

# Moving your photo collection from one cloud to another

By Steve Alexander

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**Q:** I pay Apple an extra fee to store my thousands of iPhone photos on its iCloud online service. But I'd rather switch to Google Photos, because it offers more free storage. (I realize I might still have to pay for some extra storage.) I also want to be able to download my Google photos to my desktop computer and keep backup copies there. And before I do all this, I need an easy way to eliminate all the doubles and triples I have of some iPhone photos. What do you suggest?

Cathy Prusinski, Dyer, Indiana.

**A:** There are arguments for and against switching cloud storage services.

Google does give you more free online storage (15 gigabytes) than Apple (5 gigabytes.) But the 15 gigabytes are shared by Google Photos, Gmail and Google Drive (which stores documents), so it probably won't be enough to hold thousands of photos, too.

An alternative Google storage plan allows you to store an unlimited number of photos if you allow Google to permanently reduce its resolution, or quality, to save storage space. But Google is discontinuing that option in June.

The good news is that buying additional online memory from Google is cheap —

but it's cheap from Apple, too, which is an argument for not changing cloud storage services. Google charges \$2 a month for 100 gigabytes and Apple charges \$1 a month for 50 gigabytes.

But there's another option for getting more free online storage space, and here Google has the advantage.

Google's 15-gigabyte limit applies to a single Google account, and there's nothing to prevent you from signing up for a second free account that has its own 15 gigabytes of free storage. Getting a second Apple iCloud account would only get you another 5 gigabytes.

To transfer Google photos to your computer, open Gmail and click the icon at the upper right that looks like a square made up of dots. In the resulting menu, click "photos." To save a picture to your computer, double-click the photo to open it, then click the three dots at the upper right and choose "downloads."

To eliminate duplicate photos on your phone, search Apple's App Store for "Remo Duplicate Photos Remover," "Photo Finder: iCloud & Duplicate" or "Gemini Photos: Gallery Cleaner."

Q: After I bought my iPhone 11, I was able to use Microsoft's Outlook app to access my Comcast e-mail account. But after I upgraded the iPhone's operating system to iOS 14.2, I could only receive Comcast e-mails, not send any. I think it's just a settings issue, but Comcast, Apple or Microsoft haven't been able to help me.

What should I do ?

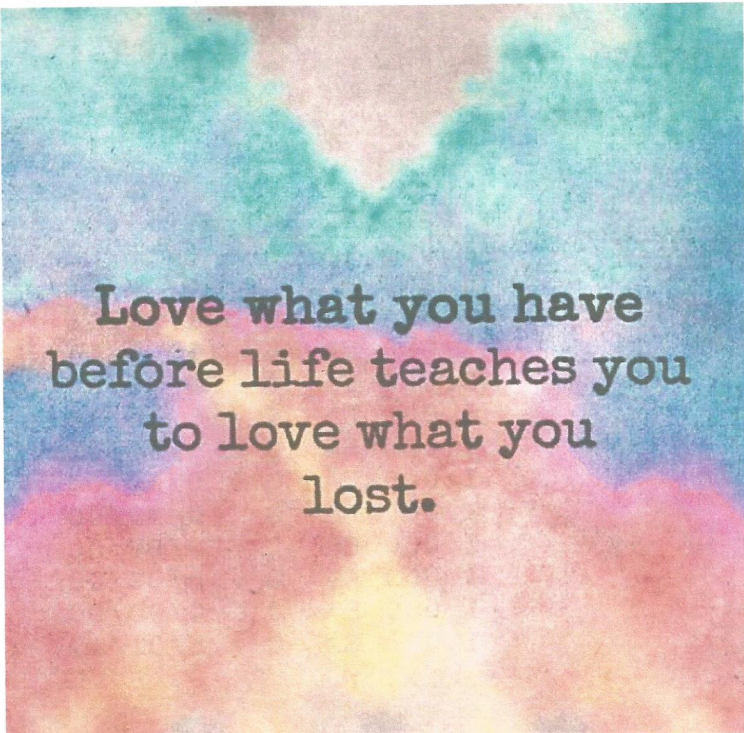
Jim Conners, Merrimack, New Hampshire

A: It isn't a settings issue. The Outlook app for the iPhone wasn't designed to be

compatible with Comcast's Xfinity e-mail system. My guess is that your phone's iOS update just made the incompatibility more obvious. If you want to continue using Comcast's e-mail system, you will have to give up on the Outlook app and access your Comcast mail through the [xfinity.com](http://xfinity.com) website or via the Xfinity Connect app for iPhone (see [tinyurl.com/y9f5xp9y](http://tinyurl.com/y9f5xp9y)).

If you want to keep using the Outlook app, you will need to switch to an e-mail system that's compatible with it, such as Google's Gmail, Yahoo Mail, Apple's iCloud or Microsoft's Outlook.com (a Web-based mail system that is **not** related to the Outlook app.)

E-mail tech questions to [steve.j.alexander@gmail.com](mailto:steve.j.alexander@gmail.com) or write to Tech Q&A, 650 3rd Av. S., Suite 1300, Minneapolis, MN 55488. Include your name, city, state and telephone number.



**Love what you have  
before life teaches you  
to love what you  
lost.**

# MANAGING

## Set up a streaming security camera without internet

**STEVE ALEXANDER**

**Q:** In an effort to spend time “off the grid,” I bought a cabin 8 miles from the Canadian border. There is no internet service there, but I’m hoping I can set up a front-door security camera that can be monitored by my Android phone. I thought I could connect the camera and phone via Bluetooth radio signals, but wireless security cameras all seem to need a Wi-Fi connection. What can I do?

ROD MARTEL, Minneapolis

**A:** You can stream video from a security camera to your Android phone, but not directly. Instead,

you will need to connect both the security camera and phone to a Wi-Fi network. Fortunately, you can set up a Wi-Fi network in your cabin, even without internet access.

Buy a Wi-Fi router and the type of Wi-Fi security camera that can be linked to an Android phone via an app (use your home internet service to download and set up the phone app.) Such cameras are available from several companies, including Wyze Labs ([tinyurl.com/y3q74m5y](http://tinyurl.com/y3q74m5y)), Blink ([tinyurl.com/y5m5cvaf](http://tinyurl.com/y5m5cvaf)) and Blue ([tinyurl.com/yydr7w4g](http://tinyurl.com/yydr7w4g)).

Set up the router in your cabin. It will create a local-

area network to which a phone and camera can connect. Then set up the camera-to-phone connection within the phone app. For this arrangement to work, the phone must be inside or very near the cabin.

**Q:** Previously, when I deleted an e-mail on my Mac (using Apple Mail 14.0, and the Big Sur operating system), it went to the trash. That meant I could recover the e-mail if I needed to. But now when I delete an e-mail, it disappears. I’ve changed the trash setting to “On My Mac,” which means deleted e-mails should remain stored in Mac trash until removed. But

the setting always reverts to “None,” meaning deleted mail isn’t stored in the trash. How can I fix this?

ALLEN PETERSON,  
Mendota Heights

**A:** Your Mac has suffered what’s called a “trash file permission error,” which prevents files from being sent to the trash folder. As a result, the deleted files bypass the trash folder and are permanently erased.

The solution is to reset the Mac operating system’s “permissions,” which regulate how files are treated. (For step-by-step directions, see [tinyurl.com/y4c678cj](http://tinyurl.com/y4c678cj)).

**Q:** My PC has a 128-gigabyte SSD (solid-state drive, a computer-chip-based memory unit) that stores Windows and the software that came preinstalled on the computer. I added a 500-gigabyte hard-disk drive on which to put newly installed programs. Unfortunately, the new programs were added to the SSD instead, and now it’s almost full. Can I shift these programs to the hard drive without having to reinstall them there?

MARK FREY, Eagan

**A:** You could, but you shouldn’t. To make sure your programs work properly, reinstall them

on the hard disk, one at a time. Later, you can uninstall those same programs from the SSD.

The other alternative is to “clone” the SSD. That will copy all programs, data and the Windows operating system from the SSD to the hard drive (see [tinyurl.com/y4vxf3mp](http://tinyurl.com/y4vxf3mp)). While the cloning method is faster, it can create errors in the copied programs. And you will waste additional time weeding out the duplication on the two drives.

E-mail tech questions to [steve.j.alexander@gmail.com](mailto:steve.j.alexander@gmail.com) or write to Tech Q&A, 650 3rd Av. S., Suite 1300, Minneapolis, MN 55488. Include name, city and telephone number.

# MANAGING

## Some iPhones have a flaw in high-def video replay

**STEVE ALEXANDER**

**Q:** When an HDR video taken with an iPhone 12 is shared via text message only to me, the color is washed out when viewed on my iPad 6th Generation with iOS 14.3. But when I view the same video on my 10-month-old iPhone SE (with the same operating system), the video looks fine. To make matters more complicated, when the same video is shared to three other iPhones, it looks fine on my iPad. Is this caused by an iPad setting?

BRIAN SIEMENS,  
Hastings, Minn.

**A:** No, the video problem is an

iPhone 12 flaw, and only Apple can fix it. It's apparently one of several quality issues with the iPhone 12 (see [tinyurl.com/43wgttoy](https://tinyurl.com/43wgttoy) and [tinyurl.com/1duwio5q](https://tinyurl.com/1duwio5q)).

The culprit in this case seems to be a video recording setting called "HDR" (high dynamic range) on the iPhone 12, 12 mini, 12 Pro and 12 Pro Max. HDR gives a high-definition boost to each of the iPhone 12's three choices for video recording quality.

At its maximum setting, the iPhone 12's HDR produces what video enthusiasts call "Hollywood-quality video." Apple describes it as "Dolby Vision" at up to 30 frames a

second, which can "capture true-to-life color and contrast."

However, the iPhone 12's HDR appears to be incompatible with either the screen displays or the HDR software on many earlier Apple devices (see [tinyurl.com/ymxy5cb6](https://tinyurl.com/ymxy5cb6)). While iPhones are supposed to automatically reduce the quality of incoming video to a level they can play, that doesn't always happen (see "compatibility issues" at [tinyurl.com/k2vte0u4](https://tinyurl.com/k2vte0u4)). As a result, when HDR videos from an iPhone 12 are viewed on some iPhone and iPad models, they appear either washed out or the wrong

color (usually blue-green.)

Unfortunately, the best temporary solution for iPhone 12 owners is to turn off HDR video until Apple fixes the compatibility issue. Without HDR, iPhone 12 videos should be compatible with other iPhones and with iPads. To turn off HDR video recording on an iPhone 12, owners should go to "settings," choose "camera," then select "record video." They will then be given the option to turn off "HDR video."

What kind of video quality will the iPhone 12 get without HDR? Its videos will still be high-definition, just not as good as they would have been

with HDR on. The recording choices are 4K (which is 2160p at 24, 30 or 60 frames per second), 1080p HD (high definition) at 30 or 60 frames per second, and 720p HD at 30 frames per second. (For those not familiar with high-definition terminology, 2160p means that the picture is made up of 2,160 lines from top to bottom, and that they are replaced each time a new "frame," or picture, is generated. In general, video quality improves with an increase in the number of lines and the number of frames per second.)

**Q:** The navigation voice on my

Apple Maps gets cut off while giving me driving directions. I'm using Bluetooth to connect my iPhone to the car. What's wrong?

JOAN ANDERSON, Eden Prairie

**A:** Others have experienced this, apparently because Bluetooth connections between phones and cars are easily interrupted. Try turning off Bluetooth and listening to the driving directions directly from the iPhone.

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