

LightPic 技术支持 / Support

感谢使用 LightPic。LightPic 是一款本地照片搜索、按日筛选和相似照片整理工具，适合旅行后、活动后或日常照片较多时快速筛选和管理相册。

如需帮助，请通过以下方式联系我们：

- 支持邮箱：miaohl@aliyun.com
- 应用名称：LightPic
- 平台：iOS

联系时建议附上以下信息，便于排查：

- 设备型号和 iOS 版本
- LightPic 版本号
- 问题发生的页面或操作步骤
- 是否开启了照片权限
- 如涉及内购，请说明购买项目和大致购买时间

常见问题

为什么需要照片权限？

LightPic 需要读取照片库，才能在本机建立照片索引、按日期筛选照片、识别截图和相似照片，并展示照片分类结果。照片原图不会上传到 LightPic 服务器。

如何开启或修改照片权限？

可以在 iOS 系统中打开：

[设置](#) > [LightPic](#) > [照片](#)

如果只授予了“有限照片访问”，LightPic 只能整理你允许访问的照片。若希望整理完整照片库，请改为允许访问全部照片。

按日筛选照片适合什么场景？

按日筛选适合旅行、聚会、活动或拍摄较多的日期。你可以按拍摄日期逐天查看照片，快速挑选需要保留的内容，并清理相似照片、截图或临时图片。

相似照片扫描为什么需要时间？

相似照片扫描会在设备本地为照片生成特征并进行对比。照片数量较多时，首次扫描可能需要较长时间。你可以停止扫描，下次再继续；有新照片加入后也可以再次开始扫描。

删除照片会直接从系统相册删除吗？

是的。通过 LightPic 删除照片时，会调用 iOS 系统照片库删除流程。删除前请确认要移除的照片。清空 LightPic 本地缓存或索引不会删除系统照片。

内购额度如何计算？

LightPic 首次打开会赠送一定筛选额度。筛选结果中点击删除照片会消耗 1 次筛选额度；如果没有删除照片，不会消耗额度。购买次数包会增加可用筛选额度，终身 Pro 可解锁无限筛选。

如何恢复购买？

请在 LightPic 的设置页中点击“恢复购买”。如果恢复失败，请确认当前 Apple ID 与购买时使用的 Apple ID 一致，并检查网络连接。

数据和隐私如何处理？

LightPic 的照片内容分析、分类索引、相似照片指纹和整理状态主要保存在设备本地。照片原图不会上传到 LightPic 服务器。内购状态由 Apple StoreKit 处理；筛选额度状态可能通过 iCloud Key-Value Store 在你的设备之间同步。

English Support

Thank you for using LightPic. LightPic helps you search, review, and organize your photo library on device, with daily photo review and similar photo cleanup workflows.

For support, please contact:

- Email: miaohl@aliyun.com
- App: LightPic
- Platform: iOS

When contacting support, please include:

- Device model and iOS version
- LightPic app version
- The screen or action where the issue occurred
- Whether photo access is enabled
- For purchase issues, the purchased item and approximate purchase time

FAQ

Why does LightPic need photo access?

LightPic needs photo library access to build a local photo index, review photos by date, detect screenshots and similar photos, and show categorized photo results. Original photos are not uploaded to LightPic servers.

How do I change photo access?

Open iOS Settings:

[Settings](#) > [LightPic](#) > [Photos](#)

If limited photo access is selected, LightPic can only organize the photos you allow. To organize your full library, allow access to all photos.

What is daily photo review for?

Daily photo review is useful after trips, events, or busy shooting days. You can review photos by shooting date, choose what to keep, and clean up similar photos, screenshots, or temporary images.

Why can similar photo scanning take time?

Similar photo scanning builds local fingerprints and compares photos on your device. The first scan may take longer for large libraries. You can stop scanning and continue later. If new photos are added, you can scan again.

Does deleting in LightPic delete photos from the system library?

Yes. When you delete photos through LightPic, the app uses the iOS photo library deletion flow. Please review carefully before deleting. Clearing LightPic local caches or indexes does not delete system photos.

How are review credits used?

LightPic grants initial review credits on first launch. Tapping delete in review results uses 1 review credit. If no photos are deleted, no credit is used. Credit packs add available review credits, and Lifetime Pro unlocks unlimited reviews.

How do I restore purchases?

Open LightPic Settings and tap “Restore Purchases”. If restore fails, make sure you are using the same Apple ID that made the purchase and check your network connection.

How does LightPic handle privacy?

Photo analysis, category indexes, similar photo fingerprints, and review state are mainly stored on device. Original photos are not uploaded to LightPic servers. In-app purchases are handled by Apple StoreKit, and review credit status may sync across your devices using iCloud Key-Value Store.