

FAQs: Desktop Recorder

FAQs: *INSTALL*

Can I install the Desktop Recorder on a Tablet or Phone?

No, the Desktop Recorder is only available on a desktop computer, however mobile devices have basic recording tools that can record directly into My Media.

What do I do when an Error Message popped up when installing on a Mac?

When installing the Desktop Recorder on a Mac it is not installed via the Apple App Store. Follow the steps in the [help doc](#), when you see the error message from the Apple App Store Click *Cancel*.

When I go to install it on a student Mac it requires admin access?

If installing on a Flinders student computer on campus, drag the icon to the folder labelled with your FAN rather than the Applications folder. You will not be able to install in Applications without admin access and by installing in your folder, you can then access the app from any Mac you use on campus. You can also install the Desktop Recorder on your personal computer.

FAQs: *CAPTURE*

Why isn't the Audio recording?

Open SETTINGS tab in the Desktop Recorder to check the correct microphone is selected.

How can I improve the audio quality?

Turn off computer volume or use an external microphone.

I clicked Screen and Webcam but no Webcam appears?

If you have multiple screens, the webcam box might be outside of the recorded area. Drag to an ideal position. Alternatively use the Presentation record option rather than Screen option.

Online Video Platform Frequently Asked Questions

I can't find the Controls to end a Recording?

Click Alt + P to pause a recording. The controls are out of view by default as to not intrude on the recording. Click the Desktop Recorder icon in your toolbar to reveal them.

FAQs: EDIT in the Desktop Recorder

I can't find the done or save button in the preview screen?

This happens when a PC laptop is undocked from a display prior to recording, buttons can be inaccessible off screen behind the toolbar. If have already recorded a video and can't access the buttons you can continue by clicking the red 'x' to close the window, the video will be saved by you will lose any edits. This will return you to the upload and save panel. To prevent this in the future make sure you shut down the laptop before undocking.

Can I edit a video in the Desktop Recorder that I have already uploaded to My Media?

If you edit the video in the Desktop Recorder, you will upload a second version of the video to My Media. Alternatively, you can use the basic edit tools in My Media to edit the original uploaded video.

FAQs: UPLOAD

I have uploaded a video from the Desktop Recorder but it isn't in My Media

Wait and refresh, especially if it is a long video.

I have uploaded a video from the Desktop Recorder but I have closed the program so can't find the link to it?

The link directs you to your *My Media* account within FLO. You can also access *My Media* from the menu under your name in FLO.