Camtasia Relay (http://www.techsmith.com/camtasia-relay.html)

- All MSU resources are at:
  http://www.montana.edu/teachlearn/TLResources/MSULectCaptAbout.html
- The Camtasia Relay recording client is installed on every MSU smart podium computer in registrar-scheduled rooms. However, not every smart podium has a microphone, so faculty should check and determine if the room they will be using has one, or if they will need to bring one. Faculty who are frequent users of Relay in an unmic'd room should contact Ritchie Boyd so the room can be considered for a mic purchase and installation.
- Camtasia Relay also has a web-based dashboard component (camtasia.msu.montana.edu) that users log into to initially download any of the recorders, check on progress of uploading and encoding, and contain all the links to the recordings they have made.
- The recording clients are bound to the Camtasia Relay server that is licensed to MSU, which means that MSU users should get an MSU account and download the software from the MSU Camtasia Relay web dashboard. The client can be downloaded and installed on as many computers as is necessary.
- The current version (fall 2012) is 4.1.0.xxxx. (Faculty may use old version 3 recorders, but will not benefit from improved encoding and other features – this use should be discouraged.) Old versions of Mac OSX (10.4 and older) are not supported.
- Faculty use NetID credentials to access the Camtasia Relay web site and to log into the recording client.
- Faculty should update their recording client at least at the beginning of the school year, and also whenever a major upgrade takes place. I recommend uninstalling the previous client before installing the new one.
- The most prevalent point of failure is audio. This can be due to:
  - Faculty not checking to see if audio is working at the start
  - Something happening during a presentation that causes the audio config to change, such as starting another application that uses audio, like Adobe connect or Elluminate.
- Relay captures 15-25 frames per second, which makes it fine for Powerpoint and not so good for live action. It is not fully optimized for live video - Techsmith continues to work on the encoder for this.
- Users of laptops with wireless network connections are strongly urged to use the Portable Recorder (http://www.montana.edu/teachlearn/TLResources/LectCaptPortableRecorder.html), which resides on a USB drive and is then plugged into a desktop PC with Relay on it for downloading.
- The Camtasia Relay vendor-created docs and web site contain excellent documentation and help files.