

# Technical Support

D25 Technical support sheet



In this document you will find basic support for the many small digital tools, aids and working methods we use in our beyond project. This is an open and evolving document. Is there something you would like to see added?

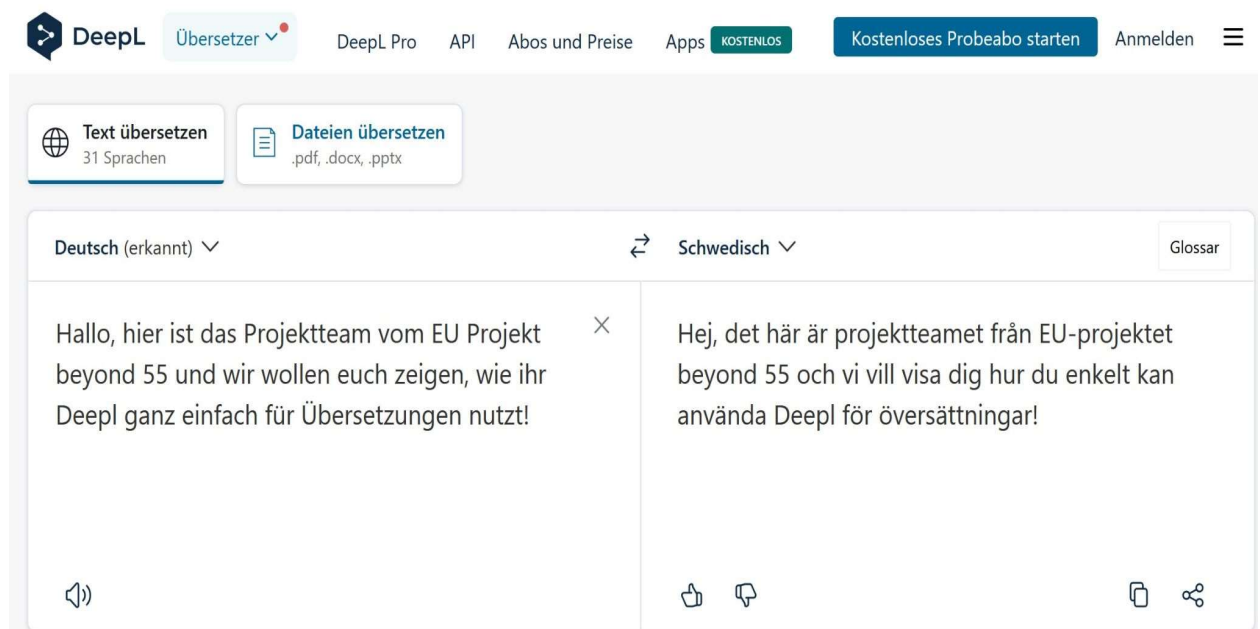
## 1. Video meetings via zoom

Zoom is a tool we use to work together without having to be in the same room. We can see each other on a video screen, we can have group discussions and it allows us to work efficiently, for example when we use the shared screen option.

You can switch between 'Desktop' and 'Mobile' in this guide, depending on which device you want to zoom in on. <https://support.zoom.us/hc/en-us/p/zoom-meetings-guide>

## 2. Translate with DeepL

The easiest way to have a text translated into any language in seconds is to use a free online translation tool. We prefer DeepL, but Google Translator is a very powerful tool that works just as well. For example, if you have an English description, just copy and paste it into DeepL and choose the language you want it translated into. <https://www.deepl.com>



### 3. Using a projector to show your projects

A projector is a useful tool for presenting your work to a larger group of people. It also gives some weight to the work you have done with either photo or video. Connecting a projector to your smartphone/tablet or computer is a world of wonder. There are many different technical ways to do this, but not all will work with every piece of hardware. Get help from a techie if you get stuck or search the web for more details that will work with your equipment.

To keep it easy, there are two ways to connect your device to a projector:

#### A. Connect your device with a cable

There are several ways to do this. The most common connection for projectors is an HDMI port. Adapters (cables) are available from USB or Lightning (iOS) to HDMI. Connecting a computer with a cable is usually straightforward using just an HDMI cable.

#### B. Connect your device without a cable

Many wireless connections require a wifi network. Some newer projectors allow a direct connection where both your device and the projector are logged into your wifi network. Other solutions rely on screen mirroring, for example through Airplay (iOS) or Screencast (Android). There are many tutorials available online for more detailed help.

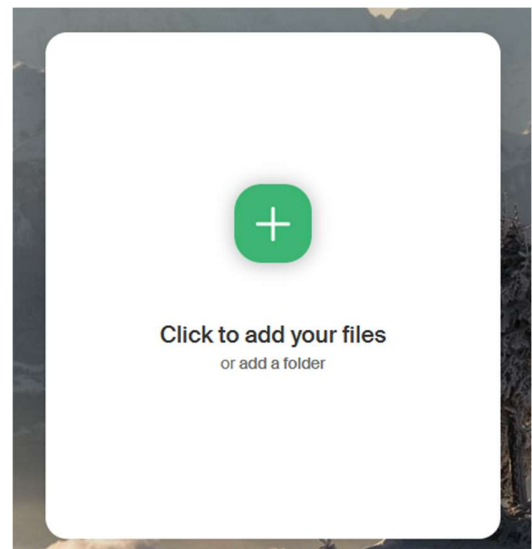
### 4. Transferring files

You have a collection of photos or videos on your computer/smartphone and want to share a selection with colleagues or friends. Attaching photos or videos to an email or sharing them via messenger apps like WhatsApp is a quick and easy. However, attachments are limited in size, so if you are working with larger files you may need to send multiple emails, while messenger apps drastically reduce file size and quality. File transfer is a good solution.

Open your browser and go to a file transfer site. We recommend using swiss transfer as it is a free service based in Europe:

<https://www.swisstransfer.com/en-gb> (other languages available). Drag and drop your photos and videos into the "Click to add your files" section. Add information: Recipient's email address, your email address as sender, additional message if you wish. You will receive a code in your email box that you will need to complete the transfer.

The recipient will receive an email with a download link, you will receive a confirmation email with the link as well and another notification when the recipient has successfully downloaded your files.





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