TechSmith Camtasia™

Top questions from IT Administrators.

Is there a deployment tool that lets me configure REG settings and generate an MSI?
Yes. www.techsmith.com/enterprise-resources

As an Admin, is there a way to uninstall prior versions?
Yes, please see this support article: bit.ly/2bGzpr2

What settings/options can I change as an IT Admin in Camtasia?

- Install location
- Software key
- Auto start after install
- Desktop shortcut
- Install default Library assets
- Add additional assets (such as corporate branded intros, music, graphics)

- PowerPoint add-in
- Usage reporting on or off
- Disable product registration
- Disable usage registration
- Disable checking for updates
- Disable in-product messaging and notifications

What are the system requirements for Camtasia?
Windows:

- Microsoft Windows 7 SP1, Windows 8.1, and Windows 10 (Required: 64 Bit versions only). (Recommended: Windows 10)
- 2.0 GHz CPU with dual-core processor minimum (Recommended: 2.8 Ghz 6th Generation Intel® Core™ i5 Processor with 4 CPU Cores or better or equivalent or better AMD processor)
- Integrated graphics is acceptable however 4K and/or 60 FPS media will perform best with discrete graphics cards
- 4 GB RAM minimum (Recommended: 16 GB or more)
- 2 GB of hard-disk space for program installation
- Display dimensions of 1024x768 or greater
- Microsoft .NET 4.6.0 or later version (included)
- Dedicated Windows-compatible sound card, microphone, and speakers (Recommended)
- Windows N requires the MediaFeature Pack for Windows N

Feature-specific requirements (Windows)

- Powerpoint Import and Camtasia Add-in for PowerPoint require PowerPoint 2013, 2016 (32-bit or 64-bit)
- Playback using the Smart Player is supported on Internet Explorer 11+, Microsoft Edge (Windows 10 Anniversary Update or later), latest version for Chrome, Firefox, and Safari, iOS 11+ (Safari), Android 5+ (Latest Chrome required)
- Camera video recording requires a USB Web Camera
- Integration with TechSmith Relay requires TechSmith Relay Client Recorder
- GPU acceleration requires DirectX compatible video adapter with 128 MB of video memory or greater and Pixel Shader 4.0 or later
- Guidelines for 4K, 60 FPS, and Behaviors

Camtasia (Mac):

- Mac computer with an Intel® Core™ i5 Processor with 4 CPU Cores (Recommended: 2.8 Ghz Intel® Core™ i5 Processor with 4 CPU Cores or better)
- MacOS 10.11 or later (Rendering is not supported on external USB monitors)
- 4GB of RAM (Recommended: 8GB of RAM or greater)

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- 4GB of available disk space (minimum)
- PowerPoint Import requires PowerPoint 2016 for Mac
- Playback using the Smart Player is supported on Internet Explorer 11+, Microsoft Edge (Windows 10 Anniversary Update or later), latest version for Chrome, Firefox, and Safari, iOS 11+, Android 5+ (Latest Chrome required)

How often do you release updates?
Here's our version history: www.techsmith.com/camtasia-version-history We expect to have a significant release every 10 to 18 months.

How do people update their projects from old versions?
Updating projects must be done incrementally. For example, open a version 7 project in version 8, then, after it's converted, open the version 8 project in version 9.

I hear that this version creates projects that are compatible with the Mac version. Is that 100% compatible?
- While both platforms can add captions, once added, you can't edit in the other platform
- WMV files will not work on Mac
- Sketch motion callouts render but cannot be edited cross-platform
- Keystroke callouts render but cannot be edited cross-platform
- When bringing projects from Mac (Camtasia 3) to Windows (Camtasia 9), the following will not work:
  - Device Frame
  - Freeze Region
  - Glow
  - Keystroke Callouts
  - Mask
  - Reflection
  - Sepia
  - Window Spotlight
  - Clicking Reduction
  - Clipping Reduction
  - Dynamics Processor
  - Pitch
  - Gesture Effects
  - Spotlight

Where can I point employees to if they need help/training?
TechSmith has a comprehensive library of written and video tutorials that ensure everyone can use Camtasia. www.techsmith.com/tutorial

What languages is Camtasia available in?
Camtasia is currently available in English, German, and Japanese.

Can we do multiple installs per seat/license?
Our Terms of Service allow you to install Camtasia on two machines per user seat purchased. They cannot be used at the same time. Example: An employee could have a copy installed on a Mac laptop and a Windows desktop computer.

Can you explain your SCORM integration?
We support SCORM 2004 and 1.2 packaging and can be set up in custom production settings for easy LMS integration.

What are the key benefits of getting volume licensing with maintenance?
- Volume discounts and one master key
- Free upgrades
- Extended support on legacy versions
- Additional purchases receive volume discount price
- Dedicated phone queue and expedited handling across all support channels