How-to Guide:
Import a Video MP4

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❧ Overview ❧

The purpose of this guide is to walk you through the steps necessary to import a video recording from an external source into an AV Capture session. If at any time you have questions regarding this process, please call our customer support line at 888-360-2822 or email us at Support@AVCaptureAll.com.

❧ Prerequisites ❧

Video files to be imported into an AV Capture session must be in MP4 format. If you are uncertain whether your video file is an MP4, you can find out by checking the file extension (e.g. meeting-recording.mp4). If the file extension is hidden, simply right-click on the file and select Properties from the dropdown menu. As shown below, the file extension can be found in parentheses next to "Type of file".
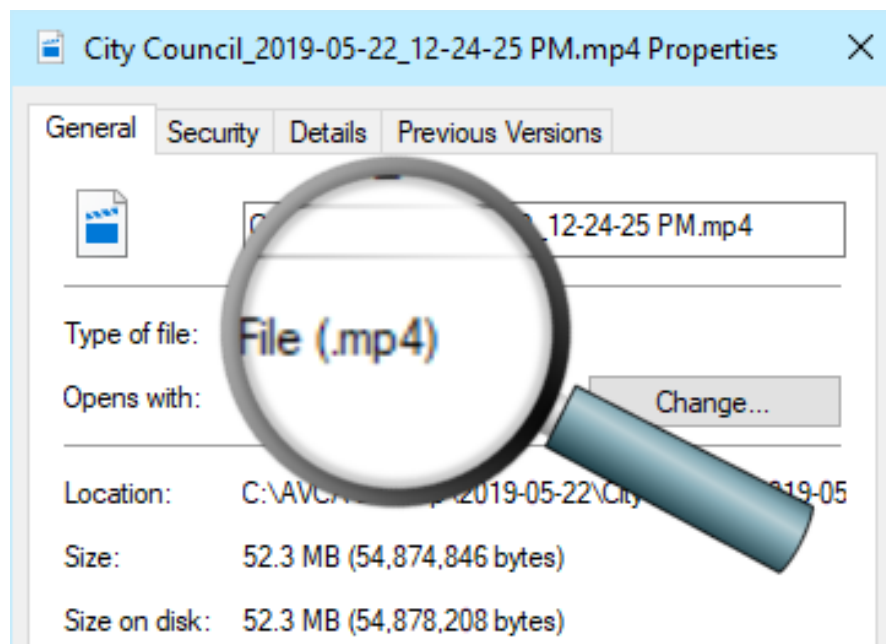
If the file format is MP4, skip ahead to the Directions section. If the file format is not MP4, continue on to the Conversion to MP4 section.

❧ Conversion to MP4 ❧

This section only applies to video media files that are not in the MP4 format (e.g. WMV, AVI, etc.).

Third-party software is required for conversion to MP4. We recommend Any Video Converter, though any software that provides the necessary conversion may be used. To provide the level of detail desired in this guide, the following directions assume Any Video Converter is used.

The free version of Any Video Converter is available for download here. During installation, select Advanced Options, and deselect any bundled software listed. Once the installation is complete, use the following steps to perform the conversion.
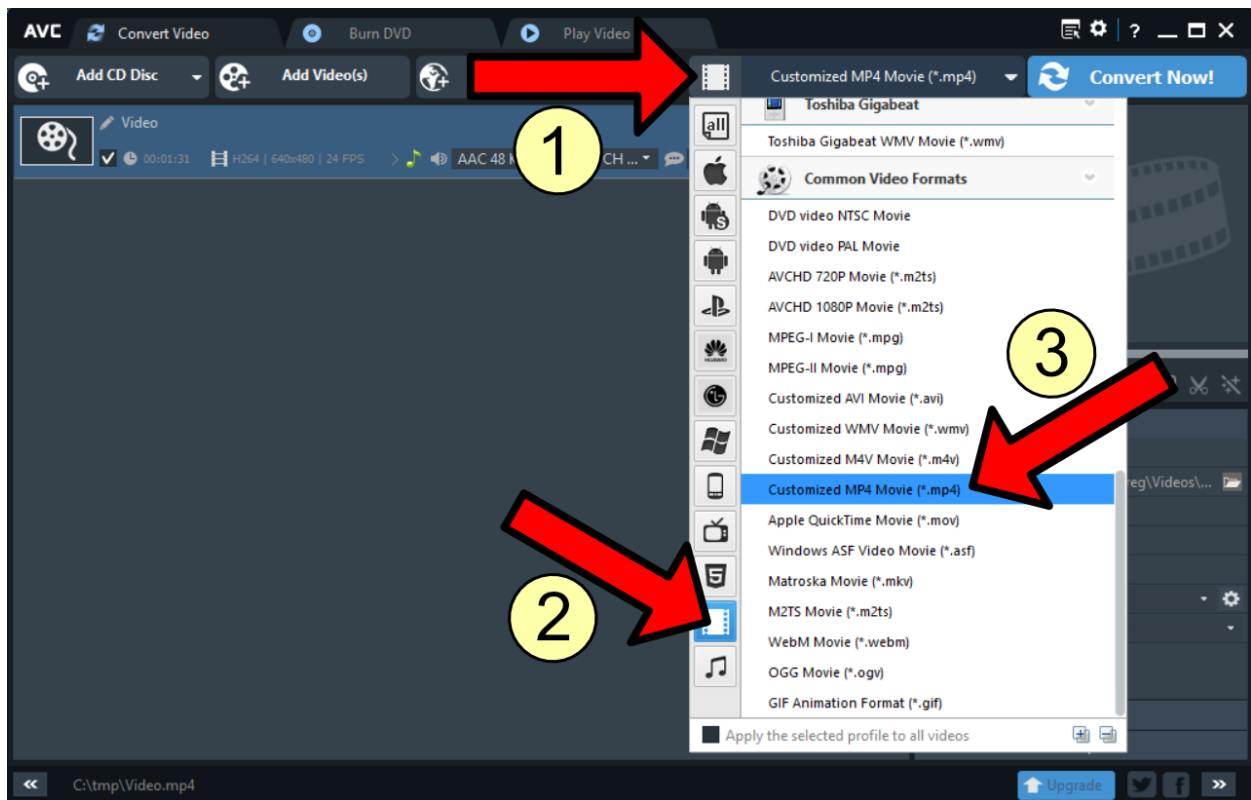
Step 1: Open Windows File Explorer and navigate to the folder where the video file is located.

Step 2: Open Any Video Converter.

Step 3: Drag the video file from the File Explorer window and drop it on Any Video Converter.
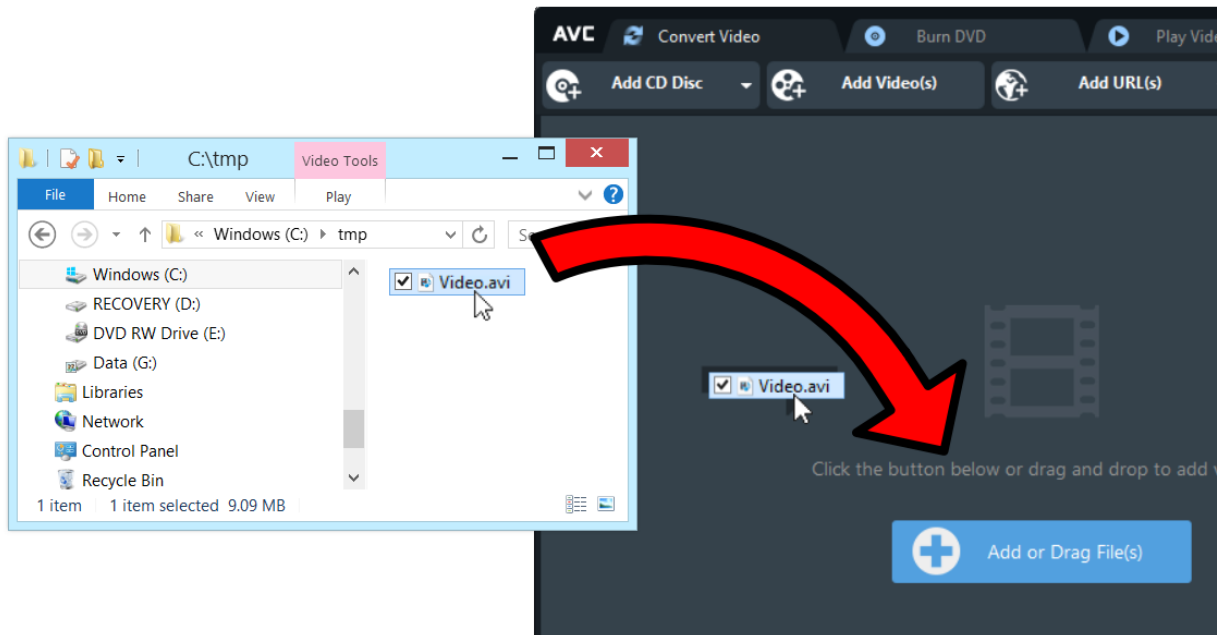
Step 4: Next, click the Select Output Profile dropdown menu (①), navigate to the Video Files tab (②), scroll down and select Customized MP4 Movie (③).

Step 5: In the lower-righthand corner of the window in the Basic Options section, set the Video Size to the resolution your organization records to.
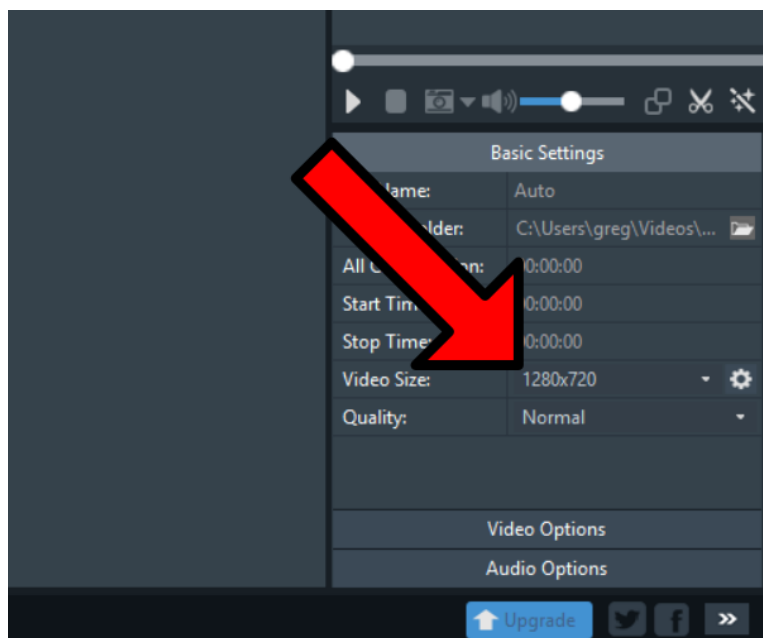
If you are uncertain what this setting is and are currently using the recording PC, it can be found in AV Capture ► Settings ► A/V Input. If you are currently using a workstation PC, this setting can be found using the following steps:

1. Open AV Capture's Browse Sessions window
2. Select (i.e. single-click) a session that has a recording
3. Click the Burn button (in the toolbar) – this will open File Explorer
4. In File Explorer, right-click the MP4 file and select Properties
5. In the Properties window, navigate to the Details tab
6. The Frame Width and Frame Height combined are the Video Size

Step 6: Just below Basic Settings, click Video Options to expand that section. Update the settings as follows:

➢ Video Codec = x264
➢ Video Bitrate = 960
➢ Frame Rate = 30
➢ Video Aspect = Auto
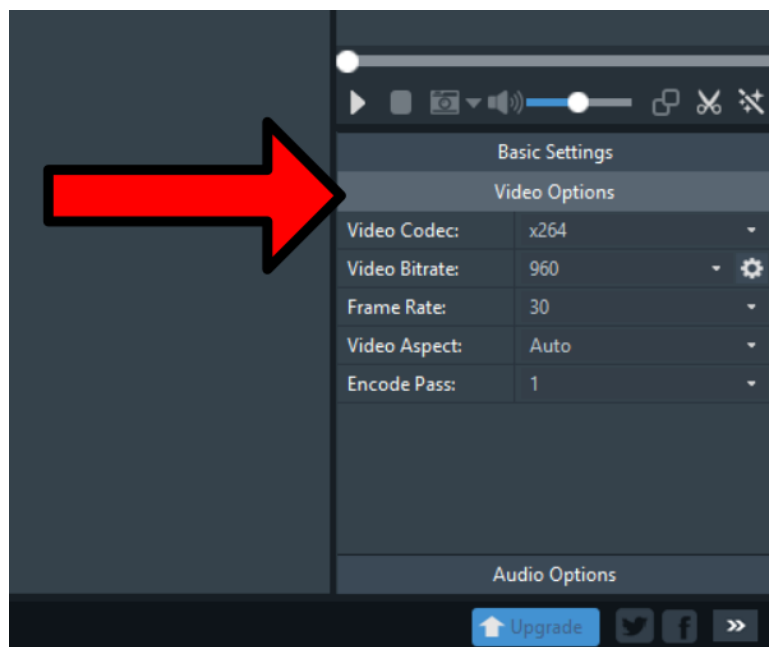
Step 7: Just below Video Options, click Audio Options to expand that section. Update the settings as follows:

- ➢ Audio Codec = aac
- ➢ Audio Bitrate = 64
- ➢ Sample Rate = 44100
- ➢ Audio Channel = 2
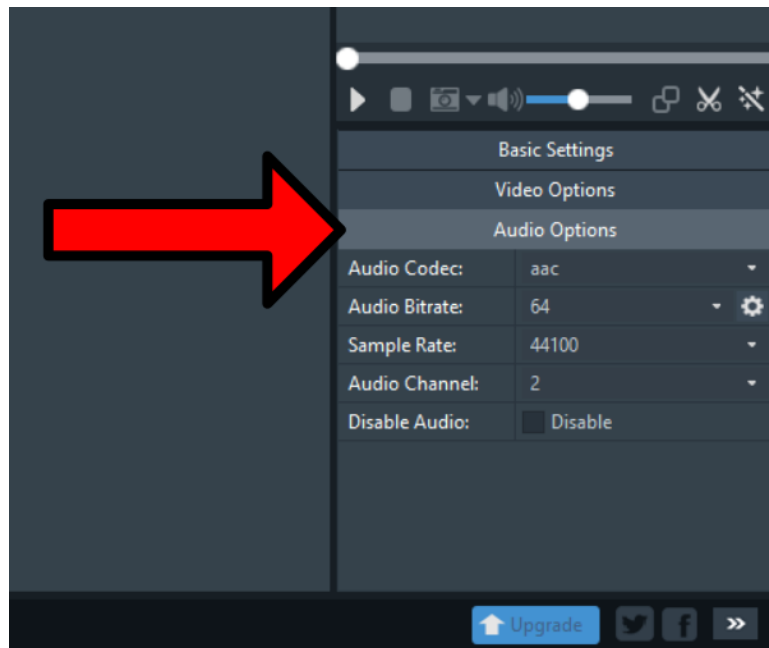
Step 8: In the upper-righthand corner of the window, click the Convert Now button.


Upon completion, a File Explorer window will open to the temporary location of the converted file. The MP4 video file can now be moved to a more permanent location.

You are now ready to import the MP4 file you just created. Continue on to the Directions section for steps on how to do so.

❧ Directions ❦

Step 1: Create a new session or open a session that has not yet been recorded to.

Step 2: Click the Import AV button (①). In the subsequent folder, find and select the MP4 media file you want to import (②) and click Open (③).
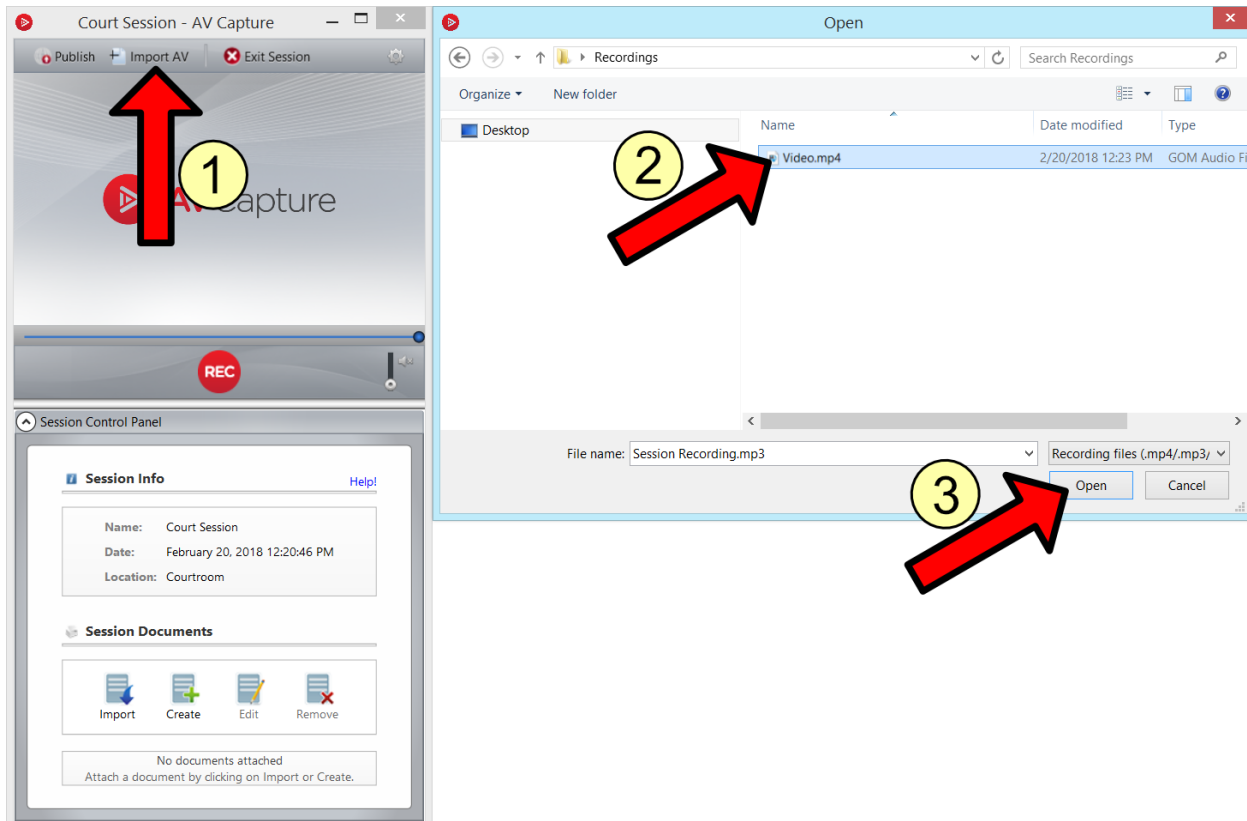
Step 3: Import any session documents you wish to attach.

Step 4: After verifying that everything looks and sounds good, publish the session.

Step 5: Once the publish is complete, view the session online and verify that it plays back successfully.

❧ Summary ☙

If you followed the steps above, you have successfully imported a video file and verified that it plays back successfully in AV Capture and online. If this is not the case, please call our customer support line at 888-360-2822 or email us at Support@AVCaptureAll.com.