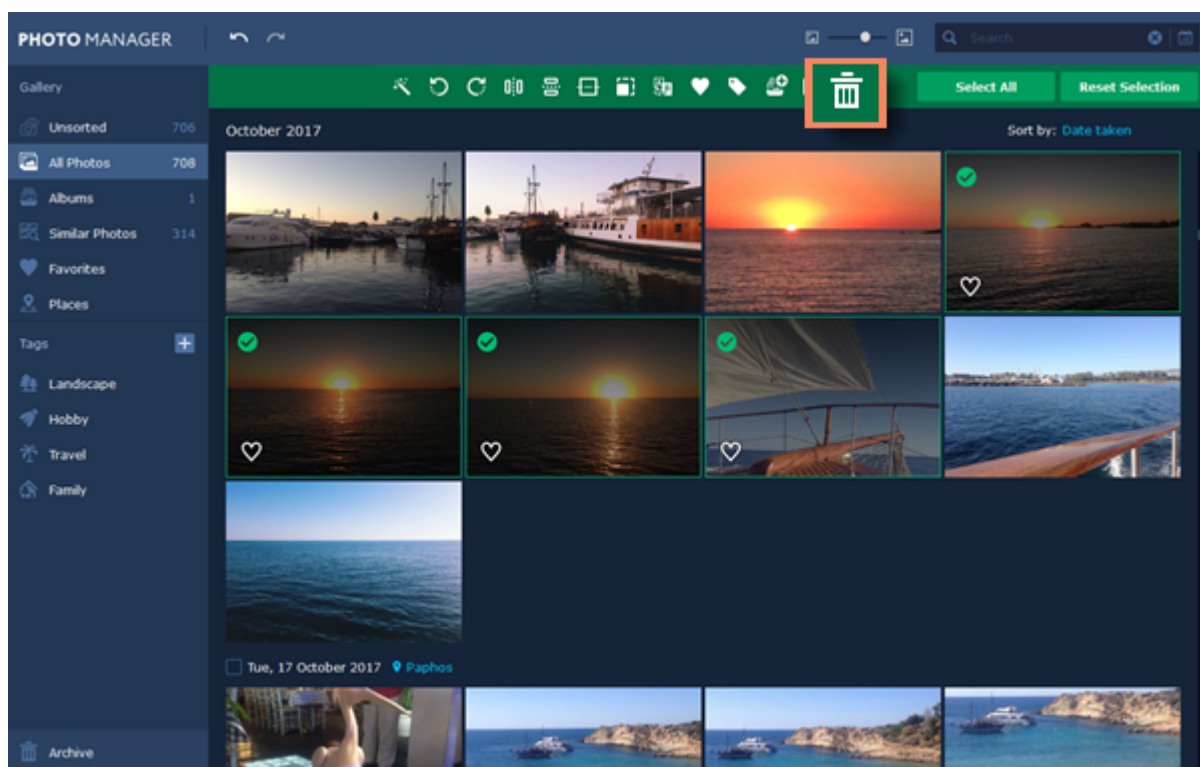


Deleting photos and albums

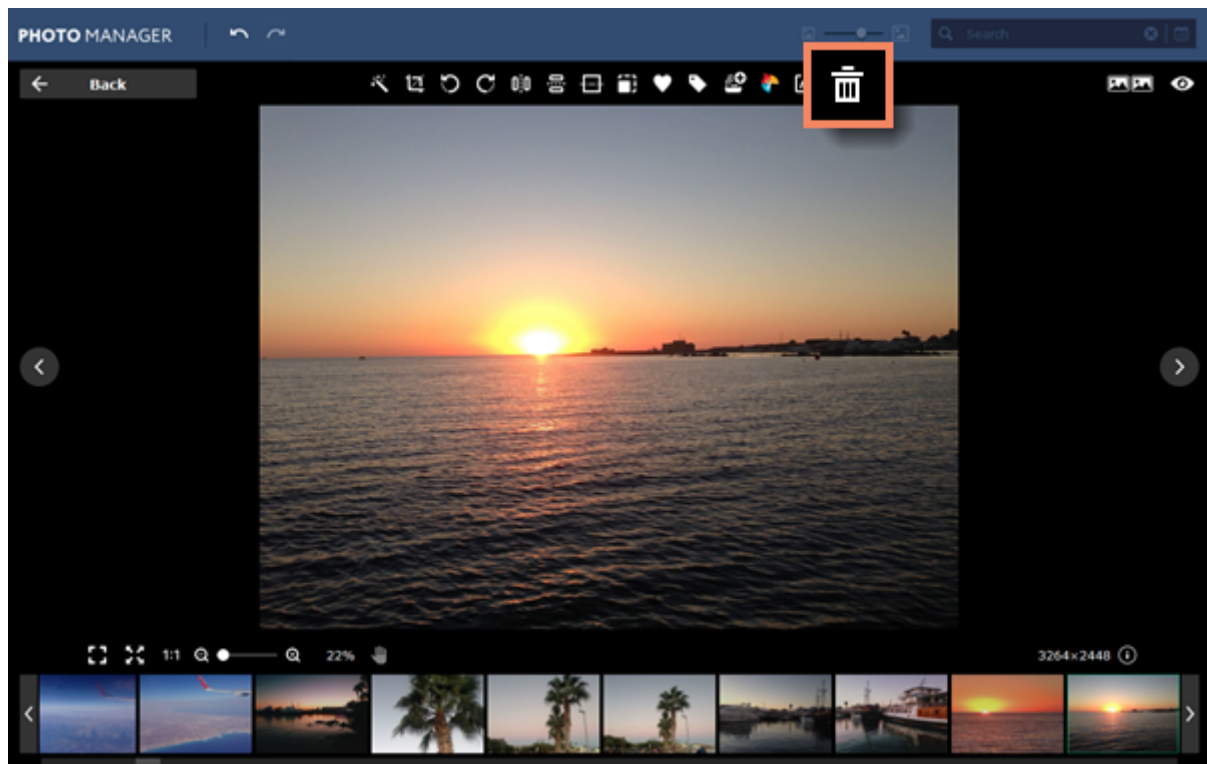
Important: when you delete photos from the **Movavi Photo Manager** Gallery, the original files remain on your disk.

Deleting photos

To remove photos from your Gallery, select the photos you want to remove and click the **trash bin** icon.

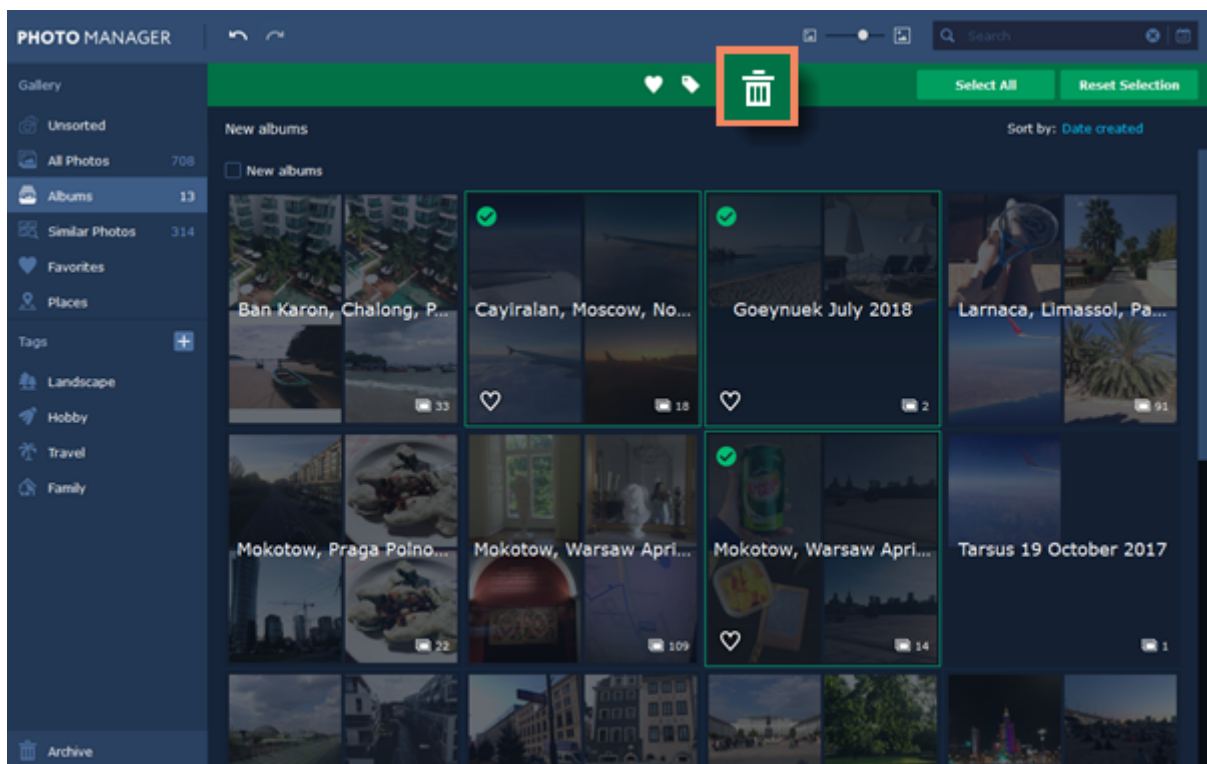


You can also delete photos in the viewing window. To do that, click the trash bin icon on the top panel.



Deleting albums

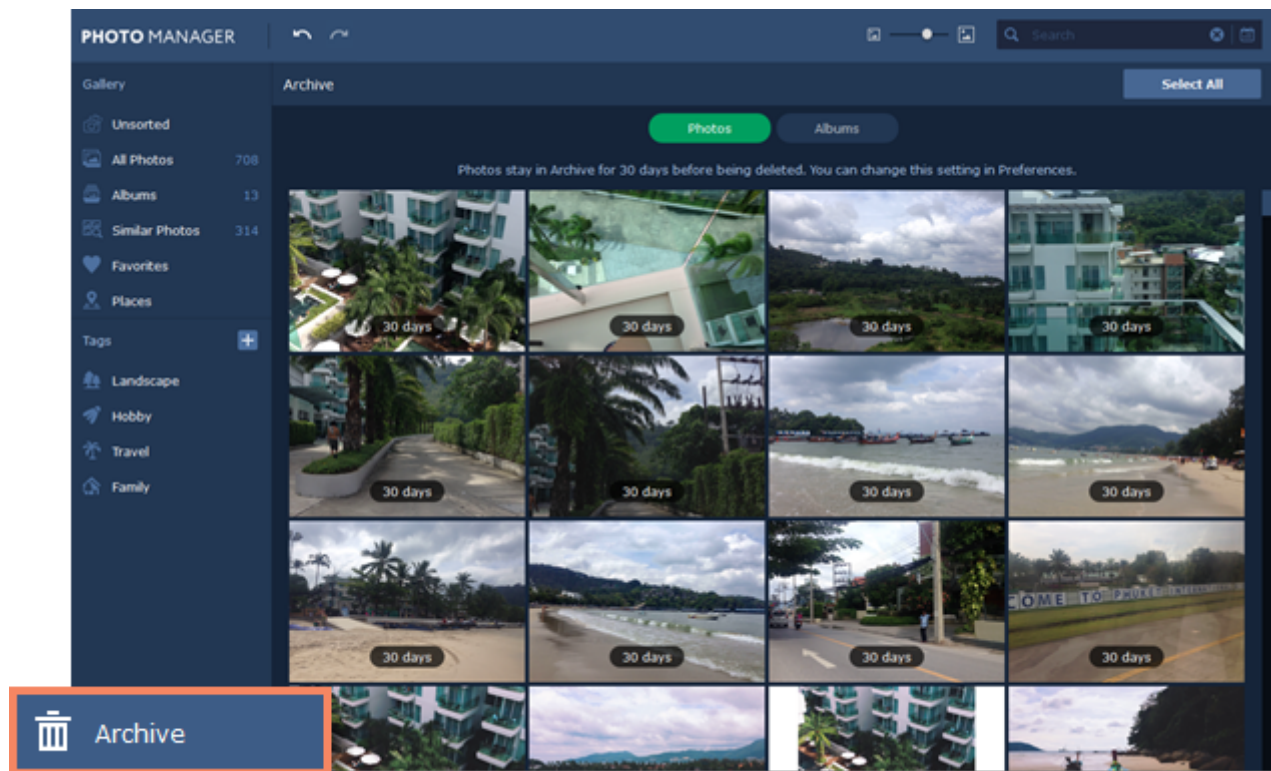
To remove albums from your Gallery, select the albums you want to remove and click the **trash bin** icon.



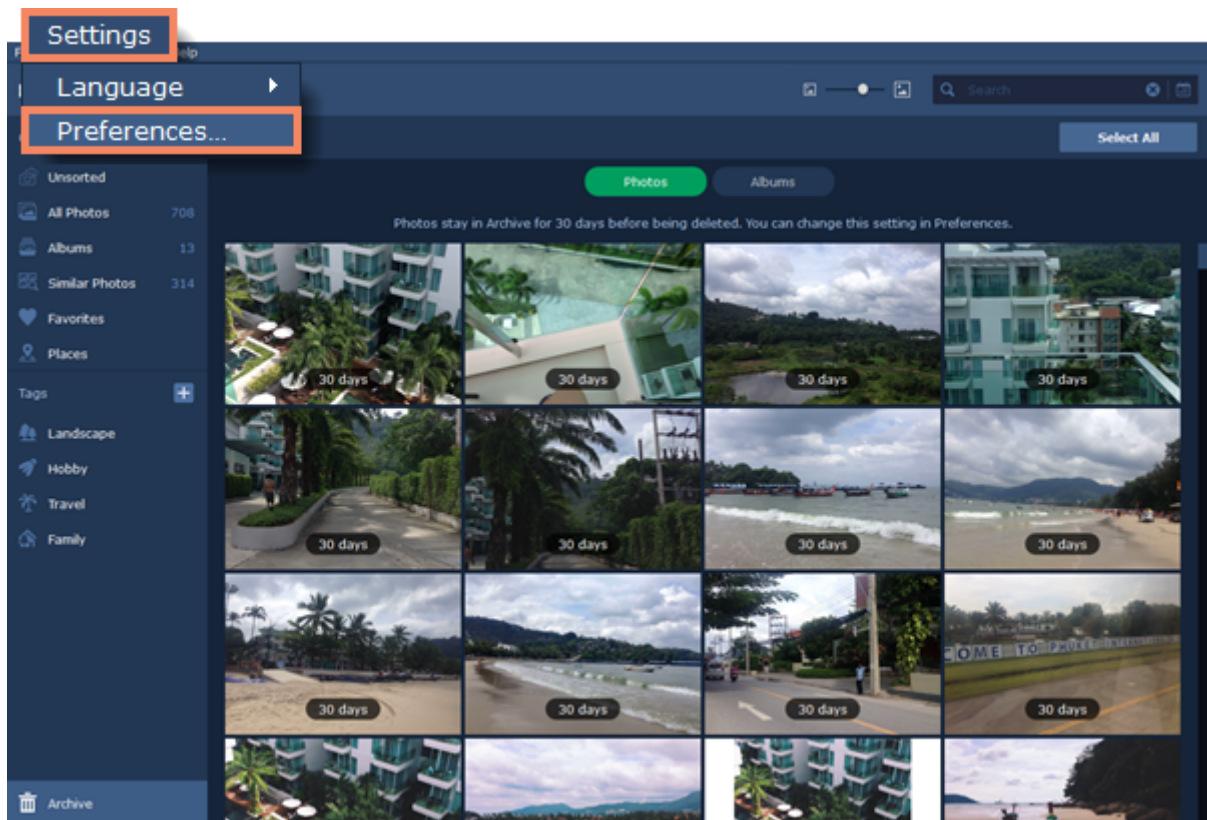
After being deleted, photos and albums get into **Archive**. [Learn more about Archive](#)

Archive

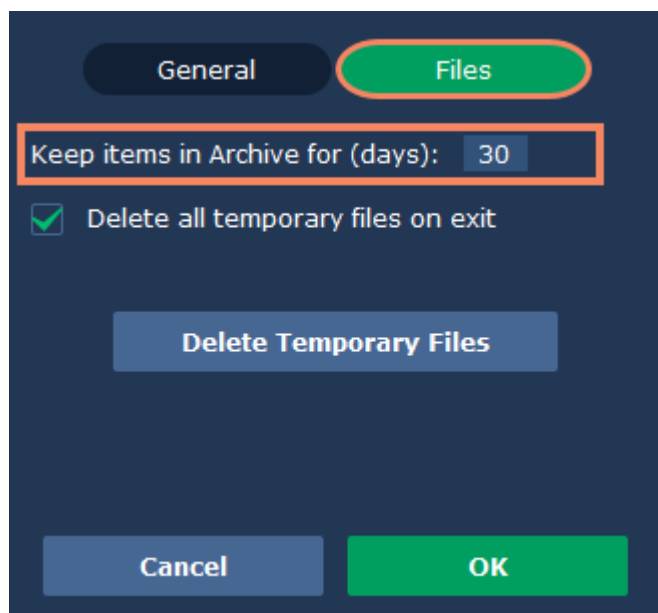
After being deleted, photos and albums get into **Archive**. You can find it at the bottom of the left-hand panel.



By default, photos and albums stay in **Archive** for 30 days before being deleted. To change this period, go to the **Settings** menu and choose **Preferences**.



In the **Preferences** window, go to the **Files** tab and change the **Keep items in Archive for (days)** parameter.

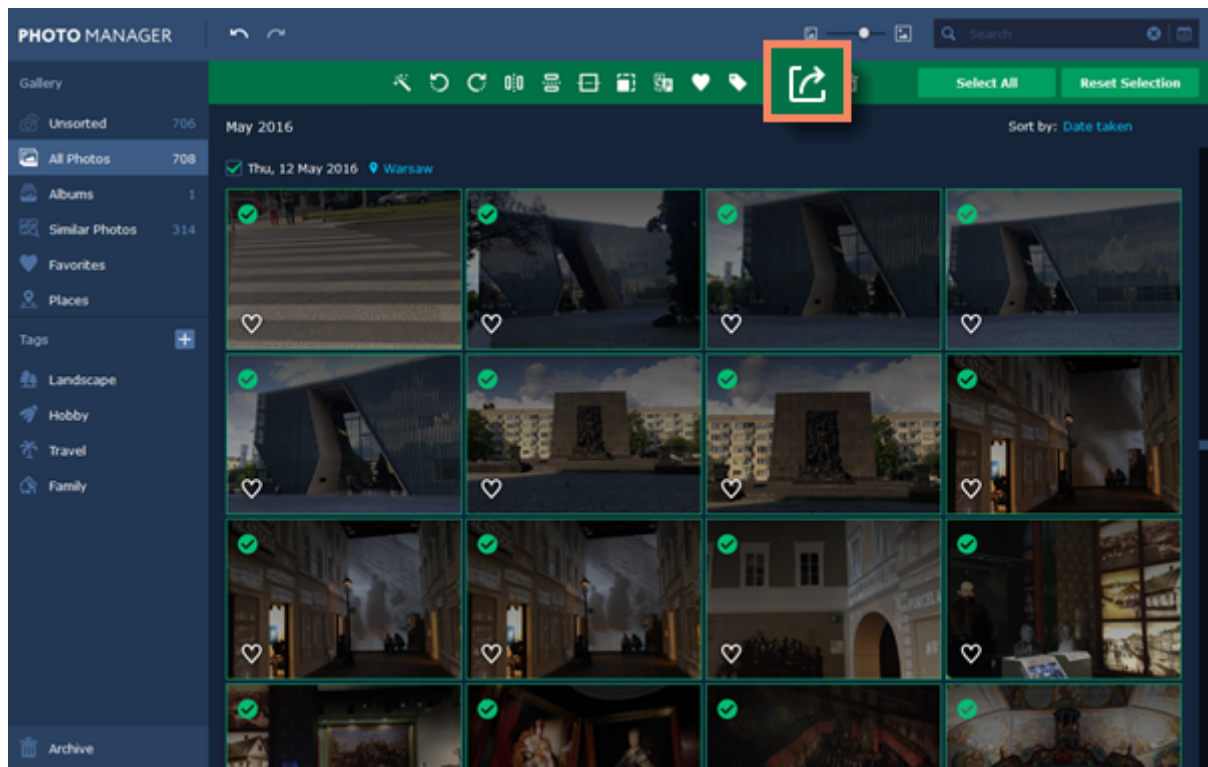


Export

To export photos to disk:

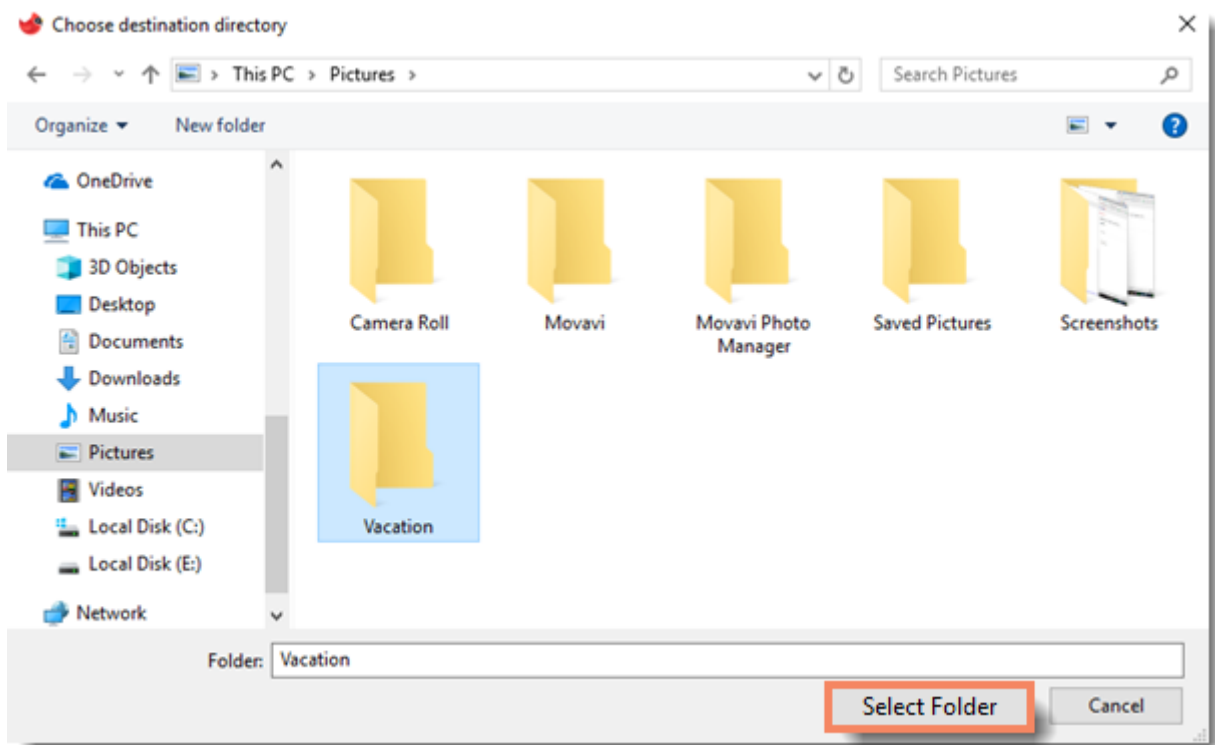
Step 1

Select the photos you want to export and click the **Export** button on the toolbar.



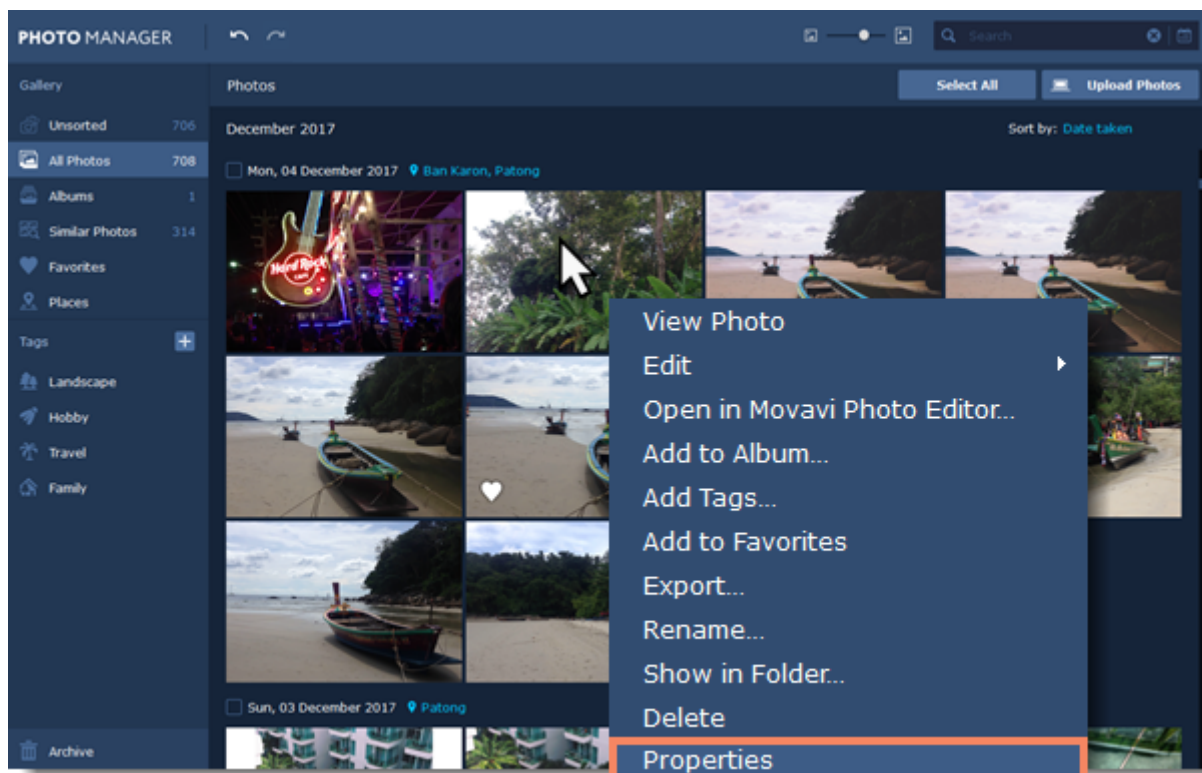
Step 2

Choose the destination folder and click **Select Folder**.

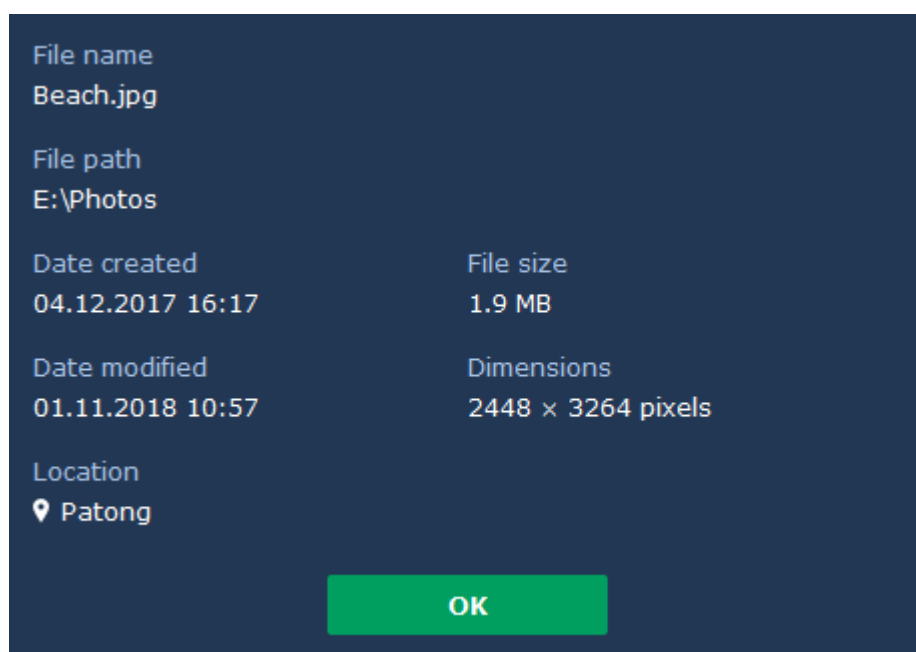


File information

To view file information, right-click on a photo and select **Properties**.



A **File Information** window will appear. Here you can find the file name and size, dimensions and other properties of the original file.



If you want to see filenames on photo thumbnails in the Gallery, go to **Settings - Preferences - Files**. Check the **Show filenames in Gallery** option and click **OK**.

General

Files

Keep items in Archive for (days): 30

☒ Show filenames in Gallery

☒ Delete all temporary files on exit

Delete Temporary Files

OK

Cancel

Keyboard shortcuts

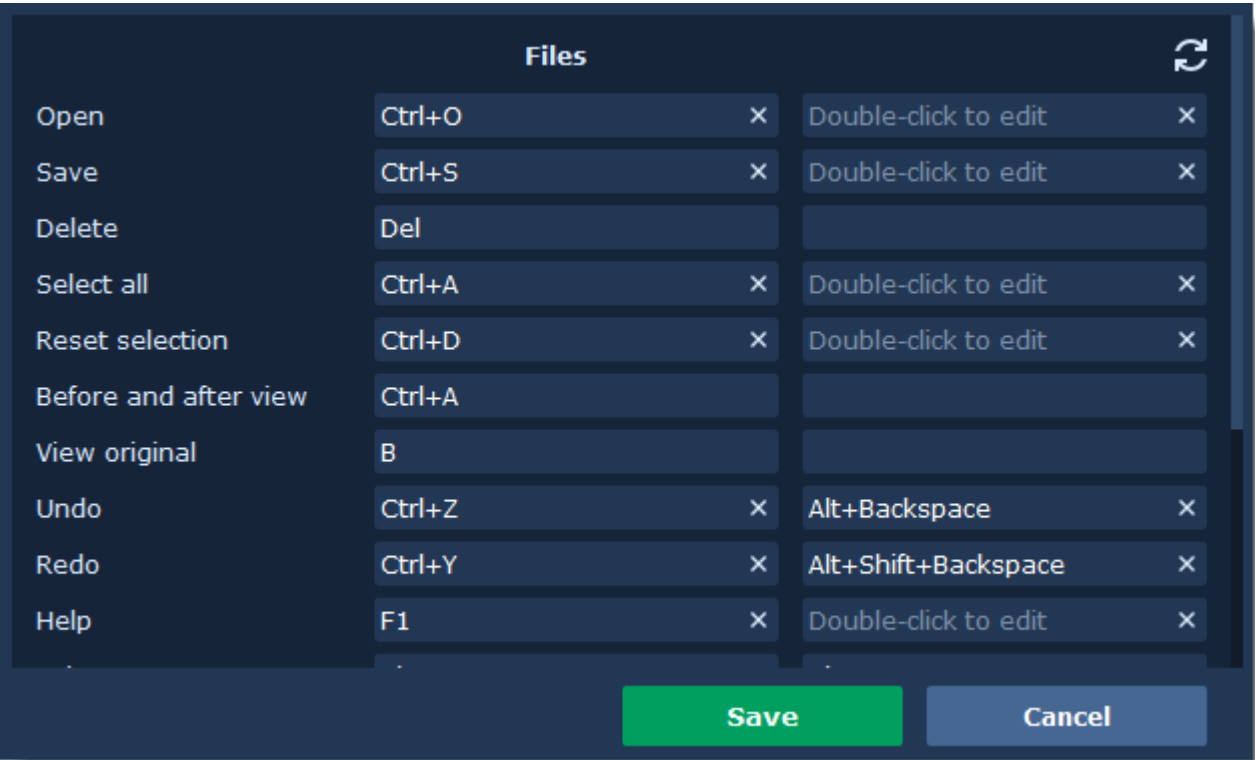
For faster editing, the most commonly used actions are bound to shortcuts or hotkeys.

To open the list of shortcuts:

- 1. Open the **Settings** menu.
- 2. Select **Keyboard Shortcuts**.

To change a shortcut:

- 1. Double-click the field next to the action you want.
- 2. Press the key or key combination you want to use.



To reset all the keyboard shortcuts in a group to their original state, click the Reset  icon.

Help and support

Didn't find what you were looking for? Need help with a problem? Have a suggestion? Contact our support team and we'll help you right away.



How to reach us

By e-mail: support@movavi.com

[Fill out a support form](#)

We guarantee a response within 3 business days!

If you ran into a problem, please describe it in as much detail as possible; any screenshots, log files, or information about your system will allow us to help you faster.

Frequently asked questions:

[How to remove trial restrictions?](#)

[What are the system requirements for running Movavi Photo Manager?](#)

[How to update the graphics card drivers?](#)

Supported formats

| Format | Input | Output |
|-------------------------|-------|--------|
| BMP | ✓ | ✓ |
| DPX | ✓ | ✓ |
| GIF (non-animated only) | ✓ | |
| JPEG | ✓ | ✓ |
| JPEG 2000 | ✓ | |
| JPEG-LS | ✓ | |
| PBM | ✓ | ✓ |
| PCX | ✓ | ✓ |
| PGM | ✓ | ✓ |
| PIC | ✓ | |
| PIX | ✓ | |
| PNG | ✓ | ✓ |
| PPM | ✓ | ✓ |
| PTX | ✓ | |
| RAW | ✓ | |
| Sun Rasterfile | ✓ | |
| TARGA | ✓ | ✓ |
| TIFF | ✓ | ✓ |
| WebP | ✓ | |
| XBM | ✓ | ✓ |
| XFace | ✓ | |

System requirements

The minimum system requirements represent the lowest hardware specifications that are guaranteed to run **Movavi Photo Manager**. If your computer meets the recommended configuration, then Movavi Photo Manager is sure to run smoothly on your computer.

| | Minimum system requirements | Recommended configuration |
|-------------------------|--|---|
| Movavi Photo Manager | | |
| Operating system | Windows® XP/Vista/7/8/10 64-bit with latest service packs and patches | |
| Processor | Intel®, AMD® or compatible processor, 1.5 GHz | 2.2 GHz |
| Display resolution | 1024x768, 32-bit color | 1280x1024 or higher |
| RAM | Windows XP, Vista – 512 MB Windows 7, 8, 10 – 2 GB | Windows XP, Vista – 2 GB Windows 7, 8, 10 – 4 GB |
| Available disk space | 500 MB available hard disk space for installation, 1 GB for ongoing operations | |
| Additional requirements | Internet connection, administrator permissions | |

Updating graphics card drivers

If you encounter an error message asking you to update your graphics drivers, you will need to download a new driver from your graphics card manufacturer's website and install it on your system. Some graphics card drivers also have a useful utility that notifies you when a driver update is available and updates the driver automatically. Keeping your graphics card drivers up-to-date will ensure stable performance of applications and games on your computer.

Step 1: Find your graphics card manufacturer

1. Right-click your desktop and choose **Screen Resolution**.
2. In the Screen Resolution settings window, click **Advanced settings**.
3. This will open your graphics card properties. At the top of the window, your graphics card model will be listed under the **Adapter Type** section. Note the full name of the graphics card somewhere for later.

Step 2: Download the new version

Now that you've learned your graphics card manufacturer and model, go to the manufacturer's website and find driver downloads. There, look for the model or series that you've found earlier and download the driver installation file. Some manufacturers may also offer a utility that will automatically find the necessary driver.

[NVIDIA download center](#)

[AMD download center](#)

Warning:

Only download drivers from the official manufacturer's website. Third-party websites offering driver downloads may contain malware.

Step 3: Install driver

Once the file is completely downloaded, run the installation file and follow the onscreen instructions to install the driver on your system. Your display may blink several times in the process. After the installation has finished, it is advised that you restart the computer.

Updating NVIDIA® Driver

Modern NVIDIA graphics cards come with a special application called **NVIDIA GeForce™ Experience** that monitors driver updates and allows you to optimize your computer's graphics performance.

1. Open the **NVIDIA GeForce Experience** application. It should already be installed on your system. If you cannot find the application, please try the method above.
2. In the **Drivers** section, click the **Check for updates** button to find the latest drivers.
3. When the application has found a newer driver, click the **Download driver** button. From here, the software will automatically download and install the necessary driver for your system.



Updating AMD® or ATI® Driver

1. If you have an AMD or ATI graphics card, go to the Driver Download Center on AMD's official website.
[AMD Driver Download Center](#)

2. Download the auto detect utility and run it when the download has finished.
[Auto Detect Utility](#)

3. The utility will then automatically find your graphics card and help you download and install the right driver for your system.

If the utility fails to find a driver for you, you can manually select your graphics card model and operating system on the Driver Downloads page and download the driver.

4. After the driver has downloaded, run the installation file and follow the on-screen instructions to install it.

5. After the driver has been installed, it is recommended that you restart your computer.

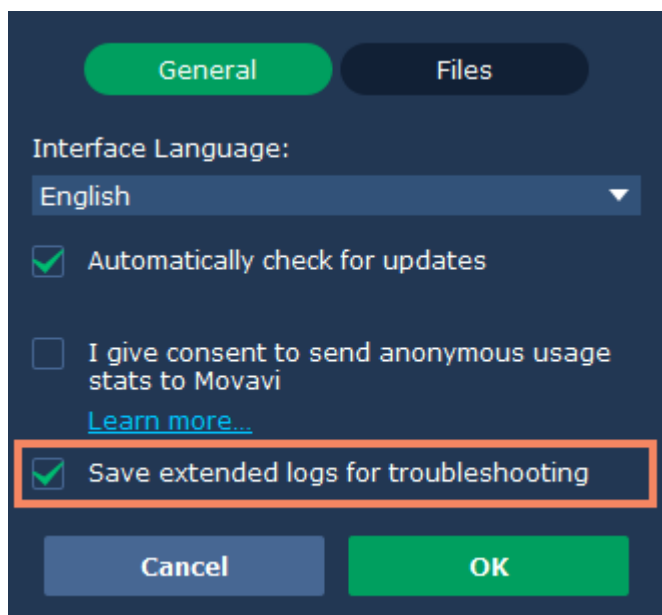
If none of the above steps have helped, feel free to contact our support team via e-mail
support@movavi.com or live chat.

If possible, please include the name of your graphics card model (see Step 1), as well as screenshots of any error messages you have encountered. This will help our support team specialists solve your problem quicker.

How to collect logs

Providing your log files when you contact support can help us solve your problem faster. The logs contain the program's actions for some period of time, as well as important error reports and descriptions. The log files do not contain any personal information.

Note that extended logs give the most amount of information which may be essential to solving your problem. To save extended log files, go to General Preferences and check '**Save extended logs for troubleshooting**'.



Step 1: Show hidden folders

1. Open the **Control Panel** and switch to **Small icons** view.
2. Click **Folder Options**.
3. Switch to the **View** tab.
4. Under **Hidden files and folders**, choose **Show hidden files, folders, and drives**.
5. Click **OK**.

[Detailed instructions](#)

Step 2: Open the Logs folder

1. Go to your system drive (usually Local Disk C).
2. Open the **Users** folder.
3. Open the folder with your username.
4. There, open the **AppData** hidden folder.
5. From there, go to **Local > Movavi > Logs**.

Advanced: you can also simply enter the following into Windows Explorer's path bar at the top: "C:\Users\USERNAME\AppData\Local\Movavi\Logs", where USERNAME should be your user folder.

Note that the path may vary depending on your Windows version.

Step 3: Send us the logs

1. Find the folder named **Movavi Photo Manager 1**.

2. Archive this folder and attach this archive to your [e-mail](#), [support chat](#) or [contact form](#) when you describe your problem.