

HEIF Image Format

Apple iOS 11 (Sept 2017) introduced a new image format called HEIF. Here's an overview of how our various products handle this new format.

APM

- APM Photo Transfer App
 - Photos are transmitted as HEIF and transcoded to JPEG on the kiosk
- Upload2Kiosk - Universal Mobile Connectivity
 - via iOS app (v4.1+)
 - Photos are transcoded to JPEG on the mobile device by iOS before being transmitted to the kiosk
 - via web browser (uploadtokiosk.com)
 - Photos are transcoded to JPEG on the mobile device by iOS before being transmitted to the kiosk
- Wired Connection (i.e. Lightning cable)
 - Photos are imported from the device as HEIF and transcoded to JPEG on the kiosk

Photo Finale Web

- Photos are transcoded to JPEG on the mobile device or macOS computer before being uploaded to the website

Pocket Pics iOS Apps (v4.1+)

- Photos are transcoded to JPEG on the mobile device by iOS before being uploaded

General Notes

- Consumers must be running iOS 11 and/or macOS High Sierra (10.13)
- Pocket Pics apps must be updated to v4.1.
- HEIF transcoding on the kiosk requires APM v10.
- Photos transcoded on the kiosk (rather than by iOS/macOS) will result in the original photo without certain filters and effects which can only be applied by the iOS or macOS operating system on which they were created.