Frequently Asked Questions (FAQ)

Sharing, Interactivity & Quizzing:

1. How do I create and share videos that include quizzes?

To learn how to create quizzes, watch our tutorial on Adding Quizzes to Engage Viewers: 
http://www.techsmith.com/tutorial-camtasia-8-quizzing-1.html

To share a video with quizzing functionality, you need the TechSmith Smart Player. We recommend using Screencast.com: 
http://www.techsmith.com/tutorial-camtasia-8-10-produce-share-screencast.html

You can also use either of the MP4 with video player options, or the Flash/HTML5 player option under Custom Production Settings: 
http://www.techsmith.com/tutorial-camtasia-8-custom-production-settings.html

2. How can I share tutorial videos in my LMS that include interactivity and quizzing?

You have two options. You can create a SCORM content package, which will enable communication to your LMS: 
http://www.techsmith.com/tutorial-camtasia-8-scorm-packages.html

Or, you can share to Screencast.com and use the resulting embed code. Keep in mind that quiz scores will not automatically be recorded to your LMS gradebook using this option, so you will have to enter them manually.

3. I'm trying to share my video inside my company with others on our internal network. Why don't my hotspots or table of contents work?

Features like hotspots and a table of contents are Flash-based, which means they usually do not work if you are trying to view the content locally. The default security settings for the Flash Player tend to restrict it from contacting the internet in that scenario. Once the files are uploaded to a web server, they will work correctly.

To configure Flash Player to allow Internet communication when viewing content locally, see this article from the Adobe Flash site: 

4. If I host my video on Screencast.com, do my viewers have to go there to watch it?

No. When you share to Screencast.com, it outputs embed code that you can use to embed your video on any site that accepts embed code.

Smart Player:

1. What is the TechSmith Smart Player?

The TechSmith Smart Player is an intuitive player that is designed to offer a higher level of interactivity between your screencasts and viewers, and deliver an optimized viewer experience. You will need to choose a production setting that includes it if your video includes features like hotspots or quizzing.

To learn more, check out this video: 
2. Can I use the TechSmith Smart Player on my website?

Yes. When you produce your video, choose either of the MP4 with video player options, or the Flash/HTML5 player option under Custom Production Settings. Then, upload the produced files to your website.

Not sure how to do that? We walk you through it here: http://blogs.techsmith.com/tips-how-tos/host-the-smart-player-on-your-own-website

3. Will the Smart Player work on my mobile device or tablet?

The Smart Player will work on most mobile devices and tablets. However, iPhone users will need to download the free Smart Player App if they want to maintain interactivity or quiz functionality. They will automatically be prompted to do so when watching a video that uses the Smart Player.

Comparing Functionality by Share Output

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<th>Screencast.com</th>
<th>YouTube</th>
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<td>Video Playback</td>
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<tr>
<td>Captions</td>
<td>✓</td>
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<tr>
<td>Table of Contents</td>
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<td>Quizzing</td>
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* Captions can be imported on YouTube. For more on importing captions, check out: http://www.techsmith.com/tutorial-camtasia-8-import-export-captions.html

** You need the TechSmith Smart Player if you want to host interactive/quizzing videos on your private website. For more on how to host the TechSmith Smart Player on your website, check out: http://blogs.techsmith.com/tips-how-tos/host-the-smart-player-on-your-own-website
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