

Install Capture for Windows

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28 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.

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For instructions on installing Capture for Mac, visit Install Capture for Mac.

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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.

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	
Learn more: See the Kaltura Capture - User Manual for additional information on supported systems and usage instructions.	
i If you see a pop-up like this, just ignore it and move on to step 3.	
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	

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.



A progress bar displays.

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0	KalturaCapture_4.3.18.msi			
	3.9 MB/s - 66.0 MB of 76.2 MB, 2 secs left	t		

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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	

Theming users

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



Resources ~ +	Create Q Search
🔶 Upload	
▶)) Town Hall	
Meeting Room	
😢 Express Capture	¥ 👎
OTHER CREATION TOOLS	
🍞 Video Quiz	
Draft Entry	Upload Upload media from your
Capture	computer
Interactive Video	
5 Stitch Videos	

You are redirected to a download page.



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
7	

A progress bar displays.

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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.

Dov	wnloads	þ	Q	•••	\checkmark
0-	KalturaCapture_4.3.18.msi Open file				

Install

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



💽 Kaltura Capture Setup			—		\times
	Welcome Wizard	e to the Ka	iltura Captu	ıre Setu	p
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		Back	Next	Can	cel

2. Click Next.

👥 Kaltura Capture Setup				_	
Installation Settings					۲
Recordings folder:					
C:\Users\jenni\AppData\Local	\Kaltura\Capture\I	Recordings\			
		Back	Next		Cancel

The Installation Settings screen displays.

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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".



🕼 Kaltura Capture Setup	_	\times			
Installation Settings					
Recordings folder:					
C:\Users\louis\desktop					

3. Click Next.

The Ready to install Kaltura Capture screen displays

🔁 Kaltura Capture Setup			_		×
Ready to install Kaltura Captur	e			(
Click Install to begin the installation. C settings. Click Cancel to exit the wizar	Click Back to rev rd.	iew or change a	ny of your i	nstallation	
	Back	Install		Cano	el

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

A progress bar displays.



🄁 Kaltura Capture Setup		—		×
Installing Kaltura Capture				۲
Please wait while the Setup Wizard installs Kaltura Captu	re.			
Status: Copying new files				
Back	Nex	xt	Ca	ncel

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



5. Click Finish.

Having trouble installing Capture?

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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.



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Start Becomfine Streen A Camera V Audio V Massee	
<image/> <complex-block></complex-block>	Screen Camera Audio Kalturo Manaze FaceTime HD

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.



🔆 kaltura	Home	Channels Help page				04 /0	1	FAQs ~ + Create	Q Search	≛ en ~
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Error messages

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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

 Open your Windows settings by clicking the Start menu and clicking the Settingsicon (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.

\leftarrow Settings		- 0 ×
	System	
Find a setting Q		Windows Update Last checked: 11 hours ago
System		
8 Bluetooth & devices		
✓ Network & internet	Display Monitors, brightness, night light, display profile	>
🥖 Personalization		
📑 Apps	Sound Volume levels, output, input, sound devices	>
Accounts	Notifications And for any and noted introduced	>
💿 Time & language	Alerts from apps and system, do not disturb	,
\cdots Gaming	Focus Produce distructioner	>
🕇 Accessibility	Reduce distractions	,
Privacy & security	U Power & battery Sleep, battery usage, battery saver	>
Windows Update	- Sieep, battery usage, battery saver	
	Storage Storage space, drives, configuration rules	>
	Nacional de Ser	

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





The Privacy & security list displays.

← Settings		- 0	×
	Privacy & security		
	App permissions		
Find a setting Q	\checkmark Location	>	
SystemBluetooth & devices	O Camera	>	
 Network & internet Personalization 	Q Microphone	>	
Apps Accounts	Voice activation	>	
 Time & language Gaming 	Q Notifications	>	
 Accessibility Privacy & security 	SΞ Account info	>	
Windows Update	S Contacts	>	
	(iii) Calendar	>	

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

Priv	Privacy & security				
Q	Searching Windows Search indexing for faster results, Find My Files, folders excluded from search	>			
Арр ре	ermissions				
\triangleleft	Location	>			
Ó	Camera	, ,			

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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

Camera access Anyone using this device can choose if their apps have camera access when this is on	On 🚺
g= Let apps access your camera Choose which apps can access your camera	On 🚺 ^
Camera	Off
Desktop App Web Viewer	Off
Feedback Hub	Off
🗾 Game Bar	On 🚺
Microsoft Teams Last accessed 04/02/2025 16:44:42	On 🚺
Settings Last accessed 05/02/2025 17:40:43	On 🚺
S 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					
S Skype	On 🚺				
Windows Feature Experience Pack	On 🚺				
Xbox	On 🚺				
Let desktop apps access your camera Desktop apps that have previously accessed your camera are listed here Google Chrome Last accessed 05/02/2025 9:53:34	On				
State accessed 19/10/2024 15:23:10					
Kaltura Capture Last accessed 05/02/2025 17:50:17					
Zoom Workplace Last accessed 26/12/2024 9:55:14					

Enable microphone access

1. Follow steps 1 - 2 above.

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

Privacy & security				
Ð	Activity history Options for managing your activity history on this device	>		
Ţ	Search permissions SafeSearch, cloud content search, search history	>		
ą	Searching Windows Search indexing for faster results, Find My Files, folders excluded from search	>		
App pe	App permissions			
\triangleleft	Location	>		
Ó	Camera	>		
Ŷ	Microphone	>		

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

	esktop apps access your microphone op apps that have previously accessed your microphone are listed here Google Chrome Last accessed 05/02/2025 9:53:33	On O
۲	Kaltura Capture Currently in use	
w	Microsoft 365 Apps for enterprise - en-us Last accessed 30/01/2025 20:00:59	

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