

Getting Started with Mediasite

About the Service

Mediasite is a lecture capture tool that allows you to record class sessions or lectures and upload the recordings automatically to university servers.

This service is intended to be used as lecture capture and course content hosting space rather than an archive of stored videos. **Recordings in Mediasite will be available for three semesters** (*not including the summer semesters*). If your recordings are not used within that time frame, they will be removed. If your recordings are used they will not be removed. Instructors may download their presentations prior to the content being removed from the server if they wish to retain a copy of the recordings.

Desktop Recorder

The Desktop Recorder allows instructors to record presentations from a computer's desktop, during a class session or at any other time. All full-time Youngstown State employees may download the Desktop Recorder.

Installing the Desktop Recorder

The Mediasite Desktop Recorder allows instructors or other content creators to record presentations from a computer's desktop, during a class session or at any other time. The Desktop recorder is available to all Youngstown State faculty and staff members. It can be installed on university-owned or personally owned computers.

If you do not have the appropriate permissions to download and install the Desktop Recorder on your computer, please ask your IT personnel for assistance.

Downloading / Installing the Mediasite Desktop Recorder

1. Navigate to <https://ysu.blackboard.com>
2. If not already logged in, type your username and university password. The Blackboard Dashboard opens.
3. Select the “Courses” tab.
4. Choose your course.
5. Click on ‘Course Tools’ on the left hand side to expand the selection and choose “My Mediasite”
6. Select the ‘Download the Desktop Recorder’ button in the lower-left corner of the page.
7. Follow the instructions on the screen to install the Mediasite Desktop Recorder.
8. Click Register Mediasite Desktop Recorder. You should only have to register your Desktop Recorder once.

Do not launch the recorder until you hit the register button at the bottom of the download page. This process sets up a connection to the university's Mediasite server. The software requires a 2.4 Ghz processor, 4 GB of RAM, and 1 GB of free hard drive space. The Mac version also requires OS 10.7 to operate.

Supported Browsers and Devices

To test your browser page for playback compatibility, please use the Mediasite test page:

<https://support.sonicfoundry.com/Training/ViewingRequirements>

Mediasite Player supports the following OS and browser combinations

If the browser you're using does not work, please update your browser or try another. Be sure to disable plugins.

Microsoft(r) Windows

- Windows 10, Windows 8, Windows 2008 R2, Windows 2008, Windows 7, Windows Vista
- Use the latest version of Microsoft Edge, Internet Explorer, Firefox and Chrome
- Windows Media Player 9.0 or later (IE only)
- Adobe Flash for Smooth Streaming playback in Chrome; Microsoft Silverlight 5 for Smooth Streaming playback in all other browsers
- Broadband Internet connection

Mac

- Mac OS(r) X 10.5.7 or later
- Use the latest version of Apple Safari or Firefox or Chrome
- Microsoft Silverlight 5 or later
- Broadband Internet connection

iPad

- iPad (2nd generation and above)
- iOS 6.1 or later
- Apple Mobile Safari
- Wi-Fi or cellular data connection (3G or higher)

iPhone and iPod:

- iPhone 4 or later
- iPod Touch 4th generation or later
- iOS 6.1 or later
- Apple Mobile Safari
- Mediasite Mobile app (free download available from the Apple(r) App Store)
- Wi-Fi connection

Microsoft Surface and Windows RT tablets

- Internet Explorer 10.0
- Wi-Fi connection
- On-demand playback only

Android

- Android 4.0 or later
- Chrome browser
- Wi-Fi or cellular data connection (3G or higher)

BlackBerry

- BlackBerry running OS 10.0 or later
- BlackBerry Playbook running QNX
- BlackBerry browser
- Wi-Fi or cellular data connection (3G or higher)

Linux

- Requirements vary based on Linux OS and browser. Please contact Sonic Foundry for details.

Getting Additional Mediasite help

Mediasite Help Documentation - Navigate to the Mediasite Resource Center articles. All detailed instructions are located within the Resource Center.

Mediasite Email - Send your question or request to techdesk@ysu.edu. In your message, please include:

- Your Full Name.
- The specific recordings that are being problematic: what are their names and/or URLs? If the recordings are in Blackboard, please let us know the full course title, the Content module(s) they're under, and the full Content topic names, so we can be sure we're looking at the right ones.
- A detailed description of your question or the problem you have encountered; this includes:
- What type of device, including operating system and browser (with version number) are you using to access the recording(s)?
- What type of Internet access was used: wired or wireless? Were you in an on- or off-campus location? It would also help us to know whether you have access to another connection (if you're normally on a wireless connection, try a wired connection, if possible) to see if that makes a difference. We realize this is not something everyone can do, but it can help us troubleshoot.
- Did you encounter an error message? If so, we need to know exactly what the error message says. If possible, send us a screenshot of your entire screen, including the error message as well as the URL that's displayed in your browser window.
- Does the recording consistently pause or skip at specific times? What are the times?
- If you've had issues with several recordings, but they vary from one recording to another, your description should specify what happens for each recording.
- The time you encountered the problem
- If you take a screenshot, please upload it as an attachment and be sure all Mediasite or Blackboard related images are captured

YSU Tech Desk - Contact the IT Service Desk at 330-941-1595 for general information about common questions or to have your question or request forwarded to the Blackboard team.