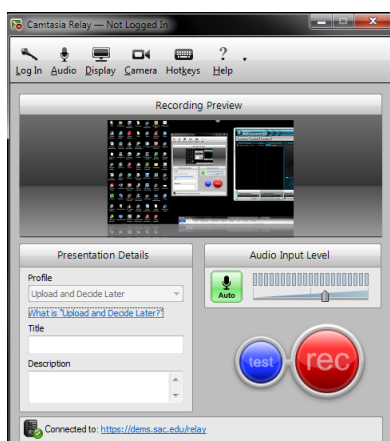# TECHSMITH RELAY

Santa Ana College Distance Education, Cesar Chavez Building Room A-101, (714) 564-6725, DistEd@sac.edu

Techsmith Relay is a simple video creation program that allows users to record video from a web cam, capture their computer screen, and record their voice. Relay can be used to add captions, trim the start and finish, create the recording, and export the file to a server for playback.

Techsmith Relay is <u>not</u> a video editing program, though the start and end of the recording can be trimmed. Once the captions have been added and the video has been produced, the captions <u>cannot</u> be edited. If a video editing program is needed, DE recommends Camtasia Studio.

Relay has two software components: the recording (capture) software, which is downloaded, installed, and stored on the computer being used (District or personal); and the web-based video creation software that creates the recording and sends the video file to a storage or playback server.

Techsmith Relay Recorder
Installed on User's Computer
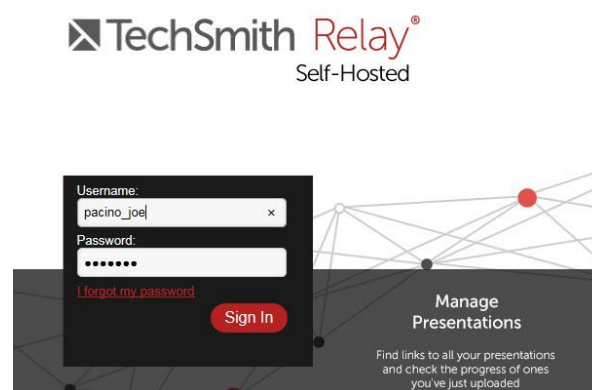
Techsmith Relay Video Creation Software on Web

IMPORTANT: If a previous version of Techsmith Relay has been installed, it must be uninstalled prior to downloading the new version.


Open a web browser, enter **https://tsrelay.sac.edu/relay/** in the address window. On the log in page for the Username and Password fields, enter your Web Advisor User ID and password, then click the **Sign In** button.


On the Relay home page, click **Client Downloads** on the top menu.
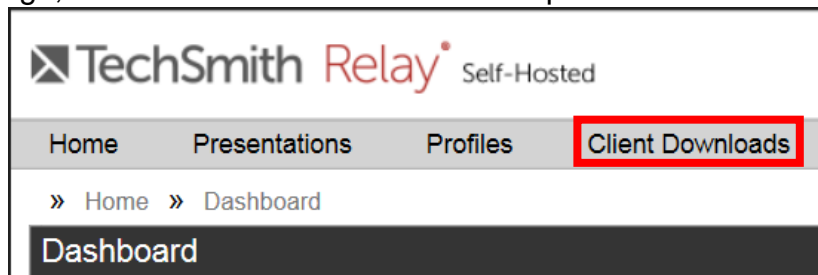

On the download page, click the **Windows Download** button located toward the upper right of the page. For MAC users, click the link next to **Looking for the MAC Client?** Follow the prompts on the screen to complete the download and installation process for the Client.
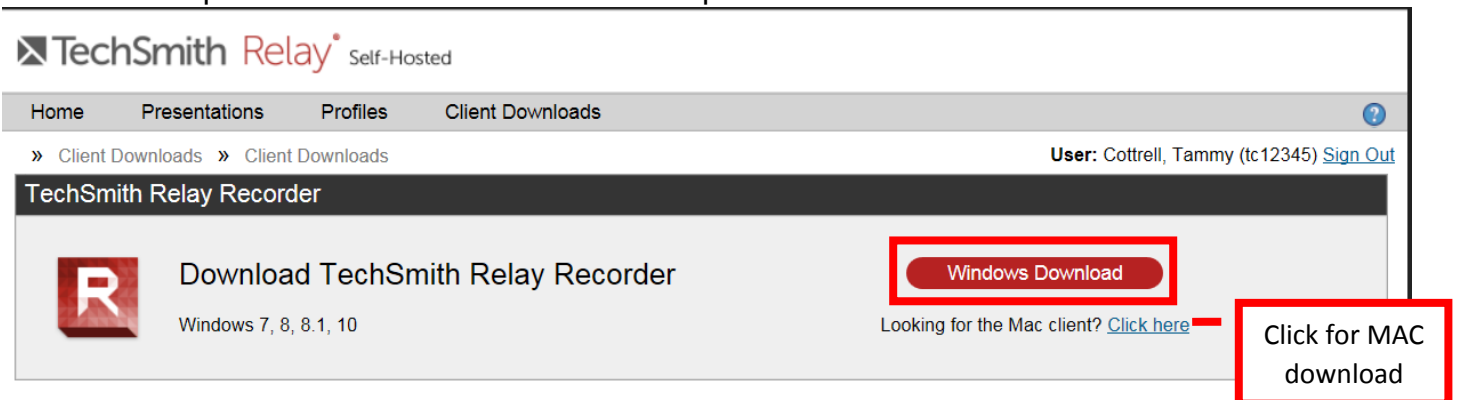
A pop up box should appear for the selected download. Click the "Save File" or "Run" button to continue (selection will depend on the browser being used – Firefox was used in this example).
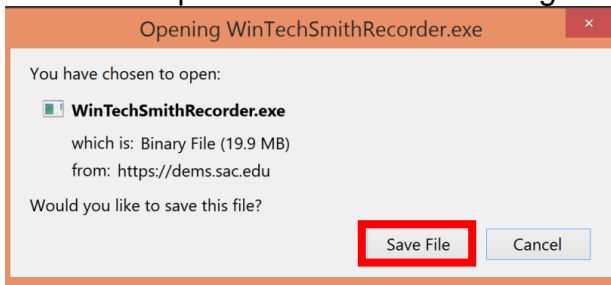
The file WinTechsmithRelay.exe should be downloaded, double click run the file.
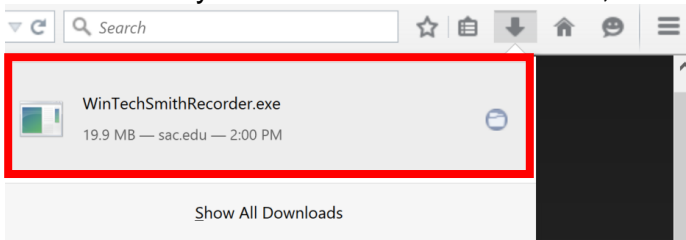
The installation wizard should automatically start. Click the "Install" button to start the installation process.
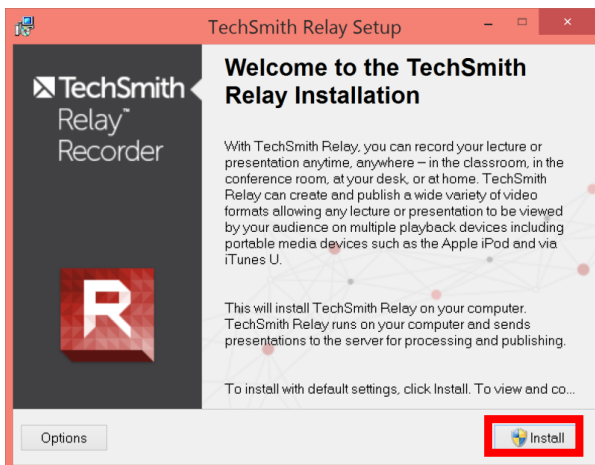

An administrative warning may appear. Click "Allow" to permit set up wizard to install Relay on the machine. **If you are using a district computer and you do not have Administrator privileges, call the ITS help desk and ask them to install it for you.**

Click the "Finish" button to complete the installation.
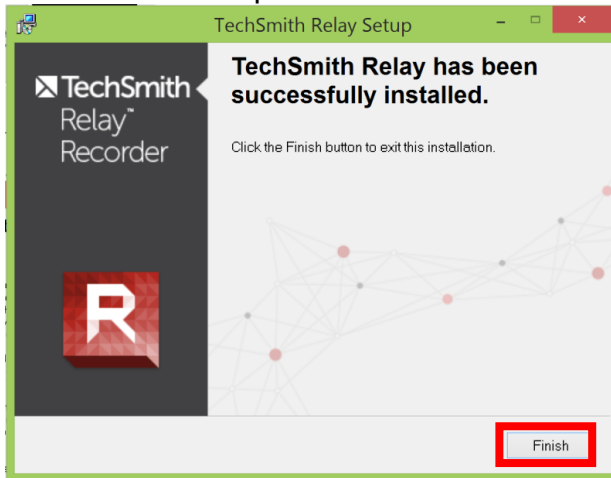
SETTING UP THE RELAY RECORDER

The Relay recorder will automatically open after installed. If previously installed, the recorder can be opened from the start menu or by using the shortcut that was created on the desktop.
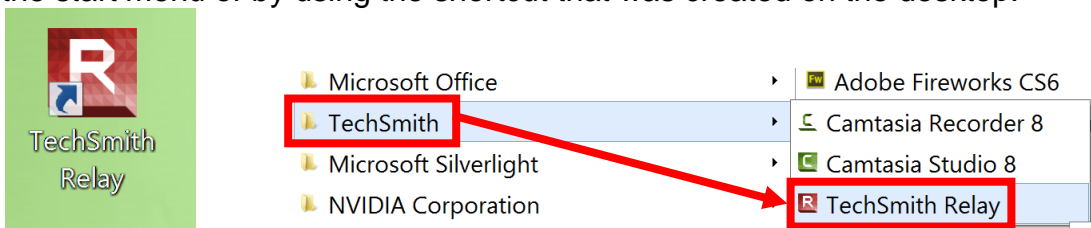
Enter your Web Advisor ID and password in the appropriate fields. Click the "Log In" button to complete the process.

Enter Web Advisor ID and Password

The Relay recording home screen allows the user to select the settings for the audio input, computer monitor display(s), the camera, set hot keys, record, title the video, enter a video description, and determine the destination of the video. There is also a built in Help feature.


To select the audio input, click the "Audio" button on the top tool bar. A pop up box will display all of the available audio input devices. Click on the device to be used. The selected device will be highlighted. If the system sounds of the computer should be recorded, click the "Record System Audio" check box to select (or deselect if not being used). Use of a headset or a table top microphone is recommended for recording, as they usually provide a better audio quality. Once the audio input is selected, click the "OK" button located at the bottom of the screen.
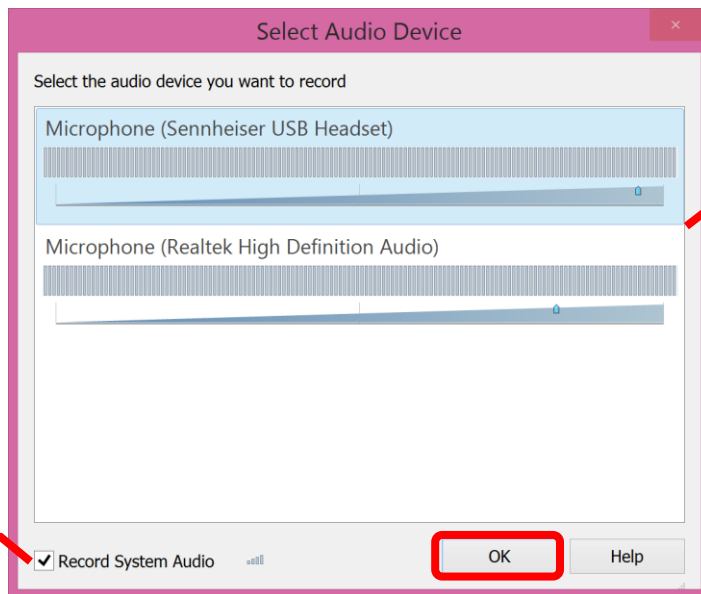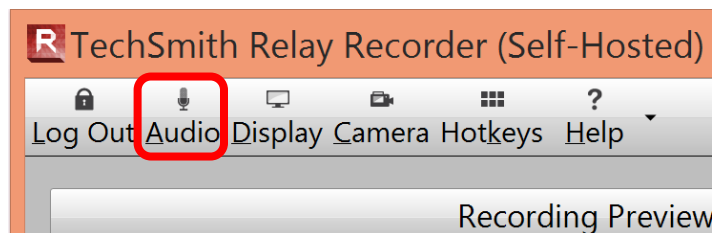

Click to select the desired audio input

Click to record the computer sounds

The audio recording (volume) level can be configured in the "Audio Input Level" section of the recording screen. It is recommended that the "Auto" setting be used. If the audio microphone icon to the left of the box is green, then the auto setting is selected. To manually select the level, click the desired level on the slide bar.


"Auto" setting for audio input
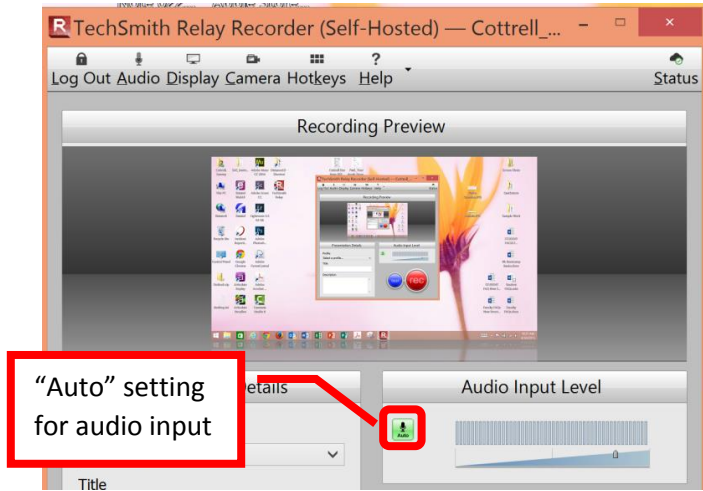
If a computer with multiple monitors is being used, the monitor to be recorded can be selected. Only one monitor can be recorded. Click the "Display" button on the top tool bar. A box with the image from both screens will appear. Click on the screen to be recorded. The selected display will be framed in red.

Click to select the desired screen
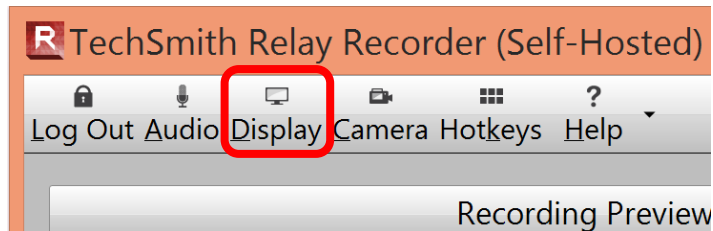
The (web) camera settings can be configured by clicking the "Camera" button on the top tool bar. On the right side of the camera window, the image from the webcam will be displayed. Click on the image to add what the camera is capturing to the recording. If no webcam image is needed, only the computer screen capture, click the "Do not record camera" image on the left side of the camera window. Once the camera option is selected, the preview window in the recorder will show what the recording will look like, and where all of the images will be displayed on the screen.
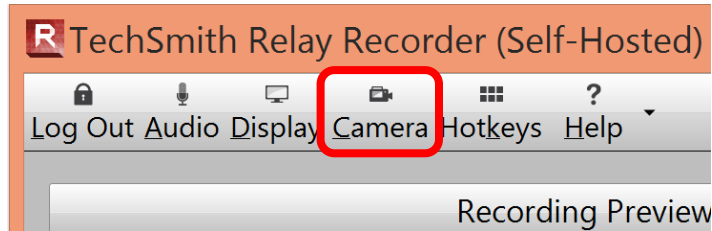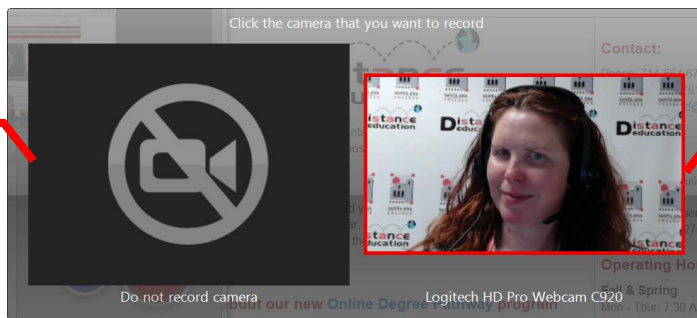

HINT: Be sure to take a close look at what the camera is capturing to ensure that there is nothing the students should not be seeing in the frame, and that the video is framed as desired. Try to select a neutral backdrop. The Distance Education Office has a backdrop that can be borrowed (see the picture above).
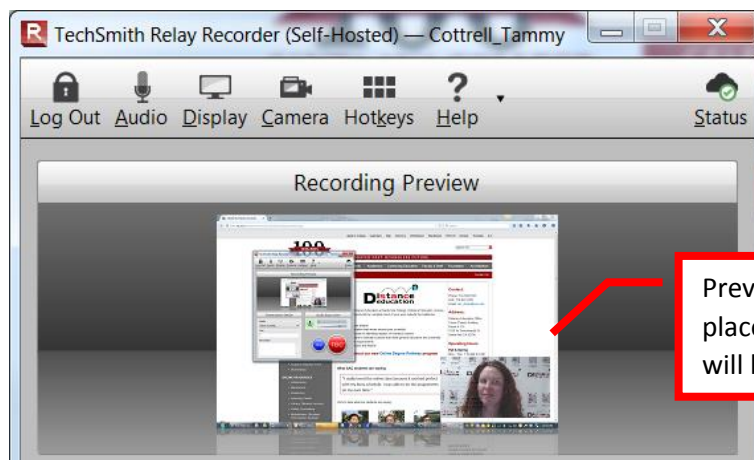
Hotkeys or keyboard shortcuts can be set up to Record / Pause and / or Stop the recorded. Hotkeys are the easiest controls to use when recording. It is recommended that F1 be set to Record / Pause, and F2 to Stop. Click the "Hotkeys" button on the top tool bar. In the "Assign Hotkeys" box, click the pull down menu under "Record/Pause Hotkey" and select "F1." Next, click the pull down menu under "Stop Hotkey" and select "F2." Click the "OK" button to save the settings.
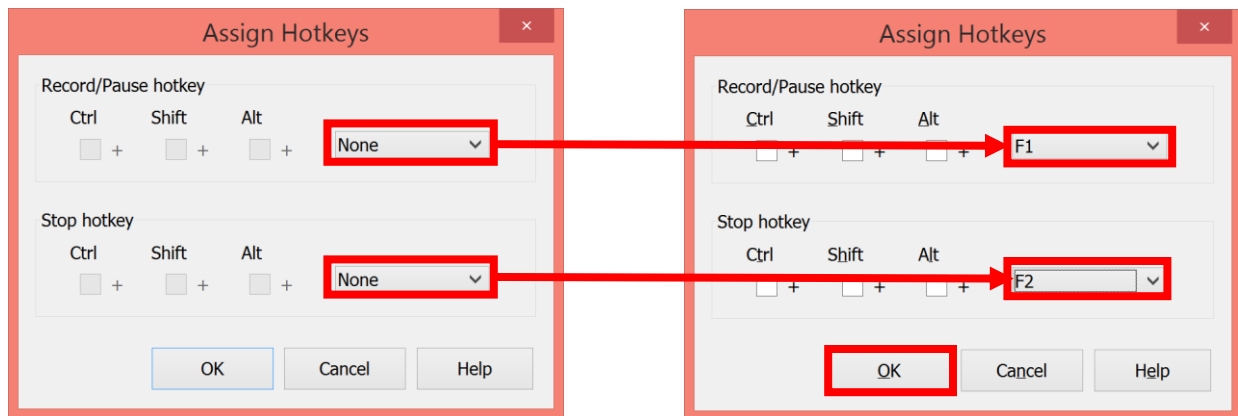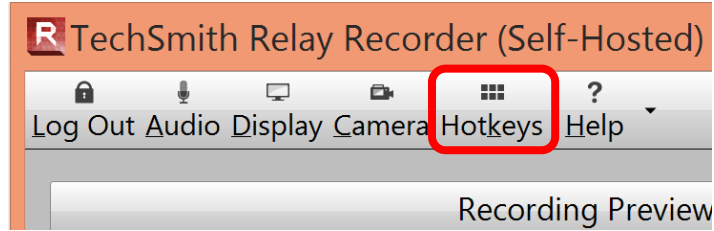
Next set the Presentation Details. The Profile will control what type of recording is produced, and where it will be sent for storage (server). There are multiple profiles available for use. **Personal YouTube Upload** will send the video to YouTube for captioning and publishing. **TechSmith Relay Content Server** will send the video to Relay for captioning and save it to the SAC Content Server. **YoutTube and TS Content** will send the video to both YouTube and the SAC Content Server for captioning and publishing. We recommend using the**TechSmith Relay Content Server Profile**. Click the pulldown menu under **Select a Profile** to choose this profile for the recording. Enter a title for the recording in the Title field. It is recommended that a naming convention be employed when titling videos. This will help to identify the videos when selecting them for publication. An example naming convention might use the course abbreviation and number, chapter or module, and a brief description (e.g. Hist101Welcome, Acctg102CH1Assets, Eng100Unit3Diagrams). **DO NOT USE SPACES IN THE TITLE**. A brief description of the recording can be entered in the Description field, if desired.
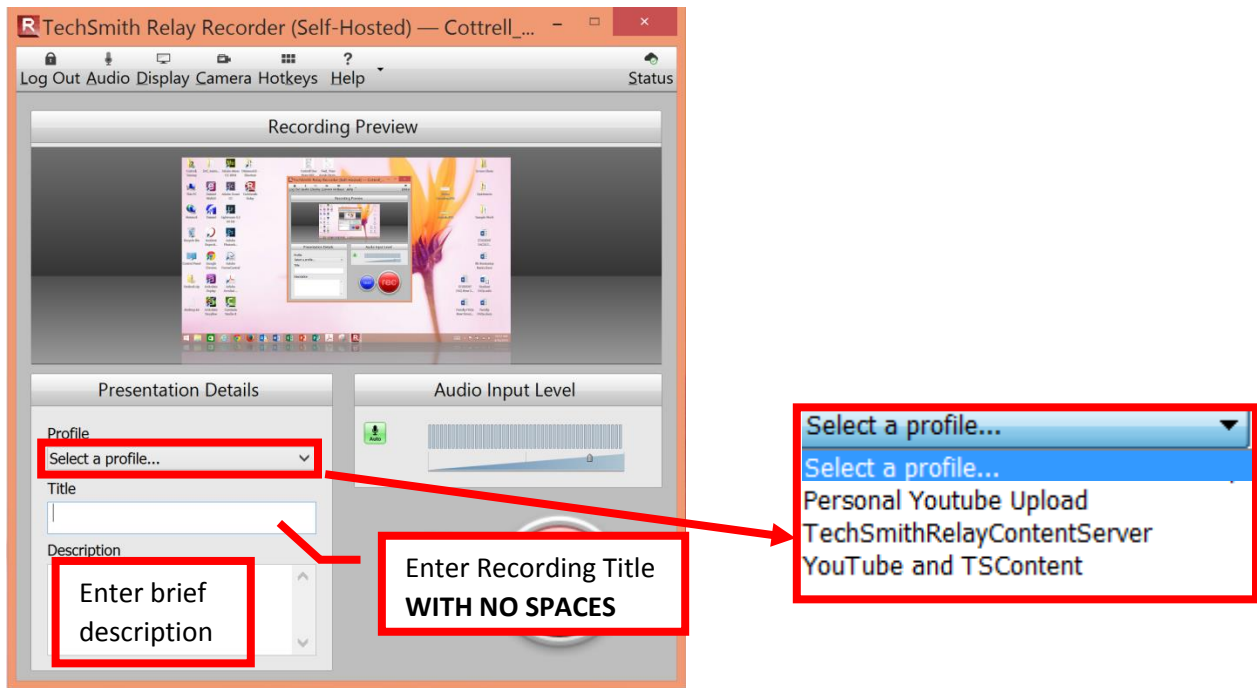
NOTE: File names should not contain any spaces or special characters.

RECORDING WITH RELAY

Once the recorder options have been configured, a title entered, and a profile selected, the recording can be started. Relay will capture the entire desktop and (if selected) record the webcam. Before starting the recording, make sure there is a **GREEN CHECKMARK IN THE STATUS ICON** on the far right corner of the Relay Recorder. This indicates that the Recorder has made an internet connection with the server. **If the status checkmark is missing, DO NOT MAKE A RECORDING: YOU HAVE AN INTERNET CONNECTION PROBLEM THAT YOU MUST TROUBLESHOOT FIRST.**
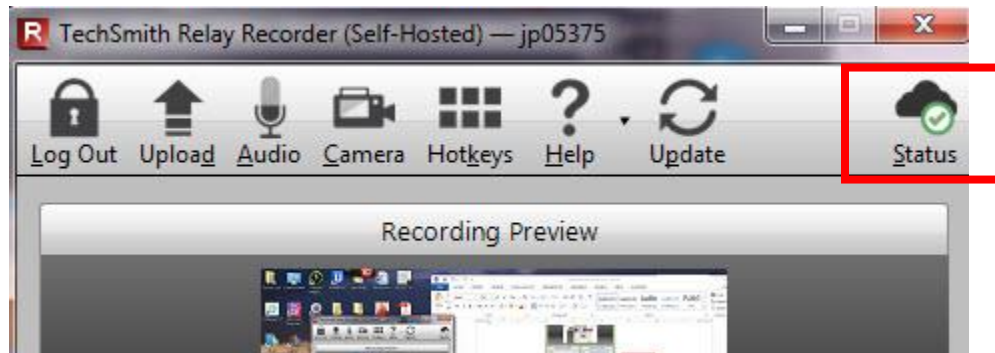
Click the red **REC** button to start.

Remember students will see everything on your desktop. You may want to create folders and organize your desktop leaving only the things that you want to capture open and visible. If the webcam is being used take a look around and notice what the students will be seeing. Try to choose a neutral backdrop.

SUGGESTIONS: Rehearse your presentation before recording it: check all resources are working, all links are active, remember all topics to cover, use the pause key if you are interrupted or forget a thought.
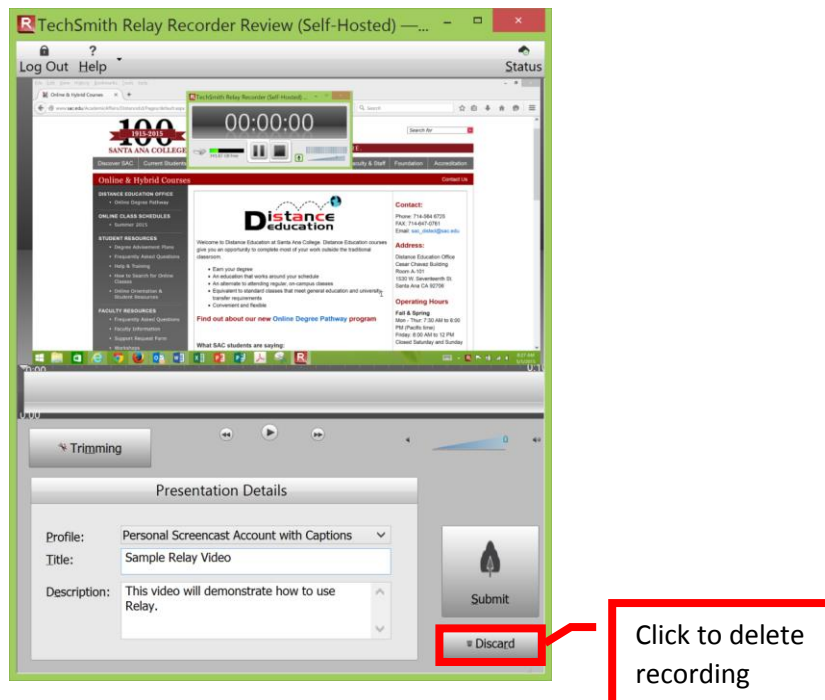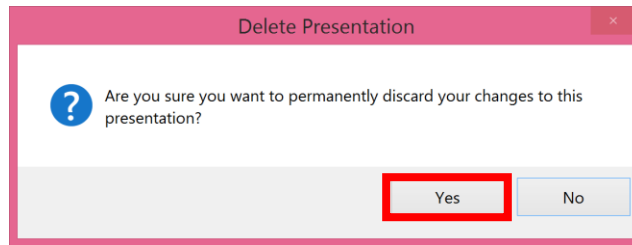

Click to start recording

Recording Start – Countdown Timer
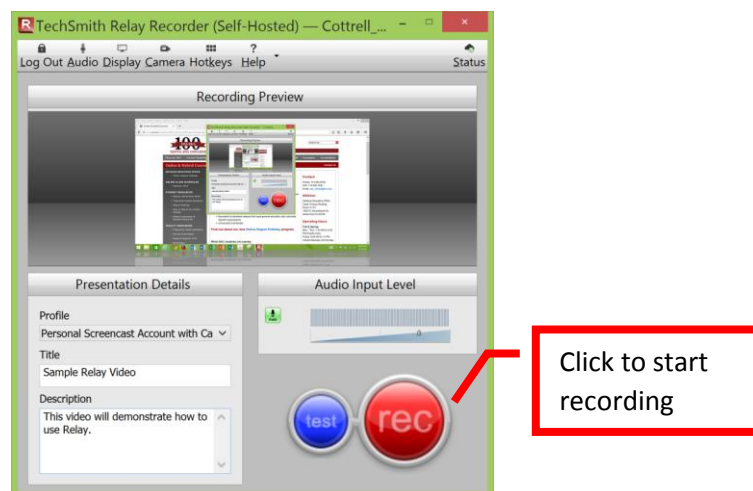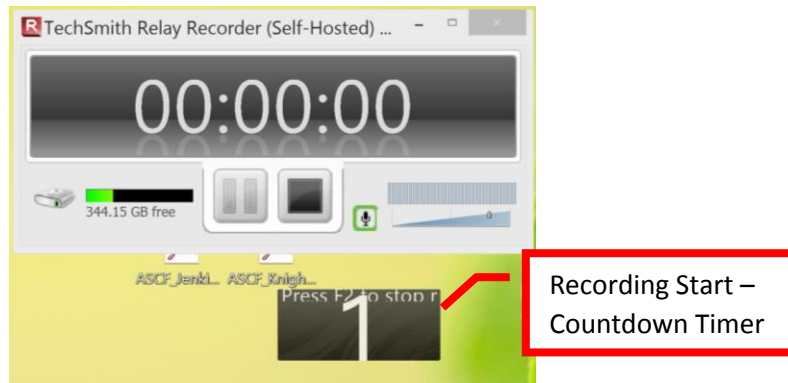
To pause the recording, press F1 to pause and F2 to stop the recording, press F2 (configured hotkeys). The recording can also be paused or stopped by clicking on the "Relay" icon on the bottom tool bar, and using the recorder tools.


Click to Pause Recording

Click to Stop Recording
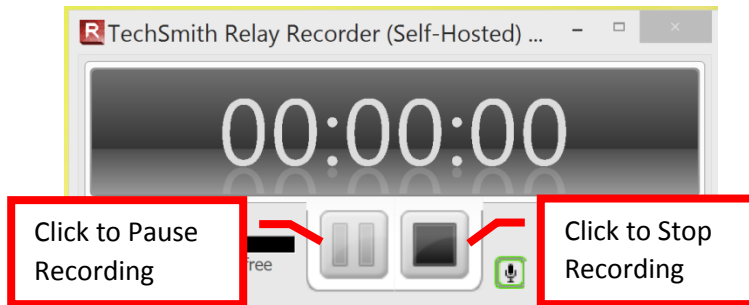
When the recording is stopped, Relay will automatically process the video and display it in the preview area. **Relay videos cannot be edited**. There is an option to trim the beginning and end, and an option to discard the recording entirely.

To delete the recording, click the "Discard" button located toward the lower right of the screen. A confirmation box will appear to confirm that the recording should be deleted. Click "Yes" to delete the recording.

Click to delete recording

To trim the start or end of the recording, click the "Trimming" button located to the left, under the preview pane. *==This is the only opportunity to edit the start / finish or "trim" the recording==*. A timeline will appear under the preview window. On the timeline, click on the triangular shaped cursor and drag it to the place on the timeline where the video should start. Click the "Trim In" icon located beneath the timeline. The selected area at the beginning of the recording will be marked red. Next, click and drag the cursor on the timeline to the point that the recording should end. Click the "Trim Out" icon located beneath the timeline. The selected area at the end of the recording will be marked red. Only the video between those points will be produced. To review the video, use the Video Playback Controls located under the timeline. Once the trimming is complete, click the "Submit" button located towards the lower right of the screen to render and save the video.
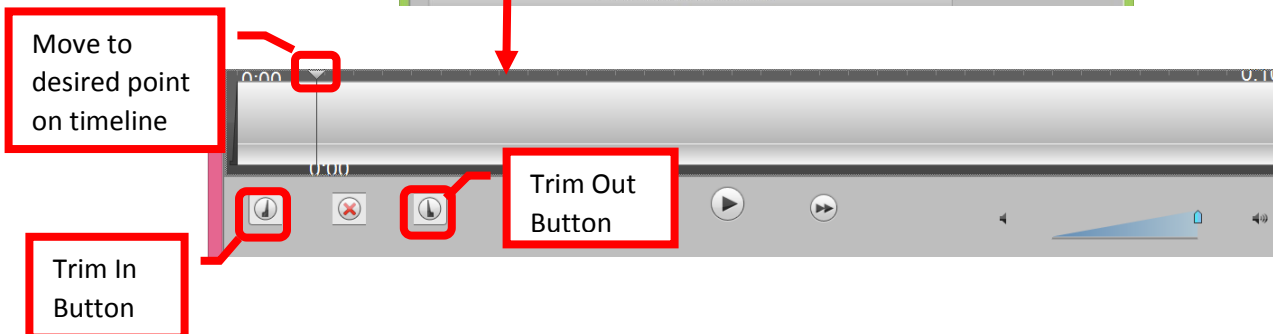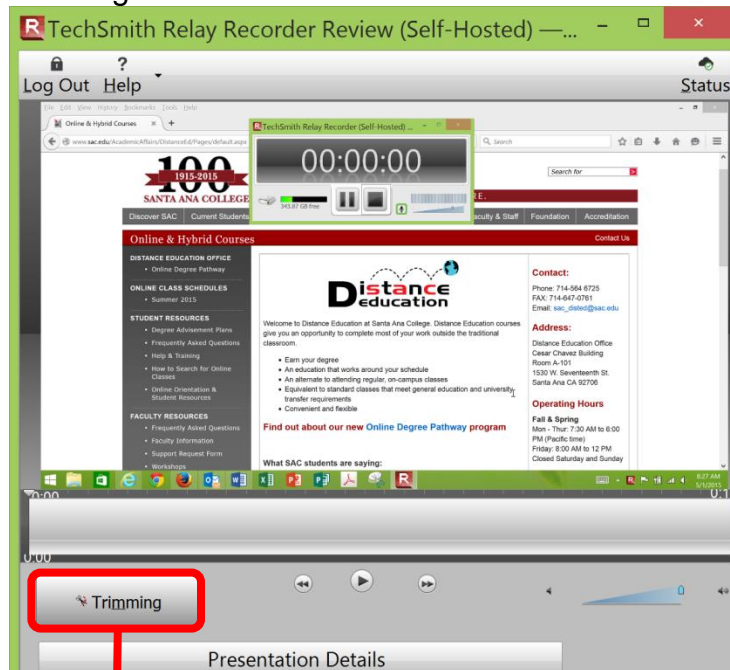
Video Playback Controls

Trimmed sections appear in red

Click to send the recording for processing

Relay will connect to the server selected in the profile and send the video for processing. A confirmation box will appear if the video was successfully sent to the server for processing.

To check the status of the recording and to add the captions, click on the link **CHECK STATUS** or log onto the Relay website: **https://tsrelay.sac.edu/relay/**. Click the "OK" button to continue. The screen will return to the Relay Recording window. Additional recordings can be made. The processing time will depending on the length of the video. Longer or larger files may take some time to complete.   When the video has been processed, it will automatically be "held" until the captions can be added. By law, all videos used in a course must be captioned.

The Techsmith Relay web server opens to the Dashboard page displaying the title link of your recording. Click this Title link to reveal all the processes your recording performs.

On the right side of the screen, Relay will display the steps required to process the video, and the progress of the recording. The first step uploads the video to the server and using speech-to-text transcribes the audio. The second step prepares the file for captioning. Relay will "pause" at the end of the second step until the user reviews, edits and completes the captions. You will receive an email notification that the captions are ready to be edited. Click the "**Edit Captions**" to continue.
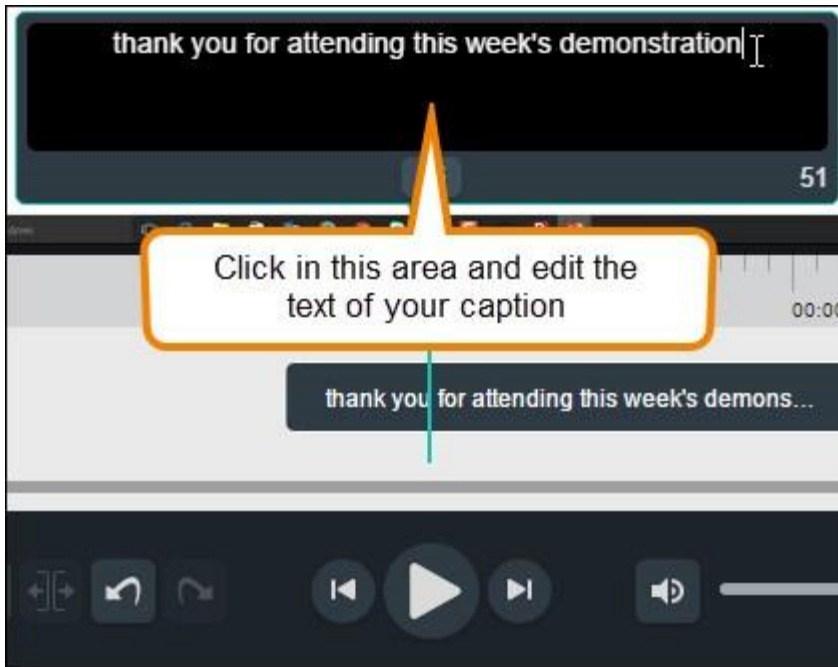
Use the video controls to play your video and review the captions generated by TechSmith Relay
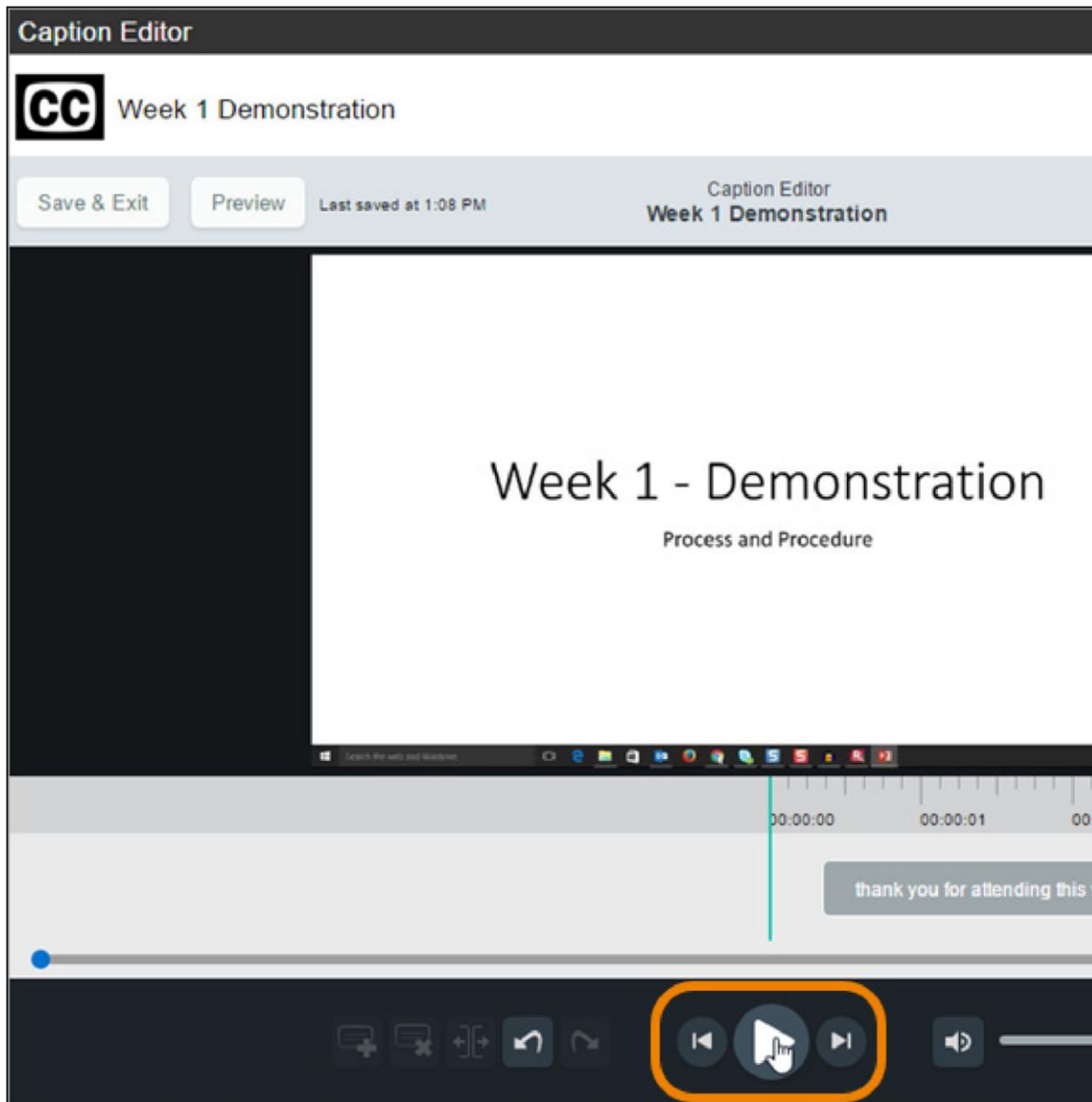
Or click and drag the timeline to scrub through your video and captions.

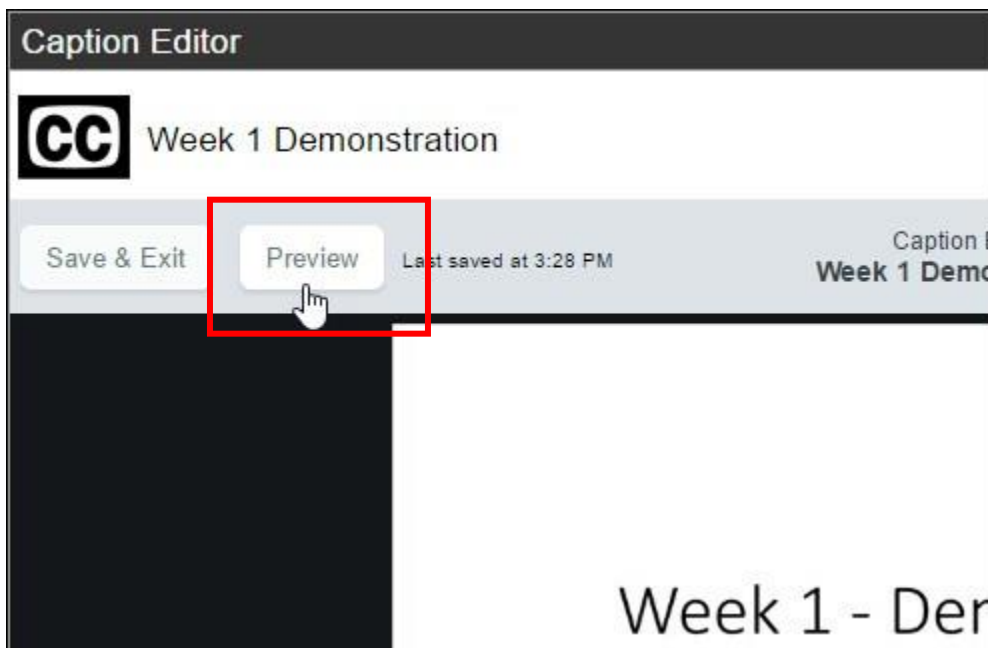Click and drag on the timeline to scrub to specific parts of a video.
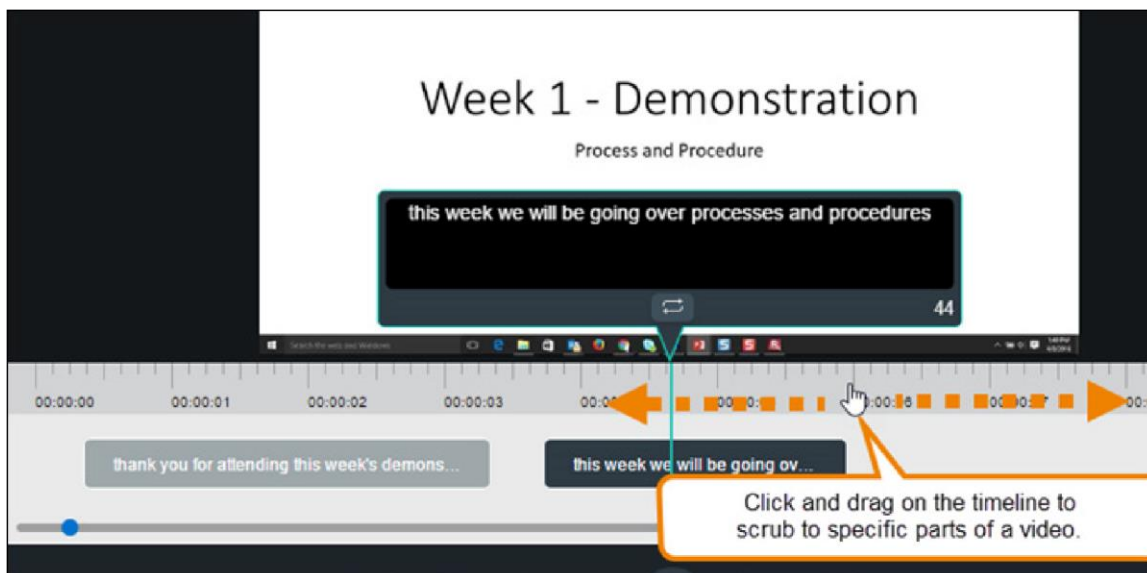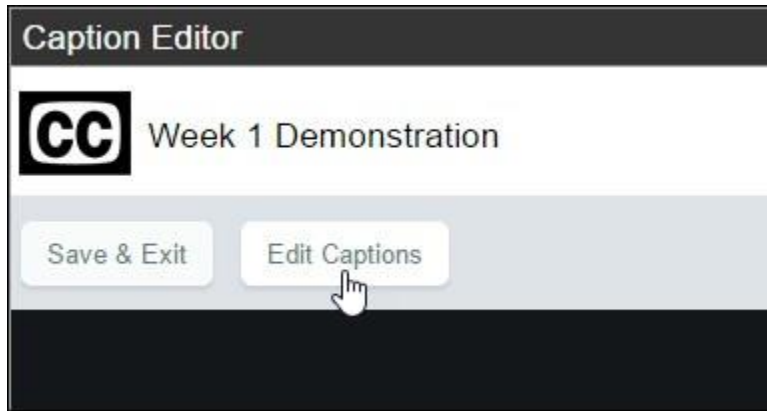
Click in a caption to edit the text.

The controls in the lower left allow you to add, delete, or split the captions


When you're ready to see your video with the edited captions, click the **Preview** button.

In the preview, you can play your video and review the captions. If you notice a mistake or need to make more edits, click **Edit Captions**.
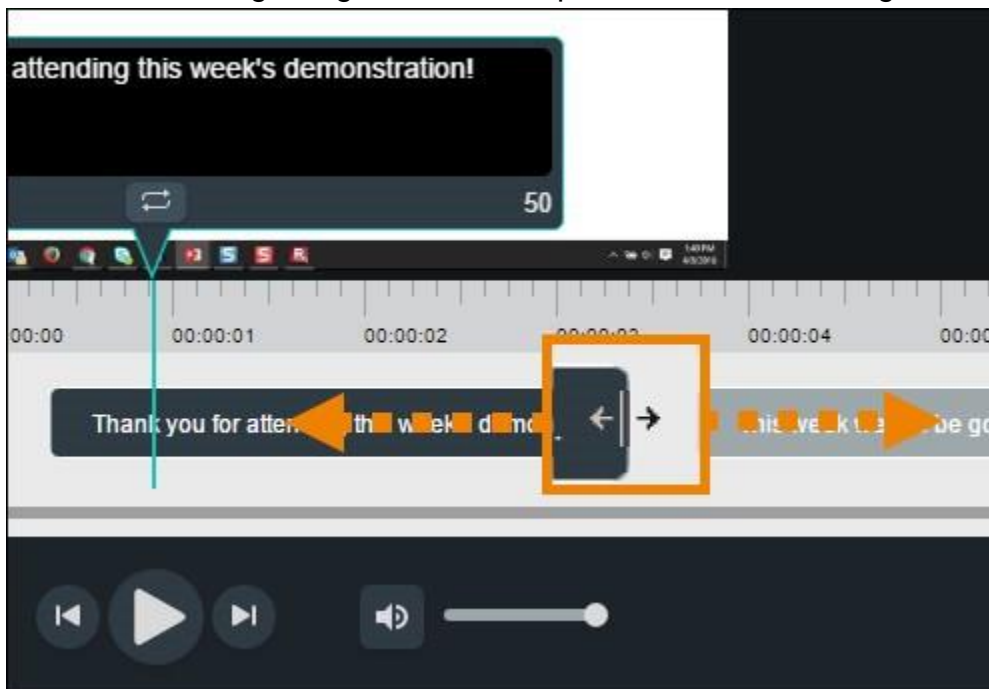

When you are done editing captions, click **Publish** to send the video through the remaining processing and publishing process. Depending on profile settings, you may receive a notification when the video is ready to share.
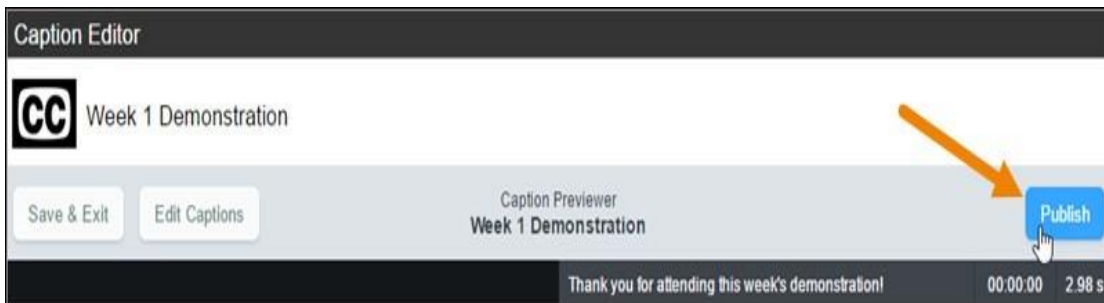
Other Caption Editor Tips

Place the mouse on the beginning or end of a caption and click and drag to move the start or end of a caption.

While working in a caption, click **Replay** to continually replay the portion of the video associated with the caption. This can help you more quickly transcribe longer lines.


The number in the lower right of a caption shows the remaining characters available to keep the captions in compliance with guidelines. If a caption is too long, it turns yellow and shows a negative number of characters available.

Click **Split** to separate a caption into two smaller captions
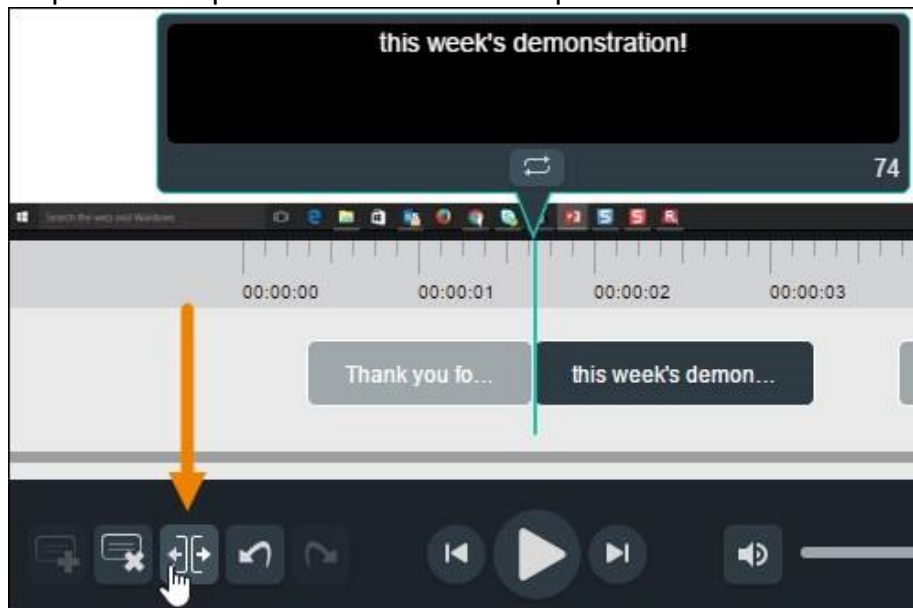
Use the buttons or standard keyboard shortcuts for Undo **(CTRL+Z, Command-Z)** and Redo **(CTRL+Y, Command-Y)** to undo or redo your actions in the caption editor.
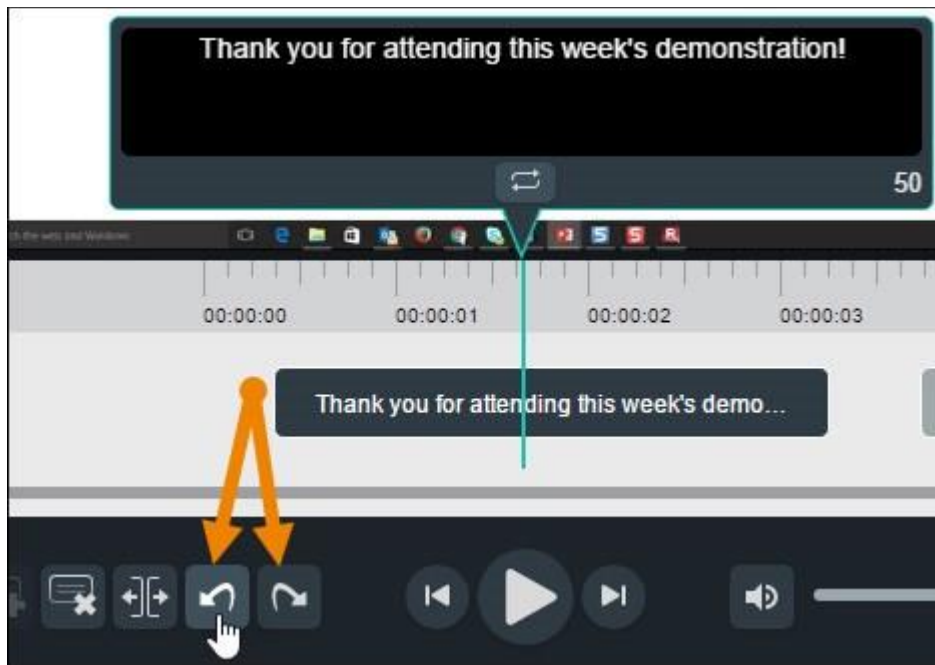
Relay will produce the video (MP4) file that includes a "player" which allows the captions to be turned on and off. The completed file is then sent to the storage server that was selected in the profile (the Techsmith Relay Content Server was used for this example). When the process is complete, a "**View**" link will appear next to the fourth step. Click the link to access the file.

> **Note: Videos sent to YouTube may show as "Failed."** If a "Failed" message appears, wait and then check YouTube directly. There may be a delay of up to 1 hour for a video to be transferred to YouTube, and the "Failed" message may remain in Relay even after the video has been uploaded.

The video will open in another browser window. Copy the entire URL address from the address line of the browser. Be sure to include the http:// at the beginning.

Click to show / hide captions
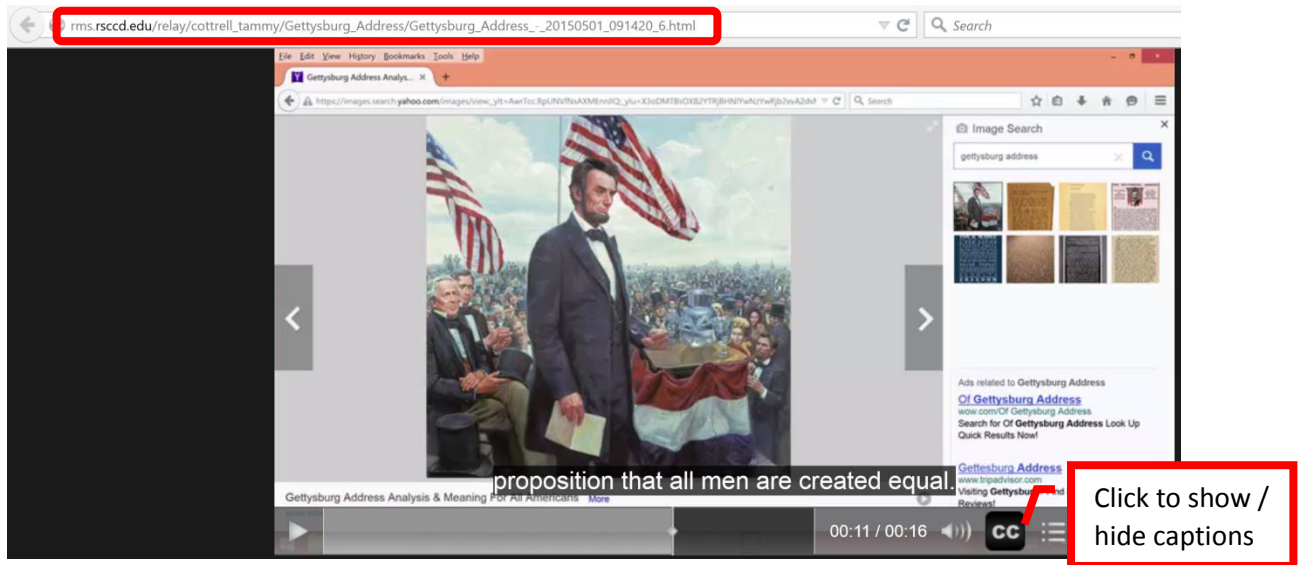
TECH TIP: For Windows PC users – if Relay records the voice but not the screen, there may be an issue with the security software interfering with the screen capture. The following applications can cause issues: Norton Crime War, Trusteer Report, Zone Alarm, Zone Alarm Forcefield, Anti-Key Logger by SpyDex, Webroot. Other security software may cause similar issues. Check the software for an "approved," "trusted," "safe," or white list and add Relay to the list. If the software does not have that option, it may be necessary to remove it from the computer.

To add the video to link to Blackboard, access Blackboard. Create a "Web Link" and paste the URL into the designated field. Remember to include the http:// at the beginning. Click "Submit." To mimic embedding, create a thumbnail image of the video's opening screen. Create an "Item," and insert the picture (and any instructions) into the textbox. Link the image to the video URL.


Be sure to include the entire URL

To embed a YouTube video directly into a Blackboard content item, locate the desired video in YouTube. Click the "Share" link located underneath the video. Click the "Embed" tab. Copy the URL address.
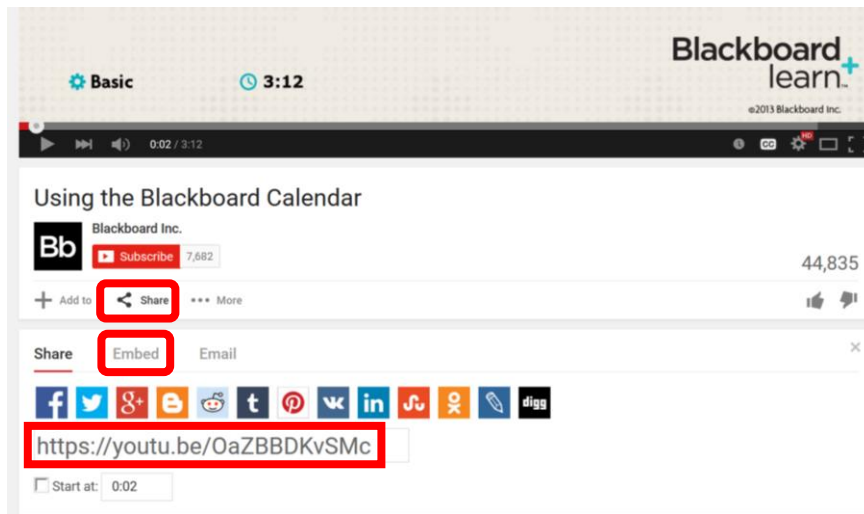
On the "Create Item" page, under Section 1, in the text box, click the "HTML" button on the tool bar.

Additional text, instructions, pictures, web links, etc. can be inserted here.
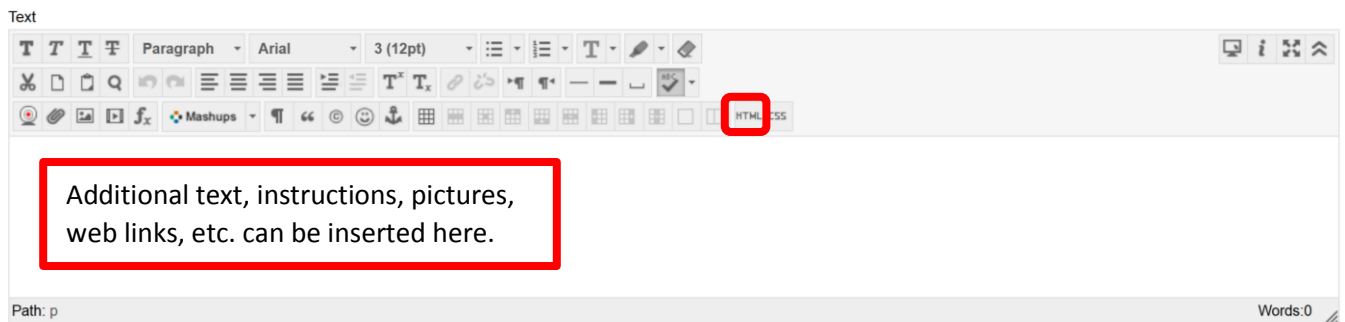
In the HTML box, paste the URL address from YouTube. Click the "Update" button located in the bottom right of the box.


```
<iframe width="560" height="315" src="https://www.youtube.com/embed/OaZBBDKvSMc?rel=0"
frameborder="0" allowfullscreen></iframe>
```

Paste URL Address from YouTube

Add any additional information or instructions in the text box either above or below the embedded video. Complete the rest of the create page, then click the "Submit" button.

The video will be embedded into Blackboard. To play, click the thumbnail. The video will be displayed within the content item in Blackboard.