

Camtasia Relay® Presenter Website Help

Version 4.3.0

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Introduction

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 port-able 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.



Topics included in this help file include:

- Important Camtasia Relay Concepts
- Home
- Account Settings
- Help and Resources
- Presentations
- Caption Editor
- Profiles
- Profile Setup
- Publish Account Setup
- Download Recorders
- Camtasia Relay Portable Recorder

Important Camtasia Relay Concepts

Before you start using Camtasia Relay, there are several concepts you should be familiar with. Please review the following topics.

The Camtasia Relay Recorder

To record a presentation, you first need to download and install the Camtasia Relay recorder on your computer. Click **Download Recorders** and then click the recorder download link for your operating system to start the download.

The portable recorder can be installed on a mobile storage device, such as a USB flash drive. This recorder provides you with an option for recording when you:

- Do not have permission to install applications.
- Have limited or no network access.
- Have several presentations and want to 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.

For more information on the recorder, see **Download Recorders**.

Profiles

Profiles are the backbone of Camtasia Relay. They allow presenters to record without having to make any decisions about how the presentations are processed or where they are placed for viewing.

Profiles are created by the administrator and include settings that define how the presentation is recorded, processed, and published. When selecting a profile in the Camtasia Relay recorder, only the profile title is available to help presenters choose which one to use; the profile description is only visible on the website.

The Upload and Decide Later Profile sends the recording to the Camtasia Relay server but does not process the recording in any way. The presentation stays in the Needs Attention state on the server until an administrator or the presenter selects a profile to use or deletes the presentation.

For more information, see Profiles.

Accounts

After presentations are processed, they are sent to *publish destinations* for viewing. Publish destinations include locations like iTunes, a Screencast.com account, a file server, etc. In many cases, account credentials are required to access publish destinations.

There are two ways that Camtasia Relay can handle credentials. Credentials can be supplied by an administrator, or a presenter may be required to enter his or her own account credentials.

In the case where a presenter is required to enter credentials, he or she must log into the Camtasia Relay website and add a *publish account* for a given publish destination.

Presentations submitted using a profile that needs a presenter to add a publish account are held in the *Needs Attention* state until a valid publish account is added.

For more information on how to add a publish account, see **Publish Account Setup**.

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Home

The Home page gives presenters a quick peek into their Camtasia Relay account.



may include caption editing, assigning a profile to an uploaded presentation, and adding or updating publish account information.

Recent Presentations: This area displays all recent presentations from the presenter. Click a presentation name to see detailed information about a presentation's status.

Camtasia Relay Recorders: This link takes a presenter directly to the Download Recorders page to locate and download the Camtasia Relay recorder.

Frequently Asked Questions: These questions and answers help a presenter find some basic Camtasia Relay information. Click a question to reveal the answer. Click View All to go to the Help and Resources page to find additional FAQs and links to training videos.

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Account Settings

Depending on how your Camtasia Relay administrator sets up Camtasia Relay, you may need or want to modify your Camtasia Relay account.

Presenters may not have the ability to modify their Camtasia Relay account information in some cases. For example, if presenter login information in Camtasia Relay is bound to net-work credentials presenters cannot edit username and password on the Camtasia Relay website.

On the Change Account Information tab, presenters can access the following fields:

- The Name field changes the name used in presentation notifications.
- The Email Address field changes the email address to which email notifications, such as completed presentations, are sent.

If the Change Password tab is available, presenters can change the password they use to log into the Camtasia Relay website and recorder.

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Help and Resources

The Help and Resources page assists presenters in answering questions or finding help for the Camtasia Relay website.

Here presenters can view training videos, access frequently asked questions and answers, and link directly to the Download Recorders page.

Presentations

The Presentations page allows you to view presentations by state and take action to resolve issues.

Presentations in all states have the following information:

- User name and email of presenter that submitted the presentation
- Date and time the presentation was recorded
- Presentation description, if entered by the presenter
- Profile used, with link to view and edit profile
- Duration of presentation
- Resolution of presentation

You can view presentations on the server by the following states:

States	Description
Needs Attention	Use the information and options provided to resolve issues so the presentation can process. Includes a list of presenters and a list of profiles to select from. You can also delete presentations.
Processing	View the progress of a processing presentation. You can see the progress of each job associated with the presentation, including transcription, encoding, publishing, and notifications.
Uploading	View the upload progress and cancel upload, if needed.
Completed	View the status of presentations that have completed processing. For some pub- lish destinations, links are included to view the published presentation.
Deleted	View information about any deleted presentations.
Failed	Use the information provided to figure out why a presentation failed. Includes status information to show you which part of processing failed.
Held for Captioning	View the presentations held for caption editing. When caption editing is complete or to skip caption editing, click Edit Captions to open the presentation in the caption editor or Release Hold to continue processing the presentation.

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Caption Editor

The Caption Editor page allows presenters and global caption editors to review and edit captions that were created automatically by Camtasia Relay. When a presentation is held for caption editing, all processing and publishing is stopped until the presenter releases the presentation to complete processing and publishing.

Users can only access the Caption Editor page if they have a presentation that is being held for caption editing.

Microsoft Silverlight is required to edit captions. The website prompts you if installation of or an



See also

- Access the Caption Editor
- Edit Presentation Captions
- Caption Editing Tips

Access the Caption Editor

When a presenter has a presentation that is ready for caption editing, there are a few ways to get to the caption editor. Global caption editors can only have access to the third option, the Presentations page.

From the notification email

Click the **Edit the presentation captions** link in the email you receive when a presentation is ready for caption editing.



From the Home page

Click the name of a presentation shown under Presentations held for caption editing.



- From the Presentations page
 - Select Held For Captioning from the Status dropdown list.

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» Preser	ntations			
Presentations		Held For Captioning (1)		
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Click a presentation to select it.

On the right side of the page, click Edit Captions.



See also

- Edit Presentation Captions
- Caption Editing Tips

Edit Presentation Captions

Once a presentation is open in on the Caption Editor page, use the following process for editing captions and submitting the presentation for final processing and publishing:

1. On the Edit Captions tab, use the video controls review the automatic captions.



2. Edit existing captions by clicking inside a caption and editing the text.



4. To save your work, click **Save**.

Camtasia Relay automatically saves changes to the presentation captions every minute.

5. When the captions are complete, click the Preview and Submit tab.



6. Review the presentation and make any final adjustments to the text or timing of the captions.



When you are satisfied with the captions, click **Publish**.
The presentation continues processing and publishing.

Camt	asia Relay*					
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Caption Editing Tips

Here are some tips to help you when editing captions:

- To stop at the end of each caption, disable the Continuous Playback button
- While working in a caption, click **Replay** to repeat the text of the selected caption once. Repeatedly click the **Replay** button until you are able to transcribe the entire caption.



The number in the lower right of a caption shows the remaining characters available to keep the caption within compliancy guidelines. If a caption is too long, it turns yellow and shows a negative number of characters available.



Click the Split button III to separate a caption into two smaller captions.

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Use the standard keyboard shortcuts for Undo (<CTRL+Z>, <Command+Z>) and Redo (<CTRL+Y>, <Command+Y>) to undo or redo your actions in the caption editor.

- Access the Caption Editor
- Edit Presentation Captions

Profiles

A profile consists of settings that determine how a presentation is recorded, processed, and presented. Profiles are created by the Camtasia Relay administrator. If you do not have a profile that provides you with the options that you need, see Can I Change My Profiles?

To access information on profiles available to you:

- 1. Log in to the Camtasia Relay website.
- 2. Click **Profiles**
- 3. In the list of profiles, click a profile.
- 4. Click **Overview**. See **Profile Setup** for additional information.

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.

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.

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Profile Setup

On the Profile Setup page for a profile, presenters can select publish accounts to use for the profile and access an overview of a profile.

Publish Accounts

Publish Accounts include the specific information used to place processed presentations in a publish destination, such as user authentication information, folder selection, etc.

Select a publish account for each encode setting or select one publish account to use for all encodings within a publish destination.

Profile Overview

the server once the	ioning turned on. Any recordings using y are submitted.	this profile w	vill be held for caption editing on
Description: This sample profile publish reference purposes, or de correct, configure default \$	nes to Screencast.com using the default lete it. To make it functional: verify the Screencast.com Publish Account credeni	account. You Notification E tials, and ass	u can make it functional, use it fo Email Server configuration is sociate one or more users.
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Camtasia Relay on	Flash (Small)	© ©	
🕥 Camtasia Relay on	Silverlight (Large)		

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.

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Publish Account Setup

On the Publish Account Setup page for a profile, presenters can select publish accounts to use for the profile and access an overview of a profile.

For each available publish destination, you can define the accounts for Camtasia Relay to use to access it.

Publish Accounts include the specific information used to place processed presentations in a publish destination, such as user authentication information, folder selection, etc.

To Create a Publish Account

- On the Publish Account page (Profiles > Publish Accounts Setup), click one of the publish destinations you have set up.
- 2. Enter information for the new account.
- 3. Select if you want to make the account the **default account**. See the tips below for information about default accounts.
- 4. If not a default account, select if you want to **Use account information from default account**. This allows you to use the credentials from the default account and modify other account information, such as paths, folders, and URLs.
- 5. Click Save.

Things to Consider About Publish Accounts

The following information might help you in making some decisions when creating your publish accounts.

Each publish destination can have a default account.

This can be helpful in several ways:

- You can set up a default account to hold the credentials used to access a publish destination, and then use the other accounts to place presentations into various folders.
- When you select a publish destination and encode setting in a profile, the default account is selected automatically for the publish account.
- You can select different publish accounts for each publish destination/encode setting combination in a profile.

YouTube publish accounts require verification to upload videos longer than the YouTube maximum (15 minutes as of November 2011). For more information on verifying your YouTube account, visit **YouTube.com**.

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Download Recorders

On the Download Recorders page, presenters can access and download the Camtasia Relay recorders.

As of version 4.1, when a new version of the Camtasia Relay server is installed, an update notification is sent to Camtasia Relay recorder clients informing users of the availability of an update. Recorders downloaded from versions of Camtasia Relay prior to 4.1 receive no update notifications.

When presenters download the recorder, any available plug-ins and add-ins are also installed on the presenters' computers.

Windows Operating Systems

- Presenters are given the option in the Camtasia Relay recorder installer to install the Camtasia Relay Add-In for Microsoft Office PowerPoint. This add-in allows a presenter to easily record a PowerPoint slide show with Camtasia Relay from inside of PowerPoint. See the Camtasia Relay recorder help for more information.
- Presenters that are also running Camtasia Studio 5.1 and above are provided with a plug-in that allows for sending a Camtasia Studio project to the Camtasia Relay server for production and publishing. An option to produce with Camtasia Relay is added to the production process in Camtasia Studio automatically when both programs are installed on the same computer.

Mac Operating Systems

Presenters that are also running Camtasia for Mac 1.2 and above are provided with a plug-in that allows for sending a Camtasia for Mac project to the Camtasia Relay server for production and publishing. An option to share with Camtasia Relay is added to Camtasia for Mac automatically when both programs are installed on the same computer.

TechSmith Fuse® for Camtasia Relay

In addition to recording a computer screen, live video footage taken with a mobile device recorded with TechSmith Fuse for Camtasia Relay can be sent to a Camtasia Relay server. TechSmith Fuse for Camtasia Relay uses profiles to encode and publish your video just like the desktop application, but with all the portability of your mobile device.

Existing videos on your mobile device can also be uploaded via TechSmith Fuse.

TechSmith Fuse for Camtasia Relay is available for iOS and Android devices.

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Camtasia Relay Portable Recorder

Download and use the Camtasia Relay portable recorder 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. Plug in a mobile storage device and format the device as FAT32.
- If available on the Download Recorders page, 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.

- 3. Locate and open PortableCamtasiaRelay.zip.
- 4. 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.

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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 recorder:

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

Mac Operating System

- 1. Navigate to the mobile storage device.
- 2. Double-click Mac Camtasia Relay.

See also

- Camtasia Relay Portable Recorder
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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.

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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.

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.

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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 1 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 upload to the server once you are online and connected.

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