

# Panopto User Guide

## On Demand Recording @Classroom (Offline)

Review Date: 27 August 2019

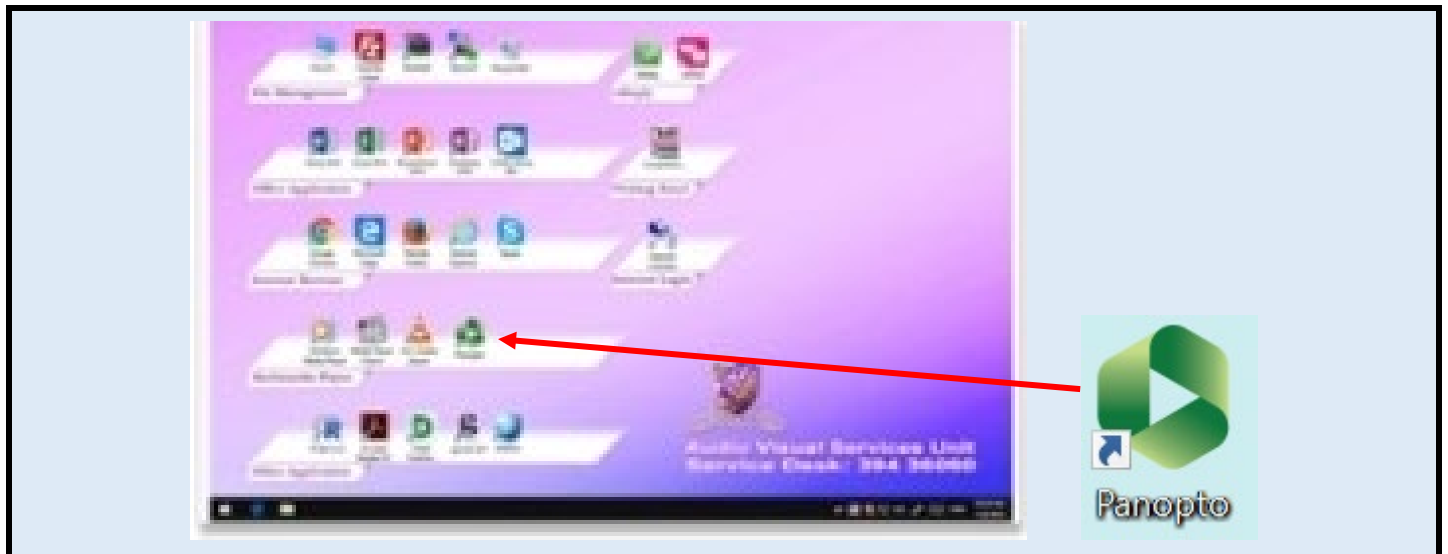
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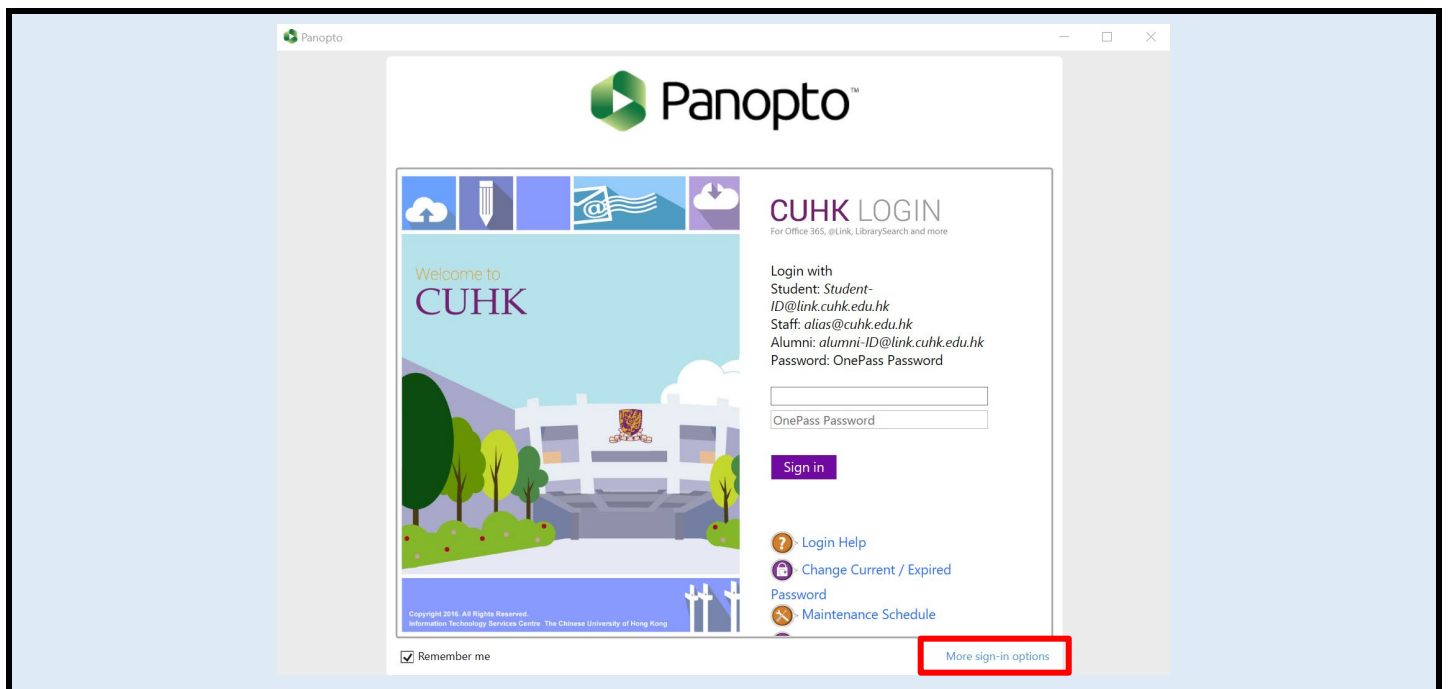
### 3. Open “Panopto” recorder application

1. Double click “Panopto” icon on desktop to open the recorder application

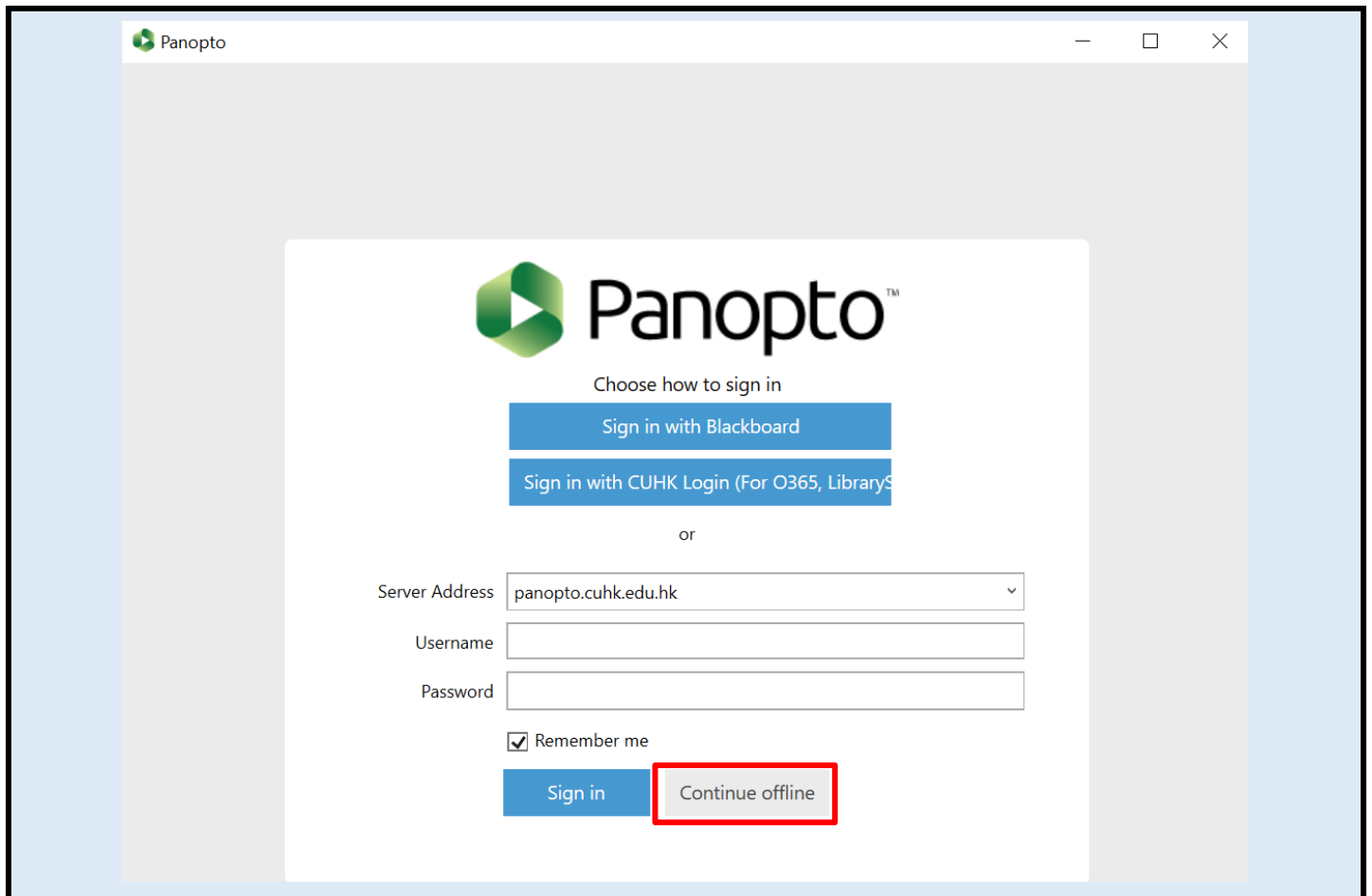


### 4. Continue Offline

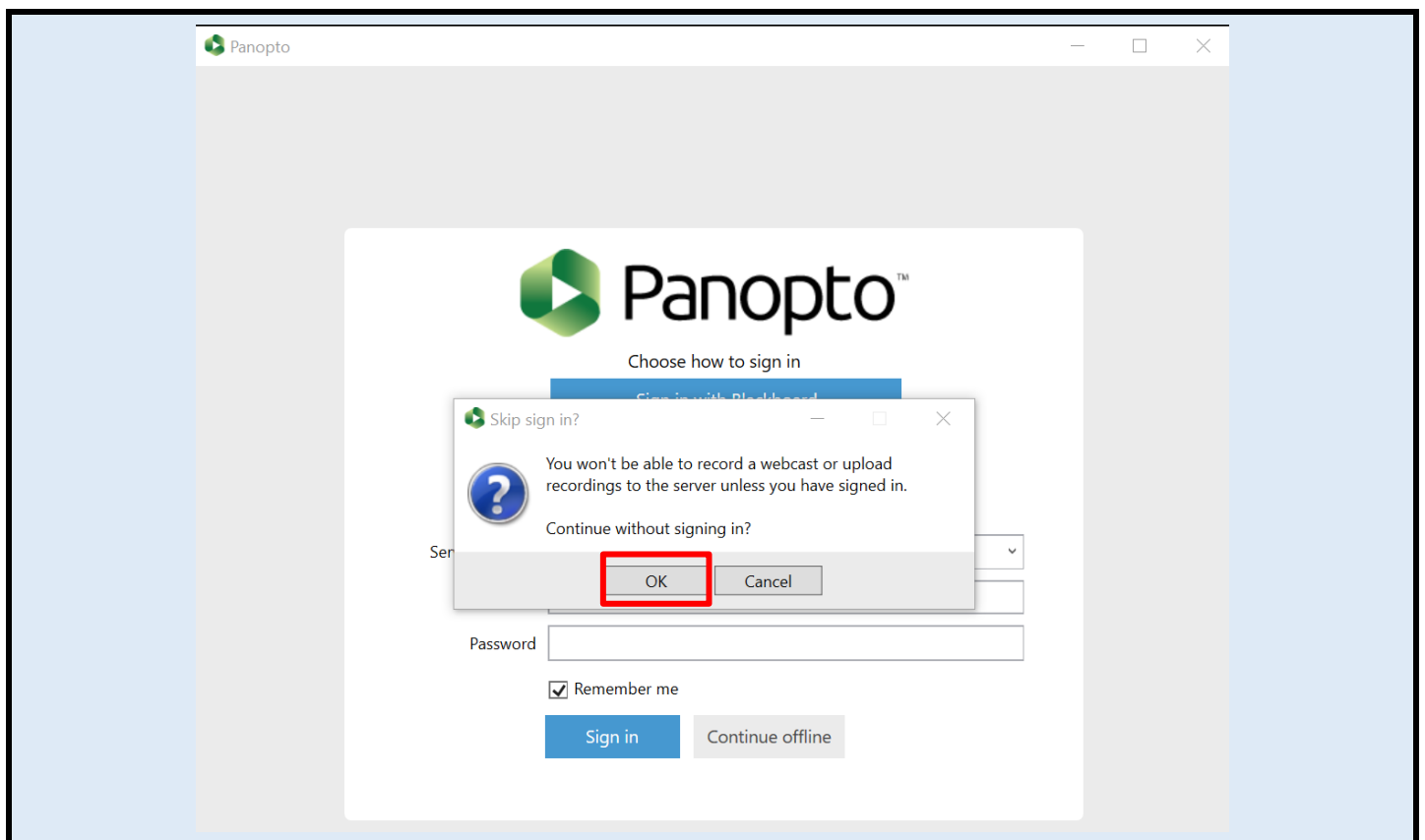
1. Select “More sign-in options”



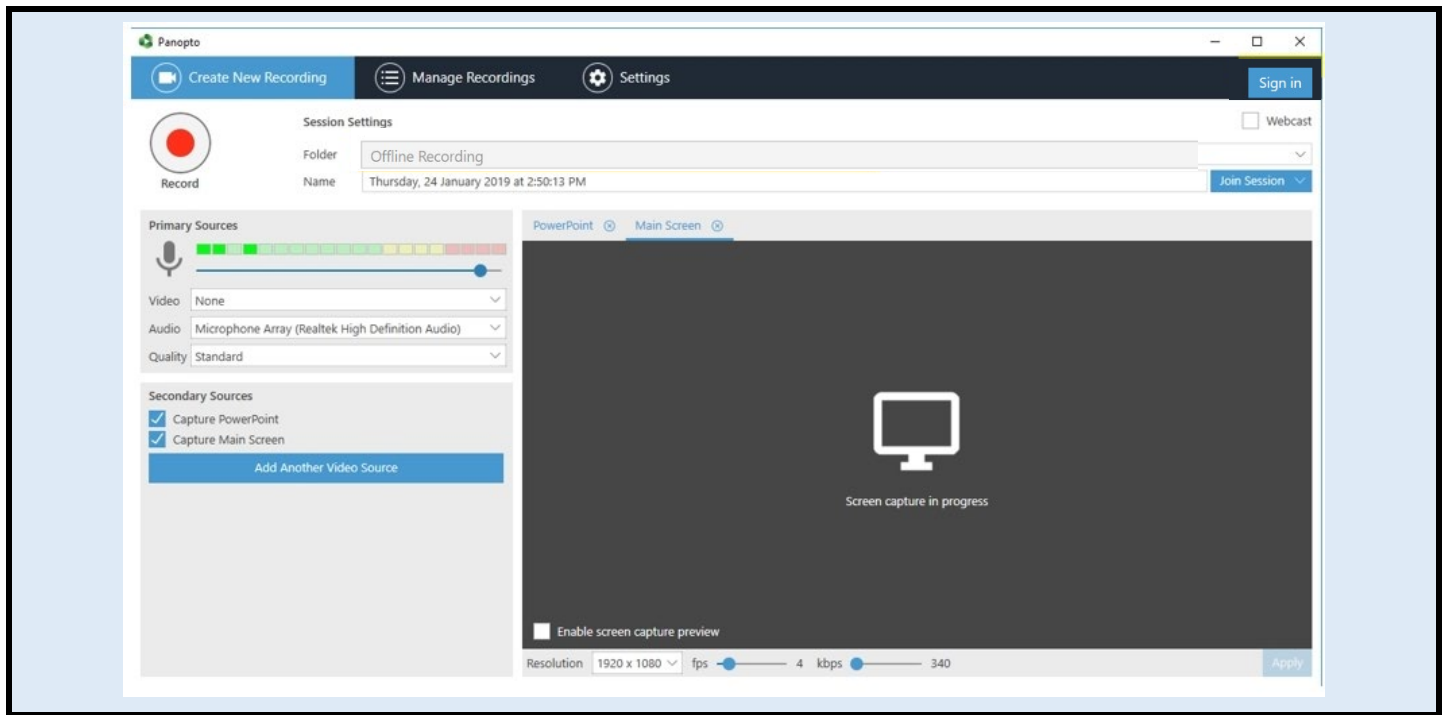
## 2. Select “Continue offline”



## 3. Select “OK” to confirm to continue without signing in.



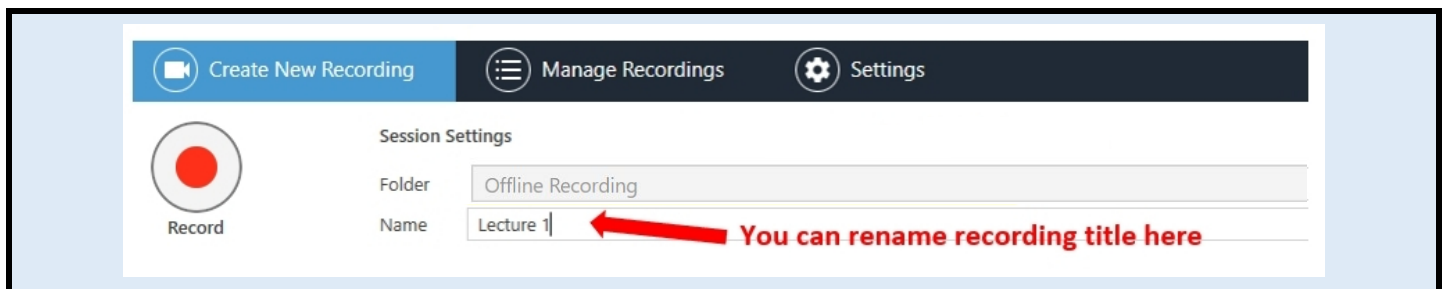
4. Panopto Recorder application will be opened.



## 4. Record using "Panopto Recorder" application

1. In the "Panopto Recorder" application, make sure the following have been selected:

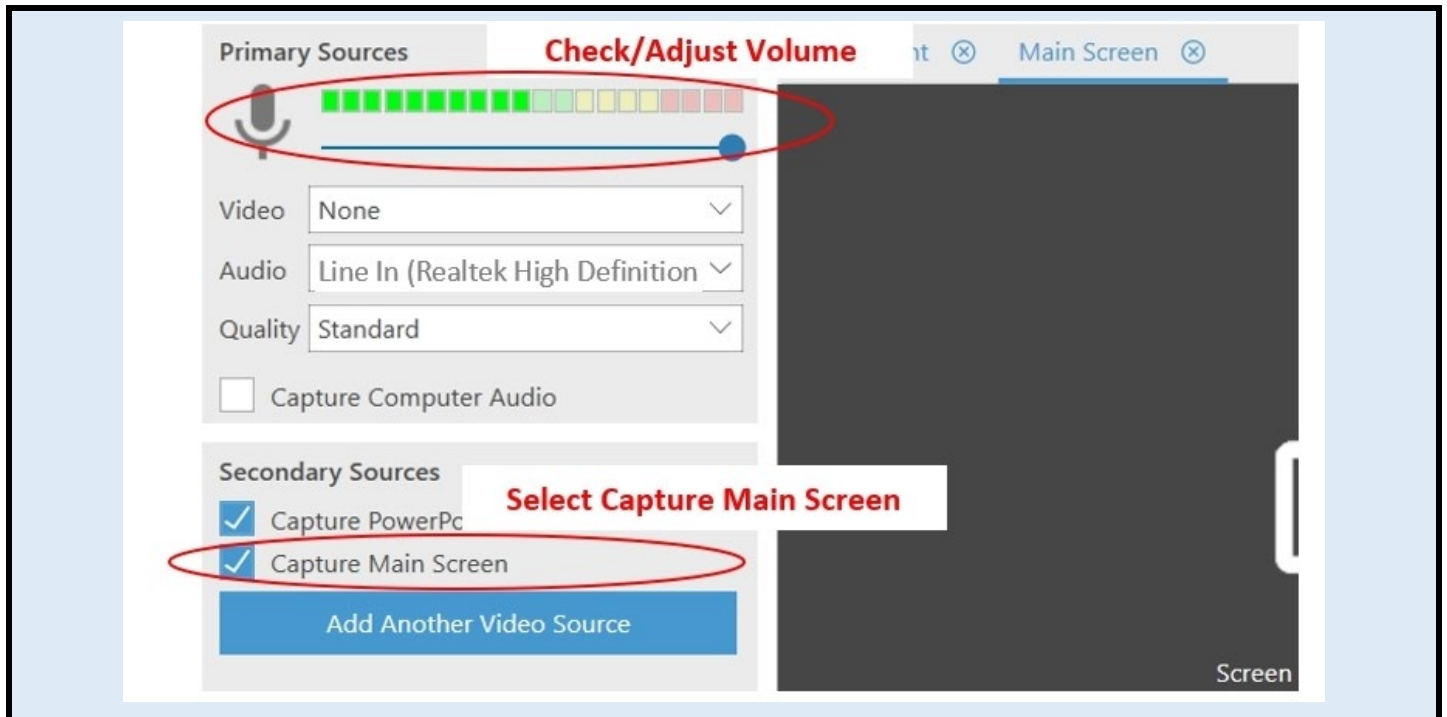
a. Name: *The name to identify the recording. You can change it by clicking on the title name.*



b. Audio: Choose audio source. Check that the volume bar moves when you speak into the lectern mic / wireless mic. Move the blue dot to adjust recording volume.

\*\*\* If “Failed to Start Devices” error is prompted when choosing audio source, please refer to the relevant “Special Notes” section \*\*\*

c. Capture Main Screen

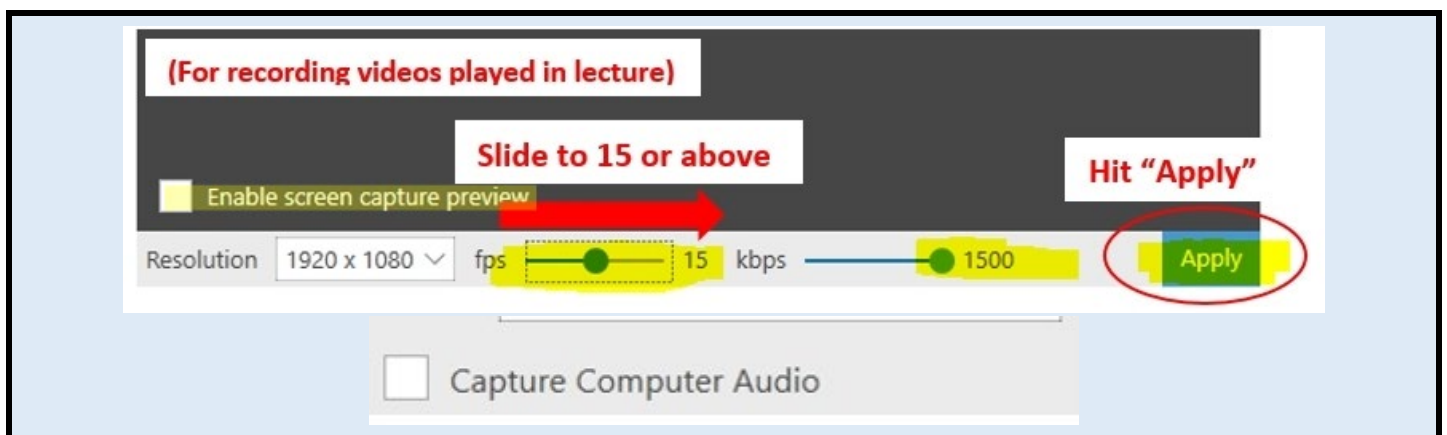


2. Optionally, check also:

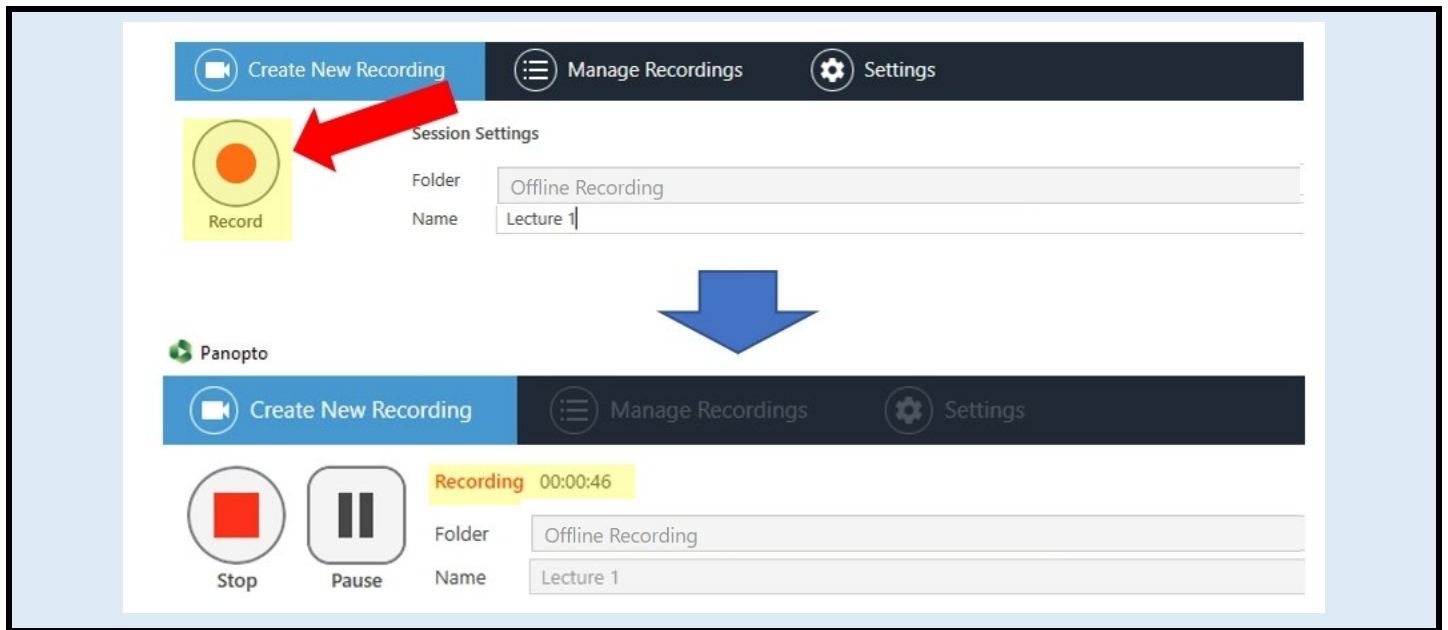
d. Enable screen capture preview: Preview the recording being captured

e. Capture Computer Audio: Select this if you have planned to play audio / video during the lecture

f. For recording videos played in lecture: Move the “fps” slide bar to increase the value to “15” or above, also move the “kbps” slide bar to “1500”. Then click “Apply”.

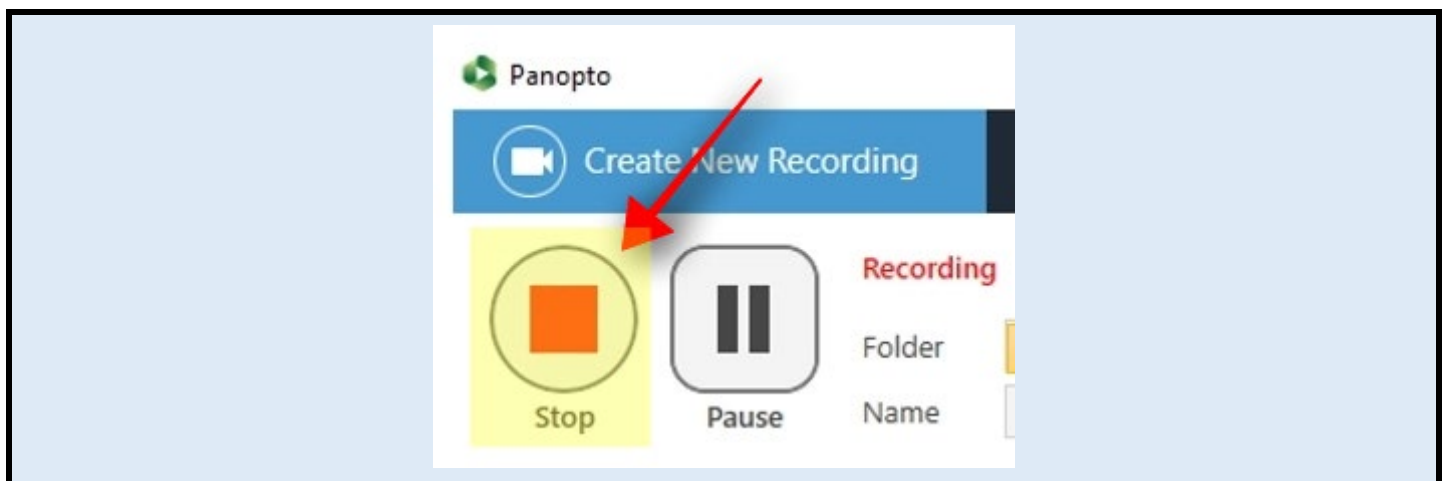


3. When ready, click “Record” to start recording.



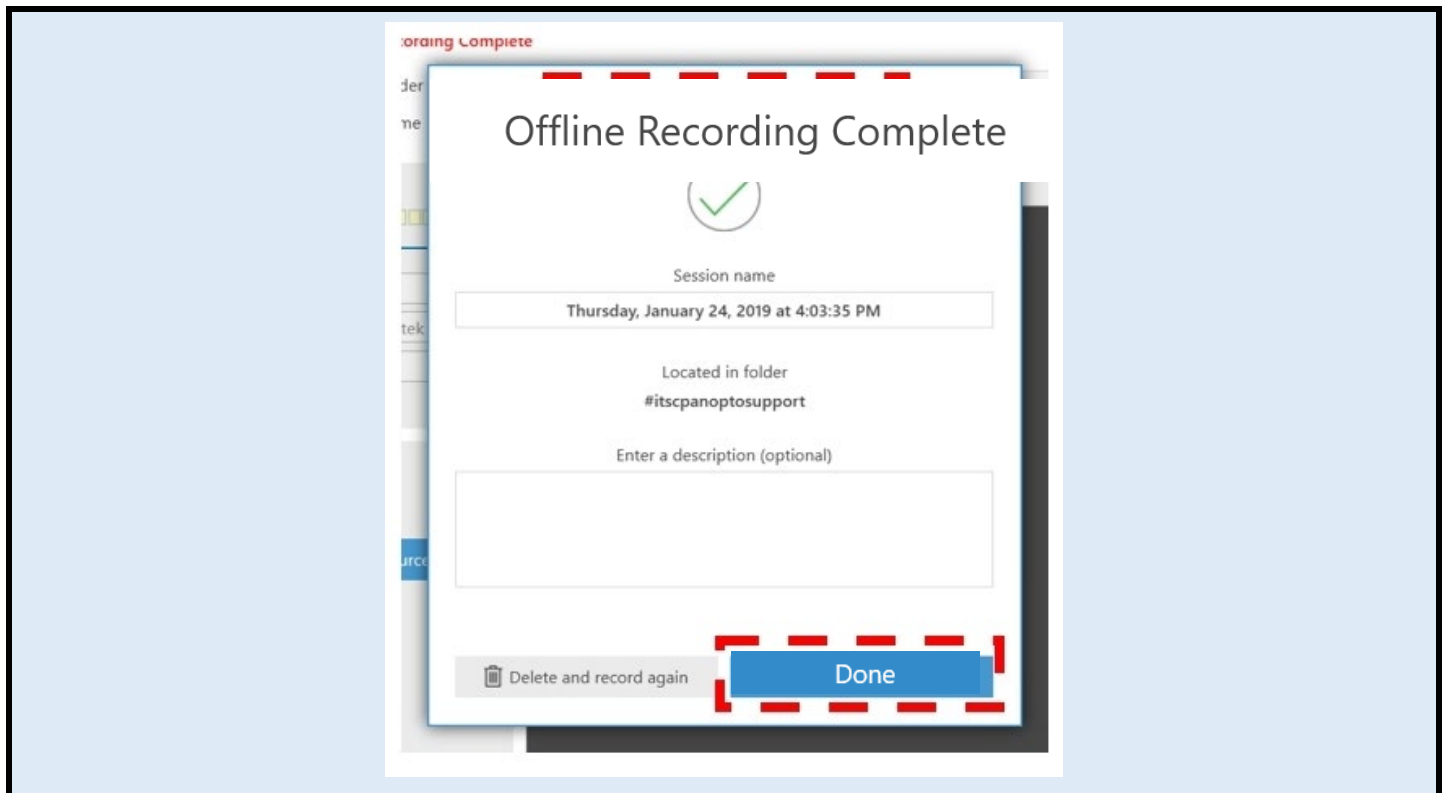
## 5. Stop the recording

1. Click “Stop” when it is time to stop the recording.



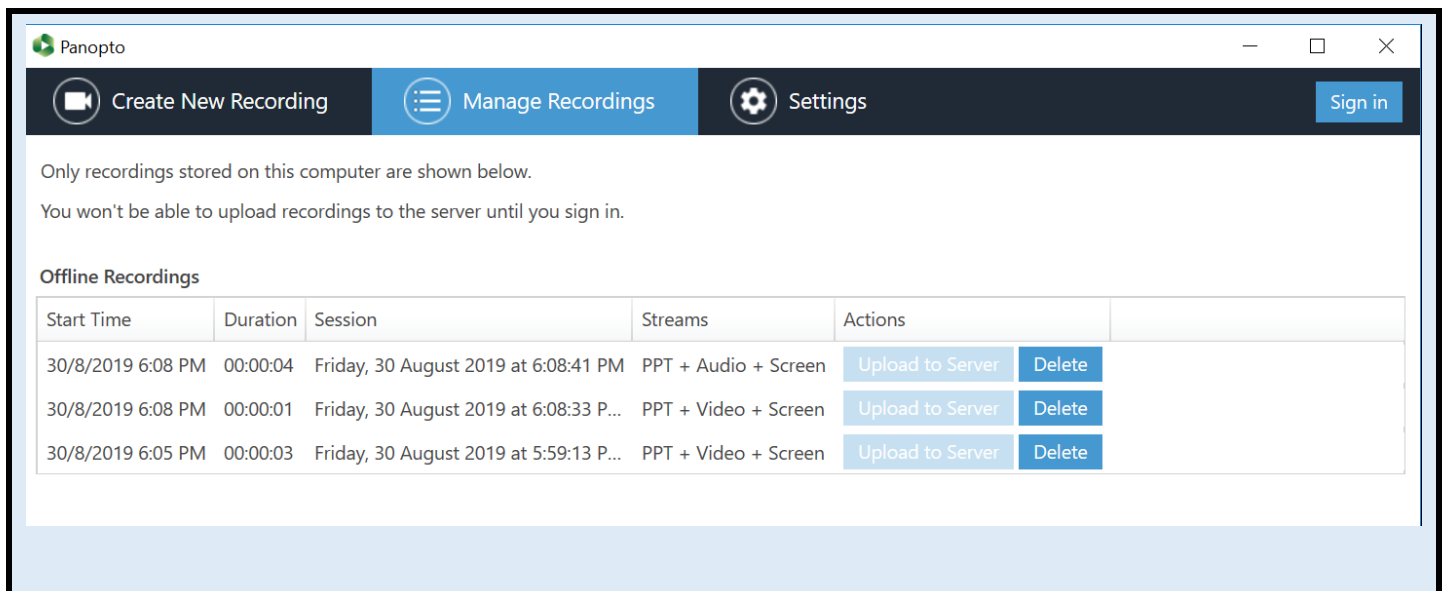


2. On the “Offline Recording Complete” pop-up window, click “Done.”



3. You will then be brought to the “Manage Recordings” page.

4. Under the “Offline Recordings” table, you will find your recording.



| Start Time        | Duration | Session                                | Streams              | Actions                                                 |
|-------------------|----------|----------------------------------------|----------------------|---------------------------------------------------------|
| 30/8/2019 6:08 PM | 00:00:04 | Friday, 30 August 2019 at 6:08:41 PM   | PPT + Audio + Screen | <a href="#">Upload to Server</a> <a href="#">Delete</a> |
| 30/8/2019 6:08 PM | 00:00:01 | Friday, 30 August 2019 at 6:08:33 P... | PPT + Video + Screen | <a href="#">Upload to Server</a> <a href="#">Delete</a> |
| 30/8/2019 6:05 PM | 00:00:03 | Friday, 30 August 2019 at 5:59:13 P... | PPT + Video + Screen | <a href="#">Upload to Server</a> <a href="#">Delete</a> |

## 9. Back up the local recording files

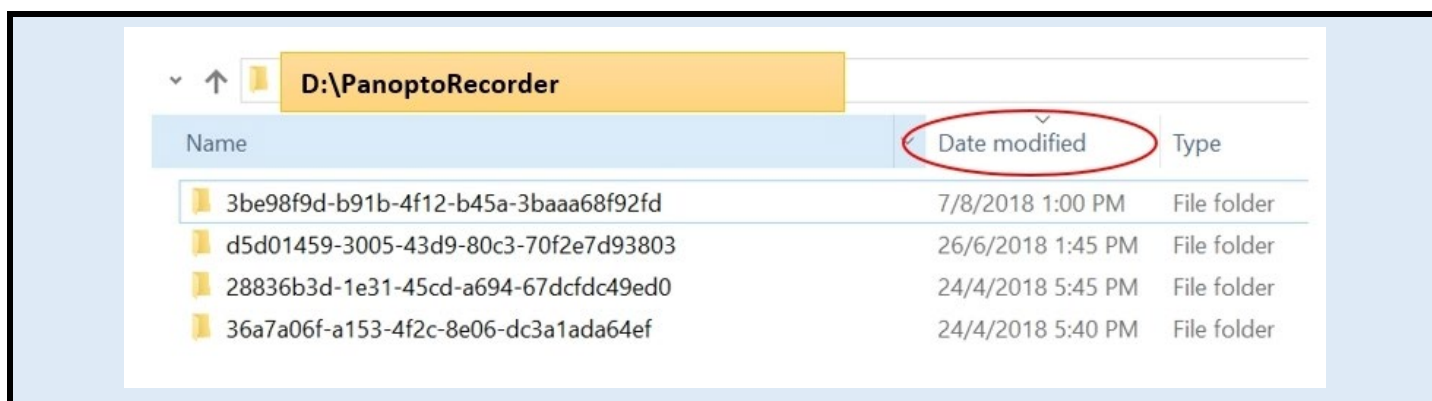
1. A set of local recording files of your recording will be stored in the computer for ONE day.

2. For most of the built-in computers in the classrooms/LT, the location is D:\PanoptoRecorder.

3. Back up the local recording files of your recording.

⚙ You may check the “Date modified” to see which folder(s) are related to your recordings, then **copy & paste** the folder(s) to your own USB drive.

⚙ If you need help uploading the files to the Panopto server for sharing with students, contact the support team by email at [elearning@cuhk.edu.hk](mailto:elearning@cuhk.edu.hk).



## Special notes on (1) “Audio: None” and “Failed to Start Devices” errors

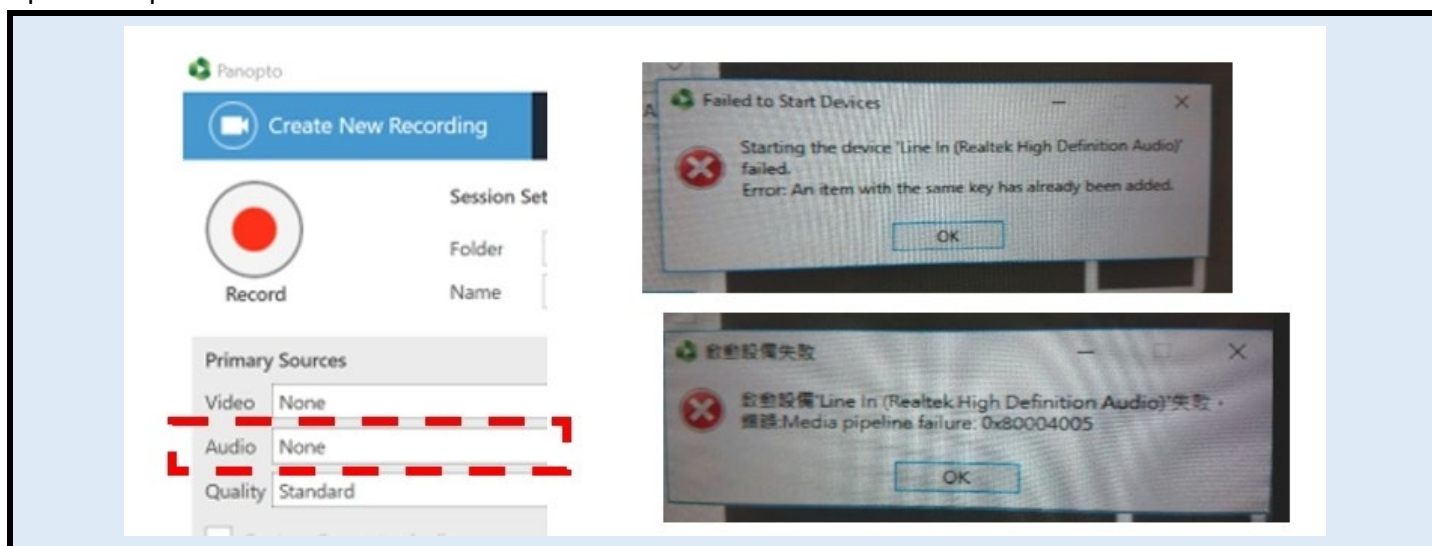
1. If you see “Primary Sources” > “Audio” is “None” after opening the Panopto Recorder application, try switching it to “Line-in”.

2. If you then got prompted with the “Failed to Start Devices” errors, try “closing the Panopto Recorder application and opening it again”.

You might have to repeat closing and opening it a few times to work around the issue.

⚙️ *Make sure “Audio” is selected and the volume moves up and down when you speak into the mic before your start recording. Otherwise, no audio will be recorded.*

⚙️ Please report to the support team by email at [elearning@cuhk.edu.hk](mailto:elearning@cuhk.edu.hk) with your contact information and the venue information for the support team to work with AVSU to fix the issue if the problem persists.



## Special notes on (2) “No primary video/audio/media” error

1. If you ignore the “No primary video or audio stream is selected” warning and proceed with the recording, the uploaded recording will not be viewable and tagged with “**No primary media**” after processing.

⚙ Please report to the support team by email at [elearning@cuhk.edu.hk](mailto:elearning@cuhk.edu.hk) with your contact information so that we could try to recover the screen recording (without audio) for you.

⚙ Please report to the support team by email at [elearning@cuhk.edu.hk](mailto:elearning@cuhk.edu.hk) with your contact information and the venue information for the support team to work with AVSU to check the mic of the classrooms/LTs if the “Audio: None” problem persists.

The screenshot displays the Panopto web interface. In the 'Session Settings' section, under 'Primary Sources', the 'Audio' dropdown menu is set to 'None' and is circled in red. A red text box with the text 'Audio source "none" may cause "No primary media"' points to this dropdown. A warning dialog box is open in the center, stating: 'Warning: No primary video or audio stream is selected. If another Panopto client is not recording video or audio for this session, it will not be usable. Continue?'. Below the warning, the 'Screen capture in progress' status is visible. At the bottom of the interface, a list of recordings is shown. One recording is highlighted, showing a timestamp of 'Wednesday, September 5, 2018 at 12:41:42 PM'. Below the timestamp, a yellow tag reads 'No primary media'.

## More

- [More FAQs](#)
- [Panopto Instructor Guide](#)
- [Panopto Support](#) (vendor info) - best place to search for specific functions
- [Panopto Support](#) (CUHK info)

## Further Questions?

- Email: [elearning@cuhk.edu.hk](mailto:elearning@cuhk.edu.hk)
- Web: <https://www.elearning.cuhk.edu.hk>