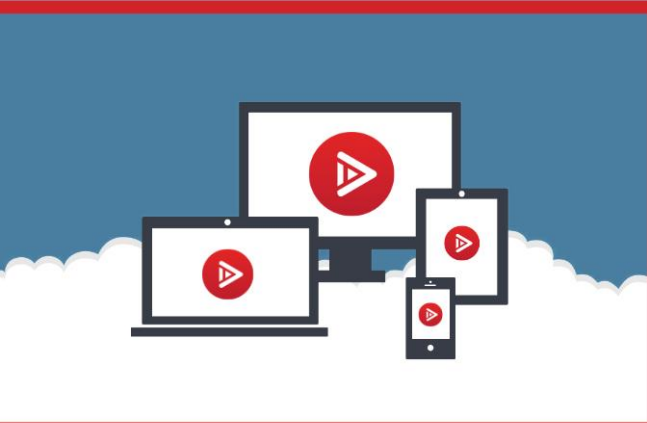# AV CaptureAll

Legislative Edition

User Manual

Version 2.10

AV Capture V2.10 Legislative Edition Application User Manual

AV Capture All, Inc.
19125 Northcreek Parkway, STE 120
Bothell, WA 98011
Phone: 888.360.2822
support@avcaptureall.com
https://www.avcaptureall.net/

TABLE OF CONTENTS

1. GETTING STARTED

1.1 WELCOME!

Thank you for choosing AV Capture (AVC), and welcome to the family! Here at AV Capture All, our goal is to provide the industry's most user-friendly solution for meeting capture, management, and sharing. AVC is not just a software solution, but a full-service station. If you have any questions after reading this user manual, please take advantage of our additional support documents, or contact us.

1.2 GUIDE TO AV CAPTURE DOCUMENTATION

1.2.1 INSTALLATION MANUAL
It is essential to configure AV Capture correctly during installation. This includes such critical components as A/V source selection and adjustment, network storage, and publish service credentials. The installation manual provides all the steps necessary for a successful installation.

1.2.2 HOW-TO GUIDES
Our how-to guides walk users through step-by-step directions for accomplishing a variety of tasks. These guides are full of visual aids and are designed for simplicity. This allows even the most non-tech savvy users to accomplish their goals.

1.2.3 FAQ
This is a list of frequently asked questions we receive from our customers, along with our most enlightening responses.

1.2.4 APPLICATION USER MANUAL
You are here ★. The application user manual starts where the installation manual leaves off. This manual is intended to walk end-users through every aspect of utilizing the AVC software. However, successful application of the instructions found in the installation manual is prerequisite to using AVC and this manual.

There are two editions of AV Capture software - Legislative and Judicial. Due to the differences between these two editions, each has its own user manual. Before proceeding, please be sure that you have the user manual associated with your edition of AVC.

2. SETTINGS

2.1 OVERVIEW

If the AVC installation was performed successfully, most of the settings should already be configured correctly. It is therefore advisable to use caution in considering whether to make changes to these settings; especially those found in the Storage, A/V Input, and A/V Output tabs. However, there are a number of features available in settings, which if utilized can be of great value. This section describes each setting in detail, how to tailor your AVC experience, and warnings to help avoid negatively impacting functionality.
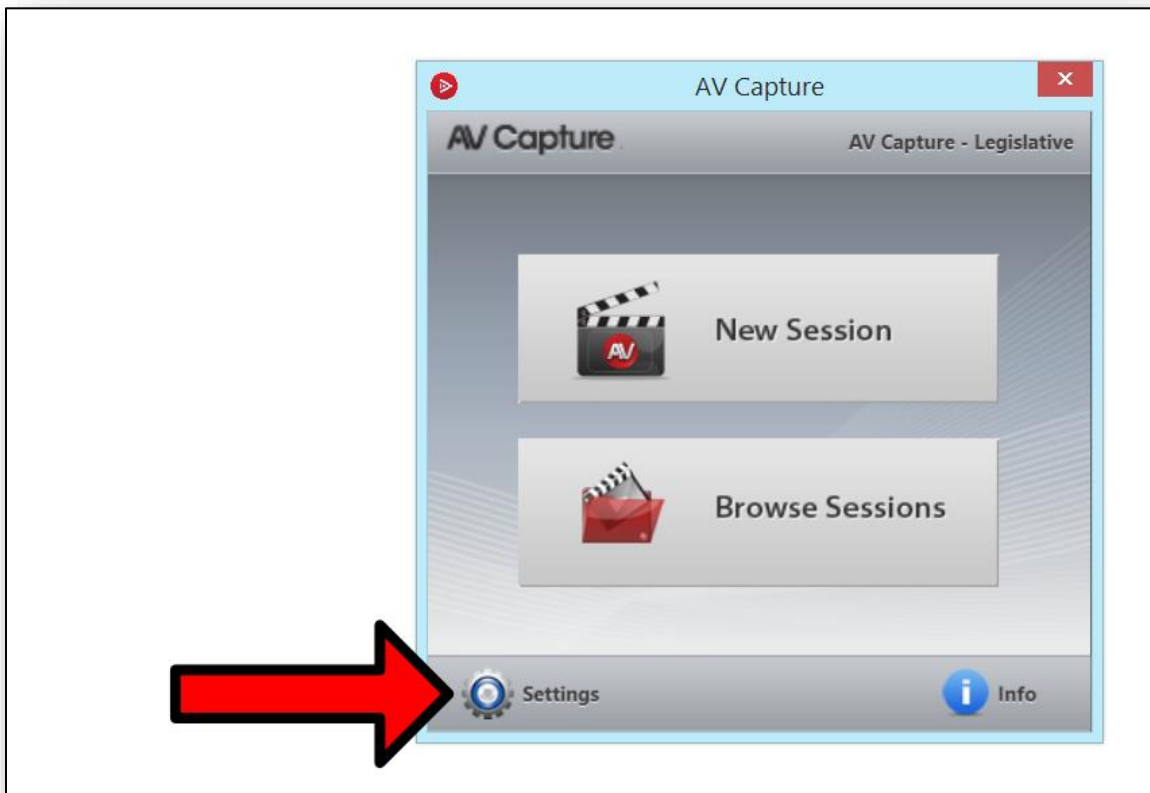
Figure 2.1-A: How to Access the Settings Window

The Settings window has eight tabs - General, Shortcuts, Storage, A/V Input, A/V Output, Streaming, Participants, and Help. The default view is the General tab, as shown in Figure 2.1-B (below). The tabs are selectable on the left-hand side of the window. The settings available in each tab are explored in detail throughout the remainder of this section.
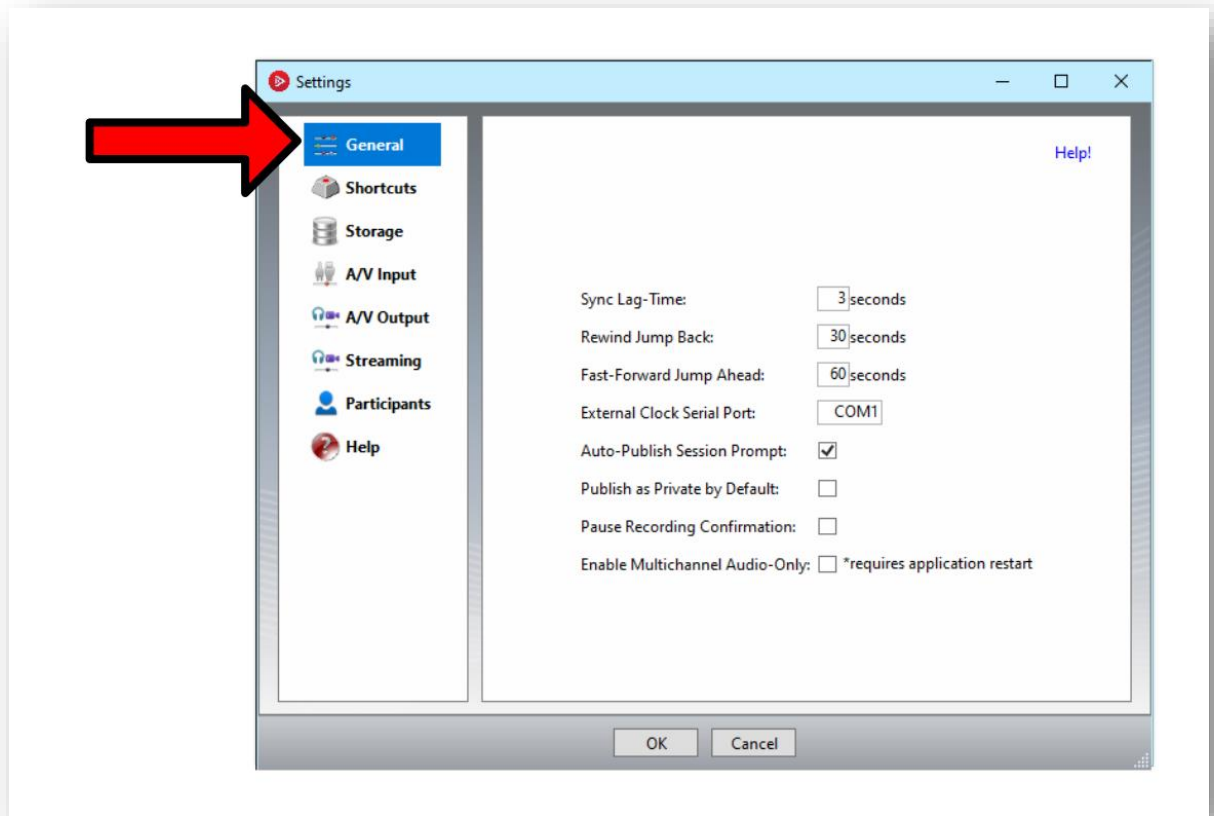
Figure 2.1-B: Settings Window Default View and Tabs

2.2 GENERAL

The General tab provides adjustments available to suit your session recording and playback preferences. See Figure 2.1-B (above).

➢ **Sync Lag-Time:** The Sync button is one of the tools available in the Microsoft Word AV Capture Add-In, as shown in Figure 2.2-A (below).
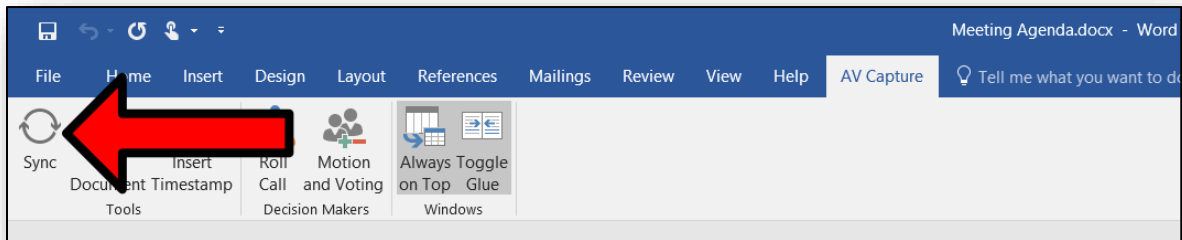
<p align="center">Figure 2.2-A: Sync Button in Microsoft Word AV Capture Add-In</p>

While actively recording in AV Capture, pressing the <u>Sync button</u> creates a media cue-point in the form of a hyperlink in the agenda document. Due to the slight delay between when a cue-point is desired and when the Sync button is pressed, the cue-point is created with a certain amount of time deducted from when the button was pressed. The amount of time deducted is the Sync Lag-Time, which has a default value of 3 seconds. This can be adjusted to suit your personal preference. For instance, if you want to create a cue-point for 30 seconds prior to the moment you press the Sync button, set the Sync Lag-Time to 30 seconds.

➢ **Rewind Jump Back:** While playing back a media recording in AVC, the Jump Back (◄◄) button may be used to navigate back in time. The amount of time is the Rewind Jump Back value, which by default is 30 seconds. This can be adjusted to suit your personal preference.

➢ **Fast-Forward Jump Ahead:** While playing back a media recording in AVC, the Jump Forward (◄◄) button may be used to navigate forward in time. The amount of time is the Fast-Forward Jump Ahead value, which by default is 60 seconds. This can be adjusted to suit your personal preference.

➢ **External Clock Serial Port:** An external clock with a serial input port may be used to display the time of day that is output from AVC during recording. This synchronized clock output is sent via your PC's serial output port. By default, this is set to COM1. This setting can be changed if the PC is set up to use a different port for serial communications.

➢ **Auto-Publish Session Prompt:** If this box is checked, upon exiting a newly created or recorded session you will be prompted to publish the session. If unchecked, the prompt will not occur. The prompt is turned on by default.

➢ **Publish by Private as Default:** Some users prefer to publish most of their sessions privately. This setting provides the option to set the Private checkbox in the Publish window as checked by default. This option is turned off by default.

➢ **Pause Recording Confirmation:** Are you a double-clicker? If so, this option is for you! During media recording, it only takes a single mouse click of the Record button (**REC**) to initiate recording, and a single mouse click of the Pause button (**II**) to pause recording. Since the Record and Pause buttons are one and the same, double-clicking it will lead to undesired results. If the Pause Recording Confirmation checkbox is checked, each time the Pause button is clicked, a window will pop up asking for confirmation of the intention to pause the recording. Unless the "Yes" button is clicked, recording will continue. This option is turned off by default.

➢ **Enable Multichannel Audio-Only:** This option is for support of some legacy systems. It is disabled by default. This setting should not be modified.

2.3 SHORTCUTS

The Shortcuts tab provides a list of hot keys that may be used to perform a variety of operations within AV Capture and its associated Microsoft Word Add-In. See Figure 2.3-A (below). These shortcut key combinations may be edited to suit your preference. However, it is important to note that the default key combinations are designed to avoid conflict with Microsoft Word's existing shortcut key combinations.
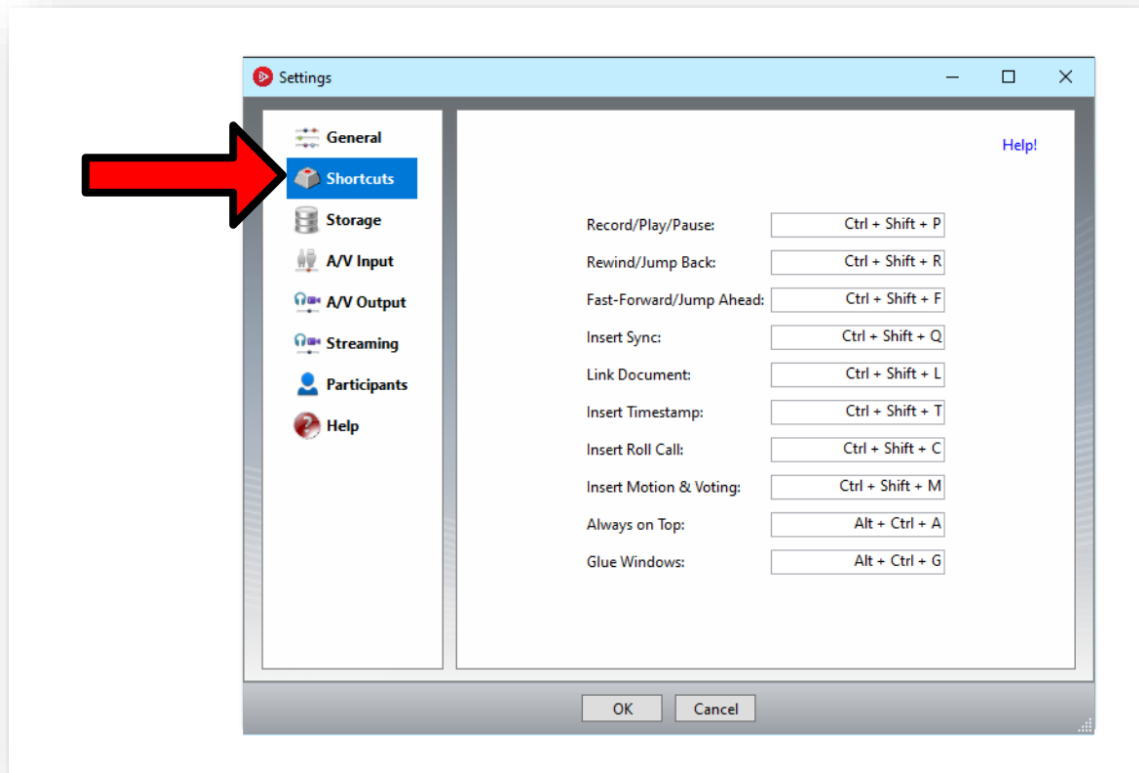
Figure 2.3-A: Settings Window - Shortcuts Tab

2.4 STORAGE

The Storage tab includes the locations of both the Main Storage and Local Backup session folders, as well as Session Names and Session Locations. See Figure 2.4-A (below).
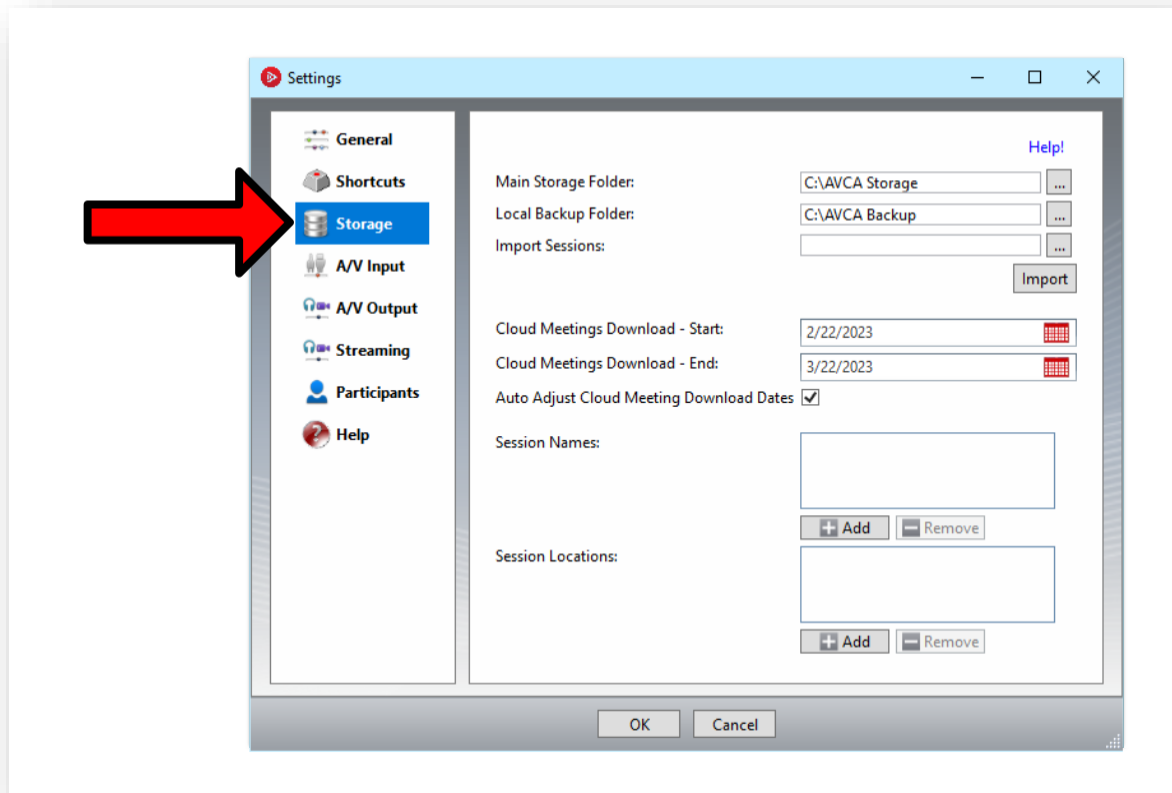
Figure 2.4-A: Settings Window - Storage Tab

➢ **Main Storage Folder:** This is the local or network location in which all session files are stored. This location should have been set during installation, and typically should not be changed. To change this setting, either type the full path name in the text field or click on the (**...**) on the right-hand side, which will open a "Browse For Folder window.

It is important to note that the full path must be entered. In the case of the folder being on a network server, the full path must be used – not the mapped drive letter (i.e. "\\[YOUR-SERVER-NAME]\AVCA_Storage" is correct, whereas "T:\AVCA_Storage" is not). Also, this text-field is case-sensitive.

If a recording PC has a Main Storage Folder located on a network server, and the PC is taken offsite for recording, the storage location must be changed to a local drive beforehand. See our How-to Guide - Settings for Offsite Session Recording for more details.

➢ **Local Backup Folder:** This is the local location in which all session files are stored for sessions created or modified on this PC. This location should have been set up during installation, and typically should not be changed. To change this setting, either type the full path name in the text field or click on the (**…**) on the right-hand side, which will open a Browse For Folder window.

➢ **Import Sessions:** The import sessions function is used for offsite recording onto a local drive. Please refer to our How-to Guide - Settings for Offsite Session Recording.pdf (avcaptureall.com) for more information.

➢ **Cloud Meetings Download Start/End:** This is where the date range is set for syncing the desktop app with the cloud. The sync date range is set to one month by default (two weeks ahead of and two weeks behind the current date).

➢ **Session Names:** The benefits of adding session names to this list are three-fold:

1. Having different session names avoids confusion for larger organizations in instances where there may be more than one meeting scheduled for the same date and time.
2. The public may easily search by session name using the embedded AVCA controls on your organization's website.
3. Provides users with the ability to select session names from a dropdown list when creating new sessions.

To add a new Session Name, click on the (**+ Add**) button below the Session Names field. It is recommended to do so for all meeting types that your organization holds (e.g. Town Council, Commissioners Meeting, Planning Commission).

To delete a Session Name, select the name in the list and click the (**- Remove**) button below the Session Names field.

➢ **Session Locations:** This provides each session with a record of the location in which the associated meeting took place.

To add a new Session Location, click on the (**+ Add**) button below the Session Locations field. It is recommended to do so for all locations in which your organization plans to use AV Capture for recording.

To delete a Session Location, select the location in the list and click the (**- Remove**) button below the Session Locations field.

2.5 A/V INPUT

The A/V Input tab allows for the configuration and testing of the video and/or audio input sources used for media recording, as shown in Figure 2.5-A (below). These settings should have been configured during the installation process, and typically should not be changed.

Figure 2.5-A: Settings Window - A/V Input Tab

➢ **Audio Device:** This dropdown list allows for the selection of the source device to be used for recording audio. The list contains all available audio sources, including built-in system sources such as a stereo mix or built-in microphone, as well as any externally connected devices (e.g. USB microphone, USB audio mixer).

In order for a device to be displayed in this dropdown list, it must be enabled in Windows' Recording Devices window. In addition, externally connected devices must be turned on and plugged into the PC prior to opening AV Capture in order to be displayed for selection.

➢ **Video Device:** This dropdown list allows for the selection of the camera to be used for recording video. The list contains all available video camera sources, including built-in webcams, as well as any externally connected cameras (except cameras connected via Ethernet).

In order for a device to be displayed in this dropdown list, it must be enabled in Windows' Device Manager. In addition, externally connected devices must be turned on and plugged into the PC prior to opening AV Capture in order to be displayed for selection.

➢ **Video Size:** The resolutions available in this dropdown list are dependent on the Video Device selected. It is important to select a size that meets the quality expectations of your organization while avoiding overtaxing the recording PC's system resources. See the Installation Manual for further details.

➢ **IP Camera:** If using a camera connected via your organization's local area network, this checkbox must be checked and the IP address of the camera must be entered in the text field. See the Installation Manual for further details.

➢ **Preview:** This feature provides a means to ensure that both the video and audio devices are set up and functioning correctly. In order to do so, simply press the (**Test**) button. However, prior to running this test, it is recommended that you connect headphones to the PC in order to avoid a feedback loop.

To adjust the audio playback volume level during the preview, move the slider control in the lower-righthand corner of the preview window up or down to suit your preference.

To end the preview, click the (**Stop**) button.

2.6 A/V Output

The A/V Output tab contains settings related to media encoding, such as format, codec, and bitrate, as well as whether live streaming is enabled, as shown in Figure 2.6-A (below). These settings should have been configured during the installation process, and typically should not be changed.
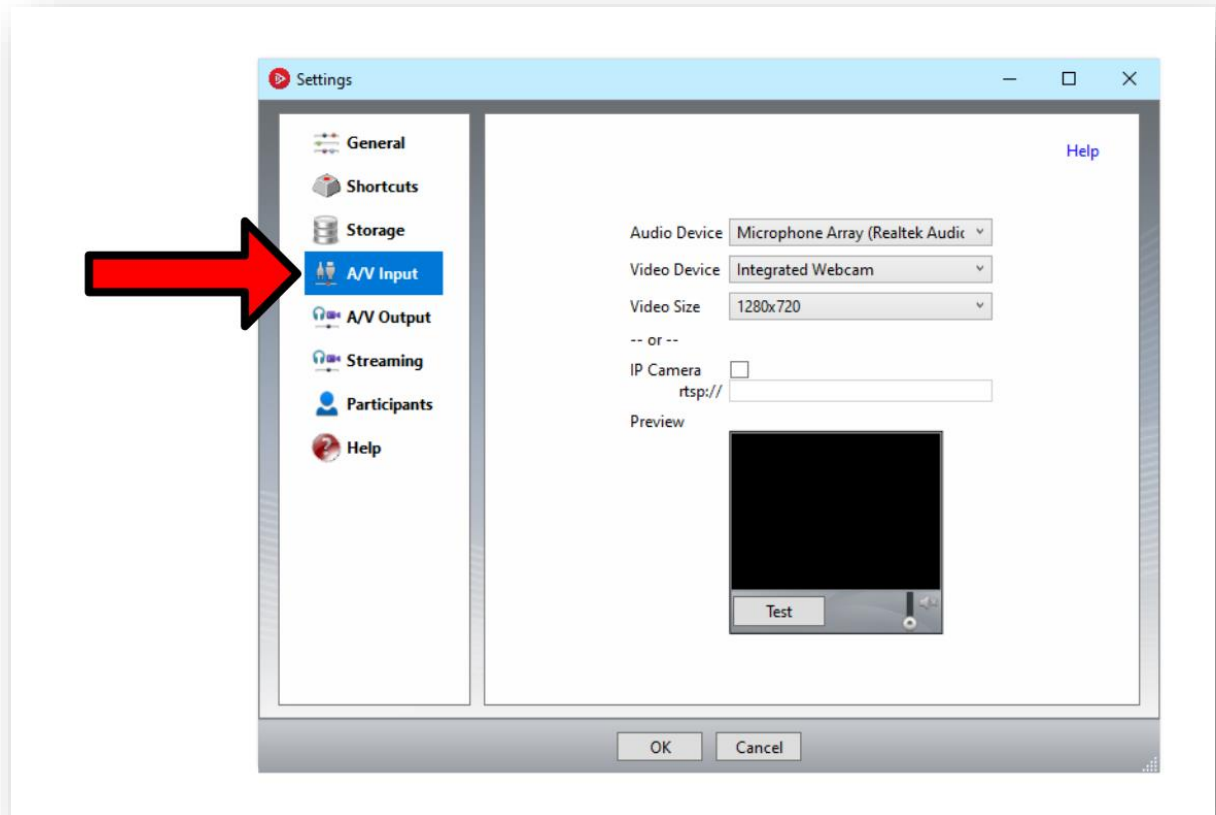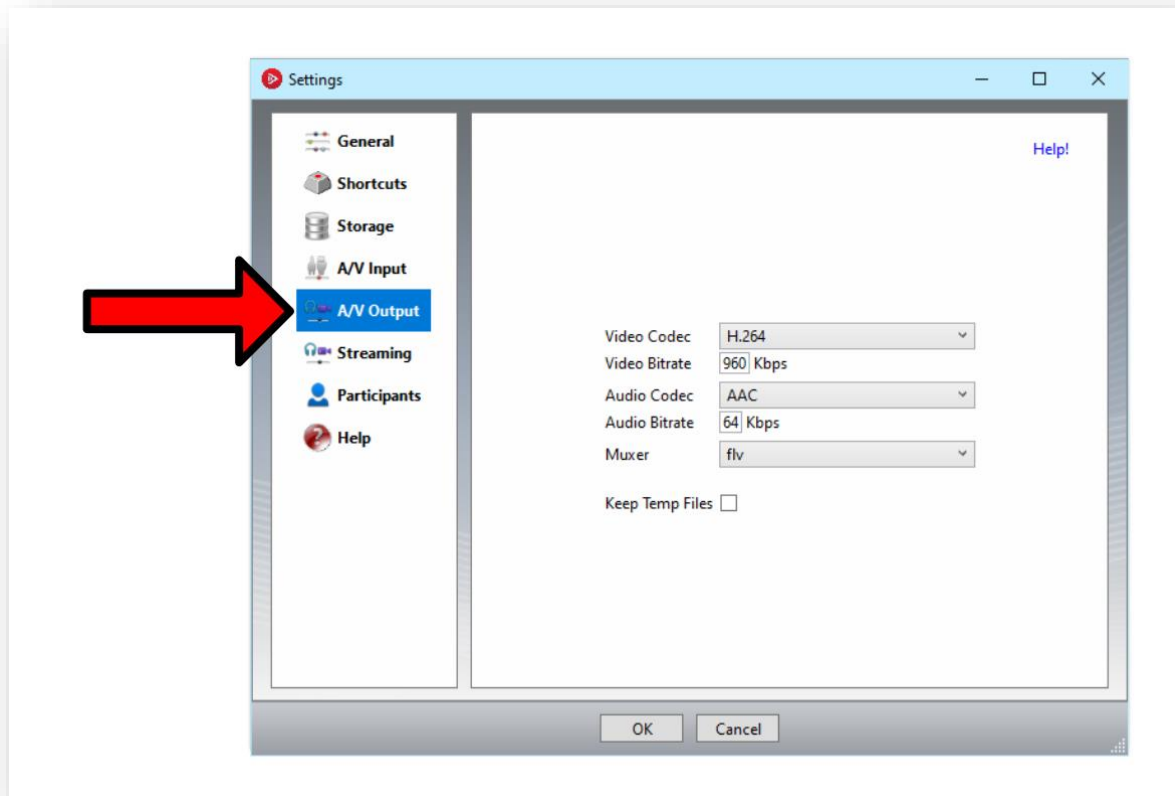

Figure 2.6-A: Settings Window - A/V Output Tab

➢ **Video Codec:** This should either be set to H.264 or "audio only". The general rule for this setting is as follows. If your organization is using AVC for video recording, this should be set to H.264. If instead, only audio recording is being used, this should be set to "audio only".

There is one exception to this rule - if your organization is only recording audio, but is also live streaming, H.264 should be selected. If this is the case, please contact AVCA Support for further assistance.

➢ **Video Bitrate:** The selected bitrate affects the video quality as well as the bandwidth required for viewers to stream the video online. It is important to enter a value that meets the quality expectations of your organization while also ensuring viewers with slow internet connections can stream the recordings. We recommend using 960 kbps in most cases.

➢ **Audio Codec:** AAC and MP3 are the two options available for this setting. If your organization is using AV Capture for video recording, AAC is automatically selected. If instead, only audio recording is being used, whether to choose AAC or MP3 depends on the media format you prefer. If AAC is selected, recordings will be saved in the MP4 format. If MP3 is selected, recordings will be saved in the MP3 format.

➢ **Audio Bitrate:** The selected bitrate affects the audio quality as well as the bandwidth required for audiences to stream the media online. It is important to enter a value that meets the quality expectations of your organization while also ensuring audiences with slow internet connections can stream the recordings. We recommend using 64 kbps in most cases.

➢ **Muxer:** The selections available in this dropdown list are dependent on the Audio Codec selected. If the Audio Codec is set to AAC, the available options are MKV and FLV. In this case, we recommend FLV, as it offers better protection against media corruption in the event of unforeseen circumstances. If Audio Codec is set to MP3, then Muxer is set to MP3 automatically, as it is the only option available.

➢ **Keep Temp Files:** This box should be unchecked unless otherwise recommended by AVCA.

2.7 STREAMING

The Streaming tab seen below in Figure 2.6-A (below)allows you to enable and configure live streaming and videoconferencing.
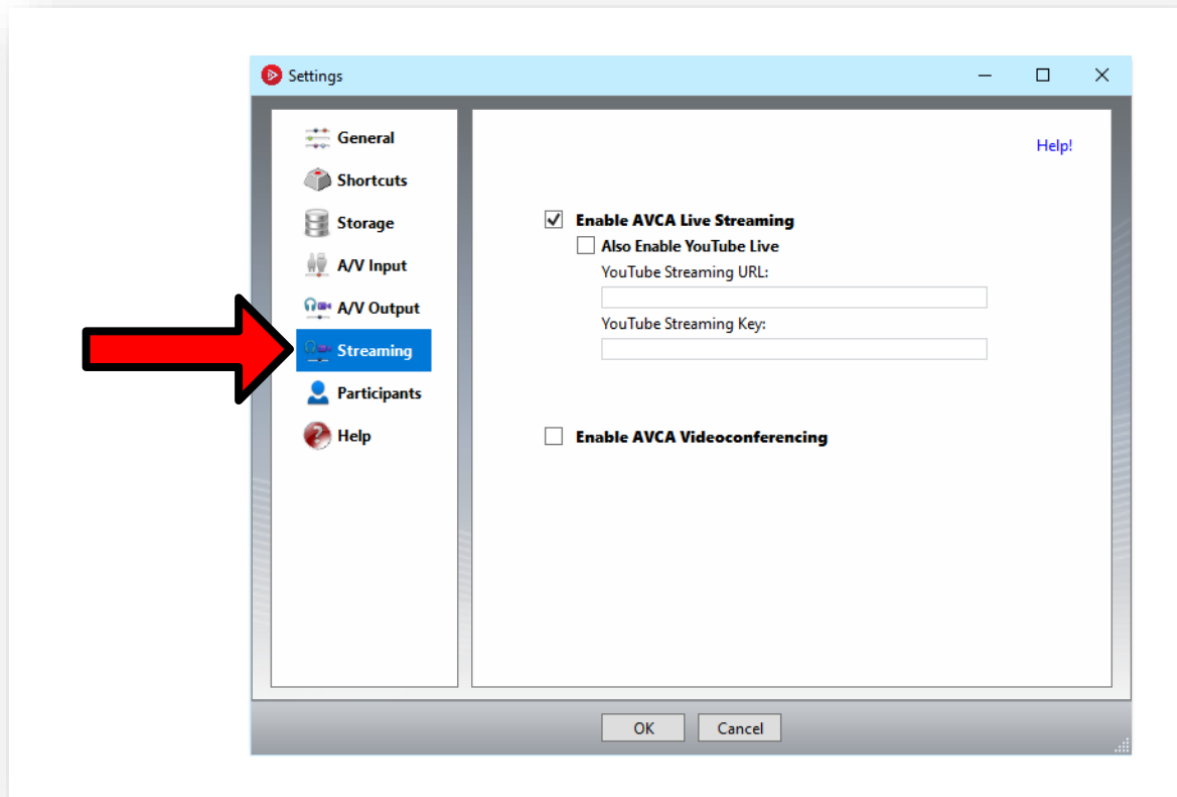
Figure 2.7-A: Settings Window - A/V Output Tab

➢ **Enable AVCA Live Streaming:** If your organization's AV Capture subscription includes live streaming, this feature may be turned on at your discretion. See Section 5: Live Streaming for further details regarding this feature.

> Typically, AVC users either live stream or they don't. However, some users prefer to sometimes stream recordings live and other times record without live streaming. In this use case, we recommend creating two Windows User Accounts – one for live streaming and one for recording without live streaming. This is because the Enable Live Streaming setting is saved in user space.

➢ **Also Enable YouTube Live:** Enable and configure streaming through your organization's YouTube channel here.

➢ **Enable AVCA Videoconferencing:** If your organization's AV Capture subscription includes videoconferencing, you may enable the service here.

2.8 PARTICIPANTS

Adding participants is necessary in order to use the Roll Call and Motion and Voting features included in AVC's Microsoft Word Add-In. These features are a key component of the time savings that AVC is designed to provide, so taking a few minutes to set this up now will save countless hours over time.

Let's take a look at what is involved in setting up a participant using the Participants tab, as shown in Figure 2.8-A (below).
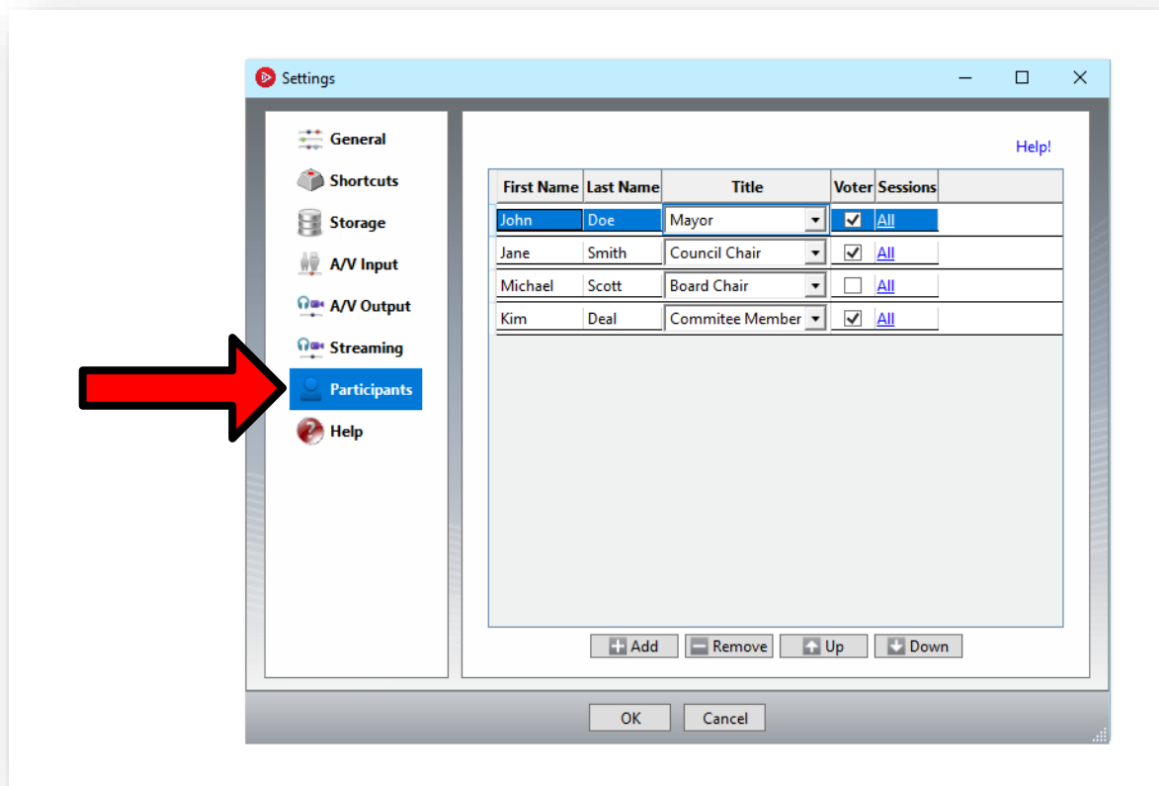
Figure 2.8-A: Settings Window - Participants Tab

To create and set up a new participant:
1. Click the (**+ Add**) button.
2. Type the first name.
3. Type the last name.
4. Using the dropdown menu, select the participant's title. There are a number of default titles to choose from.
   a. If the desired title is not listed, click the Edit Titles link, as shown in Figure 2.8-B (below). This will open the Edit Attendee Titles window.
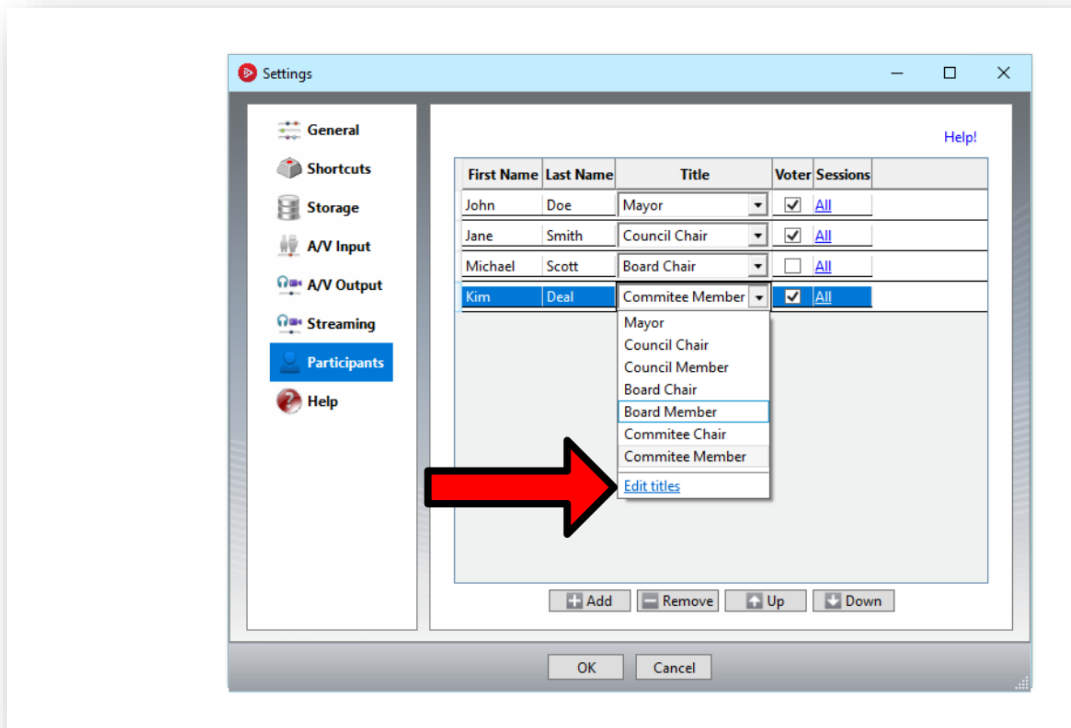
Figure 2.8-B: How to Access the Edit Attendee Titles Window

b. Click the (**+ Add**) button, as shown in Figure 2.8-C (below). Type the desired title (e.g. Chief Troublemaker) and click OK. The new title will now be available for selection in the dropdown menu.
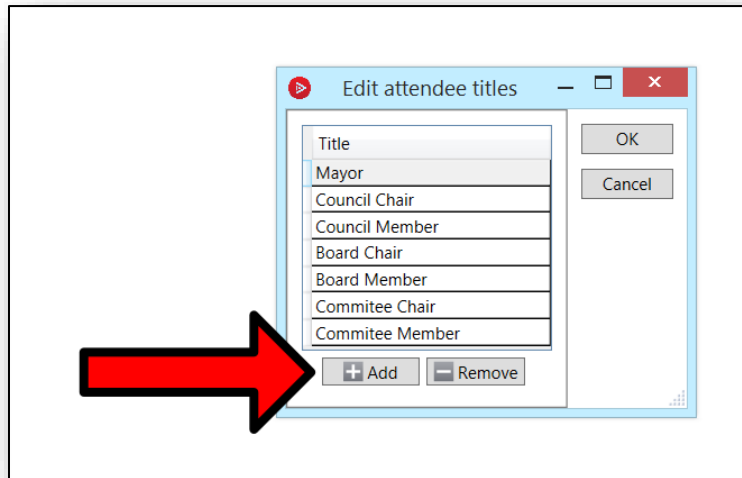
Figure 2.88-C: Edit Attendee Titles Window

5. Select whether the participant has the right to vote in meetings. This setting affects the Motion and Voting feature.
6. By default, new participants are associated with all session names. To change this:
    a. Click the link in the Sessions column to access the Edit Associated Sessions window.
    b. Select the Specific Sessions radial button, as shown in Figure 2.8-D (below).
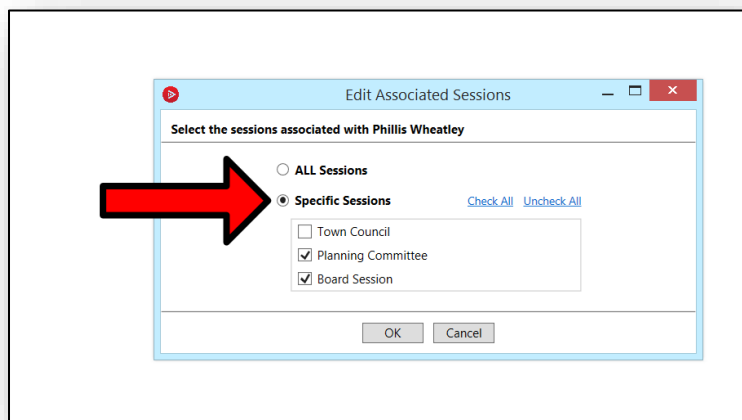
Figure 2.8-D: Edit Associated Sessions Window

c. Check the box for each session name the participant is to be associated with and click OK. This will affect both the Roll Call and Motion and Voting features.

Once the list of participants has been completed, it may be re-ordered using the (← **Up**) and (← **Down**) buttons.

If a listed participant becomes obsolete, simply select (i.e. highlight) the participant and click the (**- Remove**) button. The participant will be removed from both the Roll Call and Motion and Voting features.

2.9 HELP

The Help tab provides details about the installed software version, as well as product type, and a link to the AV Capture All website, as shown in Figure 2.9-A (below).
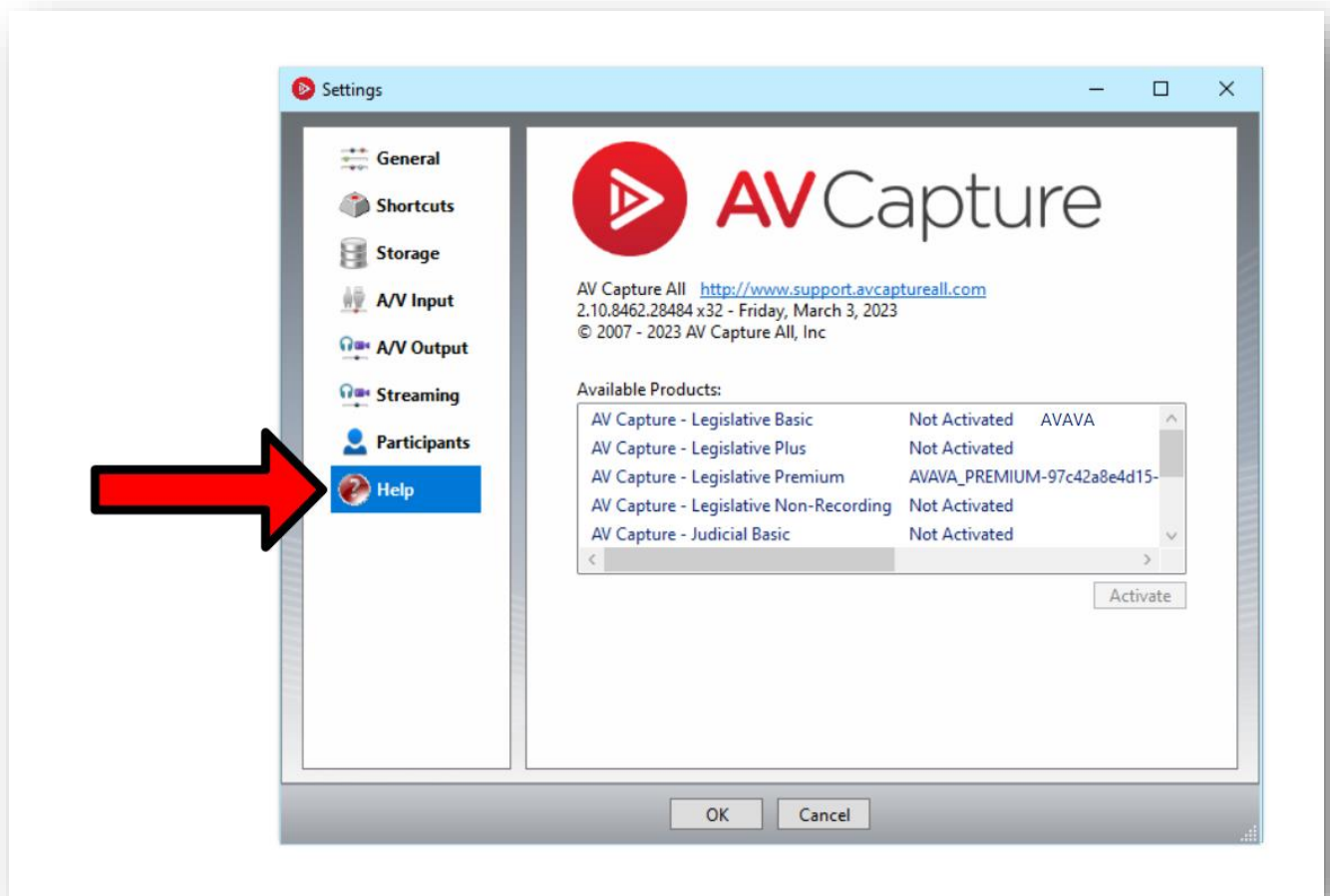
Figure 2.99-A: Settings Window - Help Tab

During installation, the product activation should have been completed. If this did not occur, in the Activate Product window, as shown in Figure 2.9-B (below), type your AVCA username and password and click the (**Authenticate**) button.
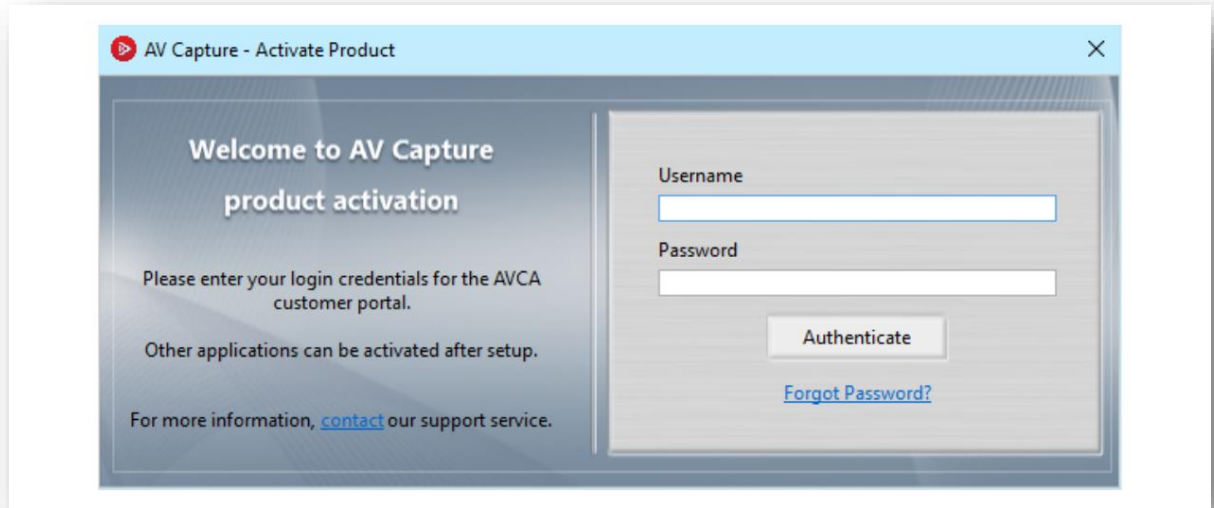
Figure 2.9-B: Activate Product Window

In the Available Products box, shown in figure 2.9-C below, select the product type for which your organization has a subscription and click the (**Activate**) button.

Figure 2.9C Available Products Window

If activation is successful, a window will be displayed which states "Congratulations, you have activated your product!".

3. CREATING A SESSION

3.1 WHAT IS A SESSION?

It is helpful to think of a session as a bucket. This bucket will hold all the files associated with a specific meeting. Once you have created a new session, you may drop the agenda Word document and any related PDF documents into this bucket. Later, after you have recorded the meeting, the recorded media file, and minutes Word document (if applicable), will also be dropped into the bucket.

Sessions are at the heart of what makes AV Capture so powerful, flexible, and efficient to use. Throughout the remainder of this section, we explain all the details necessary to take full advantage of what this feature has to offer, as well as our recommended best practices.

3.2 WORKFLOW

Though everyone has a slightly different approach to preparing for, performing, and post-processing a meeting, we have designed AVC with a specific workflow in mind. Though AVC is quite flexible in allowing for personal preferences in this regard, it is helpful to understand the order of events we advise. It is designed to be comprehensive, efficient, and intuitive.
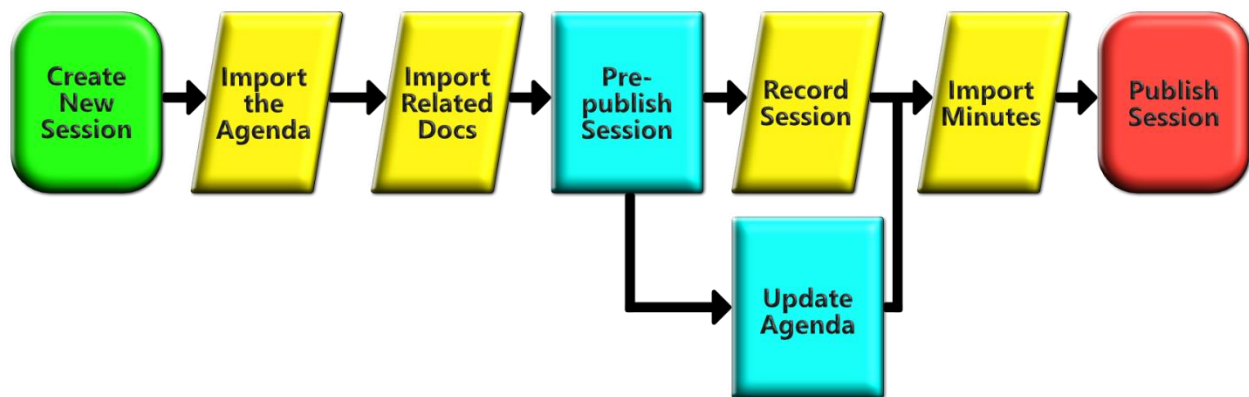
1. **Create a new session –** This is the "bucket" in which all the meeting's files will be kept.
2. **Import the agenda –** Doing this provides a place to add related document links, sync points, and more.
3. **Import related docs –** These attachments may be linked to in the agenda.
4. **Pre-publish the session –** This uploads a placeholder for the upcoming meeting online and makes the agenda and related docs available to viewers.

5. **Record the session / Update the agenda –** When it is time for the meeting to start, hit the (**REC**) button and use sync points and other Word add-in features to update the agenda as the meeting progresses.
6. **Import Minutes –** If minutes were taken externally from AVC during the meeting, this adds them to the same bucket so they may be made available online.
7. **Publish the Session –** After the meeting, publishing the session will make the recorded media and document updates available to viewers online.

Hopefully this workflow looks similar to your own process. If not, don't fret! The remainder of this section walks you through each step; explaining the critical "musts" as well as the ways in which you may deviate from our workflow to fit your own needs.

3.3 NEW SESSION

Now that we have covered the basic concepts of a session, it's time to take a look at the nuts and bolts. Let's begin by opening the AVC software and clicking on the (**New Session**) button, as shown in Figure 3.3-A (below).
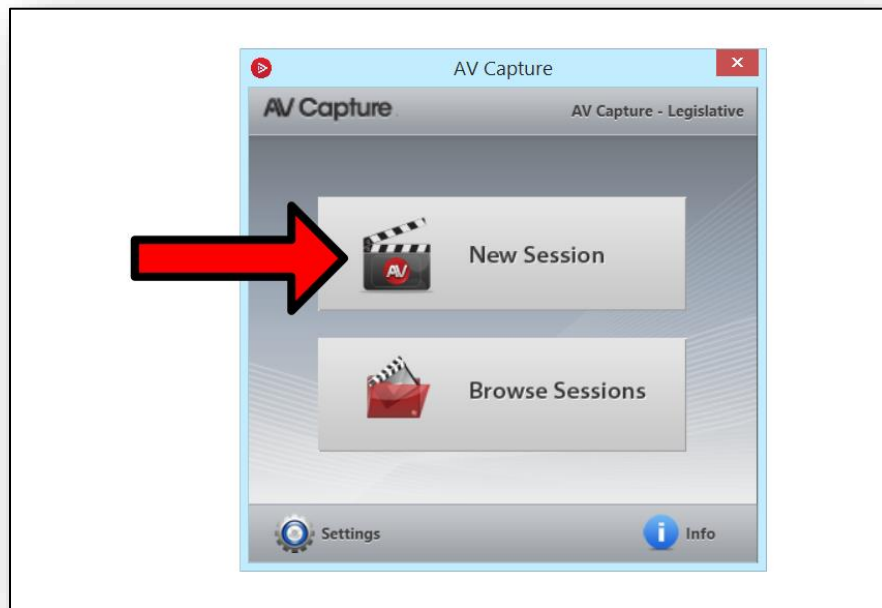
Figure 3.3-A: How to Create a New Session

Clicking the (**New Session**) button will open the New Session window, as shown in Figure 3.3-B (below). This window is for setting the name, date, time, and location of the meeting.
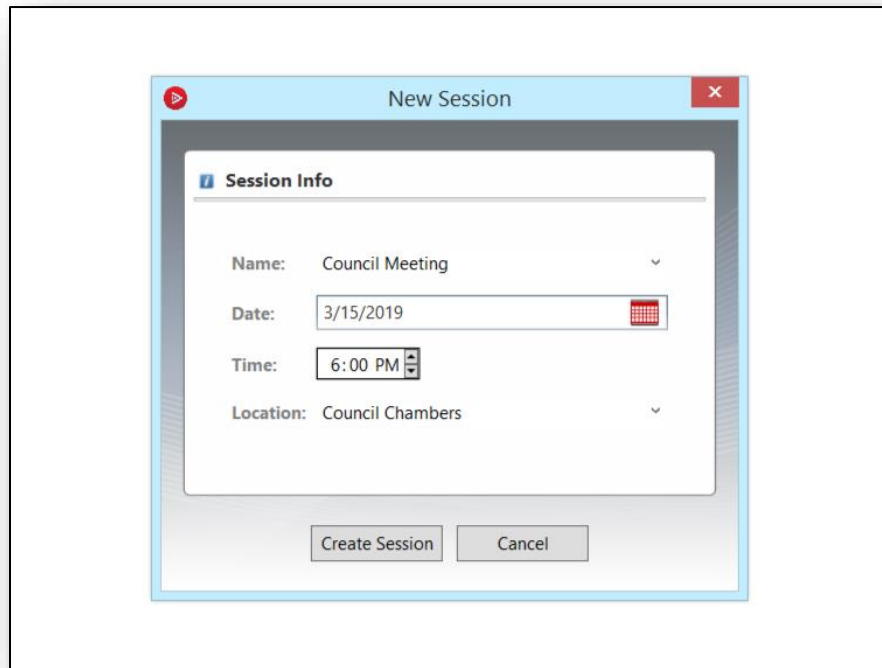
➢ **Name:** This is the name of the specific meeting type. It may either be selected from the drop-down list or entered manually using the text-field. The drop-down list is populated with the session names previously added in the Storage tab of the Settings window.

➢ **Date:** This must be set to the date that the meeting will take place. It may either be selected using the date selector tool (▦) or entered manually using the text-field.

➢ **Time:** This must be set to the time that the meeting will commence.

➢ **Location:** The location is where the meeting will take place. It may either be selected from the drop-down list of entered manually using the text-field. The drop-down list is populated with the session locations previously added in the Storage tab of the Settings window.

Once all the session information has been entered and carefully reviewed, click the (**Create Session**) button and the new session will open. Simultaneously, a session folder is created, which the AVC software uses for storing all files associated with the session.

3.4 SESSION DOCUMENTS

All documents associated with a session are saved to the session folder. When importing a document, the file selected for import is copied from its original location and pasted as a new file in the session folder. This means AVC never modifies or overwrites the original documents in any way. It also means that all documents associated with a session, whether imported or created, are always available via the Session Documents section of the Session Control Panel.

Session documents may be added, edited, or removed at any time. Changes made to documents in AVC are saved upon exiting the session. If documents have been added, removed, or edited in AVC, the session must be re-published in order for these changes to be updated online.

3.4.1 IMPORTING A DOCUMENT

To import a document, simply click on the (**Import**) button in the Session Documents section of the Session Control Panel, as shown in Figure 3.4-A (below). This will display a drop-down list with three document types to choose from. Once selected, use the file explorer to select the desired document.
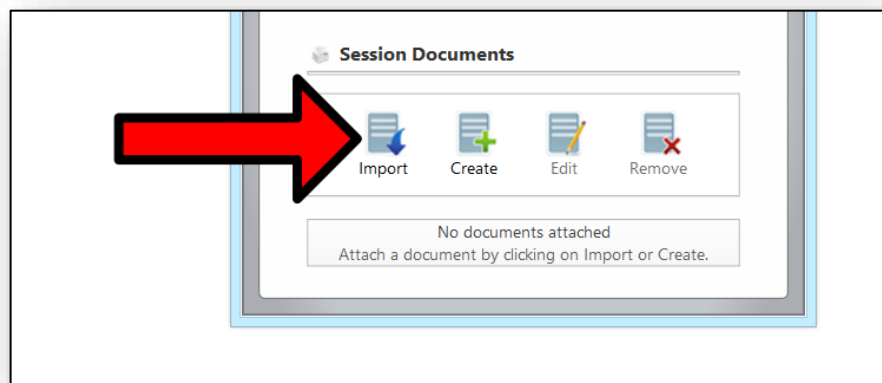

Figure 3.4-A: How to Import a Document

The three document types are:

1. Agenda – This will be opened in Microsoft Word, which will glue itself to the AVC window. The agenda must be a .docx file, as it is intended for editing in AVC using the Word Add-In tools.
2. Minutes – Like the agenda, this document must also be a .docx file, and will open in Microsoft Word.

3. Related Document – Unlike agenda and minutes, this document type is not intended for editing in AVC. Instead, related documents are intended to be linked to in the agenda using our Word Add-In's Link Document feature. These files may be either .docx or .pdf formats, but .docx files will be converted to .pdf format when published. An unlimited number of related documents may be added to a session, and more than one may be added simultaneously.

3.4.2   CREATING A DOCUMENT

To create a document, simply click on the (**Create**) button next to the (**Import**) button, as shown in Figure 3.4-A (above). This will display a drop-down list with three document types to choose from: Agenda, Minutes, and Annotations. Once selected, use the template picker to choose the desired template.

A Minutes document may either be created from the agenda or by using a template. If created from the agenda, a copy of the agenda will be created and renamed "Minutes.docx".

3.4.3   SELECTING A DOCUMENT TO EDIT

Once session documents have been added, they are available to open/edit via the list at the bottom of the Session Control Panel, as shown in Figure 3.4-B (below). Documents may be opened for editing by double-clicking on them or by selecting them and clicking the (**Edit**) button.
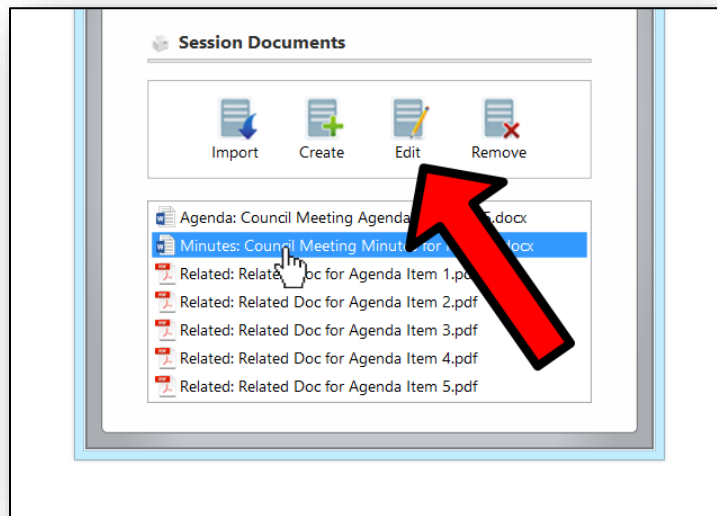

Figure 3.4-B: How to Open a Session Document for Editing

3.4.4   REMOVING A DOCUMENT

To remove a document from a session, simply select the desired document in the Session Documents list and click the (**Remove**) button next to the (**Edit**) button, as shown in Figure 3.4-B (above).

3.5 SESSION WINDOW TOOLBAR

The toolbar is located at the top of the session window, as shown in Figure 3.5-A (below). This toolbar will display different components depending on whether the session has been recorded to or not. Prior to recording, the components are Publish/Pre-publish, Import AV, and Exit Session. Post-recording, the components are Publish, Clip, Burn, and Exit Session. The remainder of this sub-section describes each tool's function.
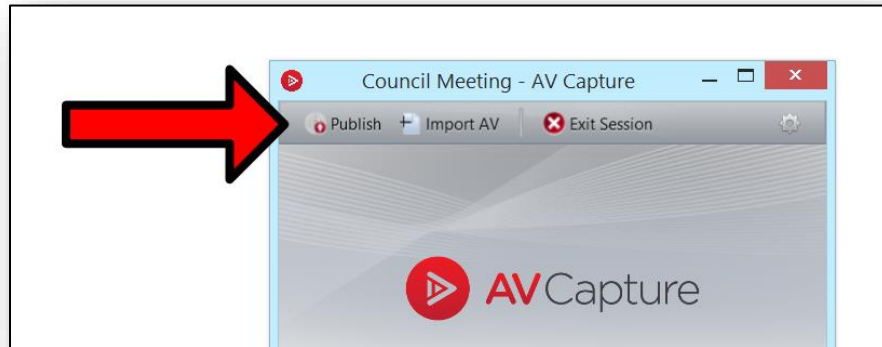

Figure 3.5-A: Session Window Toolbar

➤ **Publish/Pre-Publish:** Whether this tool is displayed as "Publish" or "Pre-Publish" depends on two factors. First, if live streaming *is not* enabled, this will always be displayed as "Publish". Second, if live streaming *is* enabled, then this will display as "Pre-Publish" prior to recording, and "Publish" post-recording. Regardless of the whether this is displayed as "Publish" or "Pre-publish", the function is the same. Clicking this button will launch the Publish Session window. For further details on publishing, see Section 7.

➤ **Import AV:** If a meeting is recorded externally from AV Capture, the recorded media may be imported into a session. The media must either be in .mp4 or .mp3 file formats. Clicking the (**Import AV**) button will open a file explorer window for media selection.

The media to be imported must match the current A/V Output settings in AVC's Settings window. For example, if the media to be imported is an .mp3 audio file but AVC is set up to record using the AAC audio codec, it must be changed to MP3 prior to the import. Additionally, if the current Video Codec is H.264 (video), but the MP4 being imported is audio-only, the Video Codec must be changed to "audio-only" prior to the import. Please see our How-to Guide for step-by-step instructions on how to temporarily change these settings. Any subsequent manipulations such as Clip or Merge must be completed prior to changing the A/V Output settings back to their original values.

➢ **Exit Session:** This exits the open session. Upon exit, all document and media changes are saved and copied over to the AVCA Storage location.

➢ **Clip:** This feature provides an easy way to clean up a recording that either started prematurely or went too long. Selecting this tool will open the Clipping Options window, as shown in Figure 3.5-B (below). To complete the clip operation, enter the desired Start and/or End times (using the media's duration time, *not* time of day).
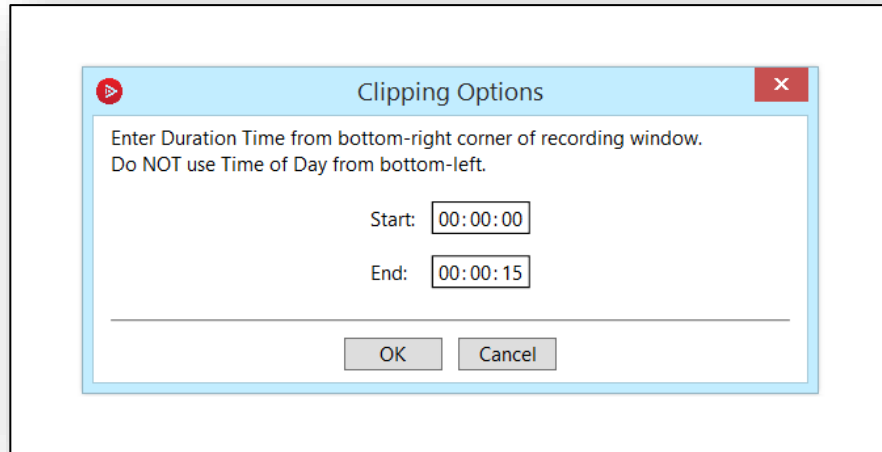
Figure 3.5-B: Clipping Options Window

Clipping a session does not modify the original session or recording. Instead, it creates a new session that duplicates all the original session's information, including any attached documents. We recommend deleting the original session once the new clipped session has been reviewed and published.

For more information on this feature and its uses, refer to the Clipping Recorded Media section.

➢ **Burn:** Clicking this button will both close the session and open the session folder in Windows Explorer. This option is available for times when a digital hard copy of the recorded media is desired. For more information on this feature, refer to the Burn section.

4. RECORDING

4.1 INTRODUCTION

This section covers the media recording process. However, it does not cover the aspects related to live streaming. For information regarding live streaming, refer to the Live Streaming section. Whether recording using a single microphone, or a million-dollar A/V system, AV Capture keeps it simple - so your job is made easier. That said, there are some important points to be aware of prior to hitting the (**REC**) button. The remainder of this section explores each feature in detail, so please read on in order to ensure a smooth experience.

4.2 SETUP

Prior to recording, the A/V system must be ready. This means that microphones, video cameras, and any other critical A/V system components (e.g. audio mixers) must be turned on. Some video cameras can take a few minutes to warm up and start sending a video signal, so be sure to allow for this warm up time before starting the recording in AVC. To ensure the recording equipment is ready, we recommend using the Preview feature in the A/V Input tab of the Settings window.

4.3 FEATURES

4.3.1 VOLUME LEVEL CONTROLS

A session has two volume controls, as shown in Figure 4.3-A (below). The left-most slider is for playback, and the two sliders to the right are for the stereo recording level.
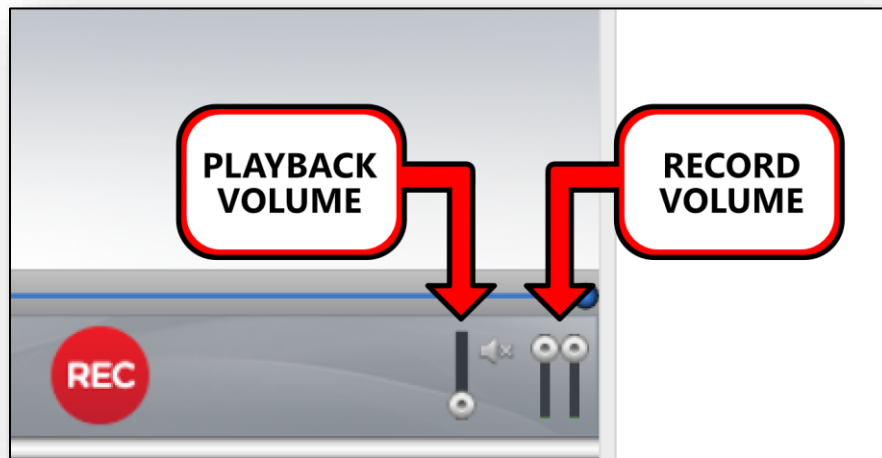

Figure 4.3-A: Volume Controls

➢ **Playback Volume Control:** This slider controls the volume level for the computer speakers or headphones. During recording, we recommend turning this down all the way in order to avoid a feedback loop unless headphones are being used. Using headphones is a great way to verify that the meeting's audio sounds good.

➢ **Recording Volume Control:** This control includes two sliders – one for the left channel and one for the right channel of the stereo record input. If the initial configuration was performed properly during the installation process, this control should generally not require adjustment. For further details, please refer to the Installation Manual.

4.3.2 RECORD/PAUSE

To start recording a meeting, simply press the (**REC**) button. Once the recording has started, the (**REC**) button becomes a (**II**) button. It is required that 10 seconds of video is recorded prior to clicking the (**II**) button. If the recording is paused before 10 seconds is reached, the recording will continue and a message will pop up describing the 10 second minimum.

A recording may continue as long as desired. However, once a session that has been recorded to is exited, it may not be recorded to again.

Once a recording has begun, it may be paused and un-paused as many times as needed. However, if a recording is going to be paused for a break longer than two hours, we recommend exiting the session and creating a new session for after the break. This is due the possibility of the PC going to sleep, running updates, or someone else using the PC while it is left unattended.

4.3.3 STOP/EXIT

Once a meeting has adjourned, simply click the (**II**) and (**Exit Session**) or (**Publish**) buttons to finalize the recording and return to the main window. By default, the Publish Session prompt will open upon exiting a session.

5. LIVE STREAMING

5.1 INTRODUCTION

This feature provides viewers with live access to meetings via any web browser, while also recording the media locally. If your organization's AVCA subscription does not currently include the live streaming option, please contact our sales representatives to learn more about this powerful and affordable tool. AVCA Sales can be reached by phone at (888)360-2822, or via email at sales@avcaptureall.com.

The remainder of this section describes the critical processes for successful live streaming, as well as ways in which it differs from standard "offline" recording.

5.2 HOW TO ENABLE LIVE STREAMING

If your organization already has this feature included in its subscription, it may be enabled by checking the Enable LIVE Streaming checkbox in the A/V Output tab of the AVC Settings window. This checkbox setting is saved per Windows user account. This means that live streaming must be enabled for each AVC user separately if they each have different Windows user accounts. This is by design, as it provides flexibility. Oftentimes, some departments use live streaming while others do not. If all users utilize the same Windows user account, but they sometimes want to live stream and other times not, we recommend creating two Windows user accounts; one for recording "offline" and one for live streaming.

It is critical that live streaming is enabled for any user that intends to create new sessions that are intended to be streamed live. This means that if you create new sessions from your personal workstation instead of the recording PC, live streaming *must* be enabled on your workstation.

Once enabled, all future sessions will be set up for live streaming. Individual sessions can be changed to record "offline" if desired. This can be done prior to recording by unchecking the Live Stream checkbox in either the Publish Session or Edit Session Details windows.

5.3 PRE-PUBLISHING

Whether recording "offline" or live streaming, it is best-practice to pre-publish a session. However, in the case of live streaming, pre-publishing is absolutely necessary. This is because doing so informs our web server that it needs to create a live stream channel for the date and time of the session.

The live stream channel will set itself up and be ready for streaming 45 minutes before the date and time of the session. This means that it is absolutely critical to set the correct date and time of the meeting when creating the session.

If a session was not published hours or days in advance, don't fret. If a new session is created with the current date and time and pre-published, the live stream channel will start warming up immediately. However, it can take up to 30 seconds for the channel to warm up prior to being able to stream, so we recommend pre-publishing in advance whenever possible.

To pre-publish a session, simply create a new session and click the (**Pre-Publish**) button in the toolbar, as shown in Figure 5.3-A (below). This will open the Publish Session window.

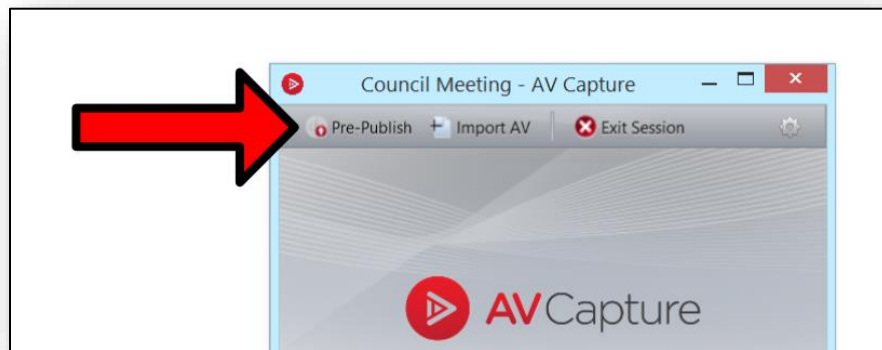*Figure 5.3-A: Pre-Publish Button Location*

5.4 STARTING A LIVE STREAM

To begin live streaming, simply open the pre-published session and click the (**REC**) button. Assuming the session was set up with the correct date and time, the stream will begin immediately. Viewers who have the session page open in a web browser will see the session begin streaming with a built-in 15-20 second delay.

As mentioned previously, if a session is not pre-published until the moment the meeting is to begin, it will take up to 30 seconds for the live stream channel to prepare itself for streaming. This means that upon clicking the (**REC**) button, a message will pop up; indicating that the live stream channel will take some time to get ready. At this point, you must click (**OK**) and wait. Once the live stream channel is ready, streaming will begin automatically.

If a session has been pre-published with the incorrect date or time, we recommend to either update the session with the correct date/time and re-publish it, or create a new session. This is because if you try to start recording at 8:00 *AM*, but the session was set up for 8:00 *PM*, AVC will wait until the live stream channel is ready at 7:45 PM before streaming.

If a session has not been pre-published or was pre-published but with the incorrect date or time, and it is imperative to start recording the meeting immediately, simply create a new session and click (**REC**). This will pop up a window that provides the option to either wait for the live stream or begin recording "offline" immediately. Click (**Cancel**) in this window in order to record "offline" immediately. This feature is designed for times when a meeting cannot be delayed, and capturing it in its entirety is more important than streaming it live.

5.5 PAUSING & RESUMING A LIVE STREAM

When a live stream is paused, the online media player displays a text message informing viewers that the meeting has paused for a break and will return shortly. After the (**REC**) button is clicked and the live steam has resumed, the online media player will replace the text message with the streamed media automatically. It is recommended that the pause time not be less than 30 seconds. This ensures a seamless experience for the end user.

5.6 ENDING A LIVE STREAM

Once a meeting has been adjourned, simply click the (**II**) and (**Exit Session**) or (**Publish**) buttons to end the live stream, finalize the recording, and return to the main window. By default, the Publish Session prompt will open upon exiting a session.

The online media player will update to a text message informing viewers that the meeting has concluded. In order to make the session's recorded media available after the live stream has concluded, you must re-publish the session. If a viewer still has the live streamed session web page open in their web browser, as soon as the re-publish completes, the web page will redirect to the recorded session page and begin playback.

6. AVC's Microsoft Word Add-In

6.1 Overview

Some of AV Capture's most powerful tools are available in our Microsoft Word Add-In. This Add-In takes the form of a tab in Word's ribbon, as shown in Figure 6.1-A (below). The remainder of this section describes the function of each feature in detail.
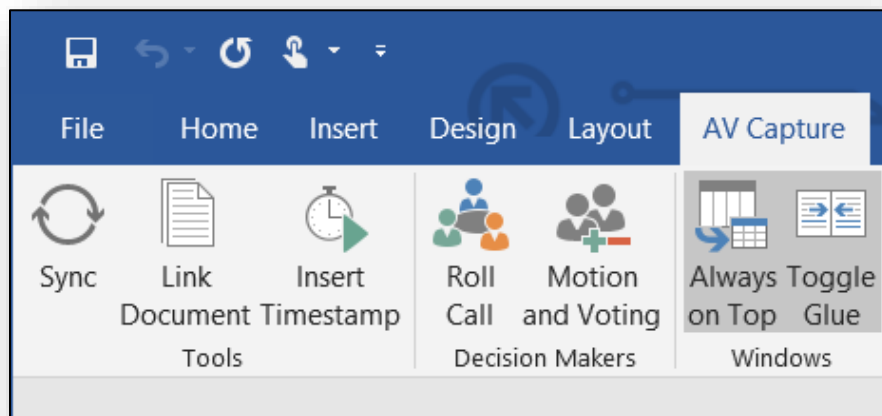

Figure 6.1-A: AV Capture Add-In for Microsoft Word

6.2 Add-In Features

When a document is imported in AVC, the AV Capture tab opens automatically, providing instant access to our toolset. These tools are intended for use before, during, and after a meeting. This feature includes three sections: Tools, Decision Makers, and Windows.

6.2.1 TOOLS

➢ **Sync:** This button creates a hyperlink which synchronizes any part of the session document to a specific moment in the recorded media. It is for use during or after a meeting.

If the cursor is on a line, clicking the (**Sync**) button will convert the entire line of text to a hyperlink. In this use-case, be forewarned that this hyperlink will overwrite any pre-existing hyperlinks on that line. For example, if you create a <u>Link Document</u> hyperlink on the line, then place the cursor on that line and click (**Sync**), the Link Document hyperlink will be lost. If this is your preferred method of adding sync points, we recommend placing Link Document hyperlinks one line below the agenda item to be sync'd.

If you prefer to only create a hyperlink for a portion of the line's text, select the desired text prior to clicking the (**Sync**) button. Only the selected text will be converted to a hyperlink.

If there is no text on the line where the cursor is placed, the current time will be entered as a hyperlink.

➢ **Link Document:** This tool is used to create a hyperlink to a specific related document. The hyperlink takes the form of an icon (📄↩). Upon clicking the (**Link Document**) button, the Link Document window will appear, as shown in Figure 6.2-A (below).
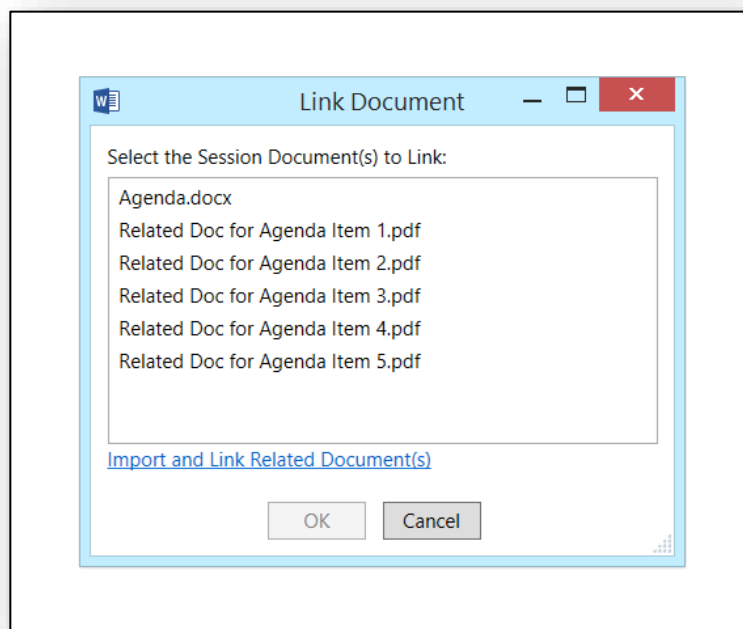

Figure 6.2-A: Link Document Window

If any related documents have been imported into the session, they will be displayed for selection in the Link Document window. To complete the Link Document function, simply double-click the desired document in the list. To create multiple hyperlinks simultaneously, select the desired documents and click (**OK**).

If the desired related document has not already been imported, use the "Import and Link Related Document(s)" link in the Link Document window. This will open a File Explorer window for document selection. Once the document has been selected, it will be imported into the session and the Link Document hyperlink will be created.

Documents may be linked before, during, or after a meeting.

➢ **Insert Timestamp:** Inserting a timestamp creates a hyperlink which synchronizes any point in the session document to a specific moment in the recorded media. The timestamp hyperlink includes the time of day and recording duration time. It is for use during or after a meeting.

6.2.2 DECISION MAKERS

In order to use the two features in this sub-section, the Participants tab in the AVC Settings window must be set up ahead of time.

➢ **Roll Call:** This feature provides a quick and easy way to take roll of who is present at the beginning of a meeting. Clicking the (**Roll Call**) button displays the Roll Call panel on the right side of the agenda window, as shown in Figure 6.2-B (right). This panel displays all the members associated with the session. By default, all members are marked as present. To complete roll call, simply uncheck the checkbox for any absent members and click the (**Submit**) button.

This will create a hyperlinked list of which members are present and which are absent at whatever point in the document the cursor is placed. This hyperlink is a sync point to the specific moment the roll call was taken in the recorded media.
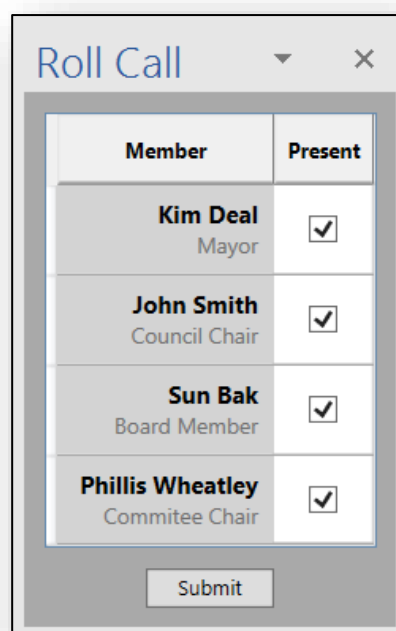

Figure 6.2-B: Roll Call Panel

➢ **Motion and Voting:** This Add-In item allows for documenting motions made and votes taken on the fly throughout a meeting. Clicking this button displays the Motion and Voting panel on the right side of the agenda window, as shown in Figure 6.2-C (below). This panel displays all the members associated with the session.

The columns in this panel display each member, whether they are present, who motioned, who seconded, and the vote. If the Roll Call feature was previously used, and a member was marked as absent, that will be reflected in the Present column. The motion and voting buttons are disabled for absent members.

By default, all present members are set to approve a vote. After selecting which members made the motion and seconded the motion, simply select which members abstained or disapproved during the vote and click the (**Submit**) button.

This will create a hyperlinked list providing all the details of the vote at whatever point in the document the cursor is placed. This hyperlink is a sync point to the specific moment the vote was taken in the recorded media.

Figure 6.2-C: Motion and Voting Panel

6.2.3 WINDOWS

➢ **Always on Top:** This feature keeps both the AV Capture and Microsoft Word session windows on top of any other applications that may be launched. AVC may still be minimized in order to access other applications. By default, this feature is turned on.

➢ **Toggle Glue:** For ease of use, this feature snaps the AV Capture and Microsoft Word session windows together. When glued, the two windows will act as one, meaning that they move, minimize/maximize, and resize together. By default, this feature is turned on.

7. PUBLISH AND PRE-PUBLISH

7.1 GENERAL

7.1.1 WHAT DOES IT MEAN TO PUBLISH A SESSION?

Publishing a session is simply the act of placing a copy of a session's recorded media and/or documents online. As soon as a session is published, it is accessible via our website, our online portal, and your organization's website (optional).

7.1.2 WHEN TO PUBLISH

Per our recommended workflow, it is best to publish a session prior to when a meeting is scheduled to start, and then once again after the meeting.

Publishing (or Pre-Publishing) a session before a meeting creates a placeholder online. This informs the public of the date and time of an upcoming meeting. It also gives them access to the agenda and related documents so they may be well informed when the meeting starts. In the case of live streaming, pre-publishing is absolutely mandatory. See the Live Streaming section for further details.

Once a session has been published/pre-published, any subsequent media that is recorded and/or documents that are modified will require a follow-up re-publish in order to be made available online. An easy way to think of it is when you exit a session, all changes are saved locally on the PC, but when you publish a session, all changes are saved online.

A session may be published as many times as desired. For instance, a session may be published before a meeting, again immediately after a meeting is recorded, then once more after the clerk has had time to clean up the session documents.

7.1.3 HOW TO ACCESS THE PUBLISH SESSION WINDOW

The (**Publish**) button can be found in the toolbar of both the Session and Browse Sessions windows. Clicking this button will open the Publish Session window.

7.2 PUBLISH SESSION WINDOW COMPONENTS

The Publish Session window provides a great opportunity to double-check the details of a session for correctness. It also incorporates some important session settings, as shown in Figure 7.2-A (below).
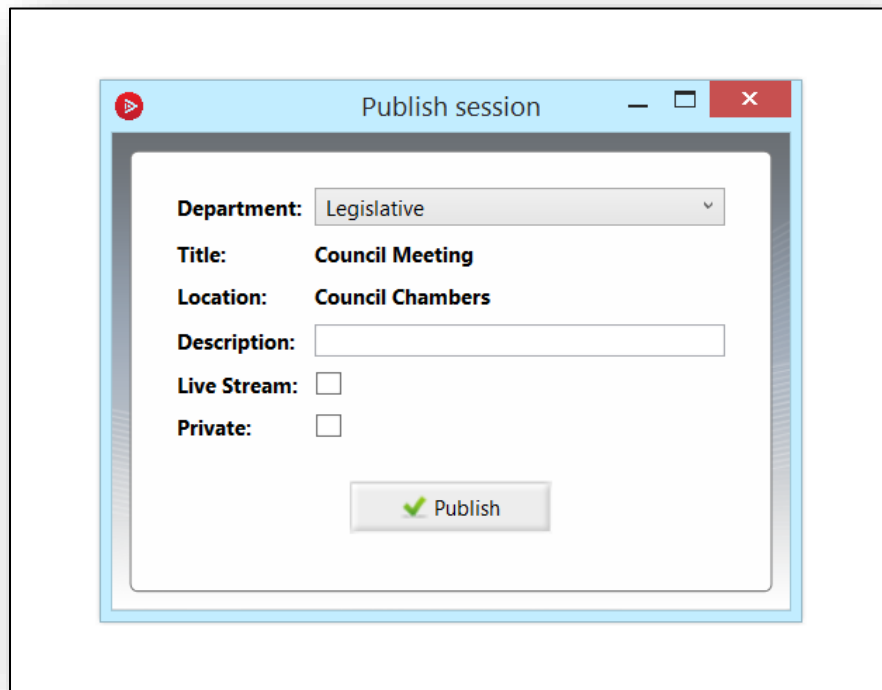

Figure 7.2-A: Publish Session Window

➢ **Department:** This drop-down list provides a list of departments your organization has set up using our AVCA online portal. A department can be thought of as a storage bin for published sessions online. Using multiple departments enables your organization to provide the public with a unique webpage for each department, if desired.

➢ **Title:** This is the Session Name, which was selected at the time the session was created.

➢ **Location:** This is the Session Location, which was selected at the time the session was created.

➢ **Description:** This is a legacy feature, which recently became obsolete. It will be removed in a future software update.

➢ **Live Stream:** If live steaming is enabled, this checkbox is checked by default. In order to disable live streaming for one particular session, uncheck this box. If live streaming is disabled, this box is unchecked by default and cannot be modified.

Whether a session was live streamed or recorded "offline", this checkbox cannot be modified after the recording takes place.

➢ **Private:** By default, sessions are published publicly. This means that anyone with access to the internet may view published sessions. However, the option to publish sessions privately is also available. This ensures the privacy of your organization's meetings while protecting against data loss due to local hardware failures (e.g. corrupt hard drives).

If checked (i.e. set as private), members of your organization must have AVCA logon credentials in order to access the session online.

➢ **Publish Button:** Clicking this button will begin the background process of copying the session media and/or documents to online storage. Larger media files can take a while to upload; how long being dependent upon your organization's internet and network speeds. In order to ensure a successful publish operation, do not turn off the PC until this operation completes. The status of the publish process can be determined using the Publish Manager or Browse Sessions window.

7.3 PUBLISH MANAGER

The AV Capture Publish Manager is a separate application from AV Capture. It is installed at the same time as AVC. It displays the upload status of a session currently being published, and whether previous publish operations were successful.
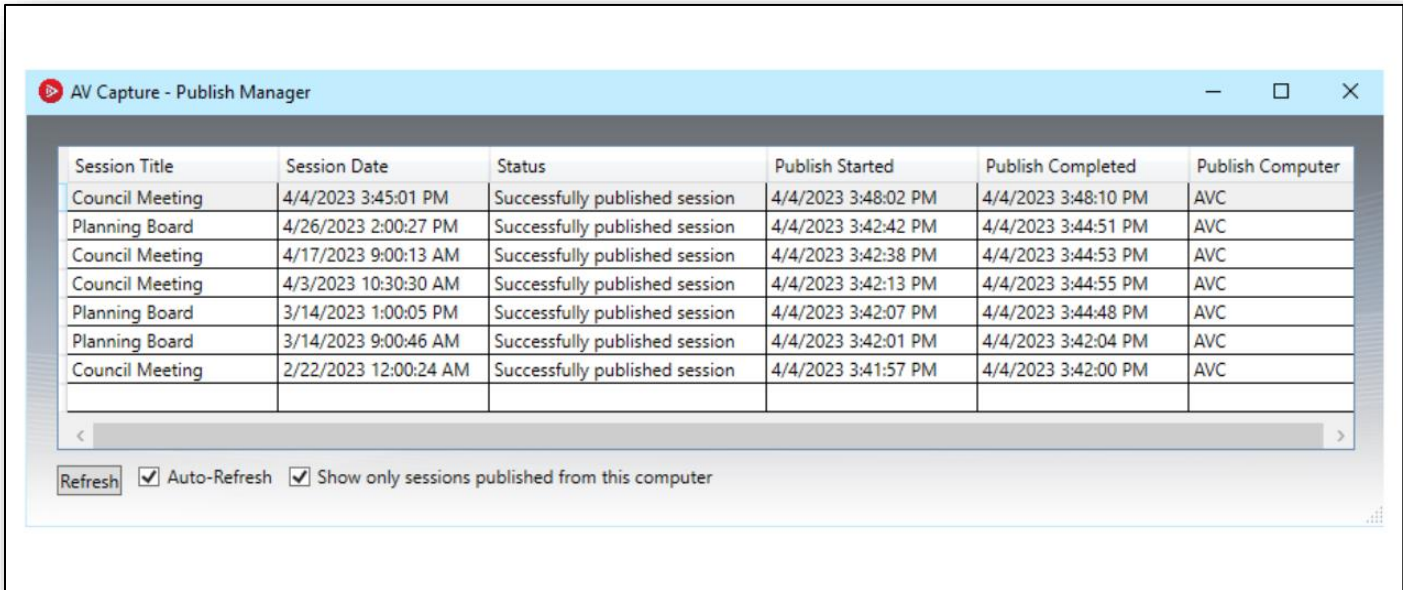
The Publish Manager runs in the background, and is accessible via the Windows system tray, as shown in Figure 7.3-A (right). To open the Publish Manager window, click on the "Show hidden icons" button in the system tray and double-click on the AVC icon.

Figure 7.3-A: How to Access the Publish Manager

If the icon is not displayed in the system tray, the application is most likely not running. To start the Publish Manager, simply launch AV Capture and the Publish Manager will start running as well.

The Publish Manager is laid out as a table, with the top row displaying the details for the latest publish operation. See Figure 7.3-B (below). There are several columns which provide useful information related to the session and publish operation. These details include session identifiers, publish kick off and completion times, outcomes, and PC identifiers.

Figure 7.3-B: Publish Manager Window

As shown in Figure 7.3-B (above), there are two user settings for this window:

➢ **Auto-Refresh –** This feature can be disabled in order to capture the current state of the database. By default, it is enabled.

➢ **Show only sessions published from this computer –** This checkbox can be enabled/disabled to either display all publish operations performed across your organization's network, or only those initiated from the PC being used.

Since it is necessary for a publish operation to complete prior to powering off the PC, the Publish Manager is a great tool for verifying successful completion. To understand why a session may fail to publish, see our Troubleshooting section.

8. BROWSE SESSIONS

8.1 GENERAL

The Browse Sessions window is accessible via the main AVC window, as shown in Figure 8.1-A (below). This window is used to open existing sessions. It also provides important session information and access to a variety of useful tools.
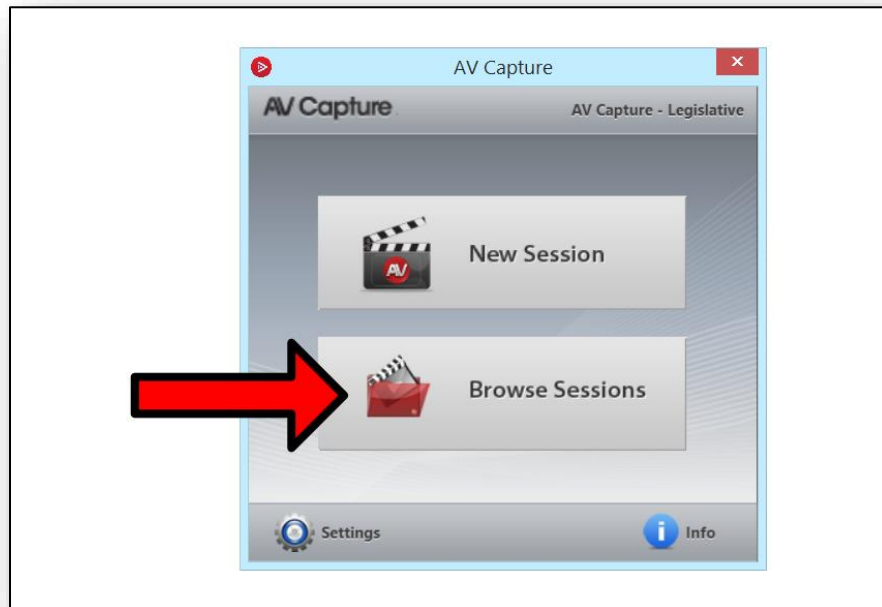
Figure 8.1-A: How to Access the Browse Sessions Window

The Browse Sessions window, as shown in Figure 8.1-B (below), is laid out as a table. By default, the sessions are listed by date. Future sessions are displayed at the top, today's sessions just under that, and past sessions on the bottom. This view may be modified to suit your preference by clicking on the column header you wish to order the sessions by.

Figure 8.1-B: Browse Sessions Window

To open a session, simply double-click the desired session in the table. Doing so will open the session window.

The remainder of this section describes the session information each column has to offer, as well each feature provided in the Browse Sessions window's toolbar.

8.2 SESSION TABLE COLUMNS

The columns in the Browse Sessions window's table provide useful information pertaining to each session.

➢ **Session Title:** This is the name of the specific meeting type.

➢ **Session Date:** This is the date and time that the meeting was scheduled to take place.

➢ **AV Duration:** This column displays whether or not a session has been recorded to. If the session has not yet been recorded to, the cell will display "N\A". If the session has been recorded to, the cell will display the duration of the recording in hours, minutes, and seconds.

➢ **Published Date:** This is the date and time that the session was last published. This value will change each time the session is republished. If the session has never been published, this cell will display "Not Published".

➢ **Status:** The status column displays whether a session's files (i.e. recorded media and session documents) have been successfully copied and pasted over to the AVCA Storage folder upon exiting the session. If the move was successful, the icon will display a green checkmark (⊘). If unsuccessful, the icon will display a red "x" (⊗). In the case of a (⊗) status, see the [Troubleshooting](#) section for possible causes.

8.3 BROWSE SESSIONS WINDOW TOOLBAR

As shown in Figure 8.1-B (above), this toolbar provides a variety of session-related tools. This section describes the function of each feature in this toolset.

8.3.1 OPEN
The (**Open**) tool can be used to open a session. A session must be selected in the table in order for this button to be enabled. Only one session may be opened at a time. It is also possible to open a session by double-clicking on the desired session in the table.

8.3.2 PUBLISH
This tool opens the [Publish Session](#) window. A session must be selected in the table in order for this button to be enabled.

8.3.3 DELETE

Deleting a session:

1. Removes the session folders from the AVCA Backup and AVCA Storage folders and places them in a Recycle Bin
2. Deletes the session from online storage (if previously published)
3. Removes the session from the Browse Sessions window's table

A session must be selected in the table in order for this button to be enabled. To delete more than one session simultaneously, select each session to be deleted while holding down the keyboard's Ctrl key.

We recommend double-checking that the correct session is selected before deleting it. If a session has been erroneously deleted, contact our customer support team for recovery.
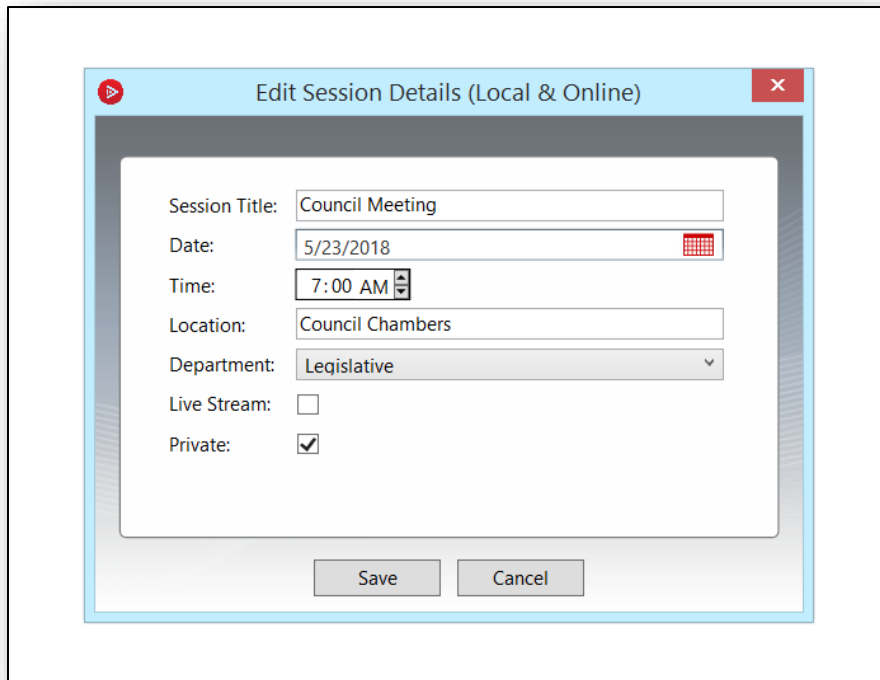
8.3.4 VIEW ONLINE

This feature allows you to check what the public are seeing and/or hearing when accessing a session online. A published session must be selected in the table in order for this button to be enabled. Clicking the (**View Online**) button will open the selected session's web page in your default web browser.

We recommend against using this feature on the recording PC during a live stream. Doing so may overburden the PC and cause issues with the live stream. Instead, we suggest using a separate computer or smartphone to verify the live stream is streaming successfully.

8.3.5 EDIT

The (**Edit**) button will open the Edit Session Details window for the selected session, as shown in Figure 8.3-A (below). This tool is designed to make correcting errors in the session details as simple as possible.

Figure 8.3-A: Edit Session Details Window

The Edit Sessions Details window contains a different set of options depending on whether the session has been published. For sessions that *have not* been published, the window will display Session Title, Date, Time, and Location. For sessions that *have* been published, as shown in Figure 8.3-A (above), the window will additionally display the Department, Live Stream, and Private settings.

To edit the session details, simply make changes to the desired text field, dropdown menu, or checkbox, and click the (**Save**) button. The changes made will propagate throughout AV Capture immediately. If a network server is used by your organization for storing AVC sessions, users on other PCs will see the edited details the next time their Browse Sessions window is refreshed. For published sessions that are edited, the changes made are saved online without the need to re-publish the session.

If while making changes in the Edit Sessions window it is determined that the changes are not desired, simply click the (**Cancel**) button to close the window without saving.

8.3.6 MERGE

This feature provides an easy way to turn two recorded sessions into one. Sound scary? Don't worry; this tool does not modify the original sessions, but instead creates a new session which copies the original recordings and stitches them together.

Before using the Merge tool, you must ensure that the A/V Output settings match the file type of the session media to be merged. For instance, if the current settings are for audio/video, but the sessions to be merged have audio-only media files, you must open the A/V Output tab in the Settings window and set Video Codec to "audio-only". After you are finished merging the two audio-only sessions, be sure to change the settings back to their original value(s) prior to creating any new sessions.

Two sessions must be selected in the table in order for this button to be enabled. Clicking the (**Merge**) button will open the Merge Sessions window, as shown in Figure 8.3-B (below).
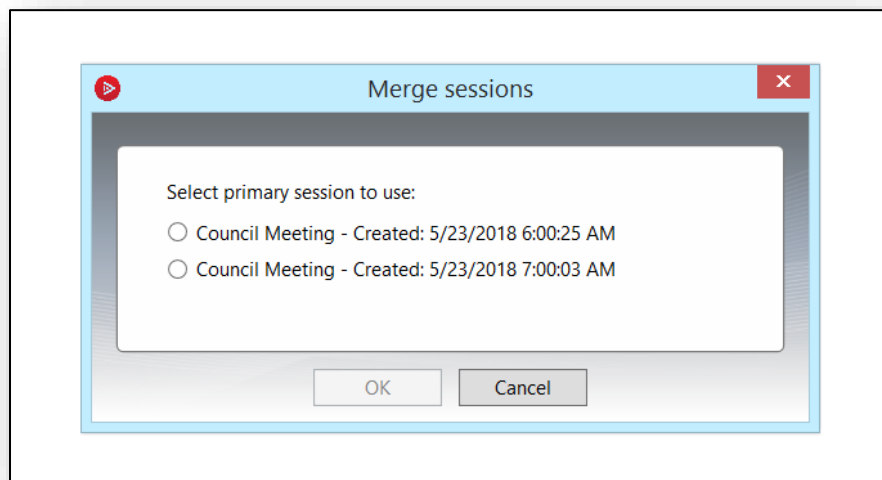
Figure 8.3-B: Merge Sessions Window

In the Merge Sessions window, the primary session must be selected. The primary session is the one with the media which was recorded first. For example, if a session was recorded at 9:00 AM, and another session was recorded at 1:00 PM, the one recorded at 9:00 AM should be selected as the primary session. After making this selection, click OK to continue. This will open the New Session window.

The New Session window includes the session Name, Date, Time, and Location details. Typically, we recommend updating these settings to match those of the primary session to be merged. To complete this process, click the (**Create Session**) button. This will trigger the merge process.

Note that this operation can take quite a while depending on the size of the original recorded media files. While this operation is in progress, do not close AV Capture, log off of the PC, turn off the PC, or make any further changes in AVC. There is no progress bar, so please be patient; just like with grandma's secret pie recipe, we don't want it to end up half-baked.

Once the merge process completes, the new merged session will open. It is important to note that the agenda and minutes from the primary session are those used in this new session. The agenda and minutes from the secondary session are attached as related documents in the new session. Thus, if modifications were made to the agenda and/or minutes documents during or after the secondary session's recording, you will want to copy those modifications over to the new session's agenda/minutes.

After making any necessary session document modifications, the new merged session is ready to publish. After publishing the merged session, we recommend deleting the two sessions that the merged session was created from. This helps avoid confusion for online viewers.

8.3.7 BURN

This tool is used for making CD or DVD copies of a session's recorded media. Clicking the (**Burn**) button opens a File Explorer window to the location in which the selected session's recorded media is stored. To burn the recorded media to disc, simply select the media file in the window and click the "Burn to Disc" option in the File Explorer's Sharing tab. See steps ① and ② in Figure 8.3-C (below). The media file will either be in MP3 or MP4 file formats.
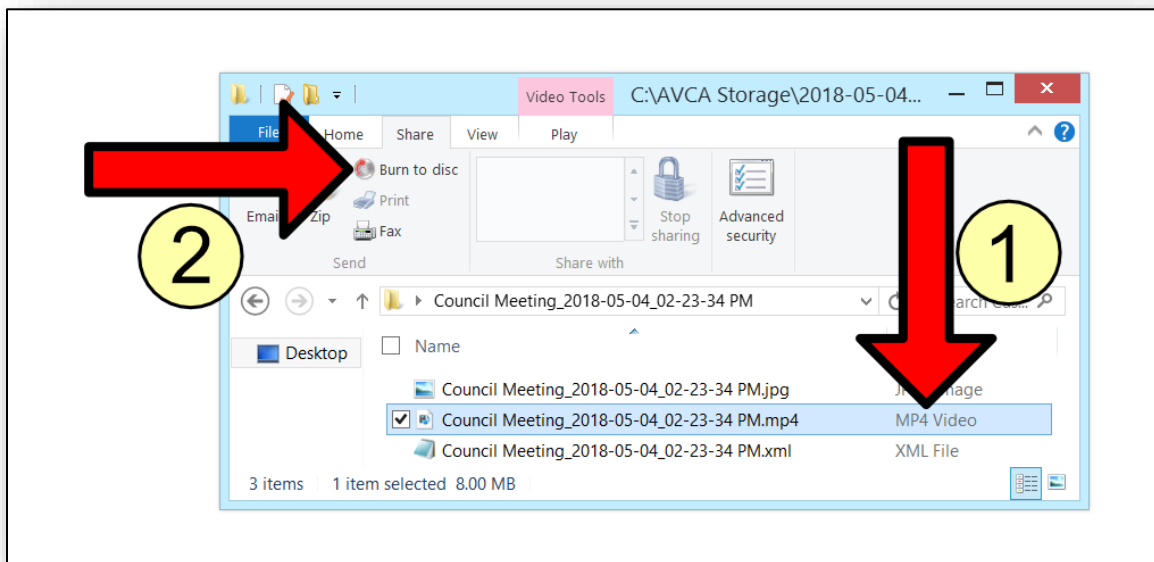
Figure 8.3-C: How to Burn Recorded Media to Disc

8.3.8 REFRESH

This button updates the session details provided in the Browse Session window's table. This feature can be used to determine whether a session that was exited a moment ago has yet made it to the AVCA Storage folder. It can also be used to check whether a publish operation has completed.

It is critical to ensure that either of the actions described above complete successfully prior to logging off of or powering off the PC. Depending on the size of files in the session and local area network speeds, it can take several minutes for these operations to complete successfully. In order to verify that the applicable operation has completed, click the Refresh button every so often until the session details are updated with positive results.

9. EDITING A SESSION

9.1 OVERVIEW

This section describes how to make changes to session documents and recorded media after a meeting. Documents may be added, removed, or edited using any of the tools in Microsoft Word, including those found in the AV Capture Add-In. Recorded media may be modified by clipping out undesired segments. In order to access a session for editing, open the desired session from the Browse Sessions window.

9.2 EDITING DOCUMENTS

Though session documents may be modified at any time, this section addresses issues specifically related to meeting post-processing. For general document modification information, see the Session Documents and AVC's Microsoft Word Add-In sections.

To use the (**Sync**) and (**Insert Timestamp**) buttons in AVC's Microsoft Word Add-In, the media player's (**Play**) button must first be pressed. This is necessary in order to enable the media player's navigation tools.

It is important to note that changes made to session documents are not automatically made available online. A session must be re-published after modifications are made in order to make them publicly available.

9.3 CLIPPING RECORDED MEDIA

9.3.1 GENERAL
Did you click the record button too soon? Or perhaps you forgot to hit pause when the meeting adjourned? The Clip feature is provided for just these situations. To edit out the beginning or end of a session's recorded media, open the desired session and click the (**Clip**) button in the toolbar. For further information regarding this tool, or how to use it, see the Session Window Toolbar section.

9.3.2 REMOVING A MIDDLE SEGMENT

This feature may also be used to cut a segment out of the middle of a recording. First, you must note the duration times for the segment you wish to remove. Next, you will need to create two clipped sessions – one for before the clipped segment, and one for after the clipped segment.

Both clipped sessions must be created from the original session. In other words, after creating the first clipped session, close it and reopen the original session to create the second clipped session.

The first clipped session's End time must be set to the duration time you noted as being the beginning of the segment to be clipped. The second clipped session's Start time must be set to the duration time you noted as being the end of the segment to be clipped.

Next, the two clipped sessions must be merged, with the first clipped session set as the primary session. For instructions on how to perform this step, see the Merge section.

Merging the two clipped sessions will create a new session. This session includes the beginning and end of the original recorded media, but not the middle segment which has now been clipped out. After this final version of the session has been created, we recommend deleting the two clipped sessions and original session.

9.4 EDITING SESSION DETAILS

For information regarding editing session details such as session title, date, time, or location, see the Edit section.

10. TROUBLESHOOTING

10.1 NETWORK STORAGE

ISSUE	POTENTIAL CAUSE	SOLUTION
Session displays (⊗) in Status column of the Browse Sessions window	Session data is still migrating to network storage	Click (**Refresh**) button
	Main Storage Folder location setting is incorrect	Open AVC Settings window, navigate to the Storage tab, and enter the correct storage location for Main Storage Folder. Use the full path, not the mapped drive letter
	The network server is inaccessible	Verify that the network server cannot be accessed via Windows Explorer. If this is the case, contact your organization's I.T. department
	The PC lacks the permissions necessary to move sessions to network storage	At the "share" level for the network server in which the AVCA Storage folder is kept, add the PC (not the user) to have Read/Write/Modify permissions
		Login to the network server itself and add the PC (not the user) to have Read/Write/Modify permissions in both the Sharing and Security tabs

10.2 PUBLISH

ISSUE	POTENTIAL CAUSE	SOLUTION
Publish attempt results in error message	Session data did not successfully make it to the AVCA Storage folder (⊗)	See the Troubleshooting section for Network Storage issues
Publish failed	Interruption in your organization's network or internet connectivity	Check for lack of connectivity using a web browser and file explorer. If this is the case, contact your organization's I.T. department.
	The user that started the publish operation logged off of or powered down the PC before the publish operation completed	Try publishing the session again. If this fails, contact AVCA Customer Service
Session published successfully, but it is not showing up on the website	The session was accidentally set as Private	Select the session in the Browse Sessions window, click Edit in the toolbar, and uncheck the Private checkbox
The session documents on the website do not match the session documents in AV Capture	The session has not been republished since the last time that updates were made to the session documents within AV Capture	Republish the session

10.3 LIVE STREAM

ISSUE	POTENTIAL CAUSE	SOLUTION
Session is not listed on the website on the Streaming Live tab	The session was created as a standard session, not a Live Stream session	First, ensure the Enable LIVE Streaming checkbox is checked in AVC Settings - A/V Output tab. Next, select the session in the Browse Sessions window, click Edit in the toolbar, and check the Live Stream checkbox. Wait 30 seconds prior to clicking the (**REC**) button
	The session has the wrong date or time	If the incorrect session date/time are set in the future, select the session in the Browse Sessions window, click Edit in the toolbar, and enter the correct date/time. If the incorrect session date/time are in the past, create a new session and pre-publish it immediately. In either case, wait 30 seconds prior to clicking the (**REC**) button
	The session was not pre-published	Pre-publish the session. Wait 30 seconds prior to clicking the (**REC**) button
After clicking the (**REC**) button, the Live Stream graphic is not being displayed below the media recording window	The session was created as a standard session, not a Live Stream session	Continue recording "offline". If there is a break scheduled, exit the session, create a new session with Live Stream enabled, and pre-publish the session immediately. Open the new session and wait 30 seconds prior to clicking the (**REC**) button

ISSUE	POTENTIAL CAUSE	SOLUTION
After clicking the (**REC**) button, a message pops up stating "Please wait while the live stream channel is created...". After clicking the (**OK**) button, AV Capture seems unresponsive	It has not been 30 seconds since the session was pre-published	Do not close the session or make other changes within AV Capture. The recording and live stream will begin automatically as soon as the live stream channel is warmed up. This can take up to 30 seconds.

11. SUPPORT

11.1 FAQ

For a list of frequently asked questions and answers, visit our website's FAQ page. If you have not found the information you are looking for in this manual, the FAQ is a great resource to check out.

11.2 HOW-TO GUIDES

Our how-to guides walk users through step-by-step directions for accomplishing a variety of tasks. These guides are full of visual aids and are designed for simplicity. This allows even the most non-tech savvy users to accomplish their goals.

For a list of how-to guides currently available, visit our website's Support page. We are constantly expanding the how-to guide library, so if you can't find what you're looking for, let us know and we will add it to our to-do list.

11.3 CONTACT US

For immediate assistance, our Customer Support department is here for you. Use any of the following options to contact a real-life human being.

Web:	http://www.avcaptureall.net/form/contact-us
Email:	support@avcaptureall.com
Phone:	(888)360-2822