

Install Capture for Windows

Last Modified on 05/14/2025 3:17 pm 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](#).

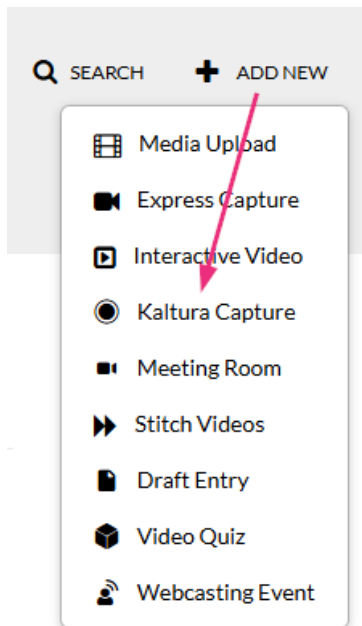


If you're having trouble downloading Kaltura Capture, the issue may be related to your organization's IT settings. Some networks block software downloads or installations. If the download doesn't start or fails, try contacting your IT department to make sure the app isn't being blocked by your system's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

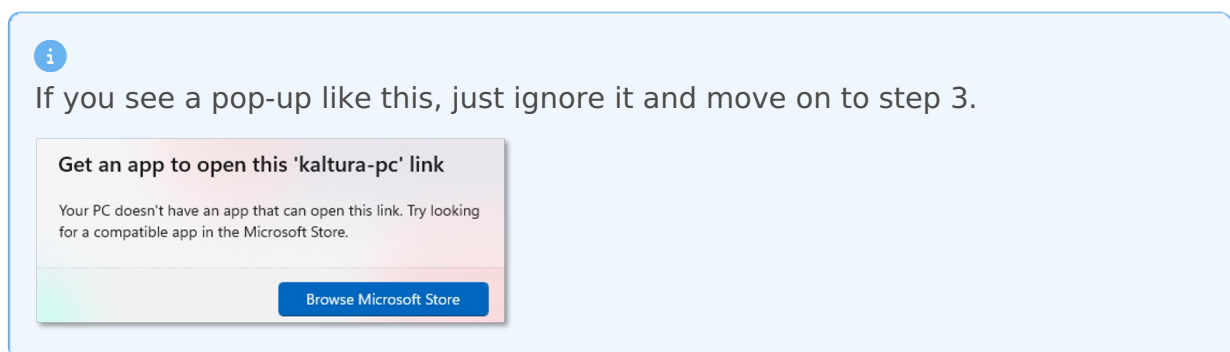
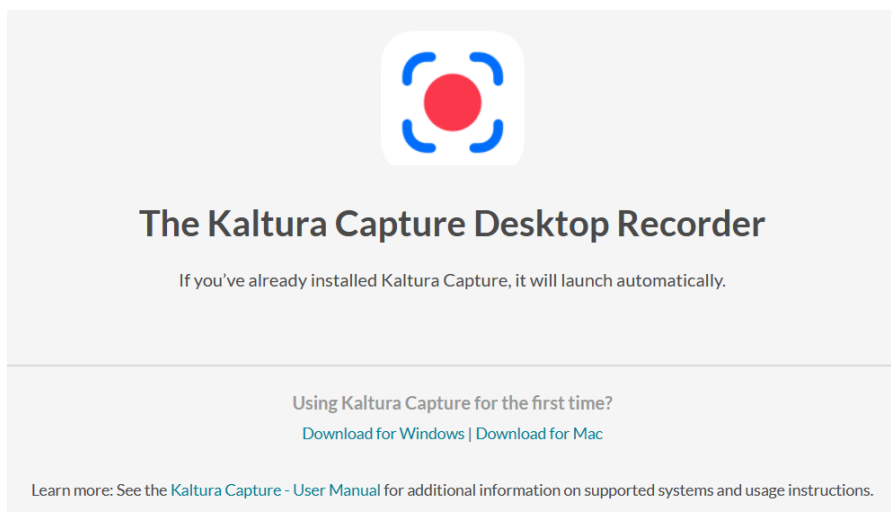
Download

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

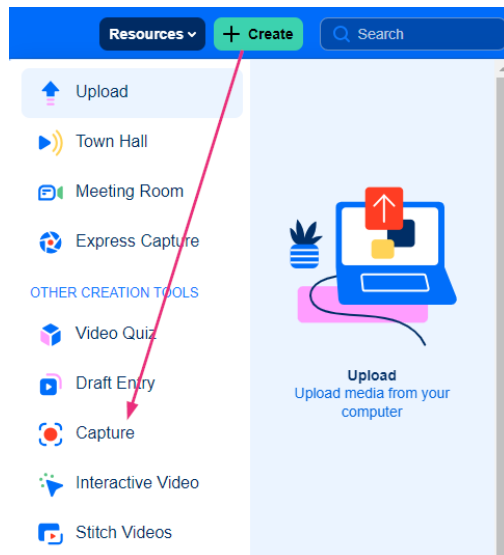


KalturaCapture_4.3.18.msi

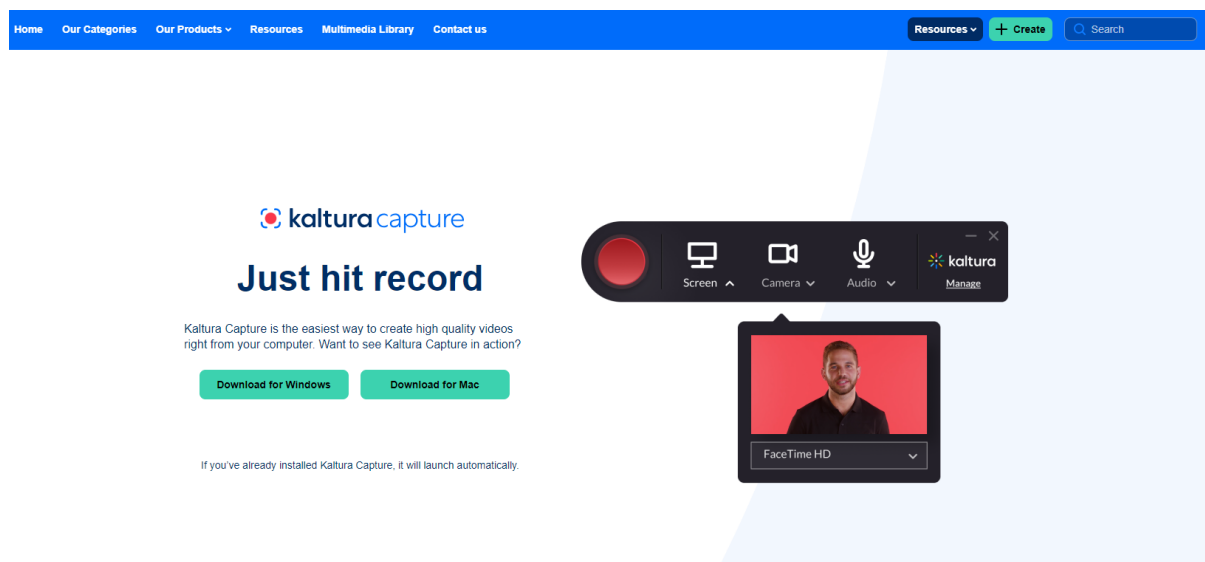
[Open file](#)

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**.

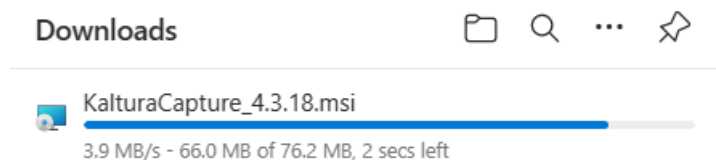
Just hit record

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

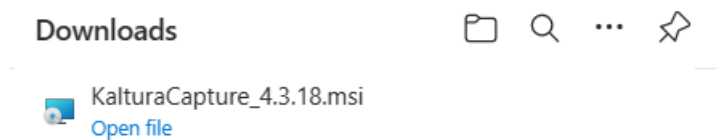
Download for Mac

A progress bar displays.



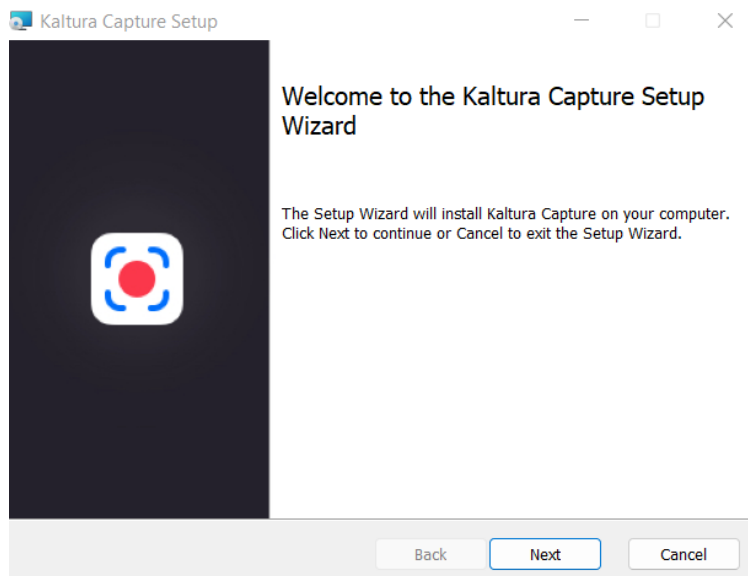
The graphic above demonstrates the Kaltura Capture version 4.3.18. However, you might have a different version.

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



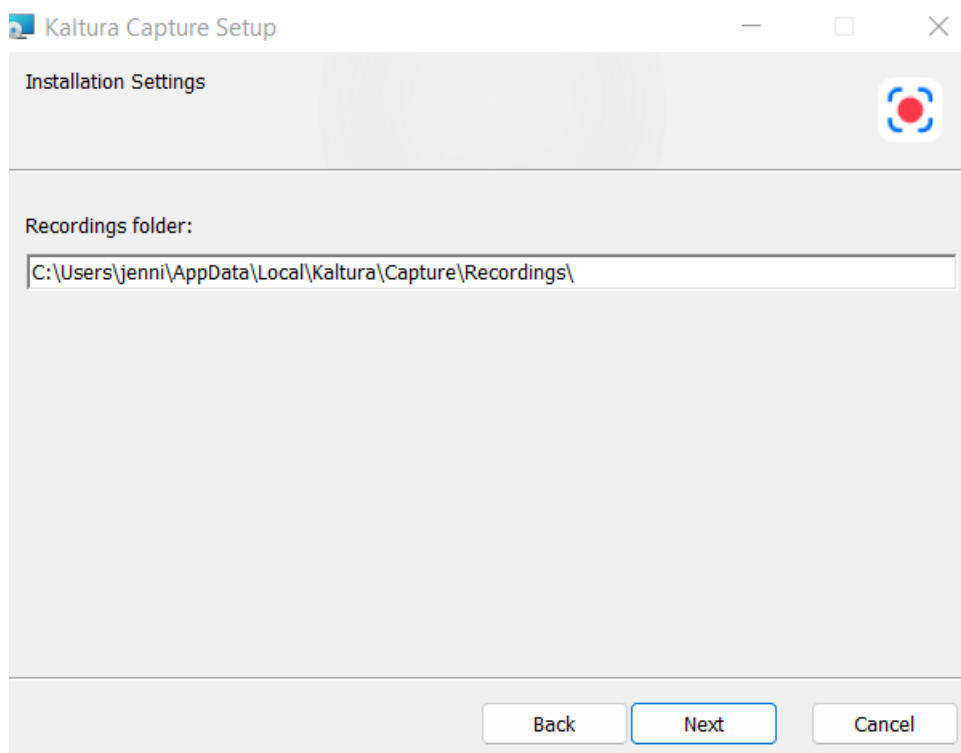
Install

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

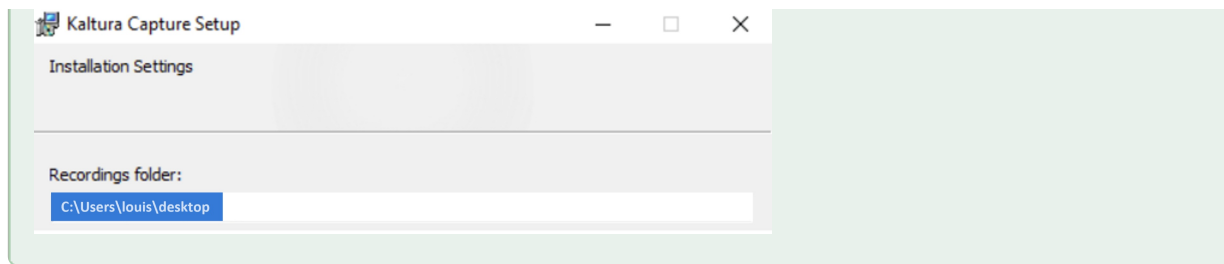


2. Click **Next**.

The **Installation Settings** screen displays.

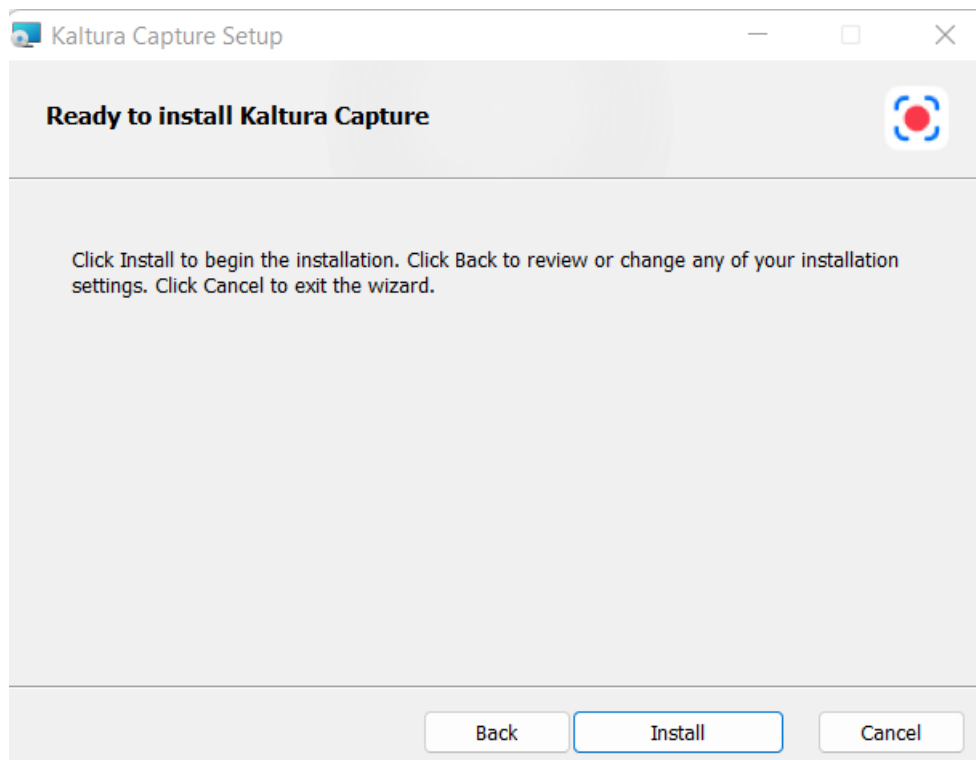


You can change the recordings folder to a more accessible location for easier access or deletion of files. To do this, remove the path information after your username in the Recordings Folder field and enter the new location, such as "desktop".



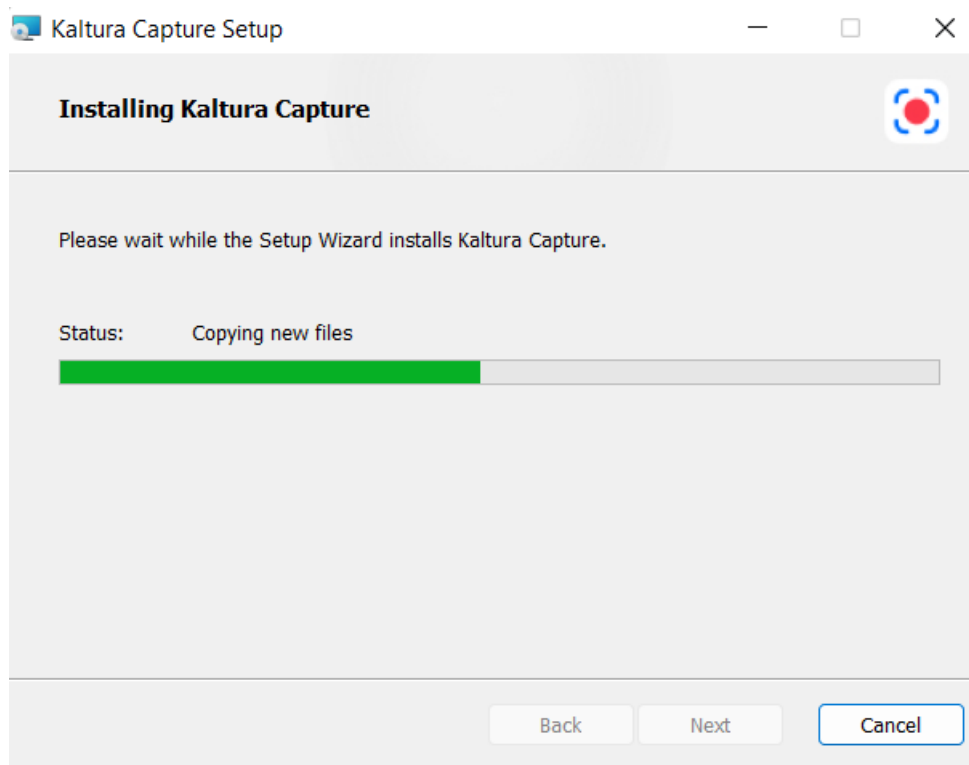
3. Click **Next**.

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

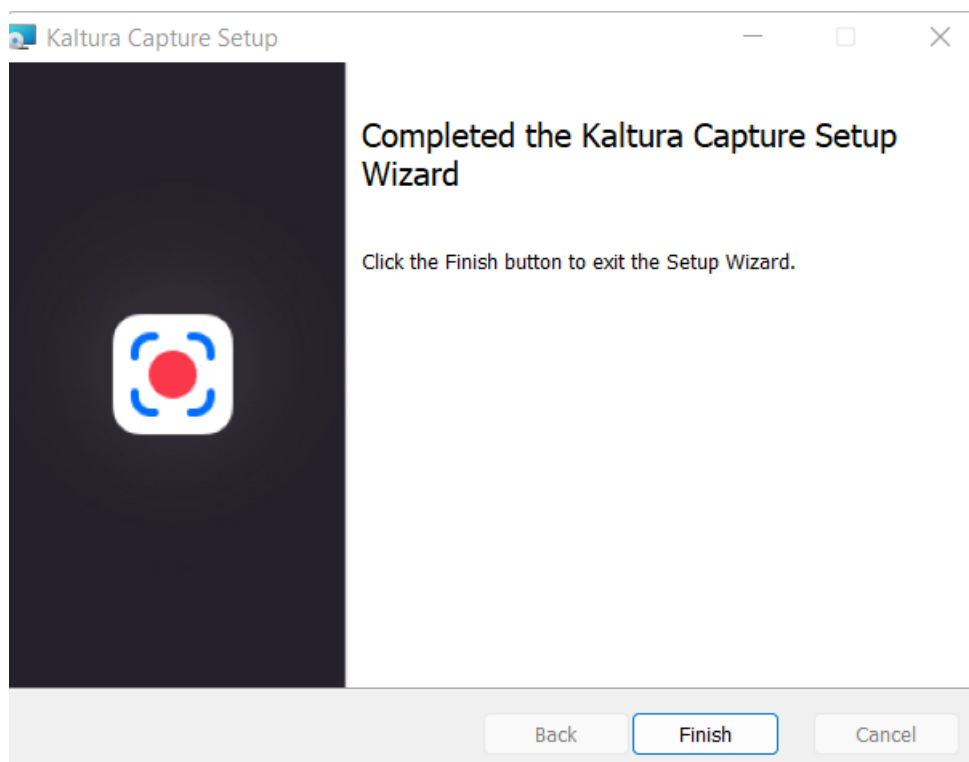


4. Click **Install** to begin the installation.

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](#).

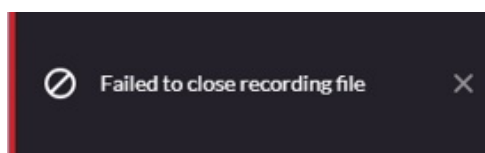
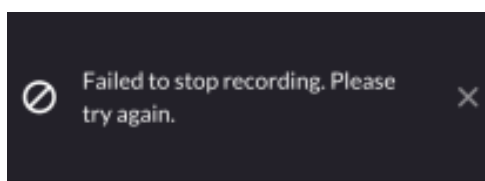
Error messages

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](#).

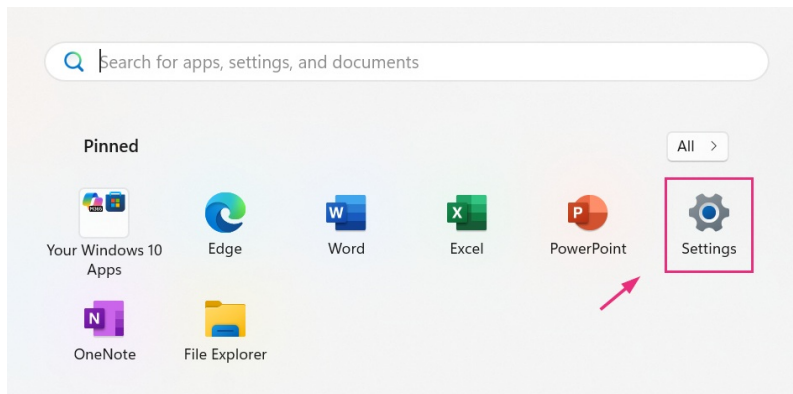
- *Failed to start recording. Please try again.*
- *Failed to stop recording. Please try again.*
- *Failed to load secondary device. Please restart the application.*
- *Failed to load audio device. Please restart the application.*
- *Failed to close recording file.*



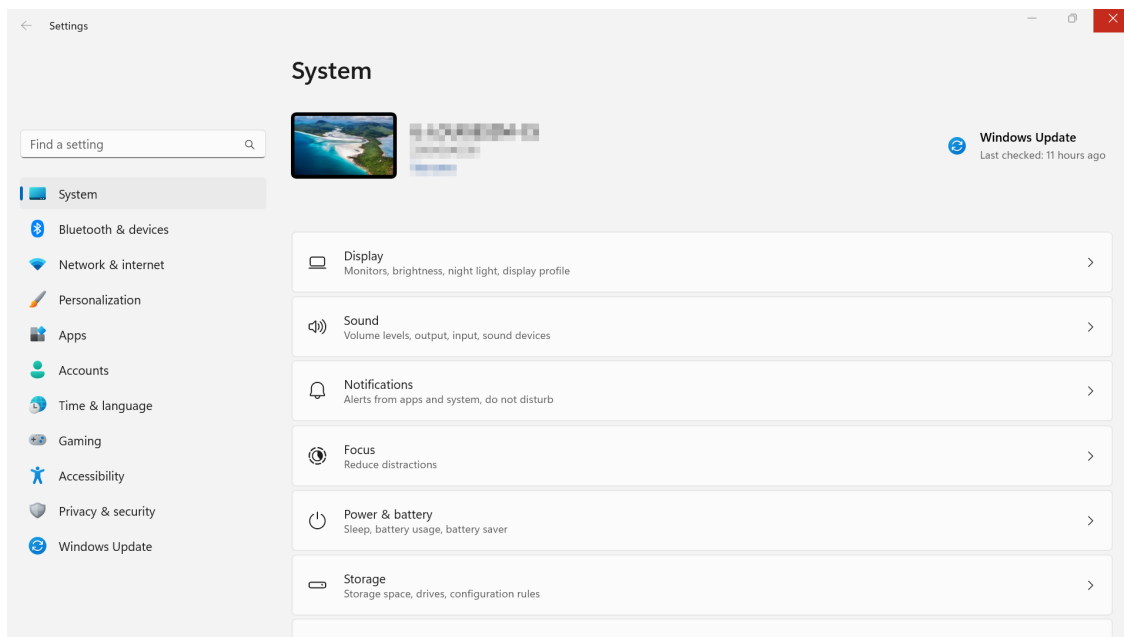
How to enable permissions

Enable camera access

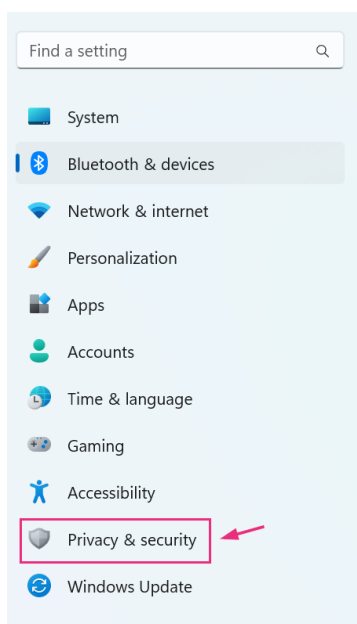
1. Open your Windows settings by clicking the Start menu and clicking the **Settings icon** (or press Windows + I on your keyboard), or by right-clicking the Start icon and selecting **Settings** from the menu.



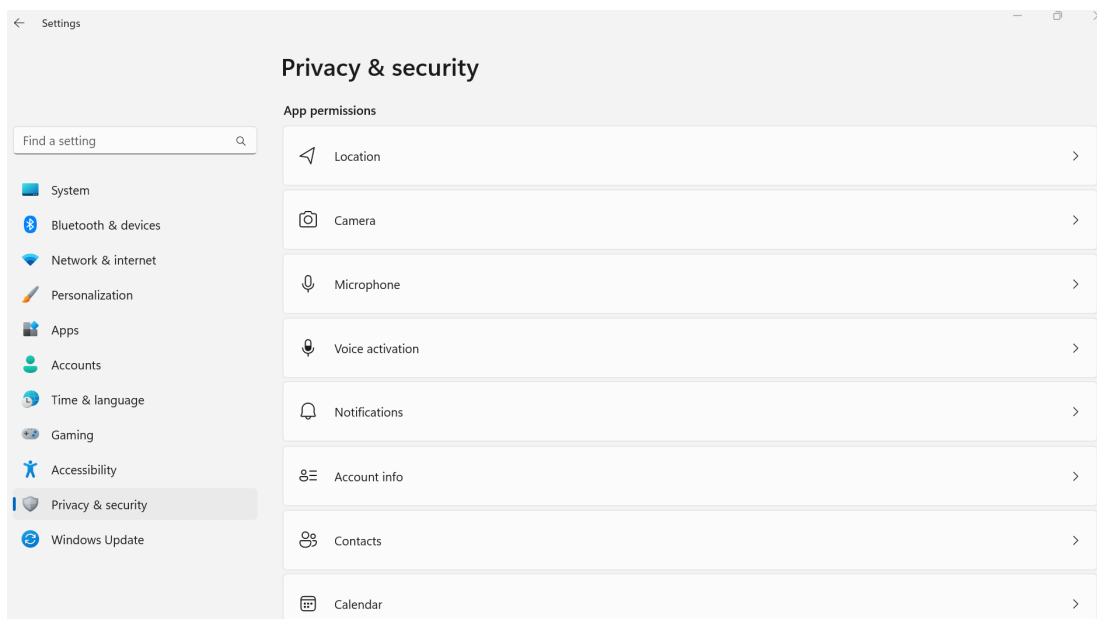
The System page displays by default.



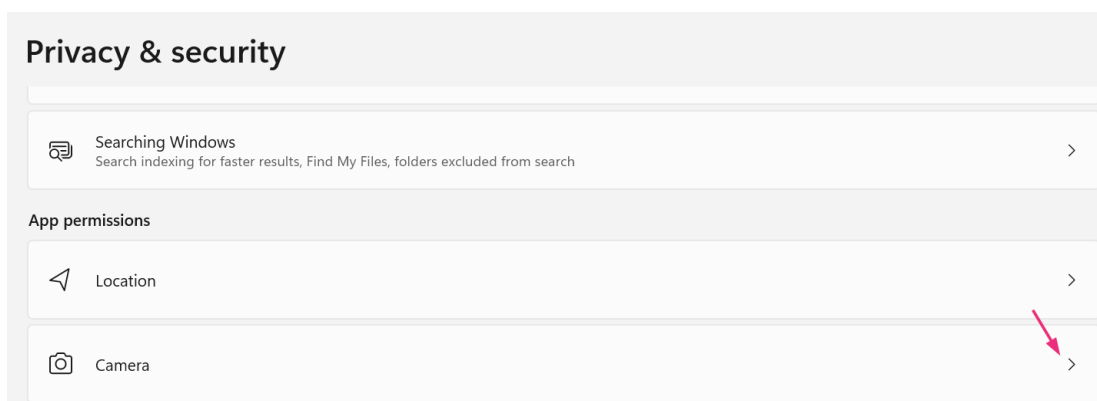
2. In the menu on the left, click **Privacy & security**.



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](#)













Camera access
 Anyone using this device can choose if their apps have camera access when this is on
 On 


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 
	Skype	On 

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

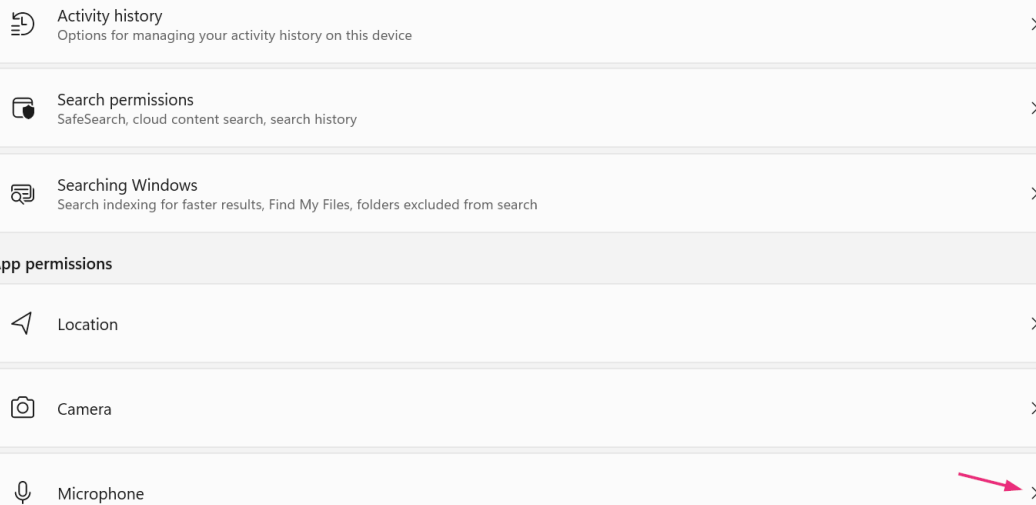
Privacy & security > Camera

	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		On 
	Google Chrome Last accessed 05/02/2025 9:53:34	
	GyazoGIF Last 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	

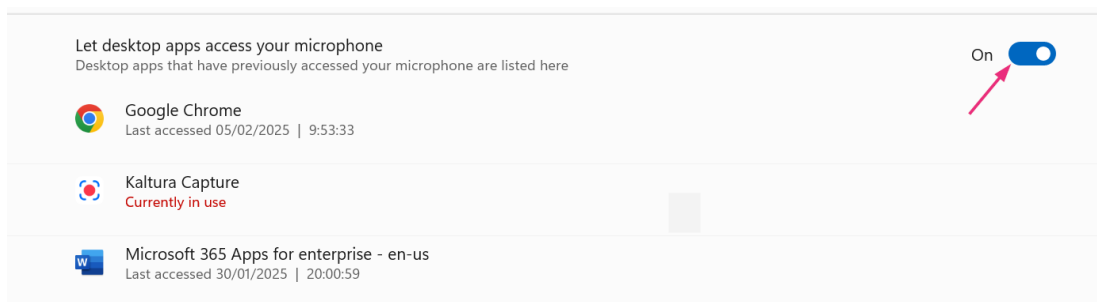
Enable microphone access

- Follow steps 1 - 2 above.
- In the Privacy & security list, click **Microphone**.

Privacy & security



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.