

Install Capture for Windows

Last Modified on 08/10/2025 5:38 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.

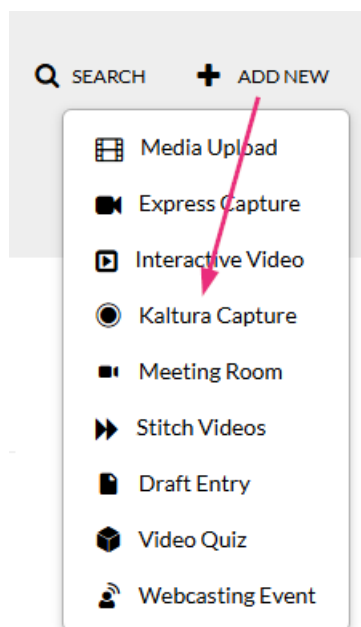


For instructions on installing Capture for Mac, visit [Install Capture for Mac](#).

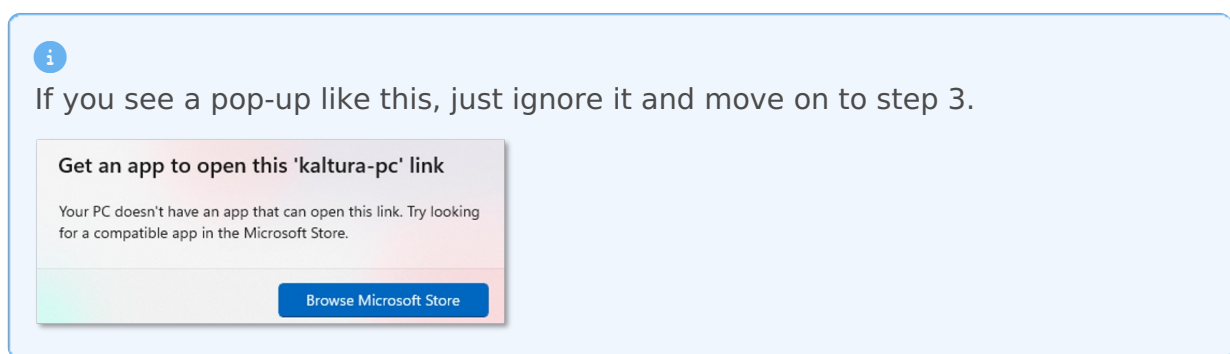
Download

Non-Theming users

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



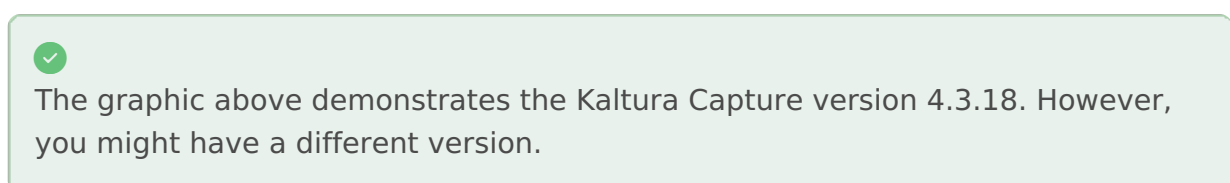
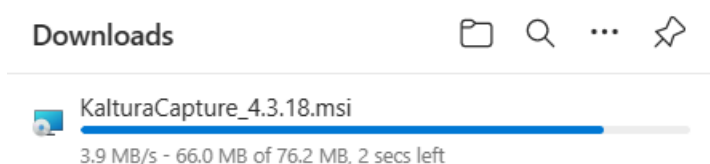
You are redirected to a download page.



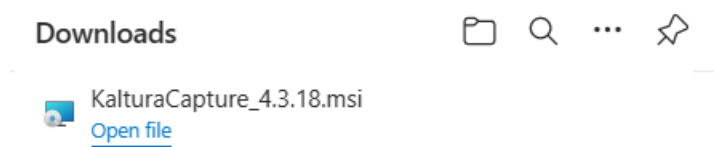
3. On the download page, click **Download for Windows**.



A progress bar displays.

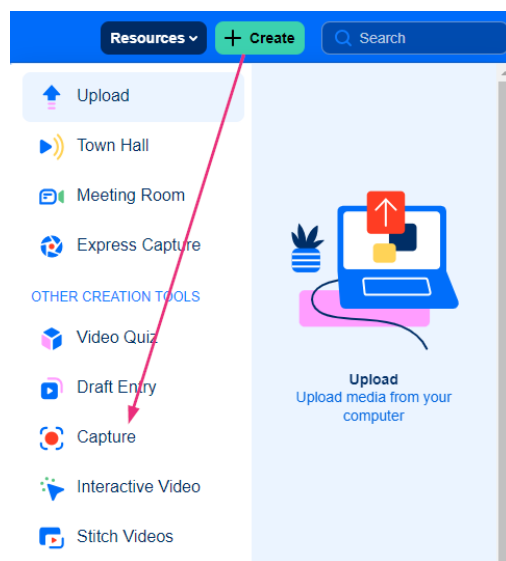


When the download is completed, you will see a file called **KalturaCapture** in your downloads folder.

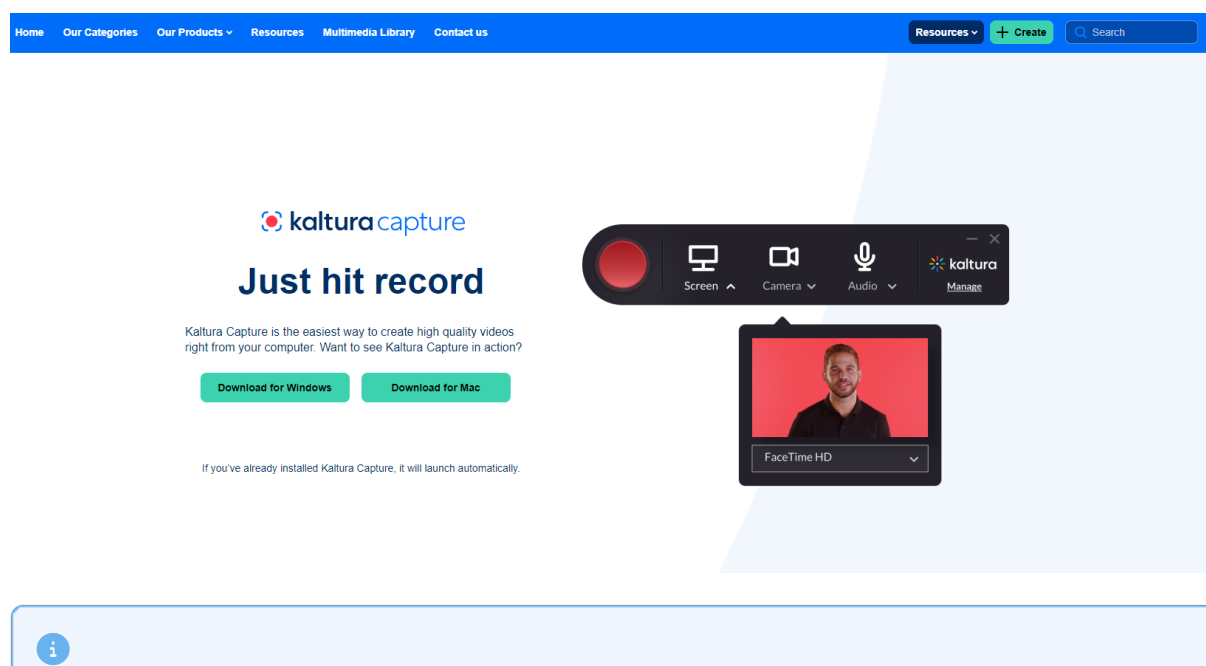


Theming users

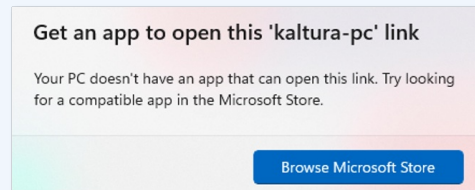
1. If **Theming** has been enabled on your video portal, go to the **+Create** menu and select **Capture**.



You are redirected to a download page.



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



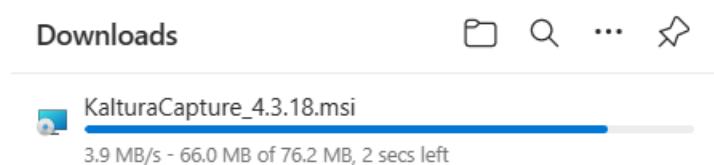
2. On the download page, click **Download for Windows**.

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?

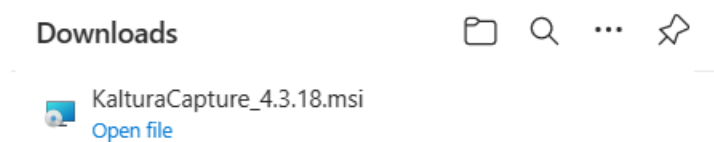


A progress bar displays.



✓
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.



Having trouble downloading Capture?

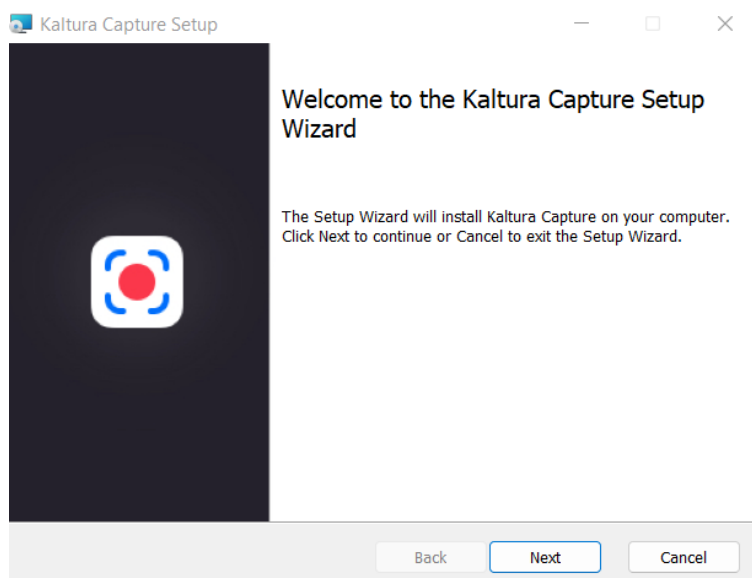
If you're using a school- or company-managed device, you may not have permission to install Capture. This is common in environments with strict IT policies and doesn't mean there's an issue with the app itself.

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

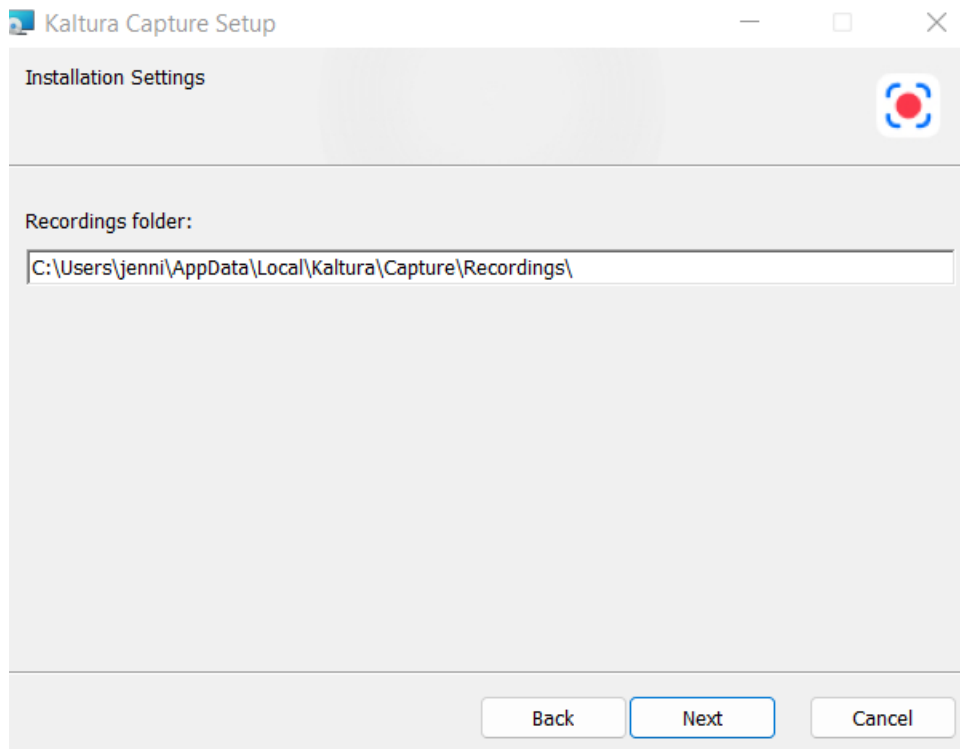
For IT administrators: To avoid install issues, we recommend deploying Capture via software management tools like SCCM. See [Managed deployment of the Capture application](#).

Install

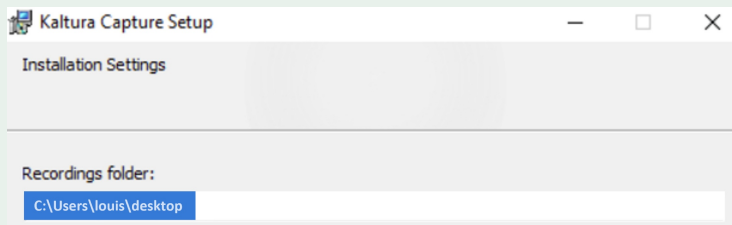
1. In your downloads folder, find the **KalturaCapture** file and click **Open File**.
The **Welcome to the Kaltura Capture Setup Wizard** screen displays.



2. Click **Next**.
The **Installation Settings** screen displays.

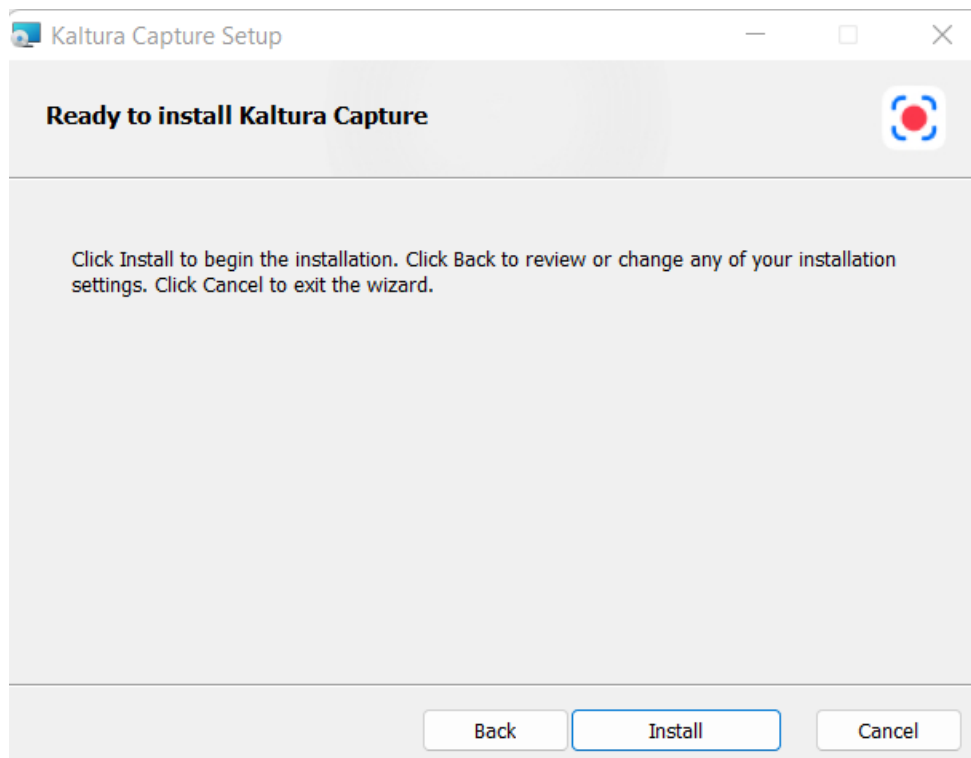


You can change the recordings folder to a more accessible location for easier access or deletion of files. To do this, remove the path information after your username in the Recordings Folder field and enter the new location, such as "desktop".

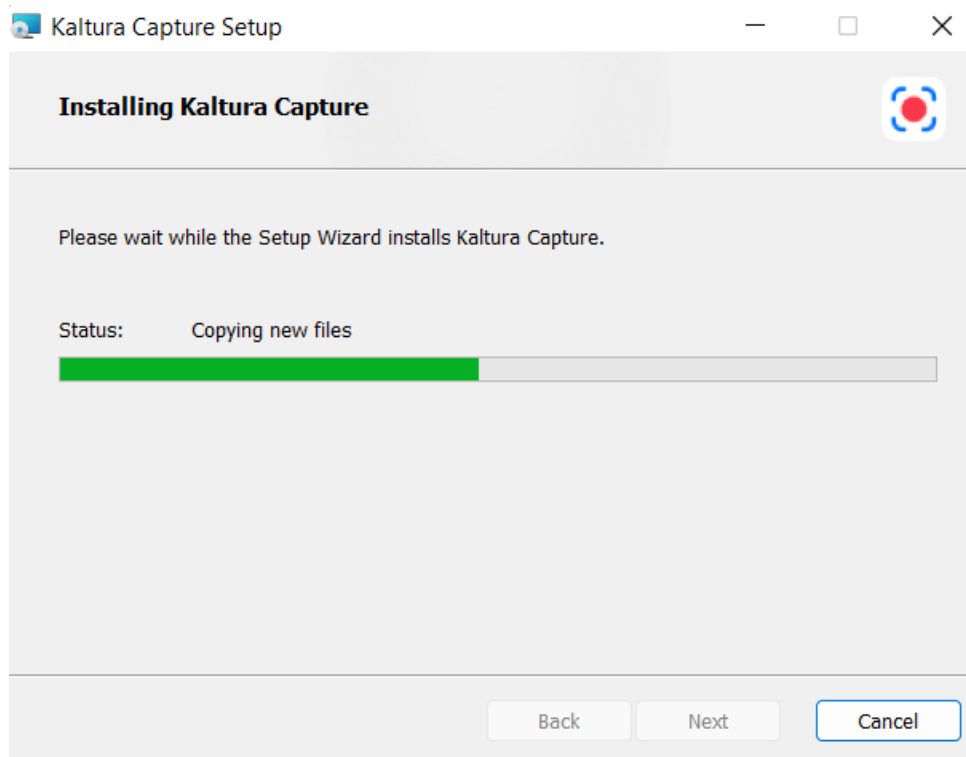


3. Click **Next**.

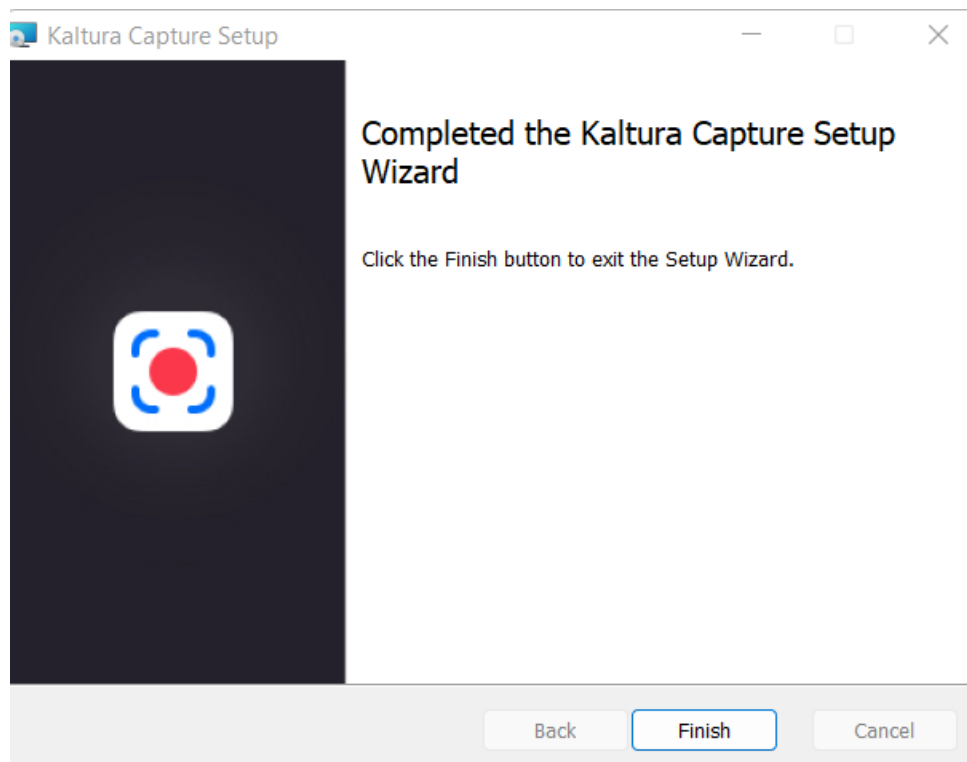
The **Ready to install Kaltura Capture** screen displays



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?

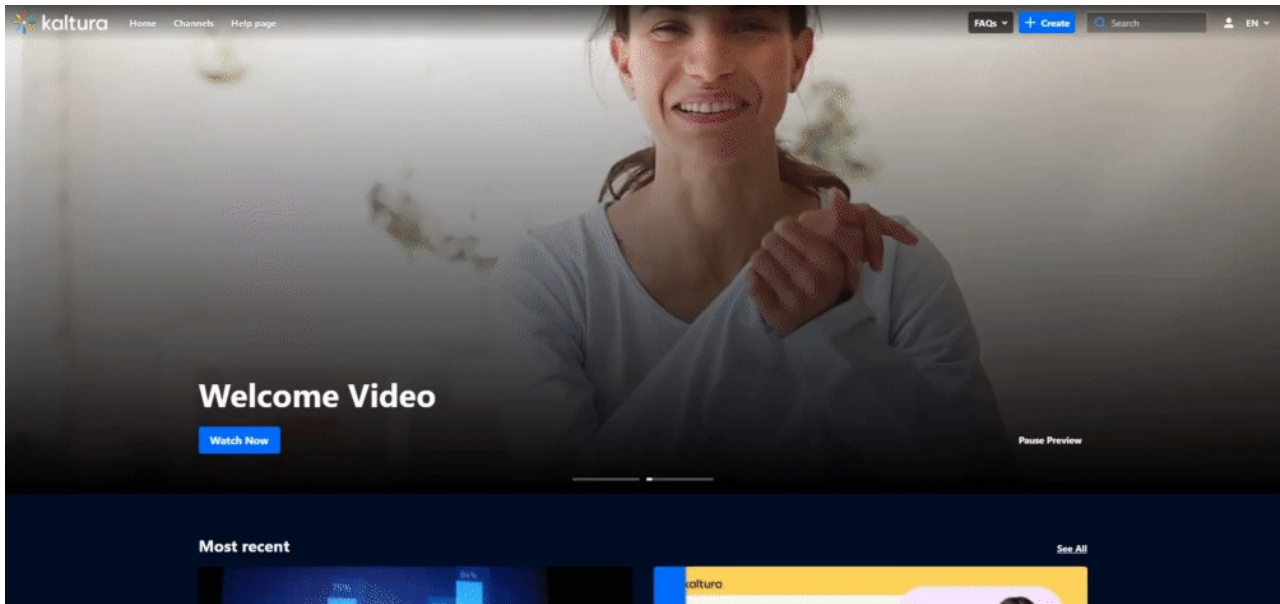
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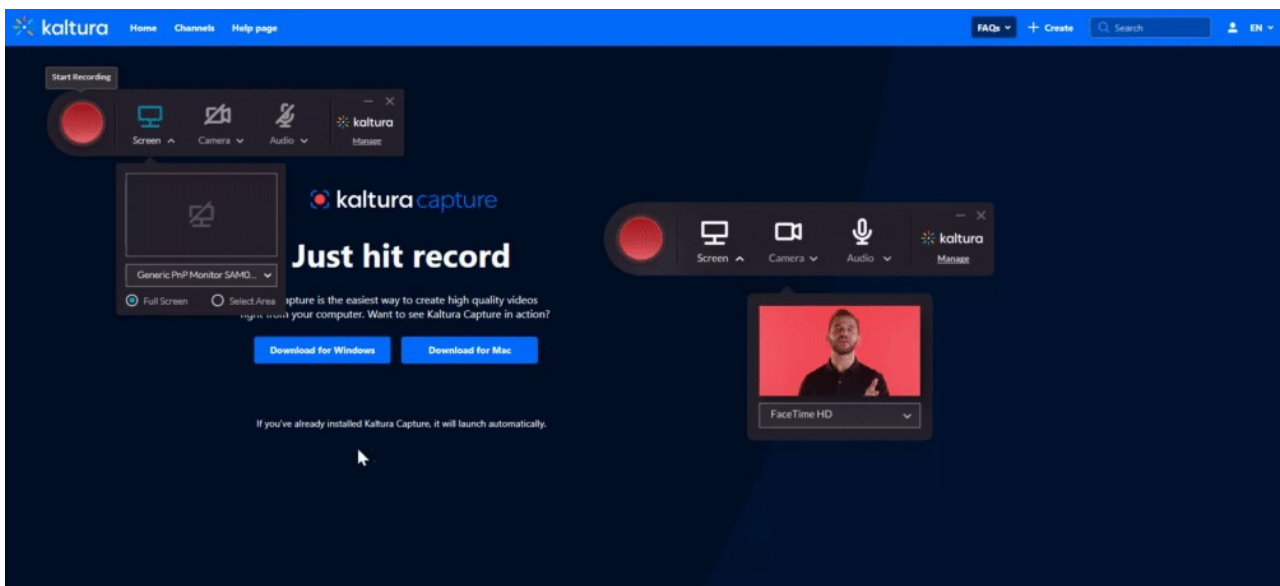
Record

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



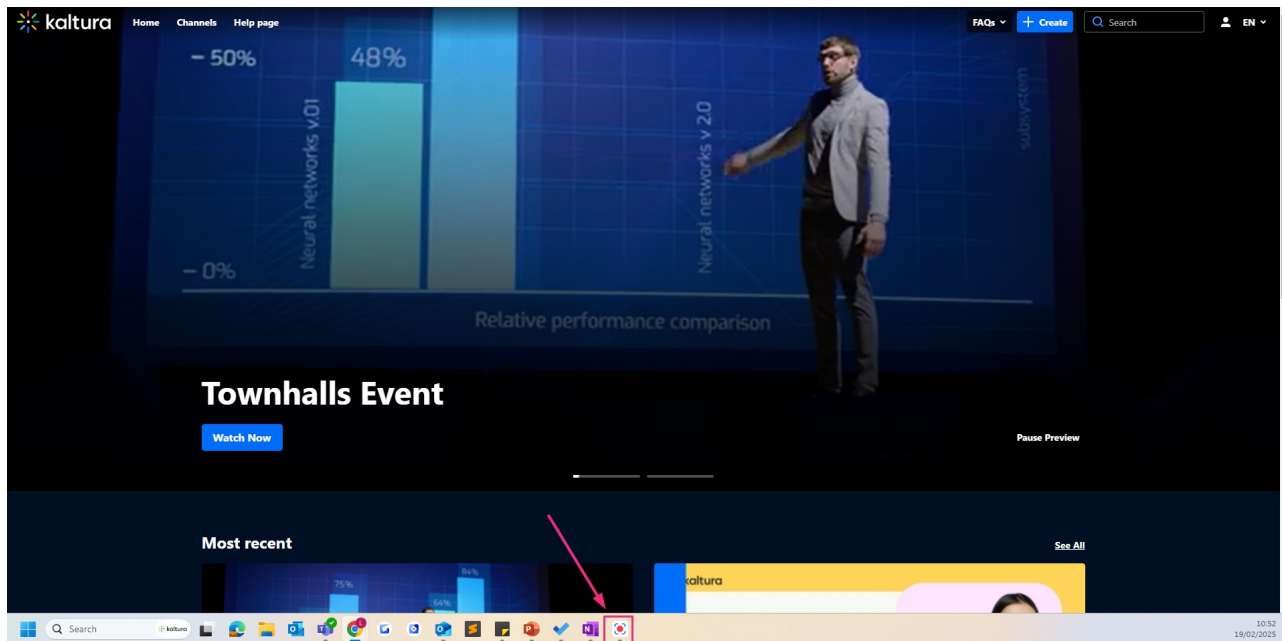
The application opens on your screen.

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

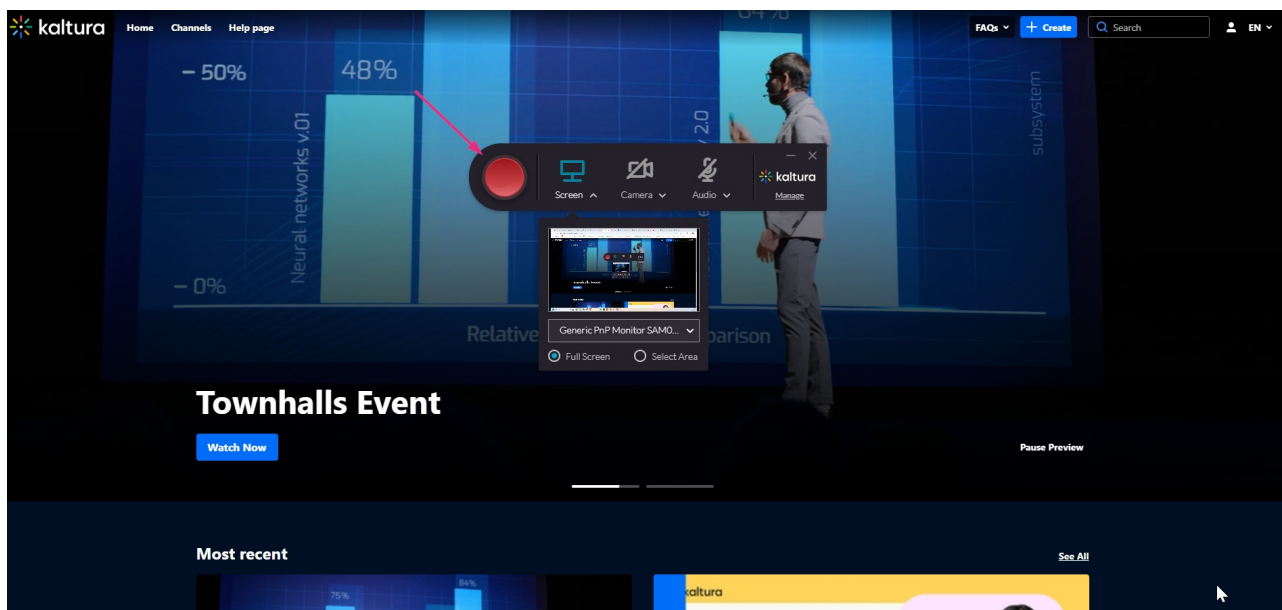


Click the red button to start your recording.

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.



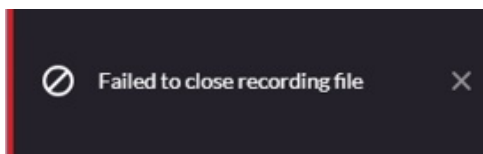
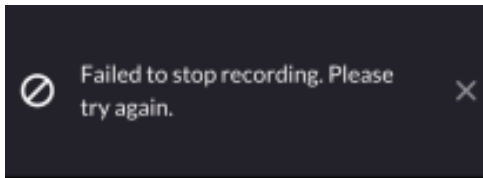
Error messages

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.*

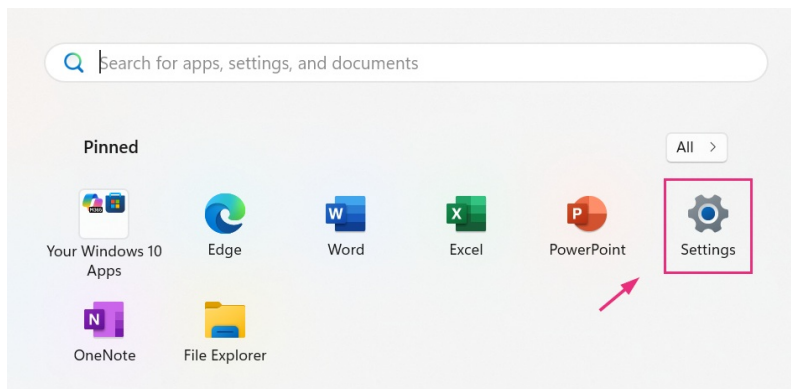


For more troubleshooting tips, visit our [Troubleshooting guide for Capture](#).

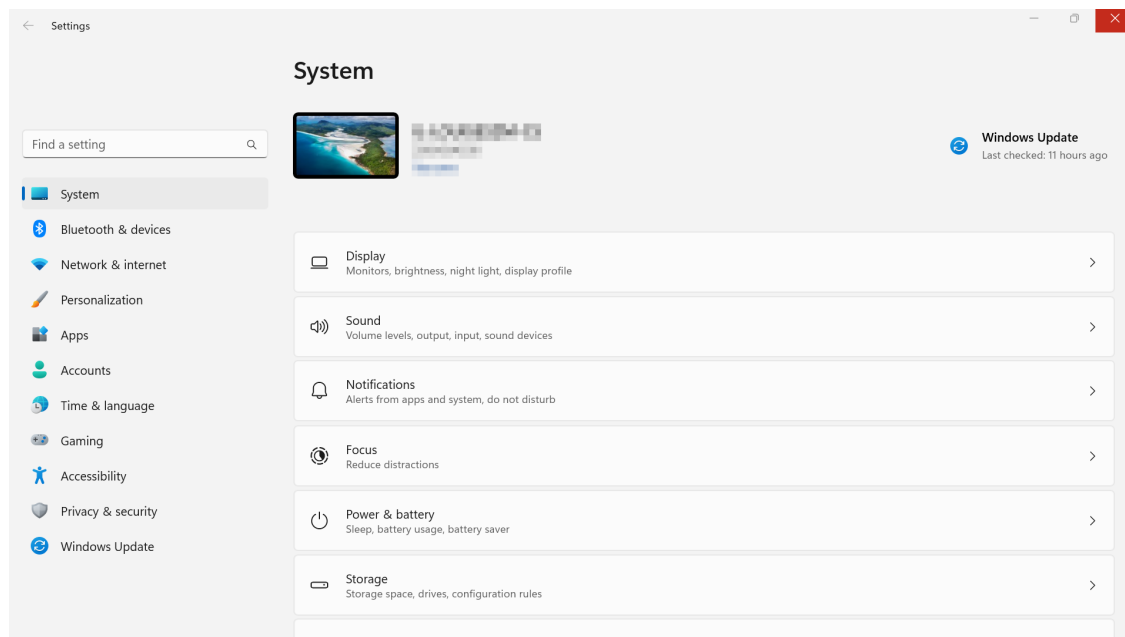
How to enable permissions

Enable camera access

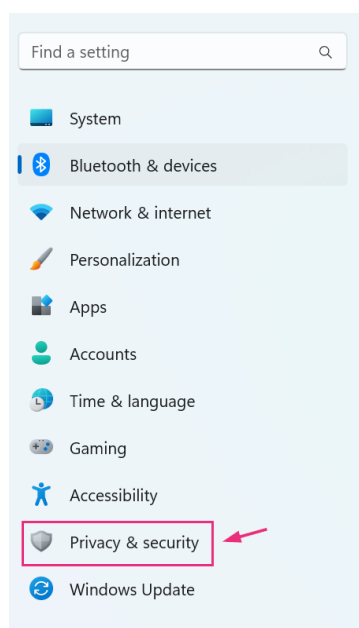
1. Open your Windows settings by clicking the Start menu and clicking the **Settings icon** (or press Windows + I on your keyboard), or by right-clicking the Start icon and selecting **Settings** from the menu.



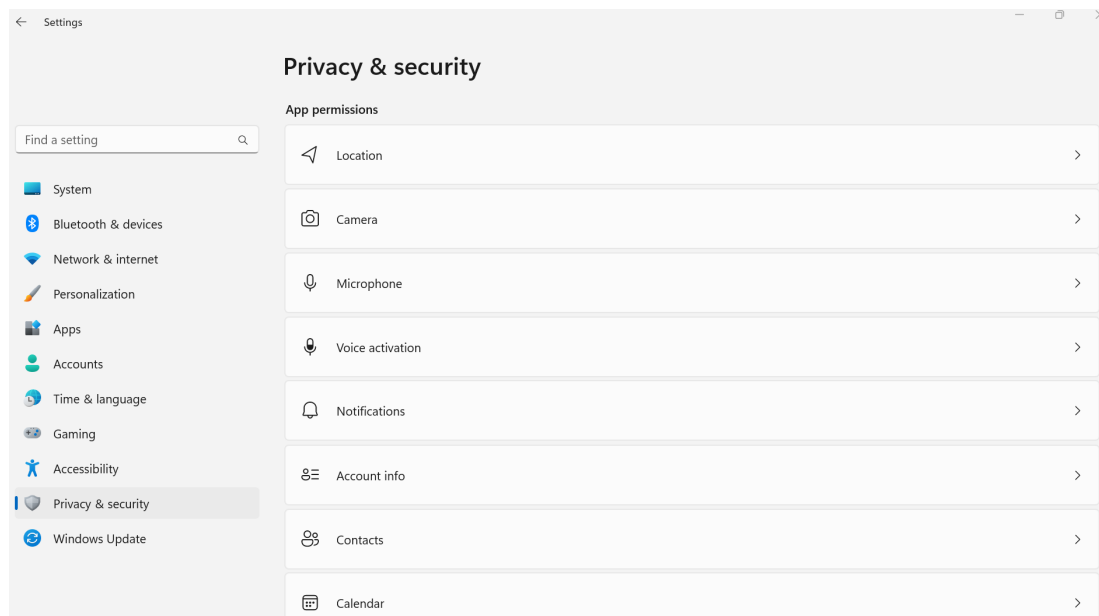
The System page displays by default.



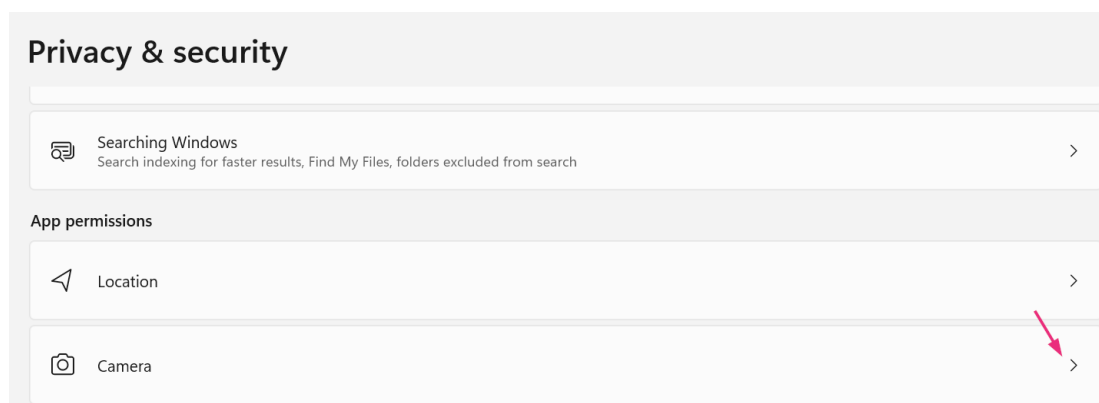
2. In the menu on the left, click **Privacy & security**.



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



Activity history

Options for managing your activity history on this device



Search permissions

SafeSearch, cloud content search, search history



Searching Windows

Search indexing for faster results, Find My Files, folders excluded from search



App permissions



Location



Camera



Microphone



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

Let desktop apps access your microphone

Desktop apps that have previously accessed your microphone are listed here

Google Chrome

Last accessed 05/02/2025 | 9:53:33

Kaltura Capture

Currently in use

Microsoft 365 Apps for enterprise - en-us

Last accessed 30/01/2025 | 20:00:59

On

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