

# Install Capture for Windows

Last Modified on 07/06/2025 10:38 am IDT

 This article is designated for all users.

## About

This guide walks you through downloading and installing Kaltura's desktop recording app, Capture, on Windows. For a step-by-step walkthrough, you can also check out the video tutorial.



For instructions on installing Capture for Mac, visit [Install Capture for Mac](#).

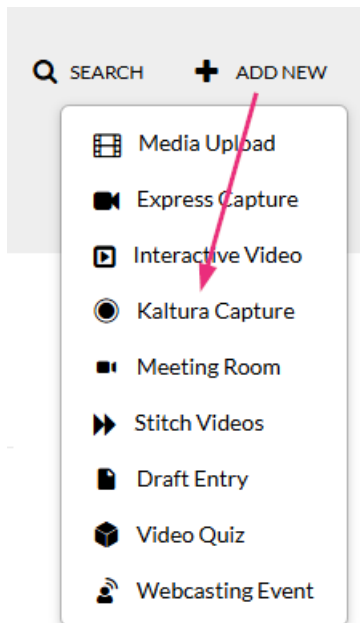


If you're having trouble downloading Kaltura Capture, the issue may be related to your organization's IT settings. Some networks block software downloads or installations. If the download doesn't start or fails, try contacting your IT department to make sure the app isn't being blocked by your system's security settings or firewall.

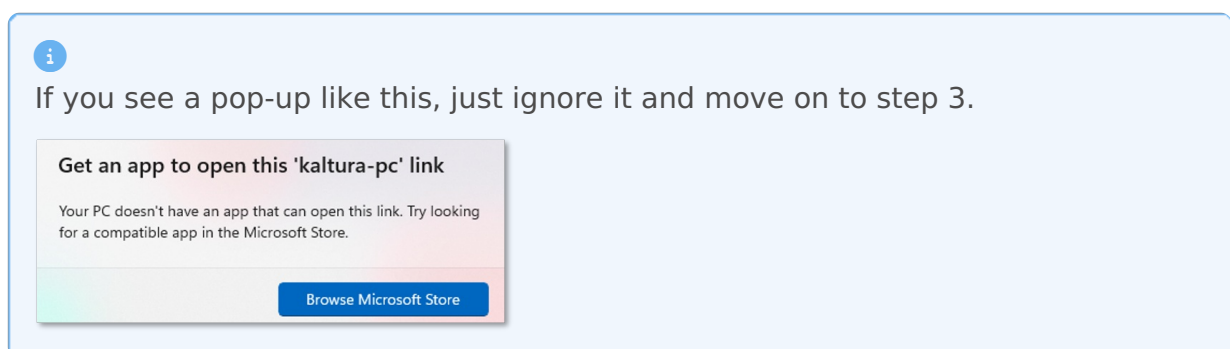
## Download

### Non-Theming users

1. Log into your video portal.
2. Go to the **+Add New** menu and select **Kaltura Capture**.



You are redirected to a download page.



3. On the download page, click **Download for Windows**.

## The Kaltura Capture Desktop Recorder

If you've already installed Kaltura Capture, it will launch automatically.

Using Kaltura Capture for the first time?

 [Download for Windows](#) | [Download for Mac](#)

A progress bar displays.

### Downloads



KalturaCapture\_4.3.18.msi

3.9 MB/s - 66.0 MB of 76.2 MB, 2 secs left



The graphic above demonstrates the Kaltura Capture version 4.3.18. However, you might have a different version.

When the download is completed, you will see a file called **KalturaCapture** in your downloads folder.

### Downloads

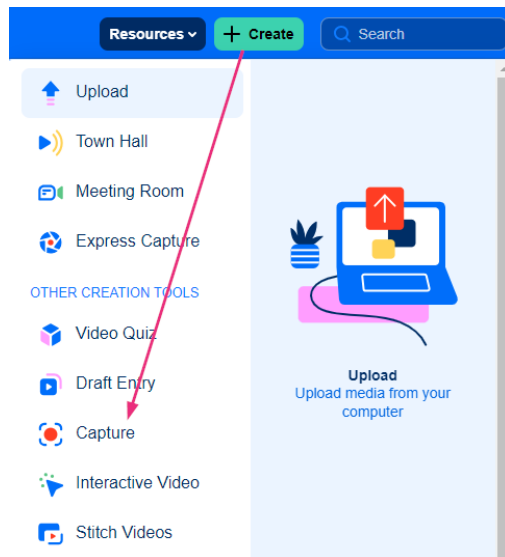


KalturaCapture\_4.3.18.msi

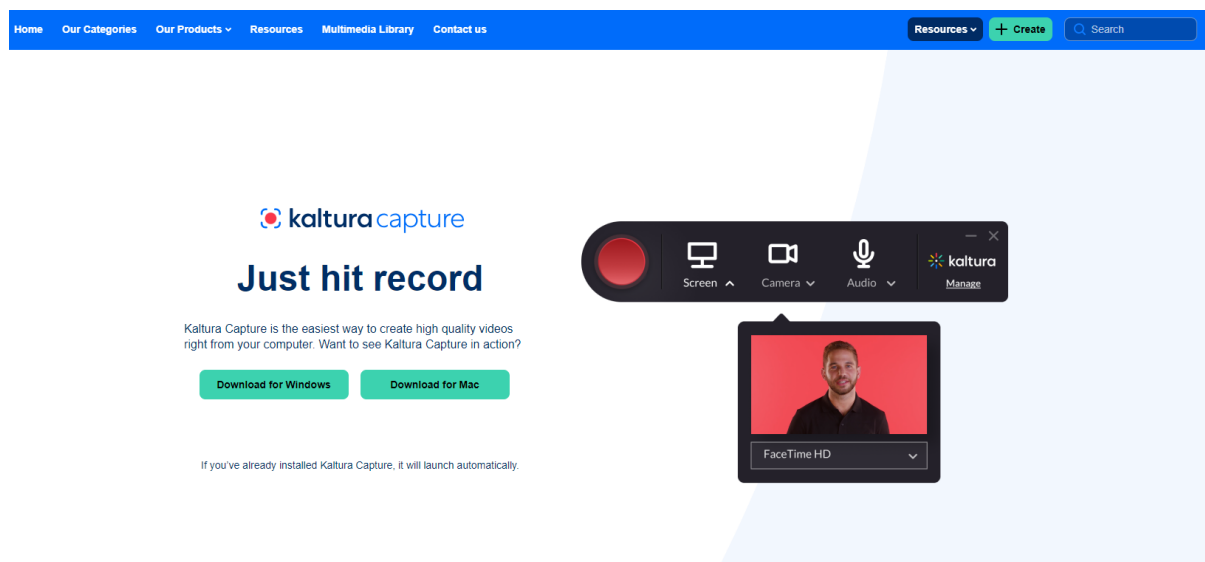
[Open file](#)

## Theming users

1. If **Theming** has been enabled on your video portal, go to the **+Create** menu and select **Capture**.



You are redirected to a download page.



If you see a pop-up like this, just ignore it and move on to step 2.

#### Get an app to open this 'kaltura-pc' link

Your PC doesn't have an app that can open this link. Try looking for a compatible app in the Microsoft Store.

[Browse Microsoft Store](#)

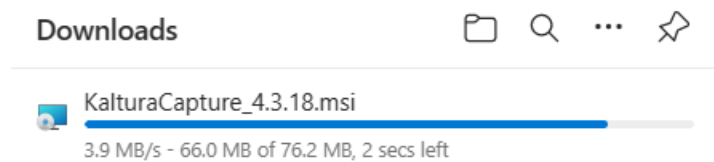
2. On the download page, click **Download for Windows**.

## Just hit record

Kaltura Capture is the easiest way to create high quality videos right from your computer. Want to see Kaltura Capture in action?

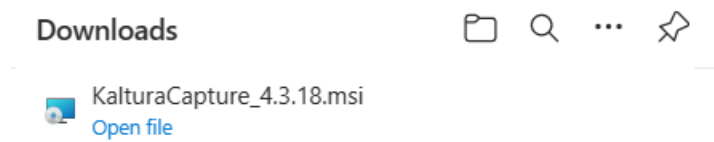
[Download for Windows](#)[Download for Mac](#)

A progress bar displays.



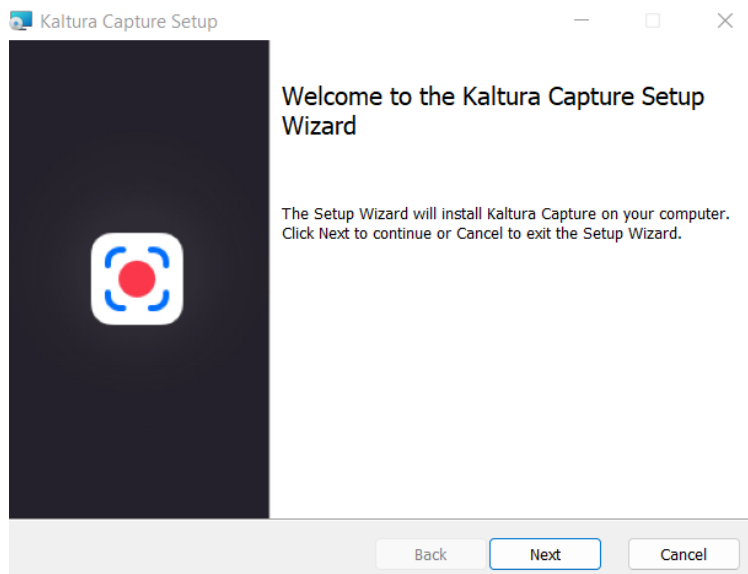
The graphic above demonstrates the Kaltura Capture version 4.3.18. However, you might have a different version.

When the download is completed, you will see a file called KalturaCapture in your downloads folder.



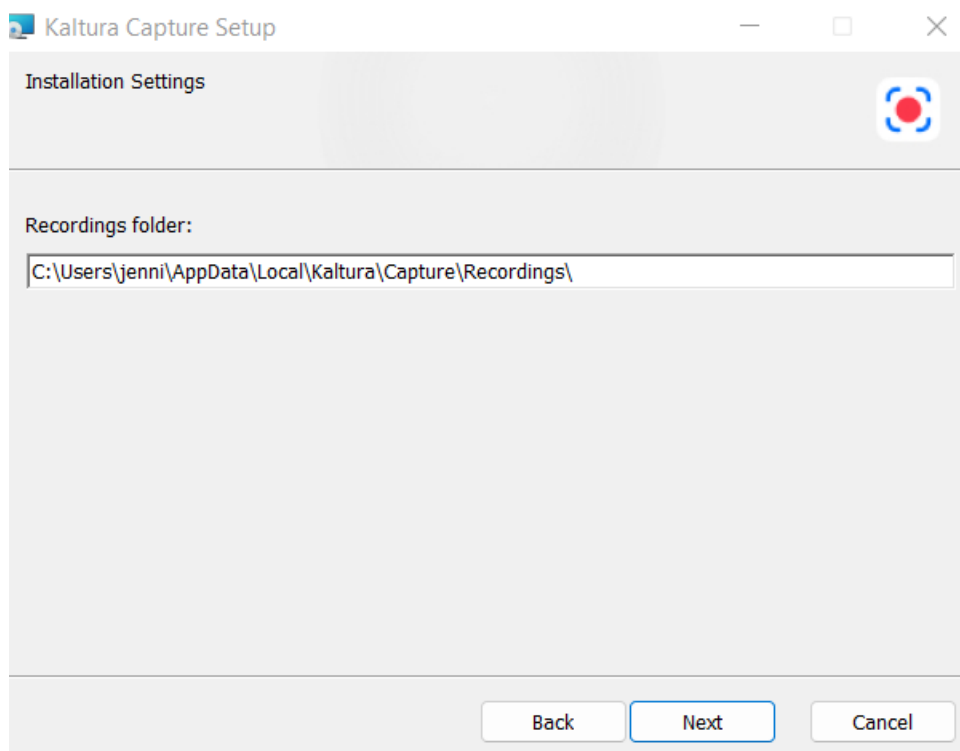
## Install

1. In your downloads folder, find the **KalturaCapture** file and click **Open File**.  
The **Welcome to the Kaltura Capture Setup Wizard** screen displays.

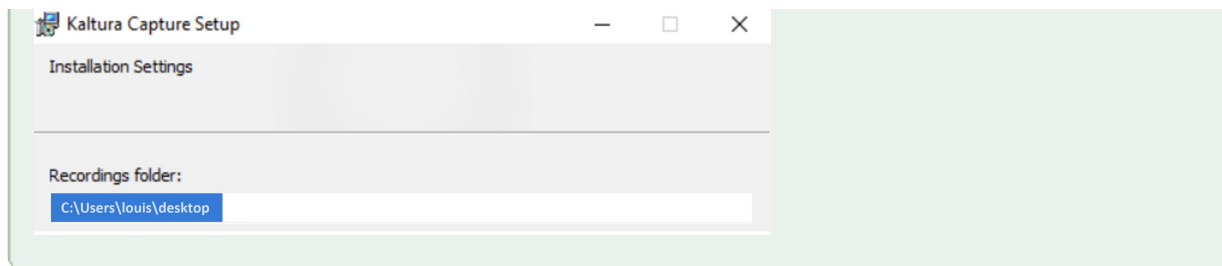


2. Click **Next**.

The **Installation Settings** screen displays.

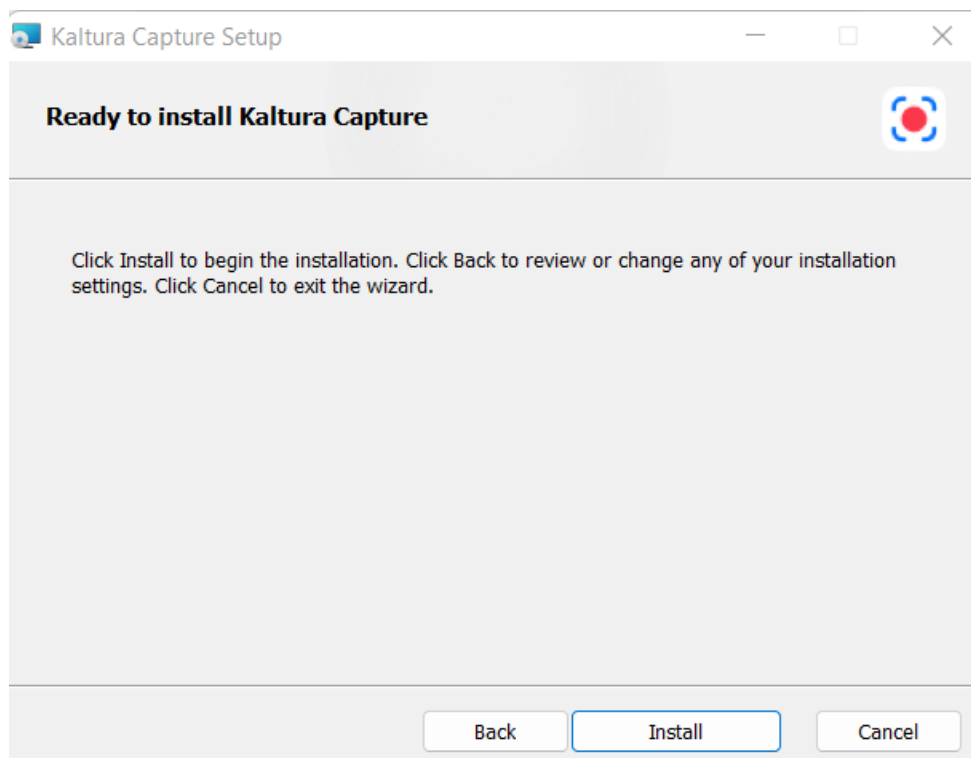


You can change the recordings folder to a more accessible location for easier access or deletion of files. To do this, remove the path information after your username in the Recordings Folder field and enter the new location, such as "desktop".



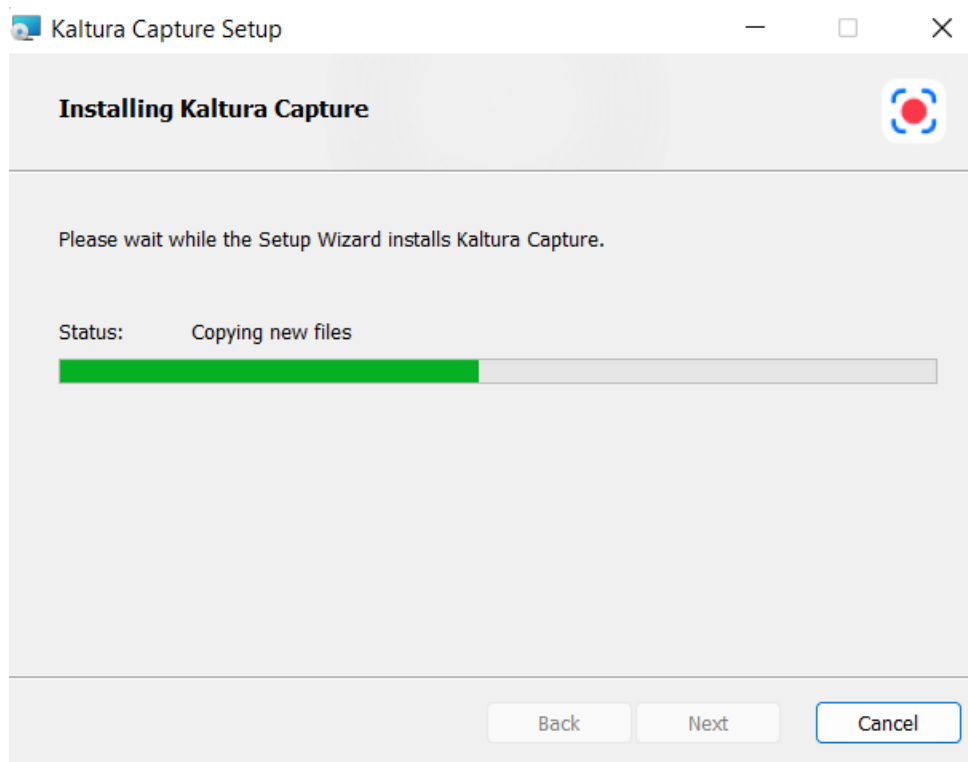
3. Click **Next**.

The **Ready to install Kaltura Capture** screen displays

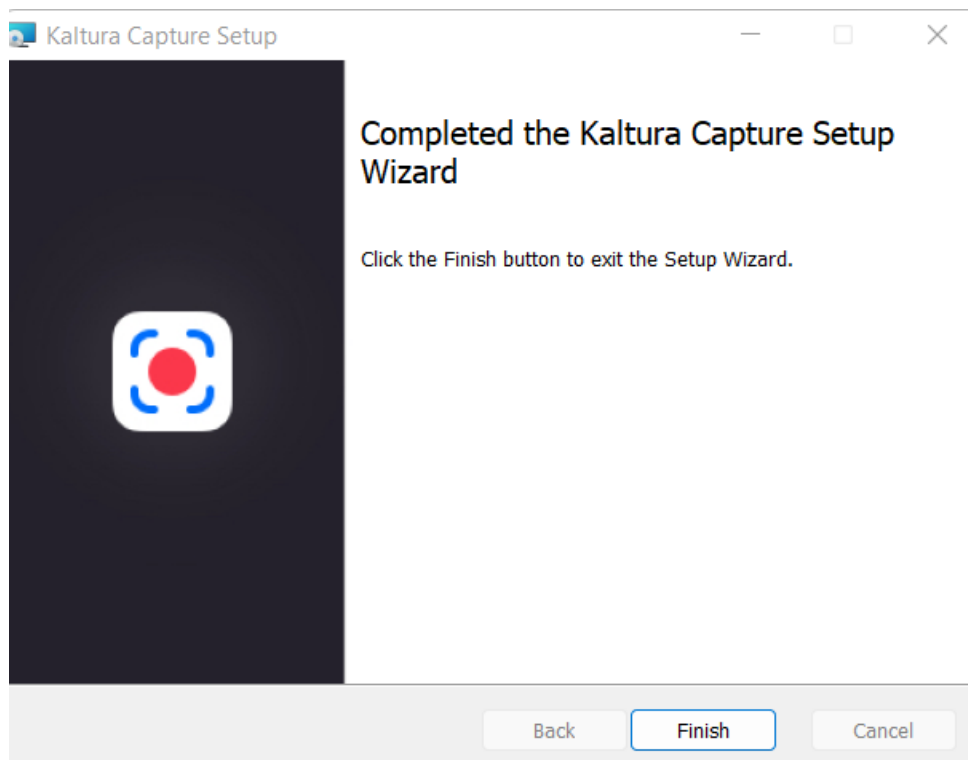


4. Click **Install** to begin the installation.

A progress bar displays.



When the installation is completed, you will see this screen.



5. Click **Finish**.

## Having trouble installing Capture?



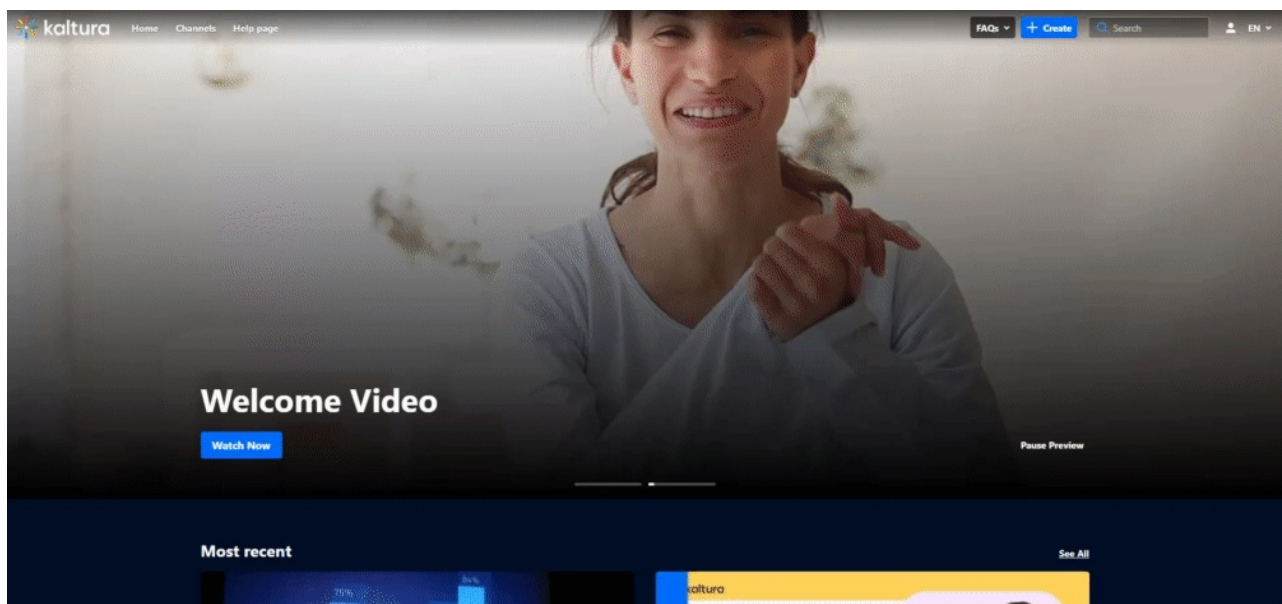
If you're using a school- or company-managed device, you may not have permission to install Capture. This is common in environments with strict IT policies and doesn't mean there's an issue with the app itself.

**For users:** If the download is blocked or fails, contact your IT team or try installing on a personal device.

**For IT administrators:** To avoid install issues, we recommend deploying Capture via software management tools like SCCM. See [Managed deployment of the Capture application](#).

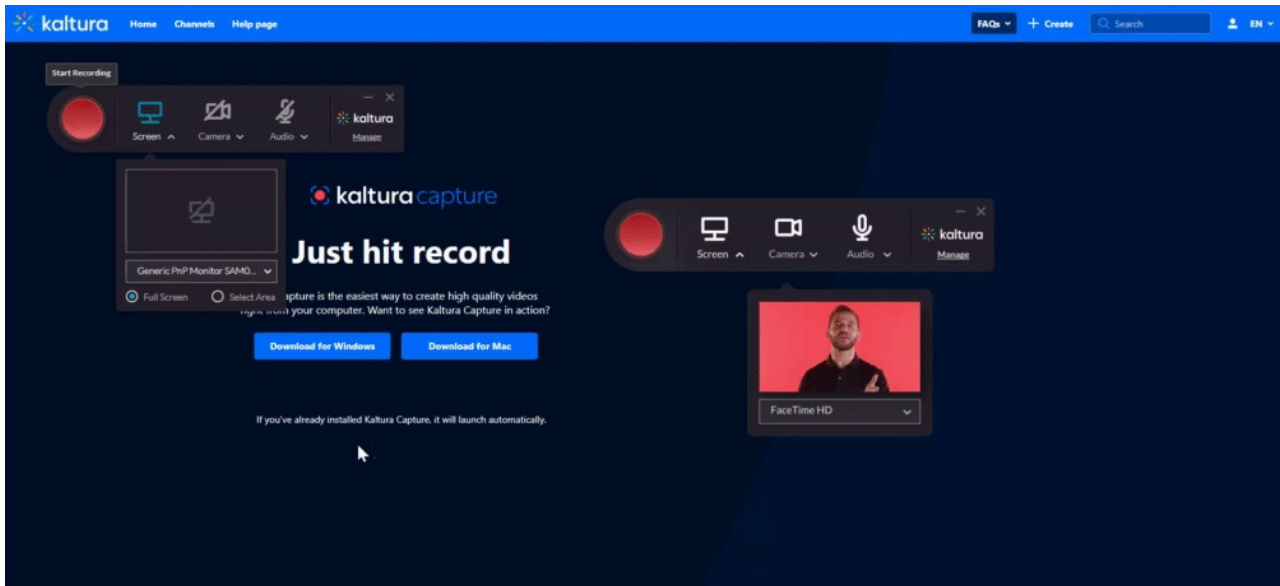
## Record

To start recording, simply select Capture from the **+Create** menu (or **Add New** menu if you don't have Theming enabled).



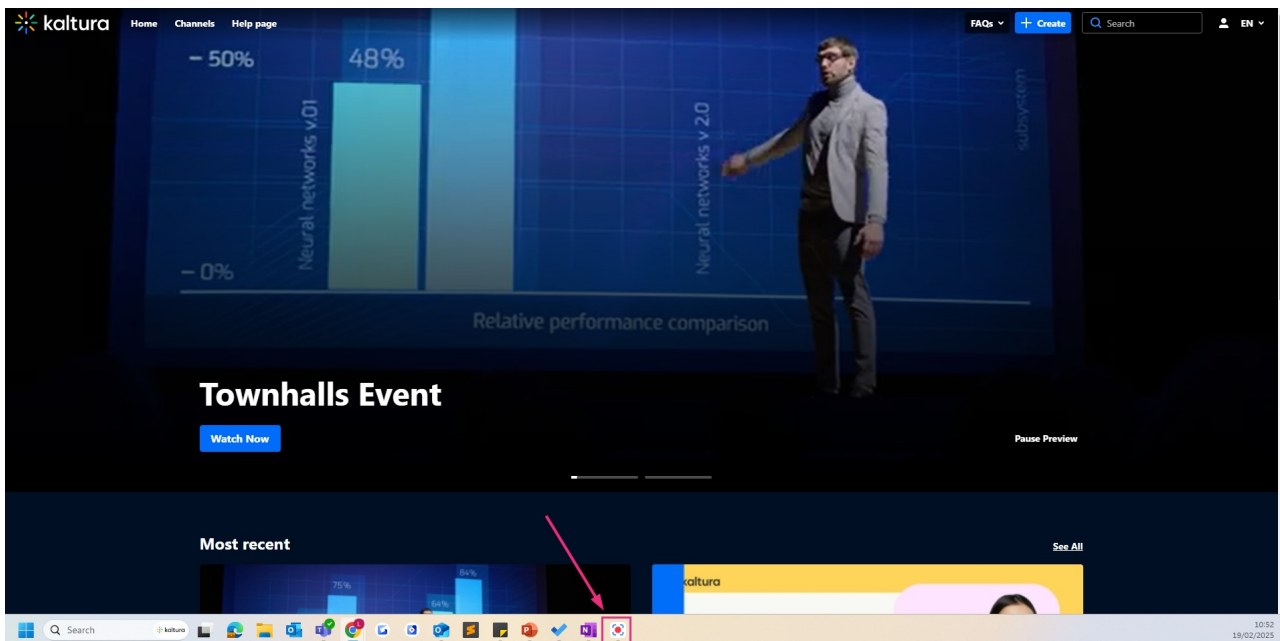
The application opens on your screen.

You can grab and move the position of the recording tool.

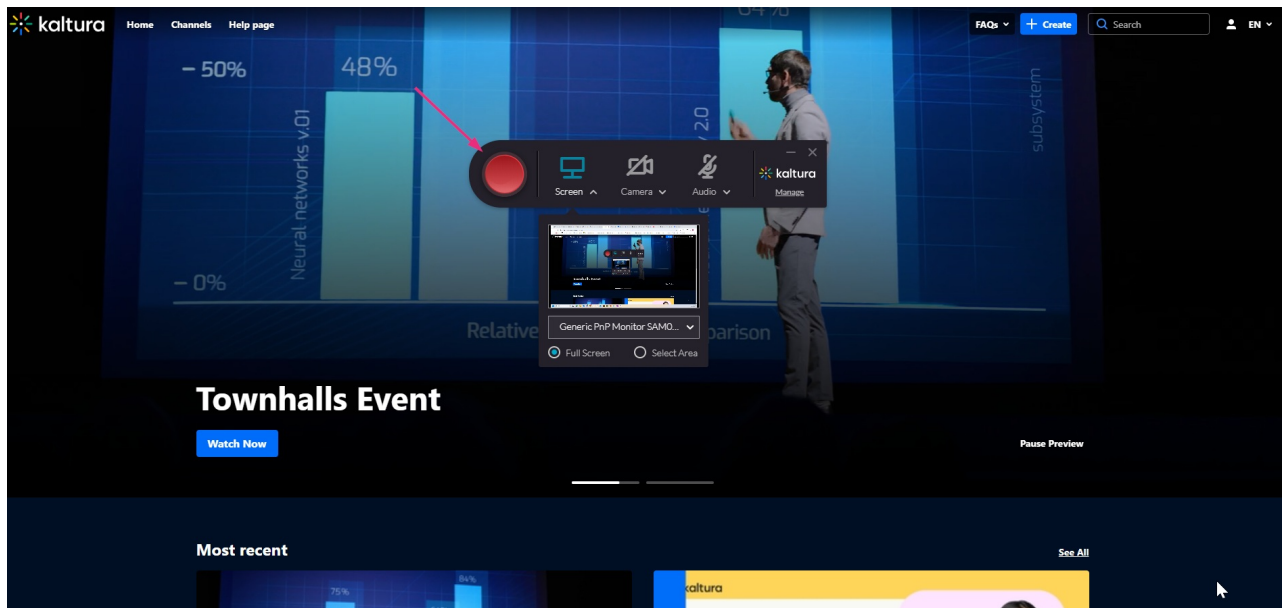


Click the red button to start your recording.

You can also start recording by clicking the **Capture icon** at the bottom of your screen.



The recording tool displays. Click the red button to start your recording.



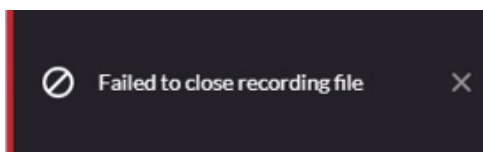
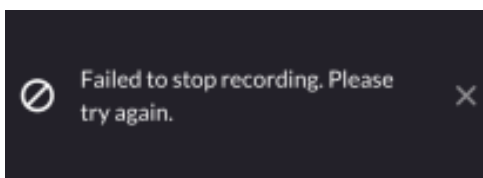
## Error messages

If you see any of the following error messages when trying to start or stop a recording, ensure that Capture has permission to access your camera and microphone. After adjusting permissions, restart your computer and try again.



Currently Capture is not supported on mobile or tablet. To learn more, see [Prerequisites and system requirements](#).

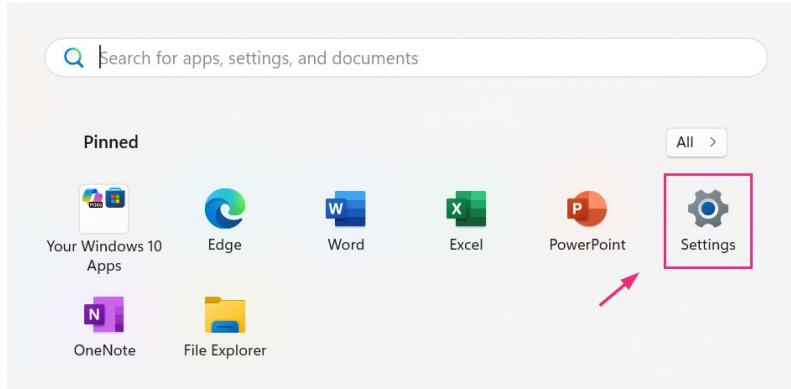
- *Failed to start recording. Please try again.*
- *Failed to stop recording. Please try again.*
- *Failed to load secondary device. Please restart the application.*
- *Failed to load audio device. Please restart the application.*
- *Failed to close recording file.*



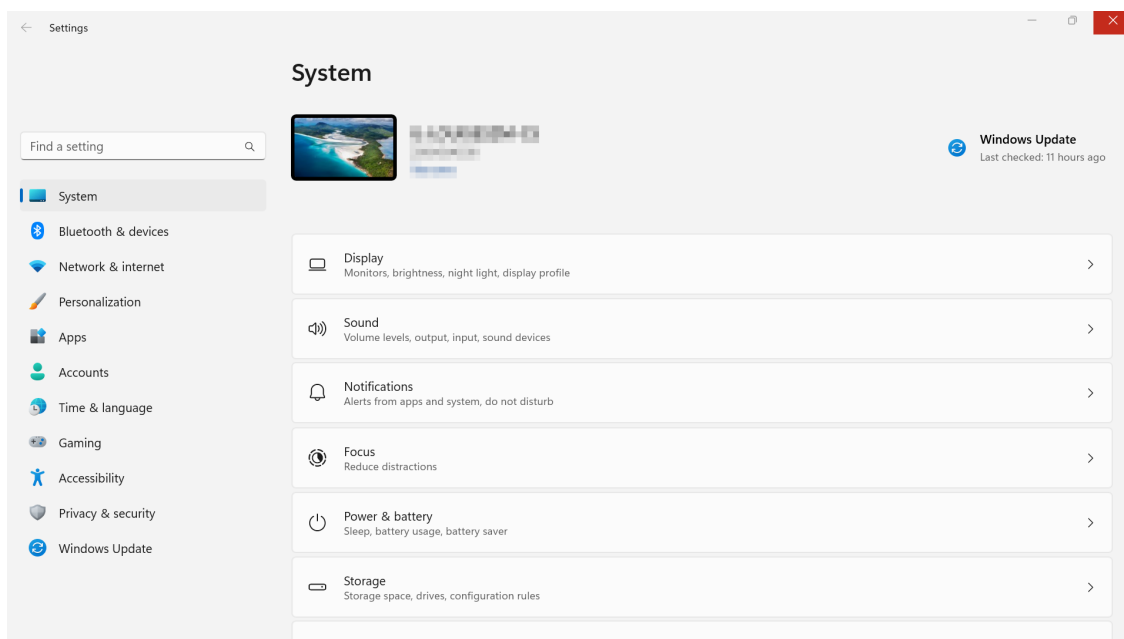
## How to enable permissions

## Enable camera access

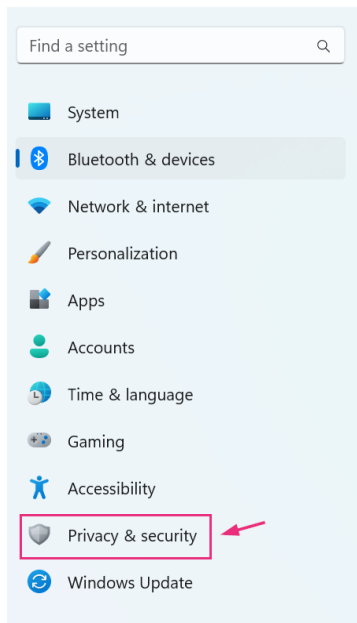
1. Open your Windows settings by clicking the Start menu and clicking the **Settings** icon (or press Windows + I on your keyboard), or by right-clicking the Start icon and selecting **Settings** from the menu.



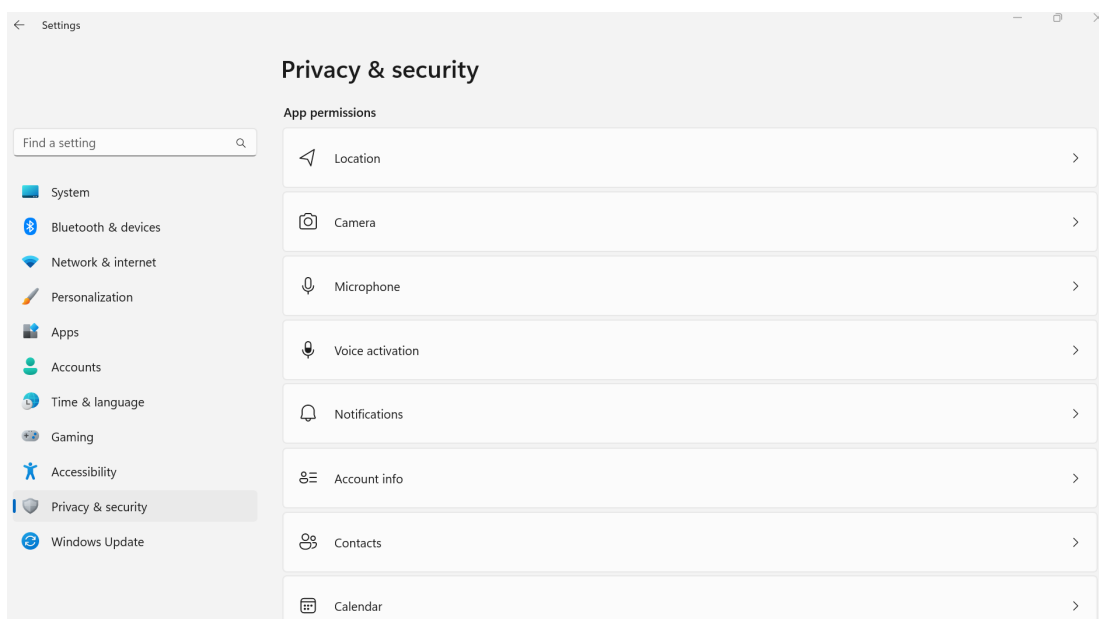
The System page displays by default.



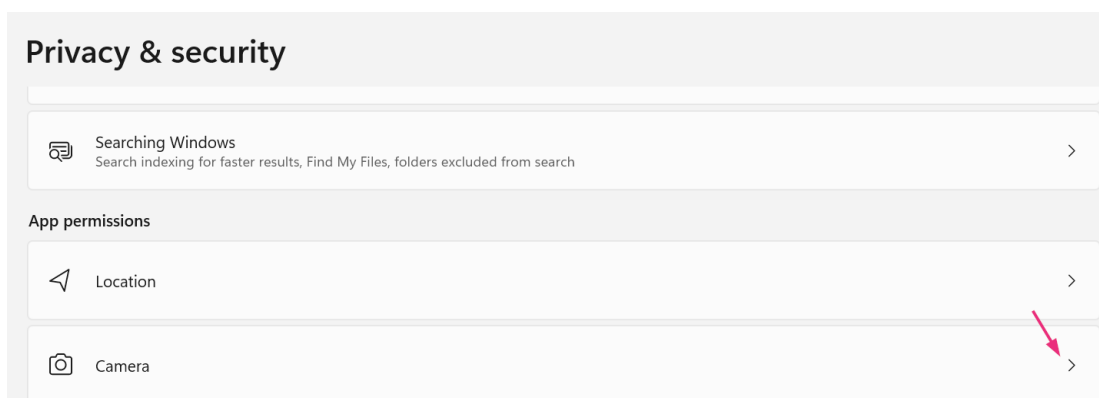
2. In the menu on the left, click **Privacy & security**.



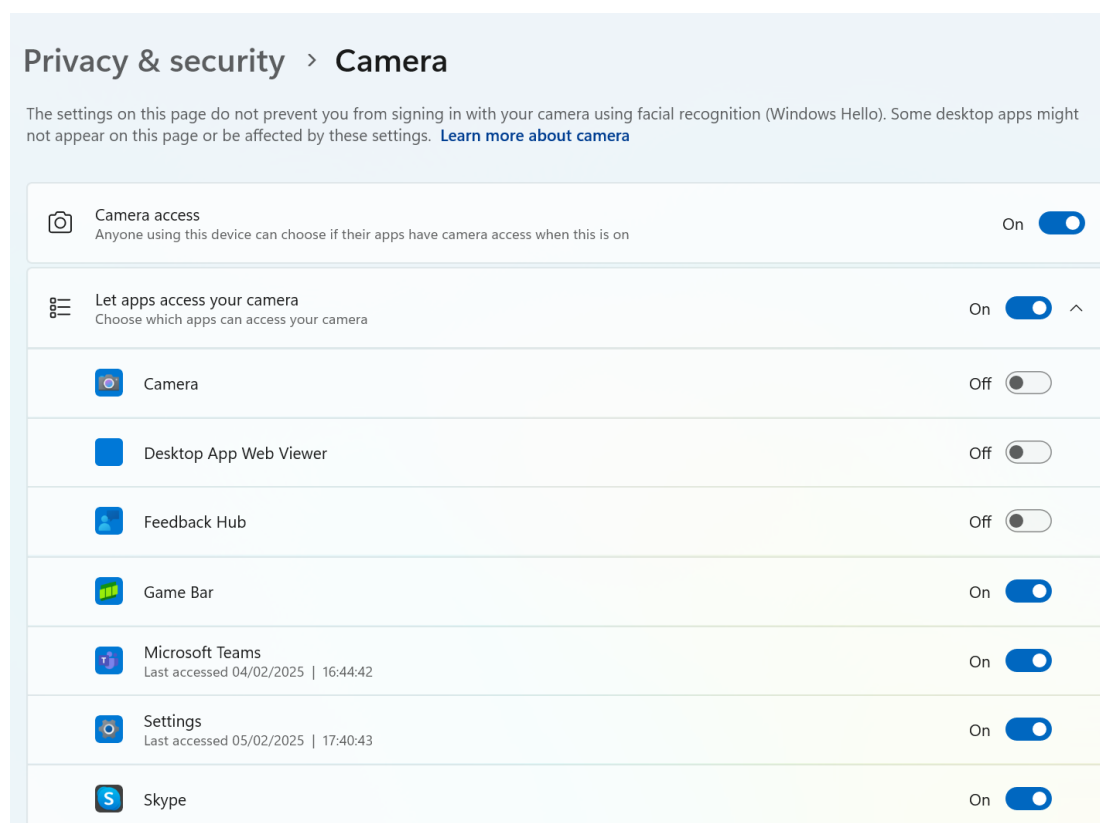
The Privacy & security list displays.



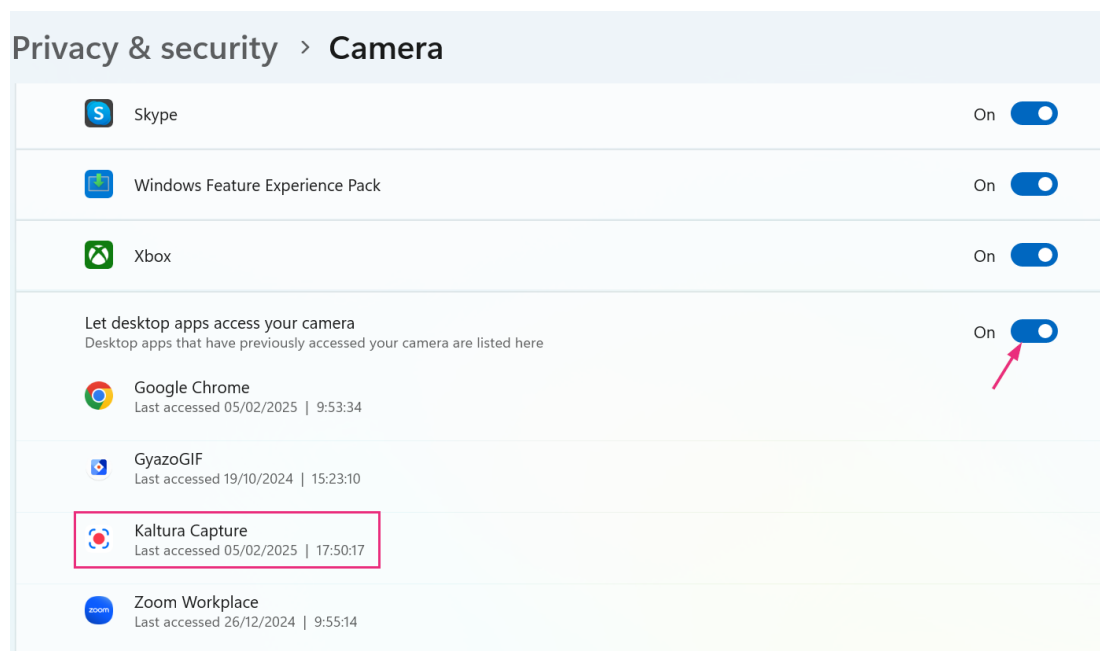
3. Scroll down to **Camera** in the list and click it to open its settings.



The Camera settings display.



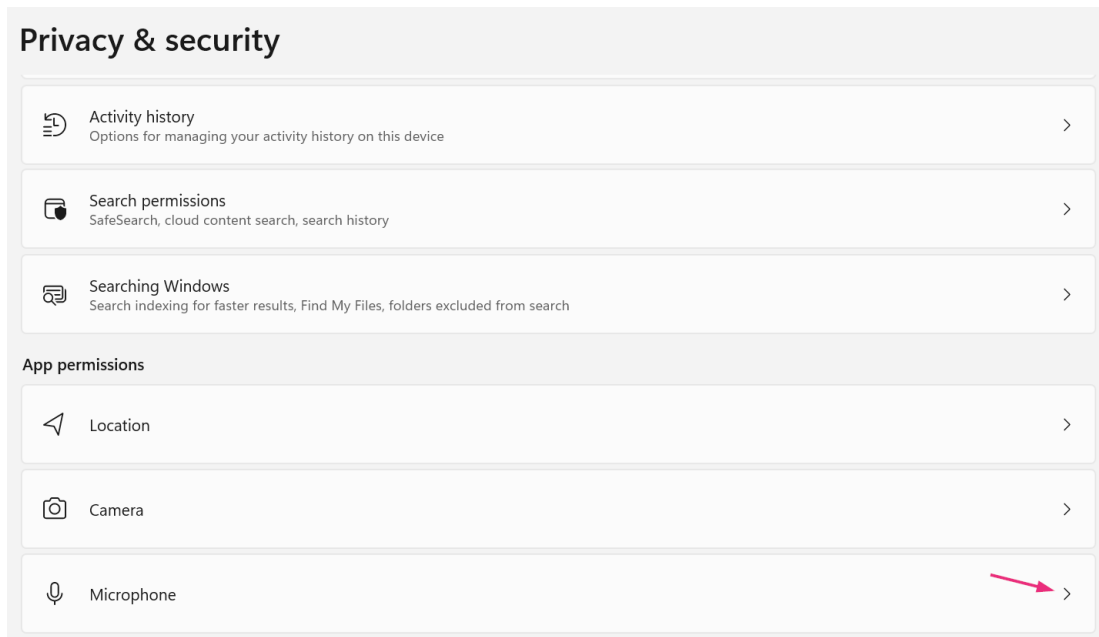
- In the Camera settings, scroll down to **Let apps access your camera** and confirm that **Kaltura Capture** is listed and enabled.



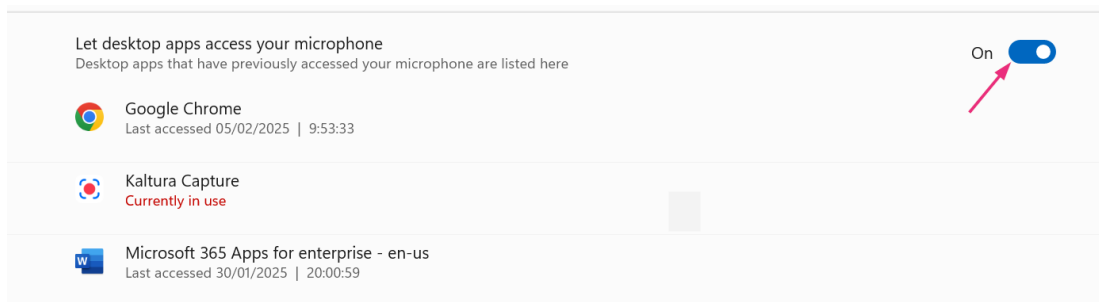
## Enable microphone access

- Follow steps 1 - 2 above.

2. In the Privacy & security list, click **Microphone**.



3. Scroll down to **Let apps access your microphone** and confirm that Kaltura Capture is listed and enabled.



You may have to restart your computer for the changes to take effect.