# Adobe® Presenter Video Express® 11 Help

## Legal notices
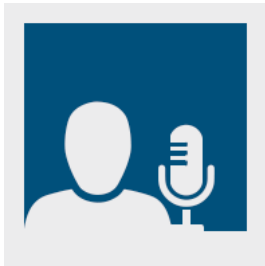
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**Adobe Presenter Video Express**

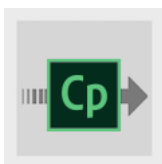# What's new and changed in Adobe Presenter Video Express
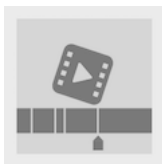
Customize background and enhance video

Add quiz questions to your video

Add annotations

Publish to Adobe Captivate Prime

Insert videos into the timeline

## New intuitive UI for Adobe Presenter Video Express

Edit your videos right within the project timeline. Dynamically mix screen content and webcam video. Easily trim your clips or pan and zoom, without any additional training. Automatically adjust the brightness and sharpness. Enhance audio quality by reducing background noise.

For more information, see Adobe Presenter Video Express (Windows & Mac)

## Native resolution screen capture

Capture your screen at its full resolution without distortion or changes to onscreen elements, taking the guesswork out of authoring. Leverage enhanced pan-and-zoom scaling to edit videos more easily.

Publish to 1280x720 or 1280x800 resolution always in hd video.

For more information, see Adobe Presenter Video Express (Windows & Mac)

## Use analytics for learner intervention

Use built-in analytics to track content consumption and identify learners who need course correction. Track learner performance in the Learner dashboard by viewing metrics such as time spent on a section, modules taken, and successful completion. Report key performance metrics without having to invest in an LMS. Gauge the effectiveness of your videos and identify common drop-out points.

For more information on enhanced Learner Analytics dashboard, see Learning Dashboard

## SRT file creation

Generate an SRT file from your Adobe Presenter closed captions. Use the SRT file to offer subtitles in video-based courses published to third-party video websites and players. Localize the SRT file to deliver course subtitles in regional languages.

For more information, see Add closed captions

## Other enhancements

**Lower third text and branding videos add-ons**

Jazz up your video by selecting a theme from a wide range of introductory and concluding clips. Focus viewer attention by zooming in on specific content. Easily describe your videos with titles, introduce yourself using the Lower Thirds option, and add custom videos and logos to meet branding requirements.

For more information, see Adobe Presenter Video Express (Windows & Mac)

**More Smart learning interactions**

Insert aesthetically designed interactive elements to your content with just one click. Select from a wide range of stunning interactions, like Hangman, Jigsaw, Process Cycle, Glossary, Accordion, Pyramid, and Animated Rollover, to customize the content and appearance.

For more information, see Inserting learning interactions

**ELearning templates**

2   Select the category of interaction you want to insert from the Insert Scenario Interaction drop down list. There are four templates currently available: Business, Call Center, Medical, and Generic.

3   Select a scenario from the left pane. For example, if it is Business, select Business 1.

4   Select the Number of Options and the Correct Option. Click Preview to preview the interaction.

5   Click Ok.

If you want to change the appearance on the slide, you can:

• Edit the placeholder text.

• Adjust the image position.

• Resize the images by directly increasing/decreasing the size or by right clicking the character and entering a different size from the resize option.

• Introduce a new character from the Character option.

# Adobe Presenter Video Express (Windows & Mac)

Adobe Presenter includes Adobe Presenter Video Express, a tool that lets you combine application or desktop capture and webcam video. Using this tool, marketing, eLearning, and training professionals or even hobbyists and amateur video producers can quickly produce video tutorials and related video solutions. The tool also provides effective video edit options such as layouts, Pan & Zoom, and Trim options.

**From Adobe Presenter 10 onwards,** experience the revamped and intuitive user interface for Adobe Presenter Video Express.

• You can record HD videos irrespective of the audio/video capabilities of your computer.

• Export your Closed captions as SRT files.

• Include multiple lower third texts in presentations.

• Experience the hassle free and intuitive easy trim options without any additional training.

• No timelag in launching the record screen.

• Capture your screen at its full resolution without distortion or changes to onscreen elements.

• Leverage enhanced pan-and-zoom scaling to edit videos more easily.

• Publish to 1280x720 or 1280x800 resolution always in hd video.

• Utilize new theme options for your videos.

You can launch Adobe Presenter Video Express in one of the following ways:

• From within Adobe Presenter, by clicking Record Video (  ).

• By clicking Adobe Presenter Video Express from the Windows Start menu (Start > All Programs)

The output is an MP4 file that you can save on the disk, export into a Microsoft PowerPoint presentation, or upload to YouTube, Adobe Connect, or Vimeo.

Adobe Presenter Video Express videos capture the following:

**Presentation**  Actions performed on your monitor screen.

**Presenter**  The web cam capture of the narrator who narrates while presenting the presentation or demonstrating an application. The audio narration too is captured.

## Prerequisites

- Intel® Core™2 Duo or AMD Phenom® II processor (Intel Core i3 or better recommended)

- Minimum supported resolution is 1024x720 display.

- Camera and microphone plugged in to the computer and working. For a list of recommended cameras and microphones, see Recommended cameras and microphones.

  **Note**: If you do not have a camera or a microphone, you can still record videos (your actions on the screen). However, you cannot add narration or the Presenter to the recorded video later.

- Minimum 5 GB of available hard-disk space

- 2 GB of RAM (4 GB or more recommended)

- One of the following operating systems:

  - Windows 7 — 32-bit and 64-bit

  - Windows 8.1 - 32-bit and 64-bit

  - Mac OS 10.8 or later

  **Note**: From Adobe Presenter 10 onwards, Adobe Presenter Video Express tool works on MAC. Support for Adobe Presenter Video Express application through App store download is discontinued. We recommend that you use an external camera for recording. Usage of built-in camera may result in Audio/Video Synchronization issues and do not produce High Definition videos.

  Adobe Presenter Video Express is not supported on Linux.

  To End the Recording in Mac, click the Adobe Presenter Video Express icon in the system tray (as Mac does not have an end key).

  Mac shortcut for Pause: Command+Option+P

  Mac shortcut for Stop: Command+Option+X

- Microsoft Office 2010 or 2013

- Windows Media player. If your computer does not have Windows Media Player installed, click here to download.

- Internet connectivity to use the Closed Captions feature

## Recommended cameras and microphones

- Yeti Blue microphone

- Logitech HD Pro Webcam C910

- Creative Live! Cam inPerson HD

- FREETALK® Everyman HD

## Record videos

1  Ensure that the hardware and software requirements are met. See Prerequisitesfor information.

2  Ensure that you have the narration script ready.

**3** Do one of the following:

• To record a Microsoft PowerPoint presentation as a video, click the Adobe Presenter ribbon in Microsoft PowerPoint, and click Record Video ( ).

• To record any other application simulation or demonstration, open the required application, and then launch Adobe Presenter Video Express (Start > All Programs > Adobe Presenter Video Express).

The launch window of Adobe Presenter Video Express appears.
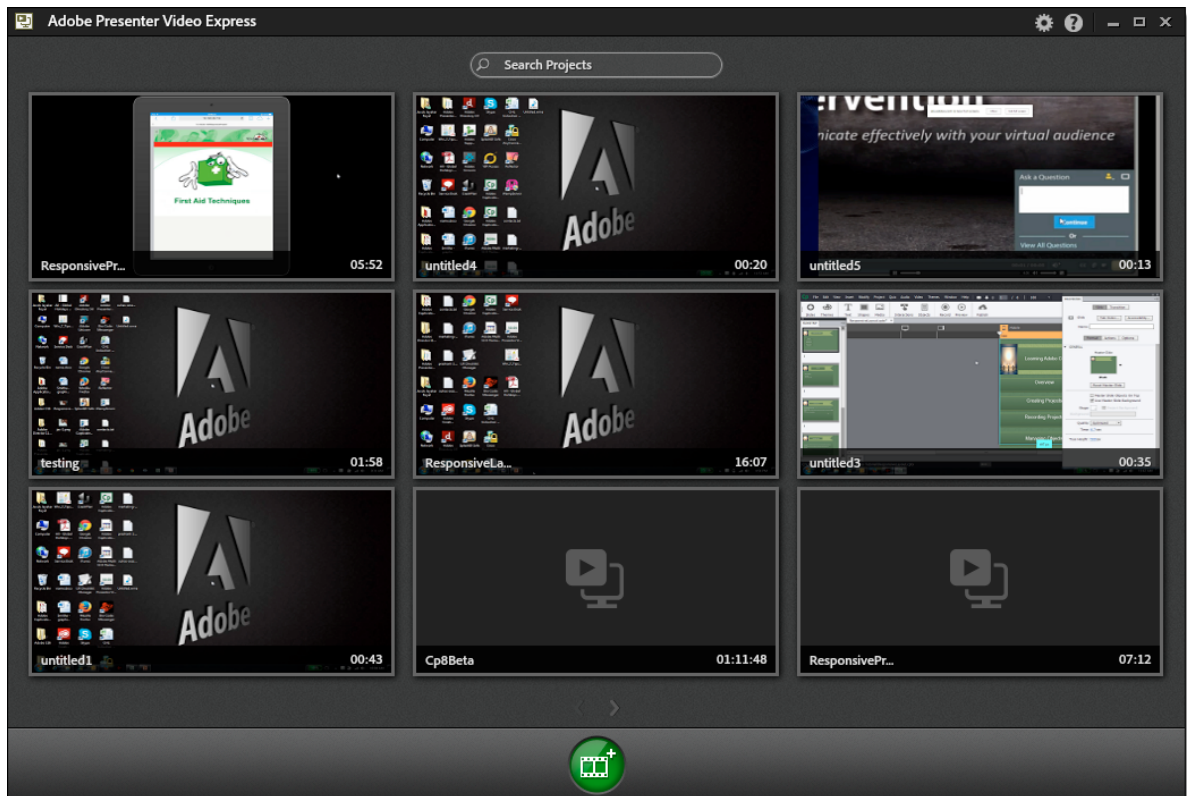


Your previously launched projects would appear as thumbnails in launch screen. You can search the existing projects using Search Projects area. You can also import existing projects by clicking and choosing Import Project (In Adobe Presenter 9, this option was Open Projects).
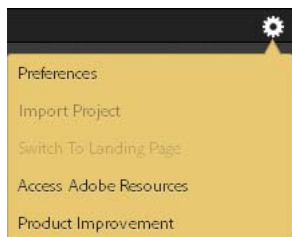


**4** Click to create new project.

The new project recording window appears.

**5** Click .

From Adobe Presenter 10 onwards, Adobe Presenter Video Express records the projects by default, in HD mode.

The recording begins after the countdown (5 seconds).

**6** Perform the steps on the computer while you narrate the script.

Adobe Presenter Video Express captures both you (the Presenter) and the full monitor screen simultaneously during recording. After recording, you can choose to display the Presenter, the presentation, or both in different parts of the video.

*Note: When you launch Adobe Presenter Video Express with webcam connected to your computer, you see two lines on the webcam capture area. Only the webcam capture between these two lines is displayed in the side by side layouts (Both Presenter and Presentation layouts).*

**7** Do one of the following actions:

• To pause the recording, press the Pause key or right-click the Adobe Presenter Video Express icon in the system tray, and click Pause Recording.

**note**: When you right-click the Adobe Presenter icon and choose to Pause recording, these actions are recorded along with your main recording. You can use the trim option to trim this part of the recording.

Adobe Presenter Video Express screen appears and displays the pause icon to indicate that you have paused the recording. Click the record button to resume recording or click the edit icon (  ) to end recording and edit the video.

• To end the recording, press Shift + End, or click the Adobe Presenter Video Express icon in the system tray, and click End Recording.

Preview the video by clicking Play (  ). The waveform of the audio that you recorded with the video is displayed in the Timeline.

**Tip**: While editing, use the audio waveform to quickly snap to the portion of the video with highest or lowest amplitude.

The first and last parts of the video are the default branding settings. You can change the branding to include your own brand videos at the beginning and end of the recorded video.

## Set recording preferences

**Select Camera**  Click the video camera icon at the bottom of hte create new project window as shown in the snapshot below.

The names of the cameras that are currently connected to your computer are displayed as popup. Click one of the options. You can choose None if you do not want to use a camera in the video you want to record.
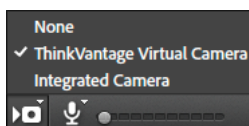


**Select Microphone**  Click the microphone icon at the bottom of the create new project window as shown in the snapshot below.

The names of the microphones that are currently available on your computer are displayed as popup. Click one of the options if you want to record audio along with the video. Click None if you do not want to record audio along with the video.
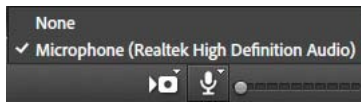
**Resolution**  From Adobe Presenter 10 onwards, by default HD resolution will be used for recording videos. If there is no HD support in the computer, the nearest SD resolution will be used.

**Change Display Resolution During Recording**  Click [icon] and select Preferences. In Preferences window, select Miscellaneous Preferences, and click the checkbox next to Change Display Resolution during recording to let Adobe Presenter Video Express automatically change the resolution of your monitor screen during recording. Adobe Presenter Video Express will switch resolution to 1280x720 if it is supported, else 1280x800. The resolution changes when you click [icon] to create new project.

For more information, see Miscellaneous preferences .

### Record additional video

1   Click Open Projects to open the project to which you want to record additional video.

   *Note: If the existing project was recorded using a webcam, you require a webcam to record additional video too.*

2   Click Play ( [icon] ) and pause (click Play again) the video at the point where you want to insert additional video.

3   Click the record button ( [icon] ) in the playbar.

4   Perform the steps on your computer.

    and press Shift+End when you are done with recording.

5   Press Shift+End to end the recording, or press Pause to pause the recording. You can also right-click the Adobe Presenter Video Express icon in the system tray, and click Pause Recording to pause recording.

## Understanding the editing interface
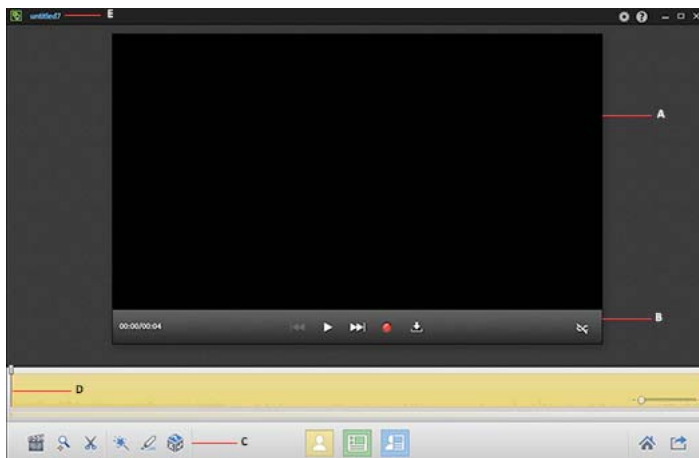


*A Recorded video  B Playbar  C Editing controls  D Timeline  E Project name*

# Understanding the timeline

Timeline shows you the entire video clip in the form of a (colored) rectangular bar. If you have used multiple layouts in the project, this rectangle is divided into many rectangles with different colors. The layouts are color-coded to help you instantly identify the allocation of the layouts in the video. For information on changing the layouts, see Change the layout.

The Timeline also shows the audio waveform of the audio clip recorded with the video.

The rectangular bar (video clip) is prefixed and suffixed with the default branding videos. You can remove these videos or choose different videos using the Branding panel. For more information, see Edit the video theme.
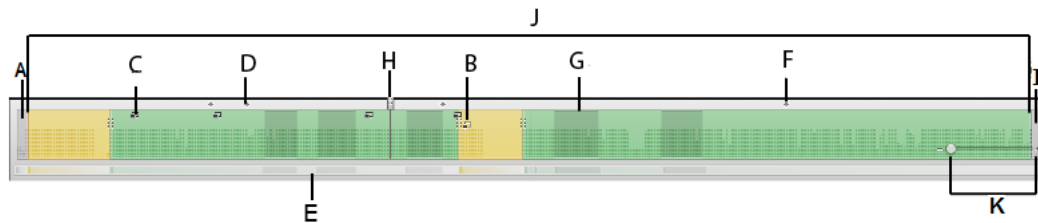
*A Default branding video at the beginning of the video  B Green timeline indicating Presentation only mode  C Light blue timeline indicating presenter and presentation mode  D Dark blue timeline indicating an external video is inserted  E Yellow timeline indicating presenter only mode*

*Note: An external video added to the timeline is indicated by a darker shade. If you add an external video in presentation only mode, then the timeline is a dark green. If you add an external video in presenter and presentation only mode, then the timeline is a dark blue. And if you add an external video in presenter only mode, the timeline turns dark yellow in color.*

In different modes, the timeline contains different indicators showing the different locations where edits are made.

For example, if you are in pan and zoom mode, you can see all the locations on the timeline where you have added pan and zoom effects. And if you are in annotations mode, you can see on the timeline all the annotations you have added. However, you cannot see the other type of effects you have added.

Additionally, the right of the timeline has a zoom slider that allows you to magnify the timeline allowing you to edit the video at very granular levels.

For example, while choosing the Trim region, you can drag the playhead from 5 seconds to 6 seconds at a lower zoom level. You can drag it from 5 seconds to 5.5 seconds at a higher zoom level.

## Navigating using Timeline

Scrollbar and markers on the Timeline help you navigate to specific portions of the video.

Scrollbar, at the bottom of the Timeline, contains a miniature form of the rectangular bar (video clip) and reflects the color scheme displayed in the Timeline.

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Scrollbar, at the bottom of the Timeline, contains a miniature form of the rectangular bar (video clip) and reflects the color scheme displayed in the Timeline.

*A Thumb (scroller)  B Track or the trough of the scrollbar*

When you magnify the Timeline, the entire video clip does not fit into the Timeline. But, the scrollbar still displays the entire video clip with the layout allocation. While you can make fine edits using the magnified view of the Timeline, you can use the scrollbar and the thumb (scroller) to quickly navigate to a specific portion of the video.

Markers are tiny dots ( ) in the Timeline (see the Timeline topic for an illustration) that indicate a lower third text.

# Edit videos

## Change the project name

By default, the projects are named as untitled <n>. To name your project, click the project name at the top of the Adobe Presenter Video Express screen, and type the required name.
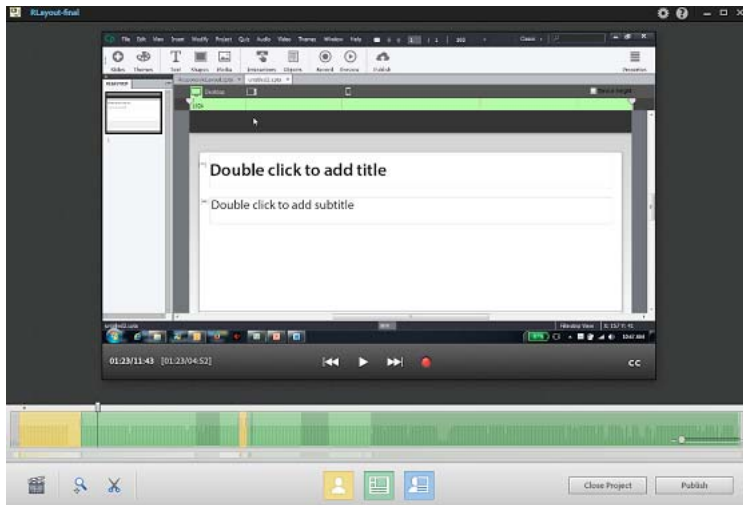
## Change the layout

1  Click Play ( ) to play the video.

2  At the point where you want to change the layout, click one of the following options:
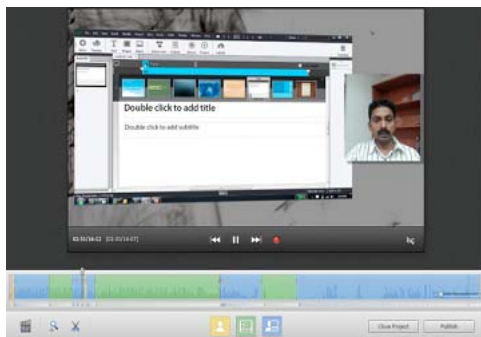
**Presenter Only**  Click to display only the Presenter.



**Presentation Only**  Click to display only the Presentation.

**Both (Presenter On Left)** ![icon] This is a toggle button. Click to display both the Presenter and Presentation side by side, with Presenter on the left side of the screen.



*Note: When you click this button, it toggles to display ![icon]. Whenever you want the Presenter on the right side of the screen, you can click this button again.*

The Timeline displays different color codes for different layouts. See Understanding the timelinefor more information.

In the above example, the green rectangle indicates the duration of the video in which the layout is 'Presentation Only'.

*Note: When you launch Adobe Presenter Video Express with webcam connected to your computer, you see two lines on the webcam capture area. Only the webcam capture between these two lines is displayed in the side by side layouts (Both Presenter and Presentation layouts).*

## Add pan and zoom effects

You can add pan and zoom effects to your project to highlight or emphasize parts of the screen.

💡 *Another way you can highlight sections of the screen is through the use of annotations. For more information, see Add annotations .*

1 Click Play ( ![icon] ) and pause the video (click the Play button again) at the point where you want to add a pan and zoom effect.

**2** Click the Add Pan And Zoom icon ( 🔍 ). The Pan And Zoom panel appears on the right. The panel displays both the Presentation and the Presenter.

**3** Click and drag the handles (highlighted area in red) in the pan and zoom panel to define the pan and zoom region. A pan and zoom icon appears in the Timeline.

The video is played at the specified pan and zoom level until the next pan and zoom point. This means, if you have zoomed into the video, you have to zoom out again to display the video in the original size.

Double-click anywhere in the pan and zoom region of the Presentation or the Presenter to display the video in the original size.

*Note: Each starting point of a Pan and Zoom area of the video will be represented by the  ⬜  icons in the timeline. When you move mouse over these icons, they appear like this ⬛ icon. To re-position the Pan and Zoom starting points in the timeline, you can click and drag the existing icons.*
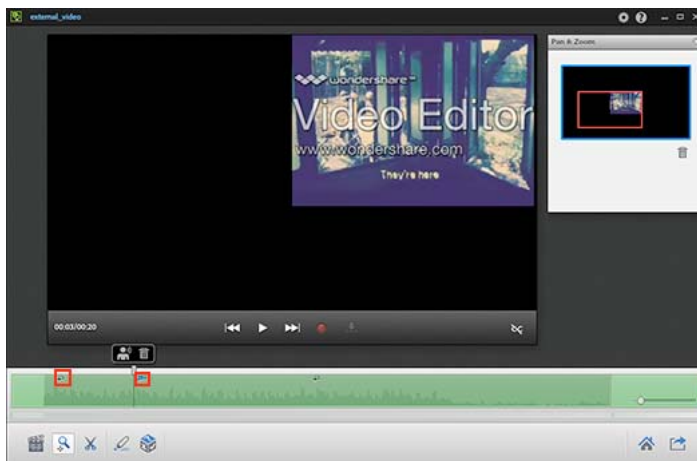


**4** Do one of the following:

- Add more pan and zoom points by repeating the steps.
- Delete a pan and zoom point by selecting the pan and zoom in the timeline and then clicking the corresponding delete icon 🗑 in the Pan And Zoom panel, or pressing the Delete key on the keyboard
- Edit the video further by using the trim option.
- Edit the branding settings.
- Click Publish to publish the video.

## Trim videos

You can easily trim unwanted portions of the video using Presenter Video Express's trim features.

**1** Click Play ( ▶ ) and pause the video (click the Play button again) at the point where you want to start trimming the video.

**2** Click the Trim icon ( ✂ ) and then set inpoint by clicking the ➕ icon. The start marker appears on the Timeline as highlighted in yellow and video starts playing from that point.

3 You can pause the video to indicate the end point of the trim area. The starting and end points of trim region are highlighted in yellow with a check mark or tick icon.

4 To set outpoint or to confirm the end point of the trimmed area, click ✓ check mark icon.

5 Click and drag the start and end points of trimmed area to increase or decrease the trim region.

   *Note: You can do it in two ways:*

   • Click the space in timeline at the right or left of the highlighted trimmed region

   • Pull the existing trimmed region (yellow highlighted area) to the left or right by dragging the arrows.

   To delete a trim region, click the trim region and press delete icon. The playhead can be positioned anywhere.

6 Do one of the following:

   • Edit the video further by using the trim option again.

   • Add pan and zoom points.

   • Edit the branding settings.

   • Click Publish to publish the video.

## Undo and redo edit operations

Press Ctrl + z (Windows) or Command + z (on Mac) to undo the latest operation in Adobe Presenter Video Express. To redo the operation, press the keys again.

Multiple undo operations are not supported. Ctrl + z and Command + z act as toggle keys and toggle between undo and redo of the latest edit operation.

The scope of undo and redo operations are limited to edit operations within the following:

• Layout editing options

• Trim

• Pan and zoom

This means, if you change the layout and click the trim or pan and zoom icon, the undo stack is cleared, and you cannot undo the change layout operation. Whereas if you switch between the layouts options without clicking trim or pan and zoom, you can undo the last change in the layout.

Similarly, if you choose a trim region and click pan and zoom or layout icons, the undo stack gets cleared, and you cannot undo the trim operation.

## Edit the video theme

### Add brand videos and icons

You can change the theme of your video and "re-brand" it according to your requirements.

1 Click Branding ( ) in Adobe Presenter Video Express.

2 In the Branding panel, click a theme from the Themes list. The edit area displays a preview of the selected theme.

   To remove the default branding video, click None from the Branding Video list.

*Note: From Adobe Presenter 10 onwards, 5 new themes have been added as below:*

**1** cubes

**2** globe-glow

**3** globe-linear

**4** grassroots

**5** yellow2d

**6** To create a custom theme, click Custom in the Themes list.

**7** Based on whether you want the video at the beginning or end or both, click Start or End or both. Then, click Select to browse for the video.

*Note: Only MP4 videos (of codecs H.264 and AAC) are supported. The resolution of the branding video must be 1280x720 or 1280x800 for Presenter 10 projects. For SD projects recorded in Presenter 9 and before, you need to provide a 640x360 branding asset.*

**8** To use an image as the background, select Background and then click Select to browse for the required image.

**9** To use a branding icon or a logo, select Left or Right in the Branding Icon section based on where you want the image. Then, click Select to choose the image.

## Add title text

**1** Click the Branding icon in Adobe Presenter Video Express.

**2** In the Branding panel, select Title Text, and type the text.

*Note: Multi-line text is not supported; type all the text in a single line.*

## Add lower-third text

Lower-third text is the text overlay on the video that is used to display your name and designation.

*Note: From Adobe Presenter 10 onwards, you have a provision to include multiple lower third titles for your video presentation.*

**1** Click the Branding icon in Adobe Presenter Video Express.

**2** In the Branding panel, select Lower Third Text.

**3** Specify the Presenter name and title.

**4** In the Display Duration field, specify the duration for which the text must be displayed.

*Note: Repeat the above steps as per your requirement to display multiple lower third texts for your presentation.*

*The lower third will appear at the current play head. Fine adjustments can be made to the time at which it appears, by moving the play head within the lower third region and clicking Display at play head. To display lower third text at the beginning of the presentation, you need to click the play head at the beginning and then follow the steps above.To delete the existing lower third text, move the mouse over the lower third text marker and click ◆ icon.*

## Add closed captions

Adobe Presenter Video Express automatically converts audio in your project to closed captions. Generation of closed captions happens on the cloud and therefore, you must have internet connectivity to use this feature.

*Note: Closed captions are currently optimized for American English. There is no support available now for Portuguese Brazilian closed caption. You can also export closed captions as SRT files.*

To generate closed captions:

**1** Click [cc icon] below the video to open the Closed Captioning dialog box.



**2** Click Generate to generate the closed captions.

It takes some time for Presenter Video Express to generate and display the closed captions.

*To get better quality results, you can copy-paste the audio script into the Closed Caption window and generate it.*

## Export closed captions

In edit mode, click [cc icon] at the bottom right corner of the Play bar window. Choose External toggle button to export the closed captions as SRT files in the published folder.
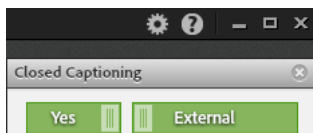


## Edit closed captions

To edit closed captions, double-click the text in the right panel and edit it.

## Enable or disable closed captions in published output

To enable and disable closed captions in the published output, select the toggle option Yes or No available in the Closed Captioning panel.

# Publish videos

You can upload videos to YouTube, Vimeo, or Adobe Connect (Content Library), export the video to Microsoft PowerPoint, or save the videos as MP4 files on the disk.

## Set publishing preferences

Click Settings ( )in Adobe Presenter Video Express.

**Publish Quality**  Use the slider to specify the quality of the published output. The higher the quality, the greater is the file size.

*Note: Publish Quality takes effect only in the published output of the video.*

## Publish to YouTube

1   Click Publish in Adobe Presenter Video Express, and then click YouTube.

  Adobe Presenter Video Express converts your project to an MP4 file at the back end. After the conversion is completed, the YouTube Login window appears.

2   Specify your YouTube login credentials and select the I've Read Adobe Privacy Policy check box.

3   Click Login.

4   In the Upload To YouTube dialog box, specify the title for the project, and type in a description.

5   In the Tags field, type the tags for the project to optimize your users' search for the project. Use commas or semicolons to separate multiple tags.

  Generally, the tags are the search terms that your users use to search for your project on YouTube. Some examples are the subject of your project, or the key terms in the project, or the title.

6   In the Category list, click a category to which your project belongs.

7   Click one of the following options:

  •   Public: To make your project available for everyone who accesses YouTube.

  •   Private: To make your project available to only specific set of users. After uploading the file, log on to YouTube, and provide permissions for such users (or to users with whom you want to share the link). For more information, see this website.

8   Click Terms and Conditions, review them, and click Back.

9   Select the I have read the terms and conditions check box, and click Upload.

  A message is displayed indicating that the video is uploaded successfully.

10  Click Send Email Now to send the YouTube URL to the required people over mail. The default email application configured on your machine is loaded, and the URL of the project appears in the default text of the email.

## Publish to Vimeo

1   Click Publish in Adobe Presenter Video Express, and then click Vimeo.

  Adobe Presenter Video Express converts your project to an MP4 file at the back end. After the conversion is completed, the Upload to Vimeo window appears.

2   Specify your Vimeo login credentials and select the I've Read Adobe Privacy Policy check box.

3   Click Login.

4   Click Allow when prompted to allow or disallow Adobe Presenter from accessing your Vimeo account.

5   Specify the title for the project, and type in a description.

6   In the Tags field, type the tags for the project to optimize your users' search for the project. Use commas or semicolons to separate multiple tags.

Generally, the tags are the search terms that your users use to search for your project on Vimeo. Some examples are the subject of your project, or the key terms in the project, or the title.

7   Click one of the following options:

•   Anyone: To make your video available for everyone who log in to Vimeo.

•   Only me: To make your video available only for you. If at later point in time, you want to make the video available for others, you can do so by configuring the Privacy settings in Vimeo.

8   Click Terms and Conditions, review them, and click Back.

9   Select the I have read the terms and conditions check box, and click Upload.

A message is displayed indicating that the video is uploaded successfully along with the URL at which the video is hosted.

10   Click Send Email Now to send the URL to the required people over mail. The default email application configured on your machine is loaded, and the URL of the project appears in the default text of the email.

## Publish as MP4 files

Click Publish in Adobe Presenter Video Express, and then click Publish to My Computer.

Adobe Presenter Video Express converts your project to an MP4 file at the back end. After the conversion is completed, the output folder with the MP4 file appears.

The default publish folders:

On Windows: C:\Users\username\My Documents\My Adobe Presenter Video Projects Published\<project_name>\<project_name.mp4>.

On Mac: /Users/<username>/Documents/My Adobe Presenter Video Projects Published/<project_name>/<project_name.mp4>

## Export to Microsoft PowerPoint

Click Publish in Adobe Presenter Video Express, and then click Export to Microsoft PowerPoint.

The video is placed in a new Microsoft PowerPoint presentation slide as an Adobe Presenter video. You can insert new slides into the presentation to create a Microsoft PowerPoint project. You can also copy and paste the slide with the video into an existing presentation.

*Note: As these videos are Adobe Presenter videos and not Microsoft PowerPoint videos, you cannot view them in the slideshow. The video is visible in the video edit mode (Adobe Presenter > Video > Edit), or in the output file published from Adobe Presenter.*

## Upload to Adobe Connect

You can upload Adobe Presenter Video Express videos to Adobe Connect to use them in Adobe Connect meetings. The videos are uploaded as MP4 files.

1   Click Publish in Adobe Presenter Video Express, and then click Upload to Adobe Connect.

2   Specify the Adobe Connect Server URL, Username, and password.

**3** Click one of the following options to specify who can access the video:

**Public** To provide access to anyone who has the link to the video.

**Private** To share the video with specific users.

**4** Click Adobe Privacy Policy. Adobe Privacy Center appears in a web browser.

**5** Review the policy, and select I've Read Adobe Privacy Policy in the Upload To Adobe Connect dialog box.

**6** Click Upload.

Adobe Presenter Video Express converts the video to MP4 format and uploads it to the Content Library of the specified server. After publishing, a message appears with the Adobe Connect URL where the video is hosted.

**7** Copy the URL and distribute it to your users.

## Troubleshooting Adobe Presenter Video Express

If you encounter errors while using Adobe Presenter Video Express, redo the workflow by launching Adobe Presenter Video Express in the Diagnostic mode (Start > All Programs > Troubleshoot Adobe Presenter Video Express.

At the end of the recording, the Diagnostic Logs dialog box appears.

*Note: For Adobe Presenter Video Express in Mac, click Help> Diagnostic mode menu item to choose Presenter Video Express in diagnostic mode for troubleshooting. You need to re-launch the software to open Presenter Video Express in diagnostic mode.*

• Click Email to send the logs to Adobe for troubleshooting. The default mail client appears with the logs attached.

**Note:** The above option is available only for Windows. Mac users have to save the logs and email them to Adobe team.

• Click Save to save the logs on your computer for future use.

### Error: Your camera doesn't support the minimum FPS required for Adobe Presenter Video Express...

This error occurs because your camera supports a frame rate lesser than 10 FPS. Adobe Presenter Video Express produces best quality videos when your camera is High Definition (1280 x 720) and supports at least 10 FPS (frame rate). Use of cameras that support lesser FPS results in choppy videos (similar to slide-show)

Solution:

Replace your camera with one of the recommended ones. See Recommended cameras and microphonesfor more information.

Also, ensure that you have installed the native driver for the camera provided by the manufacturer.

### The quality of the Adobe Presenter video is low

Adobe Presenter Video Express requires much processing power to record the screen and webcam videos simultaneously. The presenter video in particular is a lot more difficult to record. When the processing power is not sufficient, the Presenter video quality will be low. The quality drop can be seen in the drop in the frame rate of the video. Also, the audio and video may go out of synchronization.

Solution:

Close unnecessary applications and free up system resources. If you experience a problem with the quality of your Presenter video, please check the following:

• Are you capturing an SD video instead of an HD video?

• Are all unnecessary applications closed?

• Do you have sufficient free space on your hard disk? At least 5 GB is needed, but around 15 GB is recommended.

• Are you using a good quality webcam? Check out the webcams recommended by Adobe.

• Are your webcam drivers up to date?

• Are you capturing your video in a well-lit environment? Most webcams perform poorly in bad lighting.

• Are you running Adobe Presenter Video Express in Diagnostic Mode? Use Diagnostic Mode only to report issues to Adobe.