



## FAQs – Frequently Asked Questions

[What is Panopto ReView?](#)

[Why should I use Panopto ReView?](#)

[Which rooms have Panopto ReView installed?](#)

[Will more rooms have Panopto ReView installed in the future?](#)

[Do I have to teach in a Panopto ReView-ready room to use it?](#)

[I'm teaching in a Panopto ReView-equipped room. Will automatically I be recorded?](#)

[Is sharing Panopto ReView videos time-consuming?](#)

[Is training available on the use of Panopto ReView?](#)

[Are there staff support materials available on-line?](#)

[Will my students know how to use the Panopto ReView web viewer when a video is shared with them?](#)

[How does Panopto ReView compare with other screen-capture technology that may be available to me?](#)

[Who will be able to see my videos?](#)

[I've attended training, but have forgotten how to do a specific task in Panopto ReView](#)

[I'm struggling to log on](#)

[I'm having a technical issue when using the recorder](#)

[I'm having a problem opening up the recording software from my device](#)

[I've shared my link but students are saying that they can't see it. What's wrong?](#)

[Why won't the Panopto Advanced Editor load?](#)

[Something has gone wrong with my recording](#)

[The audio on my recording is of a poor quality. What has happened?](#)

[I am sure that I began my PowerPoint from the beginning, but the first slide appears to be missing](#)

[When I tried to open the software, an error message popped up stating that I needed the new version](#)

[Pop-ups keep telling me to download Microsoft Silverlight but I already have it](#)

### **What is Panopto ReView?**

Panopto ReView is a facility available to all staff at Cardiff Met to record lectures and to create bespoke electronic content for their students.

### **Why should I use Panopto ReView?**

Panopto ReView is easy to use and the software makes it simple to share your videos in a range of formats. Students have a chance to review and recap lectures, and can access them at any time, so they'll be supported with revision and independent study. When you capture using Panopto ReView, your recording gains interactive elements and therefore caters for a range of student needs.

### **Which rooms have Panopto ReView installed?**

There is a three-year project to gradually equip around 105 pool teaching spaces. Please find the list of Panopto ReView-ready rooms (on both campuses) on the support site, in the Information Centre section [here](#)

### **Will more rooms have Panopto ReView installed in the future?**

Yes, 70 further rooms will have Panopto ReView installed over the course of the remaining two years of the project. These installations will happen in two phases of 35 rooms.

**Do I have to teach in a Panopto ReView-ready room to use it?**

It is possible to record lectures using your own laptop, although the audio/video quality of the recording may be compromised. However, even a lesser-quality recording may be preferable to no recording at all. Panopto ReView is also great for making bespoke recordings for students. We would encourage anyone wishing to use the software to join in with staff training (you can book onto a session by clicking [here](#)) or to get in touch via [review@cardiffmet.ac.uk](mailto:review@cardiffmet.ac.uk)

**I'm teaching in a Panopto ReView-equipped room. Will I automatically be recorded?**

No, Panopto ReView is opt-in and you need to actively use the software to record. Not all teaching is suitable for capture, so staff are encouraged to decide what would make a good recording. If you choose to use the software, you need to email [review@cardiffmet.ac.uk](mailto:review@cardiffmet.ac.uk) in advance - to have an account created for you. Unlike some other Universities, recording is not linked to the timetable, so staff have to open the Panopto ReView software, and press 'Record' to commence capture.

**Is sharing Panopto ReView videos time-consuming?**

No, after recording, your video is automatically processed, and you'll be emailed a link. Click on 'Share' and select 'Public on the Web'. Then simply share your link with your students somewhere convenient (e.g. Moodle). You can find further information about sharing URLs and embedding recordings on Moodle under the Moodle section of the support site – please click [here](#).

**Is training available on the use of Panopto ReView?**

Yes, 'Getting Started with Panopto ReView' is 2 ½ hour training session that outlines technical and pedagogical best practice, allows for hands-on experience and also provides you with an account. You can book on [here](#). We're also developing an 'Intermediate' workshop

**Are there staff support materials available on-line?**

Yes, please access them [here](#).

**Will my students know how to use the Panopto ReView web viewer when a video is shared with them?**

The Panopto ReView web viewer is very intuitive, and has features similar to YouTube. We've created a resource that you can share with your students in order to help them get the most out of the recording. Access this user-guide for students under the Resources section of the Panopto Support site [here](#)

**How does Panopto ReView compare with other screen-capture technology that may be available to me - such as Camtasia or Captivate?**

Panopto ReView is generally regarded as being simpler for the lecturer to use and distribute. It also gives students the ability to personalise and navigate their learning experience when watching the web viewer version of the video (default). For more complex editing needs, such as polished post-production and captioning, other software packages may be preferable. Please email [review@cardiffmet.ac.uk](mailto:review@cardiffmet.ac.uk) if you have any further queries about the suitability of Panopto ReView to your needs.

**Who will be able to see my videos?**

Initially, only you will be able to see your videos (along with Cardiff Met Panopto ReView administration staff). In order to share it, you'll have to select 'Public on the Web' and share the URL with your audience. Further information about uploading and sharing can be accessed [here](#)

**I've attended training, but have forgotten how to do a specific task in Panopto ReView**

In the first instance, explore the online support for Panopto ReView available on the LTDU website:

[www.cardiffmet.ac.uk/review-support](http://www.cardiffmet.ac.uk/review-support). This will provide you with screen shots, tips and troubleshooting - all in step-by-step guides. If you have already explored the support site and are still having difficulties, please contact [review@cardiffmet.ac.uk](mailto:review@cardiffmet.ac.uk) for further guidance.

### **I'm struggling to log on**

Please email [review@cardiffmet.ac.uk](mailto:review@cardiffmet.ac.uk). Unfortunately, due to staff availability, LTDU are unable to guarantee an immediate response.

### **I'm having a technical issue when using the recorder**

Please email [review@cardiffmet.ac.uk](mailto:review@cardiffmet.ac.uk). Unfortunately, due to staff availability, LTDU are unable to guarantee an immediate response.

### **I'm having a problem opening up the recording software from my device**

If you are in a Panopto ReView-equipped room (see list of Panopto ReView-equipped rooms [here](#)), the software should already be installed on the computer. Look for the green desktop icon, or search for 'Panopto' in the search bar and in programs. If the issue continues, please contact the IT Helpdesk for assistance by ringing 7000 or emailing [ithelpdesk@cardiffmet.ac.uk](mailto:ithelpdesk@cardiffmet.ac.uk). If it's your personal Cardiff Met device, such as a laptop or PC, you'll need to have downloaded the software. If you have a Panopto ReView account, you can install or reinstall the software by clicking on 'Download Panopto' in the top right-hand corner of the Panopto ReView dashboard: <https://cardiffmet.hosted.panopto.com>

### **I've shared my link but students are saying that they can't see it. What's wrong?**

Ensure that you have made your video viewable to others by choosing 'Public on the Web' on your 'Share' settings. Further details can be found under 'Uploading and Sharing Recordings' on the Panopto ReView Support site [here](#)

### **Why won't the Panopto Advanced Editor load?**

Panopto Advanced Editor will sometimes not load in Google Chrome. Try another browser, such as Mozilla Firefox, Internet Explorer or Safari.

### **Something has gone wrong with my recording**

If you have any post-recording issues, please email [support@panopto.com](mailto:support@panopto.com) who will be able to access your recording and assist you further

### **The audio on my recording is of a poor quality. What has happened?**

It may be the case that you forgot to perform pre-recording audio checks. One of these is to ensure that the recording volume control (top left-side of the screen) was set high enough so that the level peaked into the yellow bars as you spoke. If you were moving around during the recording, the desk mic may have struggled to pick up the audio consistently. For improved audio, consider limiting non-essential movement.

### **I am sure that I began my PowerPoint from the beginning, but the first slide appears to be missing, although there is audio. What has happened?**

We have identified this as an occasional issue with the Panopto recorder. To restore the slide, please contact [support@panopto.com](mailto:support@panopto.com) who will be able to fix the problem remotely. It seems that this issue occurs most frequently when PowerPoints are accessed over a network, such as from SharePoint. This error occurs less frequently when PowerPoints are opened up directly, such as from a USB or the computer that you are using.

**When I tried to open the software, an error message popped up stating that I needed the new version of Panopto to be able to record. How should I go about this?**



Often, if the Panopto software has not been updated to a recent enough version, the globe icon will be present, whereas newer versions have the ribbon logo (both pictured). On



Windows, select 'Control Panel' and then 'Uninstall a Program', choosing Panopto. Then either follow the pop-up prompt or download Panopto via

<https://cardiffmet.hosted.panopto.com> and click 'Download Panopto' in the top right-hand corner.

**Pop-ups keep telling me to download Microsoft Silverlight but I already have it**

The latest version of Google Chrome (42) turns off Silverlight automatically. Consider using a different browser, as some elements of Panopto do not work well in Chrome, such as the Panopto Advanced Editor.



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