# Install Capture for Windows in Moodle

Content updated: 10/24/2026

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

## About

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

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 **+Create** menu and select **Capture**.

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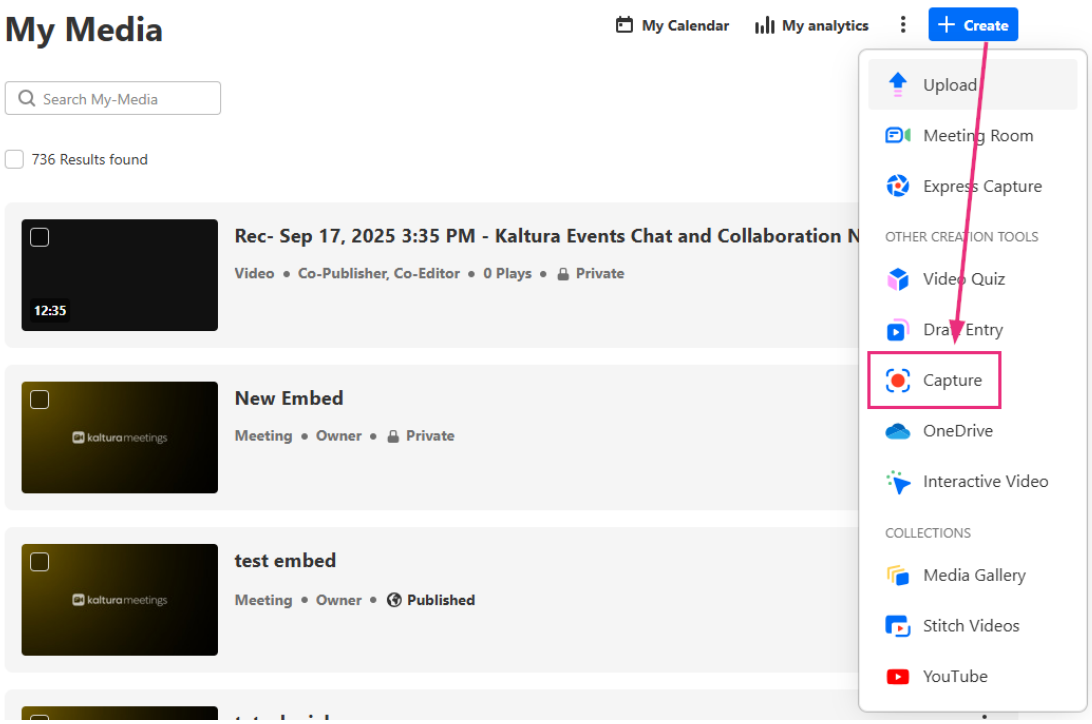
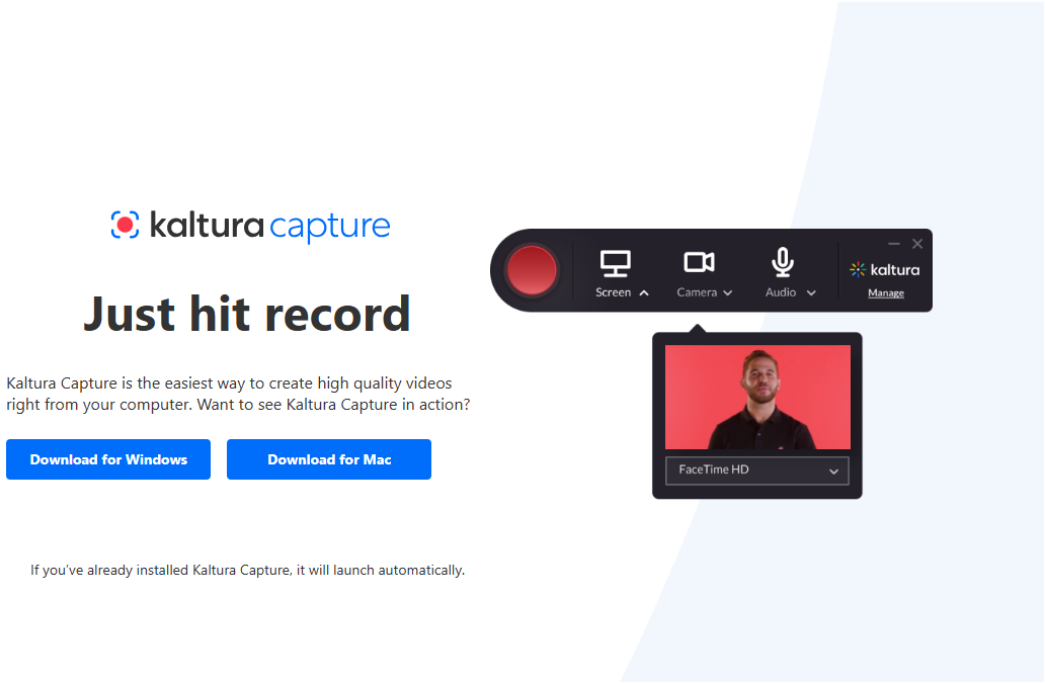



You are redirected to a download page.




If you see a pop-up like this, just ignore it and move onto the next step.

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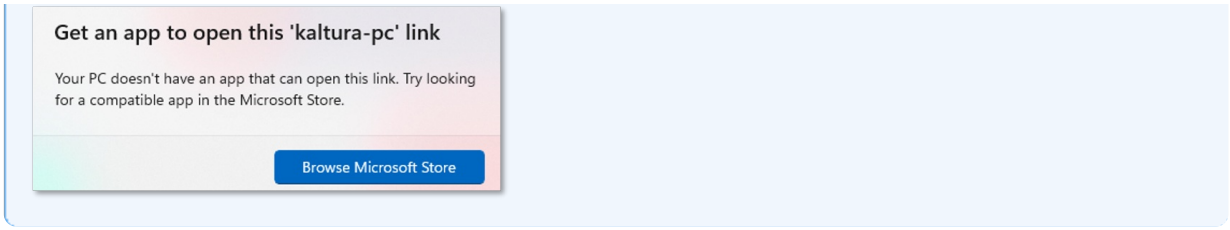
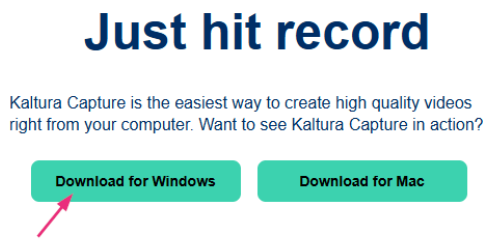
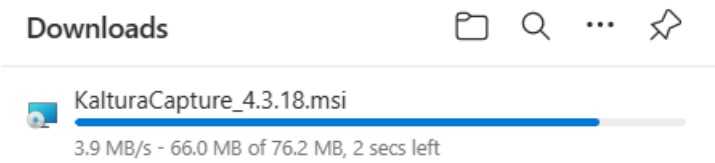



3. On the download page, click **Download for Windows**.

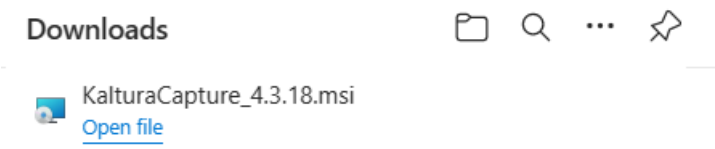



A progress bar displays.




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

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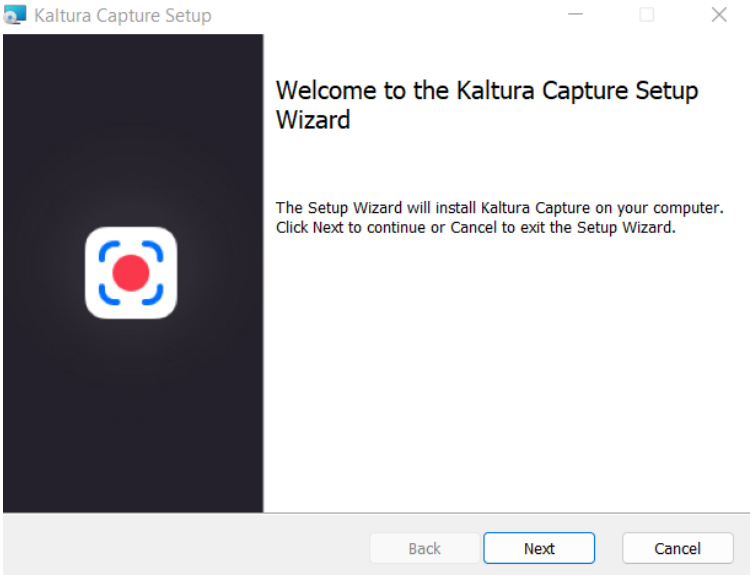
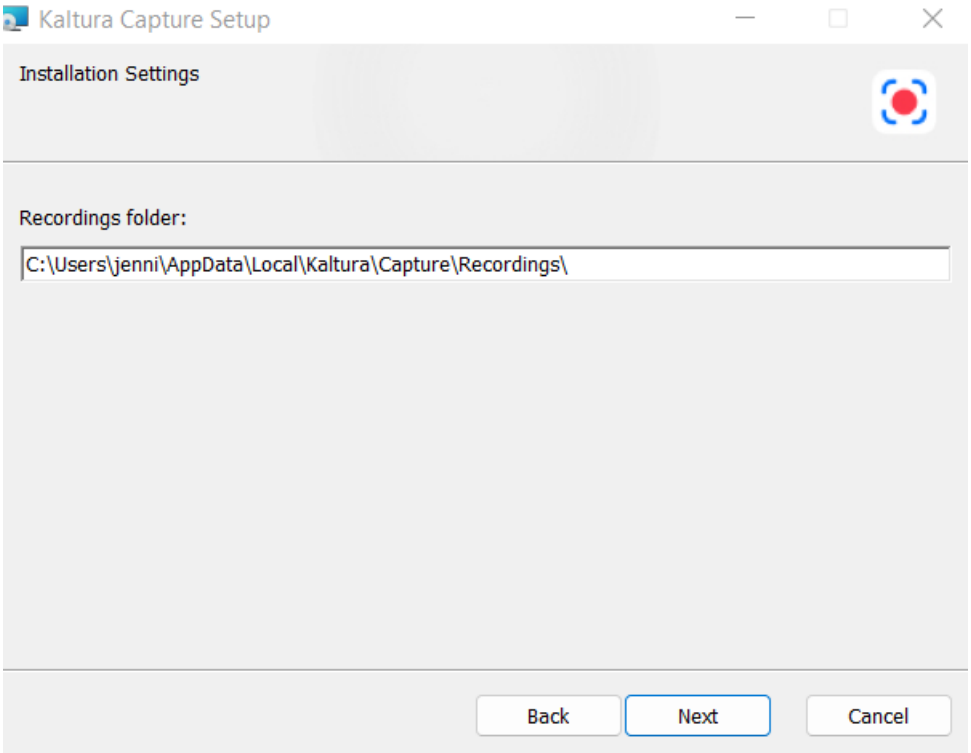
application.

## 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.

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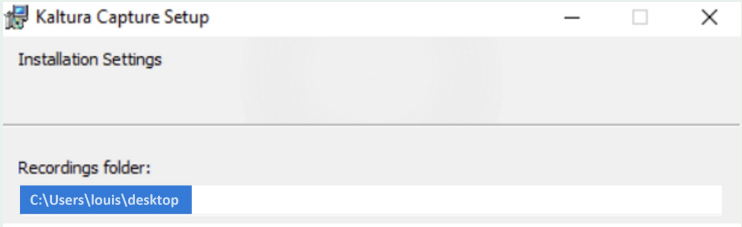
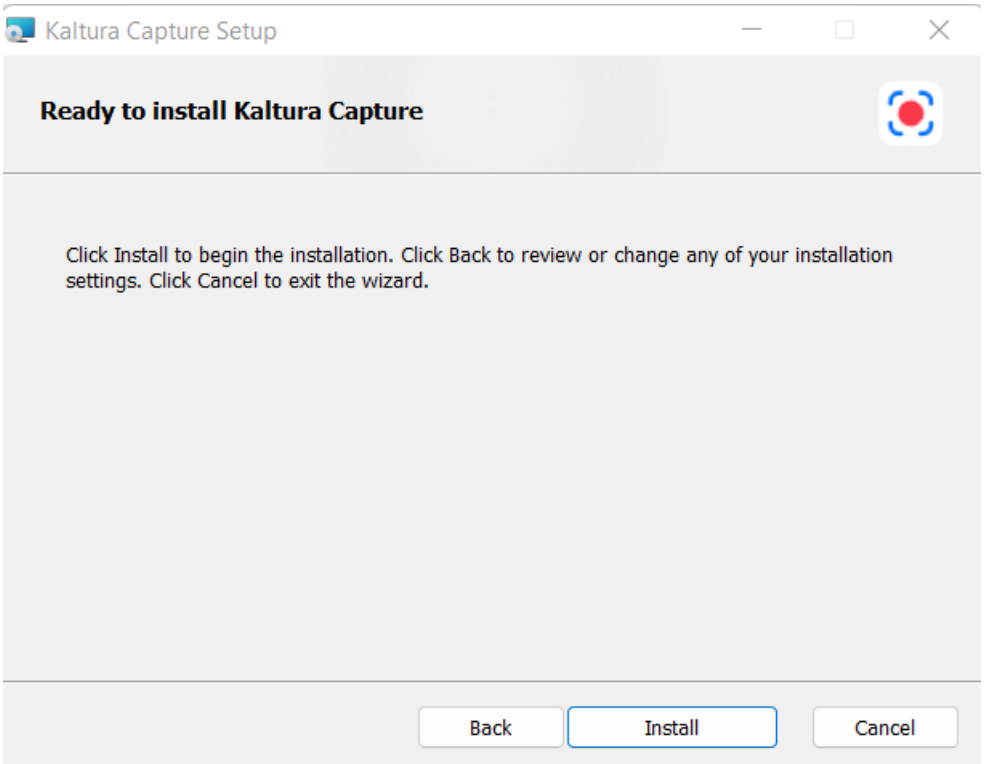
You can change the recordings folder to a more accessible location for easier access or deletion of files. To do this, remove the path information after your username in the Recordings Folder field and enter the new location, such as "desktop".




3. Click **Next**.

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




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

   A progress bar displays.

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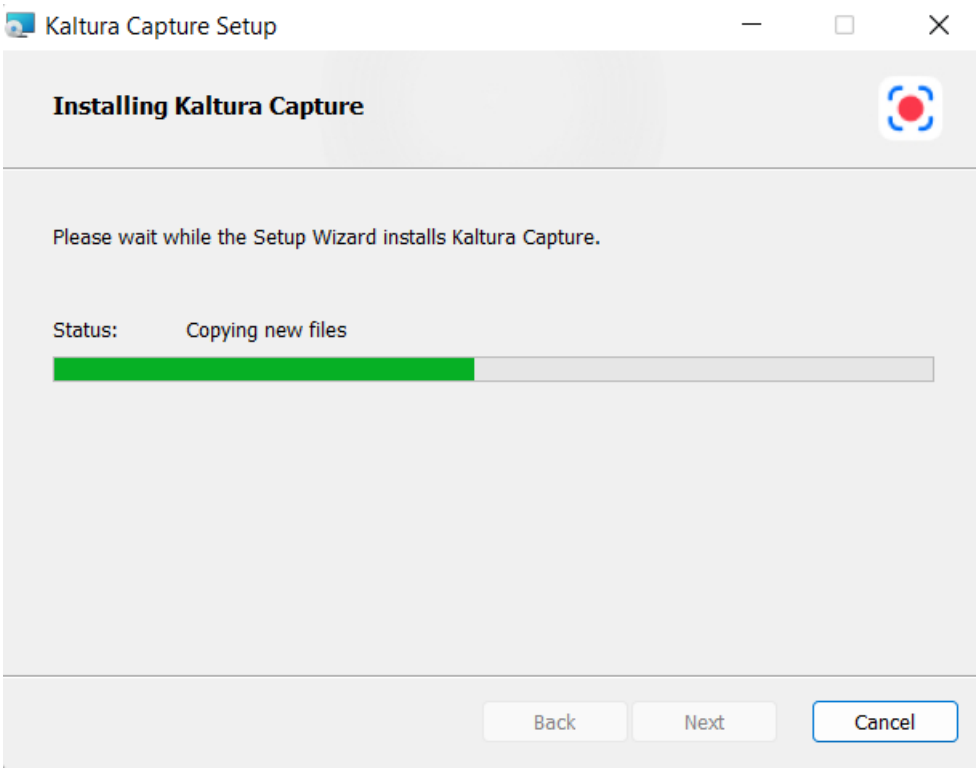
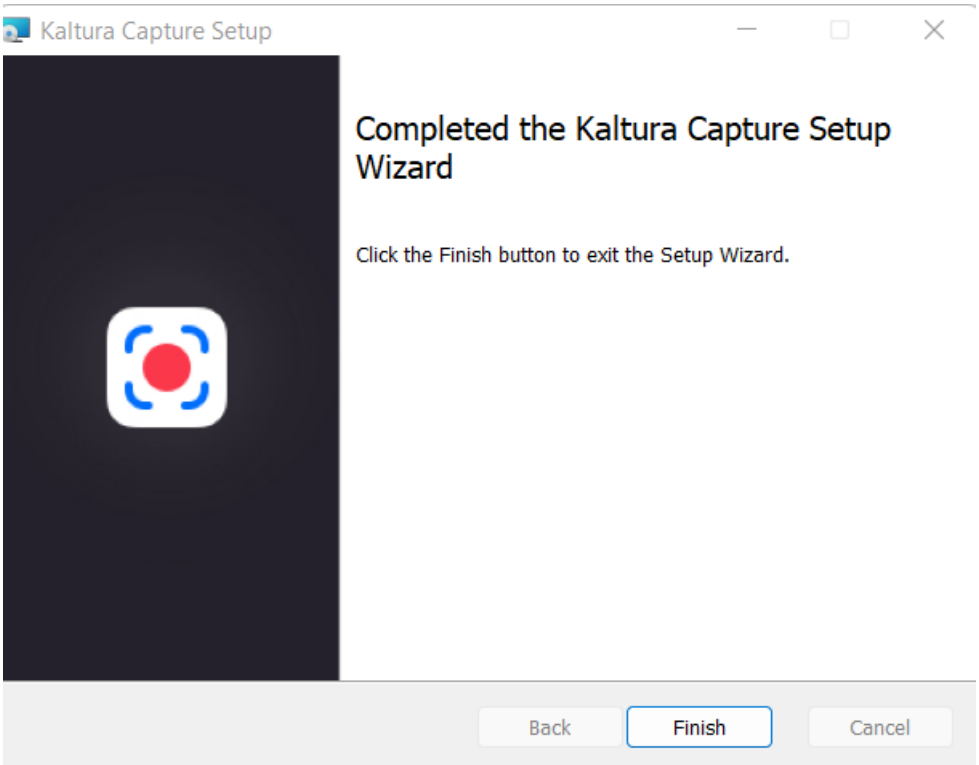



When the installation is completed, you will see this screen.




5. Click **Finish.**

## Having trouble installing Capture?

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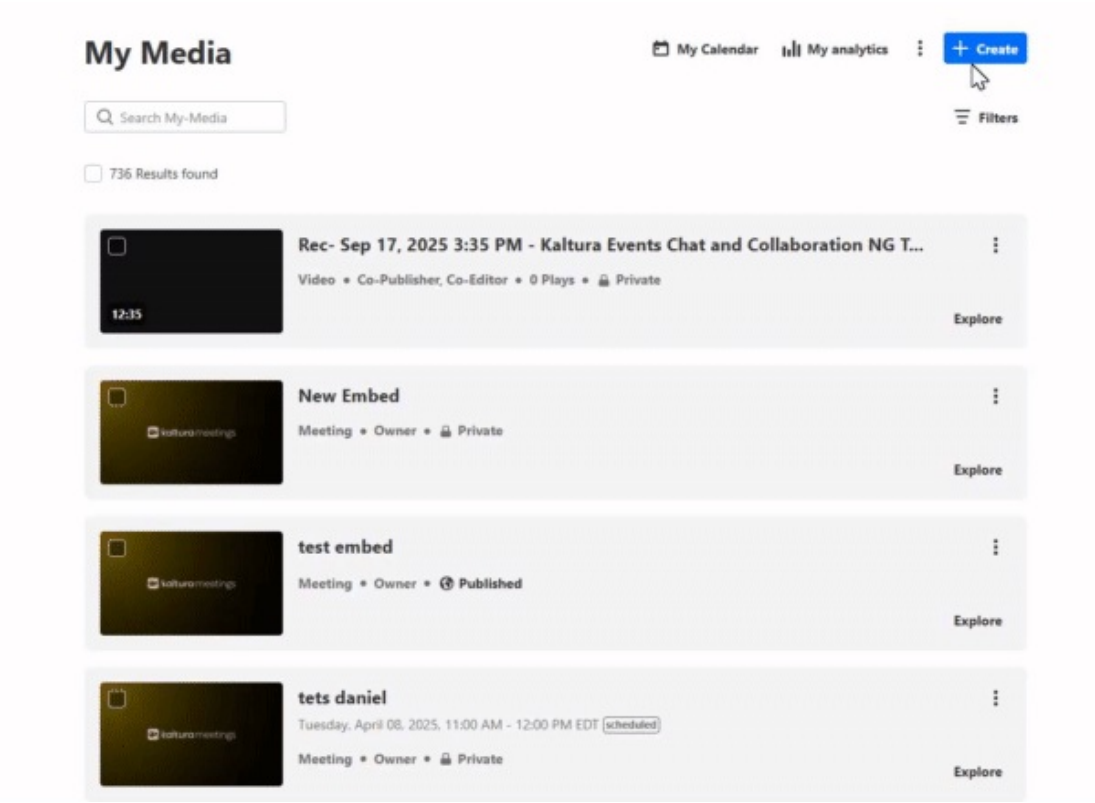
Capture isn't available in any app store or public download site. It can only be downloaded directly from your institution's site. If you have trouble finding or downloading Capture, contact your institution's support team.

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 **+Create** menu.




The application opens on your screen.

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

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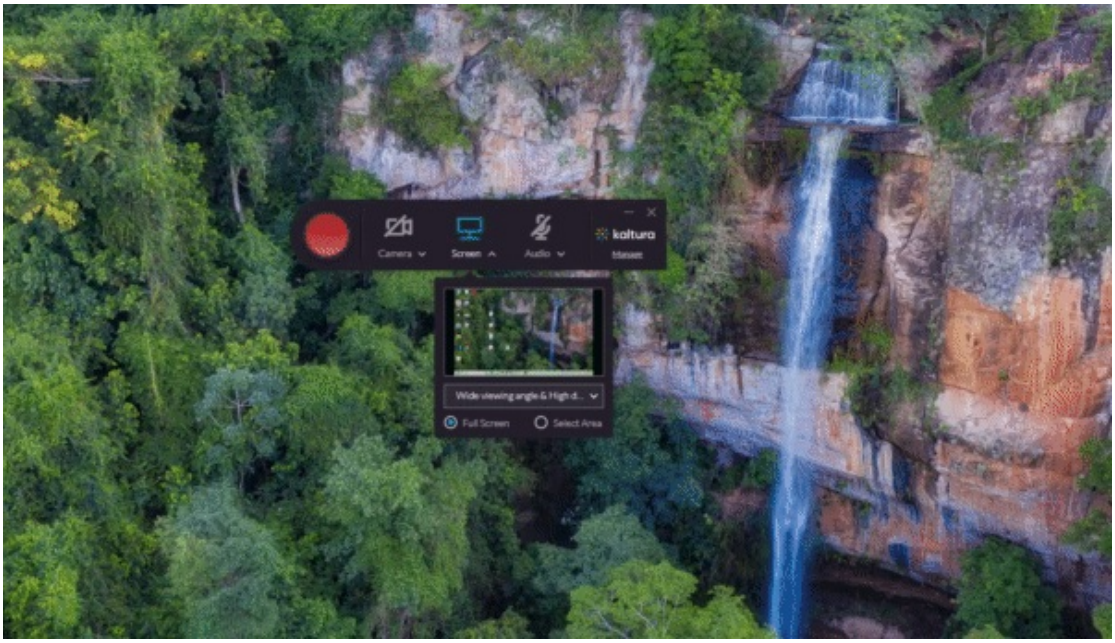


Click the red button to start your recording.

## Troubleshooting Capture

### Error messages

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

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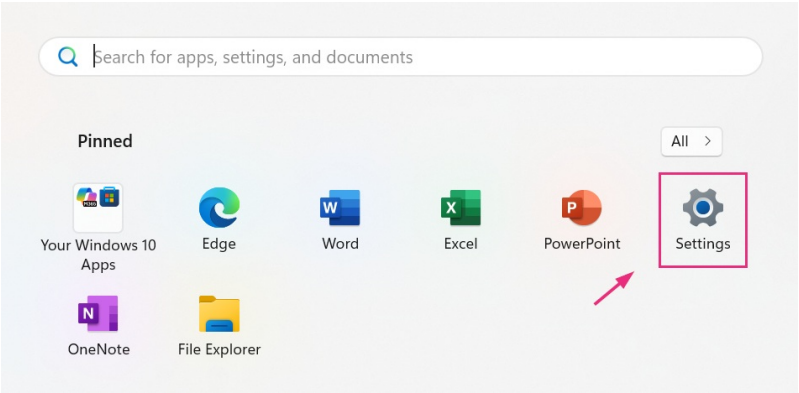
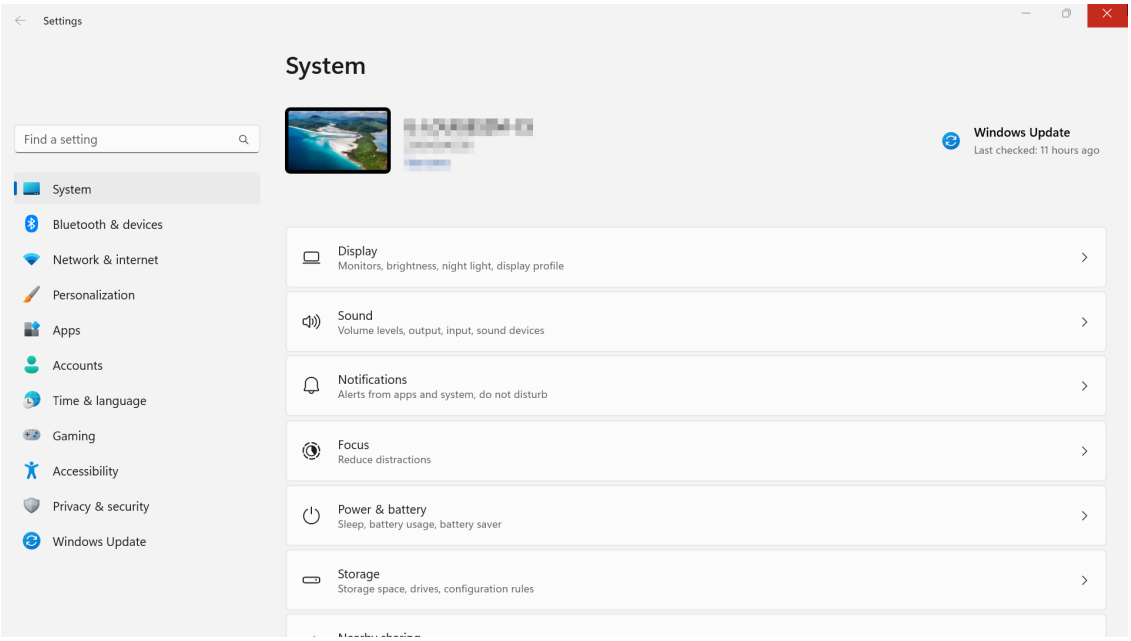
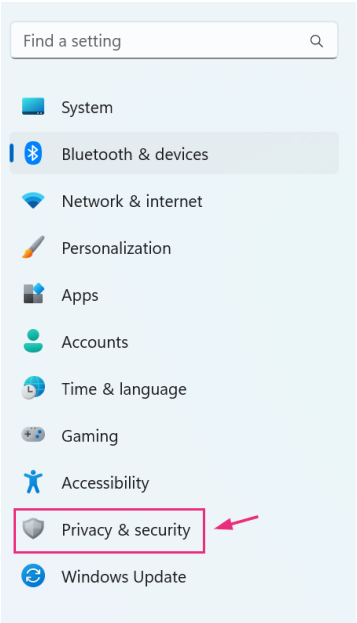



The System page displays by default.




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

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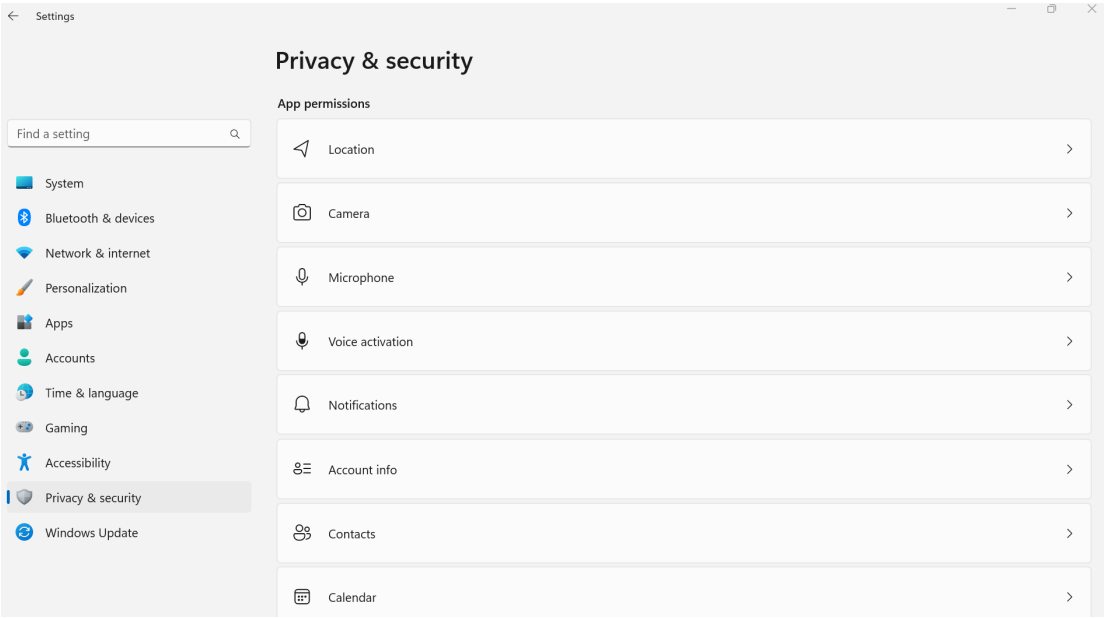
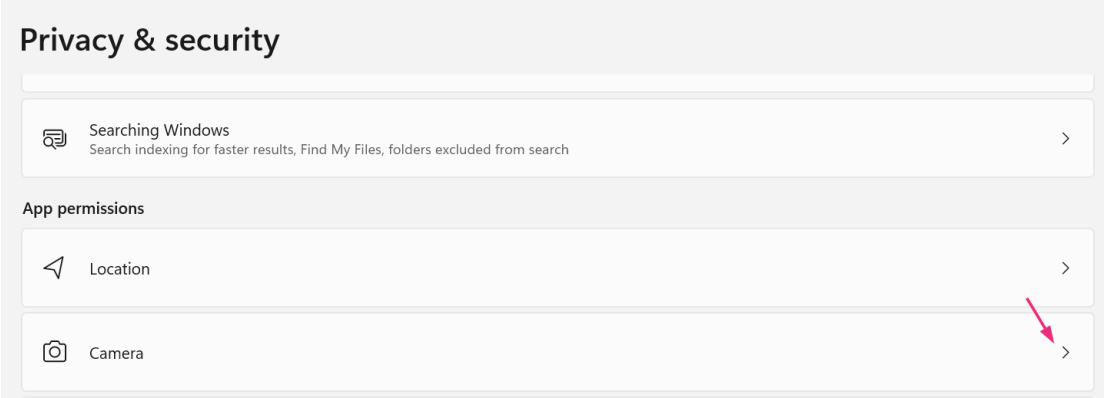
The Privacy & security list displays.




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




The Camera settings display.

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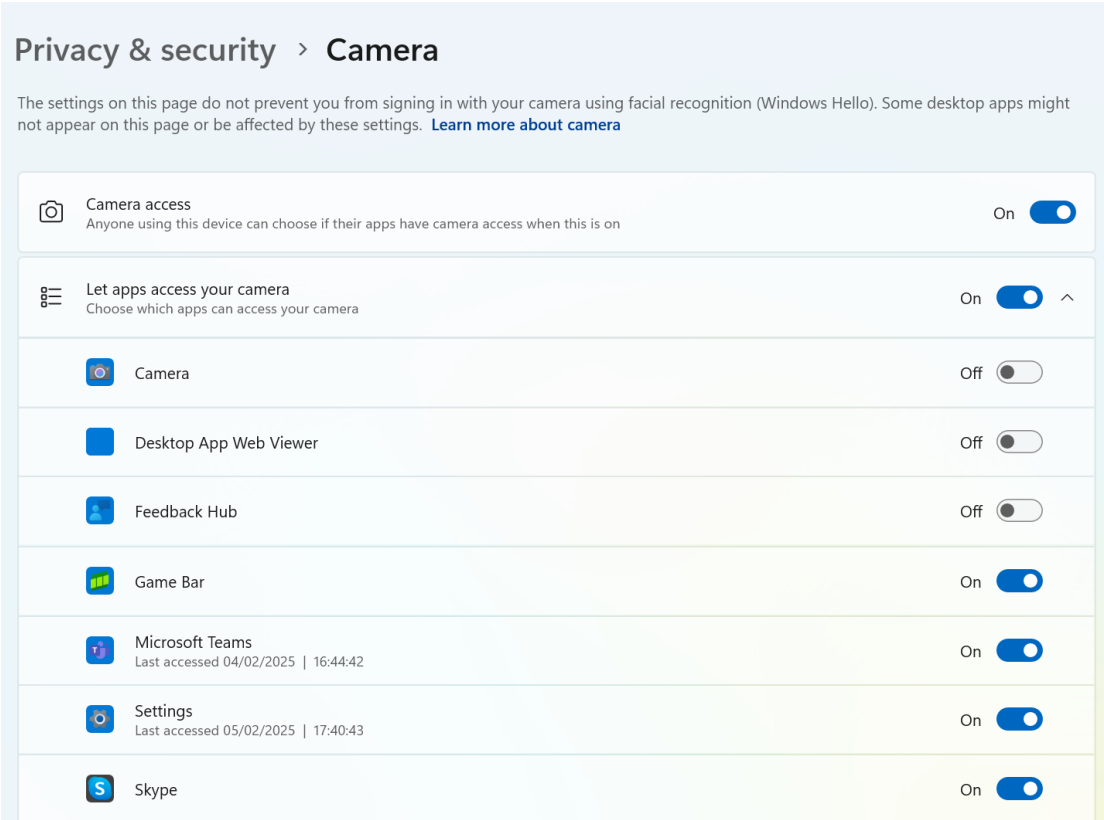
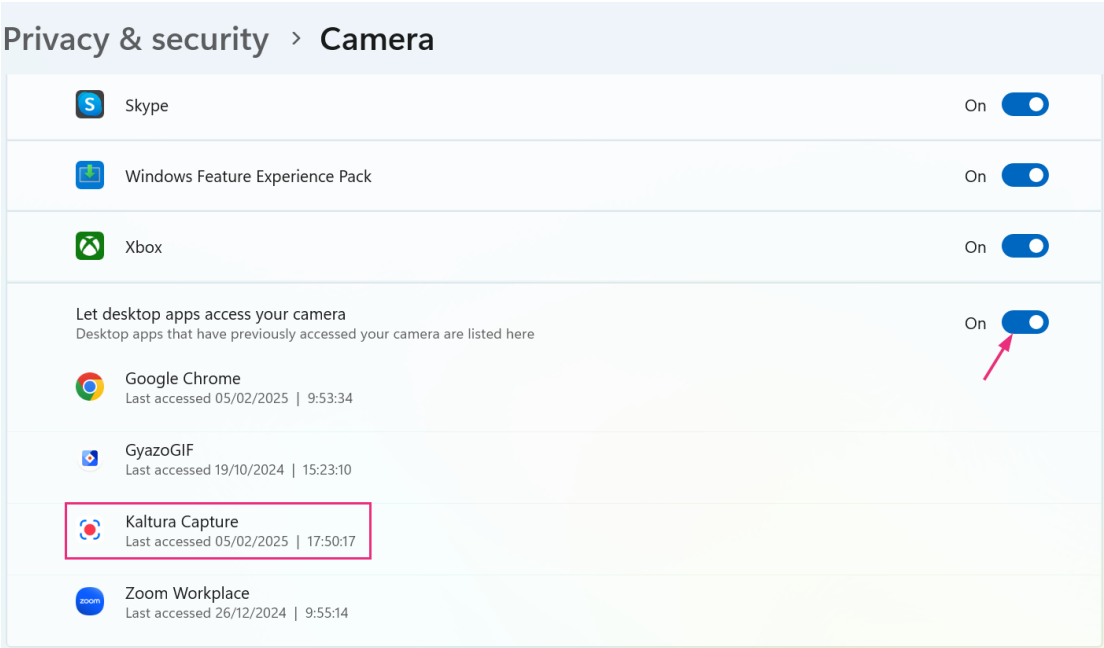



4. In the Camera settings, scroll down to **Let apps access your camera** and confirm that **Kaltura Capture** is listed and enabled.




Enable microphone access

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

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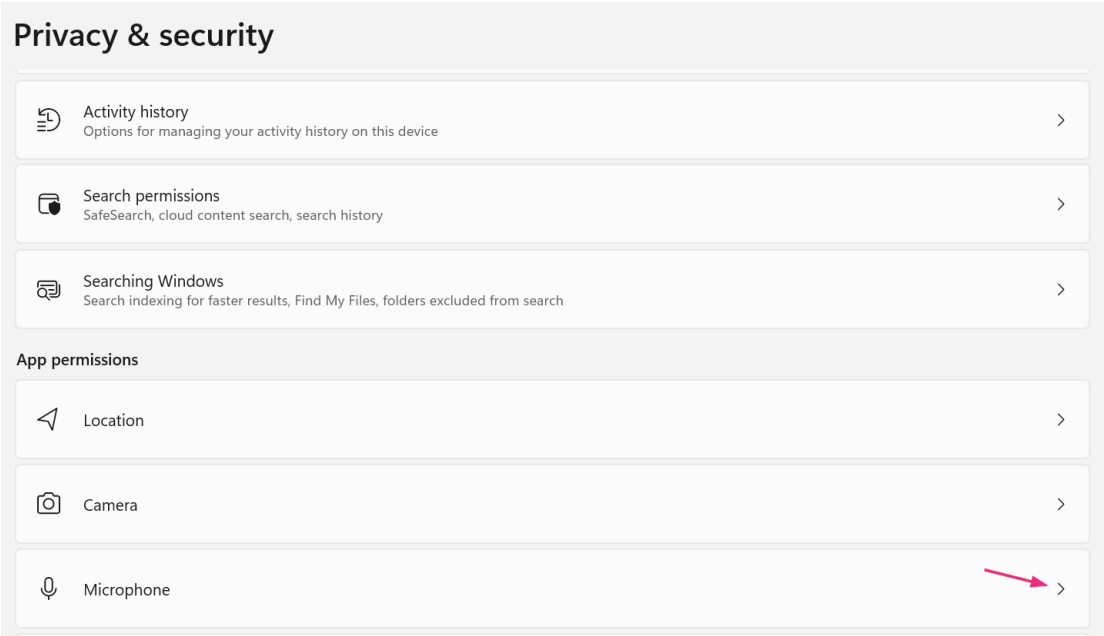
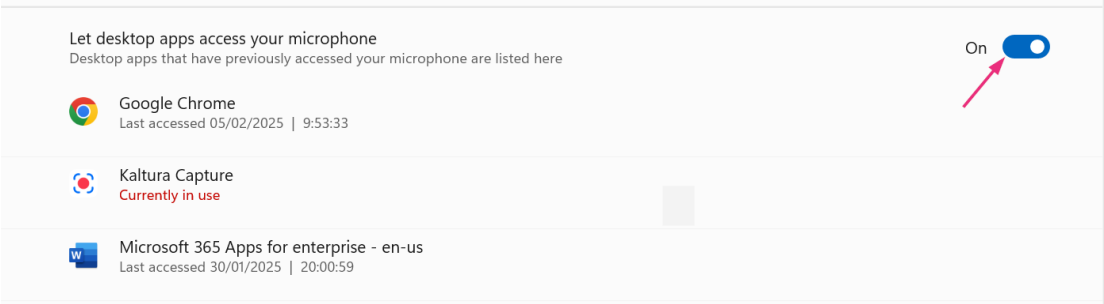



3. Scroll down to **Let apps access your microphone** and confirm that Kaltura Capture is listed and enabled.




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

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