Panopto User Guide
On Demand Recording @Classroom (Blackboard)

Panopto video folder is created for all Blackboard courses.

If you need to use Panopto but don't have a Blackboard course, please submit a service request to elearning@cuhk.edu.hk.

Review Date: 27 August 2019

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1. Get ready the classroom/LT AV Equipment

1. CLEAR AUDIO is very important!

2. Make sure you have the <u>password</u> to access AV equipment cabinet in the classroom / lecture theatre (LT).

Access to AV Equipment Cabinet: http://www.avsu.cuhk.edu.hk/ci/aec.html

3. If there is no lectern mic in the classroom/LT, you need to use the wireless mic / wired hand-held mic.

Equipment List: http://www.avsu.cuhk.edu.hk/ci/el.html

2. Get ready the classroom/LT built-in computer

1. Turn on the built-in computer in the classroom/LT.

2. Connect to the internet.

☼ Run the "Internet Login" icon on desktop.
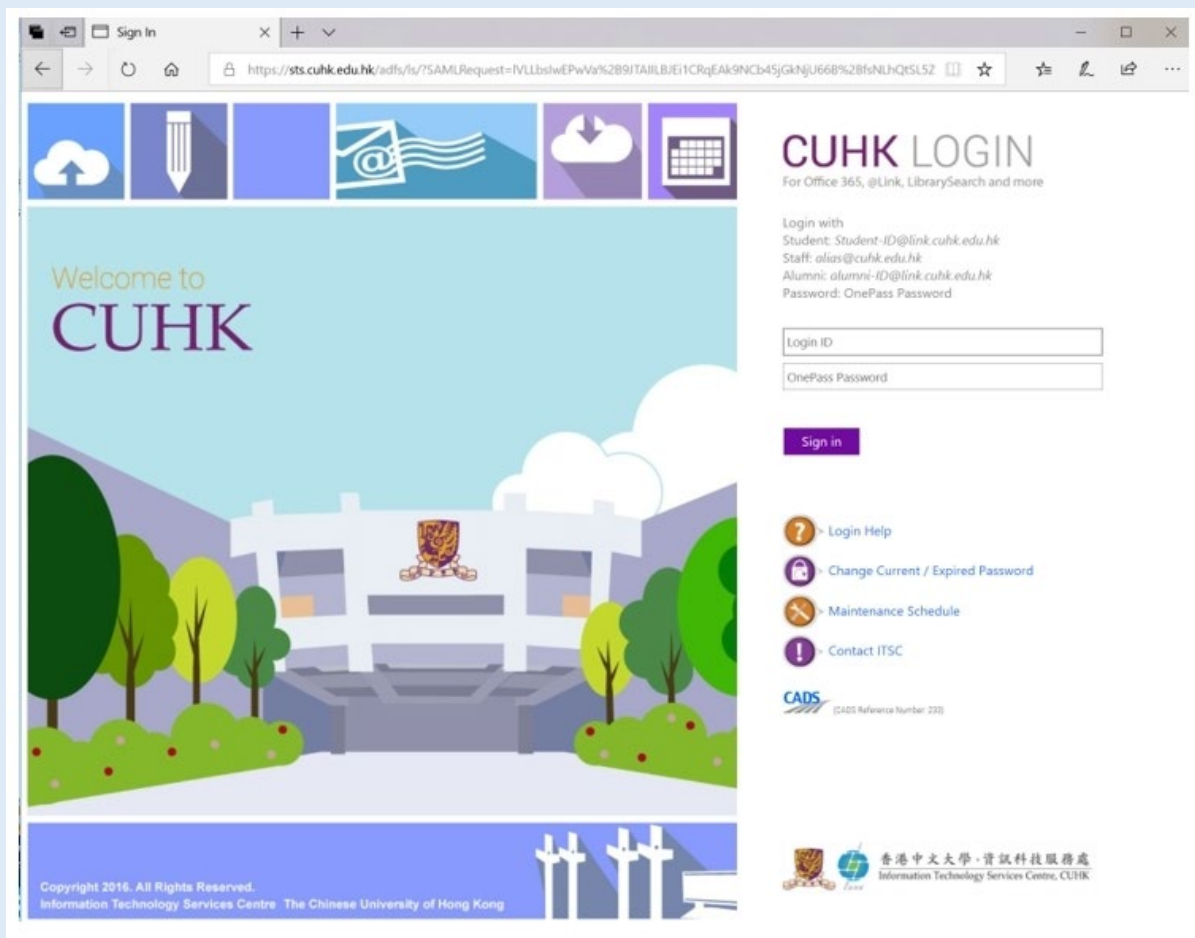☼ Log in with your Computing ID and OnePass (CWEM) password.

3. Access Blackboard

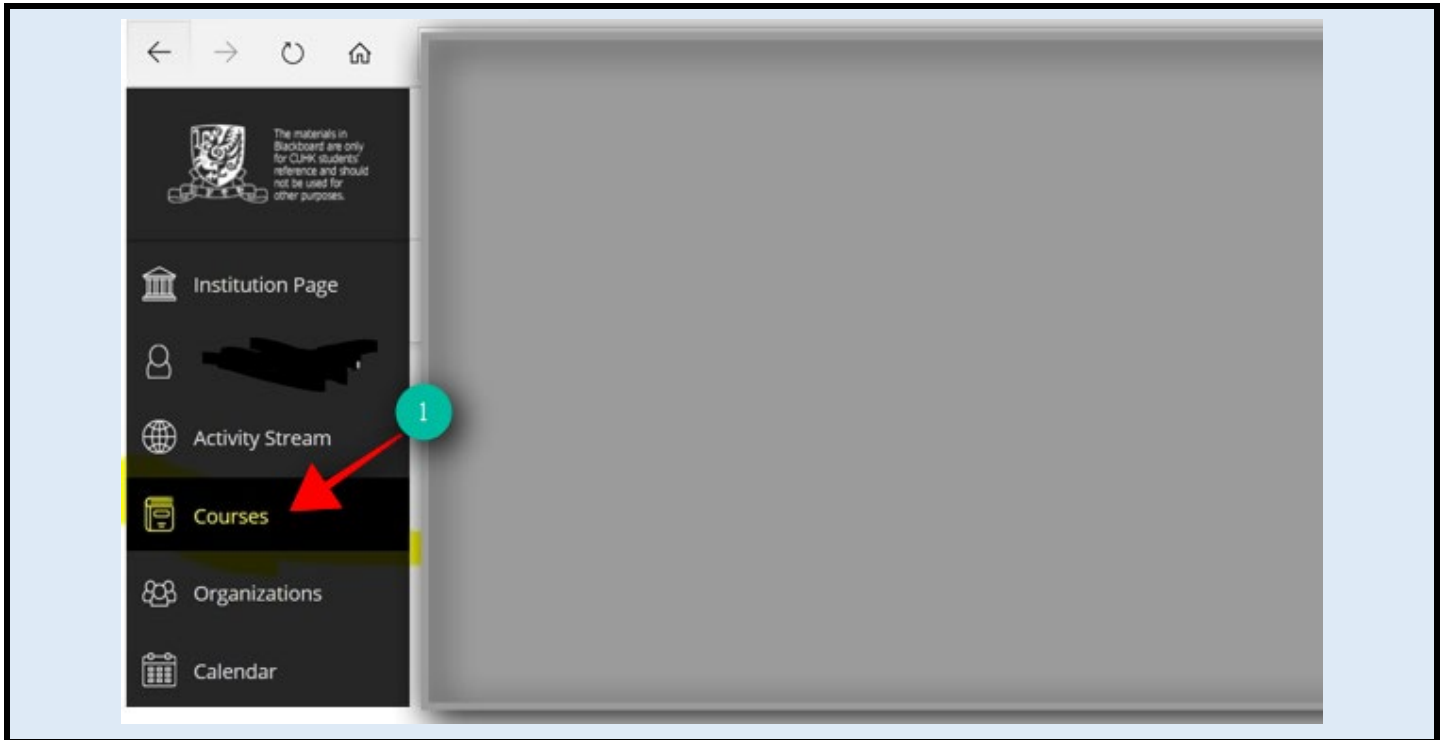1. Launch a web browser.

☼ Internet Explorer is not unsupported.
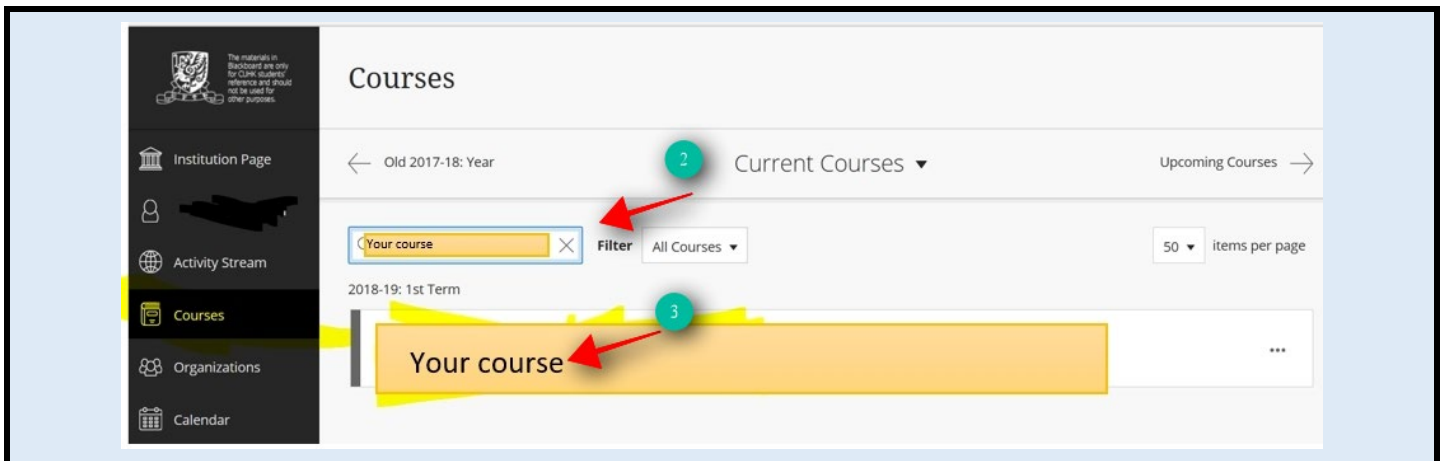☼ *For more: How to login Blackboard?*

4. Access the Blackboard course

1. Access <u>Courses</u> page.

☼ *For more:* *[ULTRA: Easy navigation](#)*, *[ULTRA: Explore the courses page](#)*

2. Locate you Blackboard course using the filter.

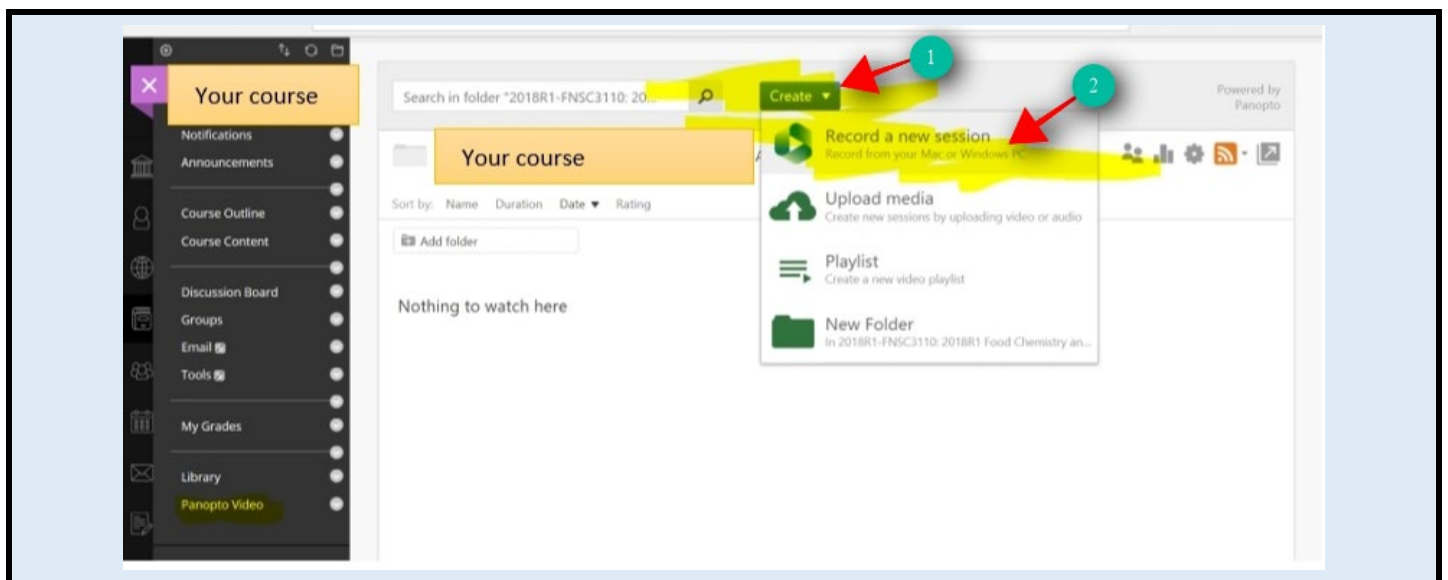## 3. <u>Click on the course name</u> to enter the Blackboard course.

5. Access "Panopto Video"

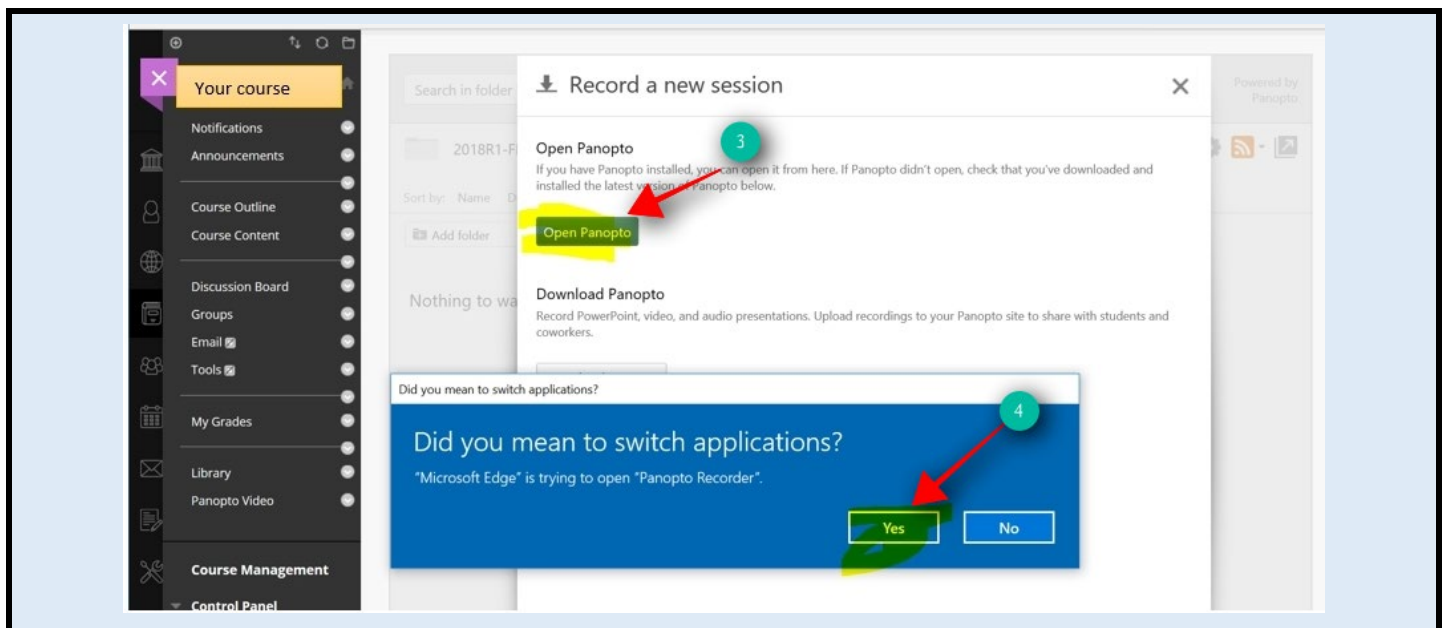1. In the Blackboard course, click on Panopto Video link on the course menu.

6. Launch "Panopto Recorder"

1. On the "Panopto Video" folder, select "Create".
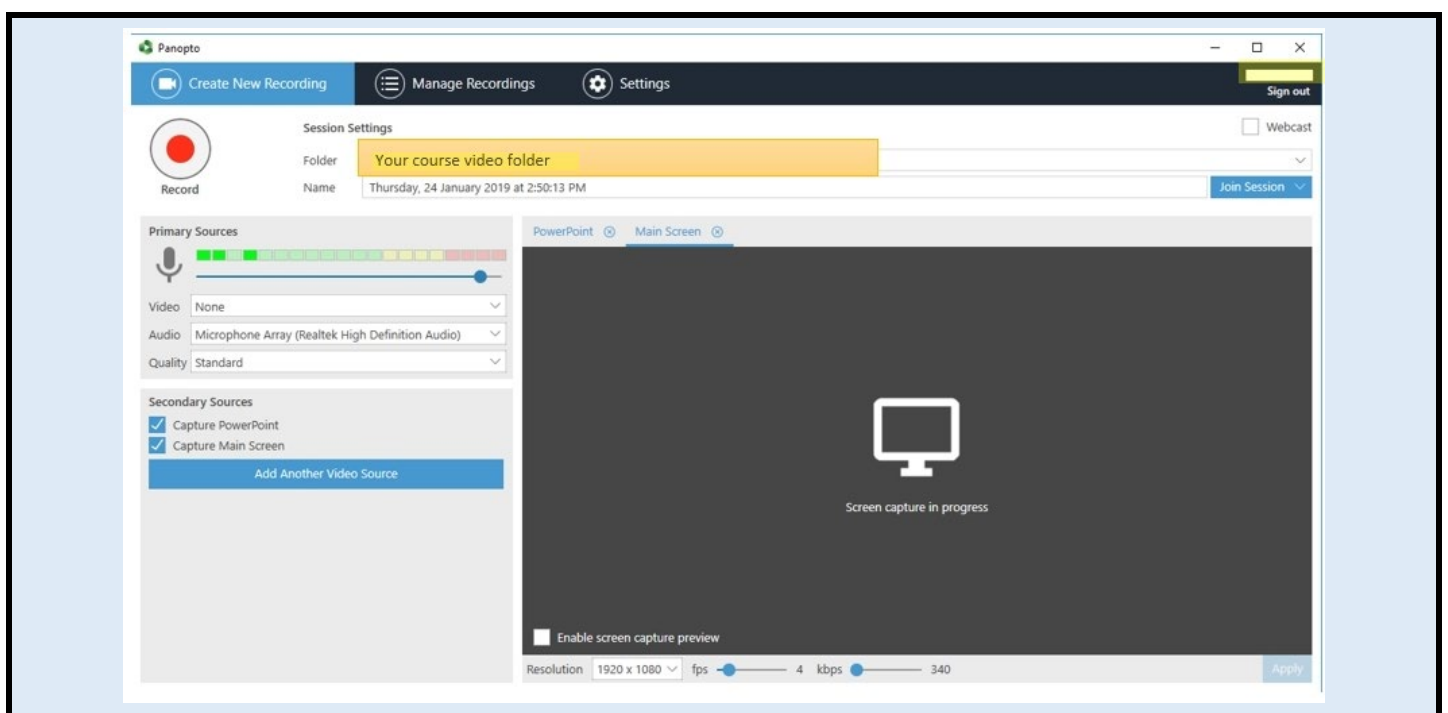
2. "Record a new session".

3. On the "Record a new session" pop-up window, select "Open Panopto".

4. Click "Yes"

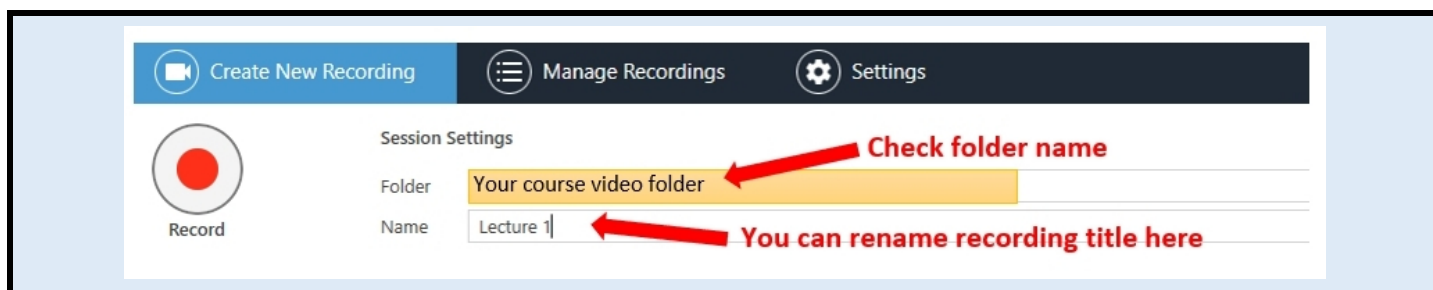Panopto Recorder application will be opened.

7. Record using "Panopto Recorder" application

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

a. <u>Folder</u>: *Your course video folder*

b. <u>Name</u>: *The name to identify the recording. You can change it by clicking on the title name.*

c. <u>Audio</u>: *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 ***
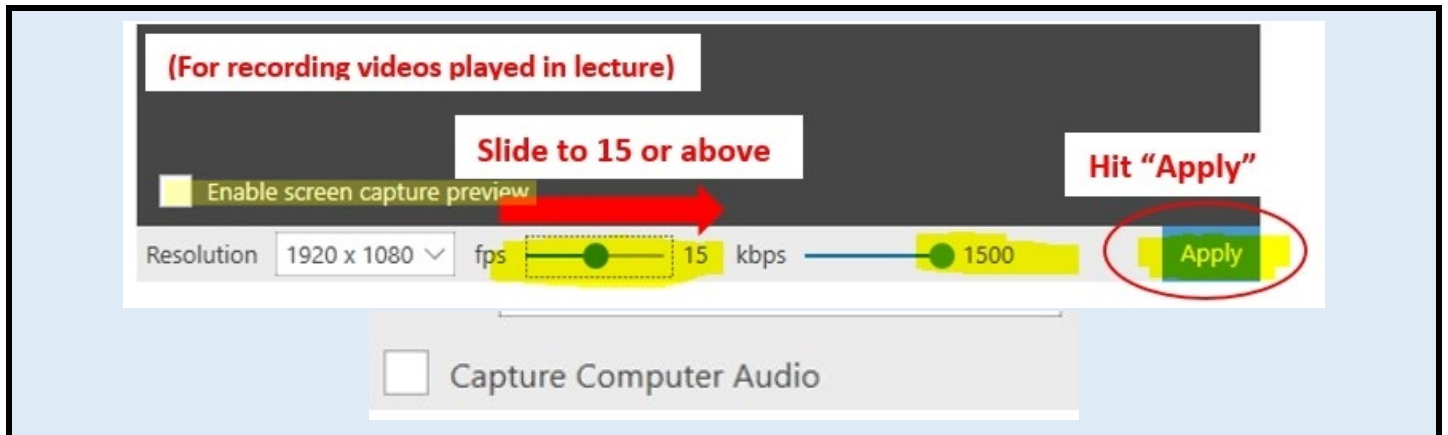
d. <u>Capture Main Screen</u>
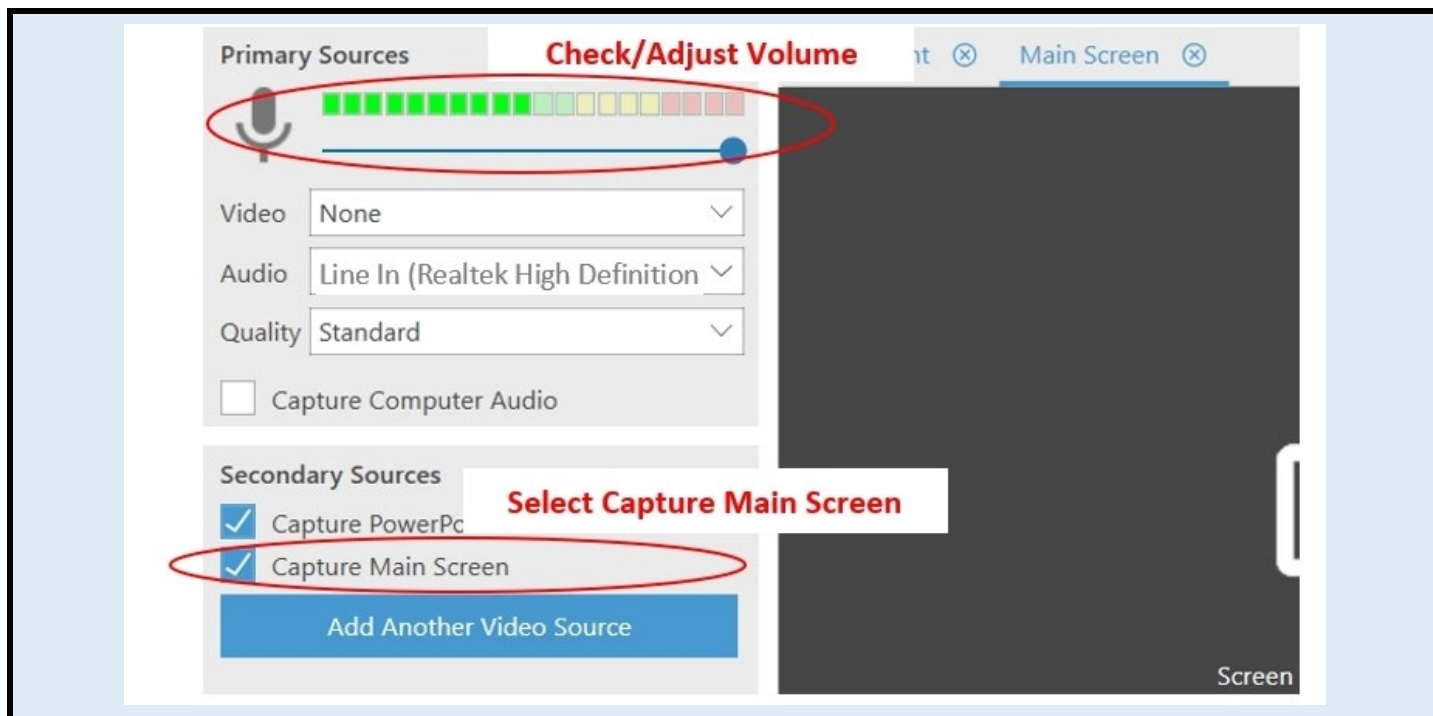
2. Optionally, check also:

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

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

g. 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".
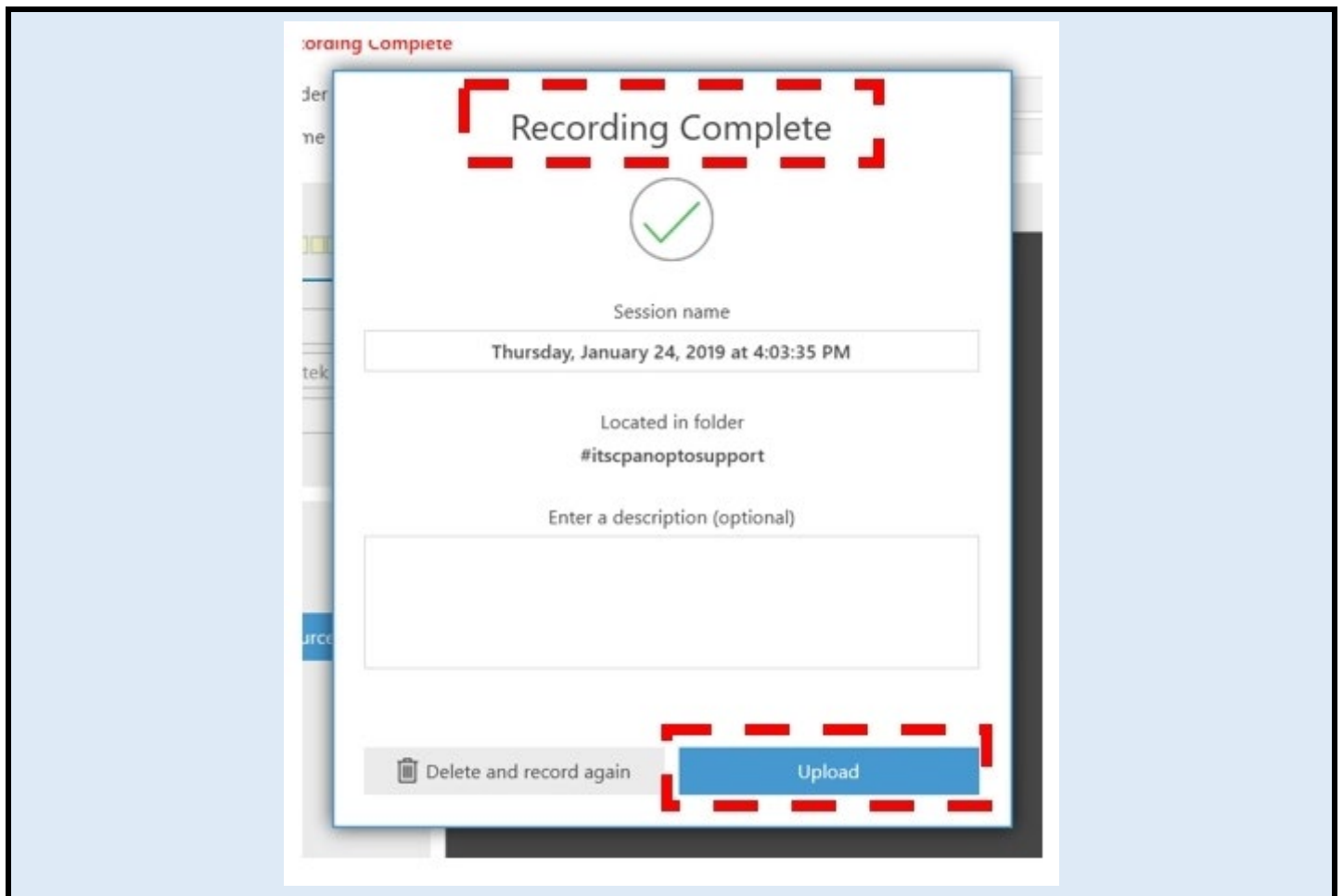

3. When ready, click "Record" to start recording.
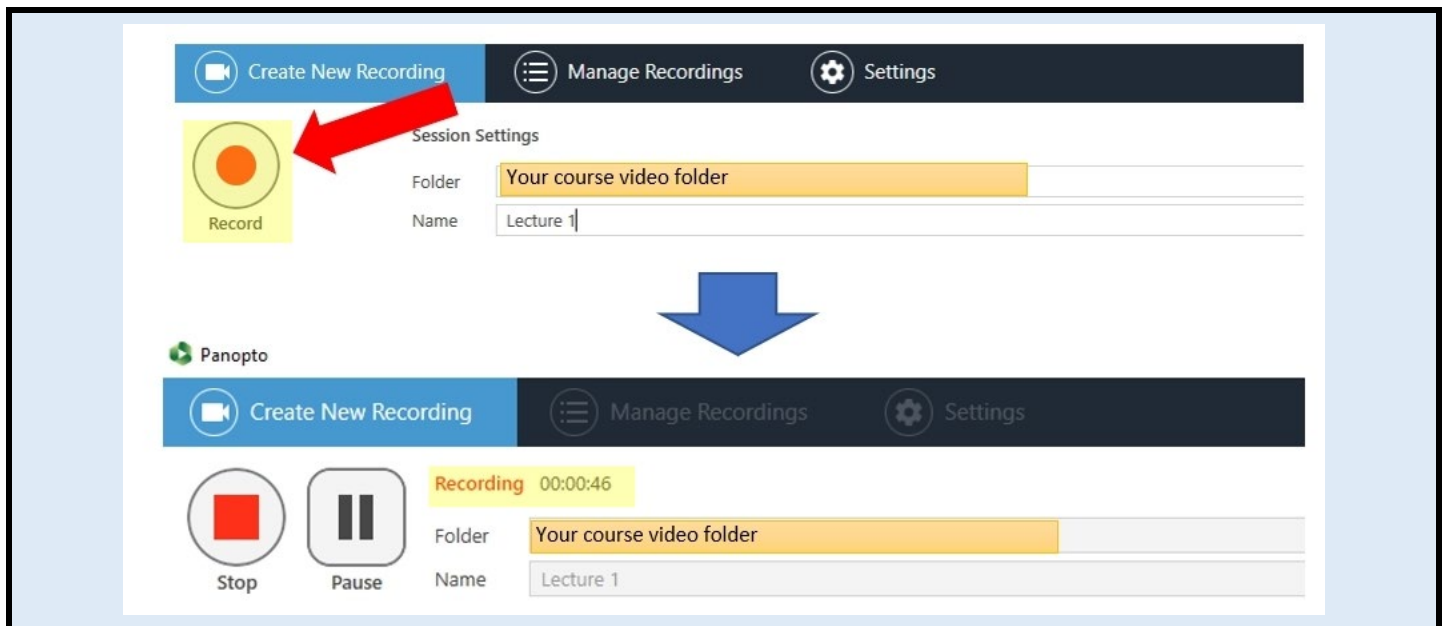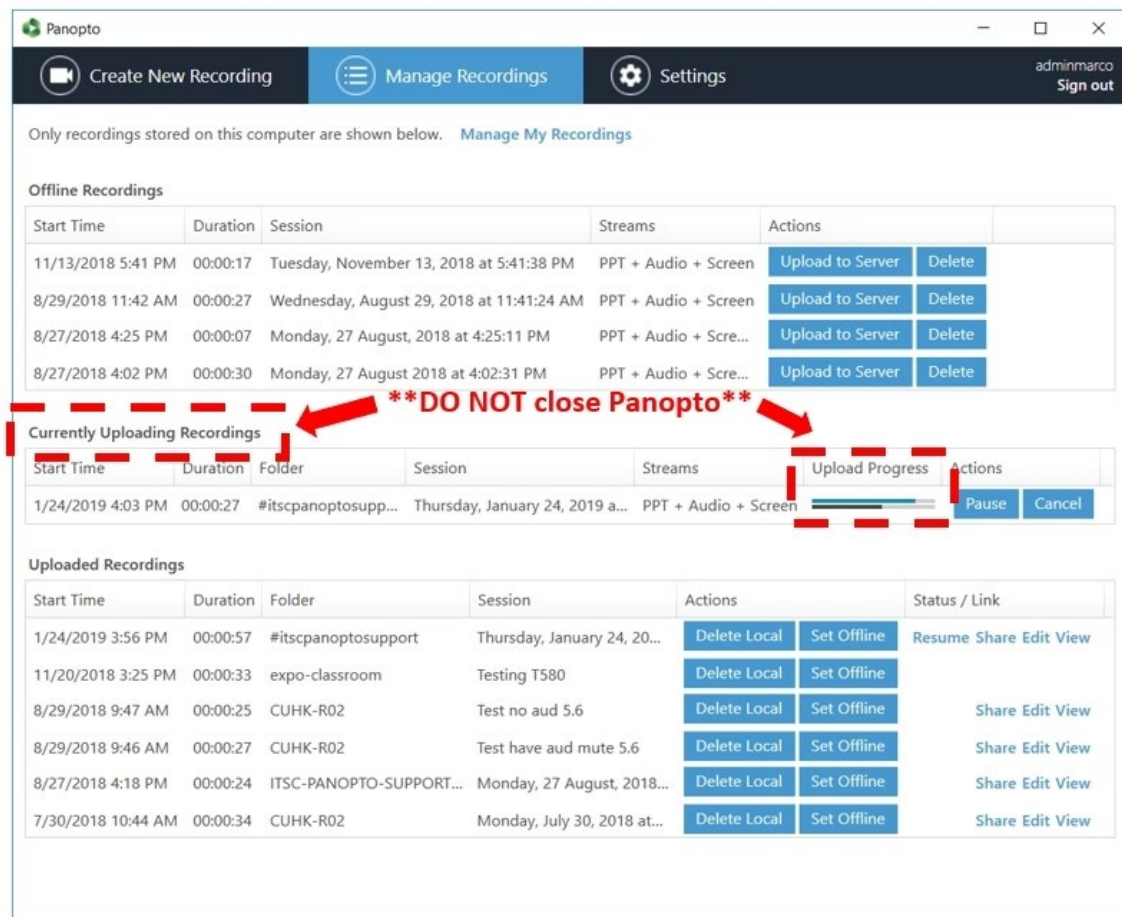
8. Stop and upload the recording

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

2. On the "Recording Complete" pop-up window, click "Upload."

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

4. Under the "Currently Uploading Recordings" table, you will find your recording.

5. Wait until the two "Upload Progress" bars indicate that the upload is complete.

DO NOT close the Panopto recorder application at this moment.

6. After the upload is complete, your recording will be listed under the "Uploaded Recordings" table.

7. It will take some time for the system to process your recording. You can close the Panopto Recorder application now.

☼ The processing happens on the server of the Panopto system so it is okay to close the Panopto recorder when your recording is "Processing".

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.

☼ According to the vendor, if the recording has been uploaded completely to the Panopto server, it is generally not neccessary to back up these local recording files.
☼ According to our support experiences, it helps if you can provide us with those local recording files.

3. Therefore, we highly recommend backing 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.

Name	Date modified	Type
3be98f9d-b91b-4f12-b45a-3baaa68f92fd	7/8/2018 1:00 PM	File folder
d5d01459-3005-43d9-80c3-70f2e7d93803	26/6/2018 1:45 PM	File folder
28836b3d-1e31-45cd-a694-67dcfdc49ed0	24/4/2018 5:45 PM	File folder
36a7a06f-a153-4f2c-8e06-dc3a1ada64ef	24/4/2018 5:40 PM	File folder

D:\PanoptoRecorder
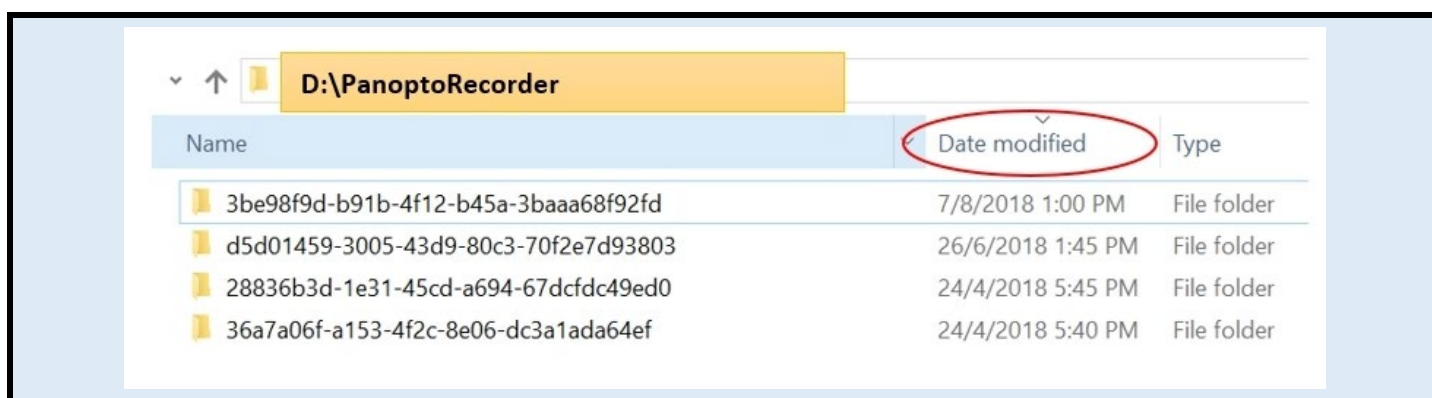
Special notes on (1) "Currently Uploading Recordings"

If you:

(a) see "Unable to upload recordings ..." system alert after clicking "Upload", or

(b) see that your recording is listed under "Currently Uploading Recordings" and the "Upload Progress" stays at "Preparing to upload".

☼ Backup the local recording files and contact elearning@cuhk.edu.hk for help.

☼ Pass the folder related to the recording in **D:\PanoptoRecorder** (for most built-in computers in classrooms/LTs) to the support team for the processing. You may check the "Date modified" to see which folder(s) are related.

# Special notes on (2) "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 with your contact information and the venue information for the support team to work with AVSU to fix the issue if the problem persists.
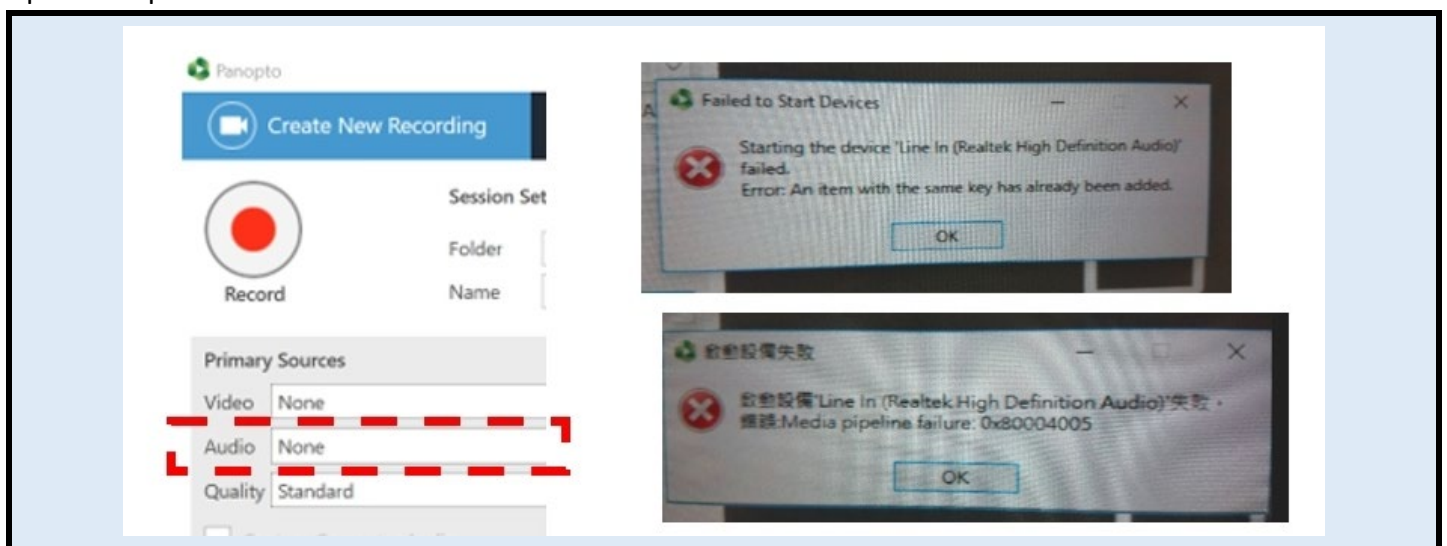
Special notes on (3) "No primary video/audio/media" error

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 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 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.

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

- Web: https://www.elearning.cuhk.edu.hk