Gecata by Movavi 5

Don't know where to start?
Read these tutorials:

- **Recording gameplay**
  Capture videos of the games you play.

- **Recording desktop**
  Record video of your full desktop.

- **Recording with webcam**
  Add a webcam overlay to your videos.

Need more help?
Write to us at support@movavi.com
Or click here to open live chat.
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Activating Gecata

Step 1: Click the button below to buy an activation key. After the purchase is completed, the key will be delivered to you via e-mail.

Step 2: In the program, click the key button.

Step 3: Enter your activation key and click Activate.
Activating without Internet access

If your computer is not connected to the Internet, you can activate Gecata by Movavi via e-mail.

**Step 1:** Click the button below to buy an activation key. After the purchase is completed, the key will be delivered to you via e-mail.

![Buy Activation Key](image)

**Step 2:** On the launcher window, click the Activate button.

![Activate the program](image)

**Step 3:** Enter your activation key and select the Activate offline option. Then, click Activate.

![Activate offline](image)

**Step 4:** In the next window, click Copy and transfer this information to a computer or device with an Internet connection.

![Copy](image)

**Step 5:** When you have access to the Internet, paste the information you copied into a new e-mail and send it to reg@movavi.com. You should receive a reply within an hour. Copy the registration key from the reply and transfer it to the computer with Gecata by Movavi.
Step 6: Return to the window with offline activation. If you've closed the window, repeat steps 1-3 and enter the *same activation key you used before*. Then, paste the registration key into the box and click **Activate**.
Getting an activation key

To activate Gecata by Movavi, you will need an activation key. You can buy an activation key from our official website or from any of our partners, and it will be delivered to you via e-mail.

**Step 1:** In Gecata by Movavi, click the shopping cart button or use the button below.

[Buy Activation Key]

**Step 2:** On the purchase page, click the **Buy Now** button next to the type of license that you need.
- If you’re a home user, choose the **Personal License**.
- If you’re planning to use Gecata by Movavi for work, business, or government organizations, choose the **Business License**.

**Step 3:** Fill in your billing information and enter a valid e-mail address. **IMPORTANT!** We will send the activation key to this e-mail address, so please make sure it is entered correctly.

**Step 4:** After you’ve completed your payment and your request has been processed, you will receive a confirmation e-mail from support@movavi.com with your **activation key**.

If you haven’t received your activation key:
- Check the Spam folder of your mailbox
- Contact support
Trial limitations
When you first start your copy of Gecata by Movavi, it will be running in **LIMITED TRIAL MODE** until you activate the program. You can use all the features, but the following restrictions will apply:

<table>
<thead>
<tr>
<th>Feature</th>
<th>FREE VERSION</th>
<th>ADVANCED VERSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>No watermark on your videos</td>
<td>✗</td>
<td>✅</td>
</tr>
<tr>
<td>Non-stop recording time</td>
<td>10 minutes</td>
<td>∞</td>
</tr>
<tr>
<td>Recorded video optimization</td>
<td>30 days</td>
<td>∞</td>
</tr>
<tr>
<td>Free updates (within version)</td>
<td>✗</td>
<td>✅</td>
</tr>
<tr>
<td>Free technical support</td>
<td>✗</td>
<td>✅</td>
</tr>
</tbody>
</table>

**Activate the program** to get a full game recording experience!
Recording gameplay
How to make a gameplay video with Gecata by Movavi

This tutorial will show you how to record a video from what's happening in the game you're playing.

**Step 1: Choose the right capture mode**
Gecata can capture in two different modes: Game and Desktop. To capture gameplay, make sure the Game mode is selected. Click the arrow to open the list of available modes and select Game.

![Select Game](image)

*Note: if you try to capture gameplay with the Desktop mode on, you will see an informative message in the game suggesting to switch to the Game mode.*

**Step 2: Set up the sound**

**Recording system audio**
1. Click the System Audio button to enable recording sounds and audio playing on your computer.
2. Use the slider above to set the necessary recording volume.

**Recording from a microphone**
1. Make sure that a microphone is connected to your computer.
2. Click the Microphone button to enable recording sounds from external devices.
3. Click the arrow below the Microphone button and select the device you want to use for recording.
4. Use the slider on the left to set the necessary recording volume.

![Microphone enabled](image)

**Step 3: Start recording**

- **From the program:**
  When you’re ready to begin, click the REC button. The recording will start right after you open the game.

![Start recording](image)

- **From the game:**
  Use the hotkey to start recording right from the game! Just press F10. When the recording is on, the overlays will turn red.
Use these keyboard shortcuts to control the recording process:

- **F9** - pause the recording
- **F8** - take a snapshot of the game
- **F10** - end capture and save the recording

*Tip: these are the default hotkeys. You can change them in the Keyboard Shortcuts section of the preferences.*

When you're ready to finish your recording, click **Stop** on the recording panel or use the **F10** keyboard shortcut. Your video will be automatically saved to the output folder in the MP4 format.
Recording desktop
How to record full screen on your main monitor

Step 1: Choose the right capture mode
Gecata can capture in two different modes: Game and Desktop. To capture the desktop, make sure the Desktop mode is selected. Click the arrow to open the list of available modes and select Desktop.

![Select Desktop](image)

Note: if you click the REC button, trying to capture the desktop with the Game mode on, you will see an informative message suggesting to open the game. Here, this implies you have to switch to the Desktop mode.

Step 2: Set up the sound

Recording system audio
1. Click the System Audio button to enable recording sounds and audio playing on your computer.
2. Use the slider above to set the necessary recording volume.

Recording from a microphone
1. Make sure that a microphone is connected to your computer.
2. Click the Microphone button to enable recording sounds from external devices.
3. Click the arrow below the Microphone button and select the device you want to use for recording.
4. Use the slider on the left to set the necessary recording volume.

![Microphone enabled](image)

Step 3: Record the video
Click the REC button to begin recording.

![Start recording](image)

Use these keyboard shortcuts to control the recording process:

F9 - pause the recording
F10 - end capture and save the recording

Tip: these are the default hotkeys. You can change them in the Keyboard Shortcuts section of the preferences.
When you're ready to finish your recording, click **Stop** on the recording panel or use the **F10** keyboard shortcut. Your video will be automatically saved to the output folder in the MP4 format.
Recording with webcam
How to add a simultaneous webcam overlay to your videos

**Step 1: Choose capture mode**
Gecata can capture in two different modes: Game and Desktop. You can record a webcam video over the main one in either of the two. Click the arrow to open the list of available modes and select the mode you need.

Note: you cannot simultaneously record gameplay AND your main monitor video. The program does not automatically switch between modes just yet. If you want to switch, stop recording, select another mode and start recording again. This will make another video file.

**Step 2: Set up the webcam**
1. Connect the webcam to your computer and wait until the system installs the necessary drivers.
2. Click the cogwheel icon on top of the Webcam button. The webcam preferences will open.

3. Under **Use this webcam**, choose the webcam device that you want to use and check that its preview appears on the right.

4. Set up the video options for this webcam:
   - Click the **Settings** button to set up your webcam’s options such as brightness, contrast, and exposure. Note: webcam settings are different for each model.
   - Choose the **resolution** that you would like to use. The higher the resolution, the higher the webcam video quality will be. However, if the webcam video is small, you may not need a very large resolution.
   - For the best quality, use the highest **frame rate** that your webcam can provide for the best quality. If your webcam is mostly static or if you want a smaller file size, you may want to use a lower frame rate.

5. Set up the size and position for your webcam:
   - Use the **Video size** slider to set the size of the webcam picture relative to the entire video.
   - Choose one of the **Position** options to place your webcam picture inside the frame.

6. Click **OK** to save the webcam preferences.
Now that you’ve set up the webcam, the next time you want to use it, simply click the **Webcam** button once to enable webcam recording.

### Step 3: Set up sound

Next, choose the audio sources that you want to hear on your recording:

**System sounds**

To record music and other sounds playing on your computer, click the **System Audio** button. The button appears green when enabled.

**Microphone**

You can record audio from your webcam’s built-in microphone, or use an external microphone for better sound quality:

1. Click the **Microphone** button to enable recording from external devices.
2. Click the arrow above and choose the microphone you want to use from the list.

### Step 4: Record your video

When you’re ready to begin, click **REC** to start recording.

When you’re ready to finish your recording, click **Stop** on the recording panel or use the **F10** keyboard shortcut. Your video will be automatically saved to the output folder in the MP4 format.
Setting up a recording

Recording panel
You can use the recording panel to set up your recording.

Sound
You can record sound from two different sources on your video: from your speakers, or from an external device, such as a microphone.
• Click the speaker button to record system audio,
• Click the microphone button to record from a microphone.
Learn more: Sound

Webcam
You can simultaneously record your webcam footage that will show up in the corner of the video. Connect the camera and click the Webcam button on the recording panel.
Learn more: Webcam

Output video settings
By default, the program records your video with settings that should work well in most cases. However, in the Game mode you can set your recorded video’s properties before starting the recording.
Learn more: Output video

Starting the recording
To start recording right away, click the REC button on the recording panel. You can pause and end capture using the buttons on the recording panel.
Learn more: Starting the recording
Sound
You can record sound from two separate sources: system audio and microphone audio. You can enable sound recording on the recording panel.

System audio
System audio is the sound that you can hear from your speakers. It includes music, video sound, alerts, and all other sounds.

1. To enable recording system audio, click the speaker icon on the recording panel.
2. Use the slider to the left of the speaker button to change the system audio volume on your video.

Microphone audio
To record from a microphone or any other external recording device:

1. Connect the microphone to the computer. Make sure that it is recognized by the system and working correctly.
2. Click the microphone icon on the recording panel to enable microphone recording.
3. If you have more than one recording device connected, click the arrow next to Microphone and choose which microphone you want to use.
4. Use the slider to the left of the microphone button to change the volume.

When enabled, the sound icons appear green.
Webcam
You can record webcam video simultaneously with a screencast. The webcam video will appear in the corner of the main video.

Enable the webcam
To enable webcam recording, click the webcam icon on the recording panel:

Webcam options
If this is your first time recording with a webcam, you may want to set up how the webcam looks on your video. To open the webcam options, click the cogwheel icon on the webcam button. Or open Preferences and switch to the Webcam tab.

Webcam properties
Click the Settings button to open your webcam’s built-in properties. These can be different for each manufacturer, but usually you can set up the brightness, white balance, exposure, and other color options.

Resolution
The resolution affects the quality of the output video. If the video is very small, you can choose a lower resolution without a noticeable decrease in quality.

Frame rate
Frame rate is the number of shots the camera takes each second. Higher frame rates will make the movements look smoother and work best for videos with a lot of motion. If the picture is mostly static, you can decrease frame rate to save disk space. The default frame rate is 30 frames per second.

Video size
Use the video size slider to change the size of the webcam video relative to the main video.

Position
You can place your webcam footage in any of the four corners of the main video. Choose where to place the webcam video under position.

See also: Webcam preferences
Output video

By default, the program records your video with settings that should work well in most cases. However, in the Game mode you can set your recorded video's properties before starting the recording.

**Step 1:** Go to the Video tab in the main window.

**Step 2:** Check the following settings:

- **Frame size**
The frame size or resolution determines the video's width and height in pixels. Open the Resolution list to select from the most common resolutions. Ideally, the frame size should match the resolution of the game you are capturing (so the default value is Original). Smaller resolutions allow you to make the output video smaller and thus save your disc space, however, this will sacrifice some video quality due to downscaling.

- **Frame rate**
Frame rate is the number of shots the camera takes each second. Higher frame rates will make the movements look smoother and work best for videos with a lot of motion. If the picture is mostly static, you can decrease frame rate to save disk space. The default frame rate is 30 frames per second.

- **Advanced settings**
Click the Advanced button to open some extra settings on the Video tab in Preferences.

Learn more: [Video preferences](#)
Starting the recording

To begin recording:
To begin recording, do any of the following:
• Click the REC button on the control panel.
• Use the start recording keyboard shortcut (F10 by default)

The recording panel will change during capture:

On the right, you can see information about the recording:
Left on Disk – how much free disk space you have left
Recorded – the recording size on disk

In the middle, you can see which sound sources are being recorded and preview the webcam:
- Webcam off/on
- System audio recording off/on
- Microphone audio recording off/on

To pause recording:
To pause recording, do any of the following:
• Click the Pause button on the recording panel.
• Use the pause capture keyboard shortcut (F9 by default)

When you're ready to resume the recording, the Resume button will be in the same location as the Pause button.

To stop recording:
When you're ready to finish the recording, do any of the following:
• Click the Stop button on the control panel.
• Use the stop recording keyboard shortcut (F10 by default)

The recording will end and the video will be automatically saved to the output folder.

Troubleshooting:
Windows style changes when I start recording
If you have a Windows Aero theme (Windows Vista, Windows 7), disabling the transparency effects will free more resources and your computer will run faster during capture. The Aero theme will return once you have finished capture. To disable this, open the Preferences and turn off the 'Disable Aero theme during capture' option in Video preferences.
Saving screenshots
Capturing screenshots with Gecata by Movavi

In the Game mode, you can take screenshots of what's happening in the game.

• From the program:
  During the recording, click the screenshot button on the recording panel.

![Screenshot button in the recording panel](image)

• Using a hotkey:
  Press F8 to save a screenshot when you're in the game.

You will see a message on the info panel in the game. Your screenshot will be saved to the output folder set in File preferences.
Gecata preferences

To open the program settings for Gecata by Movavi, click the cogwheel button in the launcher window.

The preferences window will open. The preferences are organized into relevant categories: General, Files, Keyboard Shortcuts, Overlays, Video and Webcam.
General preferences

The General tab allows you to change the basic behavior of the program.

- **Save extended logs for troubleshooting**
  In case you experience trouble using the program and contact our support team, they might ask you to collect logs. The logs contain the program's actions for some period of time, as well as important error reports and descriptions. Extended logs give the most amount of information which may be essential to solving your problem. Learn more: [How to collect logs](#)

- **Automatically check for updates**
  The program will notify you if a new version is available. Minor updates are absolutely free (for example, from v.1.3 to v.1.4). For major updates users with purchased Gecata by Movavi license will get a considerable discount.

- **Send anonymous usage stats to Movavi**
  Enabling this box will allow Gecata by Movavi to send us anonymous data about how you use the program. This data does not contain any personally identifiable information and is only used for improving our software. You can find more information about how we use the statistics on our [Movavi Improvement Program](#) page.

- **Show watermark on recorded video**
  Enable this option if you take part in contests by Movavi or simply want to thank the development team.
**File preferences**

In the **Files** section of the preferences, you can change where your captured files are stored. To change a folder location, click the icon with the dots and select a new folder:

- **Save output videos to...**
  This is where all your video recordings are saved.

- **Save screenshots to...**
  This is where all your new screenshots are saved.

- **Default screenshot format**
  Here you can change the format for all new screenshots.
Keyboard shortcuts

On the Keyboard Shortcuts section, you can set your own shortcuts.

To change one of the shortcuts:
1. Click inside the box with the shortcut you want to change. The box will become blank.
2. Simultaneously press on keyboard the keys you want to use as a shortcut to the selected action. The box will now display your custom shortcut.
3. Click OK to apply the changes. To reset all the keyboard shortcuts to their original state, click the Reset to Default button.

If you forget a shortcut, you can always look it up here in the keyboard shortcut settings.
Overlays

Overlays are informative strings on top of the gameplay:

On the Overlays tab, you can choose to show/hide some of them and set their position.

Note: overlays will not be recorded on top of your video unless you enable the corresponding option.

Show overlays in the game:
- Frame rate (FPS) - the frequency at which frames are displayed in the game.
- Game API and system bit count - e.g. DirectX 11 32 bit, OpenGL 64 bit.
- Space left on disk - the amount of disk space you have left; depends on the folder you've set for storing captured videos in File Preferences.
- Recording duration - the length of time your recording lasts.
- Recorded file size - the amount of disk space your recorded video is already taking.

By default, all overlays are shown in the game. To hide some of them, uncheck the overlays you don't need to see.

Show overlays on recorded videos - check this option to keep the overlays on your videos when you finish recording.

Overlay drawing type:
- Fast (in tested games) - draws overlays using textures. This works faster than the usual way, but does not guarantee stable performance.
- Fast (in all games) - same as above but, unlike the first option, is applied to all games including some .exe files we might not have tested this feature on. Try this if you feel like your game is lagging because of the overlays. In case it gets worse, select the next option.
- Slow (stable performance) - does not use textures to draw overlays and therefore is slower, but also more stable than the previous two.

Position
Use one of the position options to choose where your overlays will be placed in the game. If you choose to keep overlays on your recorded videos, they will be on the same position as you select here.
Video preferences

On the Video tab, you can choose how the videos are recorded and saved, change the preferred audio quality, including the sample rate, number of channels, and bits per second.

Codec (H.264)
A video codec is the way the video stream is encoded or ‘packed’ into the video file. Decoding the video then requires a special codec to be supported in the player. The H.264 video codec is very good in terms of size to quality.

Bitrate type:
- **VBR (recommended)** - variable bitrate (VBR) adjusts the bitrate depending on the complexity of each frame. You can select the average quality across the entire video.
- **Custom** - enter your custom bitrate value in the appearing field.

Video quality and file size
The better the quality of your video, the bigger the video file size. The smaller the file size, the worse the quality - but this can be useful for quick sharing. Depending on your priorities, you can set both quality and file size with this one slider. The value is average by default.

**Speed / Quality**
Here you can choose how fast your video will be converted when it’s automatically saved after recording. The faster the conversion, the lower the video quality. The default option is Ultra Fast.

- **Enable Intel hardware acceleration**
  This option will make saving videos faster if your computer is equipped with a compatible Intel® graphics chip. Intel acceleration works when processing H.264 and MP4 videos.

- **Enable NVIDIA GPU acceleration**
  This option can make saving videos faster by using the graphics card to process media files. This leaves the CPU free for other tasks and improves performance while saving videos. This option is only available if you have an NVIDIA® graphics card compatible with the NVENC® or CUDA® technologies.

Audio quality:
- **Sample rate**
The first number is the audio sample rate, measured in Kilohertz (kHz). This is the number of digital samples taken each second to record sound. Higher sample rate usually means higher quality. 44.1 kHz is the recommended sample rate, which corresponds to the human hearing range.

- **Channels**
  - **Mono** uses only one audio channel, which saves some disk space.
  - **Stereo** uses two audio channels, which allows distinguishing the direction a sound is coming from and usually sounds more natural.

- **Bit depth**
  Gecata will record audio at 16 bits, which is the standard bit depth for most audio recordings. This means that every sample contains 16 bits of information to encode sound.

- **Capture separate streams**
  When recording a video, the webcam, main onscreen video, external audio, etc. will be recorded as separate streams, like layers, into different files. This can be useful for editing later, so you can edit the files separately.

- **Use graphics card memory to speed up performance (disable in case recorded videos lag)**
  This option helps you reduce your CPU usage and therefore speed up capture performance.
✓ Disable Aero theme during capture
Windows Aero themes that use transparency require more processing power. This may slow down your computer while recording video. With this option enabled, the program will disable the Aero theme while recording to improve performance. The theme will be restored after recording has finished.
(For Windows Vista and Windows 7)

✓ Use DirectX for capturing
Try this option if you are experiencing problems capturing some program windows. In Windows 8 and above, the capture method is chosen automatically and this option is unavailable.
(For Windows 7 and earlier)

✓ Use alternative capture mode (in Desktop mode only)
If you get an error message when you start or stop recording your screen, try this option.

✓ Show cursor on recording
This option makes the cursor visible on your recording.
The **Webcam** section of the preferences allows you to set up your webcam for recording it on top of the main video.

### Enabling the webcam

1. Connect the camera to your computer and wait until your system installs the necessary drivers.
2. In the **Webcam** preferences section, select the camera you want to use from the ‘*Use this webcam*’ box.

If the camera does not appear in the list, try manually installing the driver that came with your camera. You can use the preview square on the right to check that the camera is working properly.

### Webcam properties

Clicking the **Settings** button will open the camera’s properties. These properties are different for each manufacturer, but generally you can use them to calibrate the brightness, contrast, and exposure of your camera.

#### Resolution

The resolution affects the quality of the output video. If the video is very small, you can choose a lower resolution without a noticeable decrease in quality.

#### Frame rate

Frame rate is the number of shots the camera takes each second. Higher frame rates will make the movements look smoother and work best for videos with a lot of motion. If the picture is mostly static, you can decrease frame rate to save disk space. The standard frame rate is 20-30 frames per second.

#### Video size

Use the video size slider to set the size of the webcam overlay relative to the main video.

#### Position

Use one of the position options to choose where your webcam overlay will be placed on the original video.
Help and support
Didn't find what you were looking for? Need help with a problem? Have a suggestion? Contact our support team and we'll help you right away.

How to reach us
By e-mail: support@movavi.com
Fill out a support form
We guarantee a response within 3 business days!

If you ran into a problem, please describe it in as much detail as possible; any screenshots, log files, or information about your system will allow us to help you faster.

Frequently asked questions

Why is "Trial Version" written on my videos?
The watermark is only placed on videos in the trial version. Buy an activation key and use it to activate the program. After that, you can convert files without the watermark.

Removing trial restrictions

Why do I have to activate codecs?
Some video and audio codecs are patented by other organizations and need to be activated. Activation is free of charge and you will only need to do this once for each patented codec. You may encounter the activation messages when starting capture or opening captured files. When you activate the codec, the program sends your consent to our server. If you don't want to see these messages, select Activate other codecs without asking, and future codecs will be activated automatically.

Codec activation
### System requirements

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<thead>
<tr>
<th></th>
<th>Minimum system requirements</th>
<th>Recommended configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating system</strong></td>
<td>Microsoft® Windows® 7/8/10 64-bit with up-to-date patches and service packs installed</td>
<td></td>
</tr>
<tr>
<td><strong>Processor</strong></td>
<td>Intel® i3 or higher, AMD®’s equivalent to Intel® i3 or higher, or compatible processor</td>
<td>2.8 GHz or higher multi-core processor</td>
</tr>
<tr>
<td><strong>Resolution</strong></td>
<td>1024x768, 32-bit color</td>
<td>1280x1024 or higher</td>
</tr>
<tr>
<td><strong>RAM</strong></td>
<td>2 GB</td>
<td>2 GB</td>
</tr>
<tr>
<td><strong>Available disk space</strong></td>
<td>110 MB for installation</td>
<td>10 GB for recording and media processing</td>
</tr>
<tr>
<td></td>
<td>5 GB for ongoing operations*</td>
<td></td>
</tr>
<tr>
<td><strong>Additional features</strong></td>
<td>Administrator permissions are required for installation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sound card for audio recording and playback</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Intel® hardware acceleration requires a compatible Intel processor supporting Intel HD Graphics™ 2nd generation or higher</td>
<td></td>
</tr>
<tr>
<td></td>
<td>For intended performance, make sure that your graphics card drivers are up-to-date.</td>
<td>Updating graphics card drivers</td>
</tr>
</tbody>
</table>

*Free disk space is required to save the temporary recording file and the output video. The required amount of disk space will depend on the resolution, format, and length of your videos.*

Gecata may also run on slower machines, however, we cannot guarantee stable performance if the minimum requirements are not met.
Codec activation

Some video and audio codecs are patented by other companies, and it is required that new users activate the codecs they use to comply with patent law.

1. When you start recording with one of these codecs, you may see a Codec Activation message.

2. Select the **Activate other codecs without asking** box to activate all codecs automatically in the future. The codecs will be activated automatically, but an Internet connection is still necessary.

3. Click **Activate** to complete the codec activation.

**Codec could not be activated**

If you see a codec activation error, make sure that you have a working Internet connection. Without Internet, the codecs cannot be activated even if you've chosen to activate them automatically. After you've restored the network connection, please restart the application.

**What kind of data is being sent?**

The data we send does not contain any information that can personally identify you. We only receive information about which codecs were used.
# Supported formats

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<tr>
<th></th>
<th>Video Formats</th>
<th>Supported Codecs</th>
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<tr>
<td>MPEG-4 (.mp4)</td>
<td>MPEG-4, H.264</td>
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Updating the graphics card driver

If you encounter an error message asking you to update your graphics drivers, you will need to download a new driver from your graphics card manufacturer’s website and install it on your system. Some graphics card drivers also have a useful utility that notifies you when a driver update is available and updates the driver automatically. Keeping your graphics card drivers up-to-date will ensure stable performance of applications and games on your computer.

**Step 1: Find your graphics card manufacturer**
1. Right-click your desktop and choose *Screen Resolution*.
2. In the *Screen Resolution* settings window, click *Advanced* settings.
3. This will open your graphics card properties. At the top of the window, your graphics card model will be listed under the *Adapter Type* section. Note the full name of the graphics card somewhere for later.

**Step 2: Download the new version**
Now that you've learned your graphics card manufacturer and model, go to the manufacturer’s website and find driver downloads. There, look for the model or series that you've found earlier and download the driver installation file. Some manufacturers may also offer a utility that will automatically find the necessary driver.

- NVIDIA download center
- AMD download center
- Intel download center

**Warning:**
Only download drivers from the official manufacturer’s website. Third-party websites offering driver downloads may contain malware.

**Step 3: Install driver**
Once the file is completely downloaded, run the installation file and follow the on-screen instructions to install the driver on your system. Your display may blink several times in the process. After the installation has finished, it is advised that you restart the computer.

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**Updating NVIDIA® Driver**
Modern NVIDIA graphics cards come with a special application called *NVIDIA GeForce™ Experience* that monitors driver updates and allows you to optimize your computer’s graphics performance.

1. Open the *NVIDIA GeForce Experience* application. It should already be installed on your system. If you cannot find the application, please try the method above.

2. In the *Drivers* section, click the *Check for updates* button to find the latest drivers.

3. When the application has found a newer driver, click the *Download driver* button. From here, the software will automatically download and install the necessary driver for your system.

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**Updating AMD® or ATI® Driver**
1. If you have an AMD or ATI graphics card, go to the Driver Download Center on AMD’s official website.

2. Download the auto detect utility and run it when the download has finished.

3. The utility will then automatically find your graphics card and help you download and install the right driver for your system.

   If the utility fails to find a driver for you, you can manually select your graphics card model and operating system on the Driver Downloads page and download the driver.

4. After the driver has downloaded, run the installation file and follow the on-screen instructions to install it.
5. After the driver has been installed, it is recommended that you restart your computer.

If none of the above steps have helped, feel free to contact our support team via e-mail or live chat.

If possible, please include the name of your graphics card model (see Step 1), as well as screenshots of any error messages you have encountered. This will help our support team specialists solve your problem quicker.
How to collect logs

Providing your log files when you contact support can help us solve your problem faster. The logs contain the program's actions for some period of time, as well as important error reports and descriptions. The log files do not contain any personal information.

Step 1: Show hidden folders
1. Open the Control Panel and switch to Small icons view.
2. Click Folder Options.
3. Switch to the View tab
4. Under Hidden files and folders, choose Show hidden files, folders, and drives.
5. Click OK.

Advanced: Detailed instructions

Step 2: Open the Logs folder
1. Go to your system drive (usually Local Disk C).
2. Open the Users folder.
3. Open the folder with your username.
4. There, open the AppData hidden folder.
5. From there, go to Local > Movavi > Logs.

Advanced: you can also simply enter the following into Windows Explorer's path bar at the top: “C:Users\USERNAME\AppData\Local\Movavi\Logs”, where USERNAME should be your user folder.

Step 3: Send us the logs
1. Find the folder named GameCapture5.
2. Archive this folder and attach this archive to your e-mail, support chat or contact form when you describe your problem.
How to find system information

How to find your operating system version
1. Right-click your Computer icon.
2. Choose Properties from the pop-up menu.
3. In the System window, note the Windows edition and System type:

How to find your graphics card information
1. Right-click your desktop and choose Screen Resolution.
2. In the Screen Resolution settings window, click Advanced settings.
3. This will open your graphics card properties. At the top of the window, your graphics card model will be listed under the Adapter Type section. Note the full name of the graphics card.