



Q&A

**Alan German & Chris Taylor**  
**Ottawa PC Users' Group**

## Follow-up

# Video-conferencing app

- Skype is free, has no time limits, but requires a Microsoft account (also free) for setting up a group video-call
- To do so, one doesn't start in Contacts (groups), nor in Calls; a new Skype group is set up in Chats!
- Clicking on the blue icon with the white pencil gives *New Chat – New Group Chat* where a group name can be entered and participants selected
- The group video-conference can then be started by clicking on the camera icon



Follow-up

# Computer assistance



Connected Canadians

- Someone was looking for one-on-one assistance
- OPCUG more geared to group learning & assistance
  - sometimes one-on-one assistance has been available
- Connected Canadians is another option

## CUSTOMIZED 1:1 TRAINING/SUPPORT SESSIONS

One of our outreach coordinators will conduct an initial needs assessment to identify main gaps and goals. After this, a client support specialist will work with the client to meet their short and long term technology learning goals.

One-on-ones are normally 60-90 mins in length.

Examples of topics covered include:

- Setting up and using email (including how to send photos)
- How to video chat (e.g FaceTime / Skype / Zoom)
- Communicating by text using your phone
- Facebook/YouTube basics
- How the Internet can help you cook
- Music and the Internet

## AVAILABILITY

Remote 1:1 Sessions -

Based on volunteer availability, these are usually held outside of business hours (eg. after 6pm / on weekends)

<https://www.connectedcanadians.ca/programs>

Natalie

Share

## Canada is a leader...

- In high cost of wireless data

“I just got charged \$51 for going 500MB over on my 15GB plan!”  
- Bradg93 (Bell customer)

In India  
buy a 35¢ bag of chips  
get 2 GB of 4G LTE data

“For 399 rupees (\$6.92 CAD), you can get 1.5GB per day (45GB total), along with unlimited talk for one month, on any network in the country”





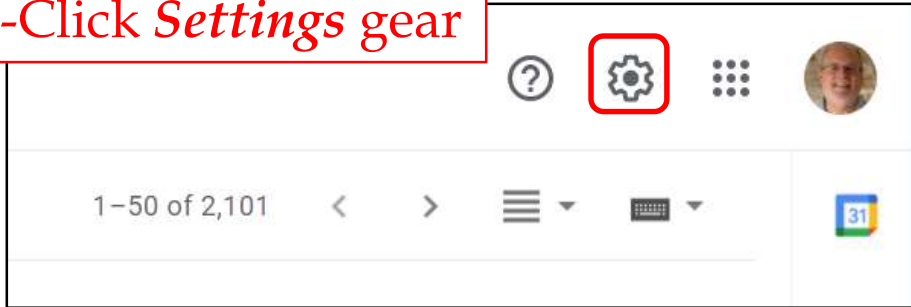
# Auto-forwarding from Gmail

- Many people have multiple email accounts
- Can be more convenient to only check one for new mail
- It is easy to set up a Gmail account to auto-forward email

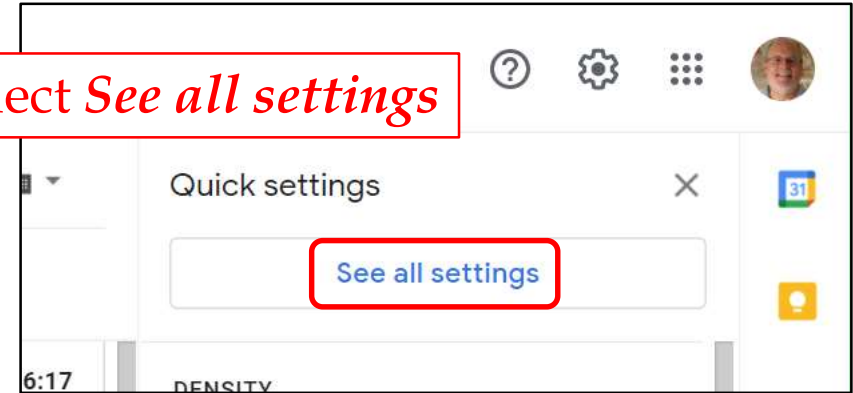


# Auto-forwarding from Gmail

1-Click *Settings* gear



2-Select *See all settings*



3-Select *Forwarding and POP/IMAP*



4-Select *Add a forwarding address*







# Auto-forwarding from Gmail

5-Enter email address to forward email to

6-Information notice

christopher.john.taylor@gmail.com has requested to automatically forward mail to your address [chris.taylor@opcug.ca](mailto:chris.taylor@opcug.ca). Confirmation code 787555231

7-Click link in verification email

To allow [christopher.john.taylor@gmail.com](mailto:christopher.john.taylor@gmail.com) to automatically forward mail to your address, please click the link below to confirm the request:  
<https://mail-settings.google.com/mail/vf-%5BANGjdJ90Un6i0g7Jn6LeYpYTsoSK6MKp8papwBQQICLLgPfeUCtKNrk6GJ3%5D-rd74MCYGbJXZlKWqNKKpr8vLkrc>

If you click the link and it appears to be broken, please copy and paste it into a new browser window. If you aren't able to access the link, you can send the confirmation code 787555231 to [christopher.john.taylor@gmail.com](mailto:christopher.john.taylor@gmail.com).

Thanks for using Gmail!

Yours sincerely,

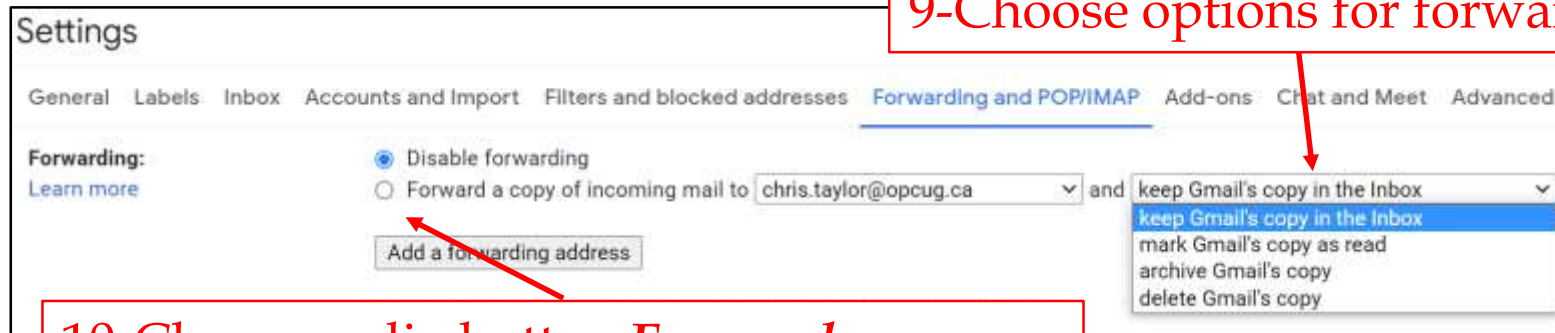
The Gmail Team

7-Click Confirm



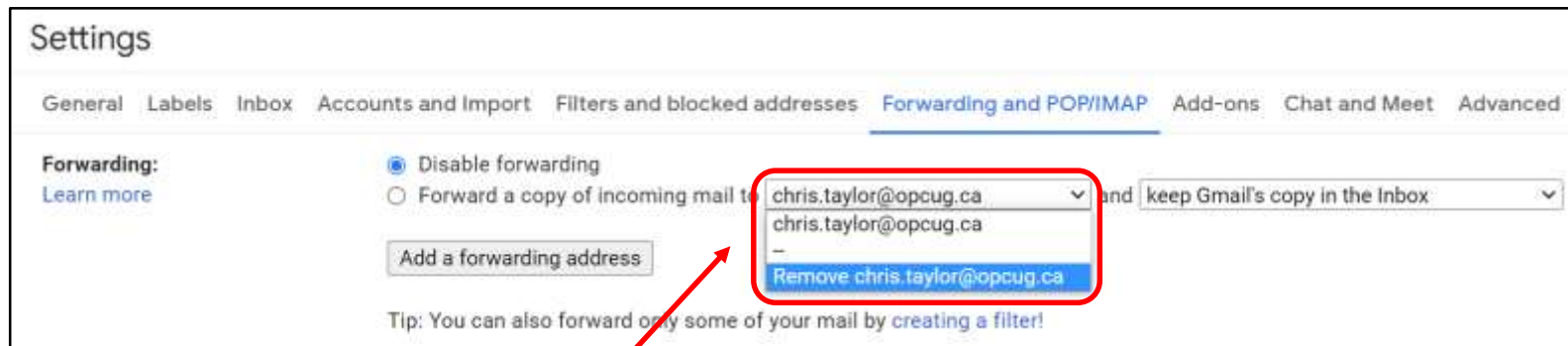
# Auto-forwarding from Gmail

8-Forwarding set up...but *not* enabled  
Go back to *Settings*



9-Choose options for forwarding

10-Choose radio button *Forward a copy...*



11-To stop forwarding, choose *Remove...*



Share

# How GPS Receivers Work

## OPCUG Share How GPS Receivers work

STEPHANE RICHARD

Download the stand-alone file  
20210929\_GPS.pdf

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# Converting HEIF images

- High Efficiency Image File (HEIF) format
  - defined in 2013
  - container that can hold different types of image data
  - Apple first major adopter in iOS 11 in 2017
  - other platforms slowly adopting
  - might see HEIC file type (High Efficiency Image Container)
- Problem
  - Apple user sends you a photo in HEIF/HEIC format
  - can't open on Android phone / Windows computer
- Solution
  - viewer, or
  - convert the HEIF/HEIC file to JPEG format

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# Converting HEIF/HEIC on Android

- 4 options including Android apps and web sites



<https://www.guidingtech.com/convert-heic-to-jpg-android/>

Share

# Converting HEIF/HEIC on Windows

- Wondered why IrfanView would not display HEIC files
  - FAQ says why

• Q: How to load **HEIC** files in IrfanView?

A: You must install the HEVC extension/codecs.

1) Search on internet for the "CopyTrans HEIC" Windows codec and install it (Free for personal use, for Win7/Win8/Win10).

or

2) If you have Windows 10, you can install it from Microsoft Store:

You need to install **2 (!)** extensions from Microsoft Store: [HEVC Video Extensions from Device Manufacturer](#) and [HEIF Image Extensions](#).

- Problem:



## HEVC Video Extensions

Microsoft Corporation • Utilities & tools

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Play High Efficiency Video Coding (HEVC) videos in any video app on your Windows 10 device. These extensions are designed to take advantage of hardware capabilities

CAD \$1.29

Buy

Play specified types of media with this extension for Windows 10.

Share

# Converting HEIF/HEIC on Windows

- Solution:

• Q: How to load HEIC files in IrfanView?

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2) If you have Windows 10, you can install it from Microsoft Store:

You need to install 2 (!! ) extensions from Microsoft Store: [HEVC Video Extensions from Device Manufacturer](#) and [HEIF Image Extensions](#).



<https://www.copytrans.net/copytransheic/>

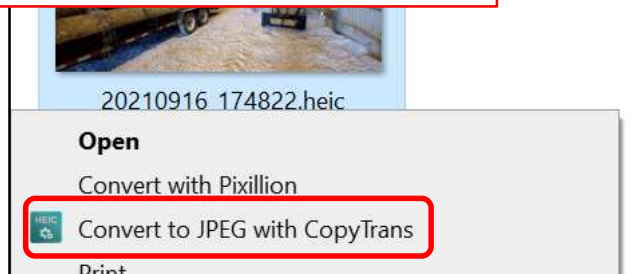
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# Converting HEIF/HEIC on Windows



- CopyTrans HEIC
  - preview/browse/print HEIC images in Windows Explorer
    - all without converting to JPEG
  - CopyTrans HEIC may help other image viewers, such as FastStone Image Viewer or IrfanView, to handle HEIC files
  - need photos in JPEG anyway?
    - CopyTrans HEIC will convert them (including batch conversions), preserving the date taken, geolocation and more

Right-click HEIC file  
*Convert to JPEG with CopyTrans*



Converted to JPEG

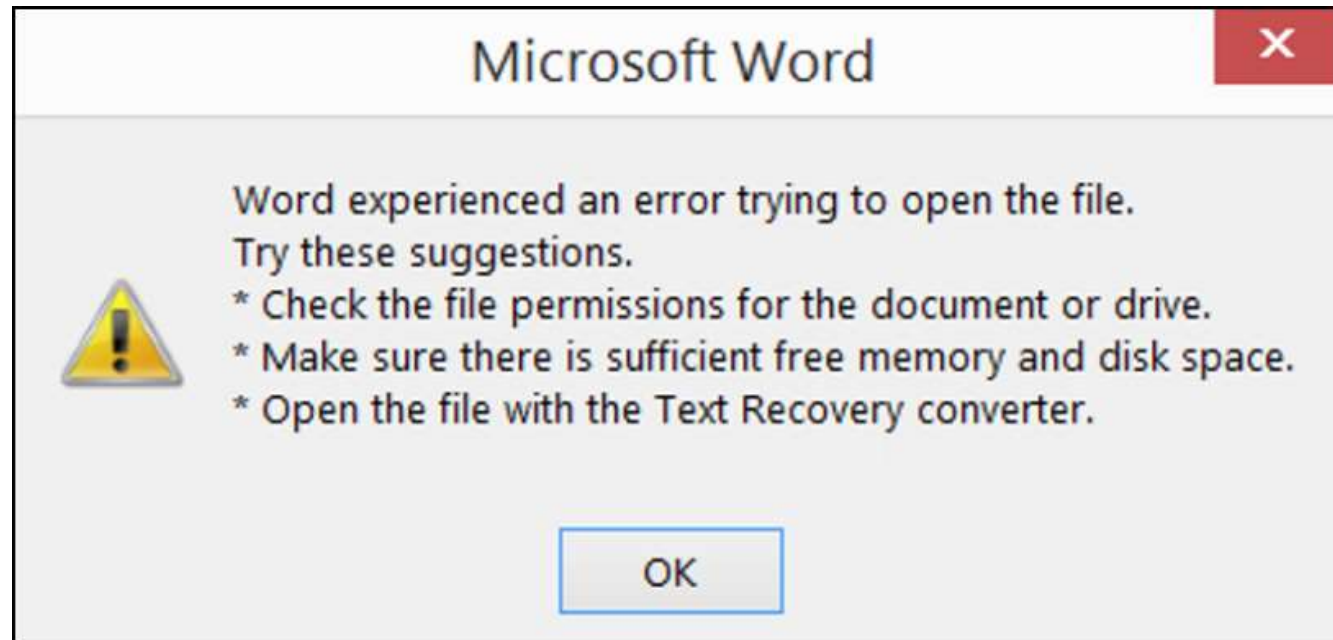






# Word can't open old files

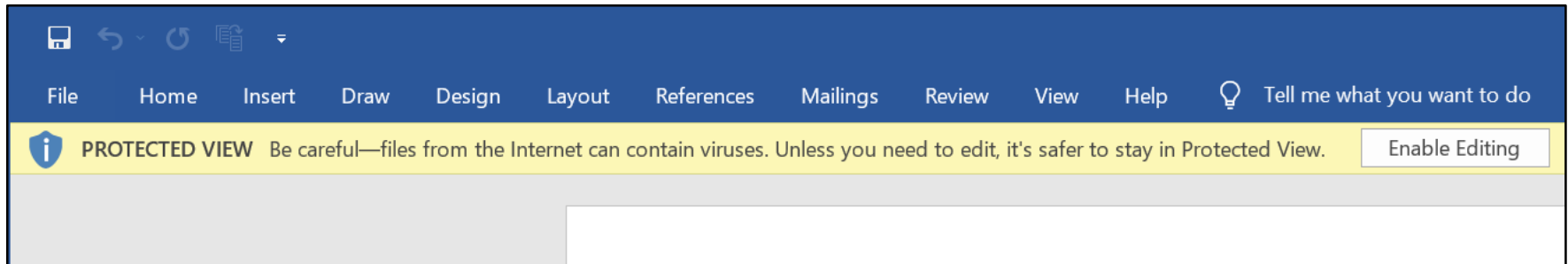
- Trying to open Microsoft Word documents from 1994
  - Error



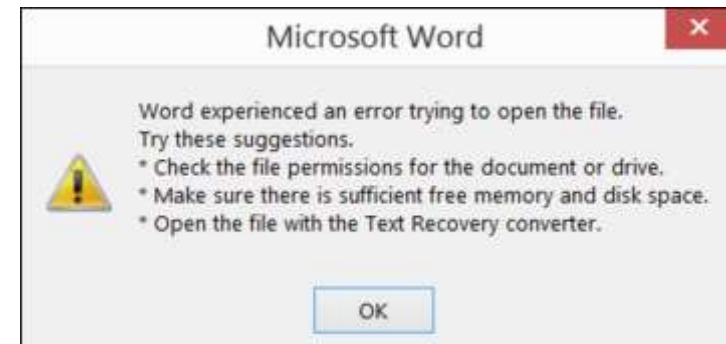
- How can I open the files?

# A 1 – might be a (recurring) bug

- Microsoft Office apps opening files downloaded from another computer should display warning

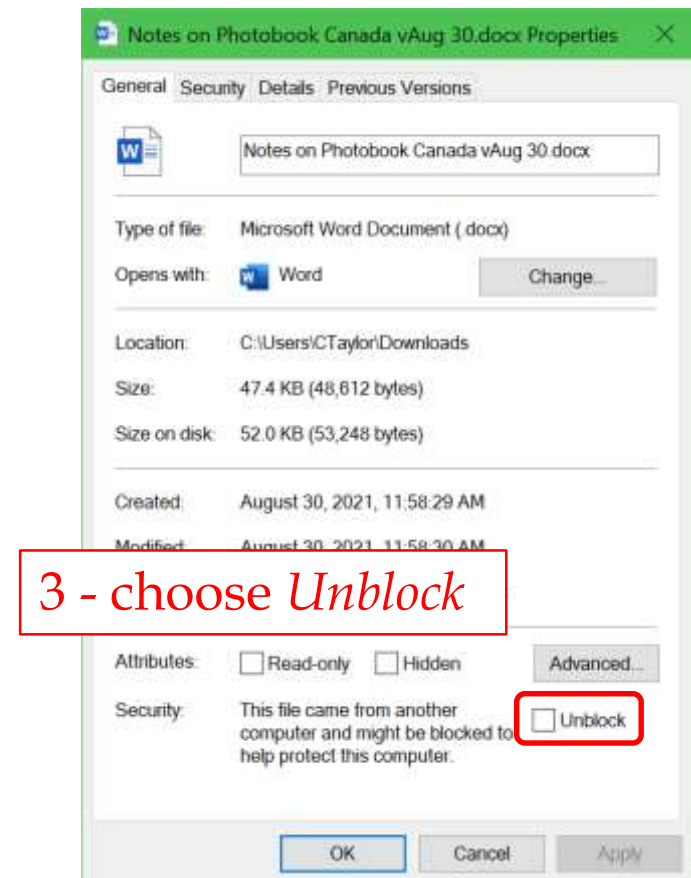
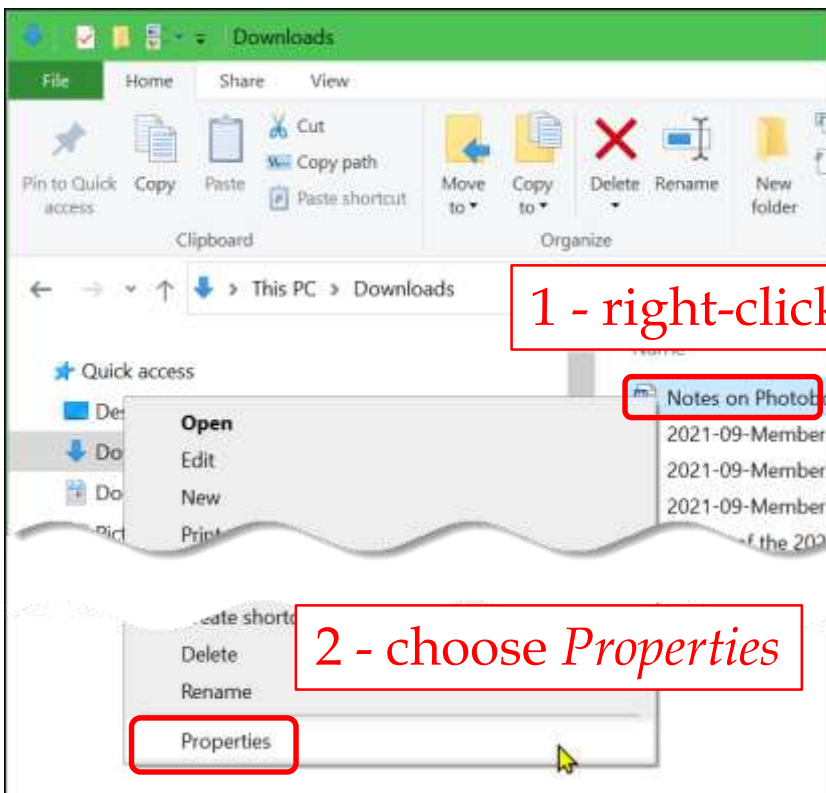


Instead, Microsoft wouldn't open file  
Microsoft normally corrected this bug  
quickly  
...at least twice!



# A 1 - might be a (recurring) bug

- Solution: unblock the file in File Explorer



# A 2 – might be due to *unsafe* file

- Quite a few years ago, Microsoft decided some of their old file formats were inherently insecure
- Microsoft Office programs refuse to open them
- Possible solution
  - use something else to open them!
  - LibreOffice might be able to open the files
    - then save as a modern file format



<https://www.libreoffice.org/>



**Any other:  
Questions  
Comments  
Shares?**

# October Meeting

## History of the Digital Revolution

Bob Walker

October 13, 2021

7:30 pm



The advertisement includes several columns of text. On the left, a list of software titles is provided under the heading 'IBM PERSONAL COMPUTER SOFTWARE'. The main body of the ad contains several paragraphs of promotional text, including the following:

**IBM PERSONAL COMPUTER SOFTWARE**  
Listed software titles include: IBM Business System Manager, IBM Business System Extension, IBM Business System Personal Edition, IBM Business System Personal Edition with Display Manager, IBM Business System Personal Edition with Display Manager and IBM Business System Personal Edition with Display Manager and IBM Business System Personal Edition with Display Manager and IBM Business System Personal Edition with Display Manager.

**IBM PERSONAL COMPUTER**... and on.

The IBM logo is visible in the bottom right corner of the advertisement image.



## Renewable energy

Bob Walker

Monday, November 8, 2021

3:30 - 4:30 pm



Register at <https://bibliottawalibrary.ca/en/program?text=tech+cafe>



**Send your questions,  
answers, and topics  
you wish to share to:**

**[SuggestionBox@opcug.ca](mailto:SuggestionBox@opcug.ca)**

