



TechSmith Relay[®] (Self-Hosted)

Presenter Help

Version 5.0

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Introduction

With TechSmith Relay, capture and publish your lecture or presentation anytime, anywhere—in the classroom, in the conference room, at your desk, or at home. TechSmith Relay supports a wide variety of media formats on multiple playback devices including portable media devices such as the Apple iPod and via iTunes U.

There are two parts to TechSmith Relay—the recorder which runs on your computer and the server which processes and publishes all presentations.

Important TechSmith Relay Concepts

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

The TechSmith Relay Recorder

To record a presentation, you first need to download and install the TechSmith 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 TechSmith 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 TechSmith 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 TechSmith 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 TechSmith 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 TechSmith 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](#).

See also

- ▶ [Introduction](#)
- ▶ [Account Settings](#)
- ▶ [Help and Resources](#)
- ▶ [Presentations](#)
- ▶ [Caption Editor](#)
- ▶ [Profiles](#)
- ▶ [Profile Setup](#)
- ▶ [Publish Account Setup](#)
- ▶ [Download Recorders](#)
- ▶ [TechSmith Relay Portable Recorder](#)

Account Settings

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

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

See also

- ▶ [Introduction](#)
- ▶ [Important TechSmith Relay Concepts](#)
- ▶ [Help and Resources](#)
- ▶ [Presentations](#)
- ▶ [Caption Editor](#)
- ▶ [Profiles](#)
- ▶ [Profile Setup](#)
- ▶ [Publish Account Setup](#)
- ▶ [Download Recorders](#)
- ▶ [TechSmith Relay Portable Recorder](#)

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 publish destinations, links are included to view the published presentation. Select Remove from List to permanently remove a presentation from the Completed list.
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.

See also

- ▶ [Introduction](#)
- ▶ [Important TechSmith Relay Concepts](#)
- ▶ [Account Settings](#)

- ▶ [Help and Resources](#)
- ▶ [Caption Editor](#)
- ▶ [Profiles](#)
- ▶ [Profile Setup](#)
- ▶ [Publish Account Setup](#)
- ▶ [Download Recorders](#)
- ▶ [TechSmith Relay Portable Recorder](#)

Caption Editor

The Caption Editor page allows presenters and global caption editors to review and edit captions that were created automatically by TechSmith 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 update to Silverlight is required.



See also

- ▶ [Access the Caption Editor](#)
- ▶ [Edit Presentation Captions](#)
- ▶ [Caption Editing Tips](#)

Access the Caption Editor

When a presenter has uploaded media that is ready for captioning, there are a few ways to get to the caption editor. Global caption editors have access to a third option, the Presentations page.

- ▶ From a Notification Email.
Click the **Edit the presentation captions** link in the email you receive when a presentation is ready for caption editing.
- ▶ From the TechSmith Relay Website Dashboard
Click the name of a presentation shown under Presentations held for caption editing.
- ▶ From the Presentation List on the TechSmith Relay Website.
 - ▶ Select **Held For Captioning** from the Status dropdown list.
 - ▶ 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 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.



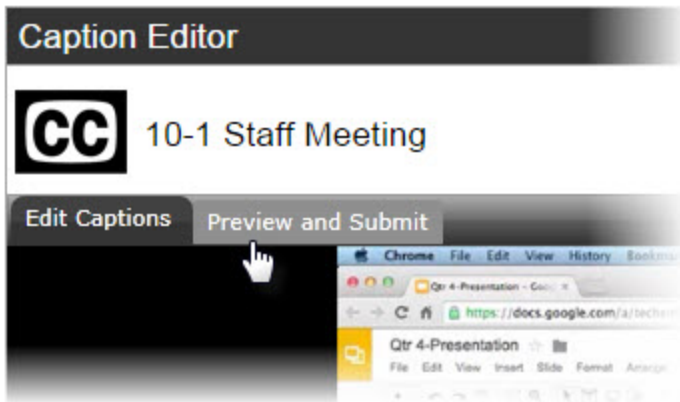
2. Edit existing captions by clicking inside a caption and editing the text.



3. Add , delete , and split captions as needed using the controls.
4. To save your work, click **Save**.

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

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



- 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.

Home Presentations Profiles Download Recorders

Presentations Processing (1)

10-1_ Staff Meeting 10/14/2010 @ 7:06 PM
Weekly Staff Meeting Mary Smith

User: Mary Smith (m.smith) Sign Out

10-1 Staff Meeting

Submitted by: M.Smith (m.smith@techsmith.com)
Recorded: 11/25/2014 at 12:48 AM
Description: Presentation to business group

Computer name: tsc-534-win7.techsmith.com (199.254.220.4) Video Source: TechSmith Relay Recorder - Windows
Profile: Sample_profile
Duration: 00:00:12
Resolution: 1440x900

Type	Destination	Status	Progress
Speech to Text Transcription		Processed	100%
Editor Video Format (WMV)		Pending	0%
MP4 with Smart Player (Medium)		Pending	0%
MP4 with Smart Player (Medium)	TechSmith Relay on Screencast.com	Pending	0%


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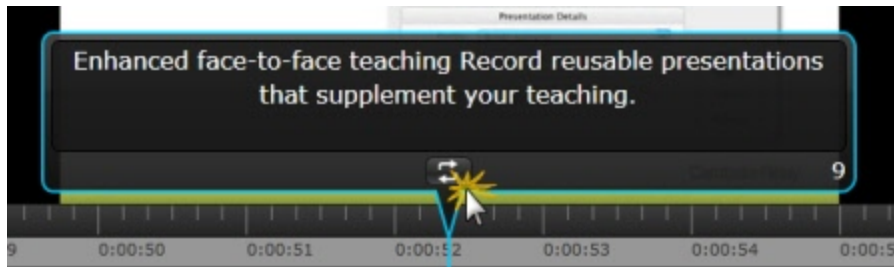
See also

- ▶ [Access the Caption Editor](#)
- ▶ [Caption Editing Tips](#)

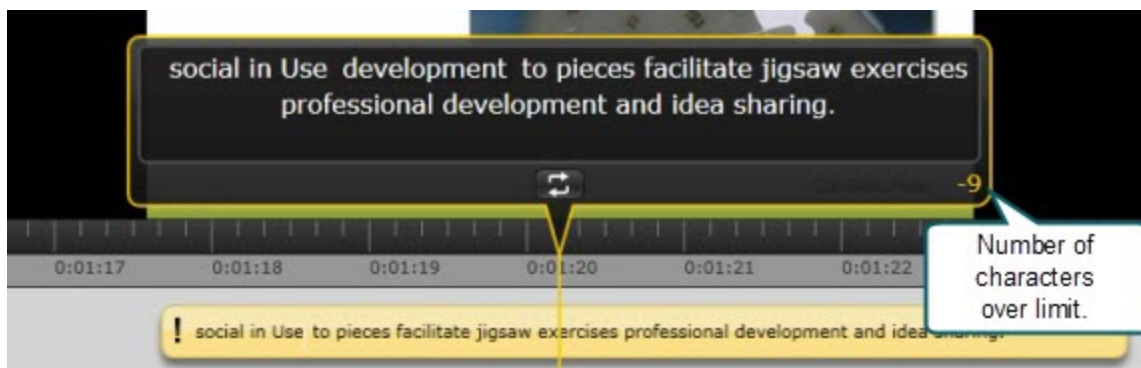
Caption Editing Tips

Here are some tips to help you when editing captions:

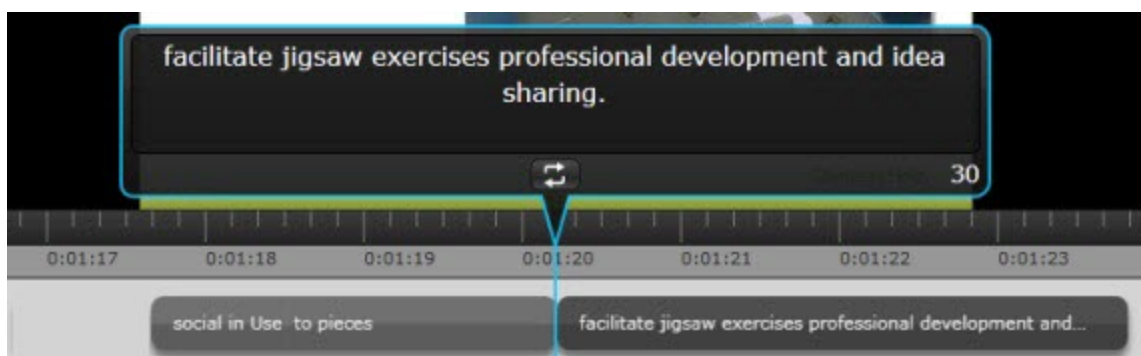
- ▶ To stop at the end of each caption, disable the Continuous Playback button .
- ▶ While working in a caption, click **Replay** to repeat the text of the selected caption once. Repeatedly click the **Replay** button until you are able to transcribe the entire caption.



- ▶ 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 to separate a caption into two smaller captions.



- ▶ 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.

See also

- ▶ [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 TechSmith 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 TechSmith Relay website.
2. Click **Profiles**
3. In the list of profiles, click a profile.
4. Click **Overview**. See [Profile Setup](#) for additional information.

Only TechSmith 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 TechSmith Relay administrator to create or modify a profile.

Can I Change My Profiles?

Only TechSmith Relay administrators can create or modify profiles. If you are not satisfied with your existing profile options, contact your TechSmith 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

- ▶ [Introduction](#)
- ▶ [Important TechSmith Relay Concepts](#)
- ▶ [Account Settings](#)
- ▶ [Help and Resources](#)
- ▶ [Presentations](#)
- ▶ [Caption Editor](#)
- ▶ [Profile Setup](#)
- ▶ [Publish Account Setup](#)
- ▶ [Download Recorders](#)
- ▶ [TechSmith Relay Portable Recorder](#)

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

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.

See also

- ▶ [Introduction](#)
- ▶ [Important TechSmith Relay Concepts](#)
- ▶ [Account Settings](#)
- ▶ [Help and Resources](#)
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- ▶ [Caption Editor](#)
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- ▶ [Publish Account Setup](#)
- ▶ [Download Recorders](#)
- ▶ [TechSmith Relay Portable Recorder](#)

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 TechSmith 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

1. 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.

See also

- ▶ [Introduction](#)
- ▶ [Important TechSmith Relay Concepts](#)
- ▶ [Account Settings](#)
- ▶ [Help and Resources](#)

- ▶ **Presentations**
- ▶ **Caption Editor**
- ▶ **Profiles**
- ▶ **Profile Setup**
- ▶ **Download Recorders**
- ▶ **TechSmith Relay Portable Recorder**

Download Recorders

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

As of version 4.1, when a new version of the TechSmith Relay server is installed, an update notification is sent to TechSmith Relay Recorder clients informing users of the availability of an update. Recorders downloaded from versions of TechSmith 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 TechSmith Relay recorder installer to install the **TechSmith Relay Add-In for Microsoft Office PowerPoint**. This add-in allows a presenter to easily record a PowerPoint slide show with TechSmith Relay from inside of PowerPoint. See the TechSmith 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 TechSmith Relay server for production and publishing. An option to produce with TechSmith 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 TechSmith Relay server for production and publishing. An option to share with TechSmith Relay is added to Camtasia for Mac automatically when both programs are installed on the same computer.

▶ TechSmith Fuse®

In addition to recording a computer screen, live video footage taken with a mobile device recorded with TechSmith Fuse can be sent to a TechSmith Relay server.

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

TechSmith Fuse is available for iOS, Android, and Windows devices.

See also

- ▶ [TechSmith Relay Portable Recorder](#)
- ▶ [Introduction](#)
- ▶ [Important TechSmith Relay Concepts](#)
- ▶ [Account Settings](#)
- ▶ [Help and Resources](#)
- ▶ [Presentations](#)
- ▶ [Caption Editor](#)
- ▶ [Profiles](#)

- ▶ [Profile Setup](#)
- ▶ [Publish Account Setup](#)

Download the Portable Recorder

If you need a portable version of TechSmith 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.
2. 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 `PortableTechSmithRelay.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.

See also

- ▶ [TechSmith Relay Portable Recorder](#)
- ▶ [Run 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 TechSmith 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 TechSmith Relay server.
To do this, connect the mobile storage device to a computer with the "regular" TechSmith 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

- ▶ [TechSmith 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 TechSmith 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 TechSmith 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 TechSmith 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 TechSmith Relay installed on it. You can then [Upload Presentations from the Portable Recorder](#).

See also

- ▶ [TechSmith Relay Portable Recorder](#)
- ▶ [Download the Portable Recorder](#)
- ▶ [Run the Portable Recorder](#)
- ▶ [Log In to 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 TechSmith 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 TechSmith Relay.exe**.

Mac Operating System

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

See also

- ▶ [TechSmith Relay Portable Recorder](#)
- ▶ [Download the Portable Recorder](#)
- ▶ [Log In to the Portable Recorder](#)
- ▶ [Record with the Portable Recorder](#)
- ▶ [Upload Presentations from the Portable Recorder](#)

TechSmith Relay Portable Recorder

Download and use the TechSmith 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](#)

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 TechSmith 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:

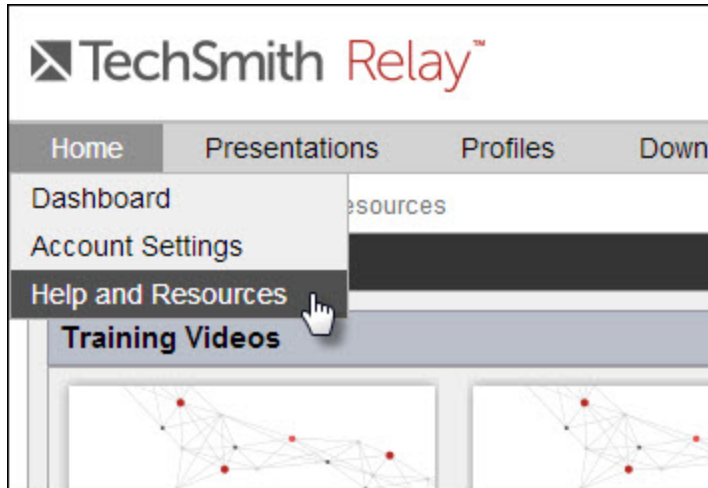
1. Click the **View Saved Presentations** button. The Saved Presentations dialog opens.
2. Click **Submit All** to submit all of the presentations for upload or click  to submit individual presentations.
 - If you are online and connected to the server, your presentation starts to upload.
 - If you are offline, your presentation is stored on the computer and automatically upload to the server once you are online and connected.

See also

- ▶ [TechSmith Relay Portable Recorder](#)
- ▶ [Download the Portable Recorder](#)
- ▶ [Run the Portable Recorder](#)
- ▶ [Log In to the Portable Recorder](#)
- ▶ [Record with the Portable Recorder](#)

Help and Resources

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



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