Echo360 Lecture Capture Support

YOU HAVE ACCESSED THE OLD SUPPORT SITE FOR ECHO360 LECTURE CAPTURE AT GEORGETOWN UNIVERSITY

PLEASE NAVIGATE TO THE NEW SITE BY CLICKING THE FOLLOWING LINK https://uis.georgetown.edu/echo360

OVERVIEW

Echo360 Lecture Capture allows faculty to record their voice along with whatever is being displayed on a computer screen. Faculty can use Echo360 to capture in-class lectures or to "flip the classroom" by providing content in advance of a class session.

Learn more about the role lecture capture can play in your teaching on the Georgetown Teaching Commons.

GETTING STARTED

Making Lecture Captures on Your Computer or Laptop

Making Lecture Captures Using a Classroom Computer

Note: Faculty who are teaching in the current semester are automatically provided Echo360 accounts.

ADVANCED FEATURES

Editing a Recording on a Mac using Personal Capture - Instructional Video
Edit Materials on ESS (External Link)
Collaboration Features
Importing Other Media (External Link)
Embedding a Video from Echo Server into Blackboard
Accessing the raw Echo360 capture file from a Personal Capture client on a Mac
Accessing the raw Echo360 capture file from a Personal Capture client on Windows

ADDITIONAL RESOURCES

Echo360 Classroom Capture Instructions (New and Under Construction)
Echo360 Faculty Guide
Echo360 Student Guide

SUPPORT

To make recordings with a university classroom computer, please notify the appropriate AV organization one week in advance:

Main Campus - Contact CETs at 202-687-7491.
Medical Center - Contact TESS at tess@georgetown.edu.
McDonough School of Business - Contact the MSB Tech Center by email at msb-help@msb.edu or by phone at 202-687-4721.

To request assistance or to report any issues:

Main Campus and Medical Center faculty and staff - Contact the UIS Help Desk at 202-687-4949 or help@georgetown.edu.
McDonough School of Business - Contact the MSB Tech Center at 202-687-4721 or msb-help@msb.edu.

FREQUENTLY ASKED QUESTIONS

FACULTY FAQS

Why am I unable to access the Echo360 Server (ESS)?
Why am I unable to publish a lecture capture using the Personal Capture client?
What do I need to view a lecture capture?
How do I edit a lecture after it has been published?
Where do captures published to my Blackboard course show up?
What do I do if my lecture capture did not appear in my Blackboard course site?
How do I view statistics of my students viewing lecture captures?
Can my students access Echo captures after the end of the semester through Blackboard?
What are the requirements to use Echo360?
How long does it take to publish a capture?
Why am I unable to playback a lecture capture?
How do I project a powerpoint while using Echo 360?
How do I copy lecture captures from one Blackboard course site into another?
Where can I find the raw media files of captures on my computer?

STUDENT FAQS
What do I need to view a lecture capture?
What are the requirements to use Echo360?
How can I playback a lecture capture on a mobile device?
Why won’t the lecture capture play when I click on the link in Blackboard?

UPGRADE RELEASE NOTES
v5.4 Service Pack 5 - 7

KNOWN ISSUES

- You cannot view Echo360 captures on the GuestNet wireless campus network. Use the SaxaNet wireless network or another network instead.

- You cannot publish Echo360 captures using the Personal Capture client on the GuestNet wireless campus network. Use the SaxaNet wireless network or another network instead.

- If you wish to record a Personal Capture with a Mac laptop with a Retina display connected to a projector, you must connect the projector then check "mirror displays" before launching Echo360 (after connecting the projector, go to System Preferences > Displays > Arrangement and check "mirror displays").

- If you use Echo360 Classroom Capture to make an adhoc recording on a podium computer, an incorrect default Product Group may appear (e.g., "Audio Only"). When setting up an adhoc capture on a podium computer, be sure to check the Product Group and change it if necessary to something that includes "Display" or "Rich Media Streaming," so the capture will include your screen content.

PLAYBACK OF A TEST ECHO360 SESSION
Please click here to see if your computer can play back a test Echo360 session.