



# TechSmith Relay<sup>®</sup> (Self-Hosted) Recorder Help

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# TechSmith Relay Overview

TechSmith Relay is an end-to-end media hosting solution that offers simple recording on multiple devices and secure hosting for your shared content.

TechSmith Relay Recorder is just one of the components in the overall TechSmith Relay solution. This desktop recorder is what records and sends media to your secure hosting site. With TechSmith Relay Recorder, capture and publish anytime, anywhere – in the classroom, in the conference room, at your desk, or at home. TechSmith Relay supports a wide variety of file formats, allowing any lecture or presentation to be viewed by your audience on multiple devices.

## See also

- ▶ [Log In to TechSmith Relay Recorder](#)
- ▶ [Make a Video Recording](#)
- ▶ [Need More Help?](#)

# TechSmith Relay Recorder Overview

With TechSmith Relay Recorder, capture and publish a recording anytime, anywhere -- in the classroom, in the conference room, at your desk, or at home. TechSmith Relay supports a wide variety of video formats allowing any lecture or presentation to be viewed by your audience on multiple playback devices.

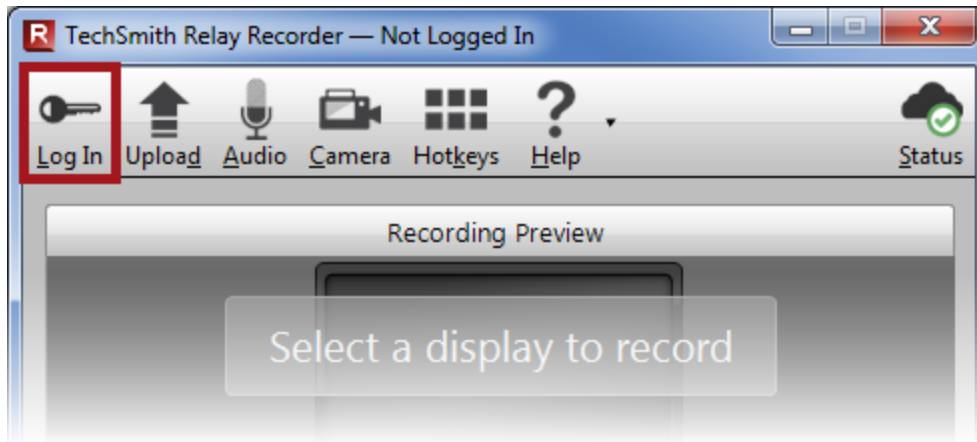
There are two parts to TechSmith Relay--the recorder, which runs on your computer or mobile device, and the website, which hosts all your video recordings. In this help file, you will find topics specific to the TechSmith Relay Recorder.

## See also

- ▶ [Make a Video Recording](#)
- ▶ [Record a PowerPoint Presentation](#)
- ▶ [Log In to TechSmith Relay Recorder](#)
- ▶ [After Recording](#)
- ▶ [The TechSmith Relay Website](#)
- ▶ [Upload Media](#)
- ▶ [FAQs](#)

# Log In to TechSmith Relay Recorder

When you open TechSmith Relay Recorder, it prompts you to log in using your TechSmith Relay credentials. If you choose not to log in when prompted, you can log in before or after recording using the Log In button.



- ▶ [Why log in?](#)
- ▶ [Do I have to log in before recording?](#)
- ▶ [I don't know my username or password. What should I do?](#)

# Why Log In?

You must log in as a presenter before you can submit or save your presentation.

When you log in to TechSmith Relay Recorder, 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.

▶ **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 TechSmith Relay Login dialog box each time you open the TechSmith Relay Recorder. 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

- ▶ [Do I Have to Log in Before Recording?](#)
- ▶ [Having Problems with Your Username or Password?](#)

# 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.

Although you can record without logging in, you must log in before you can submit media. If you try to submit or save media without logging in, you are prompted to do so.

## See also

- ▶ [Log In to TechSmith Relay Recorder](#)
- ▶ [Having Problems with Your Username or Password?](#)



# Having Problems with Your Username or Password?

Here are a few things to try if you're having problems logging in to TechSmith Relay Recorder:

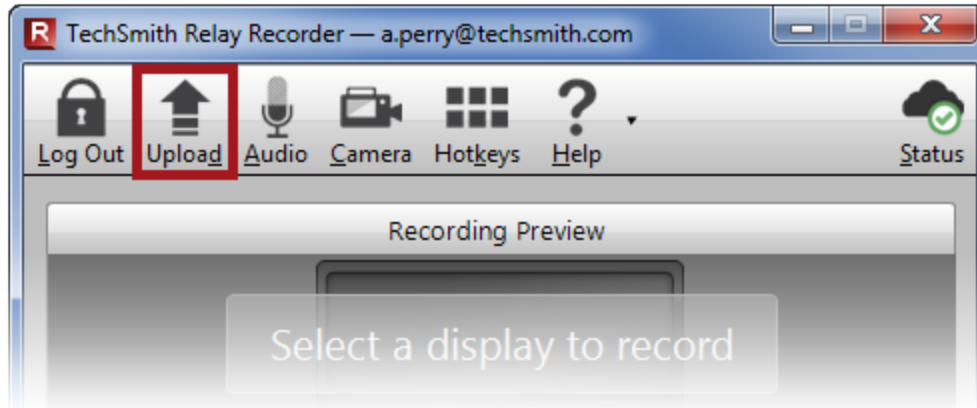
- ▶ If you were not given a username or password, you can try logging in with your network username and password. Some organizations set up TechSmith Relay to use these network credentials.
- ▶ In the TechSmith Relay Recorder login dialog, click **Forgot password**.
- ▶ If you can't remember your username or password and none of the above work for you, contact your TechSmith Relay administrator.

## See also

- ▶ [Log In to TechSmith Relay Recorder](#)
- ▶ [Why Log In?](#)

# Upload Media

If you have existing media files that you want to share to TechSmith Relay, you can do that using the Upload Media function.



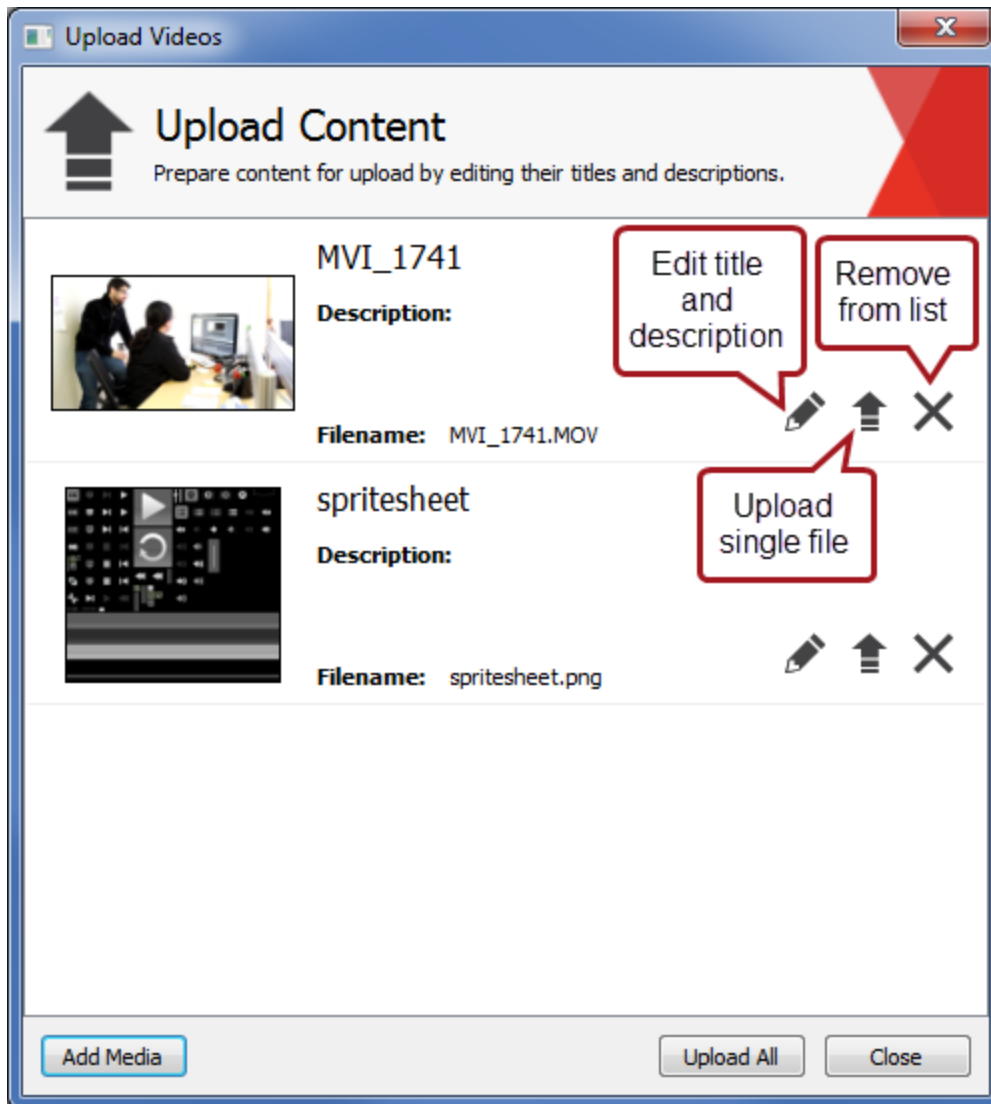
The following file types are supported for upload:

- ▶ Video: MOV, MP4
- ▶ Image: PNG, JPEG, JPG, GIF

Note: Your assigned profiles may limit what media types you are permitted to upload. If you have questions about uploading media, contact your TechSmith Relay administrator.

## To upload media:

1. Log in to the TechSmith Relay Recorder and select Upload.
2. Click the Add Media button and select your files for upload.  
To upload more than one at a time, hold down the Control button and select multiple files. With your files selected, click Open. Your files will be added to the upload list.
3. Edit the titles and descriptions of your media files if you wish, then click Upload All to share the entire list to TechSmith Relay.
  - To share a single file from the list, click the Upload icon to the right of the file information.
  - To remove an item from the list, click on the X to the far right of the file information.



Note: It is important to maintain your internet connection while the media is uploading. If you become disconnected while the media is uploading, the process will pause and resume when your connection is reestablished.

# Audio Devices

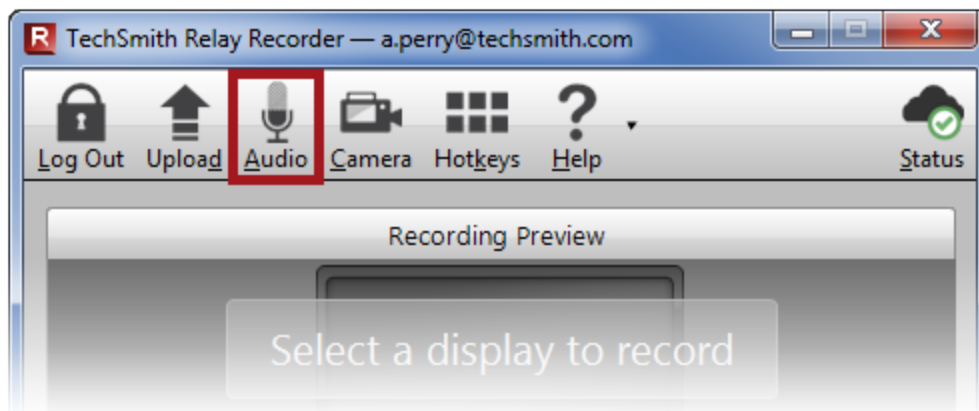
TechSmith Relay Recorder captures audio from the system as well as a single audio device, such as:

- ▶ 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 begins.

## Select an Audio Device

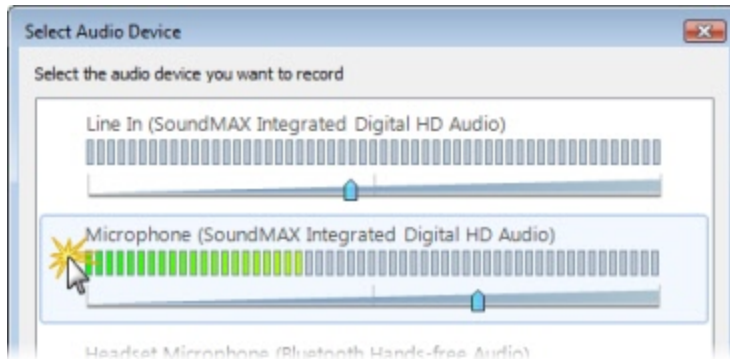
1. Connect your audio device to the computer before launching TechSmith Relay Recorder.
2. Launch the TechSmith Relay Recorder and click the **Audio** button.



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.

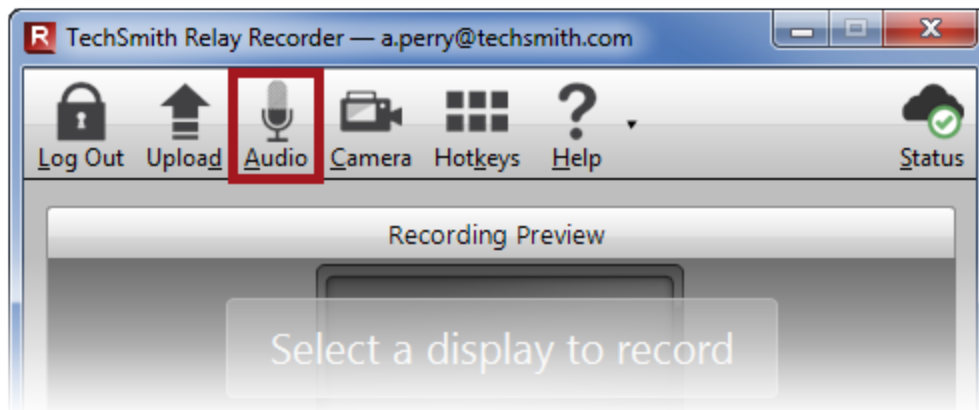


4. Click **OK** to close the dialog.

## Record System Audio

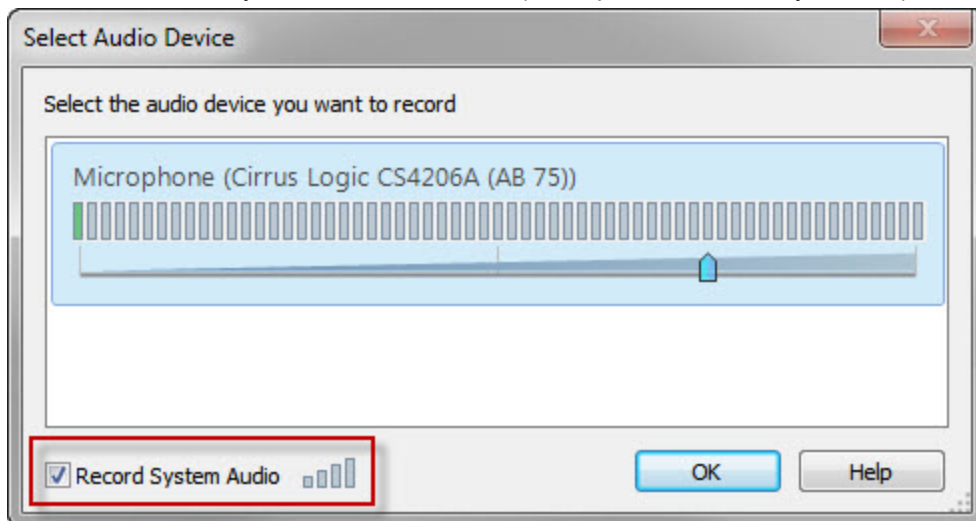
To record the audio that plays on your system (the audio that you hear played back by your computer):

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

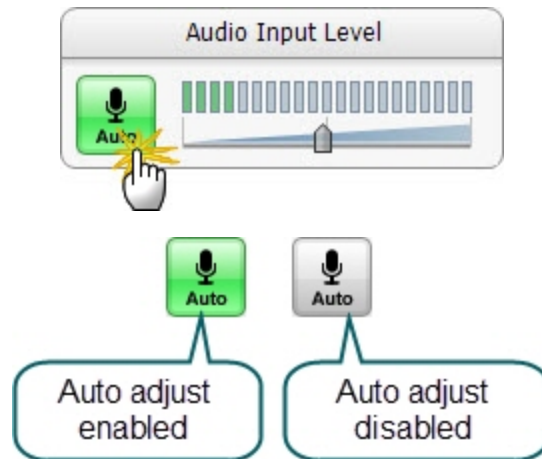
If the audio levels are too high when recording, the quality of your processed presentation is poor. Recordings with poor audio also have a low level of accuracy in captions and full audio search (when transcription is provided by the profile).

By default, TechSmith Relay Recorder 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 recording.

- ▶ **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 recording is poor. Recordings 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, check to make sure it is recording at an appropriate volume level. For instance, if you plan on playing music during your recording, play that music during your test recording. The volume level of system audio is recorded before volume adjustments from your laptop or the 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 recording, 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 TechSmith Relay Recorder is no longer recording audio.

**See also**

- ▶ [Audio Devices](#)
- ▶ [Auto Adjust Audio Level](#)

# 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.

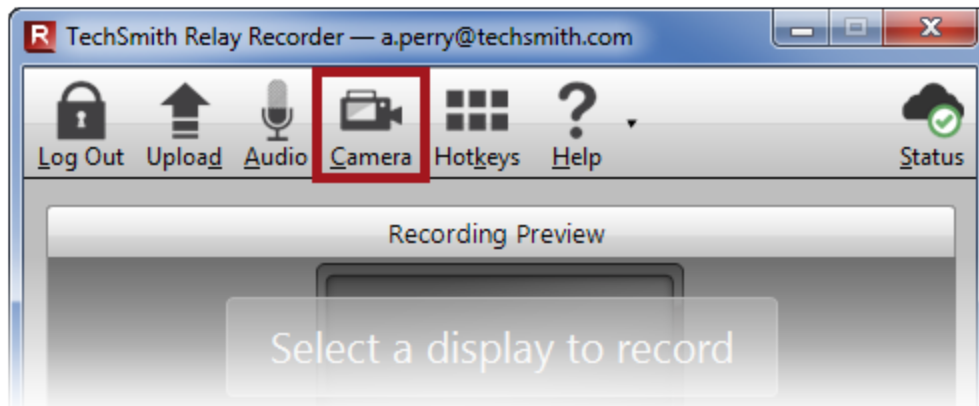
Camera video is only included in profiles that use encode settings for the TechSmith Smart Player.

TechSmith Relay Recorder 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, TechSmith Relay Recorder may be unable to record.

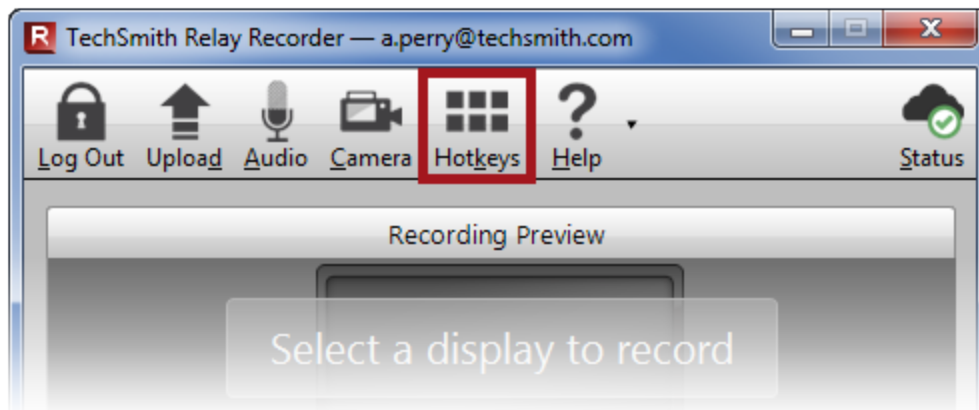
# Hotkeys

In TechSmith Relay Recorder, hotkeys are for more than just convenience.

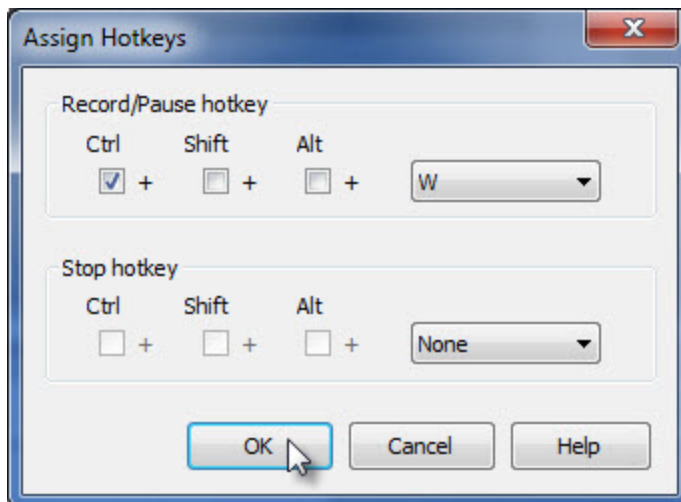
While they do save time, they also allow you to start, pause, and stop your recording without the audience seeing TechSmith Relay Recorder during the presentation.

To set hotkeys:

1. Choose **Hotkeys**.



2. Select a key combination for each hotkey.



3. Click **OK**.

## See also

- ▶ [Audio Devices](#)
- ▶ [More Than One Display](#)
- ▶ [Record with a Camera](#)
- ▶ [Available Disk Space](#)

# More Than One Display

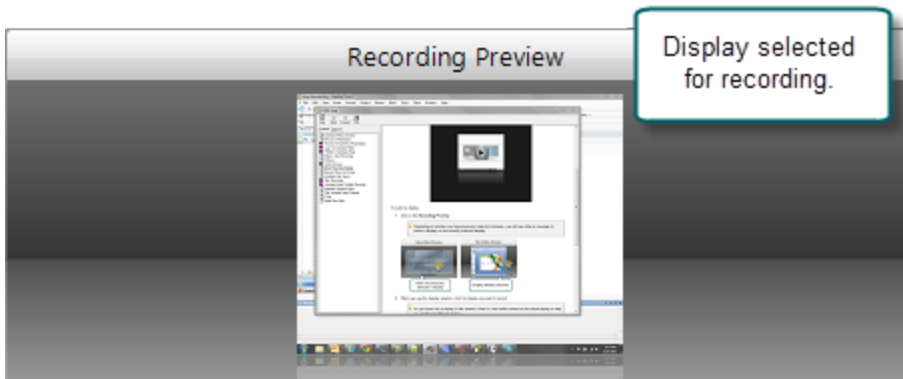
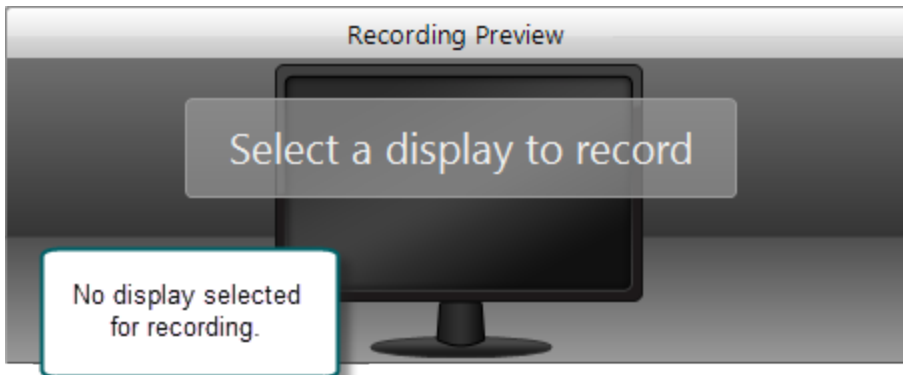
TechSmith Relay Recorder records one entire display. If your computer has multiple monitors or is connected to a projector, you need to specify which display to record.

TechSmith Relay Recorder 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**.

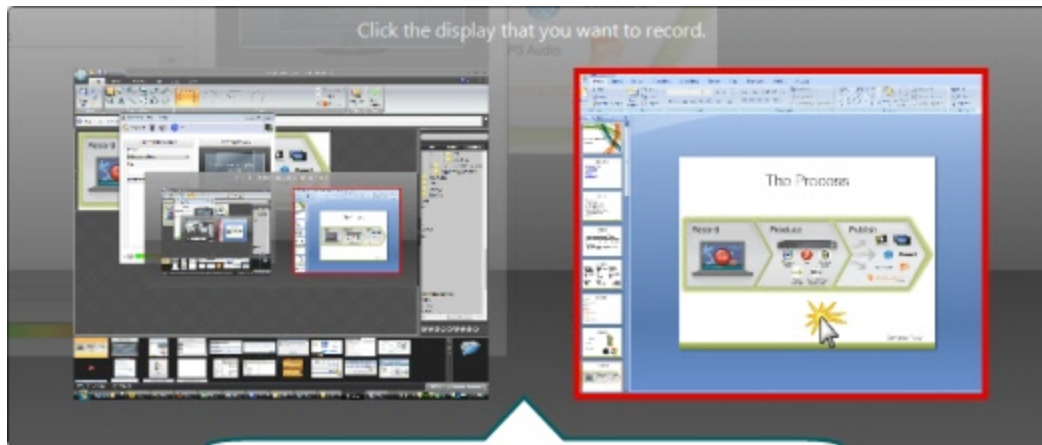
Depending on whether you have previously selected a display, you will see either a message to select a display or the currently selected display.



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.



The display selector shows a preview of what is currently on your displays. If you change what is shown a display, it is reflected here.

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.

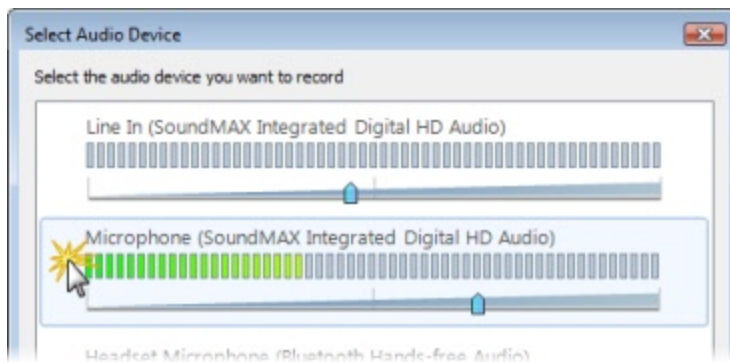
When using PowerPoint with multiple monitors or a projector, make a test recording while running the presentation as a slide show to verify you record the correct screen. PowerPoint setting may affect which display slide shows appear on.

# Make a Video Recording

Learn how to make a recording and submit it to TechSmith Relay.

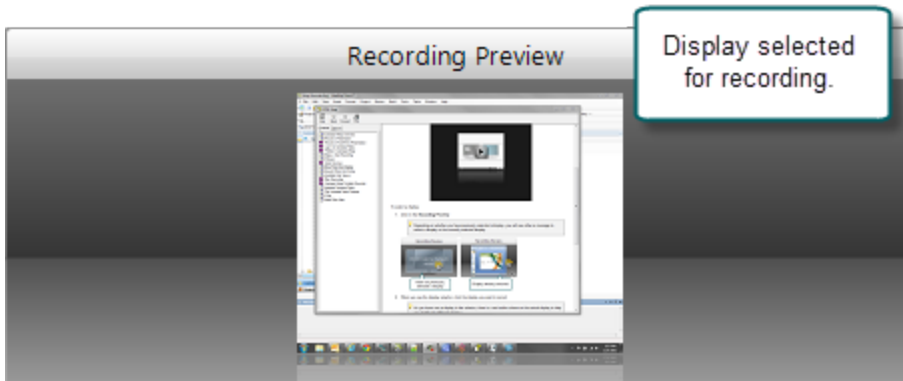
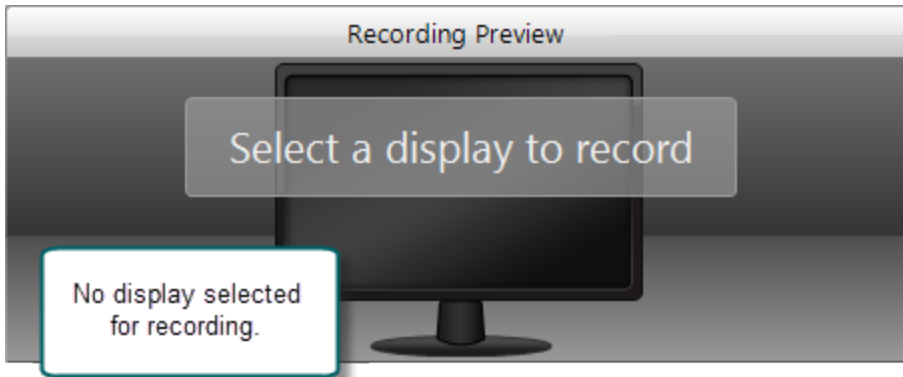
If you are recording a Microsoft Office PowerPoint presentation, you can use the [TechSmith Relay Recorder Add-In for PowerPoint](#).

1. Launch TechSmith Relay Recorder.
2. [Log in](#) with your username and password.
3. Click the **Audio** button and select an audio device in the [Select Audio Device](#) dialog.

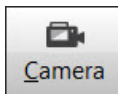


Select Record System Audio to include the sound you hear from your speakers in the recording.

4. [Select which display](#) to record if using a projector displaying a different screen or multiple displays.



5. Click the **Camera** button to [select a camera](#) to record along with your video. This camera is displayed in the lower right corner of your video in a picture-in-picture format.



6. Enter a video title and description.

A screenshot of a form with two input fields. The first field is labeled 'Title:' and contains the text 'Monthly Report - May'. The second field is labeled 'Description:' and contains the text 'Discussion about events in May 2009. New procedures.' The form has a light grey background and a white border.

7. Make a [test recording](#) to verify that you are recording from the correct display, camera, and audio device.



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



9. Complete your presentation or screen recording. TechSmith Relay Recorder records everything on your screen, selected camera, and the selected audio device.
10. 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 TechSmith Relay Recorder review window.
11. If needed, click [Trimming](#) to set trim points to cut out extra video at the beginning and end of the recording.



12. Click the **Submit** button.
  - If you are connected to the Internet, the recording starts uploading to the TechSmith Relay website.
  - 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 recording begins uploading.

After you submit a recording for upload, you cannot access it or view its status on your computer. Instead, you can [Check the Status of Submitted Media](#) on the TechSmith Relay website.

# 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 TechSmith Relay Recorder.

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.

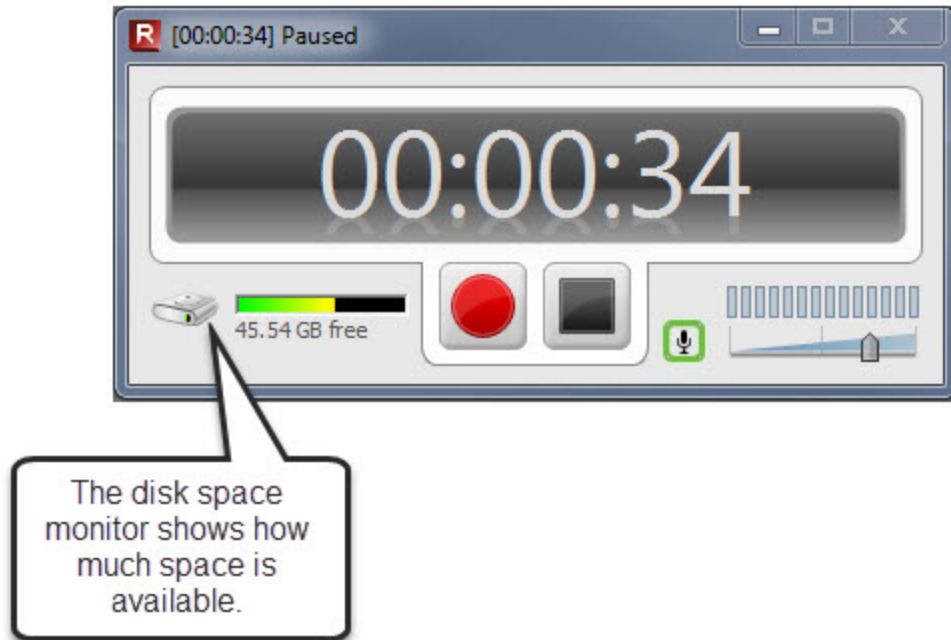
4. Click **Close**.

## See also

- ▶ [Audio Devices](#)
- ▶ [More Than One Display](#)
- ▶ [Record with a Camera](#)
- ▶ [Available Disk Space](#)

# Available Disk Space

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



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 recording, you are not notified when a recording is paused due to low disk space.

# After Recording

After you finish recording, the video is finalized and opens in the TechSmith Relay Review window. Here, you can [Trim the Presentation](#) and [Preview and Submit Your Presentation](#).

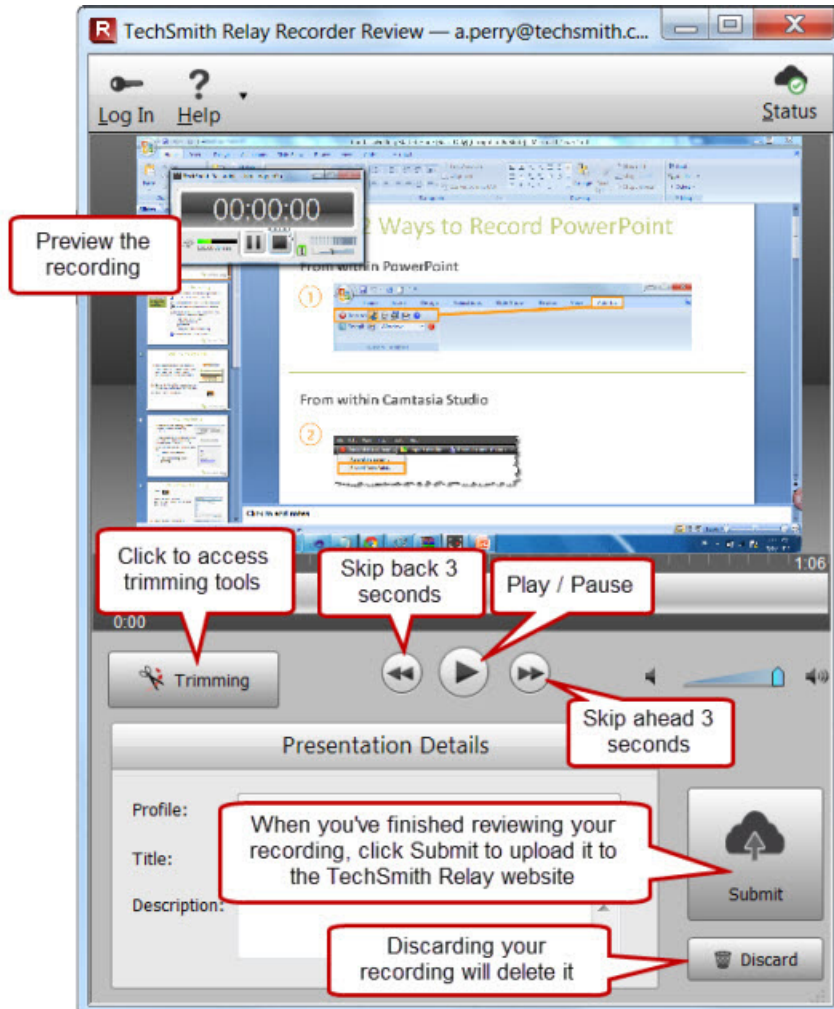
## See also

- ▶ [What Happens After I Submit Media?](#)
- ▶ [Check the Status of Your Media](#)

# Preview and Submit Your Presentation

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

1. Preview your recording by clicking the play button.
2. If you did not do so prior to recording, log in and enter a title and description.
3. If you wish, [trim](#) the beginning and end of the recording.
4. When you are ready to submit your presentation, click Submit. If you do not wish to upload the presentation, click Discard.



# Trim the Presentation

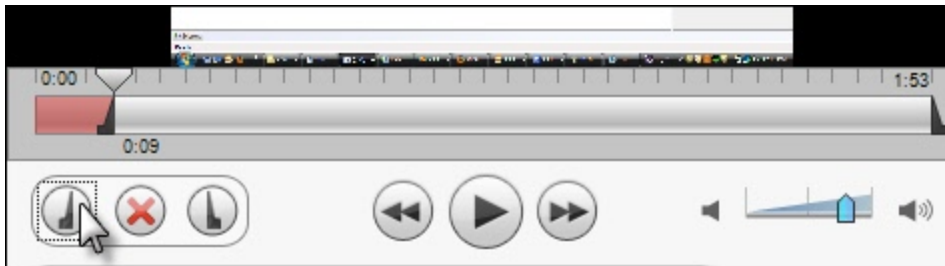
With TechSmith Relay Recorder, you can edit your presentation to remove extra video at the beginning or end. Trim your presentation to remove any extra audio and video you do not want in your published presentation.

To trim a presentation:

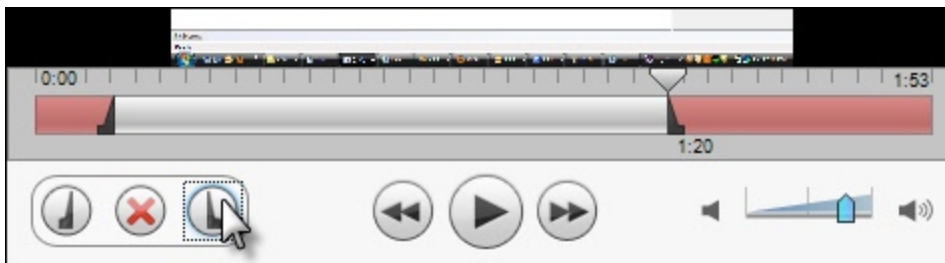
1. After you finish recording, click **Trimming** to access the trimming tools.



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 Your Presentation](#)
- ▶ [What Happens After I Submit Media?](#)
- ▶ [Check the Status of Your Media](#)

# What Happens After I Submit Media?

After you click Submit, your presentation is uploaded to the website.

- ▶ If you are connected to the Internet, the recording starts uploading immediately. You receive an email when your video 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 recording begins uploading.

You can [Check the Status of Your Media](#) on the TechSmith Relay website. You also receive an email when your presentation is produced and published.

After you submit your video, you cannot access or view your video or the status of the upload in the TechSmith Relay Recorder.

If your connection is lost while the presentation is uploading, the process is paused and continues when the computer next connects to the Internet.

## See also

- ▶ [Preview and Submit Your Presentation](#)
- ▶ [Trim the Presentation](#)
- ▶ [Check the Status of Your Media](#)

# Check the Status of Your Media

The easiest way to learn the status of your uploaded media is to log in to the TechSmith Relay website.

## To check the status of your uploaded media

1. Go to the TechSmith Relay website.
2. Log in to the [website](#) using your username and password. From the website you'll be able to view your recently uploaded media and see its status.

### See also

- ▶ [Preview and Submit Your Presentation](#)
- ▶ [Trim the Presentation](#)
- ▶ [What Happens After I Submit Media?](#)



# Record a PowerPoint Presentation

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

1. Open PowerPoint.

After you install TechSmith Relay Recorder, 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.

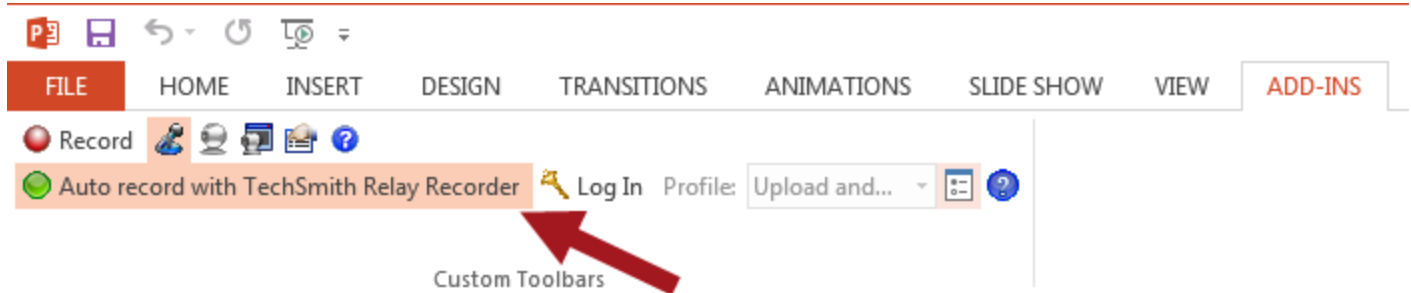
6. When prompted, click **Stop Recording** to end the presentation.
7. The recording is shown in the TechSmith Relay Recorder Review dialog. You can review, trim, edit details, log in (if needed), and submit your recording for processing. See [After Recording](#) for more information.

## See also

- ▶ [TechSmith Relay Add-In Toolbar](#)
- ▶ [TechSmith Relay Add-In Recording Options](#)

# TechSmith Relay Add-In Toolbar

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



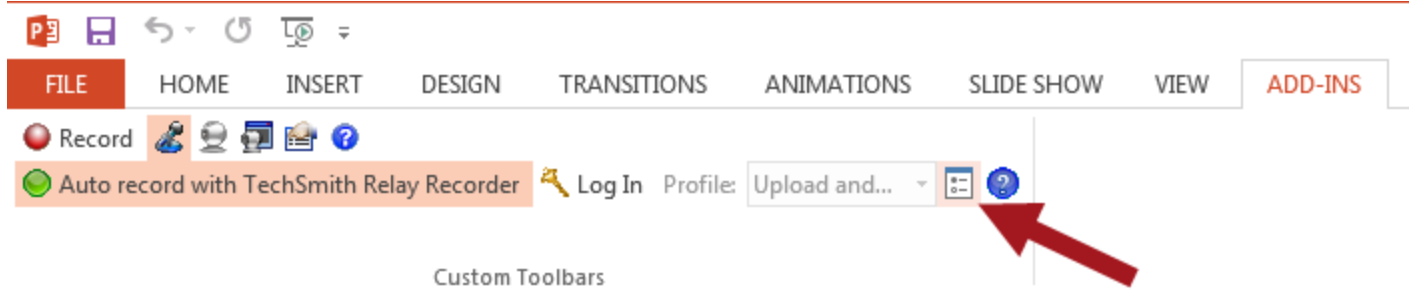
With auto record toggled on, TechSmith Relay will prompt you to start recording whenever and however you start a presentation.

## See also

- ▶ [Record a PowerPoint Presentation](#)
- ▶ [TechSmith Relay Add-In Recording Options](#)

# TechSmith Relay Add-In Recording Options

To change the recording settings in Microsoft PowerPoint, click the Recording options button in the PowerPoint Add-Ins tab.



## See also

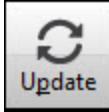
- ▶ [Record a PowerPoint Presentation](#)
- ▶ [TechSmith Relay Add-In Toolbar](#)

# Update TechSmith Relay Recorder

When a new version of the TechSmith Relay Recorder is available, an update notification appears in the recorder window.

## Update the Recorder

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



2. Click **Get update**. This will prompt you to run the update installer.
3. Run the installer.

## Check for Updates Manually

1. Open TechSmith Relay Recorder
2. From the Help menu, choose **Check for Updates**.

## Need More Help?

In addition to the in-product help files, technical support is available for using TechSmith Relay Recorder. In the [TechSmith Support Center](#) you can search for answers to technical issues and contact support.

# The TechSmith Relay Website

The TechSmith Relay Recorder runs on your computer, and the website, which processes and publishes all video recordings, is specific to and run by your organization.

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

If you do not know the URL (web address) of your TechSmith Relay website, contact your administrator.

# FAQs

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

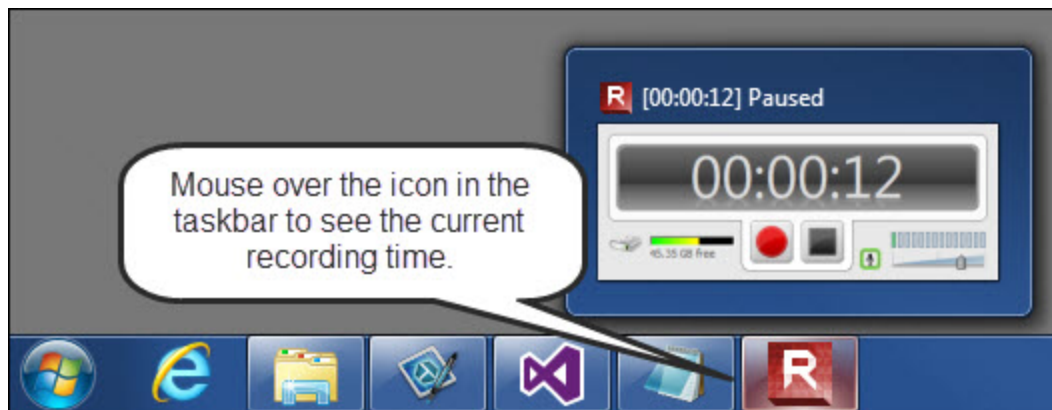
- ▶ What is TechSmith Relay Recorder?
- ▶ How do I know that TechSmith Relay Recorder is recording?
- ▶ Can I edit my recording?
- ▶ Are there things I should do before I start recording?
- ▶ I'm not currently online. Do I wait to submit my recording?
- ▶ Where can I find more help?

## What is the TechSmith Relay Recorder?

TechSmith Relay Recorder 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 the TechSmith Relay Recorder is recording?

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



## Can I edit my recording?

The TechSmith Relay recorder supports only trimming the beginning and end of your recording. See [Trim the Presentation](#) for more information.

If you are interested in more serious editing capabilities, Camtasia Studio and Camtasia for Mac can both share edited videos to TechSmith Relay. This requires access to Camtasia software and approval from your administrator. Please contact your administrator to find out if this is available in your organization.

## Are there things I should do before I start recording?

- ▶ TechSmith Relay Recorder records everything on your screen and all audio picked up on your selected microphone. To avoid interruptions during the recording, 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 TechSmith Relay Recorder 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, whether you are online or not. When you submit, the recording is “readied” for upload. If you are not online, the recording 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 Your Media](#) on the TechSmith Relay website.

## **Where can I find more help?**

- ▶ For general TechSmith Relay resources from TechSmith, see [Need More Help?](#)
- ▶ Please contact your administrator for organization-specific information such as the final location of your video recordings, login or password issues, microphone issues, etc.