Install Capture for Windows in Blackboard (legacy)

Content updated: 09/26/2025

This article is designated for all users.

About

This guide walks you through downloading and installing Kaltura's desktop recording app, Capture, on Windows.

These instructions apply to the legacy **LMS Video** integration. If you're using LMS Video with Theming, please refer to the LMS Rich Media Extensions category.

Currently Capture is not supported on mobile or tablet. To learn more, see Prerequisites and system requirements.

For instructions on installing Capture for Mac, visit our article *Install Capture for Mac*.

Where to find Capture

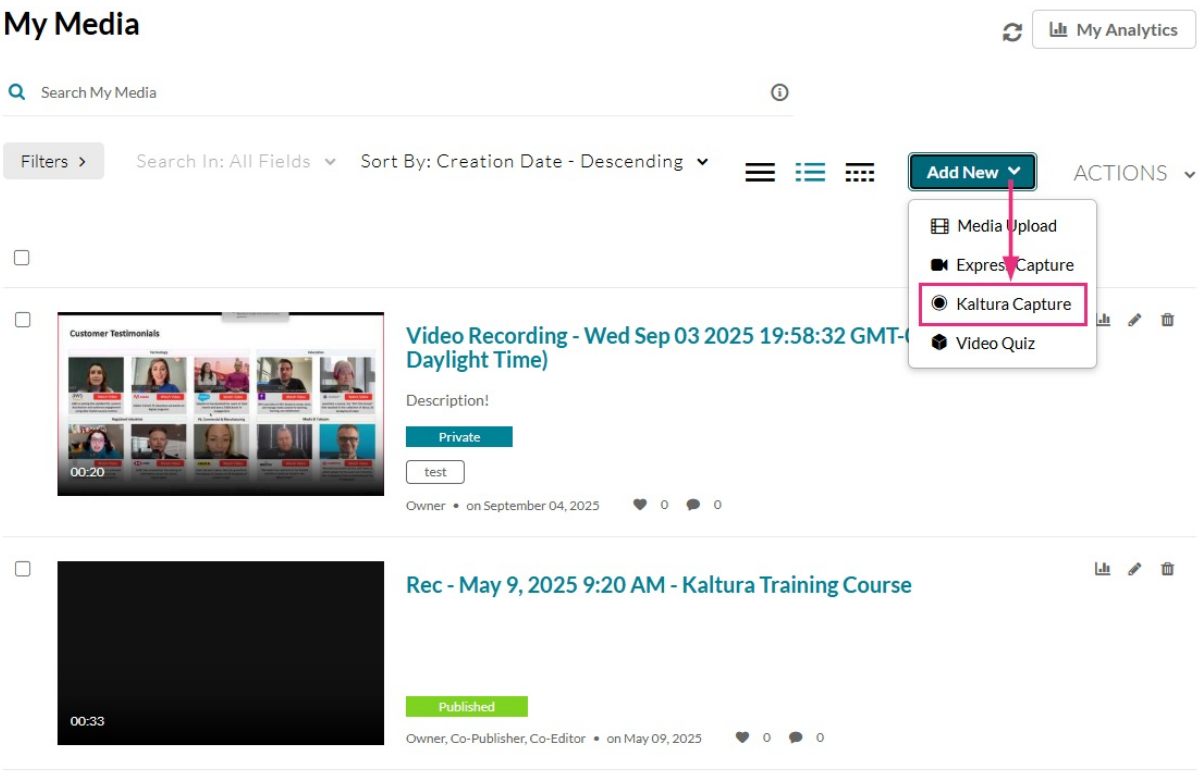
Capture isn't available in app stores or public download sites - you download it directly from your institution's LMS. Once your system administrator enables the app in the Kalturacapture module, it appears in your site.

If you have trouble finding or downloading Capture, contact your institution's IT department or faculty support team.

Download Capture

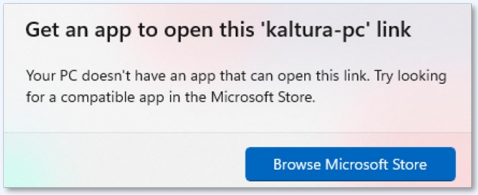
1. Access the **My Media** page in your LMS.
2. Go to the **+Add New** menu and select **Kaltura Capture**.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



You are redirected to a download page.

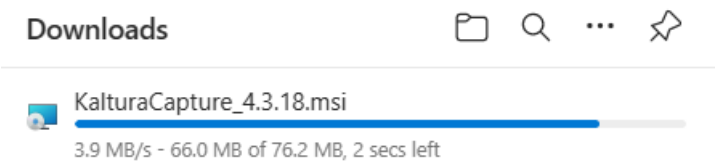
If you see a pop-up like this, just ignore it and move on to step 3.



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

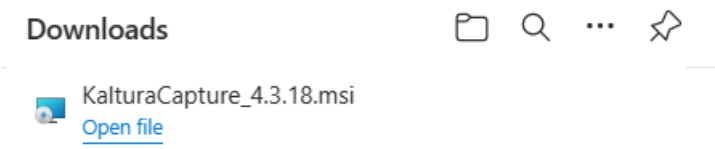
Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

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?

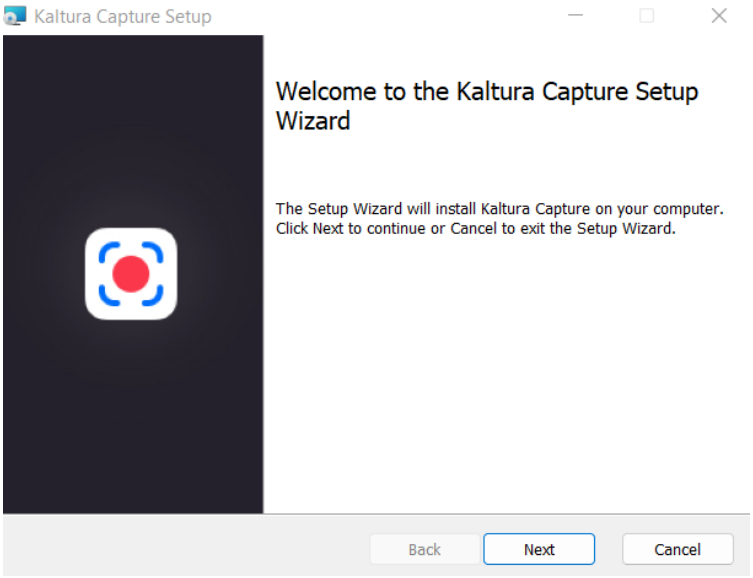
If you're using a school-managed device, you may not have permission to install Capture. This is common in environments with strict IT policies.

- **For users**: If the download is blocked or fails, contact your IT team.
- **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

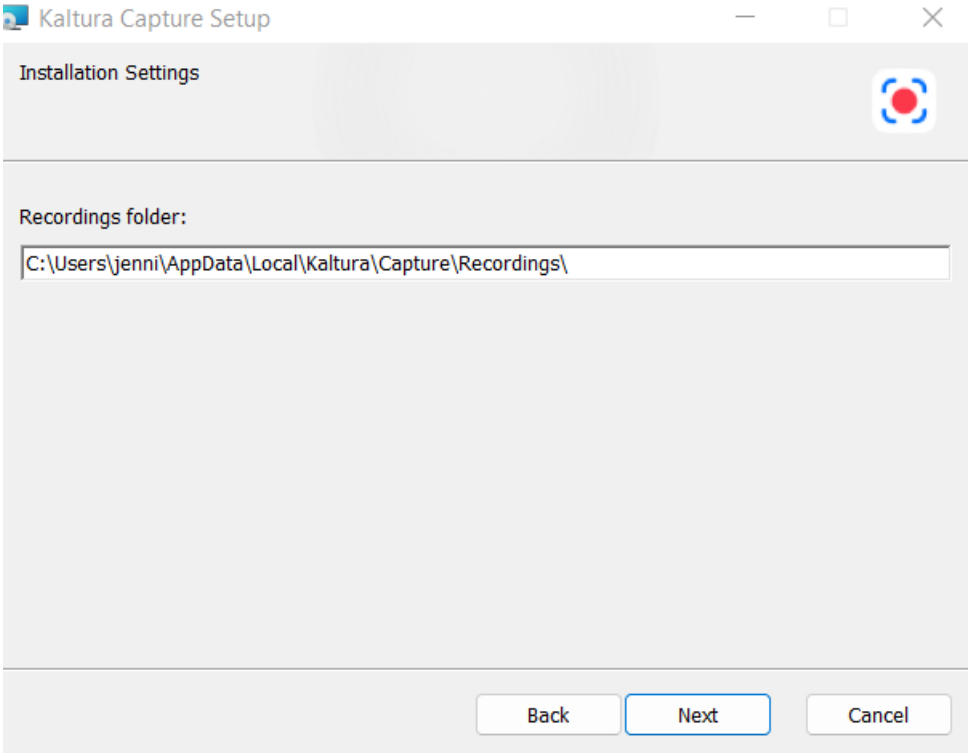
1. In your downloads folder, find the **KalturaCapture** file and click **Open File**.
   The **Welcome to the Kaltura Capture Setup Wizard** screen displays.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



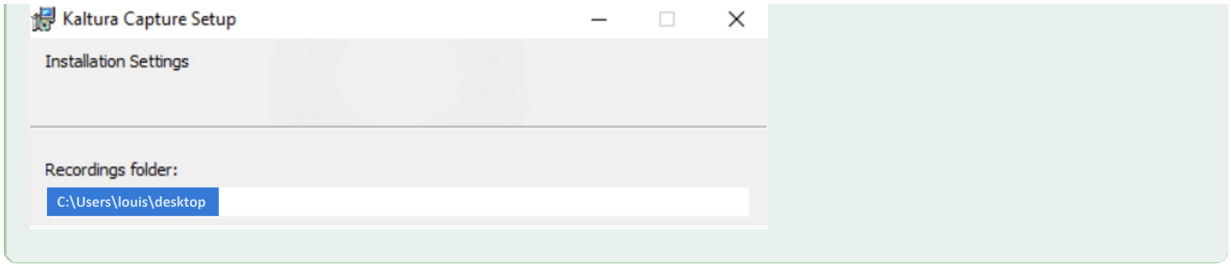
2. Click **Next**.

   The **Installation Settings** screen displays.



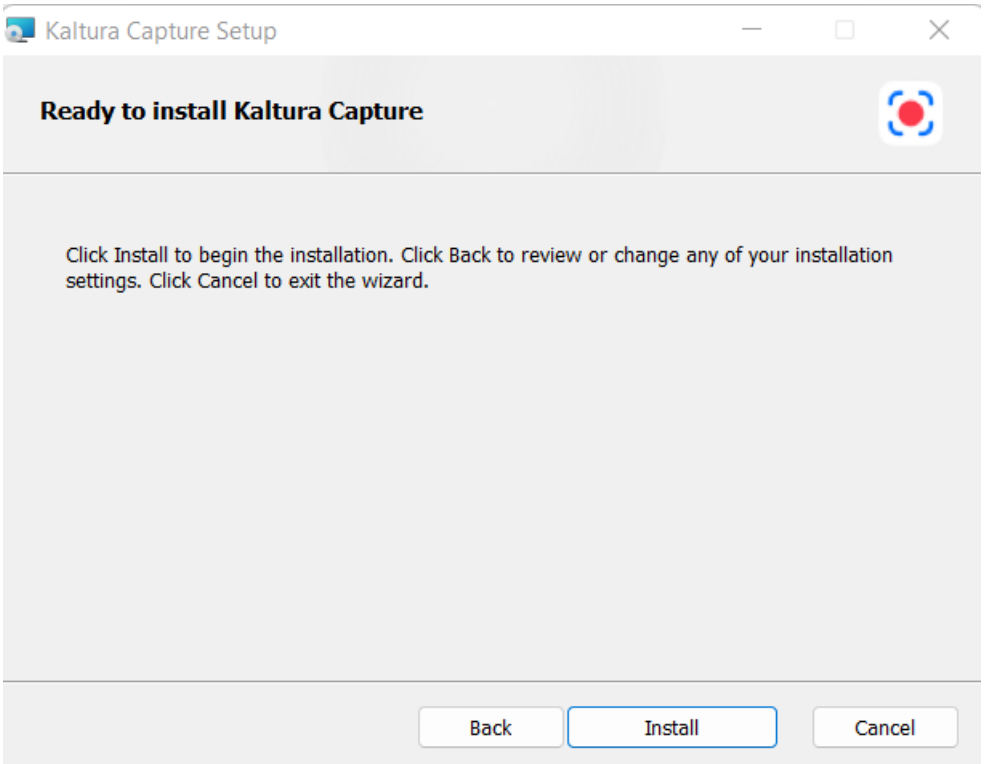
You can change the recordings folder to a more accessible location for easier access or deletion of files. To do this, remove the path information after your username in the Recordings Folder field and enter the new location, such as "desktop".

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



3. Click **Next**.

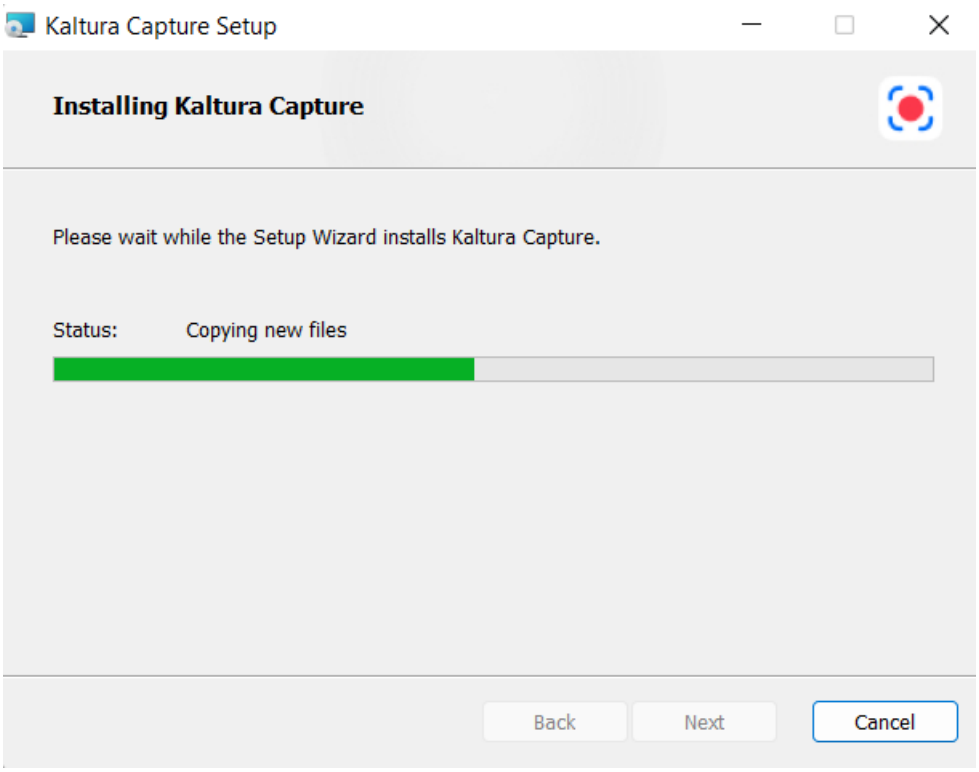
   The **Ready to install Kaltura Capture** screen displays



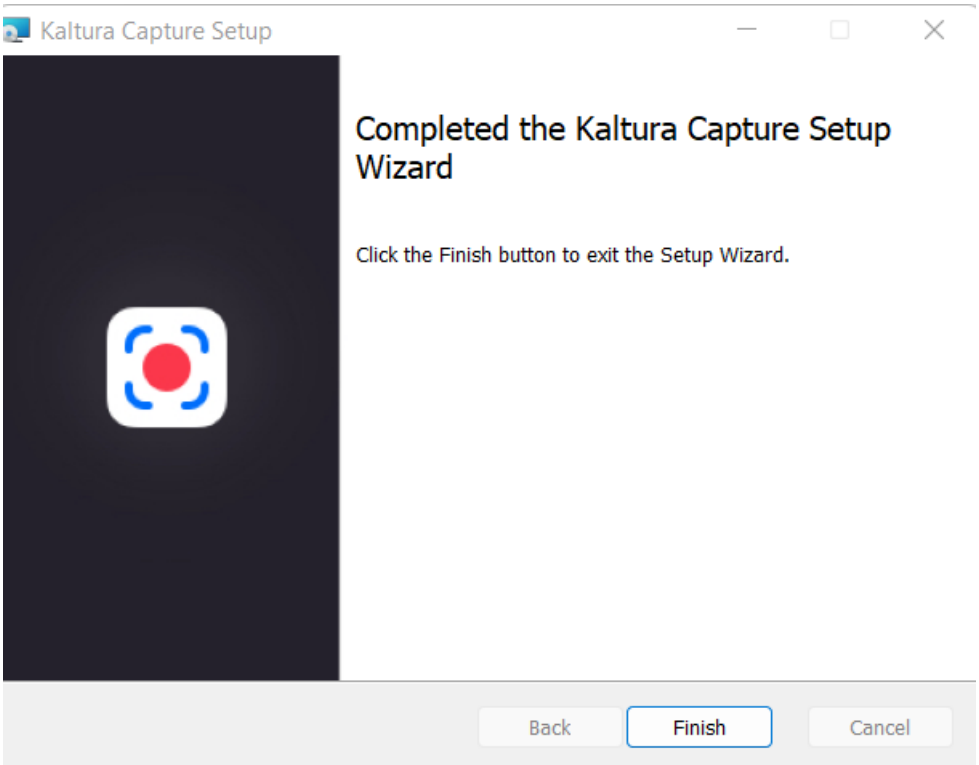
4. Click **Install** to begin the installation.

   A progress bar displays.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



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



5. Click **Finish.**

Having trouble installing Capture?

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

Capture isn't available in any app store or public download site. It can only be downloaded directly from your institution's site. If you have trouble finding or downloading Capture, contact your institution's support team.

If you're using a school-managed device, you may not have permission to install Capture. This is common in environments with strict IT policies.

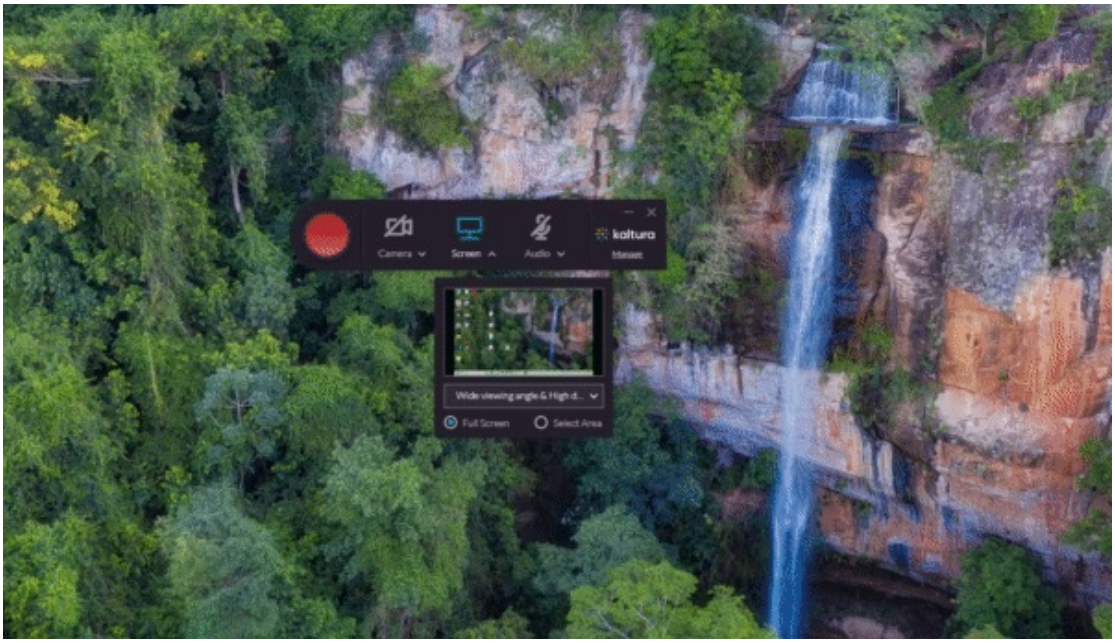
- **For users**: If the download is blocked or fails, contact your IT team or try installing on a personal device.
- **For IT administrators**: To avoid install issues, we recommend deploying Capture via software management tools like SCCM. See Managed deployment of the Capture application.

Record

To start recording, simply select Capture from the **Add New** menu.

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.

Troubleshooting Capture

Error messages

If you see error messages when trying to start or stop a recording, ensure that Capture

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

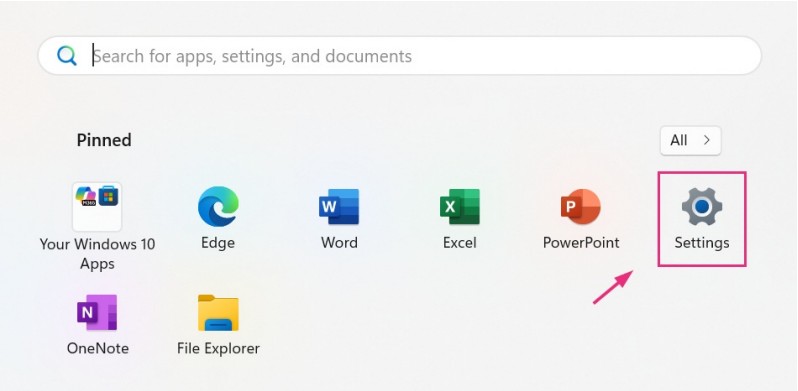
has permission to access your camera and microphone. After adjusting permissions, restart your computer and try again.

> For troubleshooting tips, visit our Troubleshooting guide for Capture.

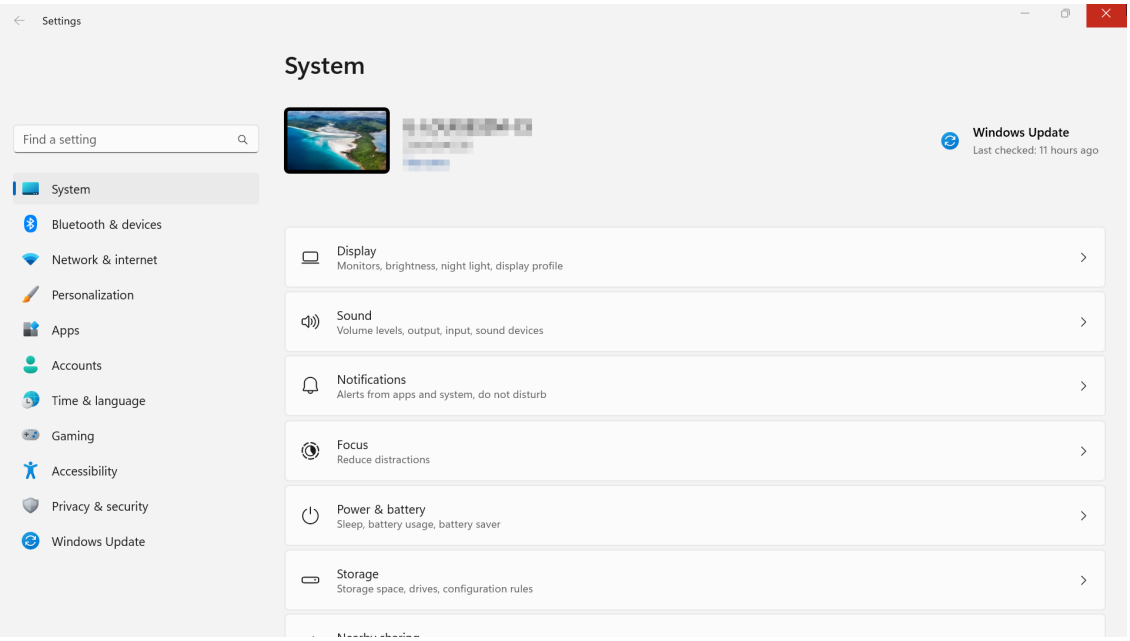
Enable permissions

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.

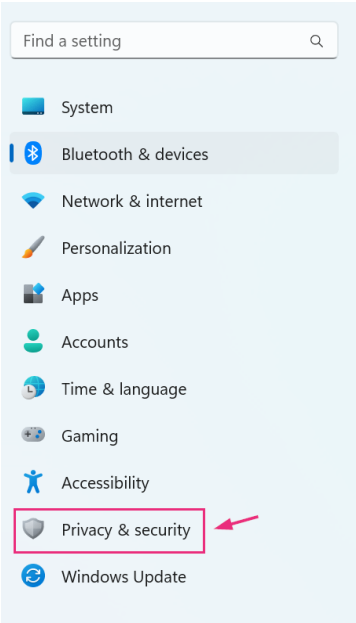


The System page displays by default.

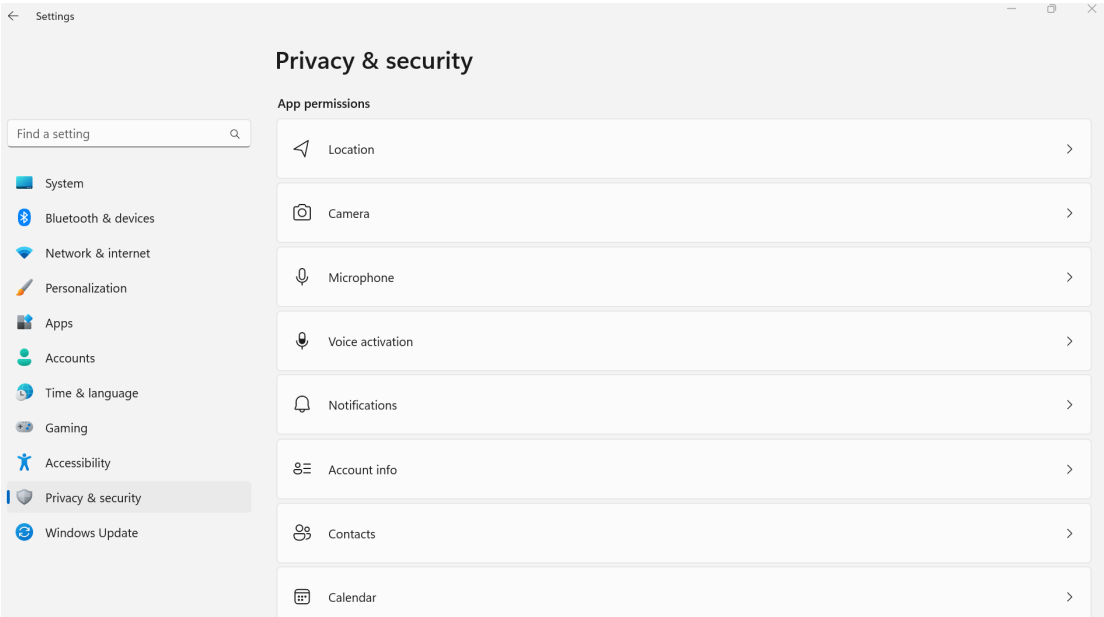


2. In the menu on the left, click **Privacy & security**.

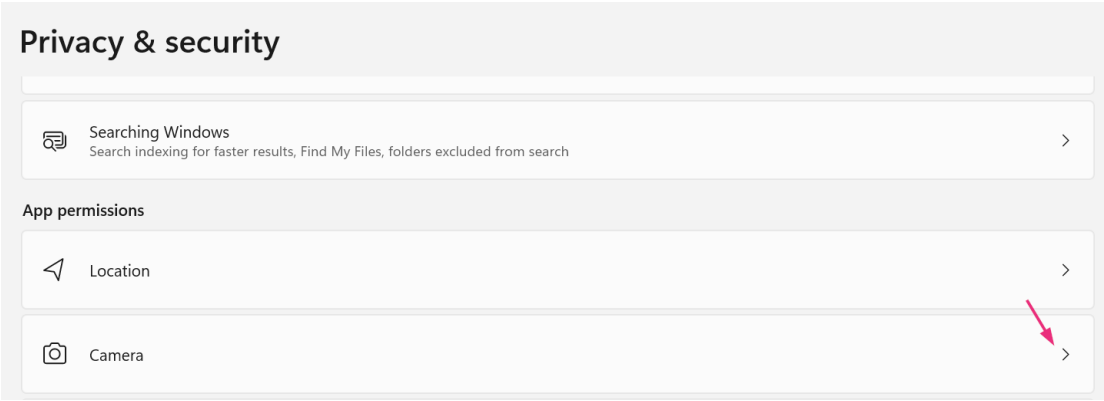
Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



The Privacy & security list displays.

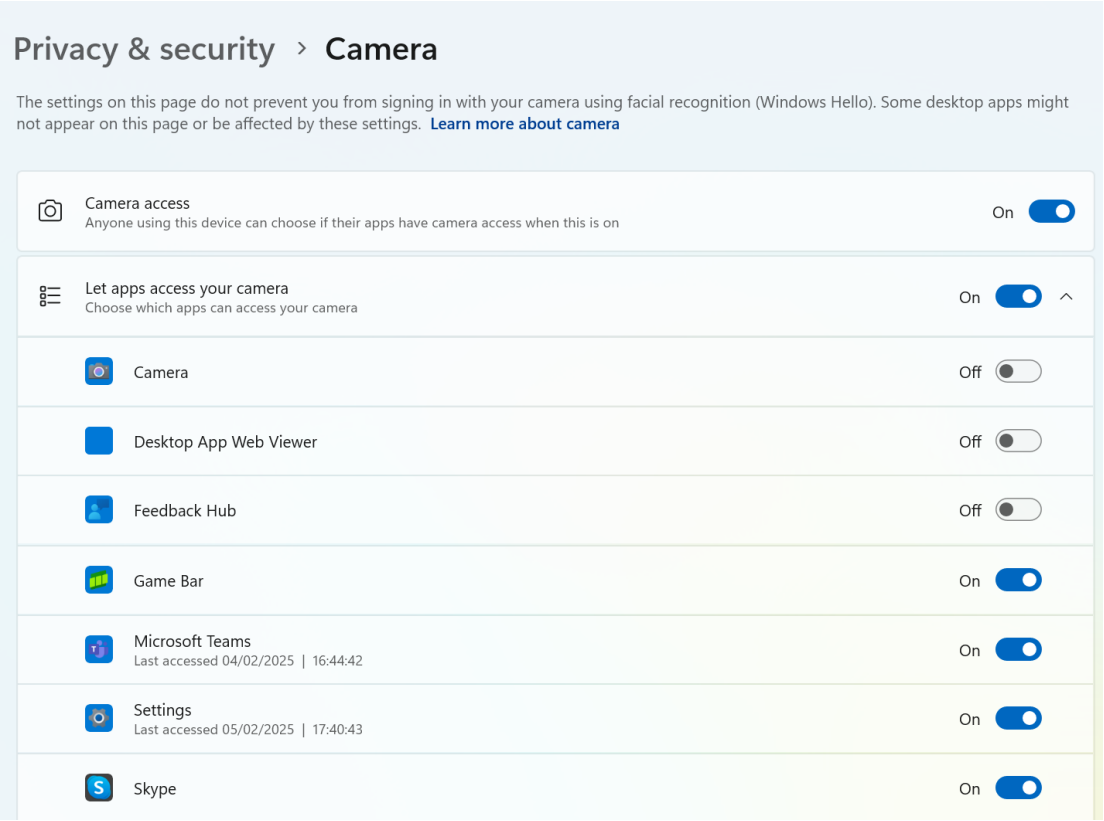


3. Scroll down to **Camera i**n the list and click it to open its settings.

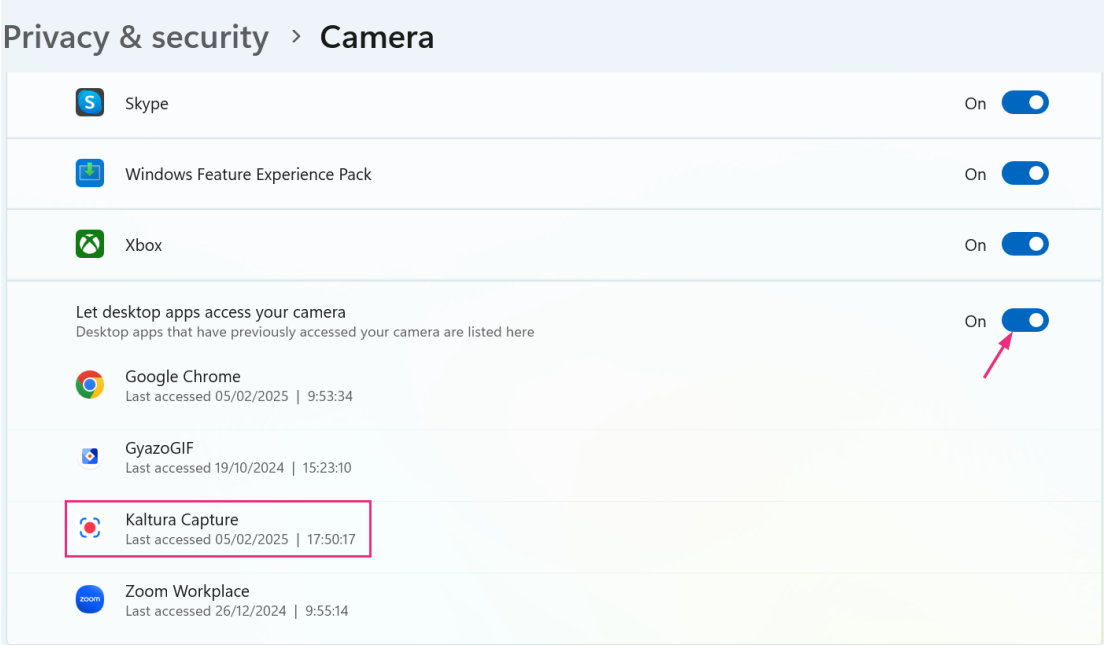


Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

The Camera settings display.



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

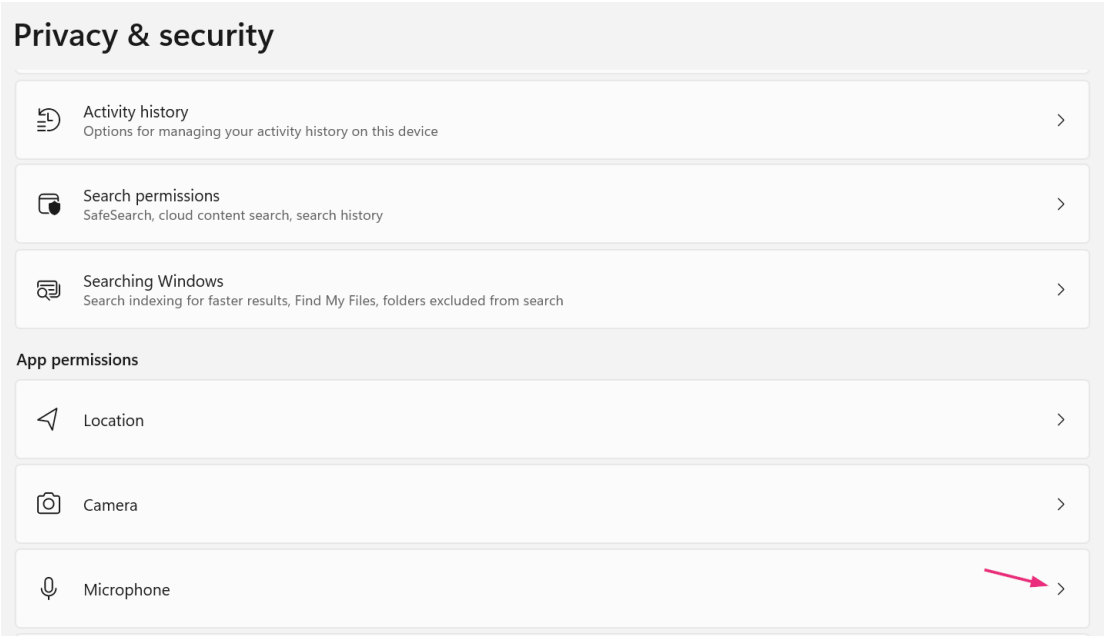


Enable microphone access

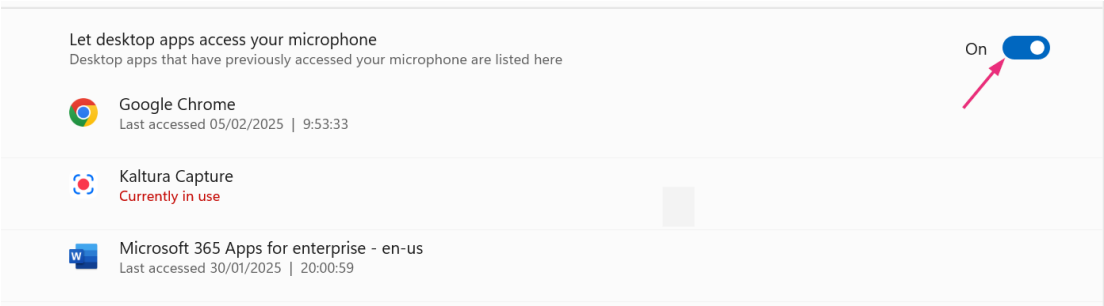
1. Follow steps 1 - 2 above.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

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.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.