Aleka
Consulting

Caption Pro FAQ

Contents

1. **When I access Caption Pro via the Web at http://captionpro.com.au and try to load a file I get the following error.**
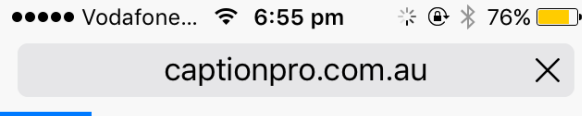
   This error indicates that the time taken to upload the image is more than program allows. To deal with it the input image should be processed to make the file smaller or a higher speed network connection should be used.

2. **When I view the image I want to caption in Caption Pro it appears on its side. How can I fix this?**

   Image orientation (Landscape or Portrait) is stored in the image metadata by many digital camera and mobile phones. However, sometimes this data is incorrect or missing, and photos taken in portrait mode are displayed in landscape mode. Images can be rotated by using the Edit button at the bottom of the Caption Pro screen to bring up the default image editor for JPEG files (for Windows 10 this is the Photos application), which will usually have a rotate option (shown below)
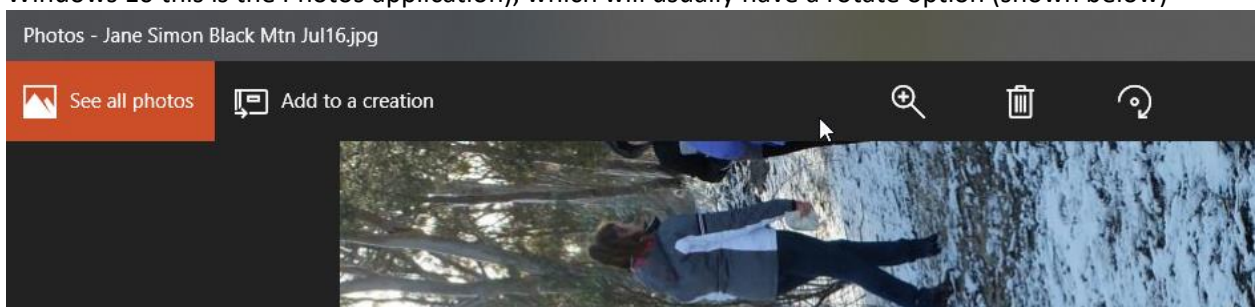
The image should be rotated as desired and then saved. Caption Pro will then display the rotated image.

3. I have photos on Google Photos that I would to caption. How do I do this?

The most convenient way to do this is to access Google Photos at https:\\photos.google.com via a Windows desktop. You will need to supply your Google credentials in order to access your photos. The main Google Photos screen is as shown below:
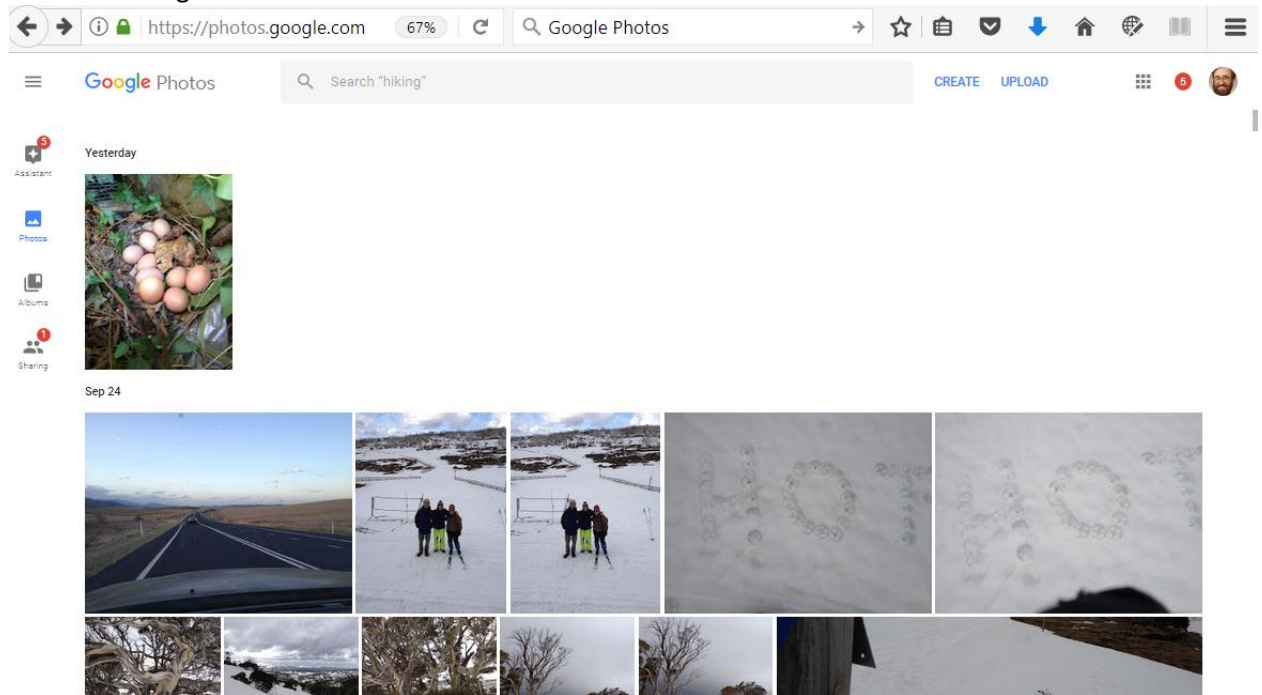
Photos can then be selected and the download option selected:
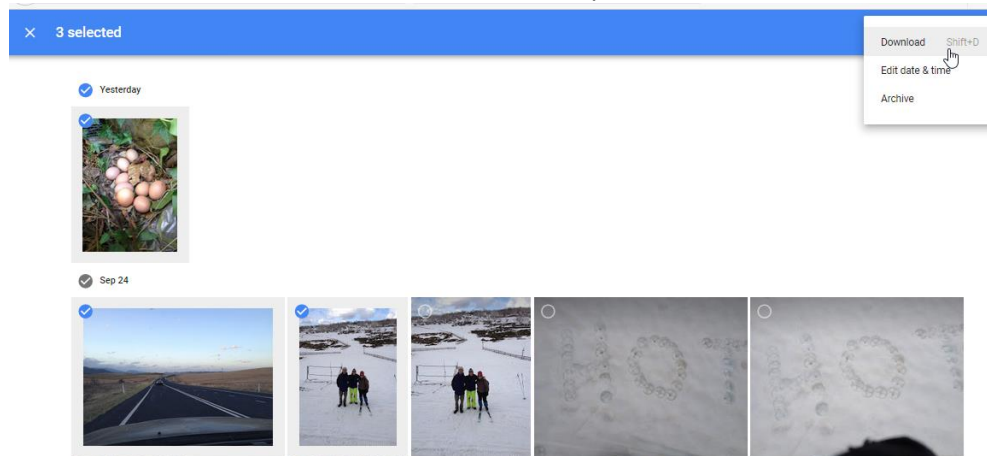
Selecting Download creates a Zip file of the selected photos called Photos.zip. This archive should then be extracted into a folder. The folder can then be opened using Caption Pro and captions added:
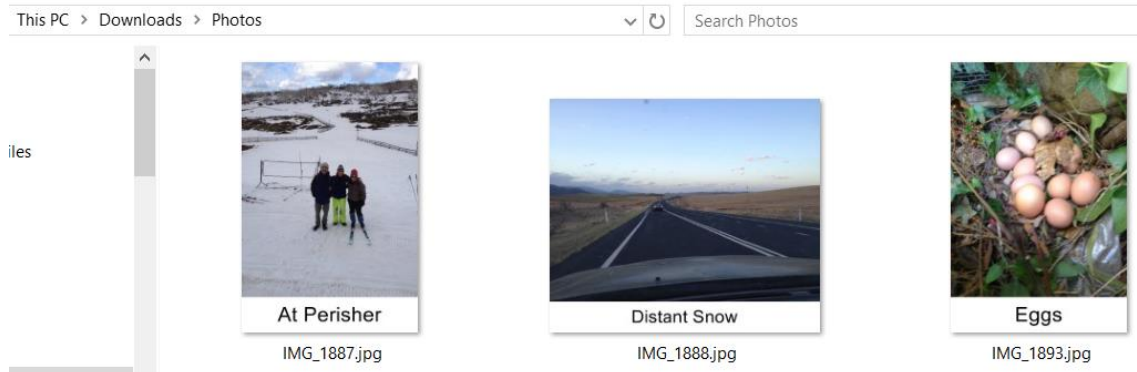
These images can then be uploaded to Google Photos, which offers to place the images in an Album:
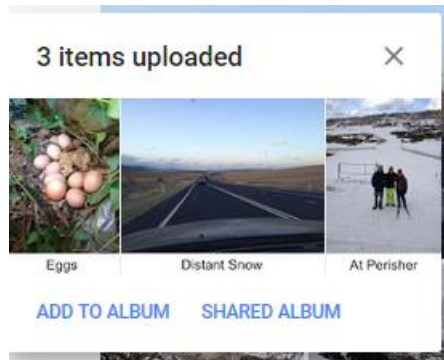
After upload, the captioned images appear beside the originals, which can be deleted if desired.
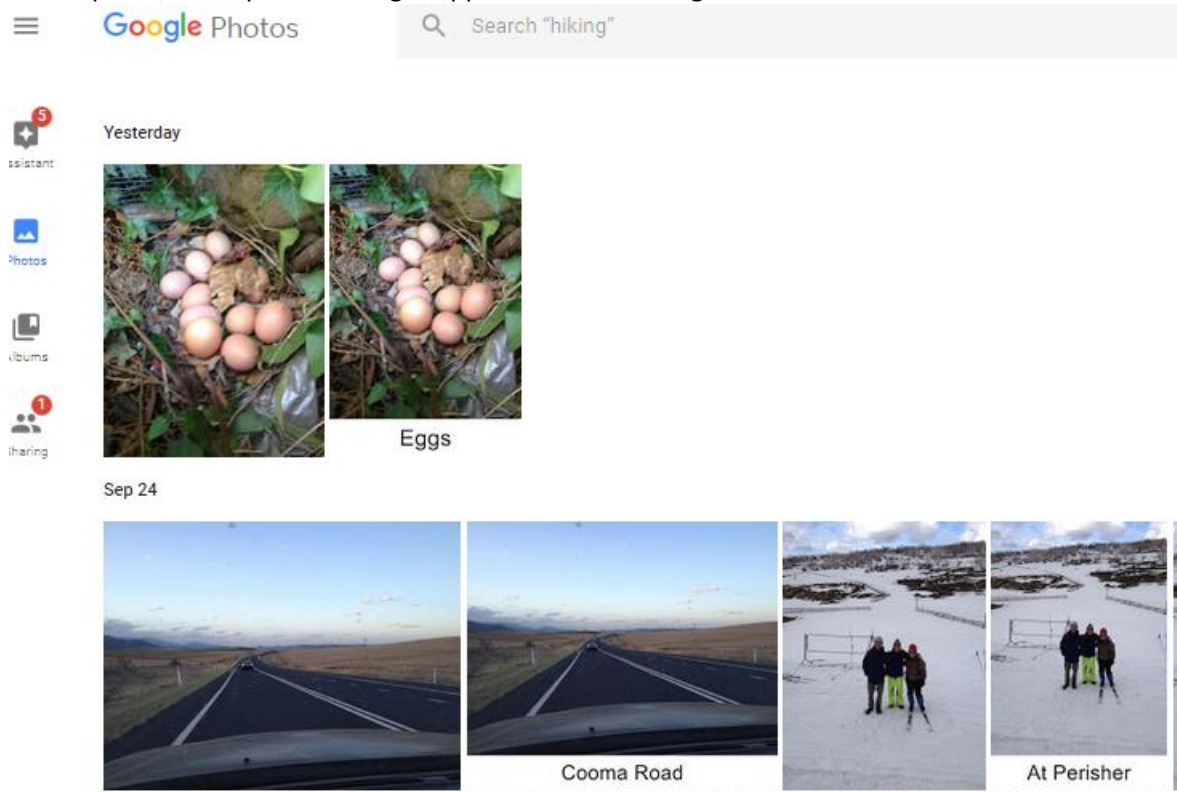
If the Google Photos images have already been added to an album, this can be downloaded as a Zip file and the images processed and uploaded again in the same fashion.

4. The times for photos are not correct.

Many digital cameras do not have any means of detecting their location and their internal time runs from whenever the date and time were last set, which may be in a different time zone or with a non-current adjustment for daylight saving. This can result in a time shift between the recorded time and the current local time. For photos taken in a different time zone from when the camera time was last set, this shift may be substantial (9-11 hours between Australia and Western Europe). Mobile phones and tablets do have location sensing capability, and if it is enabled, they will record correct local times for photos. As the time sequence of photos is not changed by a time shift, its presence is not problematic for most purposes unless photos from two different sources with different time shifts are combined in the same presentation, or forensic accuracy of timing is important.

A future release of Caption Pro will have the capability to adjust times to reflect current local time.

5. When I print my captioned images, the captions are truncated. Why is this?

Digital photos usually have a different ratio of width to height (aspect ratio) from common print sizes such as 6x4 inches, and the aspect ratio changes after a caption bar has been added. Print shops commonly truncate images to match the print aspect ratio, which can result in loss of a caption added below an image. Caption Pro allows you to add white padding to the top, bottom or sides of an image to match the aspect ratio of the prints you are creating so that the entire caption is visible.

6. When I upload photos to Facebook, Google Photos or Instagram I can't see the captions without clicking on the images. Why is this?

Many photo sharing sites constrain images to fixed aspect ratios when showing pages providing access to multiple photos, and photos are truncated to fit to create index images. The image is shown in full when the truncated index image is clicked. If you want the caption to be visible in the index image without clicking, the captioned image aspect ratio should be set to the ratio of width to height of the index image. This is commonly 1:1 (square).

7. Can I add captions in situ to images stored on an SD card from a digital camera?

No. Digital cameras use highly specific metadata and the process of adding the caption bar and setting metadata does not reproduce all the metadata required by a digital camera. However, images from SD cards can be processed by Caption Pro and viewed in applications on general purpose devices such as mobile phones, tablet and PCs.

8. Is there a Caption Pro app that I can run on my phone or tablet?

Not yet. This capability may be added in future.

9. Can I caption photos stored on a Mac with Caption Pro?

Yes –you can use Caption Pro Web at http://captionpro.com.au. If you upload your photos to Google Photos you can add captions using Captions Pro from a Windows machine as described earlier.

10. Faces are detected with Premium method but cannot be used as reference faces for matching.

Increasing the image size may help, especially if many people appear in the photo and the ratio of head size to photo width is small, but if the faces are not pointing straight at the camera, with the person's nose in the centre of the framing rectangle, they may not be usable as reference faces. Tilted faces may also be detected but are not usable as reference faces.

11. Face recognition with matches multiple reference faces.

The face recognition algorithm assigns a confidence level to each match between a reference face and a face in an image, and if this confidence level exceeds value specified, the reference face label will be used. Confidence values may be examined in the Extracted Faces tab and the threshold value adjusted to only use labels from Reference faces with the highest degree of confidence.

11. Face recognition with matches multiple reference faces.