



Su transcripción de chat de Adobe de 13/08/20

** (13/08/20 15:11:16 ART): Te conectaremos con un agente lo antes posible. Para una resolución más rápida, dínos en qué podemos ayudarte. **

** (13/08/20 15:11:20 ART): Ahora estás conectado con Tomas, que está revisando tu cuenta. Si necesitas compartir información confidencial, como el número de tu tarjeta de crédito, espera a que tu agente te dé instrucciones para compartirla de forma segura. **

Usted (13/08/20 15:12:54 ART): Buenas tardes. Necesitaría un especialista en Lightroom en celulares ya que hace 4 días estoy intentando resolver un problema

Tomas (13/08/20 15:13:55 ART): Hola, estaré encantado de atenderle.

Tomas (13/08/20 15:14:16 ART): Ok, le transfiero entonces directamente con el equipo de especialistas de fotografía para que le ayuden?

** (13/08/20 15:20:14 ART): Está siendo transferido a otro agente **

** (13/08/20 15:20:21 ART): Ahora está conectado a Sandeep. **

Sandeep (13/08/20 15:22:47 ART): Hello Piuquen. I'll be happy to assist you with Lightroom application . May I know the version of Mac or windows you are using? Let me know the exact issue you are facing while using Lightroom application?

Usted (13/08/20 15:52:38 ART): hi

Usted (13/08/20 15:52:44 ART): i use lightroom mobile

Usted (13/08/20 15:52:49 ART): in my cell phone

Usted (13/08/20 15:53:35 ART): i have the latest version that appears in the play store

Sandeep (13/08/20 15:57:10 ART): Thank you for the information. let me know the exact issue you are facing while using the application.

Usted (13/08/20 16:00:30 ART): A few days ago I tried to recover space in the internal storage of my cell phone. Lightroom has the option "storage and device" in its menu to switch to "use the SD card". The problem in this situation is that I lost photos that I had edited on my cell phone and the application's albums. With the Adobe Lightroom Downloader App I did not get all the files. I do not have access to the cloud that has 35.6 gb and from Adobe they do not give me any concrete answer to a problem generated by the application that does not notify where it sends the files when one chooses to switch to "use SD card" to change the storage location .

Sandeep (13/08/20 16:02:53 ART): Alright, may I know are you using iOS or Android device.

Usted (13/08/20 16:04:27 ART): android

Sandeep (13/08/20 16:07:18 ART): As use SD card option is for storage, you can visit to lightroom.adobe.com and see if the edits are visible there.

Usted (13/08/20 16:18:26 ART): ?

Usted (13/08/20 16:19:07 ART): The photos are not visible in that link

Usted (13/08/20 16:19:23 ART): they already asked me yesterday

Usted (13/08/20 16:20:06 ART): I do not understand for example how I do not have access to the cloud that has 35.6 GB

Sandeep (13/08/20 16:24:21 ART): Please allow me sometime while I check with my resources.

Usted (13/08/20 16:26:46 ART): ok

Sandeep (13/08/20 16:32:51 ART): As I checked it seems to be issue with the subscription as your storage space is not update, Is it ok if I connect you to dedicated team who can help on this,

Usted (13/08/20 16:37:49 ART): My problem is that I unsubscribed but it is active until August 24

Usted (13/08/20 16:38:37 ART): would have to have access to the cloud until August 24. My idea is to switch to the photography pack that includes Photoshop too

Usted (13/08/20 16:39:27 ART): If the solution can be given to me by another sector, I am all ears because I need the photos that I lost

Usted (13/08/20 16:42:14 ART): ?

Sandeep (13/08/20 16:42:55 ART): I understand, as the cloud storage shows : 35.671 GB/2 GB, as storage not updated due to which the files are not synced to cloud. Let me connect you to team as I will update them the issue who can check with your subscription once.

Usted (13/08/20 16:43:40 ART): ok

Usted (13/08/20 16:43:45 ART): thanks!

Sandeep (13/08/20 16:44:45 ART): user ays has subscription till 24 th aug but not showing not in hendrix, storage is not showing on cx end, it shows cs level 1 on hendrix , not updated due to which cx is facing issue, kindly check, under contract id it shows not invoiced.

** (13/08/20 16:45:01 ART): Está siendo transferido a otro agente **

** (13/08/20 16:45:04 ART): Ahora está conectado a Sourabh. **

Usted (13/08/20 16:45:18 ART): hi

Sourabh (13/08/20 16:47:54 ART): Hello Piuquen. I'll be happy to assist you with your lightroom issue.I can see the lightroom plan is still active under your account and the next billing date is 24 August 2020.

Usted (13/08/20 16:49:16 ART): yes. My subscription ends that day because as I told the other agent, I want to change my plan and switch to the photography plan that Photoshop also has

Usted (13/08/20 16:49:37 ART): the problem is that I don't have access to the cloud

Sourabh (13/08/20 16:50:26 ART): Give me a moment while I find the solution for [you.Thanks](#) for the patience.

Usted (13/08/20 16:50:38 ART): and I lost several edited files that are not found on the page <https://lightroom.adobe.com/home>

Usted (13/08/20 16:50:39 ART): ok

Sourabh (13/08/20 16:53:10 ART): Just a moment its taking longer than [expected.Thanks](#) for the patience.

Sourabh (13/08/20 16:54:21 ART): Thanks for the patience [Piuquen.May](#) I know why are you not able to access the cloud?

Usted (13/08/20 16:55:07 ART): is my question to adobe

Usted (13/08/20 16:55:50 ART): I can download the content to my computer from the Adobe Lightroom Downloader App but it is not all content from the cloud

Sourabh (13/08/20 16:57:06 ART): Let me help you with this [Piuqueen.May](#) I know do you want to delete the deleted content even or just the content which you moved to SD card.

Usted (13/08/20 16:58:46 ART): My idea is to have all the content in the cloud and then filter the content that does not serve me. Adobe Lightroom Downloader App lets me download only 26.9 gb and not 35.6

Sourabh (13/08/20 16:59:37 ART): Thanks for the confirmation [Piuquen.Give](#) me a moment while a find a resolution for you.

Usted (13/08/20 16:59:48 ART): ok

Usted (13/08/20 16:59:51 ART): thanks

Sourabh (13/08/20 17:03:06 ART): I am trying to find a resolution for you [Piuquen.Kindly](#) stay connected.

Usted (13/08/20 17:04:08 ART): ok

Sourabh (13/08/20 17:06:25 ART): Thanks for the patience Piuquen.I would suggest you to post your query on [forums.adobe.com](#) as that is the concerned team which would be able to assist you with your issue

Usted (13/08/20 17:11:44 ART): I was 1 hour and a half for them to tell me that from the forum they can fix it?

Usted (13/08/20 17:12:38 ART): I have been analyzing and every time I have more interest in speaking with lawyers and seeing what they tell me. They give a premium paid application and they don't give the solution

Usted (13/08/20 17:18:53 ART): I'm going to save the transcript of this chat just in case. Regards!

Para obtener una lista de números de teléfono de asistencia técnica, visite nuestra [Página de contacto](#).

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