kaltura

Install Capture for Mac

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👥 **This article is designated for all users.**

About

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

> ℹ️
>
> For instructions on installing Capture for Windows, see Install Capture for Windows.
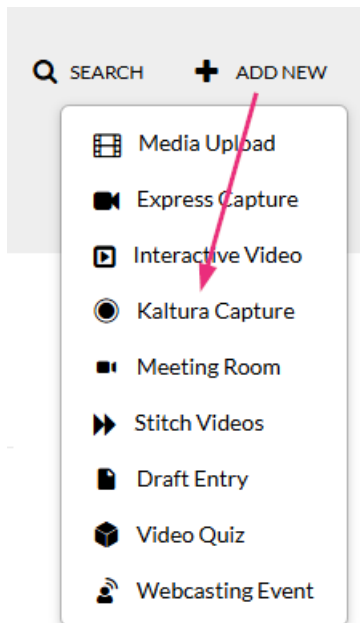
> ⚠️
>
> If you're having trouble downloading Kaltura Capture, the issue may be related to your organization's IT settings. Some networks block software downloads or installations. If the download doesn't start or fails, try contacting your IT department to make sure the app isn't being blocked by your 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 Mac**.

The Kaltura Capture Desktop Recorder

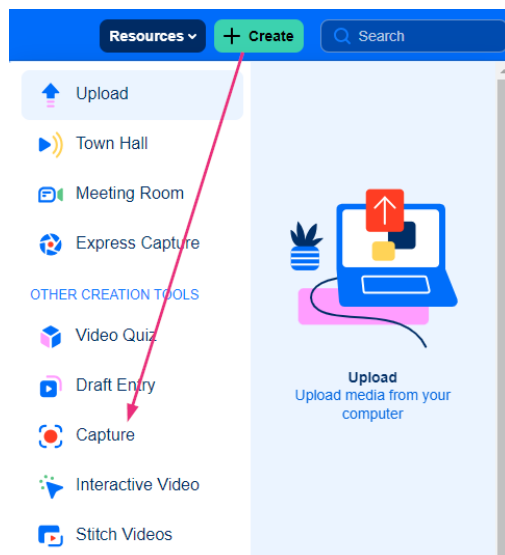If you've already installed Kaltura Capture, it will launch automatically.

Using Kaltura Capture for the first time?
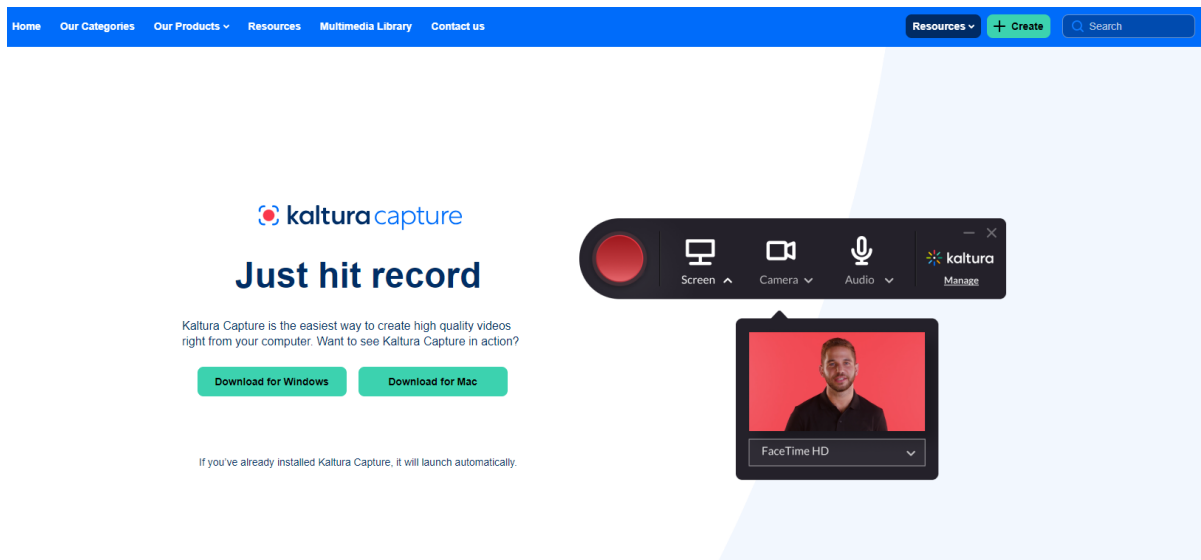Download for Windows | Download for Mac
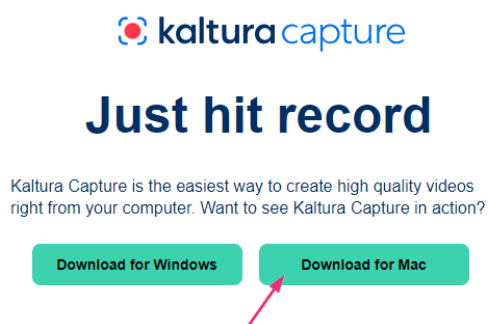
A **.dmg** file downloads.

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.

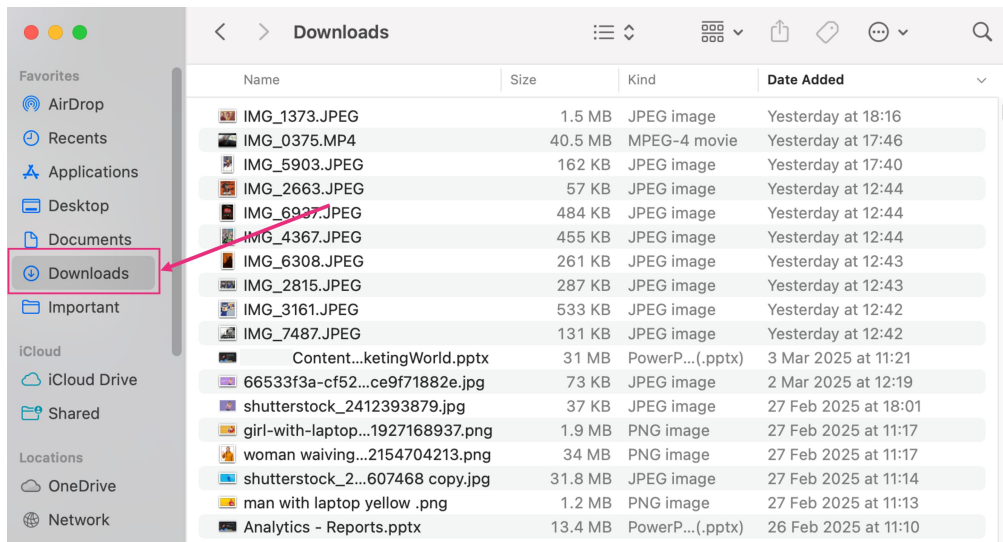2. On the download page, click **Download for Mac**.
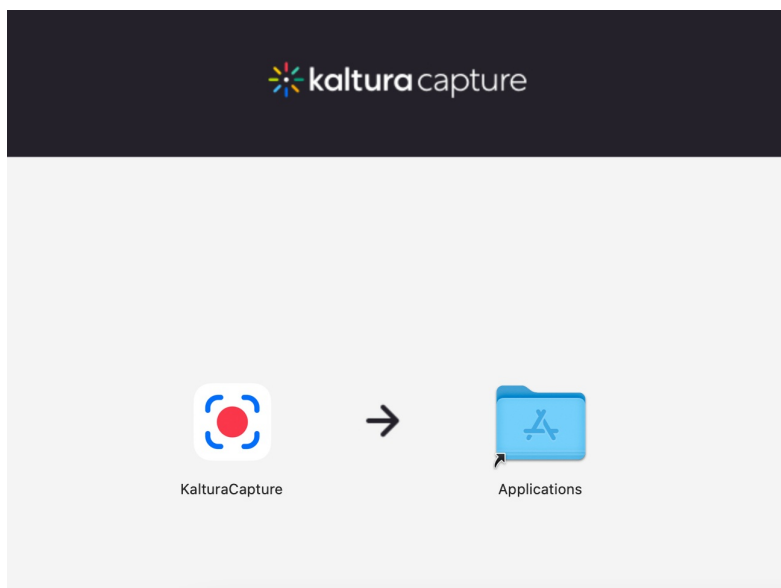

A **.dmg** file downloads.

Install

1. After the **.dmg** file downloads, open your **Downloads** folder and double-click the file to open it.
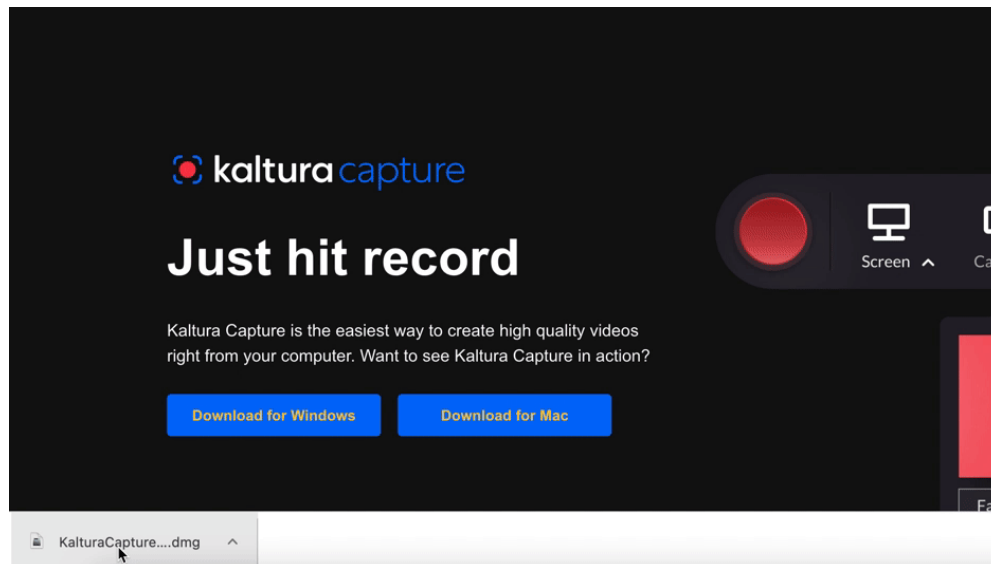
> ✓ Your **Downloads** folder is located in the left sidebar of Finder and may also appear in the Dock on the lower right side, next to the Trash.

The following window displays:

2. Click and drag the **KalturaCapture icon** into the **Applications** folder.

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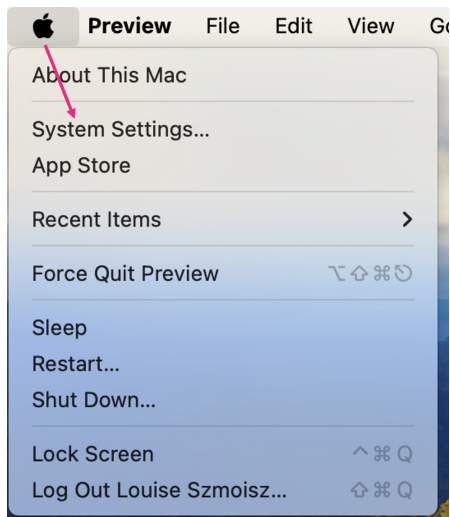
For users: If the download is blocked or fails, contact your IT team or try installing on a personal device.

For IT administrators: To avoid install issues, we recommend deploying Capture via software management tools like SCCM. See Managed deployment of the Capture application.
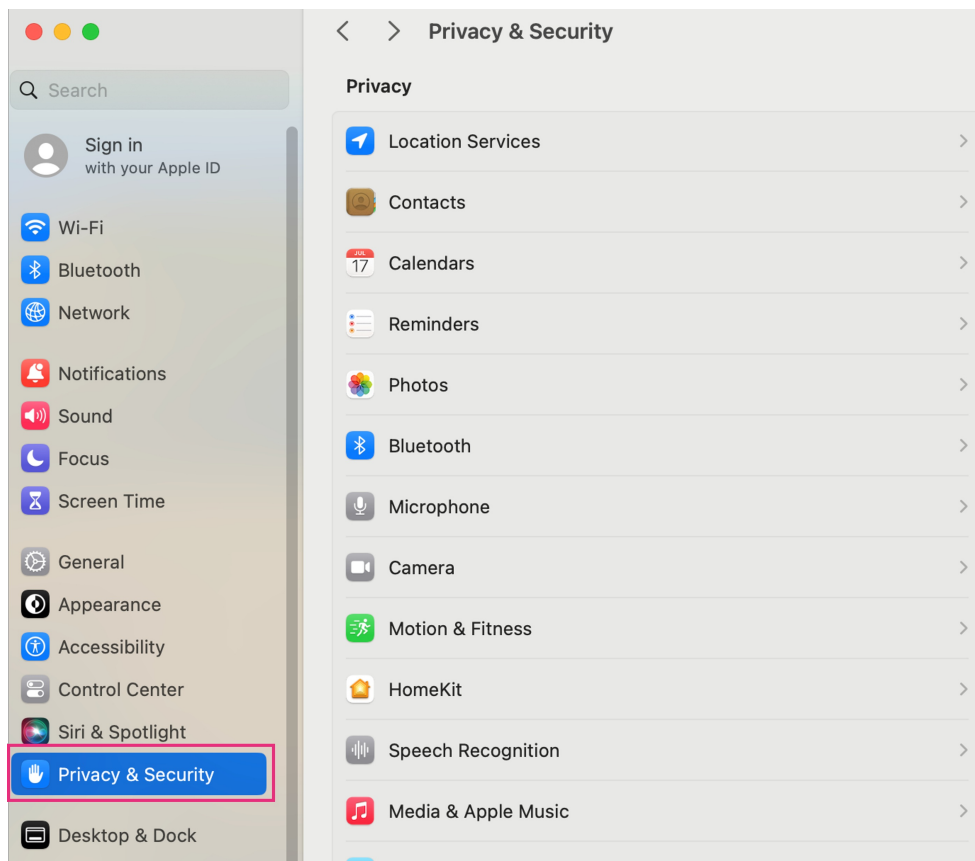
Enable screen recording permissions

You need to give Capture permission to record your screen, as follows.
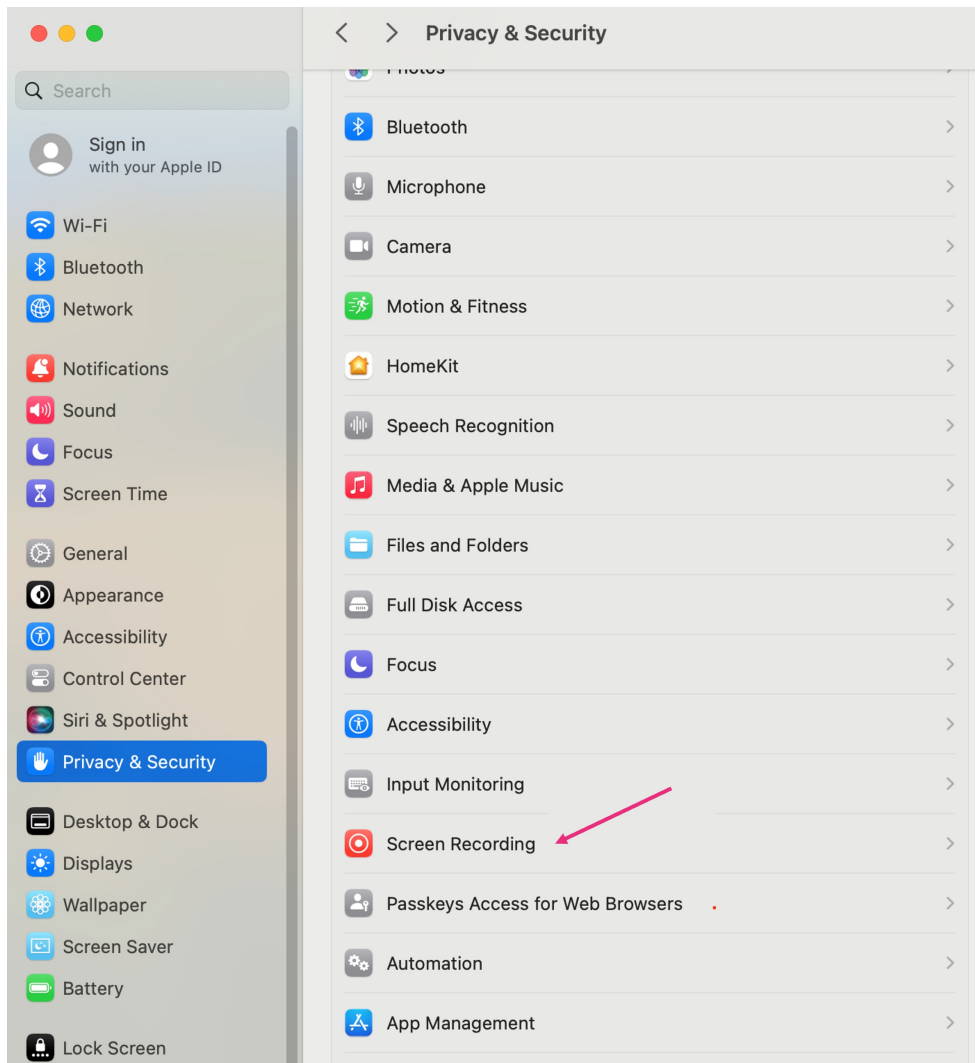
1. Under the **Apple menu**, click **System settings**.

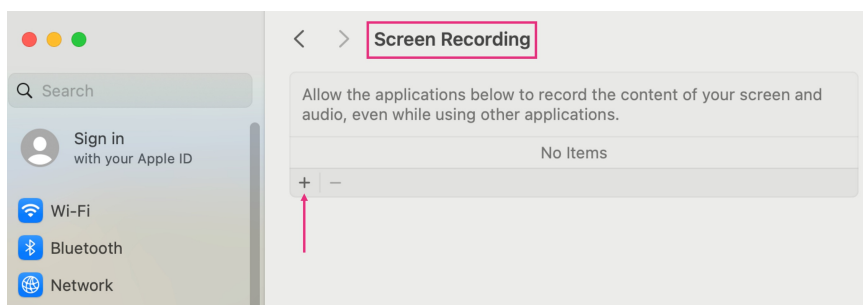2. In the panel on the far left, click **Privacy & Security**.

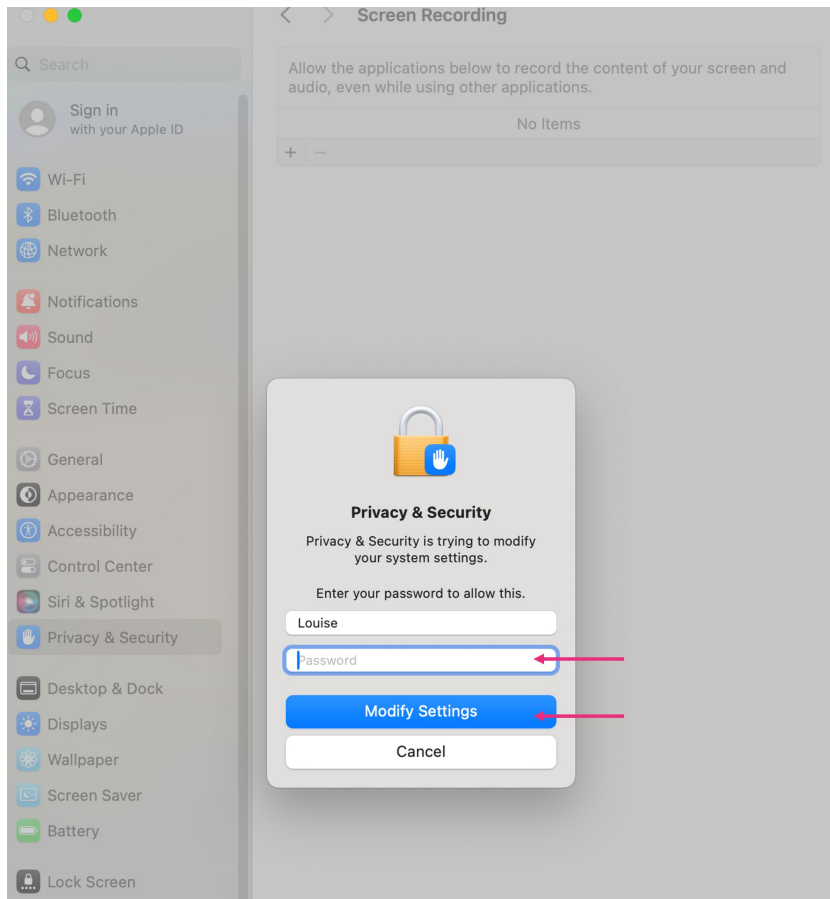3. To the right, under **Privacy & Security**, select **Screen recording**.
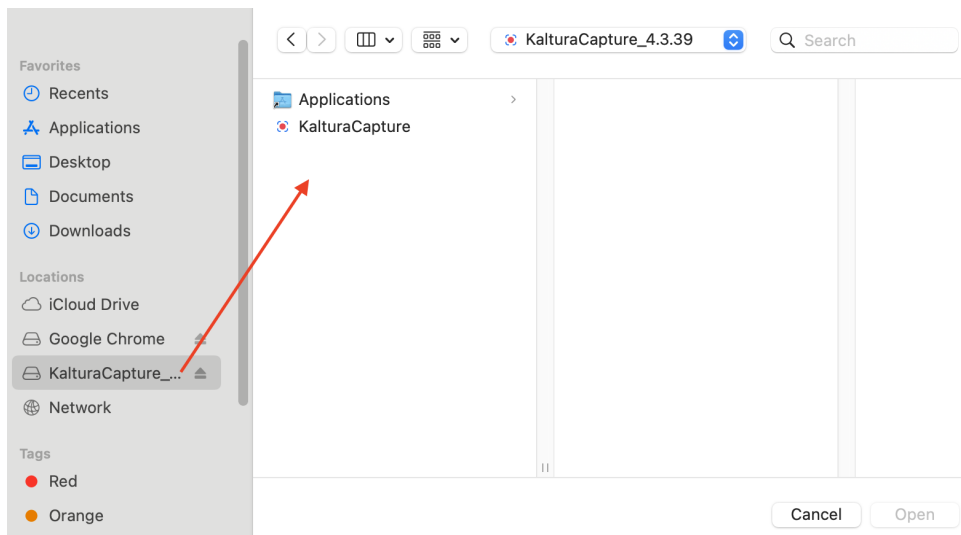

The Screen Recording tab displays.

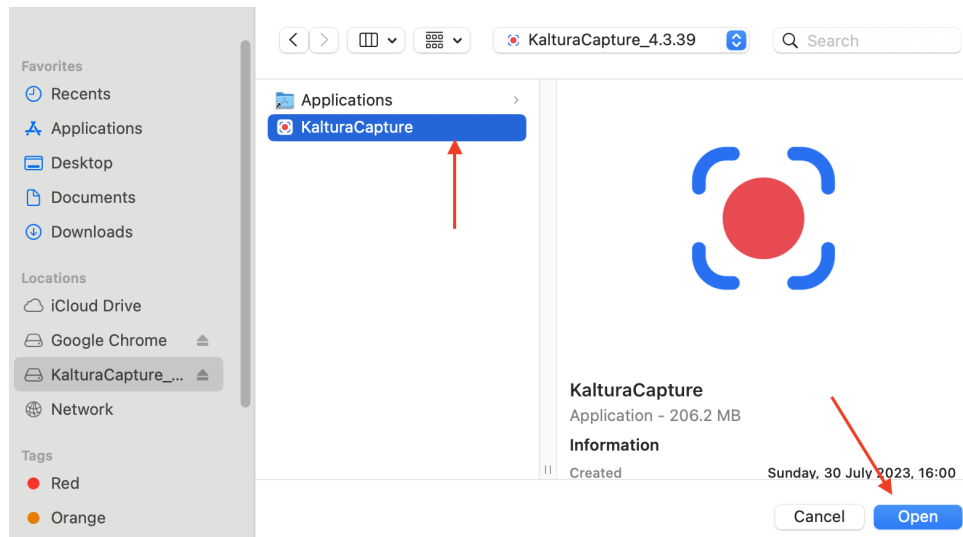4. Under Screen Recording, click the **+** sign to add an app to the list of allowed applications.

You might get a Privacy & Security message: *Privacy & Security is trying to modify your system settings.* In this case, enter your user name and password, then click **Modify Settings** to continue.
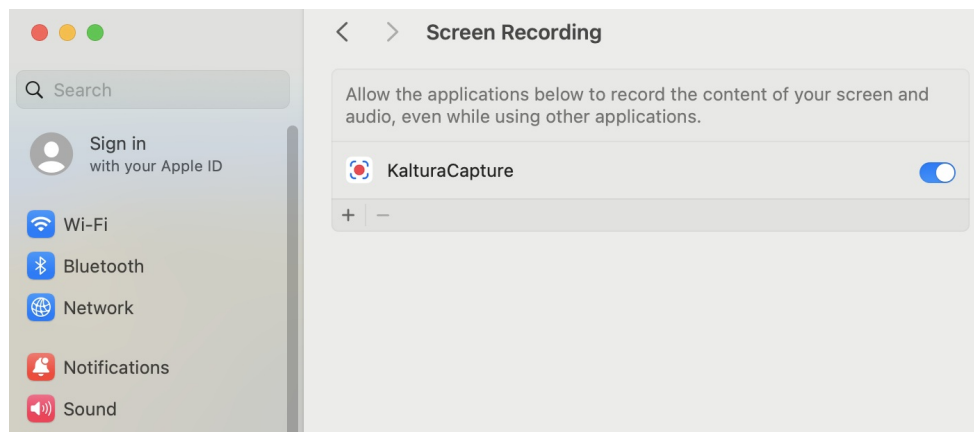
5. In the far left panel, click **KalturaCapture**, and the application will then appear on the right.

6. Click on the **KalturaCapture** app so it displays in a window on the right, then click **Open**.
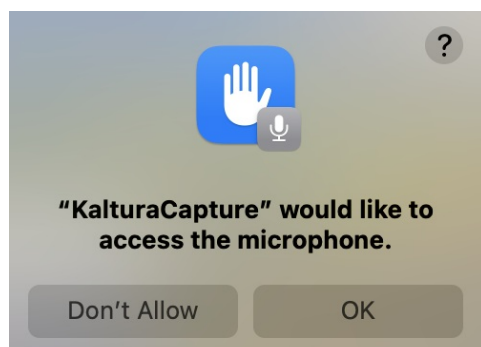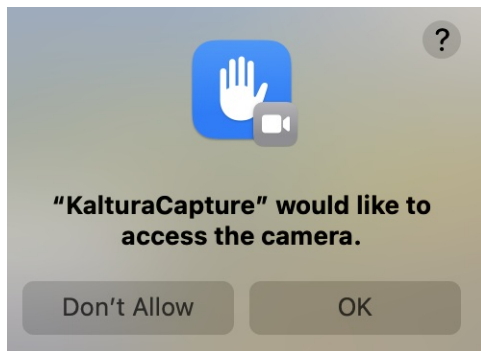
The app now appears in the list of allowed applications with permission to record your screen and audio content.

Additional permissions

When launching Capture for the first time, pop-up messages will prompt you to allow the application access to your microphone and camera (as shown in images below):
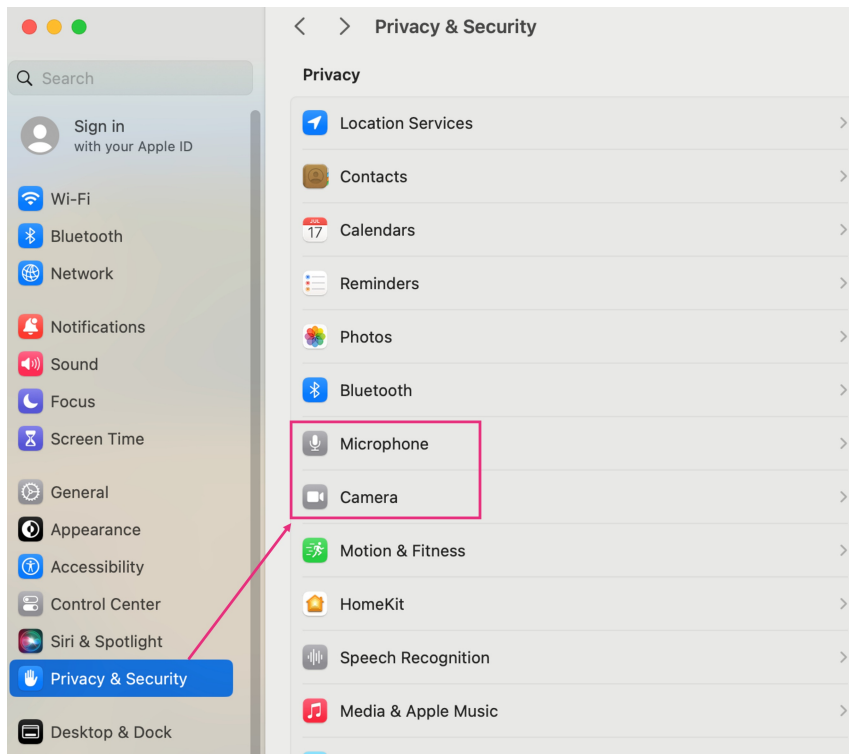
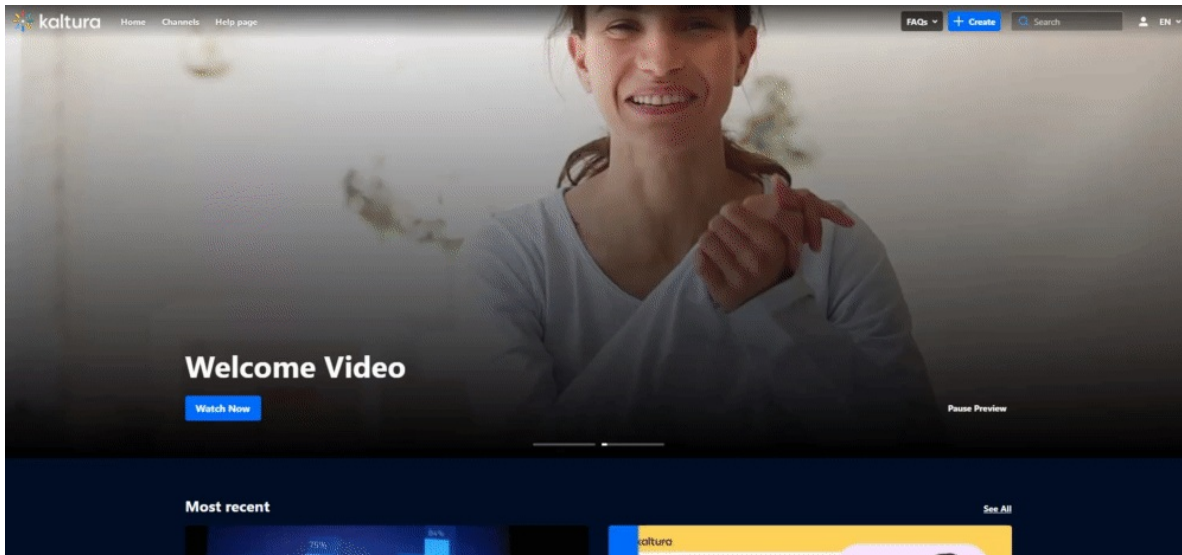"KalturaCapture" would like to access the camera.

7. Click **OK**.

   This will grant access to your devices.

   If you still need to enable access manually, follow the steps in the section above to navigate to **Privacy & Security** > **microphone / camera** to add Capture to the allowed applications list.
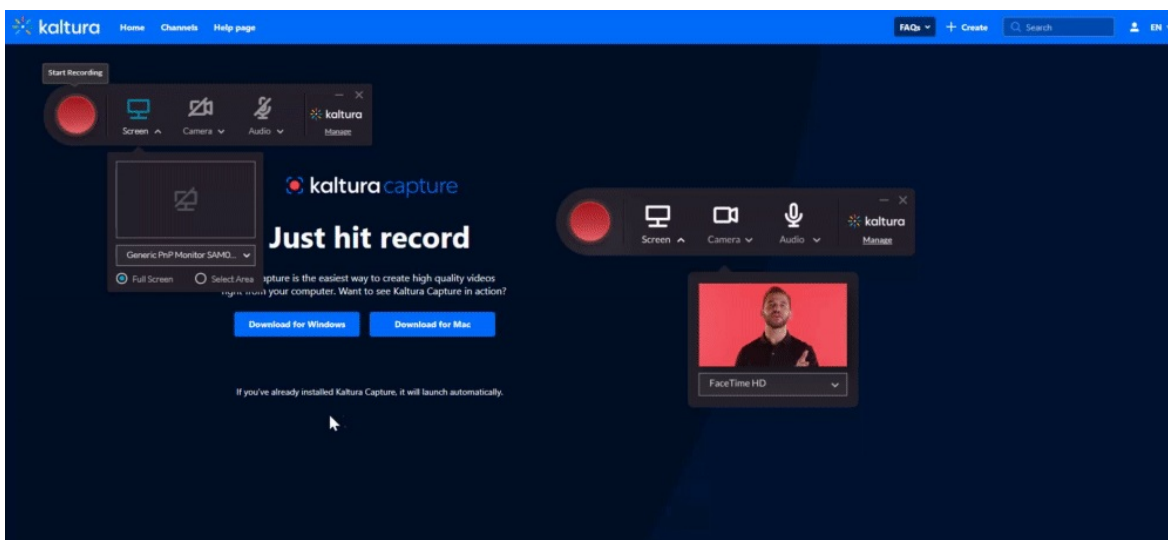

Record

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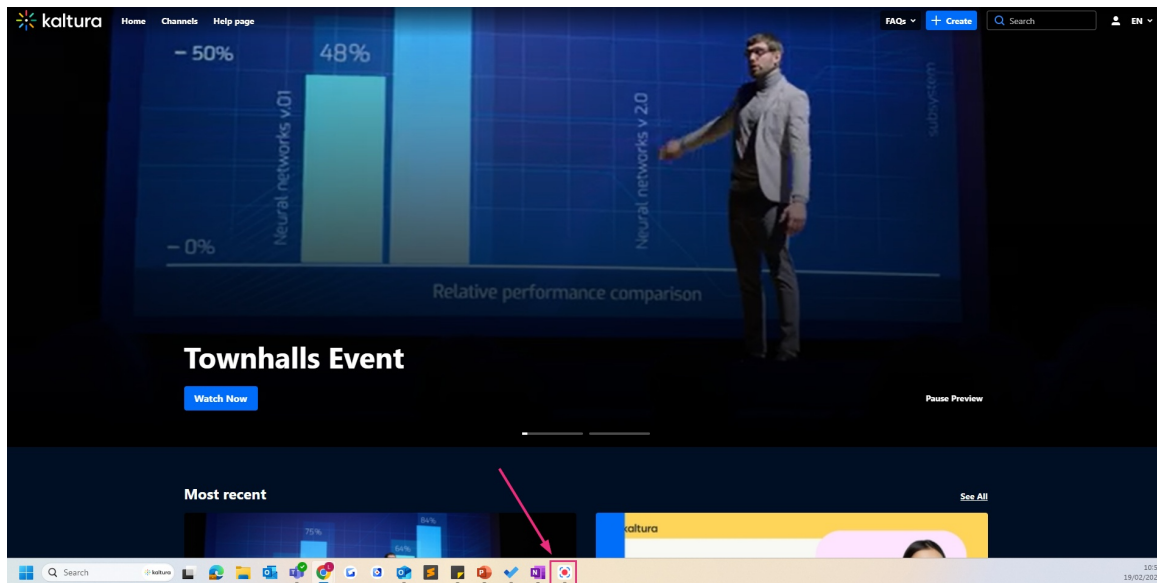
The application opens on your screen.

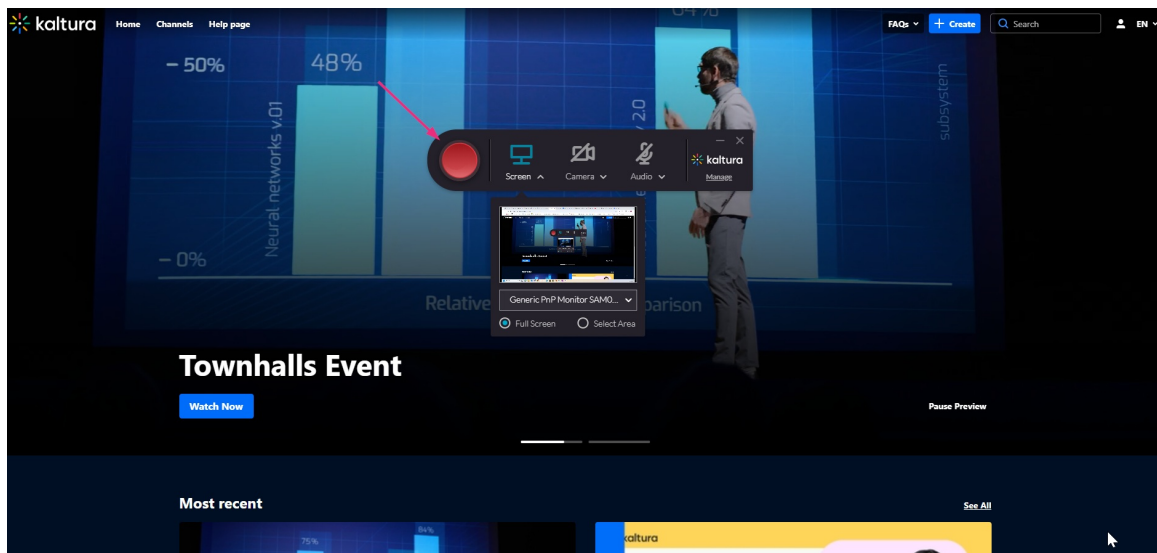You can grab and move the position of the recording tool.

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.
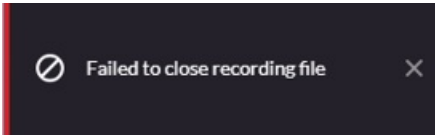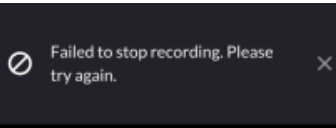

Error messages

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 screen, camera, or audio (see steps above). After adjusting permissions, restart your computer and try again.

> ℹ️ 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.*

✅ Found a mistake? Let us know about it! Send us a message at knowledge@kaltura.com.