Top FAQs

Top Echo360 Support FAQs

1. What are the requirements to use Echo360?
An active Georgetown University NetID and NetID password are needed to create recordings in Echo360.

Recommended Operating Systems
Recommended Hardware and Software
Recommended Browsers
Supported Cameras

2. How do I get an Echo360 account in order to be able to record and publish captures?
To get an Echo360 account please contact the UIS Help Desk and request an Echo360 account.

3. I cannot log in to my Echo360 Personal Capture application. Why?
If you have not already, please contact the UIS Help Desk and request that an Echo360 account be created for you (please see item # 3 above).

If you have already submitted a request to the UIS Help Desk for an Echo360 account to be created and have received confirmation that it has been created, please download the Personal Capture application by following the steps below:

Installing Echo360 Personal Capture Client (Mac)
Installing Echo360 Personal Capture Client (Win)

If the application is properly installed and you still cannot log in, you can attempt to log in to the following University service sites to make sure that you can access other University services:

GUMail: https://apps.georgetown.edu
Blackboard: https://campus.georgetown.edu
MyAccess: https://myaccess.georgetown.edu/

If you are not able to log in to GUMail, Blackboard, or MyAccess, please contact the UIS Help Desk as you may be experiencing a password issue or other NetID-related issues requiring Help Desk assistance.

If you are able to log in to all three of the above University services, but are not able to log in to your Echo360 Personal Capture application, please contact the UIS Help Desk and state that even though you have confirmation that an Echo360 account has been set up for you, you still cannot log in to the Echo360 application.

4. I cannot log in to my Echo360 System Server. Why?
If you have not already, please contact the UIS Help Desk and request that an Echo360 account be created for you (please see item # 3 above).

If you have already submitted a request to the UIS Help Desk for an Echo360 account to be created and have received confirmation that it has been created, please access https://lecturecapture.georgetown.edu/ and log in with your active NetID and NetID password.

If you still cannot log in, you can attempt to log in to the following University service sites to make sure that you can access other University services:

GUMail: https://apps.georgetown.edu
Blackboard: https://campus.georgetown.edu
MyAccess: https://myaccess.georgetown.edu/

If you are not able to log in to GUMail, Blackboard, or MyAccess, please contact the UIS Help Desk as you may be experiencing a password issue or other NetID-related issues requiring Help Desk assistance.

If you are able to log in to all three of the above University services, but are not able to log in to the Echo360 System Server, please contact the UIS Help Desk and state that even though you have confirmation that an Echo360 account has been set up for you, you still cannot log in to the Echo360 System Server.

5. I cannot publish an Echo360 lecture capture using the Personal Capture client. Why?
At times, slow internet connections may interfere with Echo360 Personal Capture client's ability to publish a recording onto the server. Please make sure that you have a fast and reliable internet connection (e.g. DSL, Cable, etc).

Is your computer system set to sleep and turn itself off? At times, such settings on your system may activate and turn your computer off before the recording has been uploaded onto the server and published. Please make sure that your system is not turning off prematurely.
6. Echo360 Personal Capture software does not work on my computer. Why?
Please gather the following information and provide it to the UIS help desk analyst:

- What Operating System are you using?
- What version of Personal Capture are you using?
- Are you logging in to your computer as an Administrator user or as a standard user? If not, …

NOTE: Please note that Echo360 Personal Capture version 4 does not work on Mac OS X Lion.

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7. What do I need to play back an Echo recording?
A web browser is needed to play back an Echo recording. According to our findings, most commonly used browsers support Echo360 playback:

http://www.google.com/chrome
http://www.mozilla.org/firefox
http://windows.microsoft.com/IE

If you were asked to access an Echo360 recording in Blackboard, you will need an active NetID and NetID password to log in to Blackboard. Additionally, you will need to be enrolled in a course site in Blackboard if the needed Echo360 recording link is stored in a Blackboard course site. However, if you were provided a link to an Echo360 recording outside of Blackboard, all you need is a web browser.

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8. Why can’t I play back an Echo360 capture?
At times, slow internet connections may interfere with the playback process of Echo360 recording. Please make sure that you have a fast and reliable internet connection (e.g. DSL, Cable, etc). If you have established that you do have a fast and reliable internet connection, please contact the UIS Help Desk for further troubleshooting.

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9. I recorded an Echo360 capture, but there is no sound. Why?
Please make sure that you have a working microphone before you start recording a session by completing a sound check. Instructions for completing a sound check can be found here (in part 1: Recording):

Echo360 Personal Capture Record, Edit, Publish (Mac)
Echo360 Personal Capture Record, Edit, Publish (Win)

Additionally, independently of Echo360, can you confirm that your computer is receiving audio from your microphone (e.g. via use of Skype, iChat, AIM, etc)?

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10. What do I do if my Echo360 capture did not appear in my Blackboard course site?
In order to publish your Echo360 capture to Blackboard, your Echo course must be associated with your Blackboard course site. Verify that your Echo course is associated with your Blackboard course.

If it is not associated, contact the UIS Help Desk to request that your course be associated with a particular Blackboard course site. Also, you must have either a content area titled “Lecture Captures” or “Documents” in your course site menu. If you do not, add one of these content areas to your Blackboard course site’s menu. Future captures should appear in the Lecture Captures content area (or Documents content area if you don’t have a Lecture Captures content area).

To republish lectures that got published prior to the Lecture Captures content area being added to the Blackboard site, do the following:

1. Log in the Echo System Server.
2. Find the capture you want to publish to Blackboard and select “Edit.”
3. Scroll to the bottom and click on “Add Publisher.”
4. Select “Blackboard via Individual Links.”
5. Fill in the CMS ID (example: ENGL-101-01.Fall2011), then Save.
6. On the main Edit page, click “Save.”

NOTE: Once you click on the Save button, the media is re-processed and it can take up to 24 hours for the recording to appear in your Blackboard course site.

You can track the progress under the monitor tab (show instructions).