TechSmith®

Camtasia Relay®

Recorder Help

Version 4.2.1

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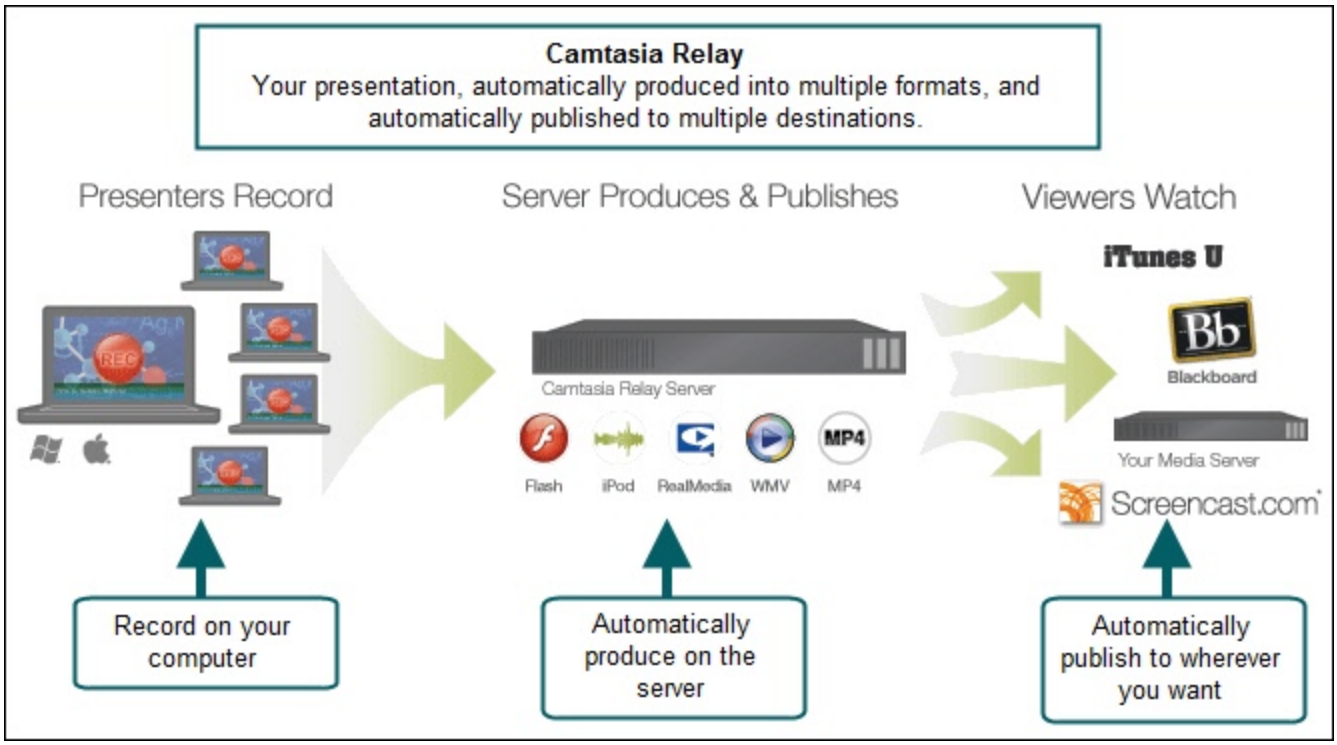
Camtasia Relay Overview

With Camtasia Relay, capture and publish your lecture or presentation anytime, anywhere -- in the classroom, in the conference room, at your desk, or at home. Camtasia Relay supports a wide variety of video formats allowing any lecture or presentation to be viewed by your audience on multiple playback devices including portable media devices such as the Apple iPod and via iTunes U.

There are two parts to Camtasia Relay--the recorder, which runs on your computer, and the server, which processes and publishes all presentations. Watch a short **overview video** on the TechSmith website.



Here are two key concepts to consider:

- **Make a Test Recording**. These 10-second practice recordings can help you verify that you are recording from the correct display and audio device.
- When you click the **Submit button**, your presentation starts to upload. If you aren't connected to the Internet, it's not a problem; Camtasia Relay automatically starts or resumes uploading when you next connect. **Learn more**.

Why Camtasia Relay?

You might be wondering why your organization decided to use Camtasia Relay to record presentations. Here are a few of the key benefits of Camtasia Relay:

- **Personalized profiles automate recording and publishing**

  Profiles are created by the Camtasia Relay administrator and specify the final format(s) of the presentation and where presentations are published.

- **Hotkeys to start, pause and stop recording**

Hotkeys are more than just convenient. Presenters can start, stop, and pause recordings without viewers seeing any interaction with the Camtasia Relay recorder.

- **Record offline**

  Presenters do not have to be online to make a recording. Record as normal and Camtasia Relay automatically uploads the presentation the next time the computer connects to the Internet, without having to launch Camtasia Relay or click any buttons.

  If your connection is lost while uploading a presentation, Camtasia Relay automatically resumes from where it left off the next time you are connected.

- **Guests can record on behalf of presenters**

  People can record presentations and submit them for presenter approval. Once the presentation is uploaded, the associated presenter receives an email with a link to authorize processing and publishing the presentation. This is a great way to allow people to contribute presentations without sharing usernames and passwords.

See also

- Record a Presentation
- Record a PowerPoint Presentation
- Log In to Camtasia Relay
- Profiles in Camtasia Relay
- Record When Not Online
- After Recording
- Camtasia Relay Portable Recorder
- The Camtasia Relay Website
- FAQs

Record a Presentation

Learn how to record a presentation and submit it to the Camtasia Relay server for processing.

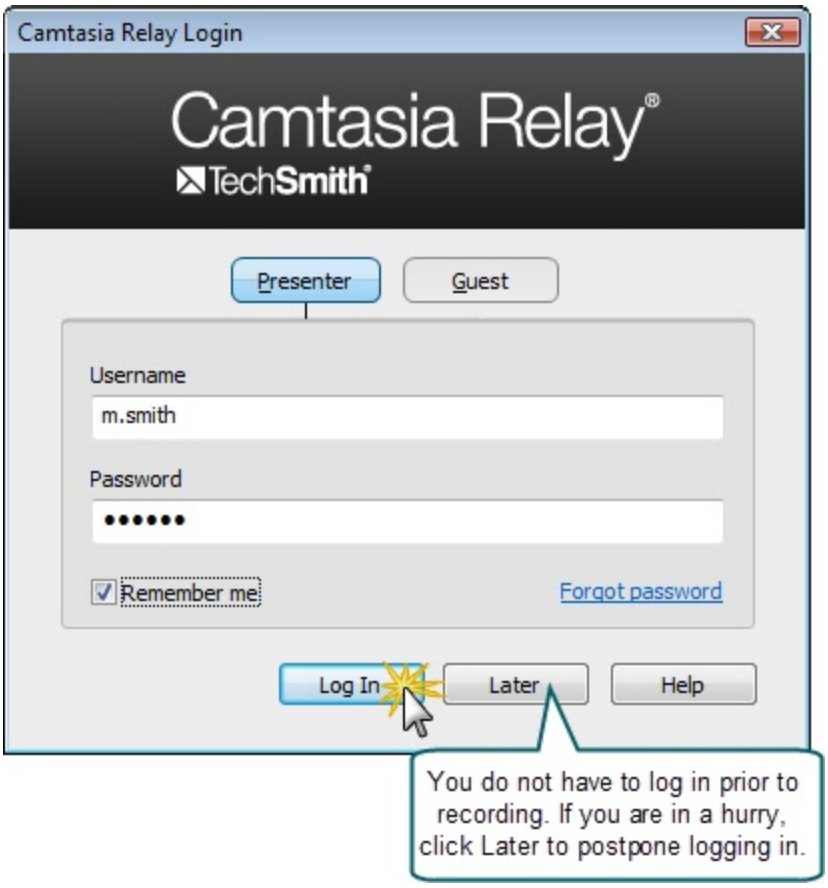
Want to see more? Watch an **overview video**. (2 minutes)

If you are recording a Microsoft Office PowerPoint presentation, you can use the **Camtasia Relay Add-In for PowerPoint**.

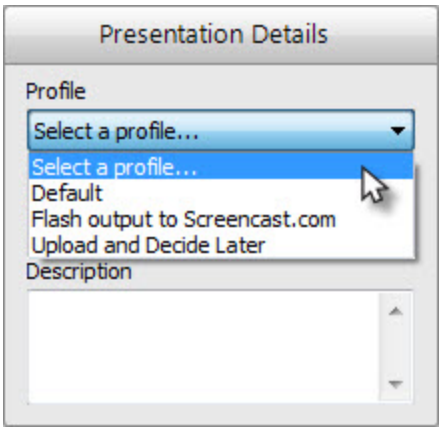
> See**Record for Someone Else** if you do not have a Camtasia Relay account and are recording a presentation on behalf of a Camtasia Relay presenter.

1. Launch Camtasia Relay.
2. **Log in** with your username and password, or identify yourself as a guest **recording for someone else**.

> You do not have to log in prior to recording, but you must log in as a presenter or identify yourself as a guest before you can upload or save your presentation.



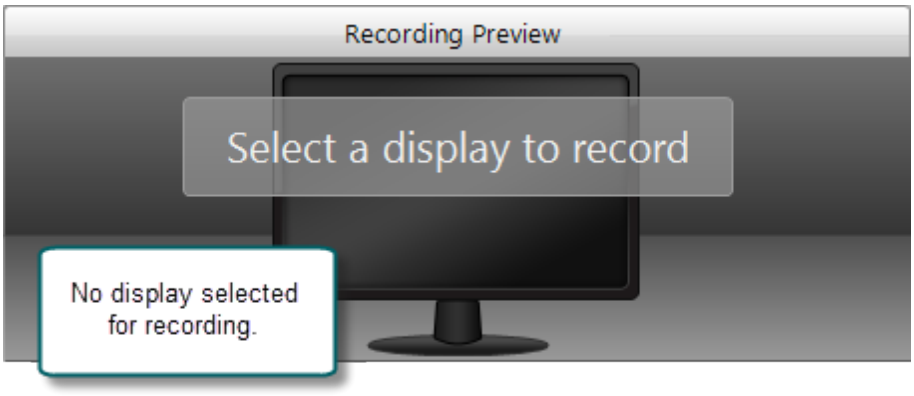
3. Select a **profile**. If you do not know what profile to select, choose **Upload and Decide Later**.

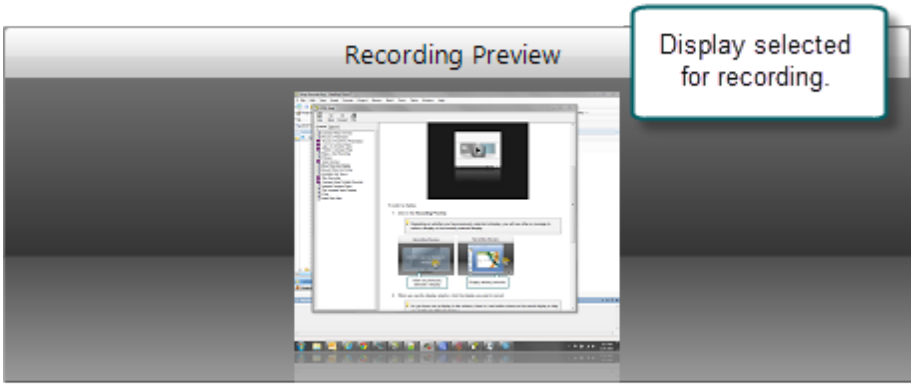


4. Click the **Audio** button and select an audio device in the **Select Audio Device** dialog.

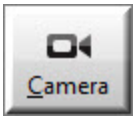
Select Record System Audio to include the sound you hear from your speakers in the recording.

5. **Select which display** to record if using a projector displaying a different screen or multiple displays.

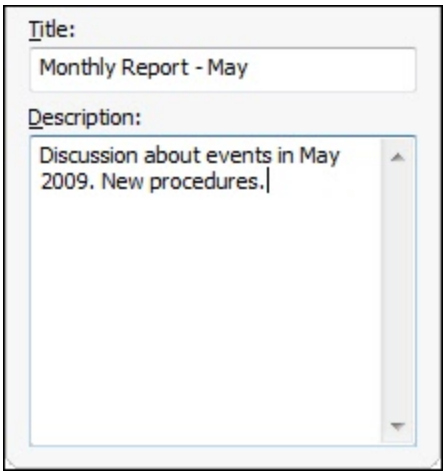




6. Click the **Camera** button to **select a camera** to record along with your presentation. This camera is displayed in the lower right corner of your presentation in a picture-in-picture format.

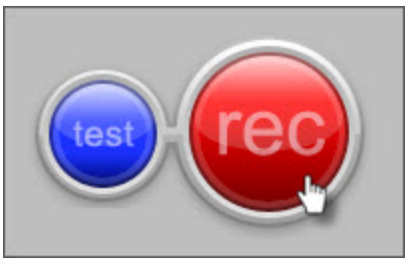


7. Enter a presentation title and description.



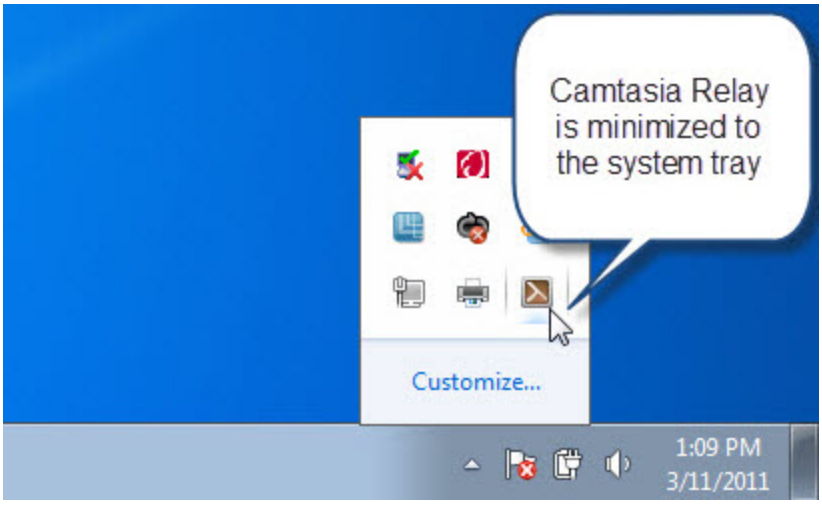
8. Make a **test recording** to verify that you are recording from the correct display, camera, and audio device.

9. Click the Record button. The recorder is minimized to the system tray.

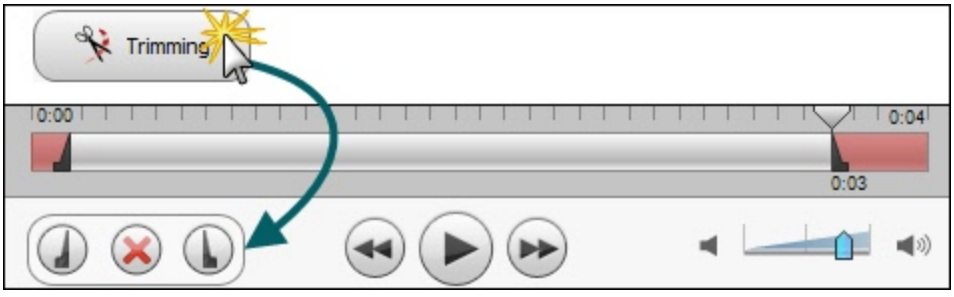


10. Give your presentation. Camtasia Relay records everything on your screen, selected camera, and the selected audio device.

11. Stop the recording using a **hotkey** or right-click the icon in the system tray. There may be a delay as the recording is finalized. The recording opens in the **Camtasia Relay Review** window.



12. If needed, click **Trimming** to set trim points to cut out extra video at the beginning and end of the presentation.



13. Click the **Submit** button.

    - If you are connected to the Internet, the presentation starts uploading to the Camtasia Relay server.
    - If you are not connected to the Internet, the recording automatically starts uploading when you connect to the Internet. You do not receive notice when your presentation begins uploading.

After you submit a presentation for upload, you cannot access it or view its status on your computer. Instead, you can **Check the Status of Your Presentation** on the Camtasia Relay website.

Record a PowerPoint Presentation

> This option is not available when using the Camtasia Relay portable recorder.

To record a PowerPoint Presentation with the Camtasia Relay Add-In:

1. Open PowerPoint.

   > After you install Camtasia Relay, it automatically prompts you to record when you start a PowerPoint slide show. You can change this and other default settings in the **recording options**.

2. Start a slideshow.

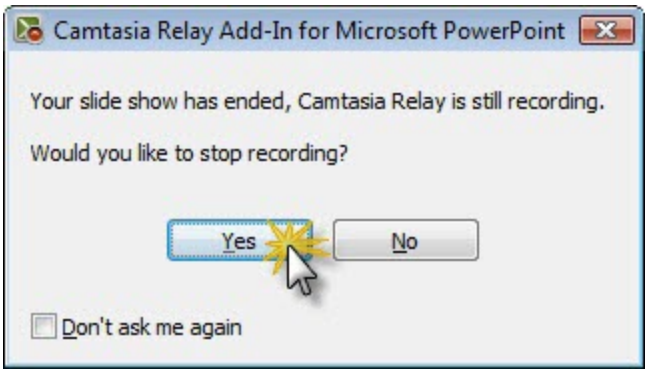
   A prompt asks if you want to record.

3. Verify the audio selection and level.
4. Click **Record Slide Show**.

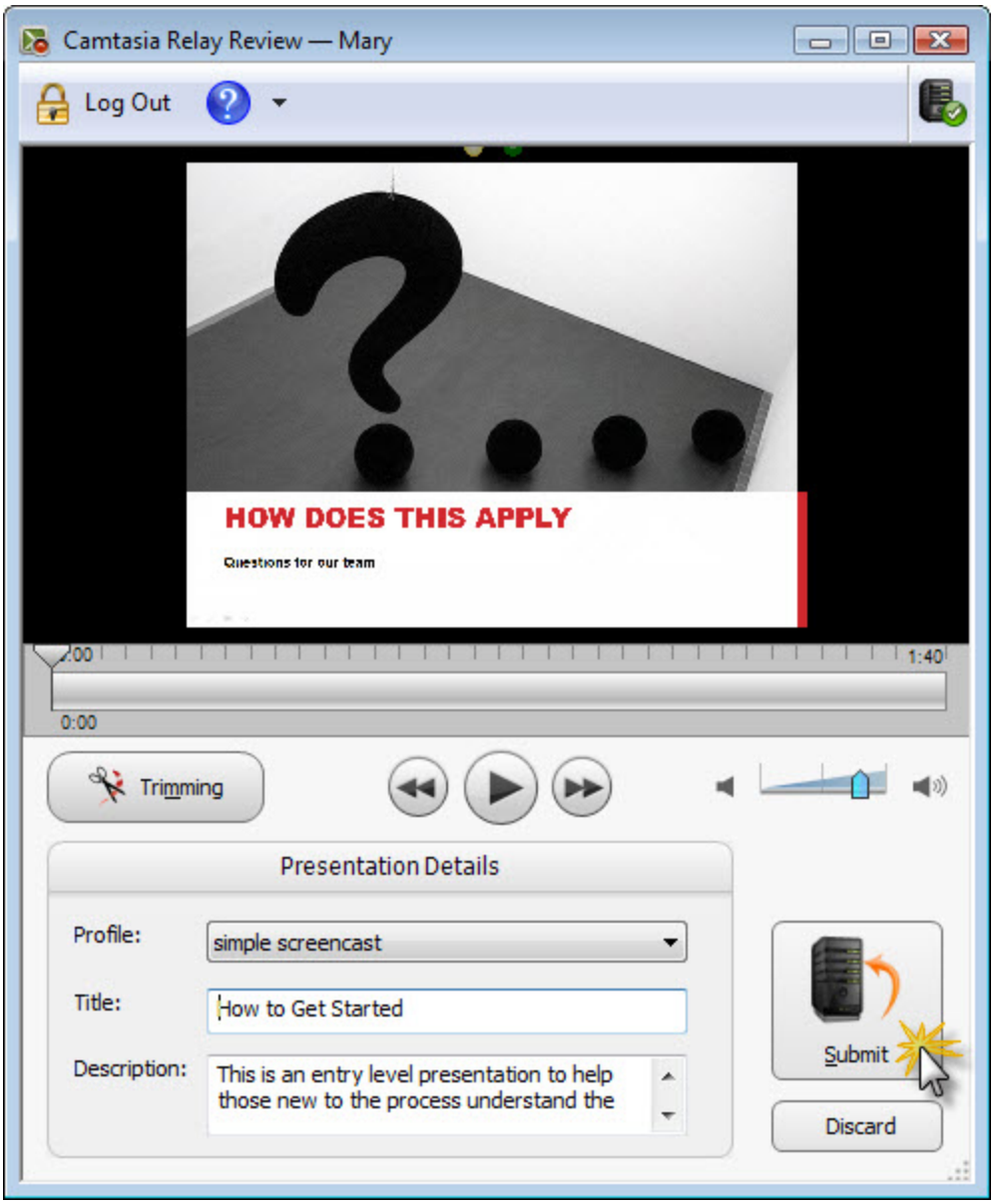
5. Give your presentation as normal.

   When you finish the slide show, you can end the recording or continue recording.

6. When prompted, click **Stop Recording** to end the presentation.



7. The presentation is shown in the Camtasia Relay Review dialog. You can review, trim, edit Presentation Details, log in (if needed), and submit your presentation for processing. See **After Recording** for more information.

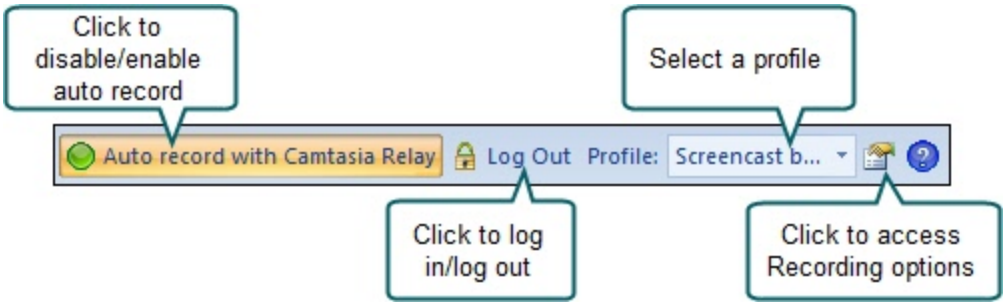


See also

- **Camtasia Relay Add-In Toolbar**
- **Camtasia Relay Add-In Recording Options**

Camtasia Relay Add-In Toolbar

Use the add-in toolbar to adjust the available options.



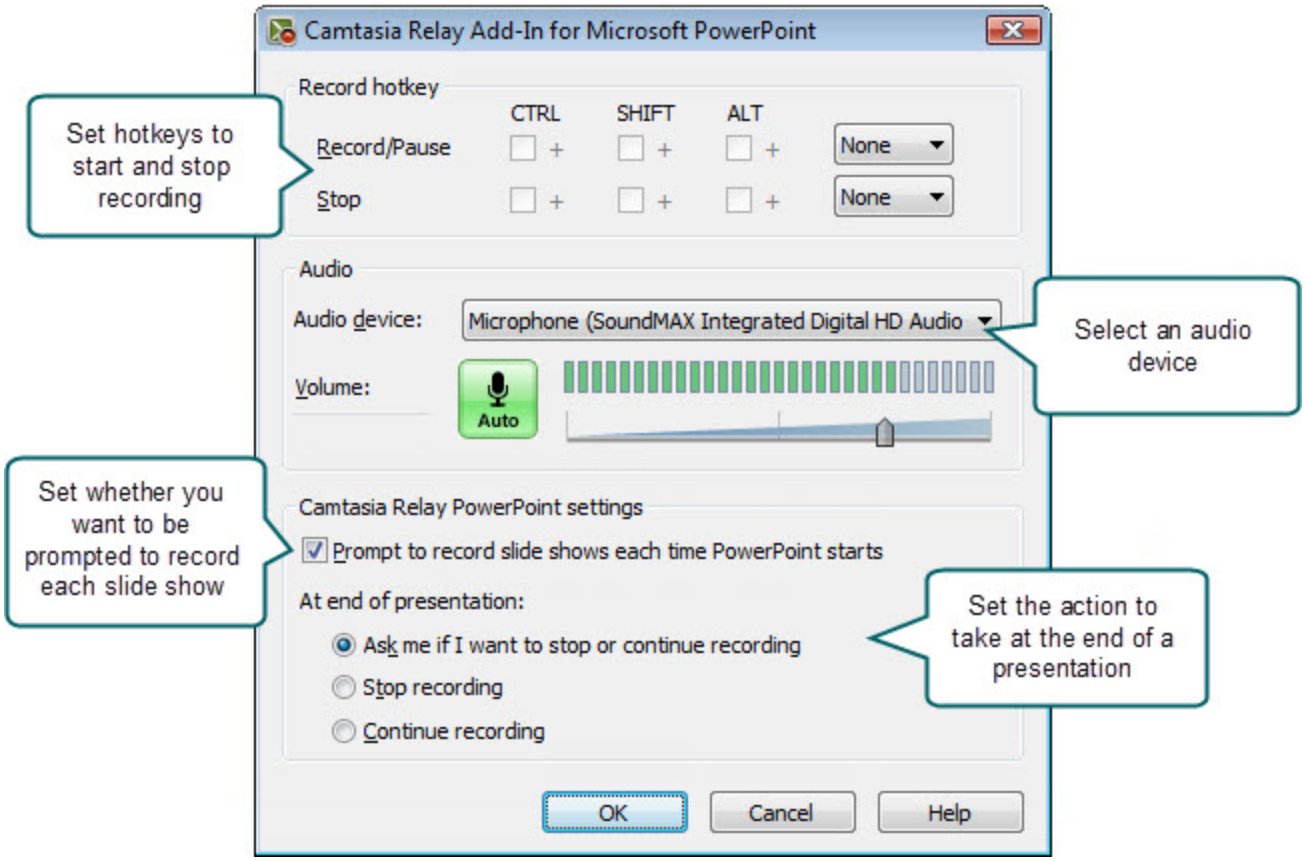
Auto record prompts you to start recording whenever and however you start a slide show.

See also

- **Record a PowerPoint Presentation**
- **Camtasia Relay Add-In Recording Options**

Camtasia Relay Add-In Recording Options

To change the recording settings, click the Recording options button .



See also

- **Record a PowerPoint Presentation**
- **Camtasia Relay Add-In Toolbar**

Log In to Camtasia Relay

When you open Camtasia Relay, it prompts you to log in.

The following are some FAQs about logging in:

- **Why log in?**
- **Do I have to log in before recording?**
- **I don’t know my username or password. What should I do?**
- **I am recording a presentation for someone else. How should I log in?**

Why Log In?

> You must log in as a presenter or **identify yourself as a guest** before you can submit or save your presentation.

When you log in to Camtasia Relay, you do the following:

- **Identify yourself as a presenter**

  Log in to gain access to your profiles and identify yourself as the presenter. You can log in before or after recording.

- **Gain access to profiles**

  A profile consists of settings that determine how a presentation is recorded, what kind of file is produced, and where it is published. An administrator sets up profiles and assigns them based on presenter needs.

- **Save settings**

  When you select an audio device or set hotkeys while logged in, the audio device and hotkeys are stored and available the next time you log in.

> If you enable the **Remember Me** option, you do not see the Camtasia Relay Login dialog box each time you open Camtasia Relay. All of your settings are saved and you can immediately access your profiles. Depending on the administrator's choice of security settings, **Remember Me** may occasionally be reset. You just need to log in again and enable **Remember Me**.

See also

- **Log In to Camtasia Relay**
- **Do I Have to Log in Before Recording?**
- **Don't Know Your Username or Password?**
- **Record for Someone Else**

Do I Have to Log in Before Recording?

Running late for your presentation? Can't remember your password?

For these and other reasons, you are not required to log in before recording. If you are not logged in, the **Upload and Decide Later profile** is selected when you begin recording.

> Although you can record without logging in, you must log in as a presenter or identify yourself as a **guest** before you can submit or save your presentation. If you try to submit or save a presentation without logging in, you are prompted to do so.

Once you log in as a presenter, either before or after recording, you can access and select from your assigned **profiles**.

See also

- **Log In to Camtasia Relay**
- **Why Log In?**
- **Don't Know Your Username or Password?**
- **Record for Someone Else**

Don't Know Your Username or Password?

Here are a few things to try if you don’t know your username or password:

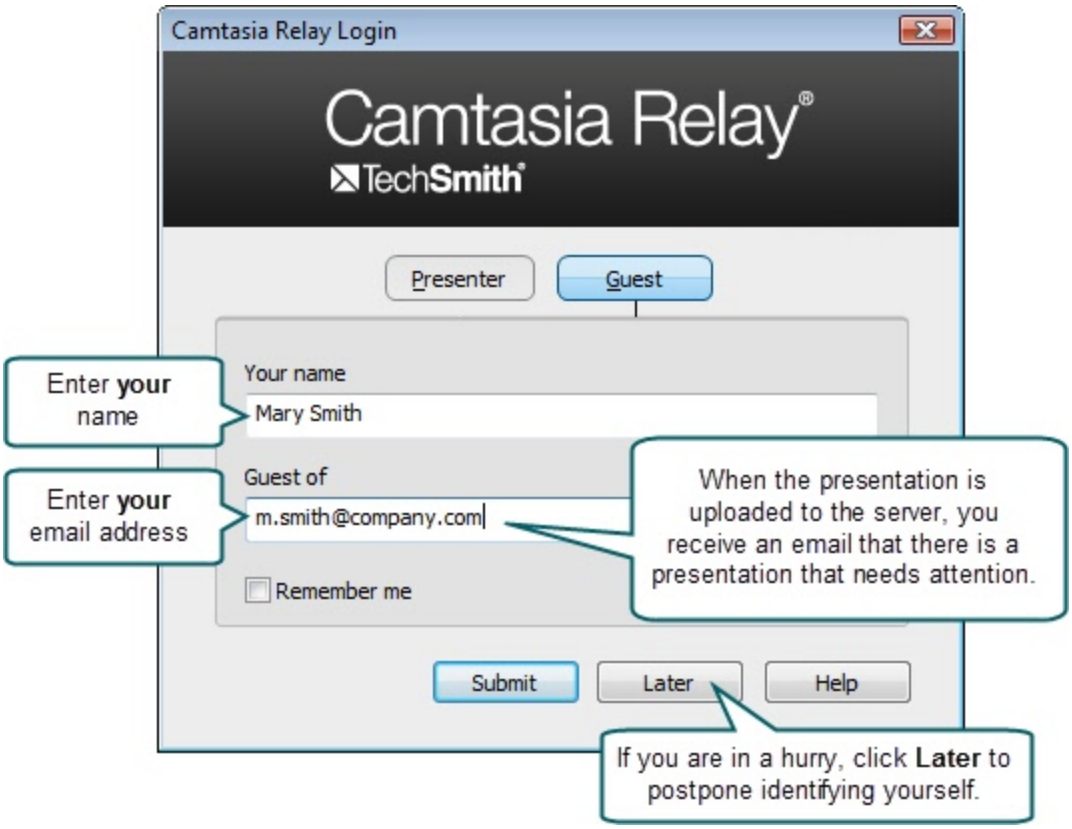
- If you were not given a username or password, you can try logging in with your network username and password. Some organizations set up Camtasia Relay to use these network credentials.
- In the Camtasia Relay Login dialog box, click **Forgot password**. In some cases, you can reset your password on the Camtasia Relay website.
- **Log in as a Guest Presenter**. You can still record even if you do not know your username or forgot your password.

  > Keep in mind that when recording as a guest, either you (once you find your password) or the administrator must authorize the presentation before it can process. To authorize a presentation, log into the Camtasia Relay website, find the presentation, and choose a profile.

- If you can’t remember your username or password and none of the above work for you, contact your Camtasia Relay administrator.

To Log In As a Guest Because You Forgot Your Username or Password

1. Click **Log In**.
2. Click **Guest**.
3. Enter your name.
4. Enter your email in the Guest of field.
5. Click **Submit**.



See also

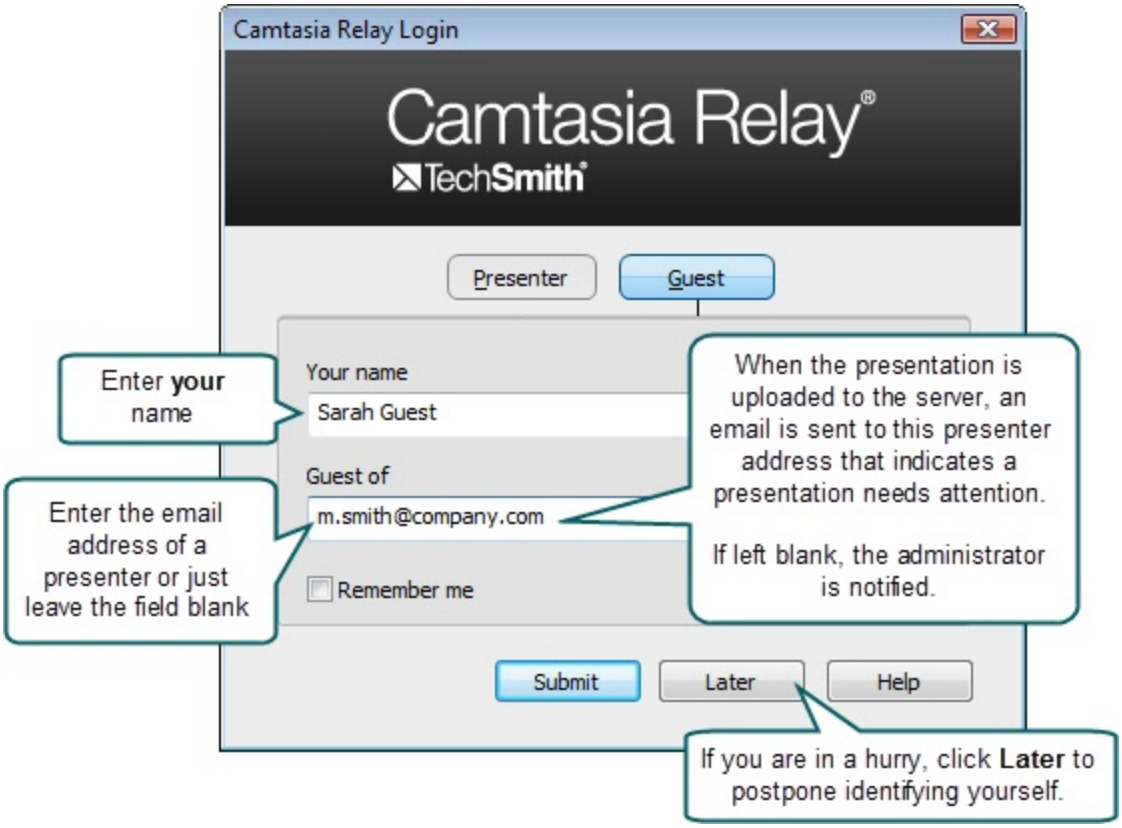
- **Log In to Camtasia Relay**
- **Why Log In?**
- **Do I Have to Log in Before Recording?**
- **Record for Someone Else**

Record for Someone Else

Guests can record presentations on behalf of a Camtasia Relay presenter.

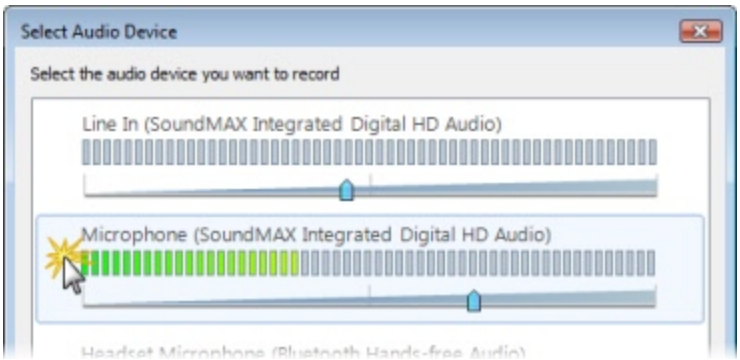
To record as a guest:

1. Click **Log In**.
2. Click **Guest**.
3. Enter your name and the email address of the Camtasia Relay presenter you are presenting on behalf of. If you do not know the email address, leave the Guest of field empty.
4. Click **Submit**.



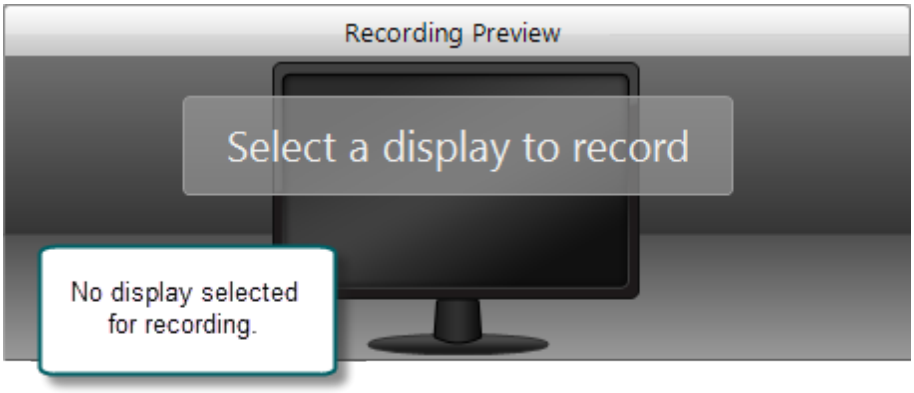
> When you identify yourself as a guest, the Upload and Decide Later profile is the only available profile.

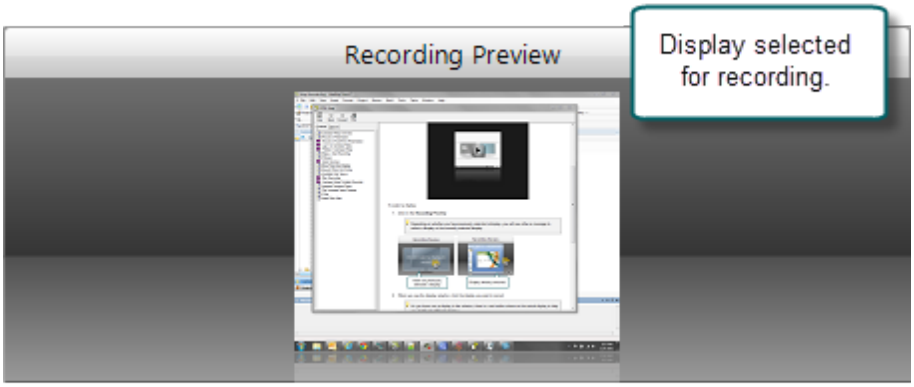
5. Click the **Audio Device** button and select the audio device in the **Select Audio Device** dialog box.



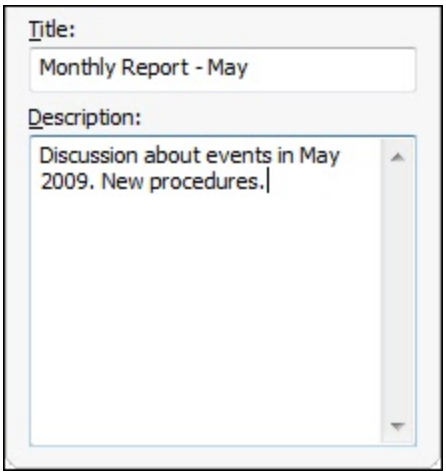
Select Record System Audio to include the sound you hear from your speakers in the recording.

6. **Select which display to record** if using a projector displaying a different screen or multiple displays.

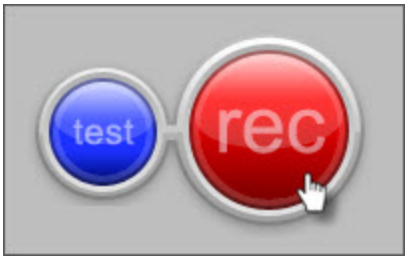




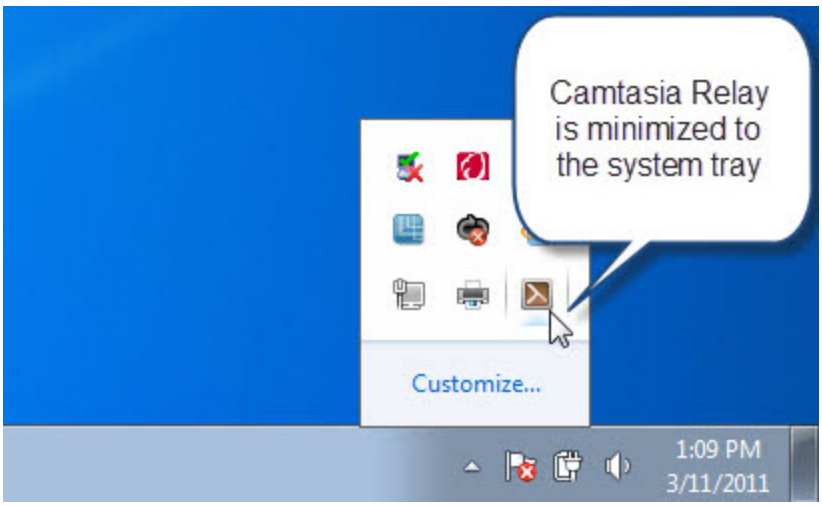
7. Click the **Camera** button to **select a camera** to record along with your presentation. This camera is displayed in the lower right corner of your presentation in a picture-in-picture format.
8. Enter a presentation title and description.



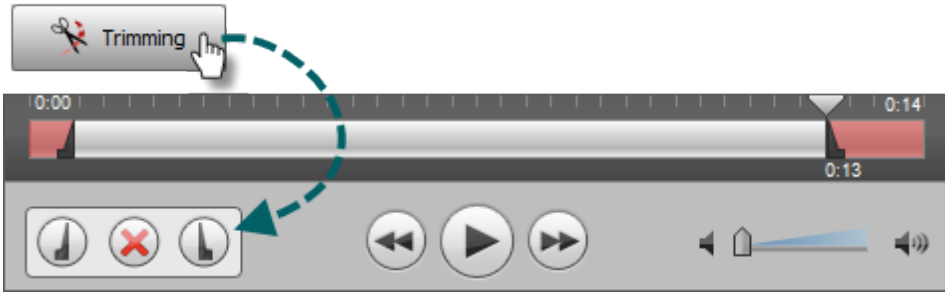
9. Make a **test recording** to verify that you are recording from the correct display and audio device.
10. Click the **Record** button. The recorder is minimized to the system tray.



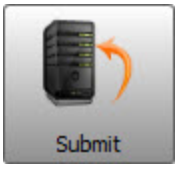
11. Give your presentation. Camtasia Relay records everything on your screen and the selected audio device.
12. Stop the recording using a **hotkey** or right-click the icon in the system tray. There may be a delay as the recording is finalized. The recording opens in the Camtasia Relay Review window.



13. If needed, click **Trimming** to set trim points to cut out extra video at the beginning and end of the presentation.



14. Click the **Submit** button.



- If you are connected to the Internet, the presentation starts uploading to the Camtasia Relay server. You receive an email when your presentation is published.
- If you are not connected to the Internet, the recording automatically starts uploading when you connect to the Internet. You do not receive notice when your presentation begins uploading.

While you cannot access your presentations on your computer, Camtasia Relay presenters can Check the Status of Your Presentation on the Camtasia Relay website. The email entered in the Guest of field also receives an email when your presentation is uploaded to the Camtasia Relay server.

> Keep in mind that when recording as a guest, either the presenter you are the guest of or an administrator must authorize the presentation before it can be produced.

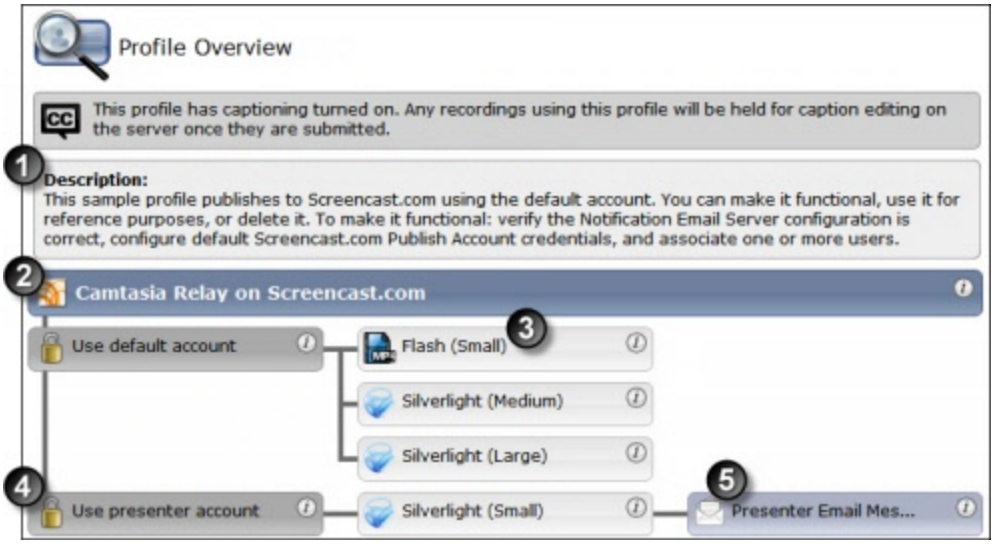
See also

- **Log In to Camtasia Relay**
- **Why Log In?**
- **Do I Have to Log in Before Recording?**
- **Don't Know Your Username or Password?**

Profiles in Camtasia Relay

A profile consists of settings that determine how a presentation is recorded, processed, and presented.

To access information on profiles available to you, log in to the Camtasia Relay website, click **Profiles**, and then click a profile in the table.



Settings included in a profile:

1	**Description**: What should you use this profile for? The description is entered by an administrator to help you to choose the correct profile for your needs.
2	**Publish destinations**: Where the produced files go. Presentations can be published to one or more destinations. Examples include an FTP server, a network drive, Screencast.com, or iTunes U.
3	**Encode settings**: What kinds of files are produced. The original recording is encoded into one or more formats. Examples include an audio only (MP3) encoding, an iPod-compatible encoding, or Windows Media format. Encoding can reduce the frame rate and audio quality, but can never improve the original recording.
4	**Publish accounts**: How to access the publish destinations. These accounts contain specific information used to place processed presentations in a publish destination, such as authentication information, folder selection, etc.
5	**Notifications**: How people are informed when presentations are published. Notifications are sent per profile and can include information about multiple encodings of the same presentation.

Only Camtasia Relay administrators can create or modify profiles.

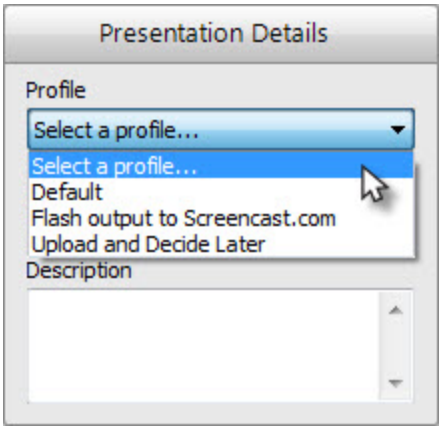
If you are not satisfied with existing profile options, you can select the Upload and Decide Later Profile. This sends the recording to the server where it remains until you contact your Camtasia Relay administrator to create or modify a profile.

See also

- **Which Profile Should I Choose?**
- **Can I Change My Profiles?**
- **Upload and Decide Later Profile**

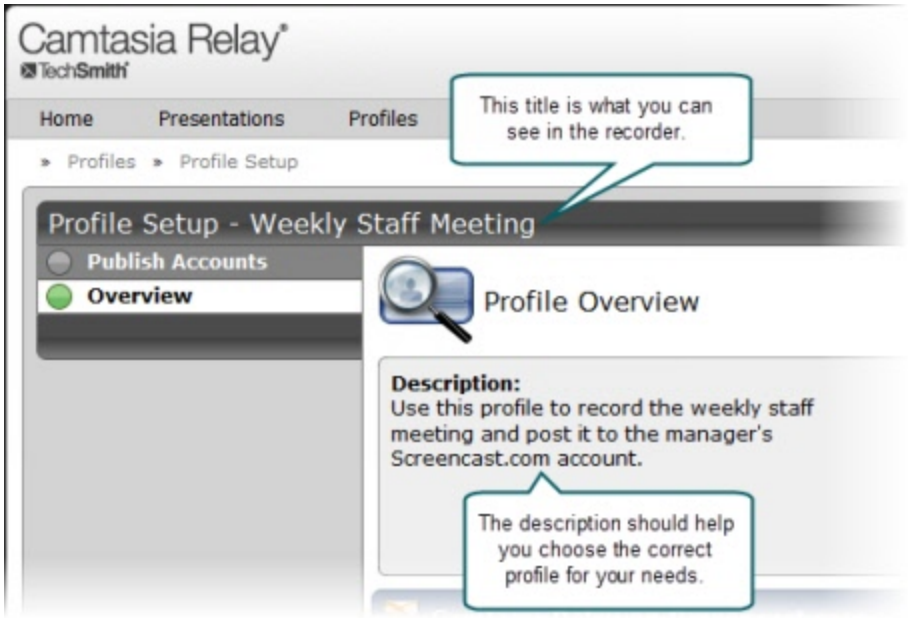
Which Profile Should I Choose?

Your administrator assigns profiles to you based on presenter needs. When you log into Camtasia Relay, you can view your assigned profiles by clicking on the profile dropdown list.



In the list, you only see the names of your available profiles. If you need more information on the profiles:

1. Log in to the Camtasia Relay website.
2. Click **Profiles**. A list of your available profiles is shown.
3. Click a profile in the list and then click **Overview** to see the profile's description and settings.



Only Camtasia Relay administrators can create or modify profiles. If you are not satisfied with existing profile options, select the **Upload and Decide Later Profile**. This sends the recording to the server where it remains until you contact your Camtasia Relay administrator to create or modify a profile.

See also

- **Profiles in Camtasia Relay**
- **Can I Change My Profiles?**
- **Upload and Decide Later Profile**

Can I Change My Profiles?

Only Camtasia Relay administrators can create or modify profiles. If you are not satisfied with your existing profile options, contact your Camtasia Relay administrator. Consider the following questions before contacting your administrator.

- What kind of recording do you want to make:
  - Will there be a lot of movement, such as video, in your presentations?
  - Are you going to record PowerPoint presentations?
  - Anything else the administrator should know about what you are recording?
  - Are you planning on editing presentations in Camtasia Studio?
- What kind of files do you want to produce:
  - Do you need multiple file types for the same presentation?
  - Is there a certain kind of file you need?
  - Do you want an audio-only file?
  - Should the produced presentations be certain dimensions?
- Where do you want the produced files to end up:
  - Do you have a file folder location for the produced files?
  - Do you have an account on Screencast.com that you want to use?
  - Do you want to send your presentations to a website via an FTP server?
  - Do you want to send your presentations to iTunes U?

> Some of the options mentioned above may not be available for your use.

See also

- **Profiles in Camtasia Relay**
- **Which Profile Should I Choose?**
- **Upload and Decide Later Profile**

Upload and Decide Later Profile

The Upload and Decide Later profile uploads the recorded presentation to the Camtasia Relay server but the recording is not encoded or published. An authorized presenter or administrator must assign a different profile and submit the recording for publishing via the **Camtasia Relay website**.

Why Use the Upload and Decide Later Profile?

- For guest presenters, it is the only profile available.
- You make a presentation in advance, but do not want it published until later.
- You are not satisfied with existing profile options and you wish to hold the recording on the server until you can contact your Camtasia Relay administrator to create or modify a profile.

See also

- **Record for Someone Else**
- **Record When Not Online**
- **Profiles in Camtasia Relay**
- **Which Profile Should I Choose?**
- **Can I Change My Profiles?**

Make a Test Recording

Few things are worse than recording an important presentation only to find out later there was no audio or you were recording the wrong screen. It is important to make a test recording—especially when new to Camtasia Relay.

To make a test recording:

1. Prepare your computer exactly as if you were presenting:
   - If you will use a projector, connect the projector.
   - If using a specific microphone, make sure it is connected and selected.
2. Click the blue **Test** button to initiate a 10-second test recording.

   During the test recording, speak in your presentation voice and launch your PowerPoint or Keynote presentation, or whatever will be on your screen during your recording.
3. At the conclusion of the test recording, the video opens in a review window.

   Click the **Play** button to review the recording. Verify the audio is acceptable and the correct screen content was recorded. Adjust as necessary.
4. Click **Close**.

See also

- **Record a Presentation**
- **Audio Devices**
- **More Than One Display**
- **Record with a Camera**
- **Record When Not Online**
- **Available Disk Space**

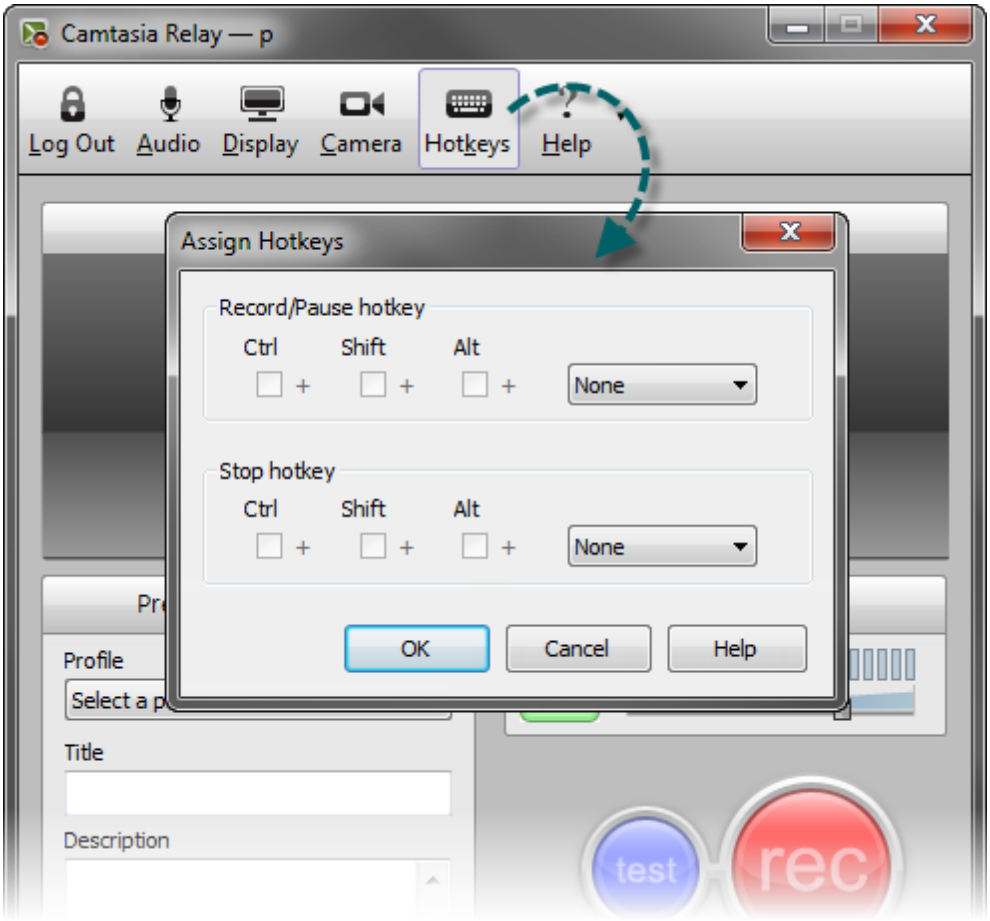
Hotkeys

In Camtasia Relay, hotkeys are for more than just convenience.

While they do save time, they also allow you to start, pause, and stop your recording without the audience seeing the Camtasia Relay recorder during the presentation.

To set hotkeys:

1. Choose **Settings > Hotkeys**.
2. Select a key combination for each hotkey.



3. Click **OK**.

See also

- Record a Presentation
- Audio Devices
- More Than One Display
- Record with a Camera
- Record When Not Online
- Available Disk Space

Audio Devices

Camtasia Relay records audio from the system as well as a single audio device, such as:

- Built-in microphones
- Standard microphones
- USB microphones
- Webcams
- Device line-in connected to a sound mixer

> You cannot change the audio device selection once a recording is started.

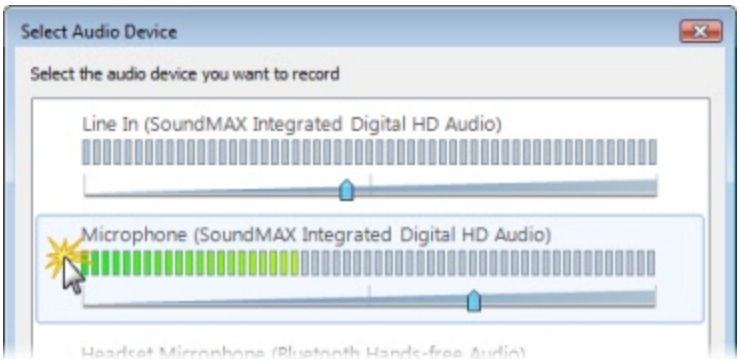
Select an Audio Device

1. Connect your audio device to the computer before launching Camtasia Relay.
2. Click the **Audio Device** button.

   The Select Audio Device dialog opens.

   > The Select Audio Device dialog shows the levels of all audio devices connected to the computer.

3. Click your audio device to select it.

4. Click **OK** to close the dialog.

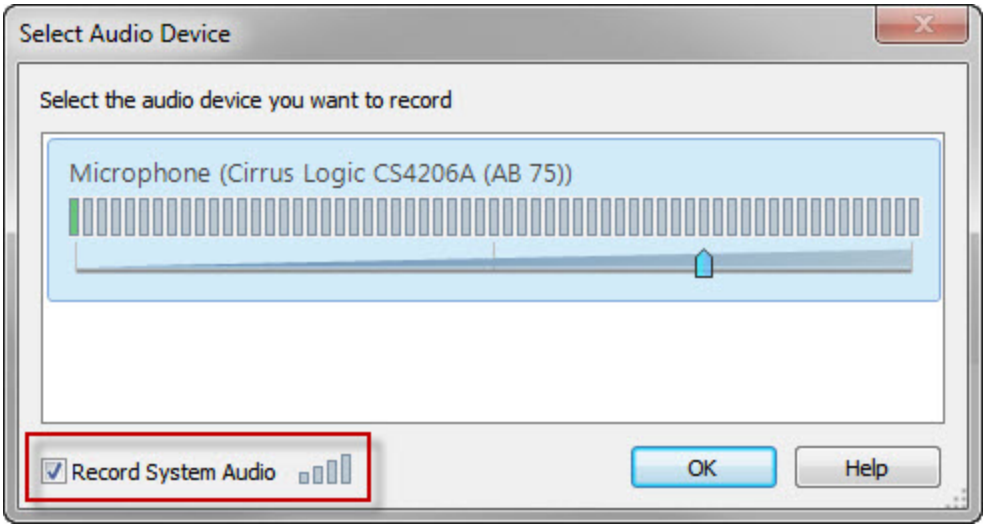
Record System Audio

To record the audio that plays on your system (the audio that you hear played back by your computer):

1. Click the **Audio Device** button.

   The Select Audio Device dialog opens.

2. Enable the Record System Audio checkbox. (This option is enabled by default.)



> The option to record system audio is not available for users of the Microsoft Windows XP operating system.

See also

- **Auto Adjust Audio Level**
- **Audio Tips**

Auto Adjust Audio Level

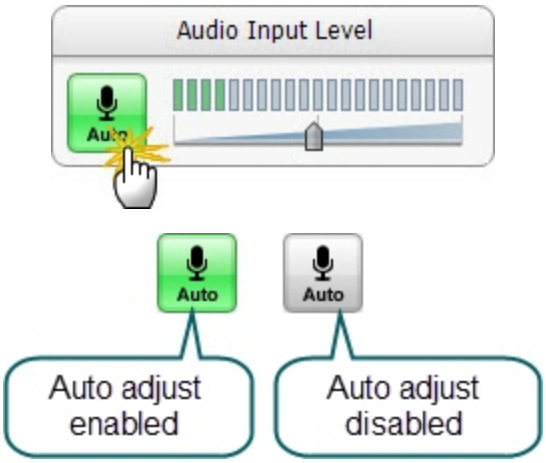
If the audio levels are too high when recording, the quality of your processed presentation is poor. Presentations recorded with poor audio also have a low level of accuracy in captions and full audio search (when transcription is provided by the profile).

By default, Camtasia Relay automatically adjusts the input level of the selected audio device to provide the best possible audio for your presentation. As the volume of the audio changes, the slider moves automatically to adjust the level of the recorded audio.

There are some cases when you may want to disable the auto adjust option:

- You use a sound mixer to combine and control the levels of multiple devices into a single audio input.
- You want more manual control of your audio input levels.

To disable the auto adjust feature, click the **Auto Adjust** button.



See also

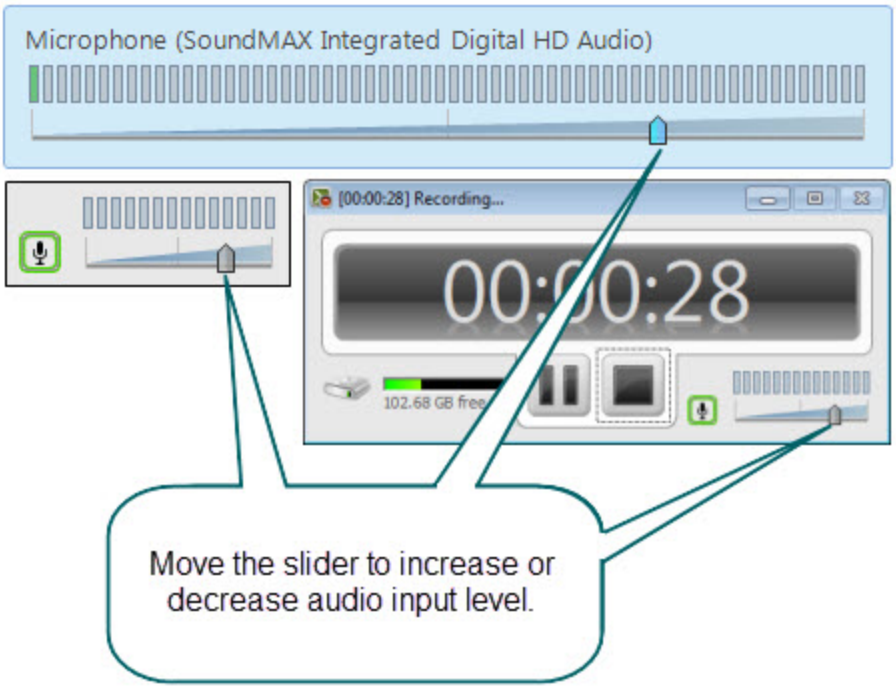
- **Audio Devices**
- **Audio Tips**

Audio Tips

Use the following tips to help you get the best audio in your presentation.

- **Verify you are recording the correct audio input.**
  - Make sure you click the **Audio Device** button, view all available devices while speaking into your microphone, and click the device based on the input levels. The names of devices can be deceiving and viewing the levels of all the connected devices helps you choose the correct device.
  - Make a **test recording**. Speak in your presentation voice and volume.
  - If you are using an external microphone, move away from the computer and speak to ensure you record the external microphone and not a potential built-in microphone on the computer.
  - Use the Windows Control Panel to verify desired audio input devices are enabled and working properly.
- **Use auto adjust or manually adjust the input level.**
  If the audio levels are too high and "clip" when recording, the quality of your processed presentation is poor. Presentations recorded with poor audio also have a low level of accuracy in captions and full audio search (when transcription is provided by the profile.)

  If you are not using the option to automatically adjust the audio input levels, make sure to adjust the audio level appropriately. Speak in your presentation voice and adjust the audio input slider so the indicator peaks near the end of the green bars and is not consistently showing red bars. You can adjust the audio input level before and after you start recording.



If you see the following message, enable the auto adjust option or move the audio slider to the left to decrease the input level.

- **Obtain a good external microphone.**

  Some computers have decent built-in microphones. Some do not. It might be worth investing in a USB or line-in microphone.

- **Verify audio inputs are enabled.**

  Click **Start > Control Panel > Sound** (Sound and Audio Devices on the Microsoft Windows XP operating system). Verify that audio inputs are enabled.

- **If necessary, use a powered audio input.**

  Some laptops do not have powered audio input ports. This means you need to use a powered microphone or a USB microphone.

- **Make a test recording to check system audio levels.**

  If you plan on recording system audio with your presentation, check to make sure it is recording at an appropriate volume level. For instance, if you plan on playing music during your presentation, play that music during your test recording. The volume level of system audio is recorded before volume adjustments from your laptop or the presentation room's audio system affect the signal, so the volume heard from your speakers or the room's sound system may not match the volume of the system audio in the recording.

- **If you lose audio during a presentation, a notification appears on screen**

  If the batteries in your microphone die, or the microphone becomes unplugged, a warning notification will appear to let you know that the Camtasia Relay recorder is no longer recording audio.

See also

- **Audio Devices**
- **Auto Adjust Audio Level**

More Than One Display

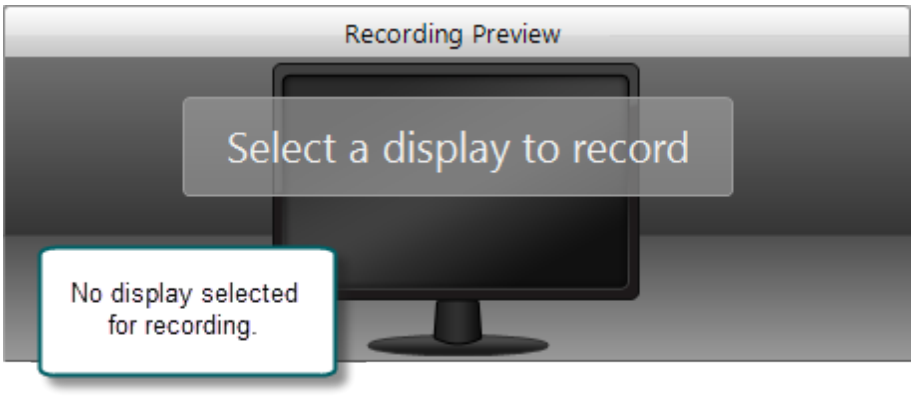
Camtasia Relay records one entire display. If your computer has multiple monitors or is connected to a projector, you need to specify which display to record.

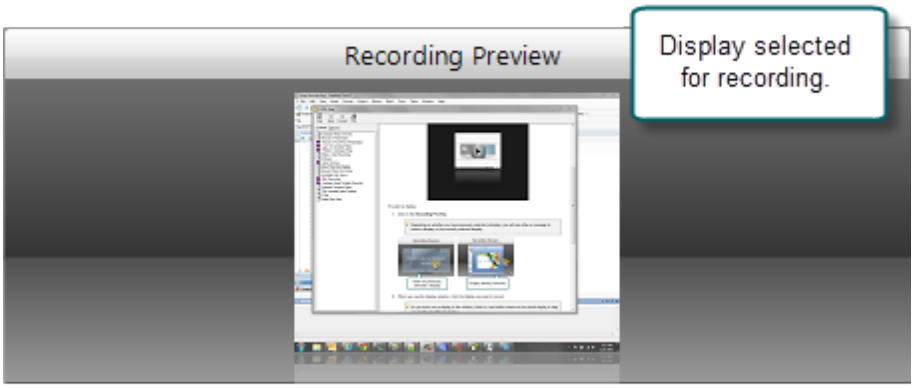
> Camtasia Relay displays a small window on the display not selected for recording. You can leave this up to help show how long you've been recording, or if you prefer, minimize it to the taskbar.

To select a display:

1. Click in the **Recording Preview**.

> Depending on whether you have previously selected a display, you will see either a message to select a display or the currently selected display.

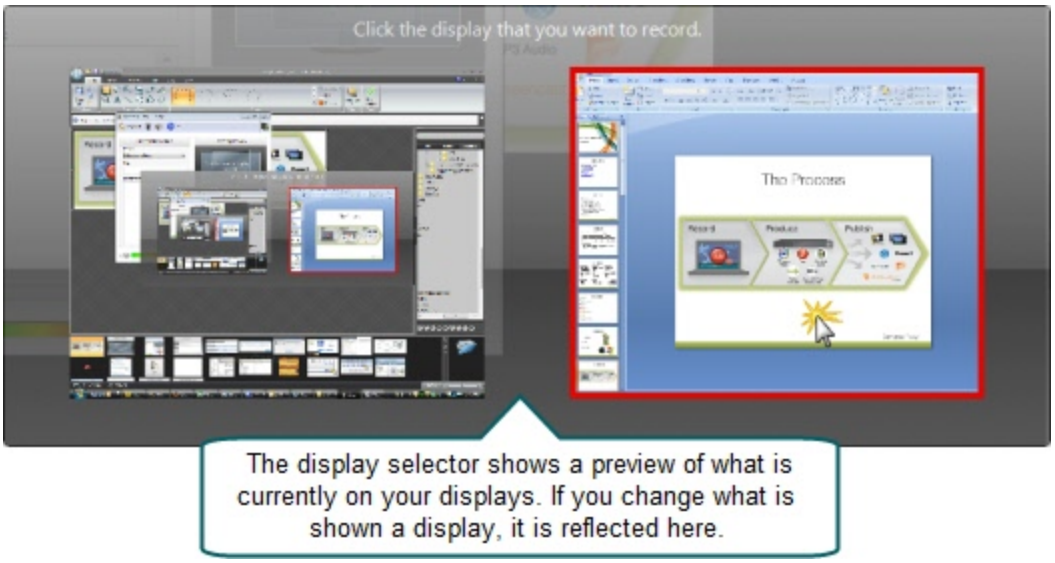




2. When you see the display selector, click the display you want to record.

> As you hover over a display in the selector, there is a red outline shown on the actual

display to help you identify the different displays.



If you click the Test button or the Record button prior to selecting a display to record, you are prompted to make a selection before recording starts.

When using PowerPoint with multiple monitors or a projector, make a test recording while running the presentation as a slide show to verify you record the correct screen. PowerPoint setting may affect which display slide shows display on.

Record with a Camera

Before recording, select a camera to record with your presentation. The camera video appears in the lower right corner of your produced presentation. During your presentation, the camera is not displayed on your screen.

Currently, there are no options to change the position or size of the picture-in-picture camera video.

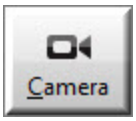
> Camera video is only included in profiles that use encode settings for Adobe Flash or Microsoft Silverlight formats.

> Camtasia Relay only supports recording video from webcam-type cameras. It does not support DV camera input.

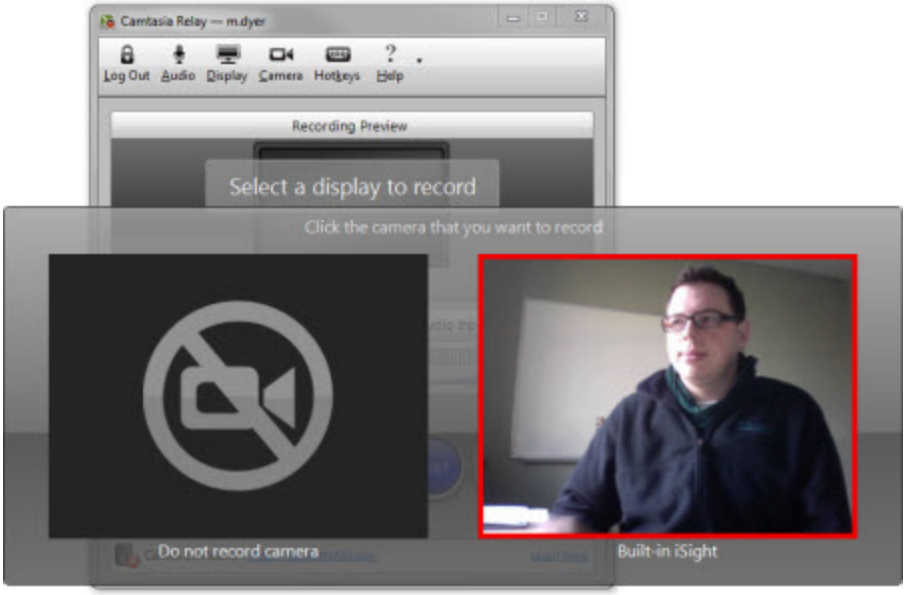
Select a Camera

To select a camera to record with your presentations:

1. Click the **Camera** button in the recorder toolbar.



2. The camera selection window appears. Select from available cameras to record that camera video with your presentation. Select "Do not record camera" to turn off camera video recording.



If another application is using the camera, Camtasia Relay may be unable to record the camera during a presentation.

Record When Not Online

You do not have to be connected to the Internet to record your presentation. If you are not connected to the Camtasia Relay server, the server icon at the bottom of the recorder has a red X.

> If you have previously logged in to Camtasia Relay, you can still login if you are offline. You can still access your profiles once you log in.

1. Record your presentation as normal.
2. Click the **Submit** button when finished.
3. The presentation is submitted for uploading. Because you are not connected to the Internet, the presentation becomes “queued” for upload. The presentation starts to upload automatically when the computer next connects to the Internet.

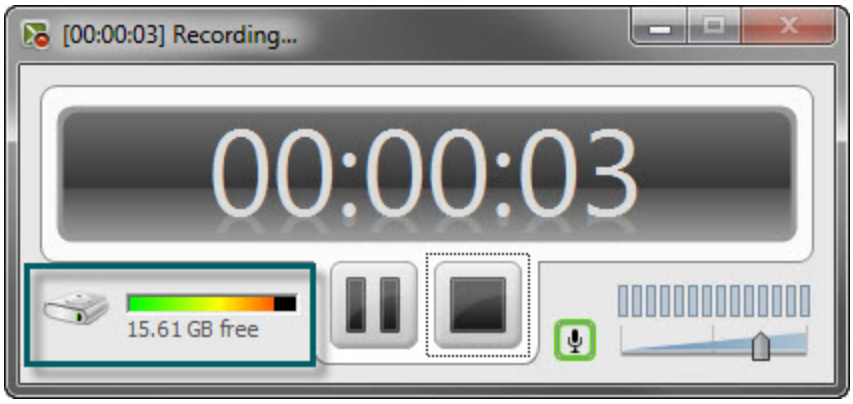
   > Presentations only upload when you are connected to the server. After you click **Submit**, you do not see any information when your presentation is uploading. If you’d like to check the status of your presentation, see **Check the Status of a Presentation**.

4. Depending on the profile, you may receive notification when the presentation is published.

Available Disk Space

While recording, at the bottom of Camtasia Relay is a disk space monitor. This monitor shows how much disk space is available to record.

> If you are running the Camtasia Relay portable recorder, Camtasia Relay first records to a temporary location on the computer before saving the presentation to the mobile storage device. The monitor shows either the space available on the mobile storage device or the space available on the computer, whichever has less space.



If you run out of space during a recording, the recording is paused. You can make more room on the computer by removing other files.

> To avoid interrupting you during a presentation, you are not notified when a recording is paused due to low disk space.

After Recording

After you finish recording, the presentation is finalized and opens in the Camtasia Relay Review window. Here, you can do the following:

- **Preview and Submit the Presentation**
- **Trim the Presentation**

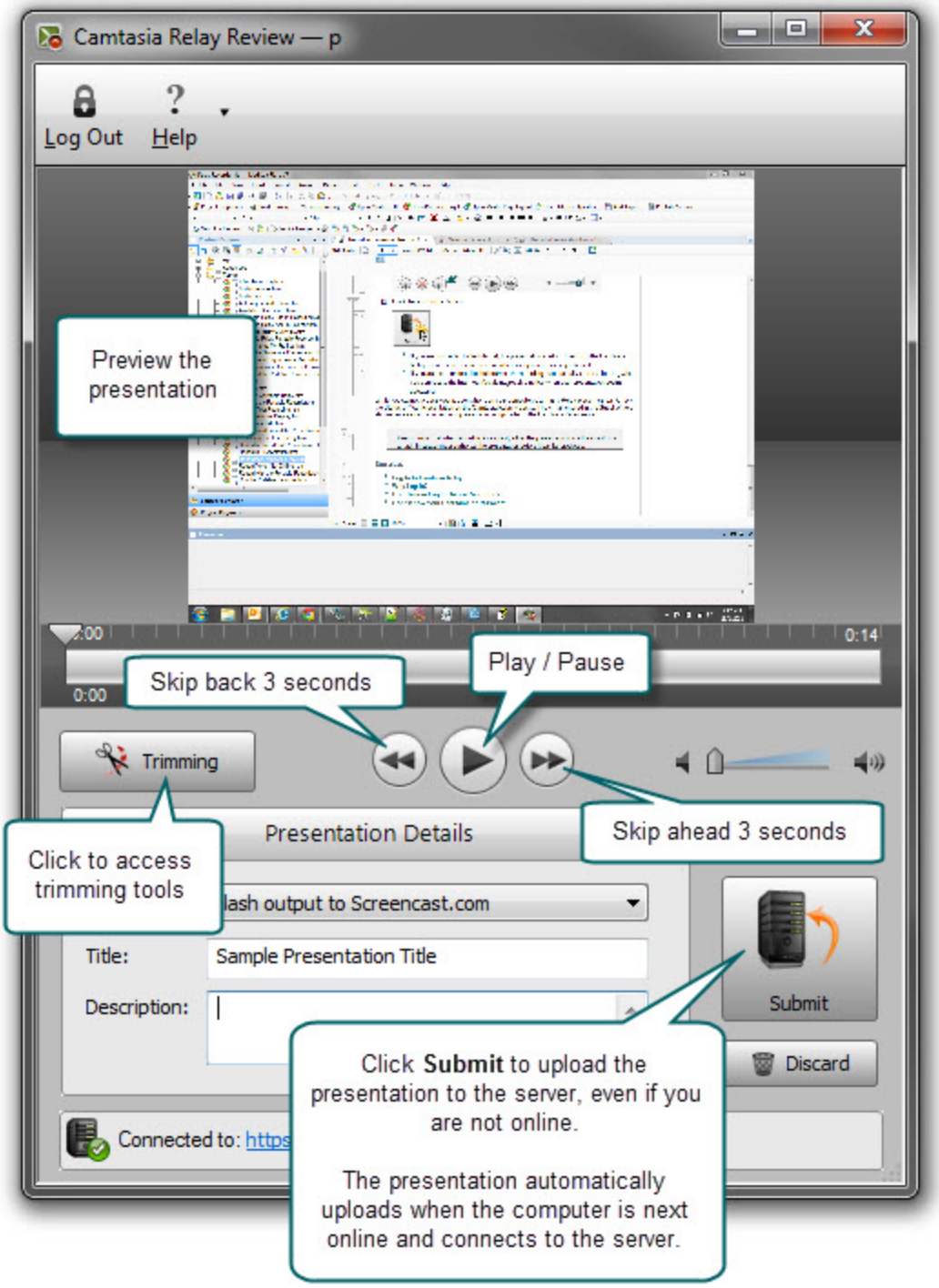
See also

- **What Happens After I Submit a Presentation**
- **Check the Status of a Presentation**

Preview and Submit the Presentation

After you finish recording your presentation, it opens in the Camtasia Relay Review window.

1. Preview your presentation.
2. If you did not do so prior to recording, log in, select a profile, and enter a title and description.
3. If you need to, **trim** the beginning and end of the presentation.



See also

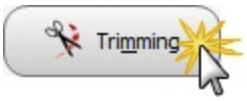
- **Trim the Presentation**
- **What Happens After I Submit a Presentation**
- **Check the Status of a Presentation**

Trim the Presentation

With Camtasia Relay, you can edit your presentation to remove extra video at the beginning or end. Trim your presentation to remove any extra audio and video you do not want in your published presentation.

To trim a presentation:

1. After you finish recording, click **Trimming** to access the trimming tools.



2. Move the playhead to the location you want to set as the beginning of the presentation and click the **Set presentation start** button.

3. Move the playhead to the location you want to set as the end of the presentation and click the **Set presentation end** button.

The red area of the timeline is cut from the presentation. Once you submit or save the recording, you permanently lose this part of the recording.

> If you want to remove the trim points, click Cancel trim (the red X button.) This removes the trim points and closes the trimming tools.

See also

- **Preview and Submit the Presentation**
- **What Happens After I Submit a Presentation**
- **Check the Status of a Presentation**

What Happens After I Submit a Presentation

After you click Submit, your presentation is readied for upload to the server.

- If you are connected to the Internet, the presentation starts uploading to the Camtasia Relay server. You receive an email when your presentation is published.
- If you are not connected to the Internet, the recording automatically starts uploading when you connect to the Internet. You do not receive notice when your presentation begins uploading.

You can **Check the Status of Your Presentation** on the Camtasia Relay website. You also receive an email when your presentation is produced and published.

> After you submit your presentation, you cannot access or view your presentation or the status of the upload in the Camtasia Relay recorder.

> If you lose or close your connection while the presentation is uploading, the process is paused and continues when the computer next connects to the Internet.

See also

- **Preview and Submit the Presentation**
- **Trim the Presentation**
- **Check the Status of a Presentation**

Check the Status of a Presentation

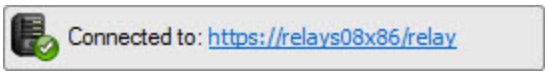
There are a couple of ways to learn the status of your presentation.

- Wait for an email notification indicating the presentation is published or the presentation needs attention.
- Log in to the Camtasia Relay website.

Check the Status of a Presentation

1. Go to the Camtasia Relay website.

   If you do not know the URL (web address) of your Camtasia Relay server, launch the Camtasia Relay recorder and click the server URL at the bottom of the application. You must be connected to the Internet to access the website.

2. Log in to the **Camtasia Relay website** using your presenter username and password.
3. Click the **Presentations** menu.

   Here you can view your presentation status and take action if needed.

See also

- **Preview and Submit the Presentation**
- **Trim the Presentation**
- **What Happens After I Submit a Presentation**

Camtasia Relay Portable Recorder

Run the Camtasia Relay portable recorder from a mobile storage device if there is any reason you cannot (or should not) record and upload directly from the presentation computer.

Examples of When to Use the Portable Recorder

- You need to record on a computer where you do not have permission to install applications.
- You need to record on a computer with limited or no network access.
- You want to record several presentations and upload them collectively at a later time.

> Depending on your organization, the portable recorder may or may not be available. Contact your administrator for more information.

See also

- **Download the Portable Recorder**
- **Run the Portable Recorder**
- **Log In to the Portable Recorder**
- **Record with the Portable Recorder**
- **Upload Presentations from the Portable Recorder**

Download the Portable Recorder

If you need a portable version of Camtasia Relay, use the following process to install the portable recorder on a mobile storage device, such as a USB flash drive.

1. Log in to the **Camtasia Relay website**.
2. Click **Recorder Download**.
3. Plug in a mobile storage device and format the device as FAT32.
4. If available, click **Download Portable Recorder** and save the .zip file to your computer.

   You may have to request the portable recorder. Click the button to send a request to your administrator.

5. Locate and open `PortableCamtasiaRelay.zip`.
6. Copy all files from the .zip file onto the mobile storage device. All files from the .zip folder need to be copied to the root of the device.

> Depending on your organization, the portable recorder may or may not be available. Contact your administrator for more information.

See also

- **Camtasia Relay Portable Recorder**
- **Run the Portable Recorder**
- **Log In to the Portable Recorder**
- **Record with the Portable Recorder**
- **Upload Presentations from the Portable Recorder**

Run the Portable Recorder

Depending on the operating system and security settings of a computer, you can start the portable recorder in one of the following ways.

Windows Operating System with AutoPlay Enabled

Under certain conditions, when you connect a mobile storage device that contains the portable recorder with a computer, you are presented with the option to immediately start the application.

Click **Start Camtasia Relay** to run the portable recorder.

Windows Operating System with AutoPlay Disabled

If AutoPlay is disabled, to run the recorder:

1. Open Windows Explorer (Right-click **Start** and select **Explore**.)
2. Navigate to the mobile storage device.
3. Double-click **PC Relay Recorder.exe**.

See also

- **Camtasia Relay Portable Recorder**
- **Download the Portable Recorder**
- **Log In to the Portable Recorder**
- **Record with the Portable Recorder**
- **Upload Presentations from the Portable Recorder**

Log In to the Portable Recorder

There are some considerations to keep in mind when you attempt to log in to the Camtasia Relay portable recorder.

- To log in on the portable recorder, you must first run the portable recorder on a computer that can connect to the Camtasia Relay server.

  To do this, connect the mobile storage device to a computer with the "regular" Camtasia Relay recorder installed on it. Open the portable recorder and log in. This saves your presenter information on the portable recorder and allows you to access your profiles when you are not connected to the server.

- If you run the portable recorder without previously logging in while connected to the server, you are not able to log in. Identify yourself as a **guest** to use the Upload and Decide Later profile.

See also

- **Camtasia Relay Portable Recorder**
- **Download the Portable Recorder**
- **Run the Portable Recorder**
- **Record with the Portable Recorder**
- **Upload Presentations from the Portable Recorder**

Record with the Portable Recorder

You may notice a few differences when running Camtasia Relay from a mobile storage device, but generally, the process of recording is the same. See **Record a Presentation** for more information.

Differences when Recording with Portable Recorder

- Click the **View Presentations** button

to see and upload the presentations saved to the mobile storage device.
- In most cases, you will not be connected to the server. When you see this icon , you are not connected to the server.
- After you finish recording, you must save your file to the mobile storage device running the Camtasia Relay portable recorder. You cannot submit it for upload from the computer you are using.
- You may not be able to log in. See **Log In to the Portable Recorder** for more information.
- When you finish your recording, click **Save** to save the presentation to the mobile storage device.
- If you are running the portable recorder on a computer with Camtasia Relay installed, you can choose to save your presentation or submit it for upload to the server.
- To upload saved presentations, connect the mobile storage device to a computer with Camtasia Relay installed on it. You can then **Upload Presentations from the Portable Recorder**.

See also

- **Camtasia Relay Portable Recorder**
- **Download the Portable Recorder**
- **Run the Portable Recorder**
- **Log In to the Portable Recorder**
- **Upload Presentations from the Portable Recorder**

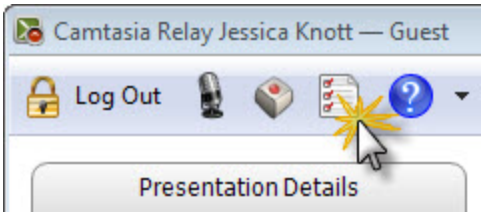
Upload Presentations from the Portable Recorder

To upload saved presentations from a mobile storage device, you must connect the mobile storage device to a computer with Camtasia Relay recorder installed on it.

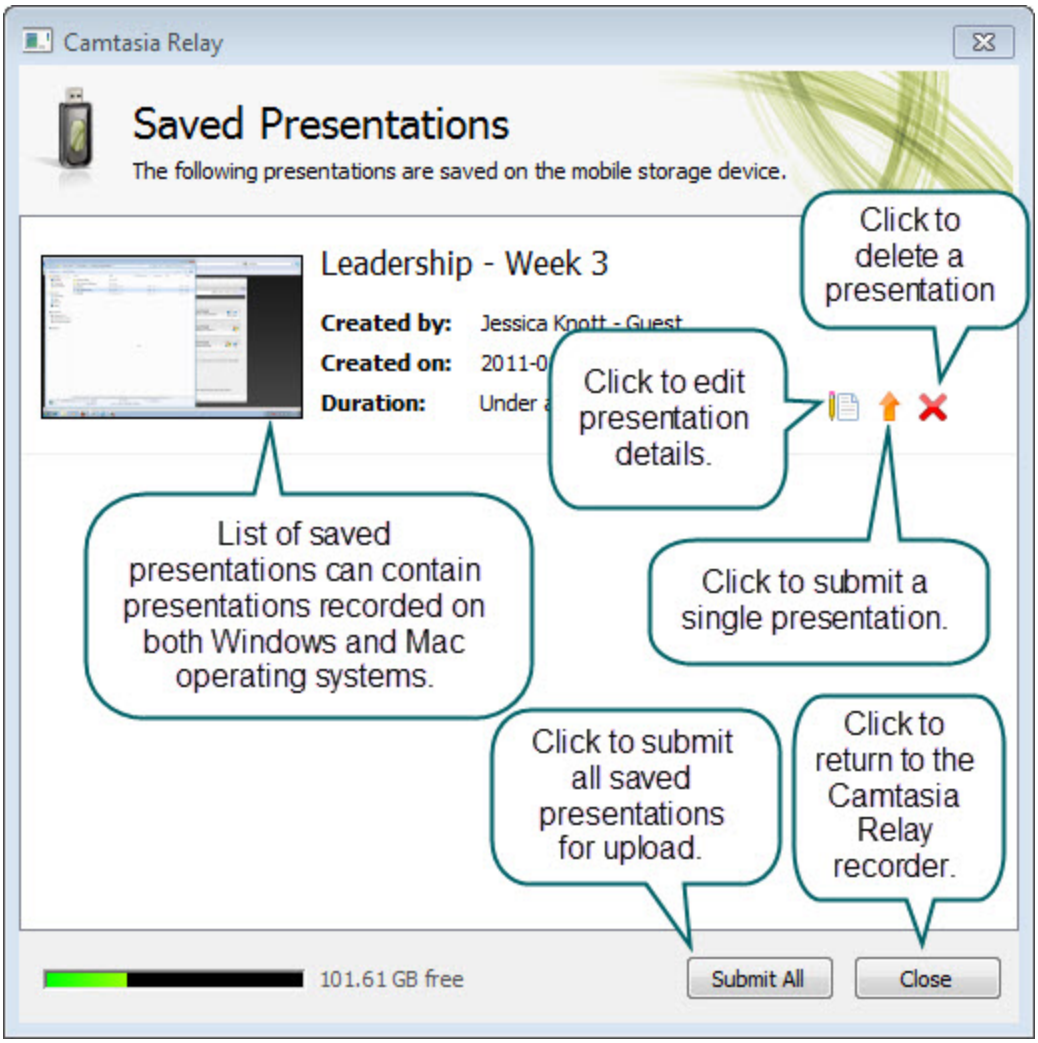
> You can submit saved presentations at any time. If you are not connected to the Internet, the presentations upload to the server when your computer is next connected.

To submit saved presentations for upload:

1. Click the **View Saved Presentations** button.



2. The Saved Presentations dialog opens.



3. Click **Submit All** to submit all of the presentations for upload or click to submit individual presentations.
   - If you are online and connected to the server, your presentation starts to upload.
   - If you are offline, your presentation is stored on the computer and automatically uploaded to the server once you are online and connected.

> After you upload saved presentations, you cannot access or view your presentation or the status of the upload in the Camtasia Relay recorder.

You can **Check the Status of a Presentation** on the Camtasia Relay website. You also receive an email when your presentation is produced and published.

See also

- **Camtasia Relay Portable Recorder**
- **Download the Portable Recorder**
- **Run the Portable Recorder**

- Log In to the Portable Recorder
- Record with the Portable Recorder

Update Camtasia Relay

When a new version of the Camtasia Relay recorder is available, an update notification appears in the upper right of the recorder window.

Update the Recorder

1. Click the **Update** button. (This button only appears when an update for Camtasia Relay recorder is available.)

2. Click **Get update**. The Camtasia Relay website is launched in your default browser.
3. Log in to the Camtasia Relay website.
4. The Camtasia Relay Recorder Download page appears. Download the correct recorder for your operating system.
5. Run the downloaded recorder installer.

The Camtasia Relay Website

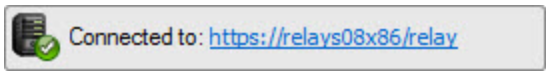
There are two parts to Camtasia Relay--the recorder, which runs on your computer, and the server, which processes and publishes all presentations. The way that presenters can interact with the server is through the Camtasia Relay website. The website is specific to and run by your organization.

Presenters use the same username and password to log in to both the recorder and the website.

Go to the website to:

- Check on presentations
- Learn about your profiles
- Specify publish destinations (available only for some profiles)
- Enter account information that may be required for some of your publish destinations

If you do not know the URL (web address) of your Camtasia Relay server, you can launch the Camtasia Relay recorder and click the server icon at the top right of the application. You must be connected to the Internet to access the website.



FAQs

Have a question about Camtasia Relay? The following questions and answers might help.

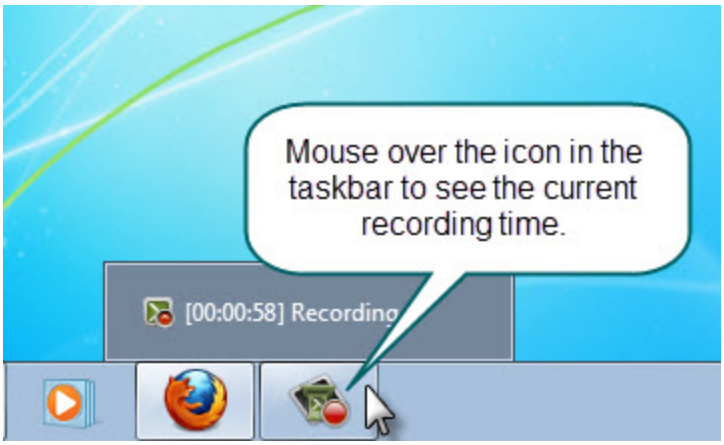
- What is Camtasia Relay?
- How do I know that Camtasia Relay is recording?
- Can I edit my recording?
- Are there things I should do before I start recording?
- I'm not currently online. Do I wait to submit my recording?
- What is the portable recorder? Why can't I find it to download?
- Where can I find more help?

What is Camtasia Relay?

Camtasia Relay lets you easily create a video and audio account of your lecture, presentation, or meeting. It captures all on-screen activity and audio on computers running on both Windows and Mac operating systems.

How do I know that Camtasia Relay is recording?

There are a couple of visual signals to help you know that Camtasia Relay is recording:



Can I edit my recording?

The Camtasia Relay recorder supports only trimming the beginning and end of your presentation. See **Trim the Presentation** for more information.

If you are interested in more serious editing capabilities, Camtasia Relay can produce files for editing in Camtasia Studio and Camtasia for Mac. This requires access to Camtasia software and profiles to produce these files to be set up by the administrator. Please contact your administrator to find out if this is available in your organization.

You can find more information about **Camtasia Studio** and how it works with Camtasia Relay on the **TechSmith website**.

Are there things I should do before I start recording?

- Camtasia Relay records everything on your screen and all audio picked up on your selected microphone. To avoid interruptions during the presentations, you may want to shut down other programs,

such as email, calendar reminders, instant messaging application, etc.

- You should do a test recording to verify Camtasia Relay is recording what you think it is recording and that your audio levels are appropriate. See **Make a Test Recording** for more information.
- Make sure you have enough disk space for recording. Check your **Available Disk Space** and remove any unnecessary files from your computer or portable storage device.

I'm not currently online. Do I wait to submit my recording?

No, you do not need to wait. After you finish recording, you should submit the presentation, whether you are online or not. When you submit, the presentation is "readied" for upload. If you are not online, the presentation is saved to your computer and automatically starts uploading the next time your computer is online. It uploads "behind the scenes" and you will not see any visible cues on your computer. You can**Check the Status of a Presentation** on the Camtasia Relay website.

What is the portable recorder? Why can't I find it to download?

The Camtasia Relay portable recorder is an optional component and may not be available in your organization. You should contact your administrator for additional information.

Where can I find more help?

- For general Camtasia Relay resources from TechSmith, the makers of Camtasia Relay, see **Need More Help?**
- Please contact your administrator for organization-specific information such as the final location of your presentations, login or password issues, microphone issues, etc.

Need More Help?

In addition to the in-product help files, there are several different ways to get help for using Camtasia Relay.

- **Camtasia Relay Learning Center**

  If you're looking for answers to How to…? or How do I…? questions, you can find the most up to date tutorials and product information in the Camtasia Relay section of the TechSmith.com Learning Center.

- **TechSmith Support Center**

  Having a technical issue? In the TechSmith Support Center you can search for answers to technical issues and contact support.