

Install Capture for Windows

Last Modified on 02/19/2025 10:41 am IST

 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.

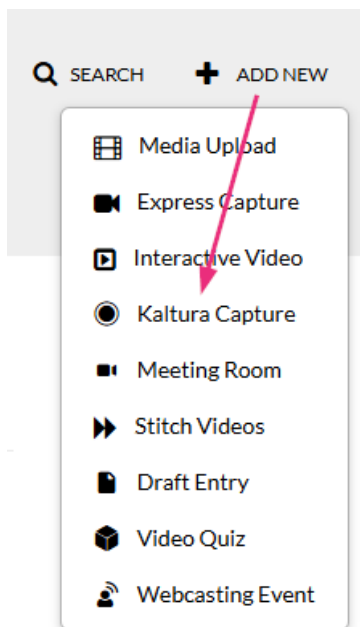


For instructions on installing Capture for Mac, visit [Install Capture for Mac](#).

Download

Non-Theming users

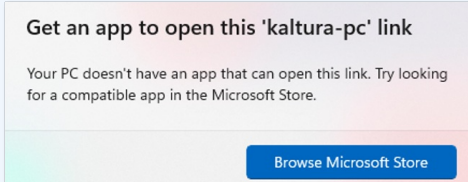
1. Log into your video portal.
2. Go to the **+Add New** menu and select **Kaltura Capture**.



You are redirected to a download page.



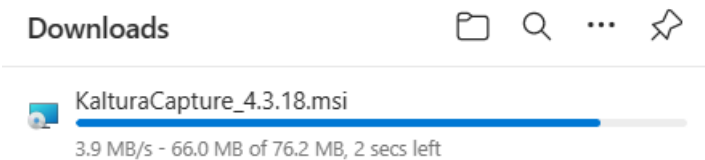
If you see a pop-up like this, just ignore it and move on to step 3.



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

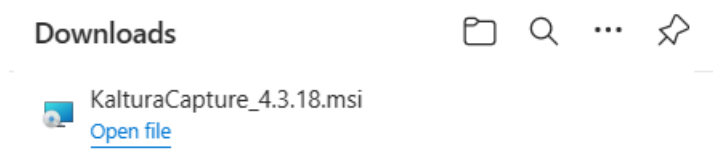


A progress bar displays.



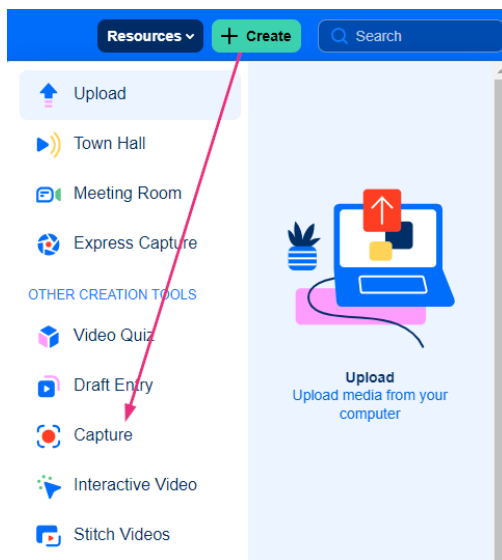
The graphic above demonstrates the Kaltura Capture version 4.3.18. However, you might have a different version.

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

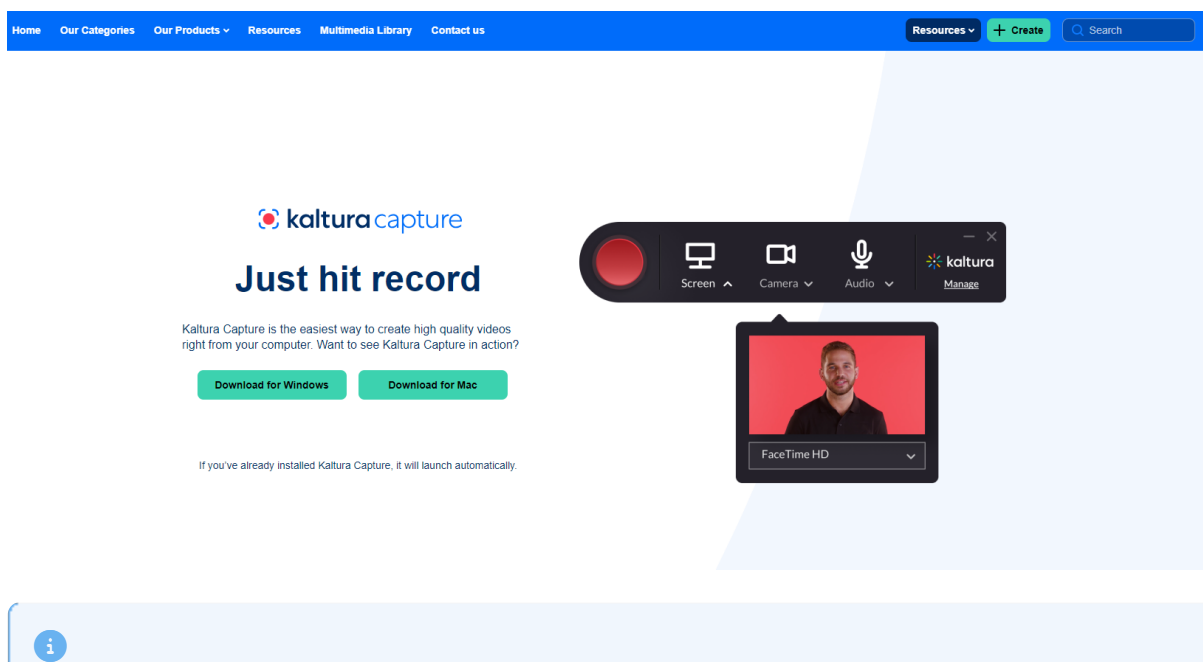


Theming users

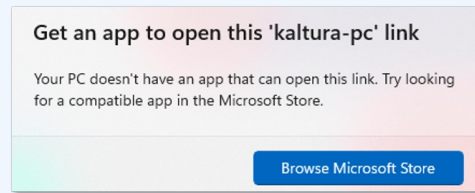
1. If **Theming** has been enabled on your video portal, go to the **+Create** menu and select **Capture**.



You are redirected to a download page.



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



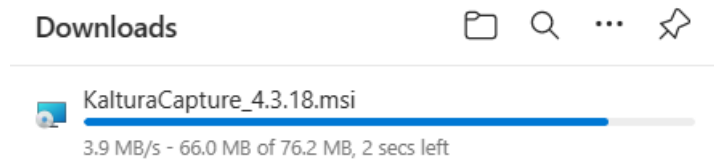
2. On the download page, click **Download for Windows**.

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?

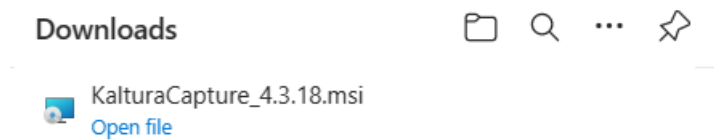


A progress bar displays.



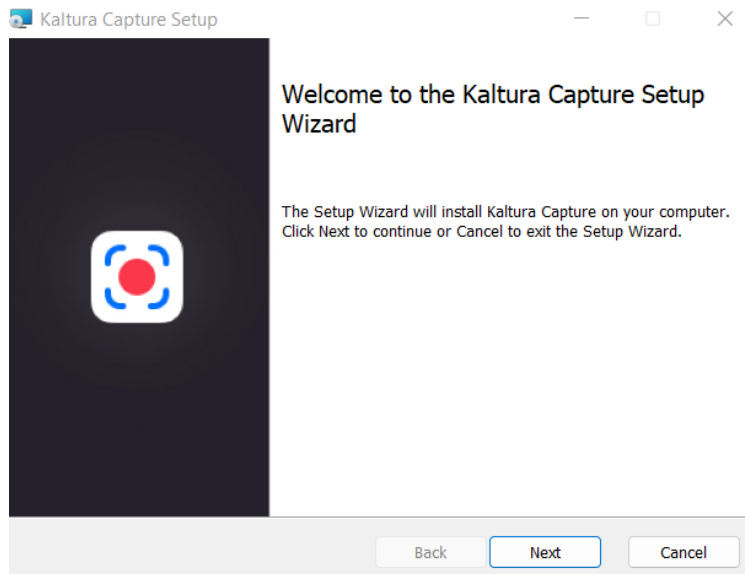
✓
The graphic above demonstrates the Kaltura Capture version 4.3.18. However, you might have a different version.

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



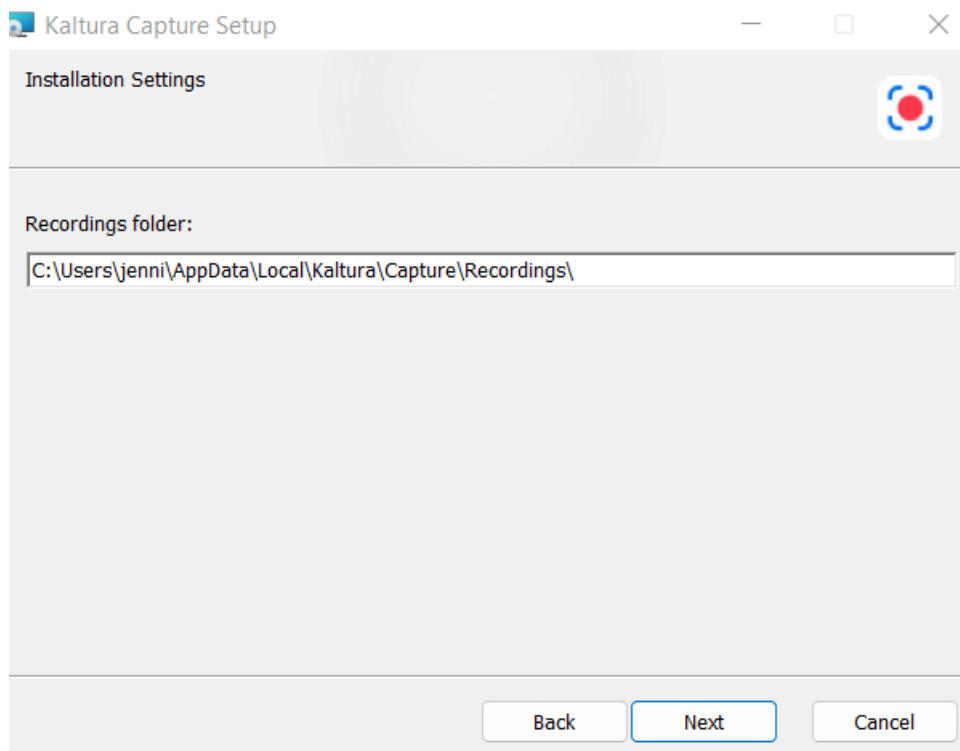
Install

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

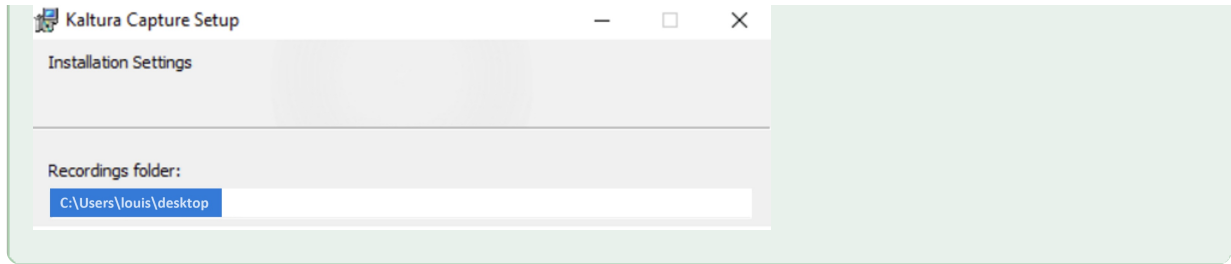


2. Click **Next**.

The **Installation Settings** screen displays.

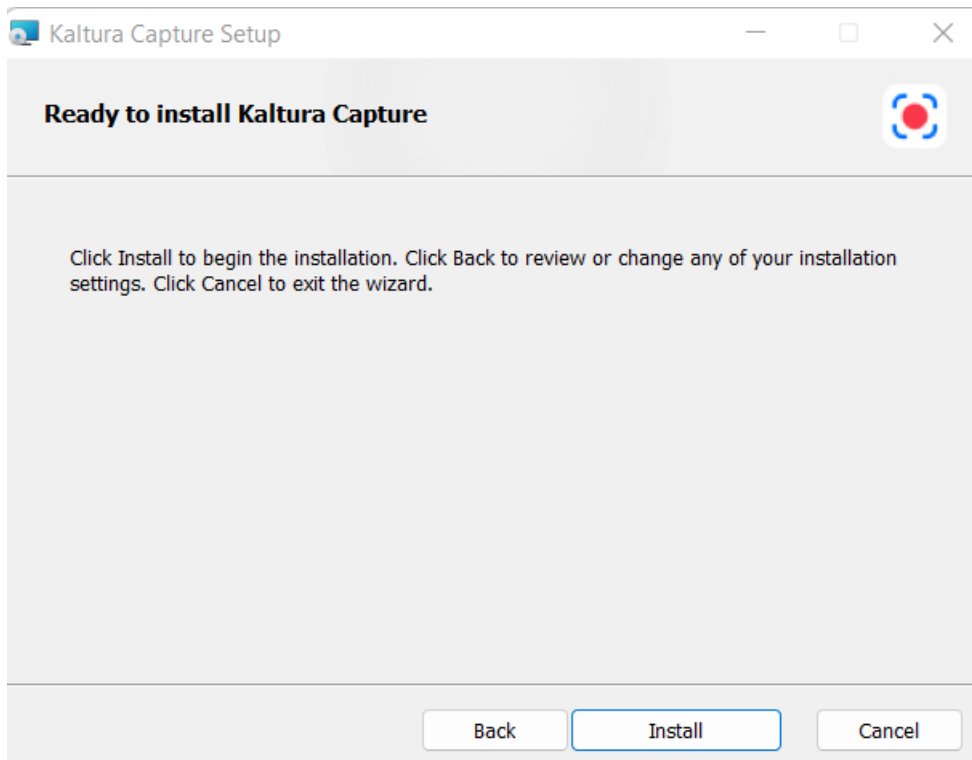


You can change the recordings folder to a more accessible location for easier access or deletion of files. To do this, remove the path information after your username in the Recordings Folder field and enter the new location, such as "desktop".



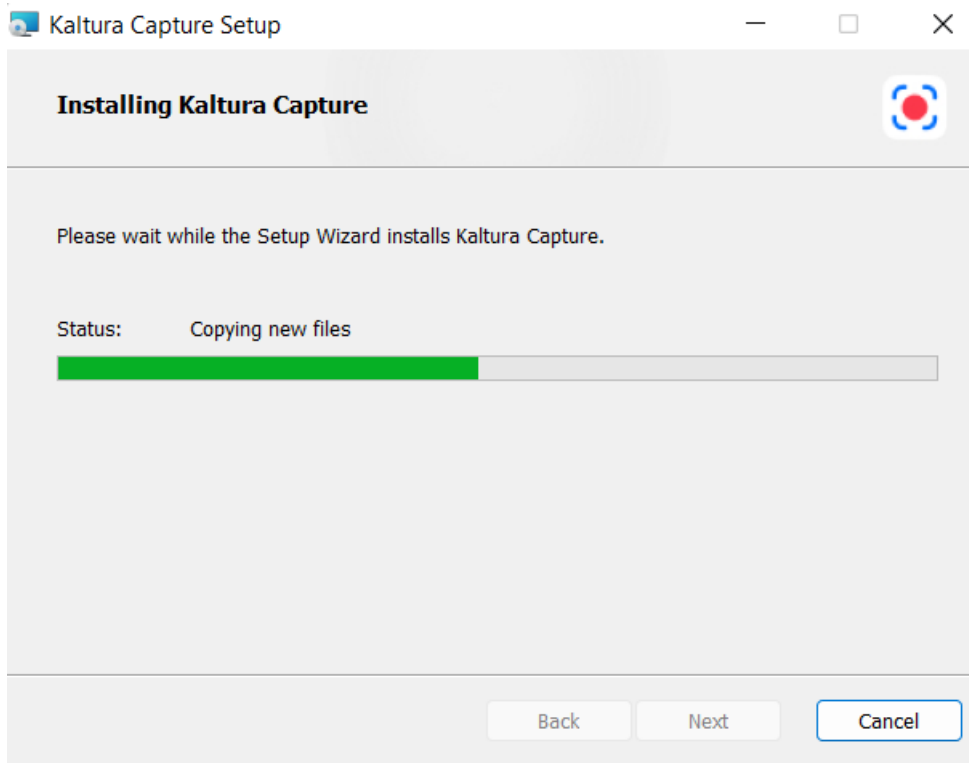
3. Click **Next**.

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

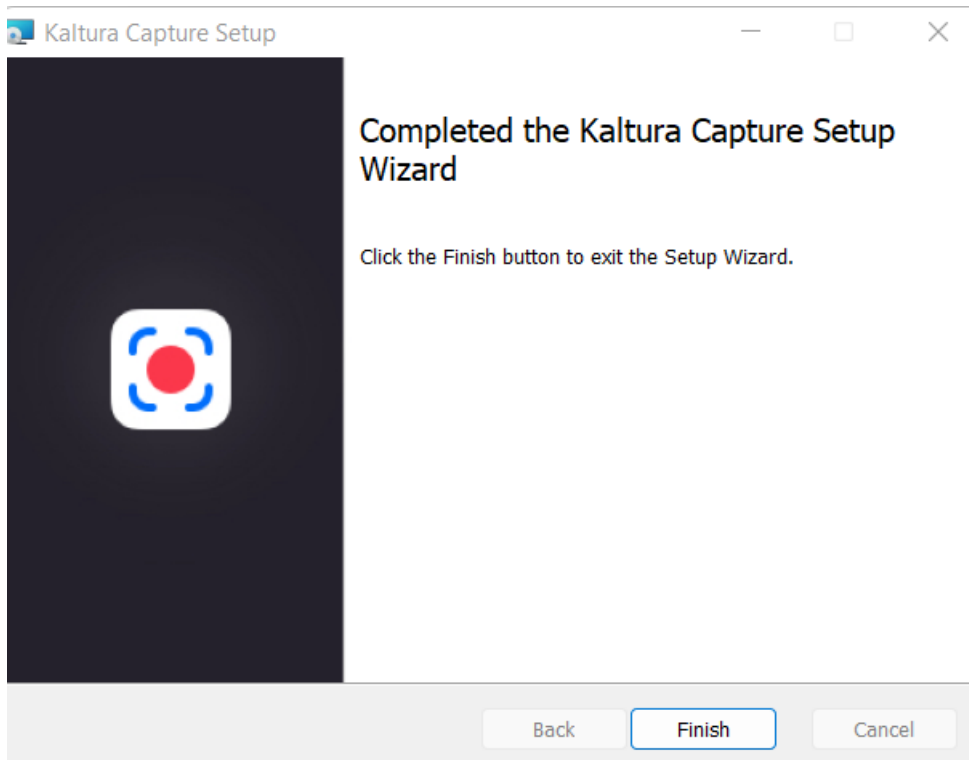


4. Click **Install** to begin the installation.

A progress bar displays.



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



5. Click **Finish**.

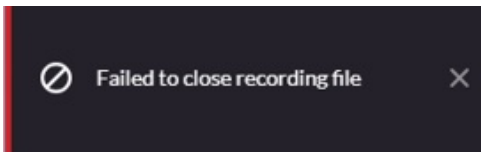
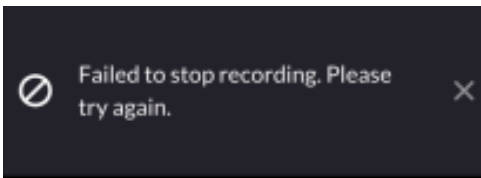
Error messages

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](#).

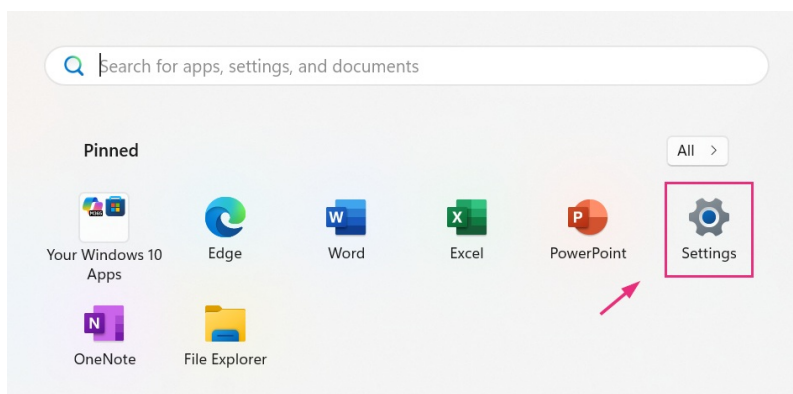
- *Failed to start recording. Please try again.*
- *Failed to stop recording. Please try again.*
- *Failed to load secondary device. Please restart the application.*
- *Failed to load audio device. Please restart the application.*
- *Failed to close recording file.*



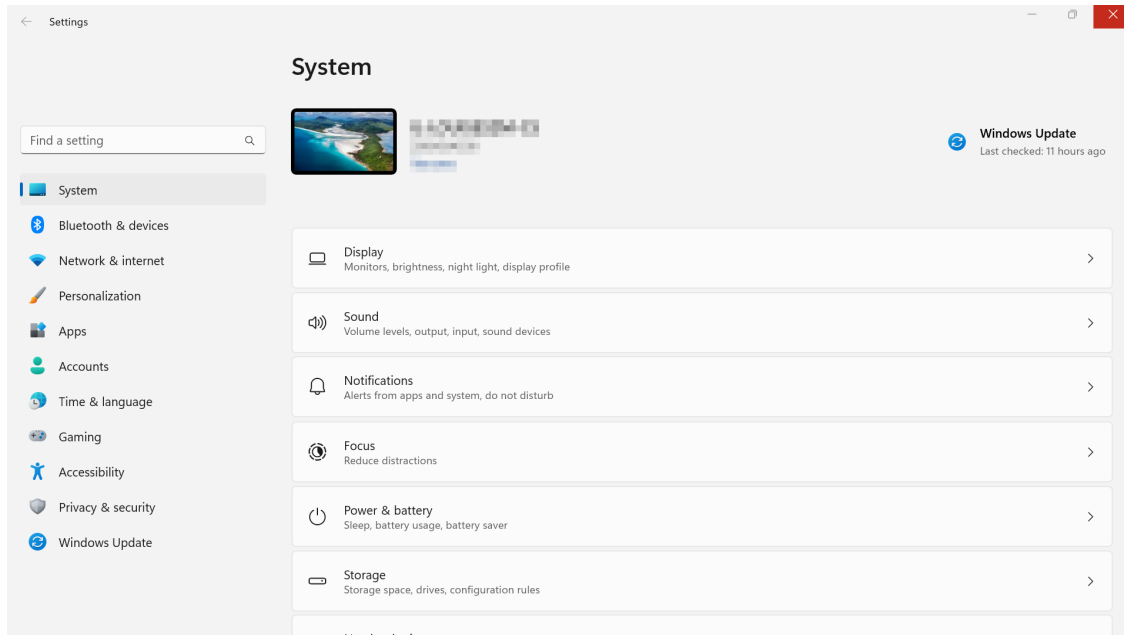
How to enable permissions

Enable camera access

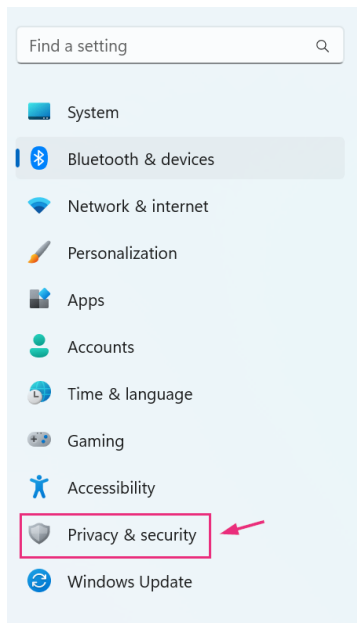
1. Open your Windows settings by clicking the Start menu and clicking the **Settings icon** (or press Windows + I on your keyboard), or by right-clicking the Start icon and selecting **Settings** from the menu.



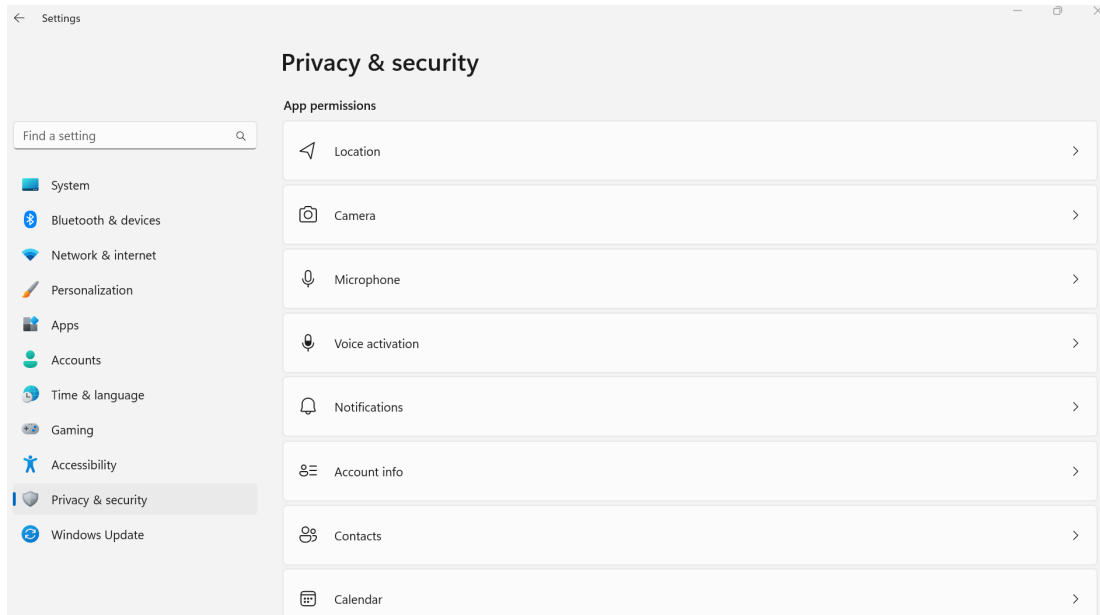
The System page displays by default.



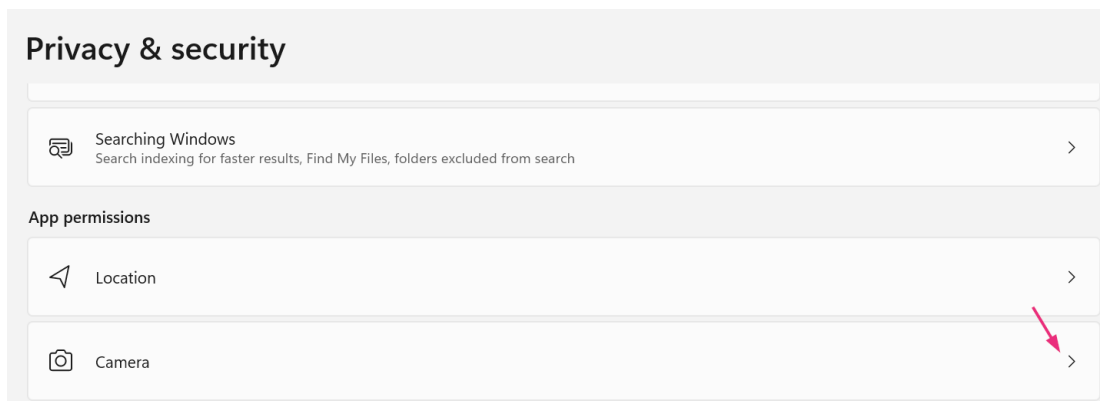
2. In the menu on the left, click **Privacy & security**.



The Privacy & security list displays.



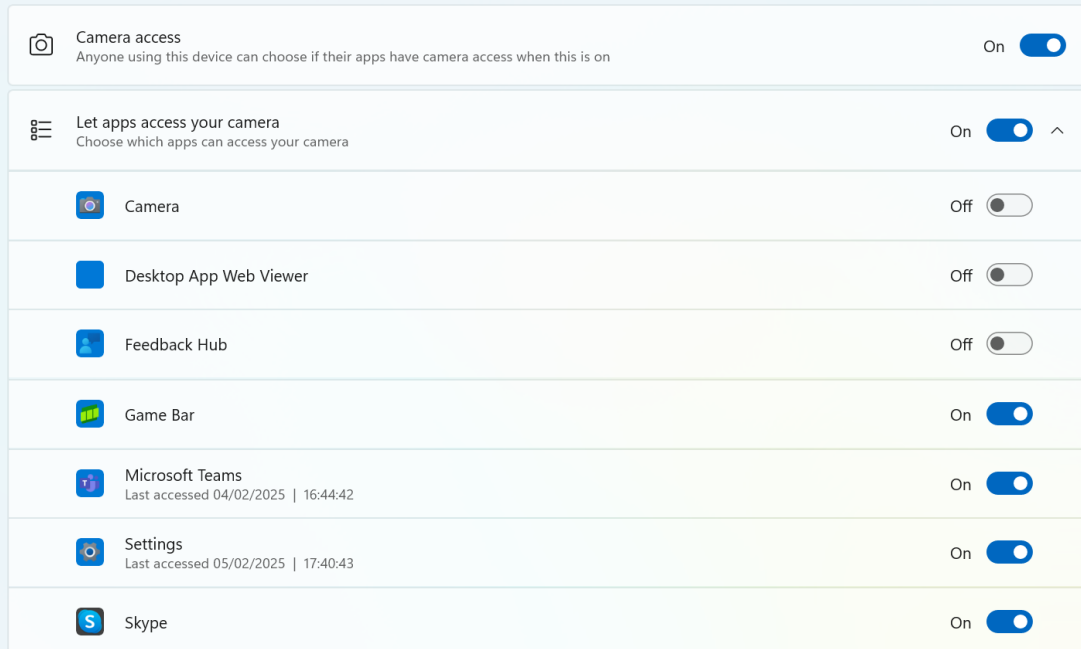
3. Scroll down to **Camera** in the list and click it to open its settings.



The Camera settings display.

Privacy & security > Camera

The settings on this page do not prevent you from signing in with your camera using facial recognition (Windows Hello). Some desktop apps might not appear on this page or be affected by these settings. [Learn more about camera](#)

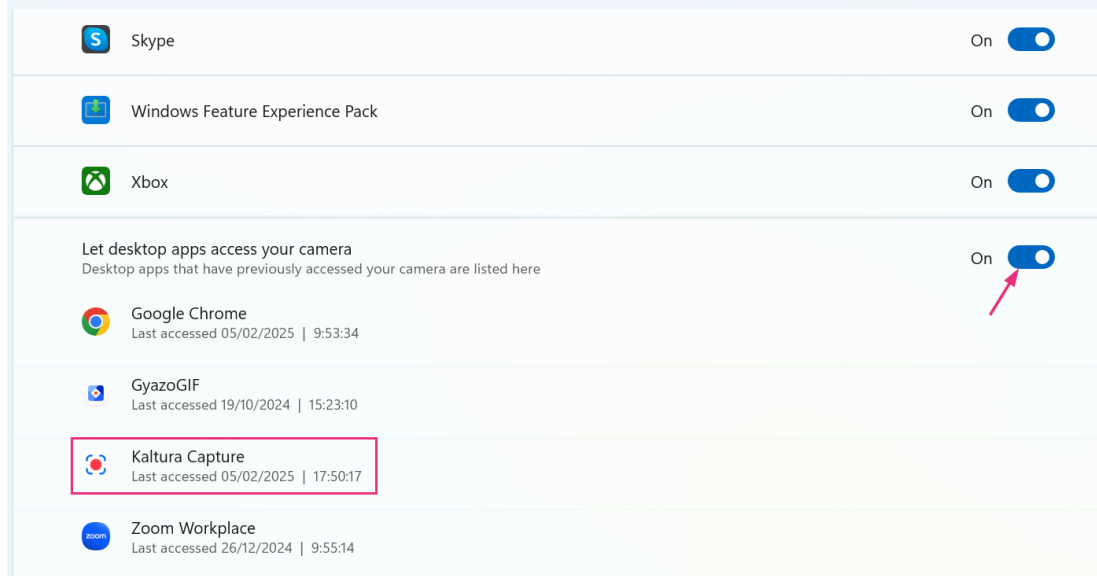


The screenshot shows the Windows 'Camera' settings page. At the top, 'Camera access' is turned on. Below it, 'Let apps access your camera' is also turned on. A list of apps follows, each with a toggle switch. The 'Kaltura Capture' app is not visible in this list, but 'Skype' is at the bottom.

App	Access Status
Camera	Off
Desktop App Web Viewer	Off
Feedback Hub	Off
Game Bar	On
Microsoft Teams	On
Settings	On
Skype	On

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

Privacy & security > Camera

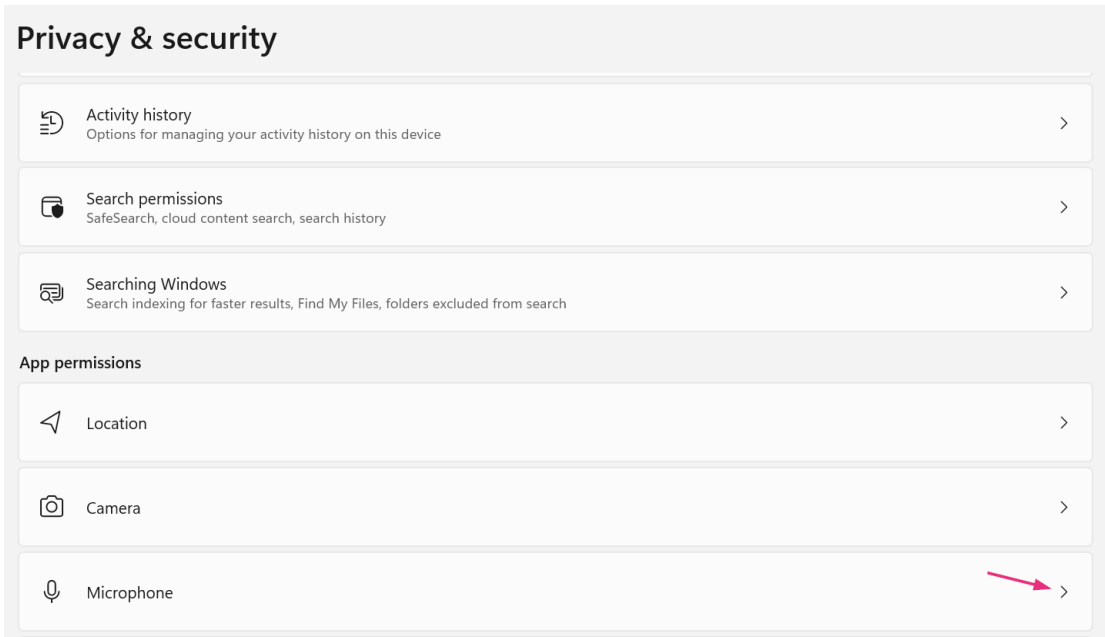


This screenshot shows the 'Let desktop apps access your camera' section of the Windows Camera settings. The 'Kaltura Capture' app is listed and highlighted with a red box. A red arrow points to the 'On' toggle switch for this app.

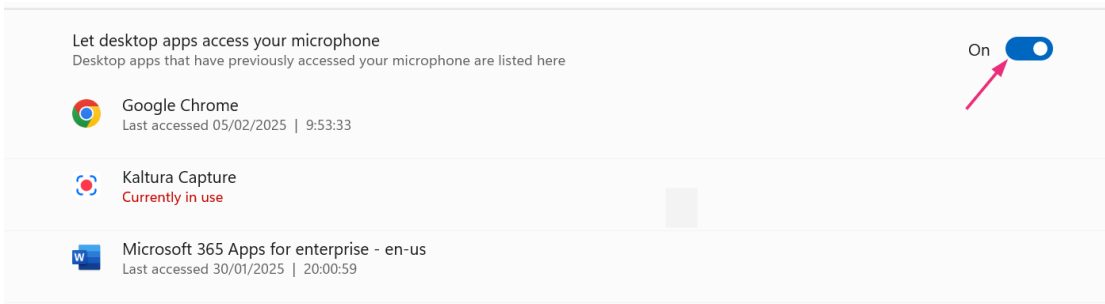
App	Access Status
Skype	On
Windows Feature Experience Pack	On
Xbox	On
Let desktop apps access your camera	On
Google Chrome	On
GyazoGIF	On
Kaltura Capture	On
Zoom Workplace	On

Enable microphone access

1. 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.