PicPlayPost® by Flambe Studios

Frequently Asked Questions

Q. I did not grant permission to access my photo album when prompted. What do I do now?

A. Open the device Settings > Privacy > Photos > PicPlayPost (switch to ON)

Q. How do I delete the working project?

A. Tap on the trash 🗑 icon under the main menu.

Q. My video collages are not saved into the camera roll.

A. Check to see you are not running out of free disk space. We recommend you have at least 1GB of free space for a 1-minute video collage to properly save.

Q. I cannot hear any sounds.

A. Ensure your mute is not set to "on". Check the silence switch on the side of the device above the volume rocker switch.

Q. I have multiple videos but only one will play.

A. Make sure you did not set the playback to "sequential play". Please keep in mind that the Instagram app video limit is :15 sec.

Q. I cannot find my videos in the camera roll from the Instagram app

A. Make sure you are running the most updated version of Instagram. If you are using an older device (iPhone 4/iPod 4th generation), you can locate your video collage by entering the camera mode in the Instagram app and switching to "video mode" by selecting the recorder icon located on the bottom right.

Q. How do I add animated GIF files?

A. Once you have saved the GIF file to your camera roll, you just need to import them as you would import a photo/video.

Q. I did not find the answer to my issue. What can I do?

A. You can contact the dev. team directly by sending an email to team@flambestudios.com