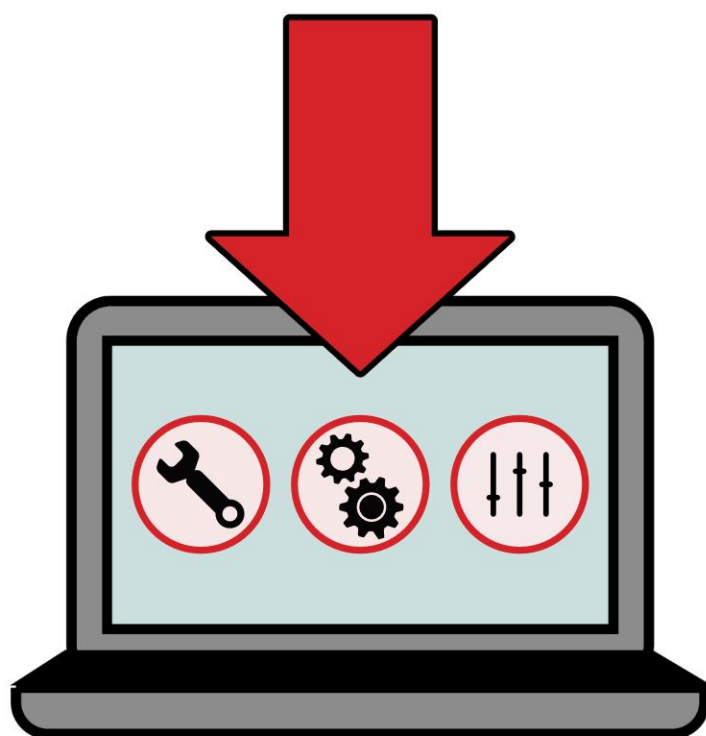




**AV** CaptureAll



# **Installation Manual**

Version 2.10

# **AV Capture V2.10 Installation Manual**

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# TABLE OF CONTENTS

---

<b>1.</b>	<b>Getting Started .....</b>	<b>1</b>
1.1	Welcome!.....	1
1.2	Software Components .....	1
1.2.1	AV Capture (AVC).....	1
1.2.2	AVCA Publish Manager .....	1
1.2.3	AVCA Add-in For Microsoft Word .....	1
<b>2.</b>	<b>System Requirements .....</b>	<b>2</b>
2.1	Hardware .....	2
2.1.1	Recording PC .....	2
2.1.2	Workstation PC .....	2
2.2	Software .....	2
2.3	Network .....	3
<b>3.</b>	<b>Preparation.....</b>	<b>4</b>
3.1	Review Organizational I.T. Protocols .....	4
3.2	Operating System and Software Updates.....	4
3.2.1	Pre-installation.....	4
3.2.2	Update Scheduling .....	4
3.3	Power Options .....	4
3.4	Network Permissions .....	5
3.4.1	Overview .....	5
3.4.2	Architecture .....	5
3.4.3	Setting Permissions.....	5
3.5	Recording Devices.....	10
<b>4.</b>	<b>Installer.....</b>	<b>11</b>
4.1	Download .....	11
4.2	Installation Wizard .....	11
4.3	File Locations.....	13
<b>5.</b>	<b>License Activation .....</b>	<b>14</b>
5.1	Overview .....	14
5.2	AVCA Credentials .....	14
5.3	Activation Window.....	15
5.4	Additional License Activation.....	17
<b>6.</b>	<b>Initial Setup .....</b>	<b>19</b>
6.1	Overview .....	19
6.1.1	Global Settings Vs. User-Specific Settings.....	19

6.1.2	Editions.....	19
6.1.3	Accessing Settings.....	19
6.2	AV Capture Setup Wizard.....	19
6.2.1	Introduction.....	19
6.2.2	Welcome.....	20
6.2.3	General.....	21
6.2.4	Shortcuts.....	23
6.2.5	Storage.....	24
6.2.6	A/V Input.....	26
6.2.7	A/V Output.....	28
6.2.8	Participants (Legislative Edition Only).....	30
6.3	Departments.....	31
6.3.1	Department Vs. Session Title.....	31
6.3.2	Add a Department.....	31
6.4	Embedded Control for Website.....	31
6.5	Audio Recording Device.....	32
6.5.1	General.....	32
6.5.2	Recording Level.....	33
<b>7.</b>	<b>Verification Test.....</b>	<b>35</b>
7.1	Overview.....	35
7.2	Step-by-Step Verification.....	35
7.2.1	Create Session and Import Documents.....	35
7.2.2	Network Storage.....	35
7.2.3	Record Media.....	35
7.2.4	AVC Add-in for Microsoft Word.....	36
7.2.5	Publish Session.....	36
7.2.6	View Online.....	37
<b>8.</b>	<b>Software Updates.....</b>	<b>38</b>
8.1	General.....	38
8.2	Auto-Updates.....	38
8.3	Prerequisites.....	38
8.3.1	Permissions.....	38
8.3.2	Internet Access.....	38
8.4	Post-Update.....	38
8.4.1	AVC Settings.....	38
<b>9.</b>	<b>Troubleshooting.....</b>	<b>40</b>
9.1	License Activation.....	40
9.2	AVC Add-in for Microsoft Word.....	40
9.3	Network Storage.....	41
9.4	Publishing.....	42

9.5	Audio and Video Devices .....	43
<b>10.</b>	<b>Support.....</b>	<b>44</b>
10.1	User Manuals .....	44
10.2	FAQ.....	44
10.3	How-to Guides .....	44
10.4	Contact Us.....	44

# 1. GETTING STARTED

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## 1.1 WELCOME!

Thank you for choosing AV Capture (AVC) as your organization's meeting capture, management, and sharing solution. AVC is not just software; it is a full-service station. We are committed to providing the best user-experience possible, and that starts right here. We highly recommend taking the time to read through this manual prior to installing AVC. If you have any questions that are not addressed herein, please take advantage of our additional [support documents](#), or [contact us](#).

## 1.2 SOFTWARE COMPONENTS

The AVC installer includes 3 major components. Each component is an integral part of AVC functionality. The following is an overview of each component.

### 1.2.1 AV CAPTURE (AVC)

AVC is the main desktop application. It is used for media capture, session management, and sharing.

### 1.2.2 AVCA PUBLISH MANAGER

The publish manager is a desktop application which automatically opens in the system tray when AVC is launched. This app provides system tray publish notifications. When opened, it displays a read-only table which includes the current status of sessions being published, and a publish history.

### 1.2.3 AVCA ADD-IN FOR MICROSOFT WORD

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.

# 2. SYSTEM REQUIREMENTS

---

## 2.1 HARDWARE

### 2.1.1 RECORDING PC

The requirements for the recording PC are dependent on whether your organization will be recording both audio and video, or audio-only.

#### ➤ Audio & Video Capture

OS: Windows 11,10, or 8.1 (32 or 64 bit)

CPU: i7 quad core (10<sup>th</sup> generation or newer)

RAM: 8 GB

HDD: 1 TB min (7200 RPM SATA or SSD)

Graphics: Integrated – Intel HD 4000 or better. Discrete: Comparable

#### ➤ Audio-Only Capture

OS: Windows 11,10, or 8.1 (32 or 64 bit)

CPU: i5 quad core (10<sup>th</sup> generation or newer)

RAM: 4 GB

HDD: 500 GB min (7200 RPM SATA or SSD)

Graphics: Integrated – Intel HD 3500 or better. Discrete: Comparable

\*If videoconferencing software is running on the same PC, use the Audio & Video Capture requirements.

### 2.1.2 WORKSTATION PC

This is a PC that is not used for recording. These machines must run Windows 11,10, 8.1, or 7 (32 or 64-bit).

## 2.2 SOFTWARE

Microsoft Word must be installed, as it works hand-in-hand with AVC. Both 32-bit and 64-bit versions of Word 2021, 2019, 2016, 2013, and 2010 are supported. Whether Word is 64 or 32-bit will determine what version of AVC to install, as they must match.

A PDF reader must be installed in order to view PDFs that may be attached to an AVC session. If one is not already installed, we recommend Adobe Acrobat Reader DC.

## 2.3 NETWORK

A stable network connection is necessary to publish to the cloud, utilize network storage, and live stream.

In order to use our Live Stream feature (optional), an internet connection with a minimum of 5 Mbps upload speed is required.



# 3. PREPARATION

---

## 3.1 REVIEW ORGANIZATIONAL I.T. PROTOCOLS

Many organizations have security protocols which dictate various aspects of software installation and setup. It is important to be aware of these rules and restrictions, as they will inform how to ensure AVC functionality while staying within organizational I.T. guidelines.

## 3.2 OPERATING SYSTEM AND SOFTWARE UPDATES

### 3.2.1 PRE-INSTALLATION

Prior to installing AVC, we highly recommend running all available updates for the Windows operating system and Microsoft Office software.

### 3.2.2 UPDATE SCHEDULING

Some operating system, hardware, and software updates can disrupt the functionality of AV Capture. Allowing these updates to occur while AVC session recording is in progress can have catastrophic results. Thus, we highly recommend scheduling these updates to occur outside the hours during which AVC could potentially be used for recording. This applies to all Windows, Microsoft Office, device driver, network server, anti-virus, and firewall updates.

## 3.3 POWER OPTIONS

If a session recording is paused, the PC believes it is idle. For this reason, the power options in the Windows control panel must be adjusted to avoid the PC or critical resources getting put to sleep.

First, open the power options window and select the highest performance option. The remaining modifications vary depending on the PC.

Next, open the Change Plan Settings link, and set the PC to never put the computer to sleep while plugged in.

Finally, open the Change Advanced Power Settings link, and if available, modify the following settings.

1. USB Settings ► USB Selective Suspend Setting ► Plugged In: Disabled
2. Power Buttons and Lid ► Lid Close Action ► Plugged In: Do Nothing
3. Wireless Adapter Settings ► Power Saving Mode ► Plugged In: Maximum Performance

## 3.4 NETWORK PERMISSIONS

### 3.4.1 OVERVIEW

AVC session files are stored in two main folders. The first folder (AVCA Backup) must be located on a local drive. The second folder (AVCA Storage) may either be located locally (i.e. C:\AVCA Storage) or on a network server. Network storage options and permissions requirements are explained in detail throughout the remainder of this section.

### 3.4.2 ARCHITECTURE

The first step is to determine which location(s) you will be using for session storage. This entirely depends on your organization's security protocols and preference. The following is a list of questions designed to assist with these architectural decisions.

Q1. Is there more than one department using AVC?

Yes: Move on to Q2

No: Only one network location is necessary

Q2. If multiple departments are using AVC, are separate network locations for each department desired or required?

Yes: Move on to Q3

No: Only one network location is necessary

Q3. If opting for separate network locations for each department, do current domain permissions or security protocols necessitate that these network locations be on different network Shares?

Yes: Each applicable Share will need an AVCA Storage folder

No: Each department's AVCA Storage folder may exist on one network Share

Another aspect of using more than one AVCA Storage folder to consider is that AVC users can only view sessions from one folder. For example, if Dept. 1 and Dept. 2 have separate AVCA Storage folders, personnel from Dept. 1 would be setup to view sessions from Dept. 1, but would not be able to access Dept. 2's sessions.

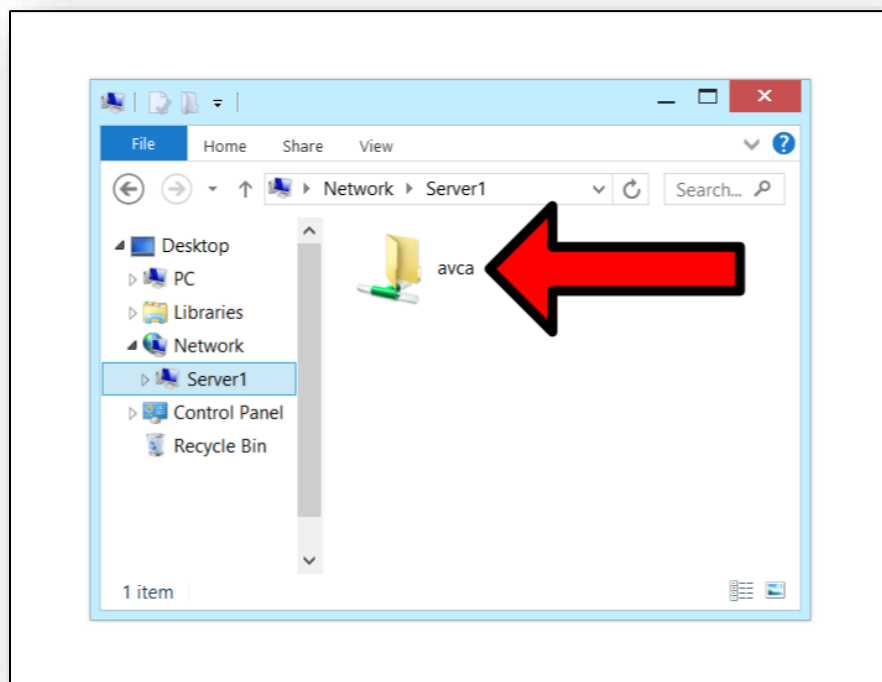
Some users create a Share folder specifically for AVC sessions, though this is not required. Once you have determined where AVCA Storage folders are to be located, it is time to create those folders. First, open the desired Share folder. If only one AVCA Storage folder is required, simply create it here. However, if you desire to have separate folders for more than one department on one Share, then first create a folder for each department. Next, create an AVCA Storage folder in each department folder. If applicable, repeat these steps for each Share folder that is to contain an AVCA Storage folder.

### 3.4.3 SETTING PERMISSIONS

Users should be given read, write, and modify permissions at the Share level of the network server where the sessions will be stored. As explained in the Architecture section ([above](#)), this can potentially apply to more than one location depending on whether your organization will be storing sessions for different departments in different Share folders.

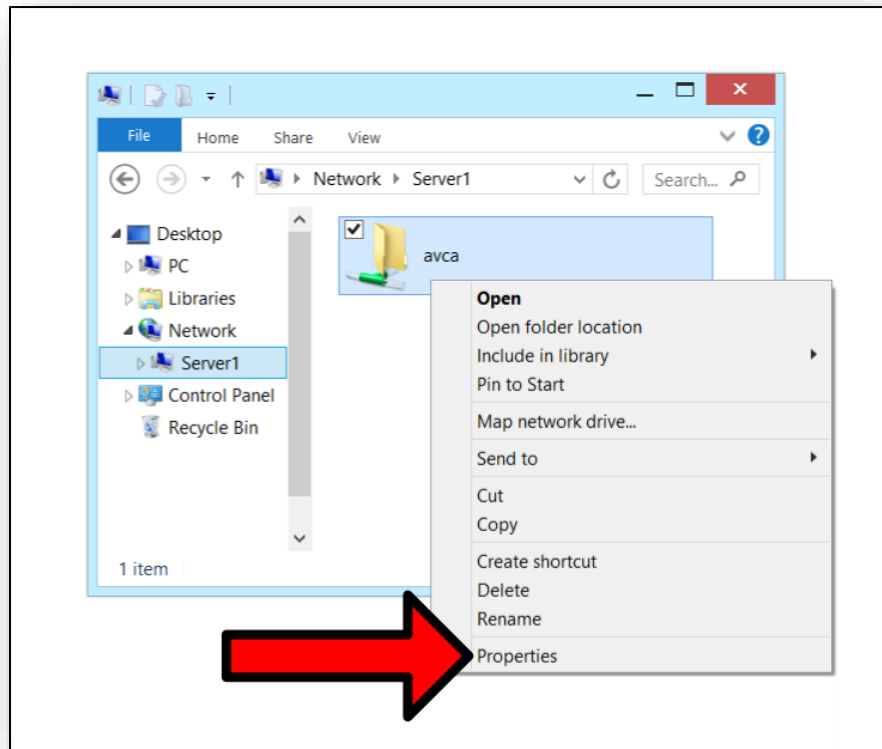
User groups can be utilized for adding permissions, or each User can be given permissions individually. The following steps describe how to setup user permissions. Before proceeding, be certain that you have the necessary credentials to make changes to the network.

1. Open Windows File Explorer and navigate to the Share folder, as shown in Figure 3.4-A (below). A Share can be identified by its unique folder icon (📁).



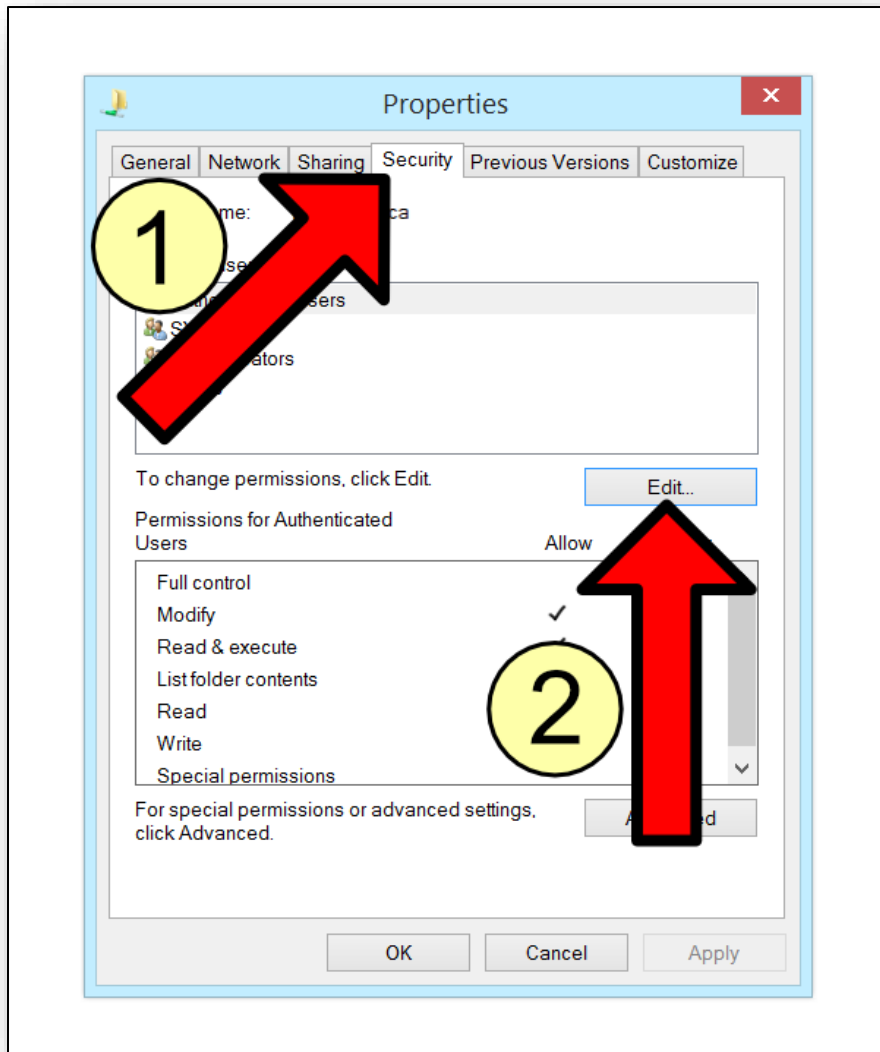
*Figure 3.4-A: Navigate to a Network Share Folder*

2. Right-click on the Share folder and select Properties from the drop-down menu, as shown in Figure 3.4-B (below). This will open the Share folder's Properties window.



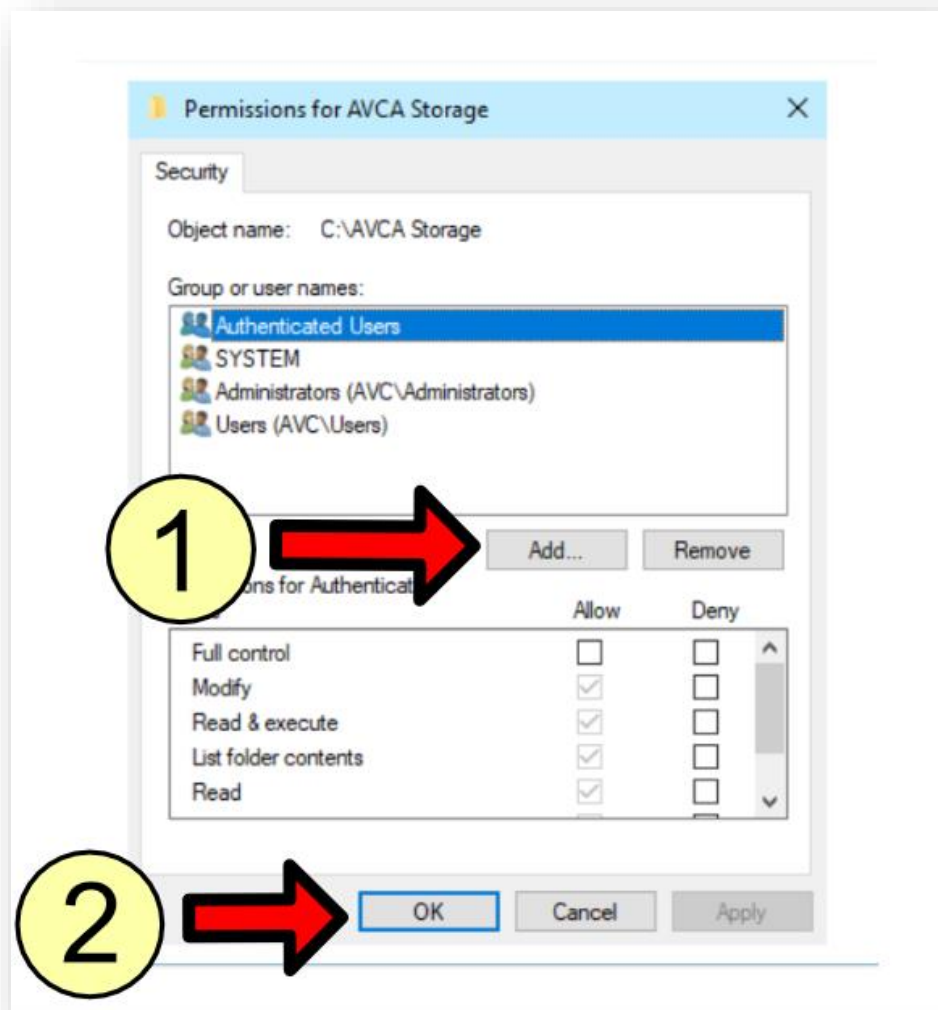
**Figure 3.4-B: Access a Share Folder's Properties Window**

3. In the Properties window, open the Security tab ① and click the Edit button ②, as shown in Figure 3.4-C (below). This will open the Permissions window.



**Figure 3.4-C: Access the Permissions Window**

4. In the Permissions window, click the Add button ①. Add the users or groups needing permissions here. Click Ok ②.



*Figure 3.4-D: Add Users or User Groups*

## 3.5 RECORDING DEVICES

If possible, it is best to have the video and/or audio recording devices connected during AVC software installation. This streamlines the setup process and enables immediate testing.

To check the audio recording device settings in Windows, right-click the loudspeaker icon in the Windows system tray, and select Recording Devices from the dropdown menu. This opens the Recording tab of the Windows Sound Control Panel. Find the audio recording device in the list and ensure it is not disabled (i.e. grayed out). If it is disabled, right-click on it and select Enable from the dropdown menu. Finally, if it is not already set as the default device (i.e. green checkmark), right-click on it and select Set As Default Device from the dropdown menu.

It is not necessary to have the audio or video recording devices connected during installation. However, the AVC setup wizard does require an audio device to be available for selection in order to save changes made within the wizard. Thus, if the audio input device is not connected during installation, ensure that at least one device is enabled in the Recording tab of the Windows Sound Control Panel.

# 4. INSTALLER

---

## 4.1 DOWNLOAD

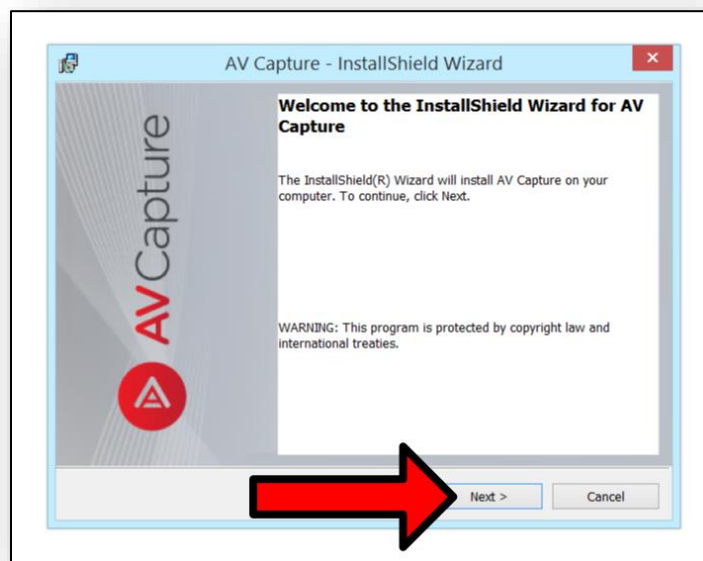
The AV Capture software installer may be downloaded via our [online portal](#). To gain access to the portal, you must have AVCA administrator log on credentials. If you are not currently setup as an administrator, anyone in your organization with those credentials can provide them to you. You are also welcome to contact [AVCA Customer Support](#) for assistance.

Once logged onto the portal, navigate to Account/Subscriptions/Downloads. In the Downloads section, click on the Production version hyperlink. This will open a Save As dialog box. Select the desired location and click Save to begin downloading the installer.

## 4.2 INSTALLATION WIZARD

To run the installer, you must have Windows administrator privileges. If you do not have administrator privileges, contact your I.T. department for assistance.

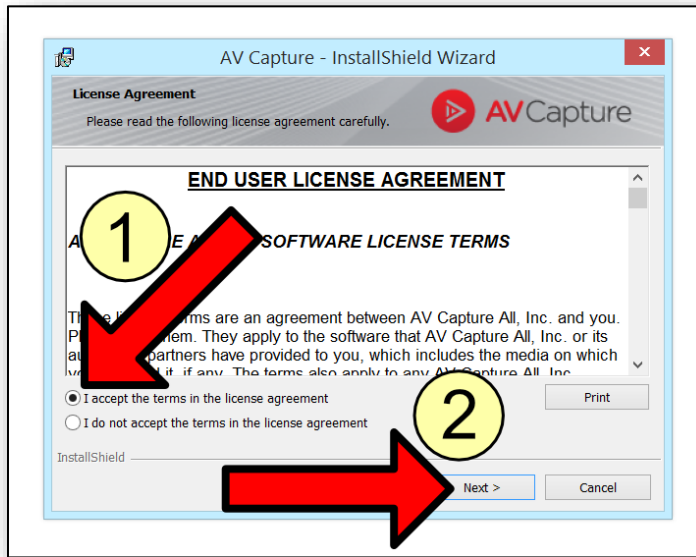
Double-click on the file downloaded in [Section 4.1](#) to run the installation wizard. If prompted by User Account Control, click Yes to allow the installer to run. Once the wizard has successfully loaded, click Next as shown in Figure 4.2-A (below).



**Figure 4.2-A: Installation Wizard**

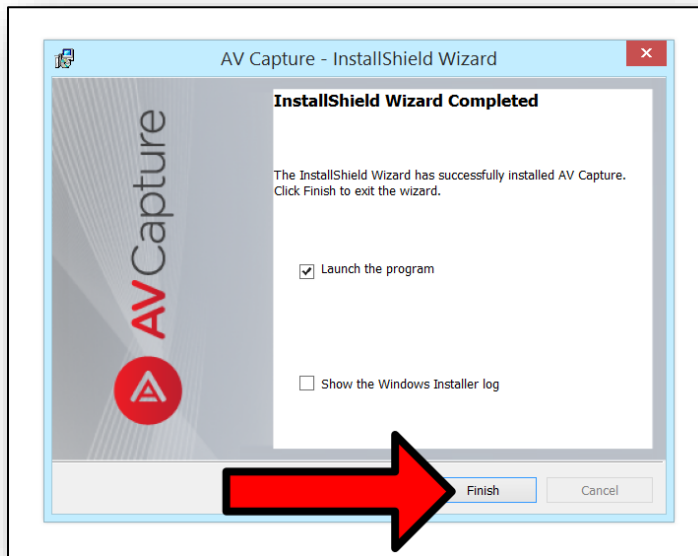


In the License Agreement page, click the radial button indicating that you accept the terms in the license agreement, then click Next as shown in Figure 4.2-B (below). This will initiate the installation of AV Capture.



**Figure 4.2-B: License Agreement**

Once the installation is complete, click Finish as shown in Figure 4.2-C (below). This will open the License Activation window. See [Section 5](#) for details regarding how to activate AV Capture licenses.



**Figure 4.2-C: Install Completion**

## 4.3 FILE LOCATIONS

AV Capture stores support files in three locations. These support files are in addition to the session files discussed in [other sections of this manual](#). The remainder of this sub-section describes the locations and functions of these files.

- C:\Program Files (x86)\AV Capture All – This folder contains the program executables, as well as all the files necessary for AVC to run.
- C:\ProgramData\AV Capture All – This folder contains settings and log files that are unique to the PC. After installation, the setup wizard stores the initial configuration to this location.
- C:\Users\[Username]\AppData\Local\AV Capture All – This folder contains settings and log files that are specific to the Windows user account. If a user (other than the one who installed AVC) runs the app, this folder will be created for that user. Any changes that this non-primary user makes to AVC settings will be saved to the configuration file in this location.

# 5. LICENSE ACTIVATION

---

## 5.1 OVERVIEW

AV Capture must have an active license in order to run. A license is unique to a PC, and to each software edition (i.e. Legislative, Judicial). If your organization has a subscription that includes both editions of AVC, a license must be activated for each edition.

A license is not specific to one Windows user account. Once the license is activated for a PC, all users will be able to run AVC.

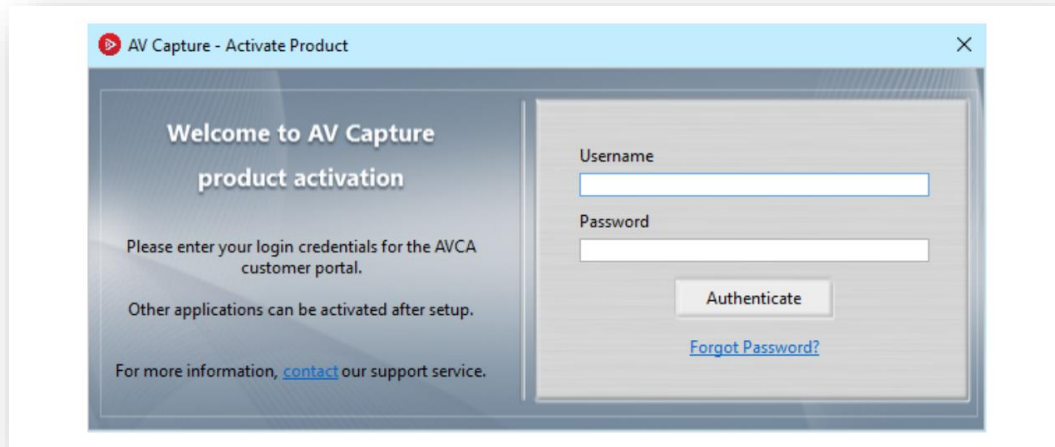
The activation process requires an internet connection for successful completion. This is for the purpose of accessing our online servers to verify that your organization's AVCA subscription is current.

## 5.2 AVCA CREDENTIALS

License activation requires AVCA administrator credentials. Your organization can setup who has these credentials via our online portal. If you are not currently setup as an administrator, anyone in your organization with those credentials can provide them to you. You are also welcome to contact [AVCA Customer Support](#) for assistance.

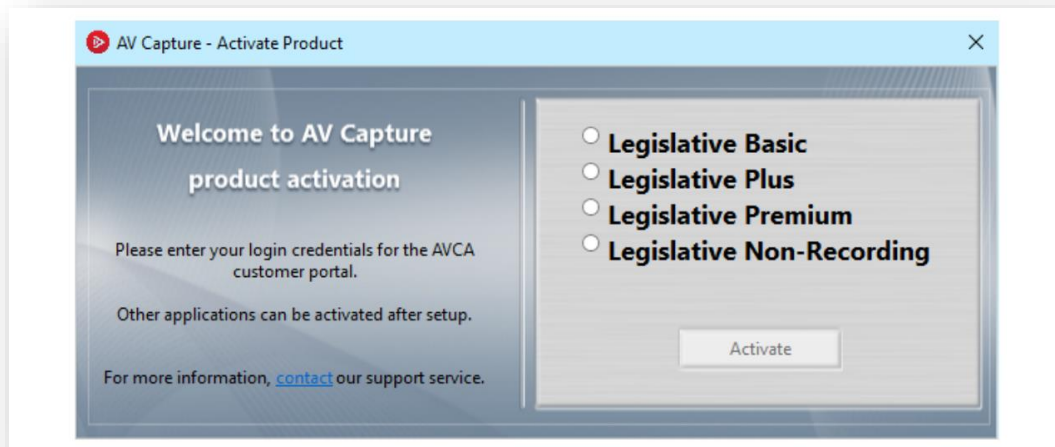
## 5.3 ACTIVATION WINDOW

The first time you launch AVC, the license activation window will appear as shown in Figure 5.3-A (below). Enter your AVCA credentials (i.e. username and password).



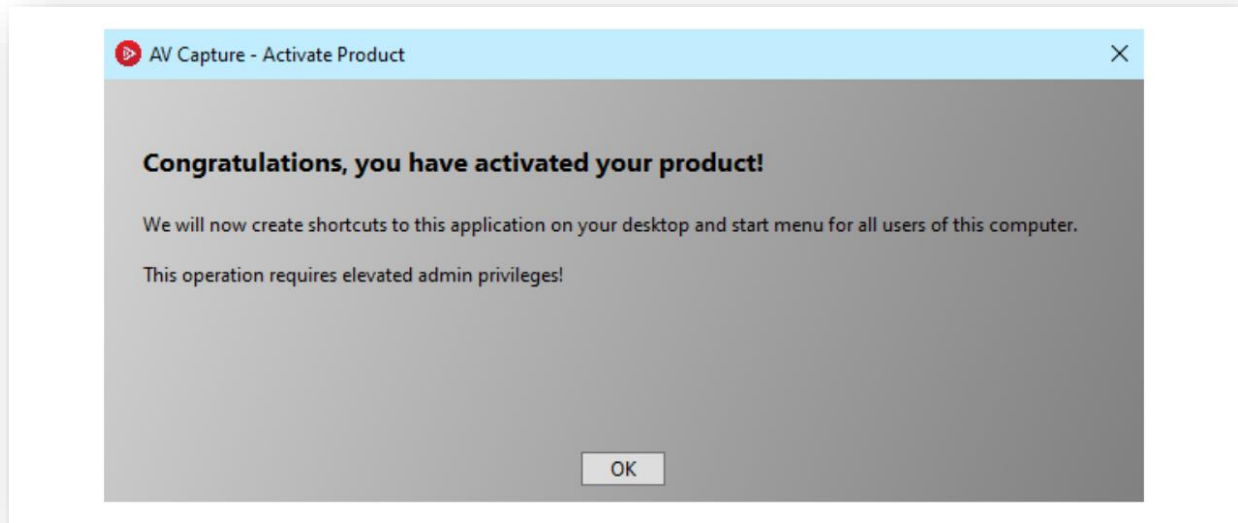
*Figure 5.3-A: License Activation Window*

Next, click the radial button to select the applicable product edition as shown in Figure 5.3-B (below).



*Figure 5.3-B: Edition Selection for Product License Activation*

Finally, click the Activate button. If successful, the window will display a congratulatory message, as shown in Figure 5.3-C (below). Click OK, and AVC will launch. If the activation fails, refer to the [Troubleshooting section](#) for potential causes and resolutions.

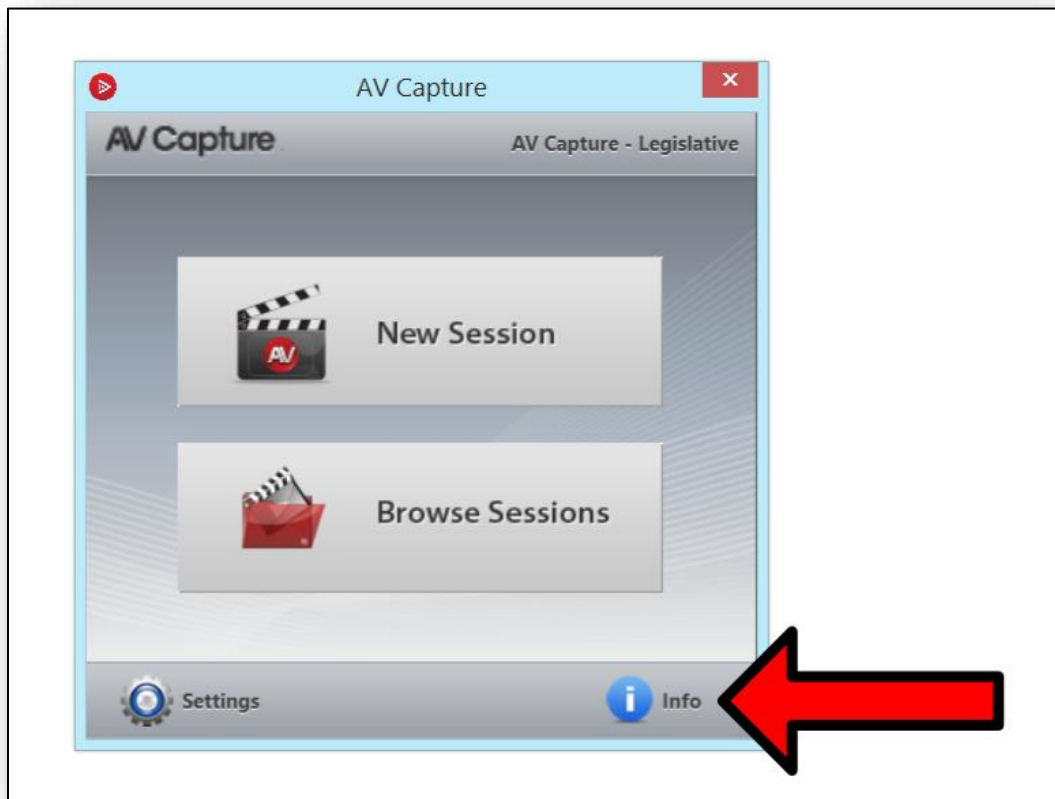


*Figure 5.3-C: License Activation Successfully Completed*

## 5.4 ADDITIONAL LICENSE ACTIVATION

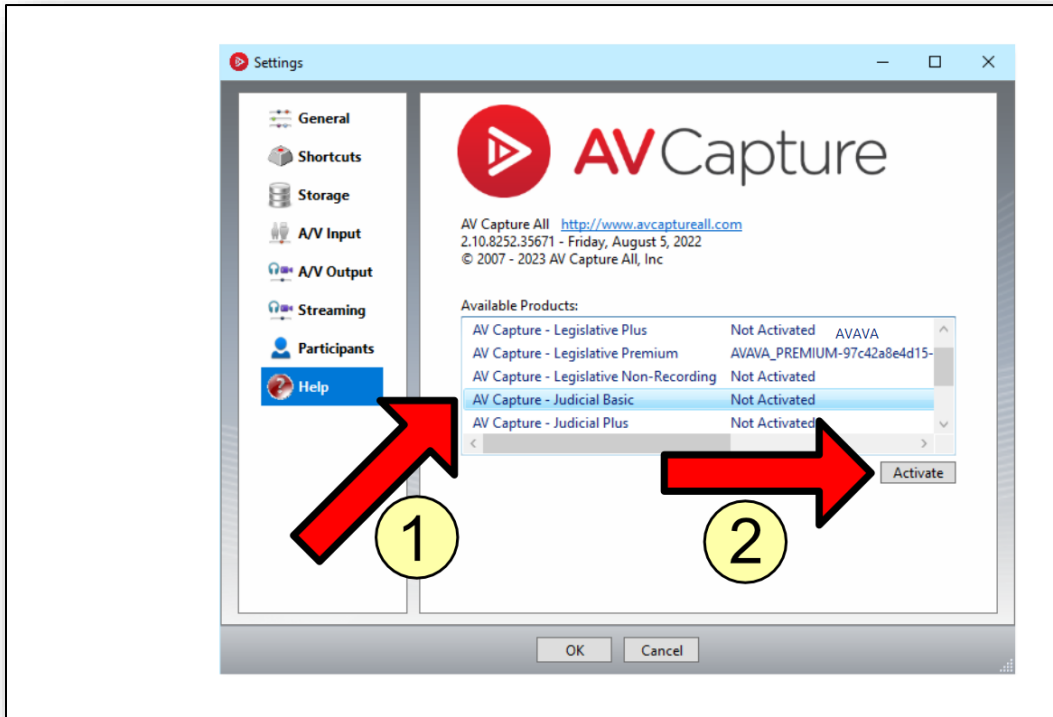
If your organization has a subscription that includes both editions of AVC, a license must be activated for each edition. After completing the first license activation, the activation window will close. The remainder of this section explains how to activate additional licenses.

In the AVC main window, click on the Info button, as shown in Figure 5.4-A (below). This opens the Help tab of the Settings window.



*Figure 5.4-A: AVC Info*

As shown in Figure 5.4-B (below), select the additional product edition that you wish to activate ① (e.g. Judicial), and click the Activate button ②. This will open the license activation window.



**Figure 5.4-B: Launching Window for Additional License Activation**

To complete the license activation, use the same steps as performed during the initial license activation in [Section 5.3](#).

Once the second license activation has completed successfully, a desktop shortcut is created for the newly activated edition. Windows User Account Control may prompt you to allow this change. As shown in Figure 5.5-C (right), there are now two desktop icons; one for each edition.



# 6. INITIAL SETUP

---

## 6.1 OVERVIEW

### 6.1.1 GLOBAL SETTINGS VS. USER-SPECIFIC SETTINGS

AVC settings are unique to each Windows user account. The AVC settings file is created in the ProgramData folder for the user logged in at the time of AVC installation. All subsequent changes made to AVC settings while logged in as this user will be saved to this location. If another Windows user logs in using a separate account, when they first open AVC the settings will be copied from the ProgramData location and be pasted into their UserData folder. All subsequent changes made to AVC Settings while logged in as a secondary user will be saved to this location.

The purpose of this design is to allow each user to tailor AVC settings to meet their needs. Some organizations have one Windows user account that is shared by an entire department, while others have a user account for each person. Depending on the architecture established in [Section 3.4.2](#), setting up AVC may be as simple as running through the AVC Setup Wizard, or may involve logging in under each Windows user account and changing settings to meet specific employee/department requirements.

### 6.1.2 EDITIONS

Each edition of AVC has its own unique settings. Thus, each edition must be setup separately.

### 6.1.3 ACCESSING SETTINGS

AVC Settings may be accessed via the [AV Capture Setup Wizard](#) or by opening AVC and navigating to the Settings window.

## 6.2 AV CAPTURE SETUP WIZARD

### 6.2.1 INTRODUCTION

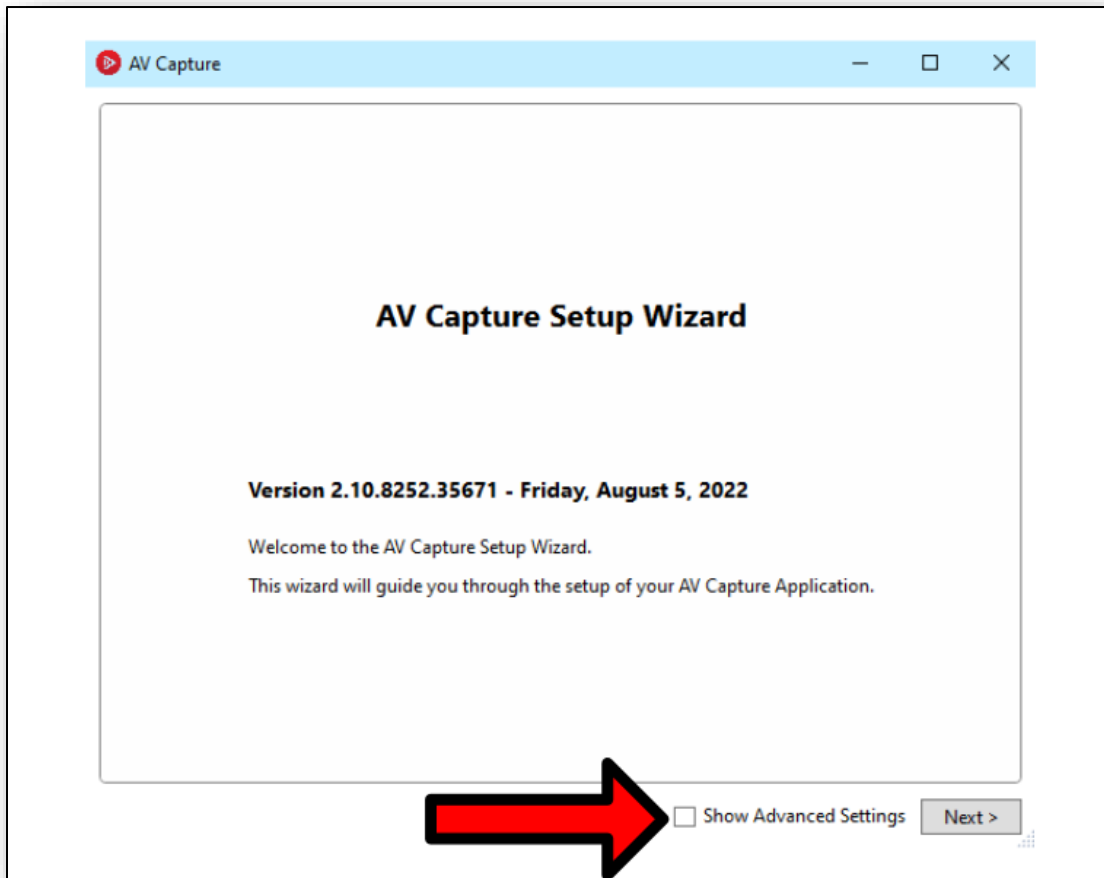
When first launching AVC, the AV Capture Setup Wizard will open. This section steps through the pages of the wizard and explains each setting in detail.

After completing the wizard, these settings are all available for modification via AVC's Settings window.



## 6.2.2 WELCOME

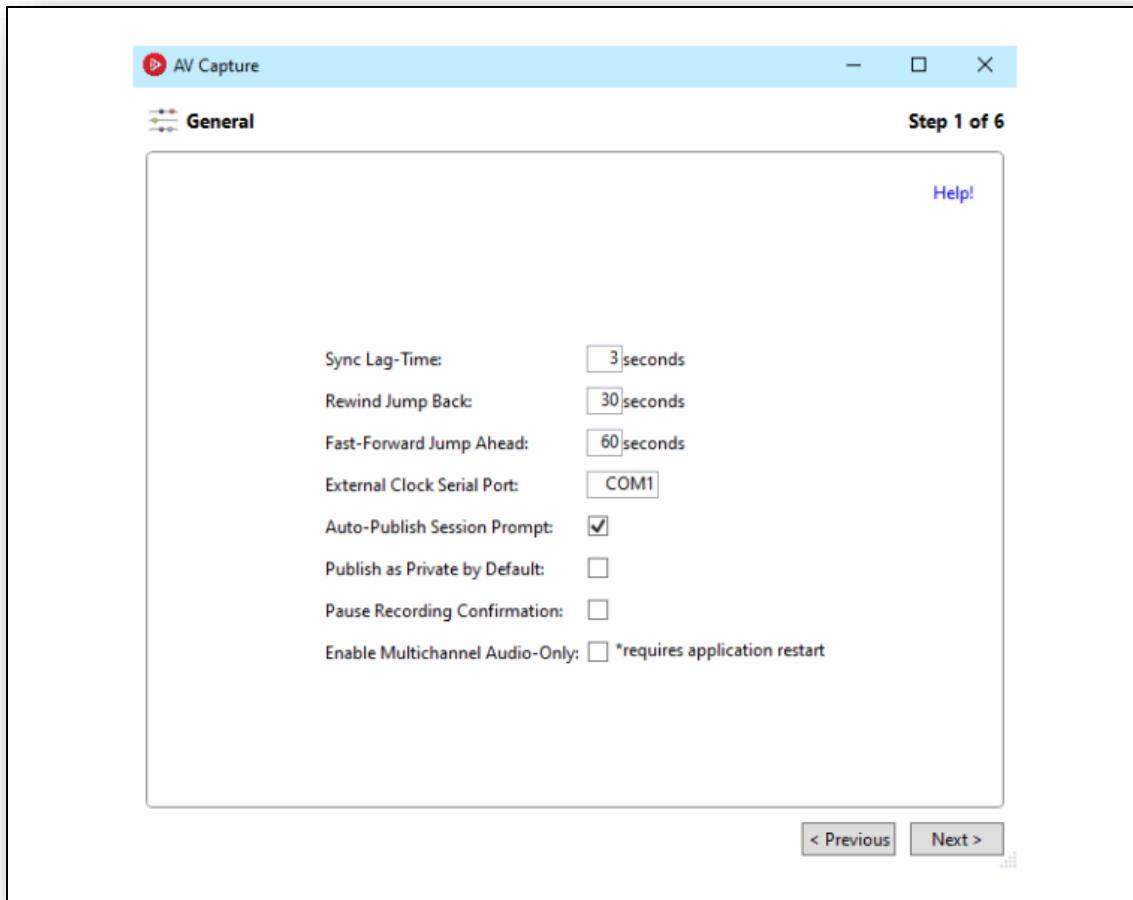
This page provides information about the version of AV Capture that is installed. It also allows for selection between minimal and advanced setup. We highly recommend selecting advanced setup, as shown in Figure 6.2-A (below). After making your selection, click Next.



*Figure 6.2-A: Setup Wizard - Welcome*

### 6.2.3 GENERAL

This page contains a variety of settings, as shown in Figure 6.2-B (below). After making any desired changes to the settings discussed below, click Next.



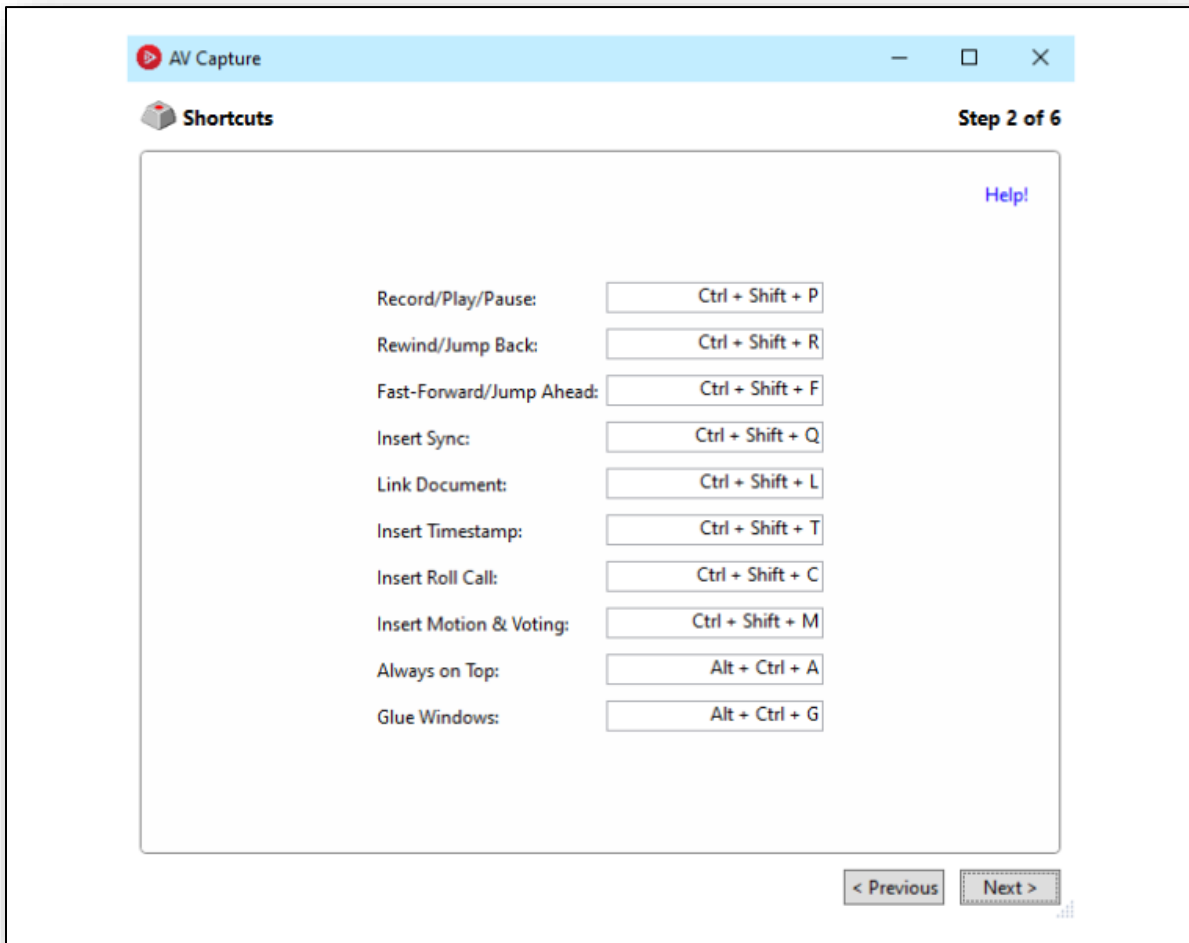
*Figure 6.2-B: Setup Wizard - General*

- **Sync Lag-Time:** The Sync button is one of the tools available in the Microsoft Word AV Capture Add-In. While actively recording in AV Capture, pressing the Sync button 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 setup 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 organizations 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:** 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.

## 6.2.4 SHORTCUTS

The Shortcuts page 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 6.2-C (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. After making any desired changes, click Next.



*Figure 6.2-C: Setup Wizard - Shortcuts*

## 6.2.5 STORAGE

This page includes the locations of both the Main Storage and Local Backup session folders, as well as Session Names and Session Locations. See Figure 6.2-D (below). After making any desired changes, click Next.

The screenshot shows the 'Storage' configuration step of the AV Capture setup wizard. The window title is 'AV Capture' and it is 'Step 3 of 6'. The 'Storage' section includes the following fields and options:

- Main Storage Folder:** E:\AVCA Storage
- Local Backup Folder:** E:\AVCA Backup
- Import Sessions:** (Empty field with an 'Import' button)
- Cloud Meetings Download - Start:** 4/17/2023
- Cloud Meetings Download - End:** 5/15/2023
- Auto Adjust Cloud Meeting Download Dates:**
- Session Names:** Planning Board, Council Meeting (with '+ Add' and '- Remove' buttons)
- Session Locations:** (Empty field with '+ Add' and '- Remove' buttons)

Navigation buttons '< Previous' and 'Next >' are located at the bottom right of the window.

*Figure 6.2-D: Setup Wizard - Storage*

- **Main Storage Folder:** This is the local or network location in which all session files are stored. The folder location may be selected either by typing the path in the text field or by clicking (...) 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.

- **Local Backup Folder:** This is the location in which all session files are stored for sessions created or modified on this PC. This folder must be stored locally on the PC hard drive. AVC will not function properly if this folder is stored on the network, on an online server, or using a hybrid cloud solution. The folder location may be selected either by typing the path in the text field or by clicking (...) on the right-hand side, which will open a Browse For Folder window.

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

1. Provides users with the ability to select session names from a dropdown list when creating new sessions.
2. 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.
3. The public may easily search by session name using the embedded AVCA controls on your organization's website.

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.

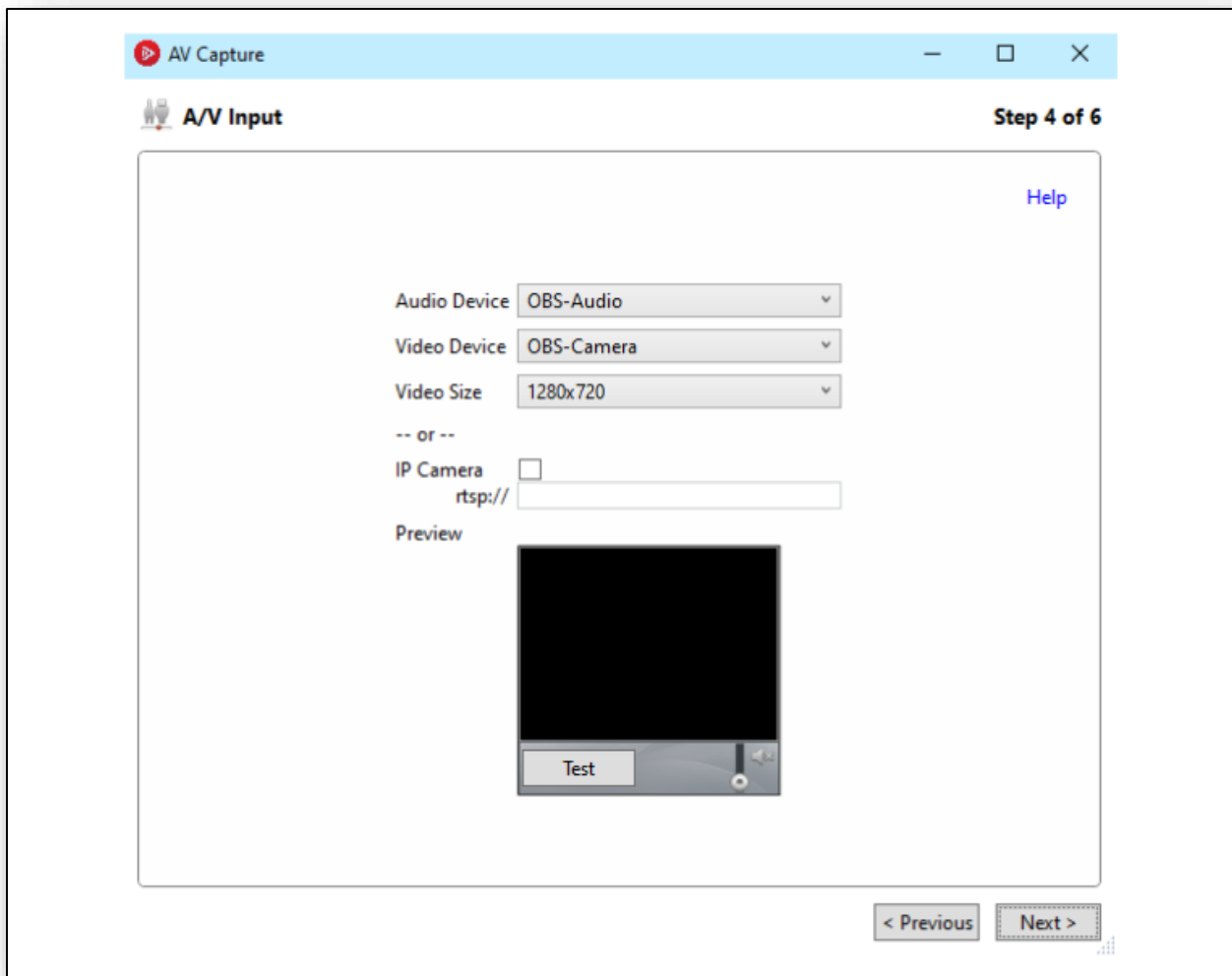
- **Session Locations:** This provides each session with a record of the location in which the associated meeting took place.

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.

## 6.2.6 A/V INPUT

The A/V Input page allows for the setup and testing of the video and/or audio input sources used for media recording, as shown in Figure 6.2-E (below).

As noted in Section 3.5, the AVC setup wizard requires an audio device to be selected before proceeding in order for changes made within the wizard to be saved.



*Figure 6.2-E: Setup Wizard - A/V Input*

- **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.

If the audio device to be used for recording is not available at the time of initial setup, select any available device in the dropdown menu to enable completion of the wizard. In this scenario, note that this setting will need to be updated prior to recording in AVC.

- **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).

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.

For PCs that meet our minimum [system requirements](#), the CPU usage should be around 30% with AVC recording at the recommended resolution of 1280 x 720. During [testing](#), if CPU usage is above 50%, we recommend lowering the resolution. This is to avoid any potential issues that may arise from lack of system resources.

If a lower resolution becomes necessary, using a video device's native resolution is the first value to try. The native resolution of the currently selected video device is displayed at the top of the dropdown menu's list. The remainder of the list includes all resolutions supported by the video device, from highest to lowest.

- **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.
- **Preview:** This feature provides a means to ensure that both the video and audio devices are setup 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.

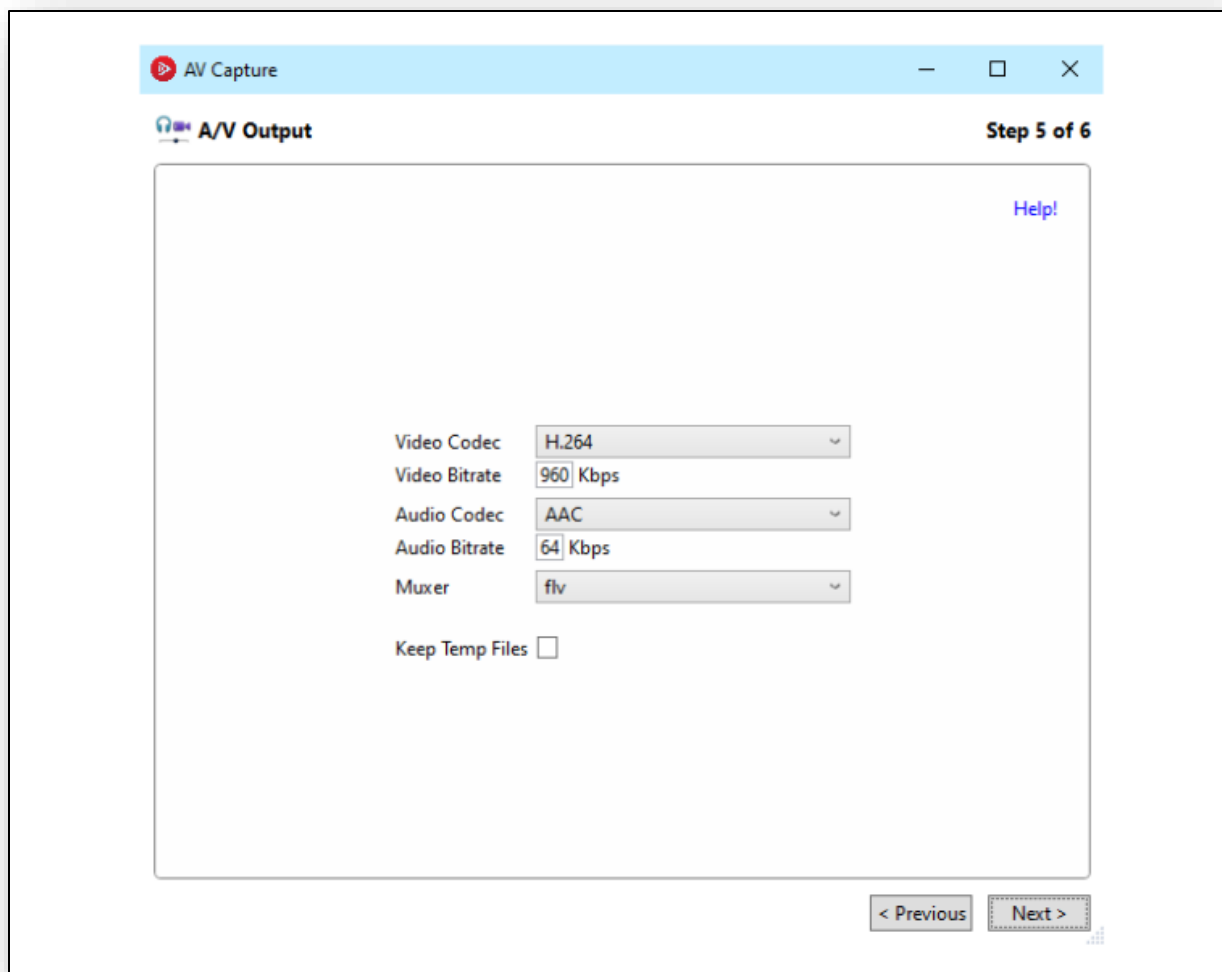
To adjust the audio playback volume level during the preview, move the slider control in the lower-righthand corner of the preview window up or down to suit your preference.

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



## 6.2.7 A/V OUTPUT

The A/V Output tab contains settings related to media encoding, such as format, codecs, and bitrates, as well as whether live streaming is enabled, as shown in Figure 6.2-F (below).



*Figure 6.2-F: Setup Wizard - A/V Output*

- **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 Customer 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.
- **Enable Live Streaming:** If your organization's AV Capture subscription includes live streaming, this feature may be turned on at your discretion. Prior to doing so, however, we recommend [contacting AVCA](#) for a free training session.

Typically, AVC users either live stream or they don't. However, some organizations 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.

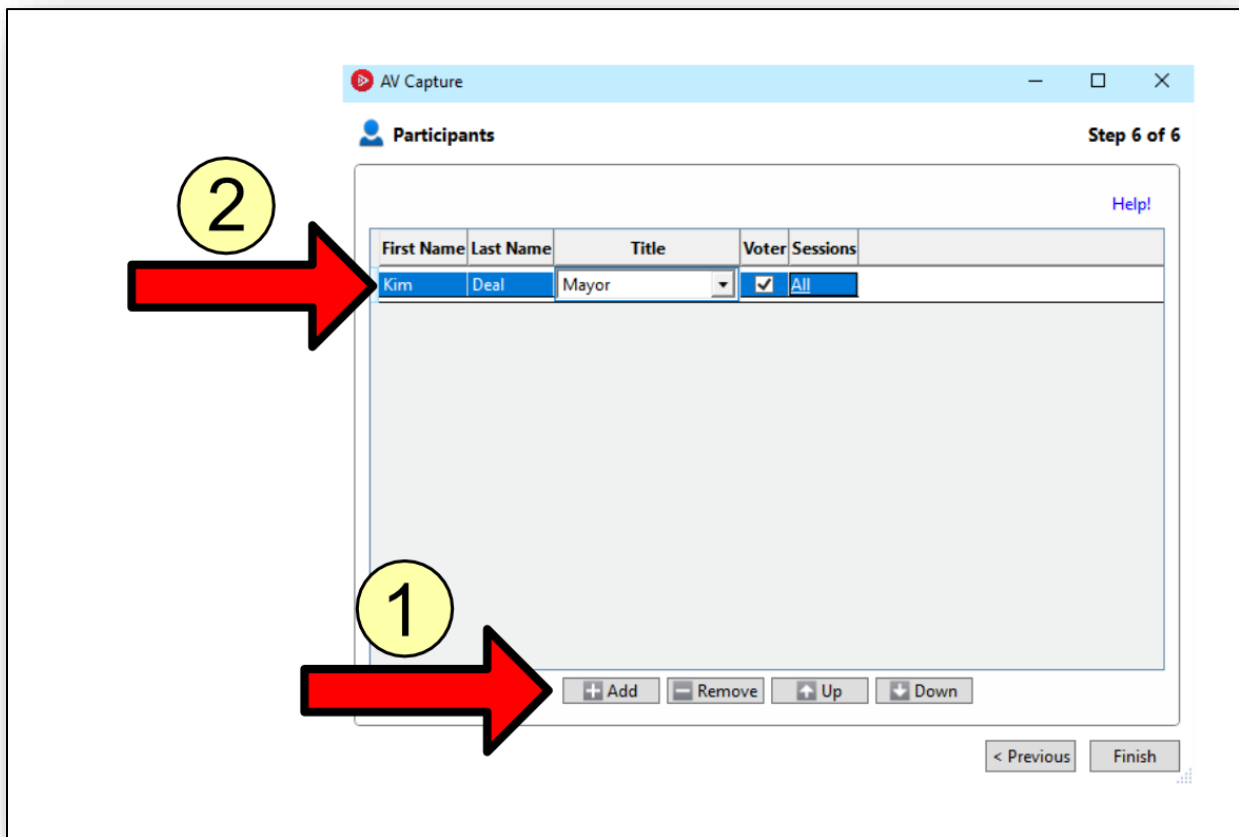
See the [AVC User Manual](#) for further details regarding live streaming.

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

## 6.2.8 PARTICIPANTS (LEGISLATIVE EDITION ONLY)

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 the Legislative edition of AVC is designed to provide, so taking a few minutes to set this up now will save countless hours over time.

As shown in Figure 6.2-G (below), first click the Add button ①, then insert the necessary details in each column ②. Repeat this process until all participants are listed. See the [AVC User Manual](#) for further details.



*Figure 6.2-G: Setup Wizard - Participants (Legislative Edition Only)*

## 6.3 DEPARTMENTS

### 6.3.1 DEPARTMENT VS. SESSION TITLE

A department can be thought of as a storage bin. Adding a department will create a new storage bin for sessions. This enables your organization to provide the public with a unique webpage for each department, if desired.

Session titles can be thought of as sub-sections within a department. If you have set Participant associations in AV Capture Settings, these associations are with session titles. As a helpful navigation tool, the public may easily search by session title using the embedded AVCA controls on your organization's website. However, session titles do not allow for the level of separation (i.e. unique webpages) that using different departments provides.

Before proceeding, please be certain that your organization does in fact want to add a department, and not just a session title. This is critical, as adding a new department may require changes to your organization's website. For example, if your organization has a different webpage for each department's sessions, your webmaster must create a new webpage for the new department, as well as links to the new webpage.

### 6.3.2 ADD A DEPARTMENT

This action must be completed via AV Capture All's online portal, using Internet Explorer. Please see our [How-to Guide](#) for step-by-step instructions.

## 6.4 EMBEDDED CONTROL FOR WEBSITE

In addition to hosting published sessions on the [AVCA website](#), we also offer an embedded control for organizations to place on their website. This embedded control is in the form of an HTML Iframe. It includes search tools, and provides a list of all session links published by your organization. Furthermore, each Iframe may either display all sessions, or only those published by a specific [department](#).

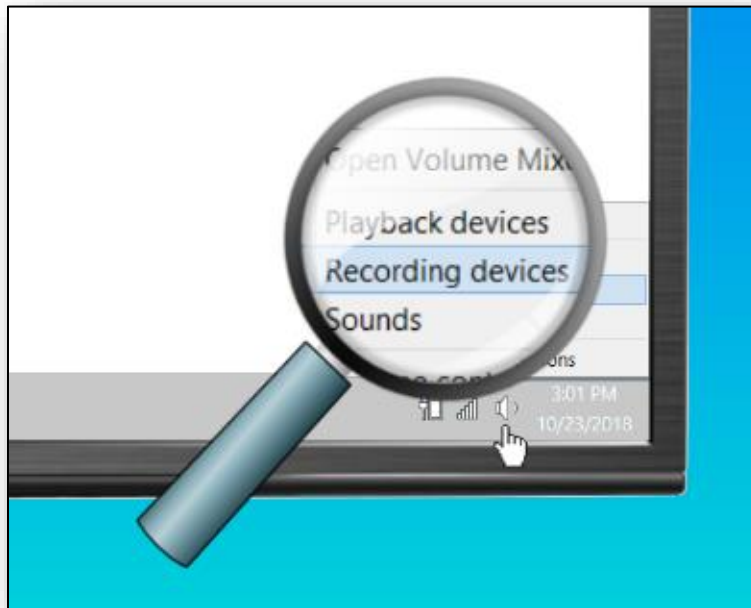
Please contact [AV Capture](#) to have an embedded control Iframe tailor made to fit your organization's needs.

## 6.5 AUDIO RECORDING DEVICE

### 6.5.1 GENERAL

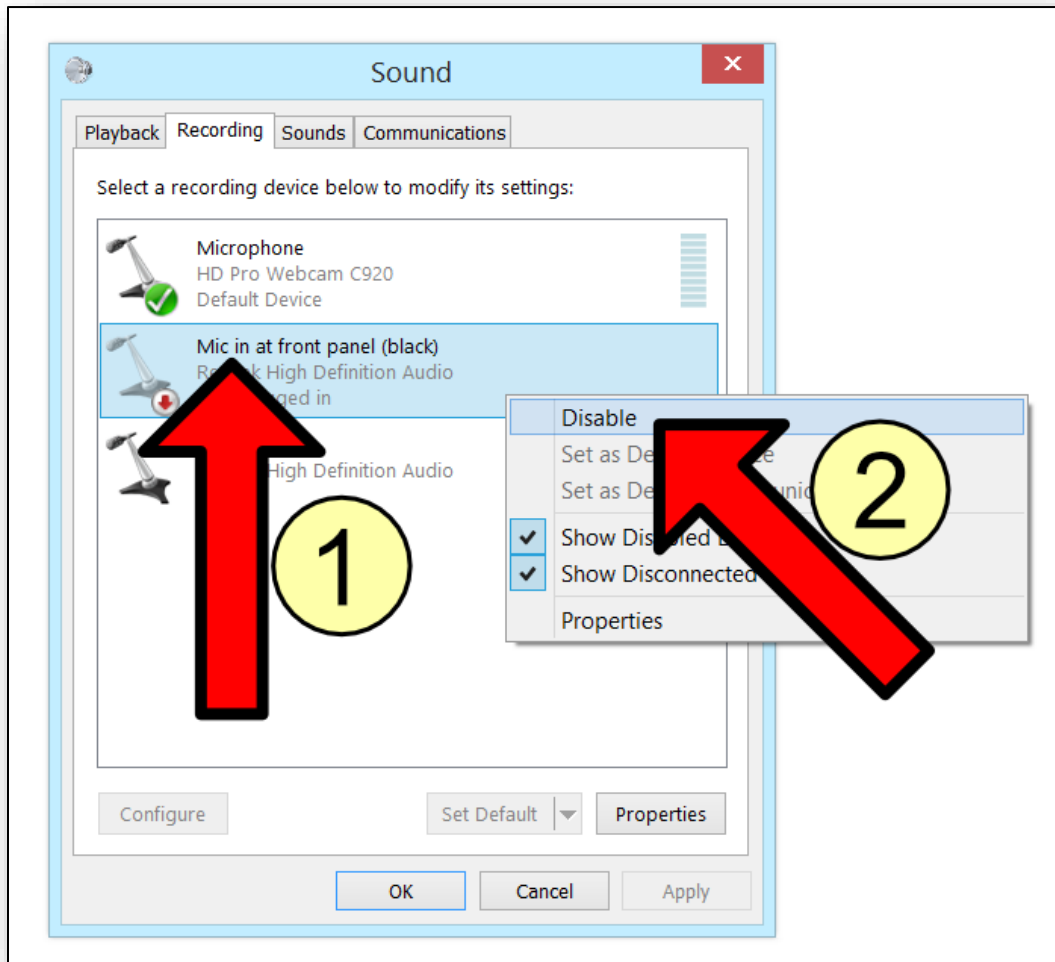
As an audio hardware system is powered on/off, or connected/disconnected to the recording PC, Windows changes the "Default" recording device in the background. This can lead to AV Capture not recording audio. For this reason, we highly recommend disabling the recording devices not used for AVC.

To disable unused recording devices, first right-click on the loudspeaker icon in the lower-righthand of your Windows system tray and select Recording Devices, as shown in Figure 6.6-A (below).



*Figure 6.5-A: Open Windows Sound - Recording Tab*

As shown in Figure 6.6-B (below), right-click on an unused audio device ①, and select Disable in the dropdown menu ②. Repeat this operation for all other unused audio devices.



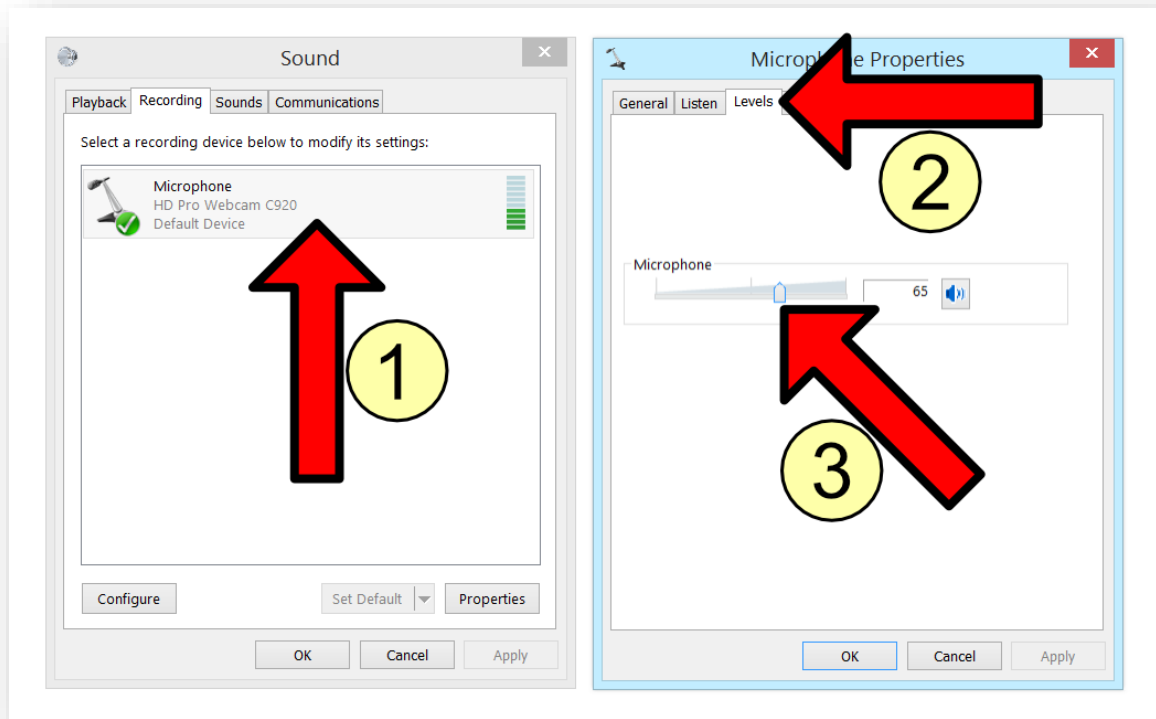
*Figure 6.5-B: Disabling Unused Audio Devices*

## 6.5.2 RECORDING LEVEL

Prior to using AVC for session recording, it is best-practice to optimize the gain level of the audio input device. The goal is to ensure that the quietest talker furthest away from a microphone will be heard, while the loudest talker closest to a microphone will not cause clipping (i.e. distortion).

To set the audio device's gain level, first right-click on the loudspeaker icon in the lower-right hand of your Windows system tray and select Recording Devices, as shown in [Figure 6.6-A](#) of Section 6.6.1. This will open the Windows Sound window to the Recording tab.

As shown in Figure 6.6-C (below), double-click on the audio device used for recording in AVC ①. This will open the device's Properties window. Next, select the Level tab in the Properties window ②. Finally, have someone speak into the microphone(s) while adjusting the level ③. Use the meter in the Sound window as a guide for adjusting the level up/down as the talker switches between loud and soft, near and far.



**Figure 6.5-C: Adjusting the Audio Recording Device Gain Level**

# 7. VERIFICATION TEST

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## 7.1 OVERVIEW

After completing the AVC installation and setup, we recommend testing the critical functions of each AVC software component. This is an important step due to the number of resources AVC is dependent on in order to function correctly.

The remainder of this section describes how to verify your initial AVC setup, network permissions, Microsoft Word interaction, and A/V system connectivity. Check the [Troubleshooting section](#) for potential causes and solutions to any issues discovered while testing.

## 7.2 STEP-BY-STEP VERIFICATION

### 7.2.1 CREATE SESSION AND IMPORT DOCUMENTS

1. Open AVC and click New Session.
2. In the New Session window, click Create Session.
3. In the Session Documents section, click Import, and select Agenda or Court Calendar (depending on the AVC edition) from the dropdown menu.
4. Use the browser to select a document (this must be a Microsoft Word document) and click Open.
5. Verify that Word launches, opens the document, and "glues" itself to AVC.
6. In the Session Documents section, click Import, and select Related Document from the dropdown menu.
7. Use the browser to select a PDF document and click Open.

### 7.2.2 NETWORK STORAGE

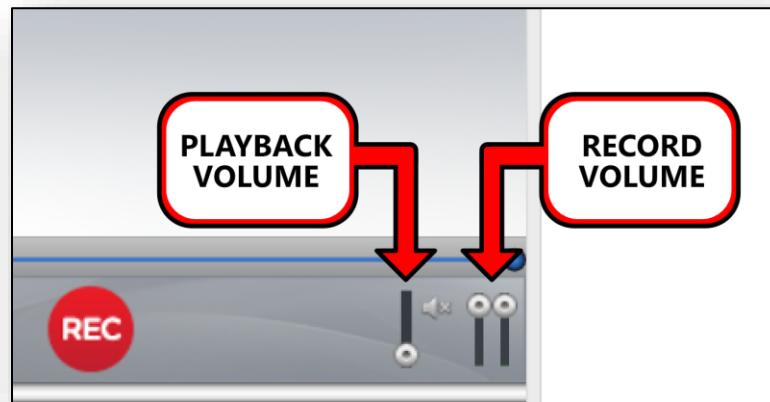
8. Exit the session. When prompted, do not publish.
9. Open the Browse Sessions window.
10. Verify that the session has a (✓) in the Status column. The status column displays whether a session's metadata and media have been successfully ported over to the AVCA Storage folder upon exiting the session. If 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.

### 7.2.3 RECORD MEDIA

11. Open the session by double-clicking it in the Browse Sessions window.



12. Verify that the session opens, launches Microsoft Word, and opens the Agenda or Court Calendar.
13. If the PC audio is output to loudspeakers, slide the Playback Volume slider down all the way in order to avoid a feedback loop during recording. If the PC audio is output to headphones, it may be adjusted to suit the user's preference. See Figure 7.2-A (below).



*Figure 7.2-A: Volume Sliders*

14. Click the **(REC)** button.
15. If recording video, ensure that the media window displays the video being captured.
16. Verify audio is present by having someone speak into the microphone(s) and monitoring the audio meter (which doubles as the Record Volume slider). Headphones are also a good tool for monitoring whether audio is present.
17. Click the Pause button ( **II** ) to stop recording.

#### **7.2.4 AVC ADD-IN FOR MICROSOFT WORD**

18. Verify that the AV Capture add-in's ribbon tab is open and enabled in Microsoft Word.
19. Place the cursor inside the document and click the Sync button (located in the ribbon).
20. Verify that a hyperlink now appears where the cursor is located

#### **7.2.5 PUBLISH SESSION**

21. Exit the session.
22. Open the Browse Sessions window.
23. Verify that the session has a ( **✓** ) in the Status column.
24. Select the session (i.e. single click).
25. Click the Publish button (located on the task bar).
26. In the Publish window, click Publish.
27. Every 30 seconds or so click Refresh (located on the task bar), until the current date and time are displayed in the session's Published Date column.

### **7.2.6 VIEW ONLINE**

28. Select the session (i.e. single click).
29. Click the View Online button (located on the task bar). This will open your default web browser to the web page where the published session is located on the AVCA server.
30. In the web browser, verify that the session media looks and sounds good, and that the agenda is displayed correctly.

# 8. SOFTWARE UPDATES

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## 8.1 GENERAL

AVC software updates often include new features and bug fixes introduced by Windows updates. We rarely change the user interface, because we understand that doing so would be undesirable to our users. For these reasons, it is best-practice to keep AVC up-to-date on recording PCs and user workstations alike.

## 8.2 AUTO-UPDATES

To simplify the software update process, we provide the option for organizations to enroll in our auto-update service. If enrolled, users are notified of available updates when launching AVC. They then have the option to download and run the installer, or postpone the update and launch AVC as normal. We minimize the number of AVC updates to one or two per year, so enrollment in this service is non-intrusive.

## 8.3 PREREQUISITES

### 8.3.1 PERMISSIONS

Windows administrator permissions are required to run the software update installer. If an end user lacks local administrator credentials, they must contact their I.T. department for assistance.

### 8.3.2 INTERNET ACCESS

The software update installer automatically updates applicable AVC software licenses. An internet connection is required for this to occur.

## 8.4 POST-UPDATE

### 8.4.1 AVC SETTINGS

Updates do not require the same level of setup as the initial installation because all the AVC settings persist through the update. However, if a change occurs that adds a setting or changes a setting's available values, the changes made to the configuration file will need to be shared with other users (if applicable).

To determine which configuration file was updated by the software update, open Registry Editor and navigate to HKEY\_CURRENT\_USER ► Software ► AV Capture All ► Settings. This will display the locations of both the Legislative (AVAVA) and Judicial (AVJRA) configuration files.

Next, open Windows File Explorer to the configuration file location. The filename is appconfig.xml. You can then decide whether to copy the entire file and paste it over the other existing configuration files, or open the configuration file and use a setting-by-setting splice approach. Which method suits your needs depends on whether each user has unique settings, or they all share the same settings.

Configuration file folder locations:

1. C:\Users\[Username]\AppData\Local\AV Capture All\Settings
2. C:\ProgramData\AV Capture All\Settings

# 9. TROUBLESHOOTING

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## 9.1 LICENSE ACTIVATION

ISSUE	POTENTIAL CAUSE	SOLUTION
"Failed to activate application" error message	AVCA credentials were incorrectly entered in the Activate Product window	Obtain the correct username and/or password and re-enter them in
	All available AVC licenses are currently in use	Uninstall AVC on one or more PCs no longer running AVC, or contact AVCA Customer Service to add additional licenses

## 9.2 AVC ADD-IN FOR MICROSOFT WORD

ISSUE	POTENTIAL CAUSE	SOLUTION
AV Capture toolbar is missing from the Word ribbon	AV Capture toolbar is not turned on in Word	Open Word Options and navigate to the Add-ins tab. Select COM Add-ins in the Manage menu and click Go. Check the box for AVC Add-in and click OK
The tools in the AV Capture toolbar are grayed out	AV Capture add-in is disabled in Word	Open Word Options and navigate to the Add-ins tab. Select Disabled Items in the Manage menu and click Go. If AVC Add-in is listed, select it, click Enable, and click OK
	Document was not opened via AVC session	AVC add-in only works in association with AVC. Close the document, launch AVC, and open the session containing the document you wish to edit

## 9.3 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 ( <b>Refresh</b> ) 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

## 9.4 PUBLISHING

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
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

## 9.5 AUDIO AND VIDEO DEVICES

ISSUE	POTENTIAL CAUSE	SOLUTION
At start of recording an Error window appears which states "Cannot record from the selected device..."	The USB connected recording device is not powered on	Power on the device
	The USB connected recording device is connected to the wrong USB port on the PC	Connect the recording device to the same USB port used during initial AVC setup. Label the port to ensure the device is always connected to the same port
	The recording device is disabled	Right-click on the loudspeaker icon in the system tray and select Sounds. In the Sound window, navigate to the Recording tab. Right-click on the recording device and select Enable
No audio (i.e. silence) was recorded	A different recording device has the Default Device status	Right-click on the loudspeaker icon in the system tray and select Sounds. In the Sound window, navigate to the Recording tab. For all devices except the recording device, right-click on the device and select Disable
	If using Windows Remote Desktop, the audio is being stolen from the recording PC	In RD, open Options and navigate to the Local Resources tab. In the Remote Audio section, click Settings. In the Remote Audio Playback section, select "Play on remote computer"
	The USB audio recording device drivers are not installed or out-of-date	Install or update the device drivers
No video was recorded (only audio)	The camera driver is not installed or out-of-date	Install or update the device drivers



# 10. SUPPORT

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## 10.1 USER MANUALS

The application user manual starts where the installation manual leaves off. It is intended to walk end-users through every aspect of utilizing the AVC software.

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. For access to our current user manuals, visit our website's [Support](#) page.

## 10.2 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.

## 10.3 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.

## 10.4 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](mailto:support@avcaptureall.com)

Phone: [\(888\)360-2822](tel:(888)360-2822)