[Legacy] FAQ for previous PhotoShow customers upgrading to Roxio PhotoShow

- Corel Other

Note:

The Roxio PhotoShow Premium service reached End-of-Life (EOL) status on December 31, 2020. The Roxio PhotoShow app is no longer supported. You can find more details here.

Can I import my Comcast PhotoShows when I upgrade to a Roxio PhotoShow Premium account or the Roxio PhotoShow Desktop software?

Any show saved in Comcast PhotoShow Deluxe 4 can be imported into Roxio PhotoShow desktop software. Follow these steps:

1. Install your Roxio PhotoShow desktop software (you do not need to uninstall the Comcast version).
2. If necessary, copy your existing .photoshow files into the My PhotoShows folder inside your My Documents folder.
3. From the **File** menu, select **Import PhotoShows**

Note: If you don't see the the **Import PhotoShows** option, be sure you have the latest version of the desktop software.

- In the dialog which appears, select a PhotoShow and click **Import**.
- The show will be imported into Roxio PhotoShow and saved as a .photoshow file in your My PhotoShows folder.

Is it okay to have PhotoShow 5 and Roxio PhotoShow desktop software simultaneously installed on the same computer?

Yes.

Will I be able to upload my previous PhotoShows to the free Roxio Online version of PhotoShow?

Unfortunately, no. However, customers who upgrade to the most recent version of PhotoShow can import their previous PhotoShow's and then upload them to the online version to share.

Will I be able to edit my imported PhotoShows from a previous version in the new Roxio PhotoShow desktop software?

Yes, you can edit your PhotoShow. However, because Roxio PhotoShow does not support some features included in previous versions (like multiple songs in the soundtrack), certain changes you make may be irreversible. Thats why whenever you import a .photoshow file from a previous version into Roxio PhotoShow desktop software, a back-up of the original file is saved in a subfolder called *Import Backup* inside your *My PhotoShows* folder.

How to do I export PhotoShows in PhotoShow 5 and earlier?

If you are using Roxio PhotoShow desktop software, your shows are saved by default as .photoshow files in your *My PhotoShows* folder. If you are using any brand of PhotoShow Deluxe 4.5 or PhotoShow 5, follow these steps to export your show in the .photoshow file format:

1. Launch the application and navigate to the *Manage* tab.
2. Under **My PhotoShows**, right-click on the name of the show you want to export.
3. In the pop-up menu which appears, select **Export PhotoShow**
4. In the dialog which appears, choose where you want to save the file and click **Save**.
5. The show will be saved in the directory you have specified.

I used a previous version of PhotoShow to edit a folder of images so it plays back like a PhotoShow. How can I import this show into Roxio PhotoShow desktop software?

First you must use your previous version of PhotoShow to save the folder of images as a PhotoShow. Once that is done, you can import the show into Roxio PhotoShow desktop by following these steps:

1. Install your Roxio PhotoShow desktop software (you do not need to uninstall the Comcast version).
2. Copy your existing .photoshow files into the My PhotoShows folder inside your My Documents folder.
3. From the **File** menu, select **Import PhotoShows**

Note: If you dont see the the **Import PhotoShows** option, be sure you have the [[../rovicorp.force.com/PublicKB1/articles/Roxio_Article/How-to-re-download-PhotoShow-Desktop-Software.html|latest version of the desktop software]].

- In the dialog which appears, select a PhotoShow and click **Import**.
- The show will be imported into Roxio PhotoShow and saved as a .photoshow file in your My PhotoShows folder.

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