

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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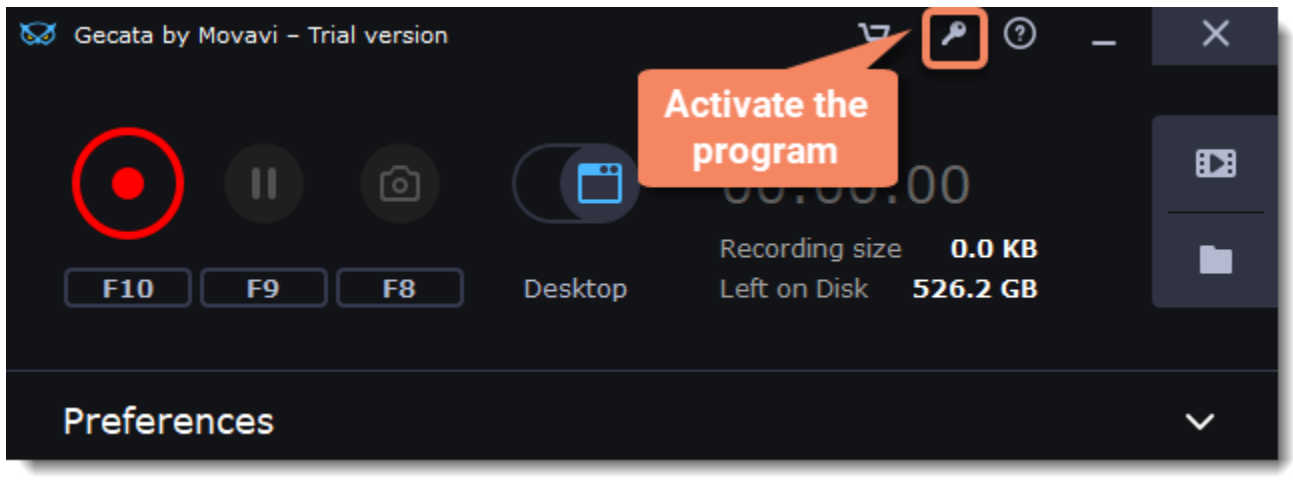
Activating Gecata

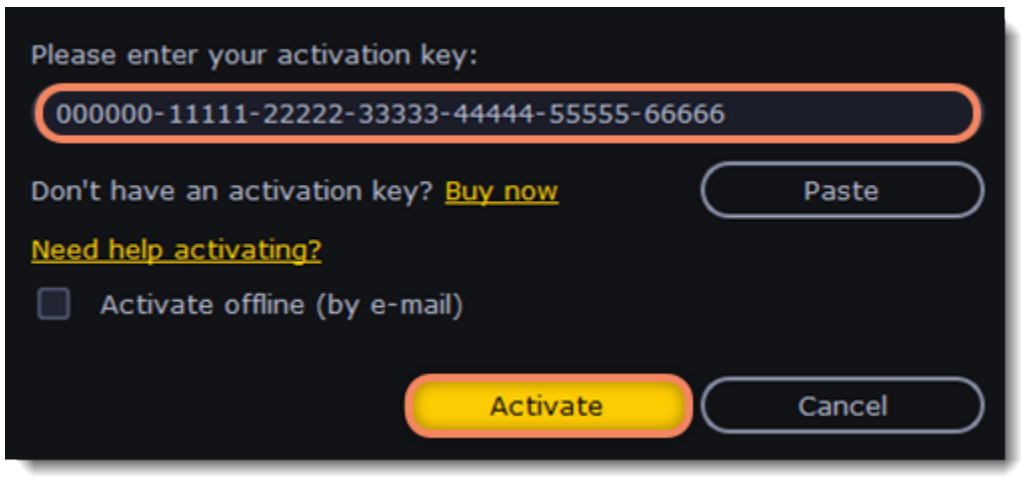
Step 1: Click the button below to buy an activation key. After the purchase is completed, the key will be delivered to you via e-mail.

Buy Activation Key

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



Step 3: Enter your activation key and click **Activate**.



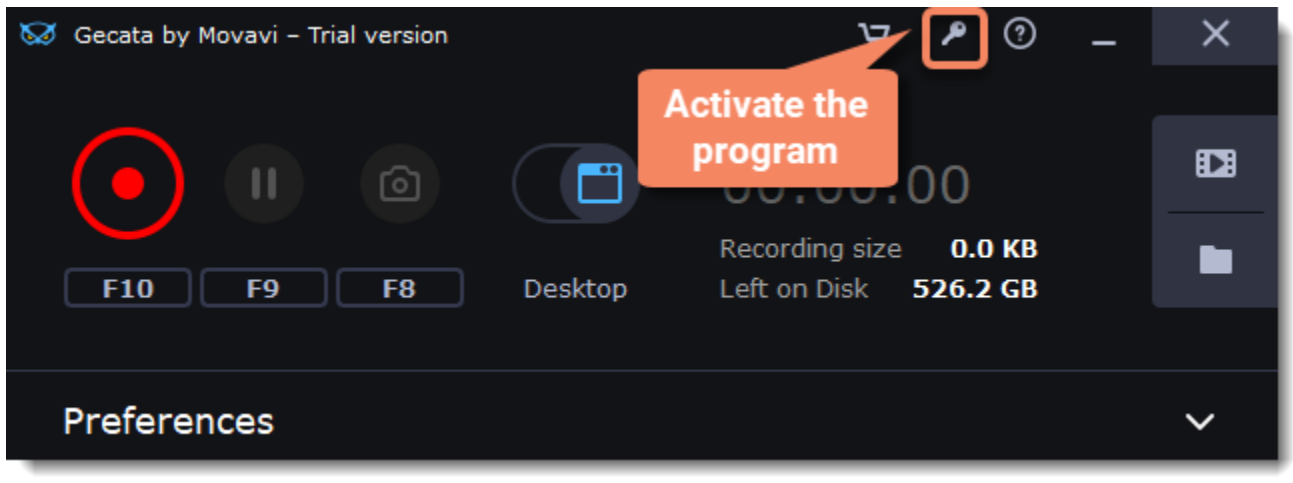
Activating without Internet access

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

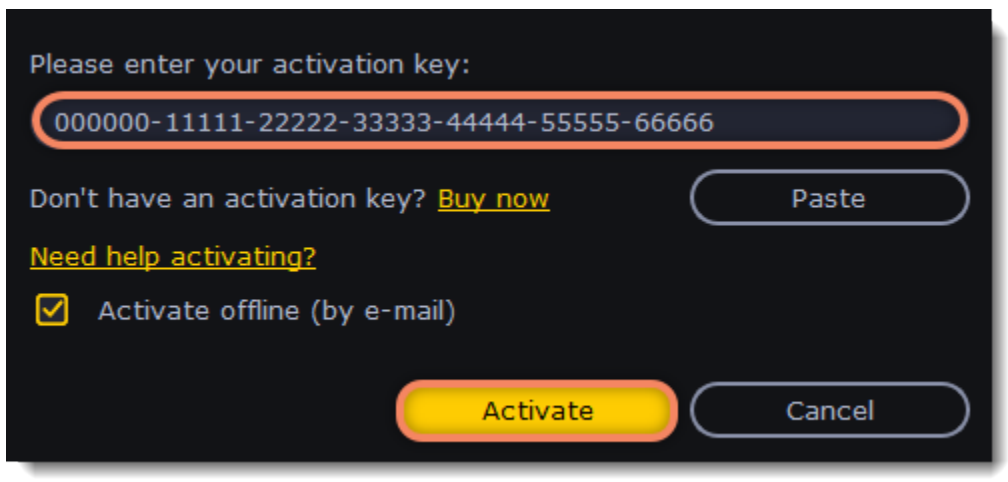
Step 1: Click the button below to buy an activation key. After the purchase is completed, the key will be delivered to you via e-mail.

Buy Activation Key

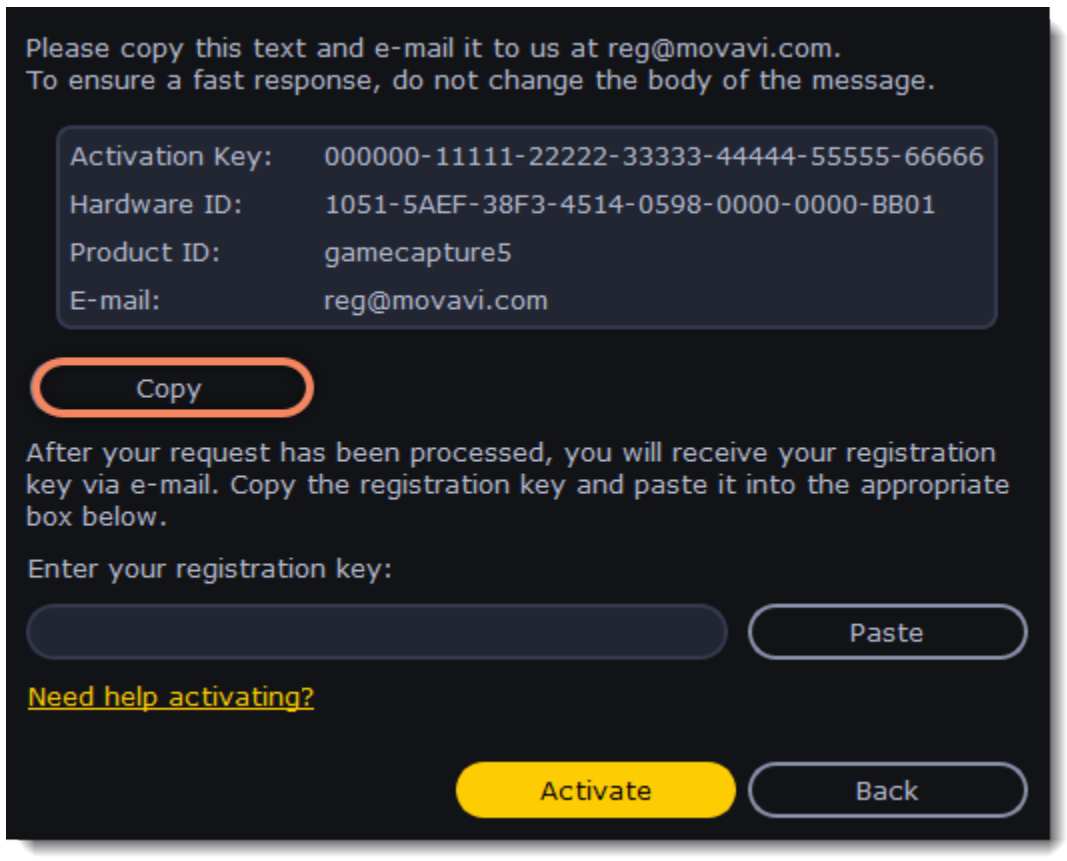
Step 2: On the launcher window, click the **Activate** button.



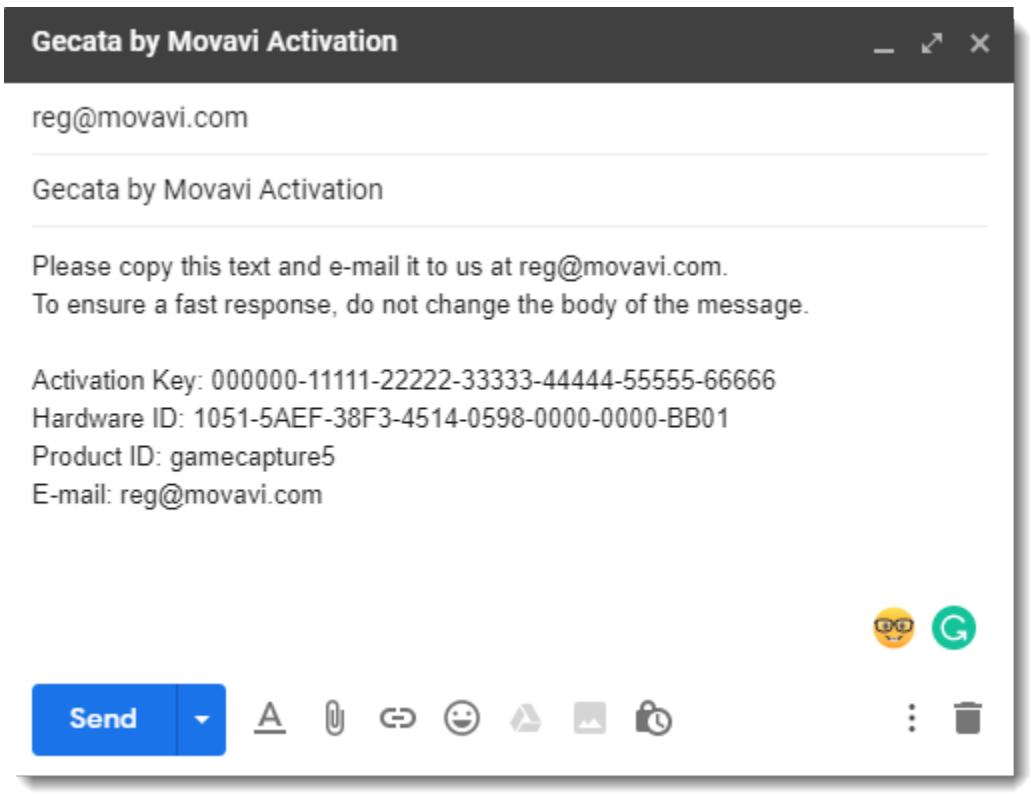
Step 3: Enter your activation key and select the **Activate offline** option. Then, click **Activate**.



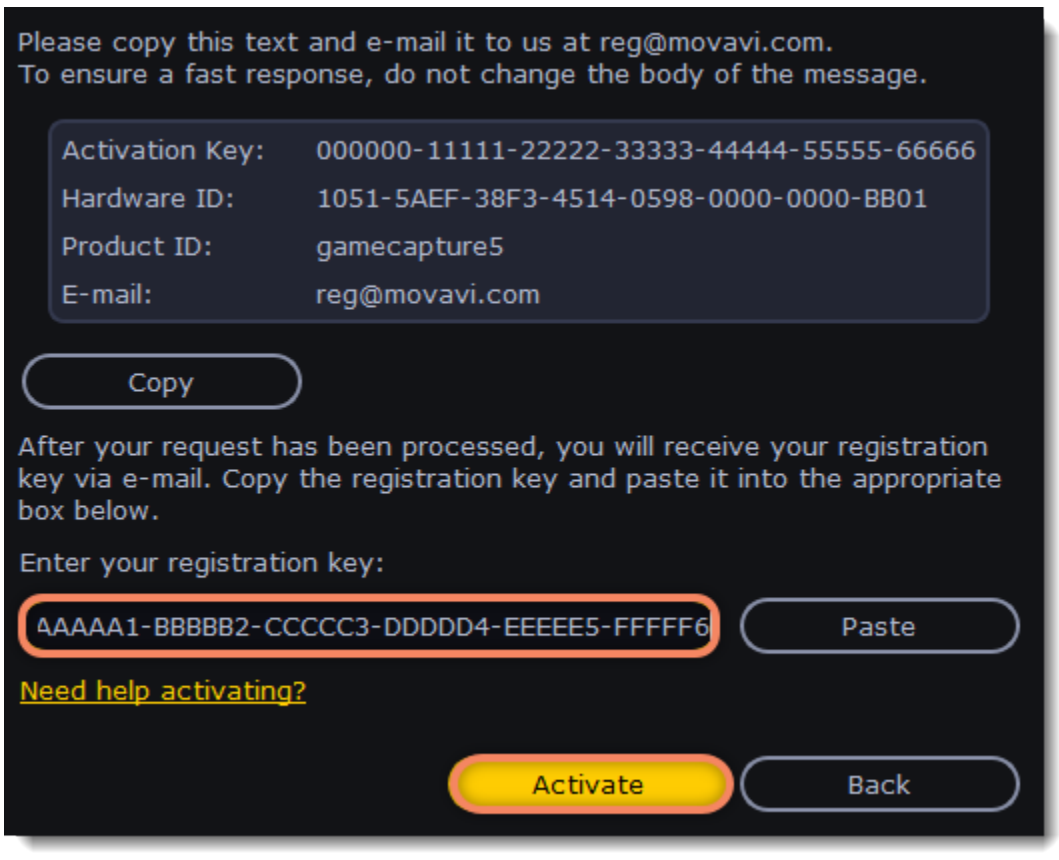
Step 4: In the next window, click **Copy** and transfer this information to a computer or device with an Internet connection.



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.



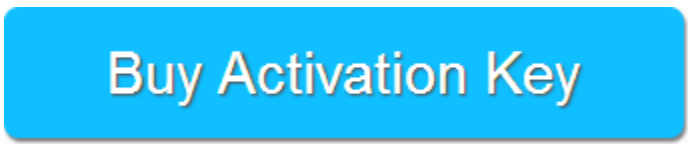
Step 6: Return to the window with offline activation. If you've closed the window, repeat steps 1-3 and enter the *same activation key you used before.* Then, paste the registration key into the box and click **Activate**.



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.



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:

	FREE VERSION	ADVANCED VERSION
No watermark on your videos	✗	✓
Non-stop recording time	10 minutes	∞
Recorded video optimization	30 days	∞
Free updates (within version)	✗	✓
Free technical support	✗	✓

Activate the program to get a full game recording experience!

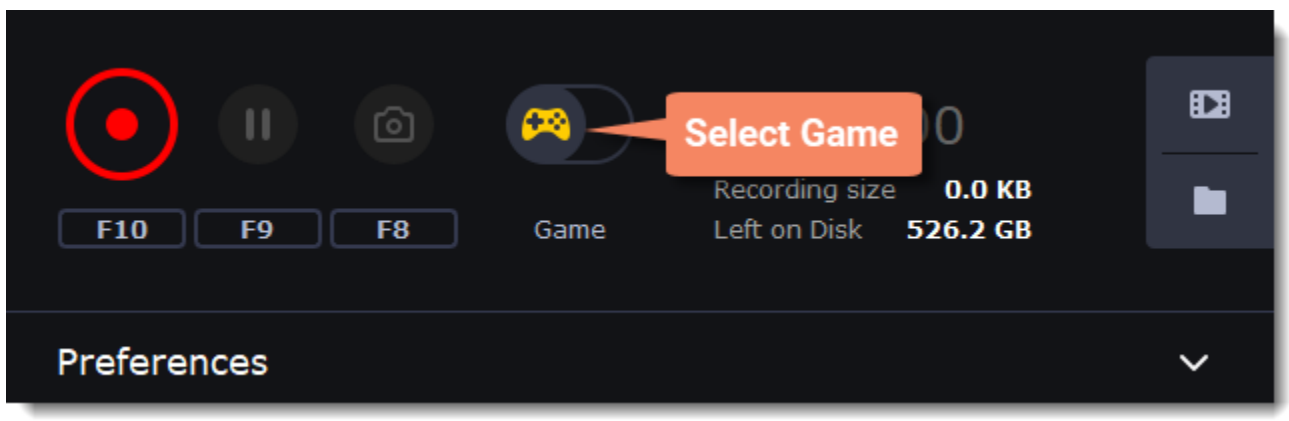
Recording gameplay

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.

Choose the right capture mode

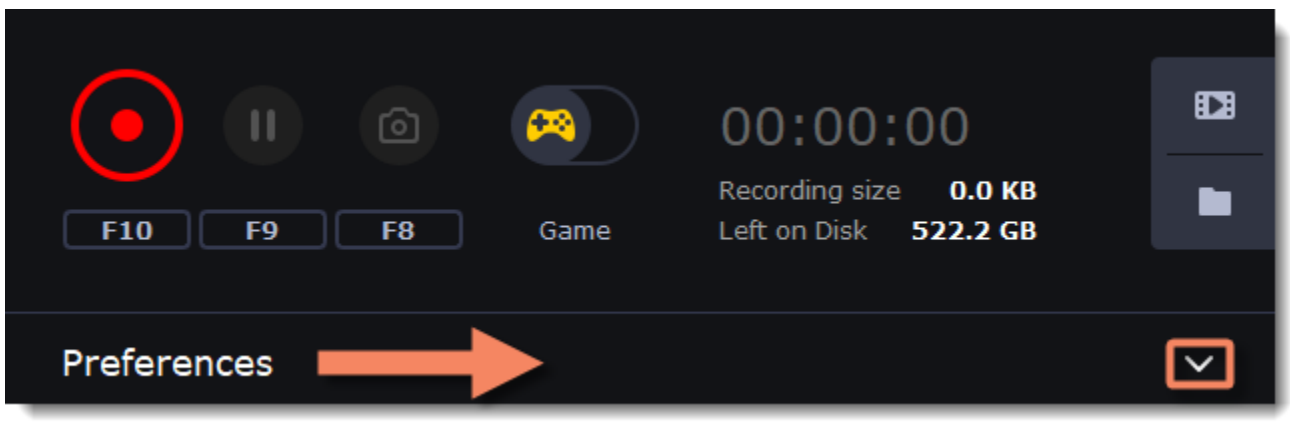
Gecata can capture in two different modes: Game and Desktop. To capture gameplay, click the toggle button and select **Game**.



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.

Open preferences

To open the program settings for Gecata by Movavi, click the arrow on the lower right corner.



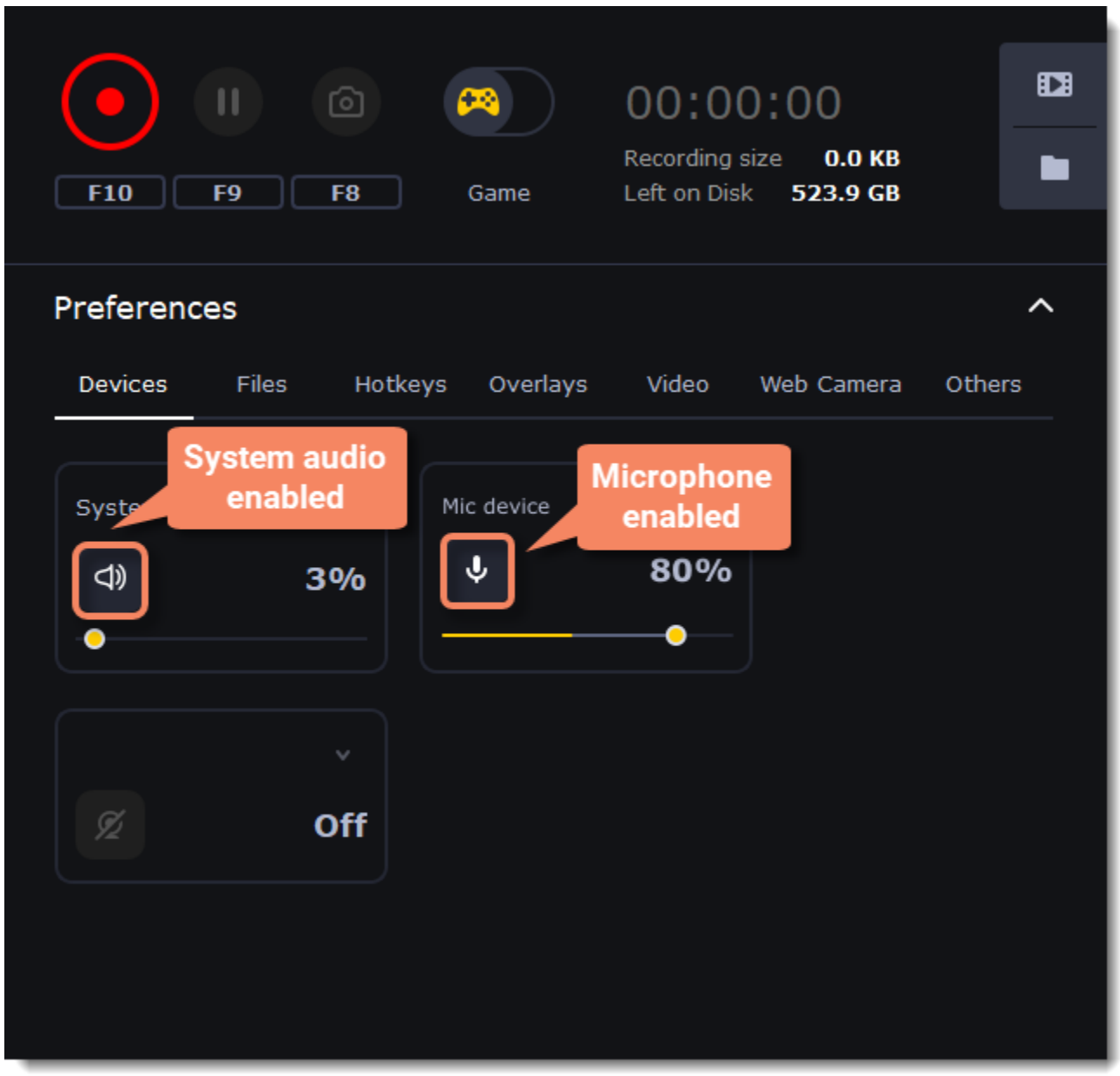
Set up the sound

Recording system audio

1. On the **Devices** tab click the **System Audio** button to enable recording sounds and audio playing on your computer.
2. Use the slider under the button to set the necessary recording volume.

Recording from a microphone

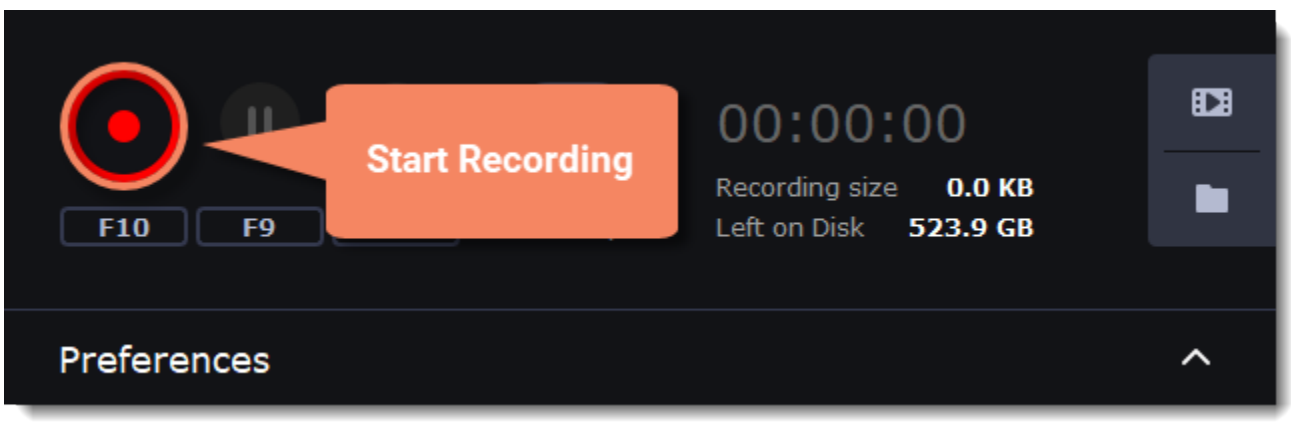
1. Make sure that a microphone is connected to your computer.
2. Click the **Microphone** button to enable recording sounds from external devices.
3. Click the arrow above the **Microphone** button and select the device you want to use for recording.
4. Use the slider under the button to set the necessary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



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.



• 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.

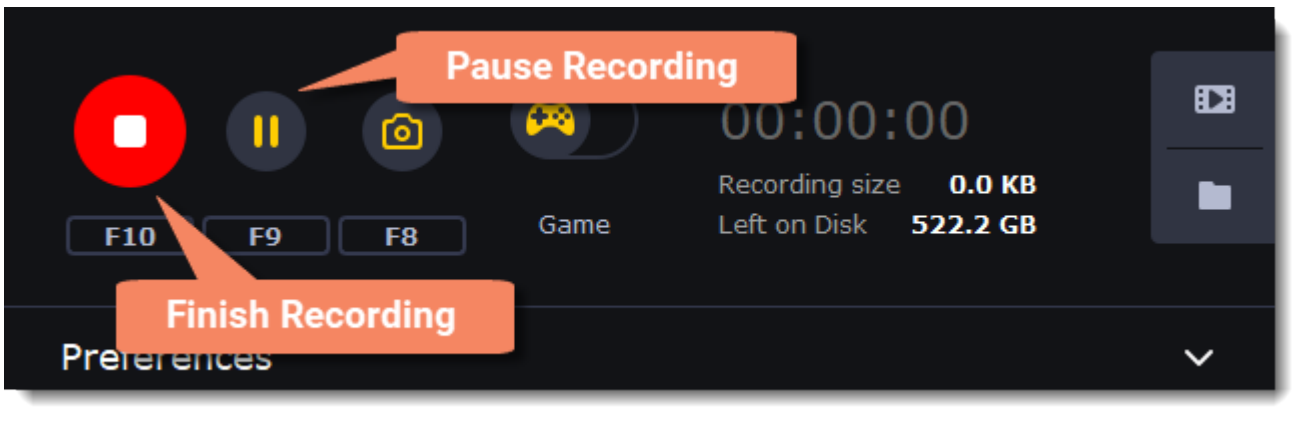
Use these keyboard shortcuts to control the recording process:

F9 - pause the recording

F8 - take a snapshot of the game

F10 - end capture and save the recording

These are the default hotkeys. You can change them in the Hotkeys section of the preferences.



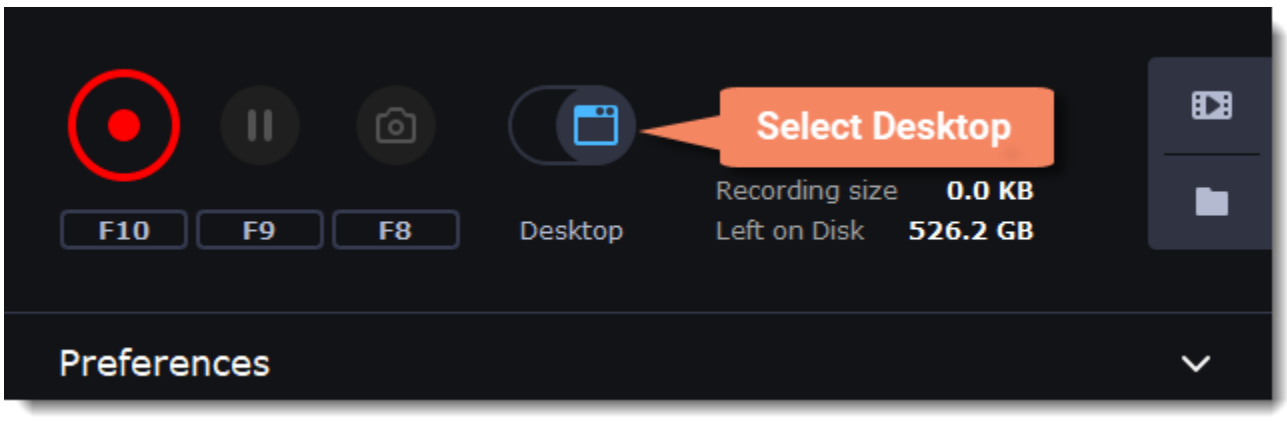
When you're ready to finish your recording, click **Stop** on the recording panel or use the **F10** keyboard shortcut . Your video will be automatically saved to the output folder in the MP4 format.

Recording desktop

How to record full screen on your main monitor

Choose the right capture mode

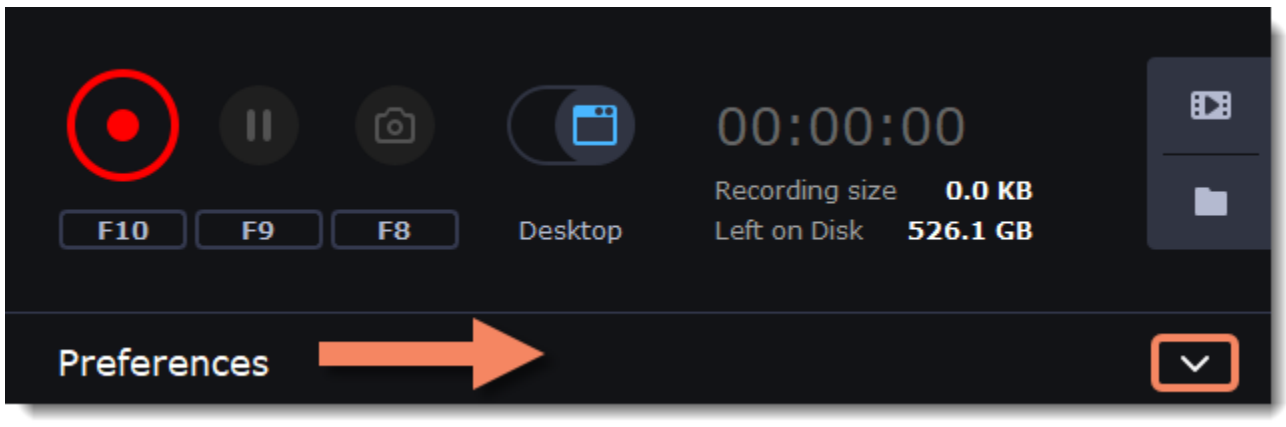
Gecata can capture in two different modes: Game and Desktop. To capture the desktop, click the toggle button and select **Desktop**.



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.

Open preferences

To open the program settings for Gecata by Movavi, click the **arrow** on the lower right corner.



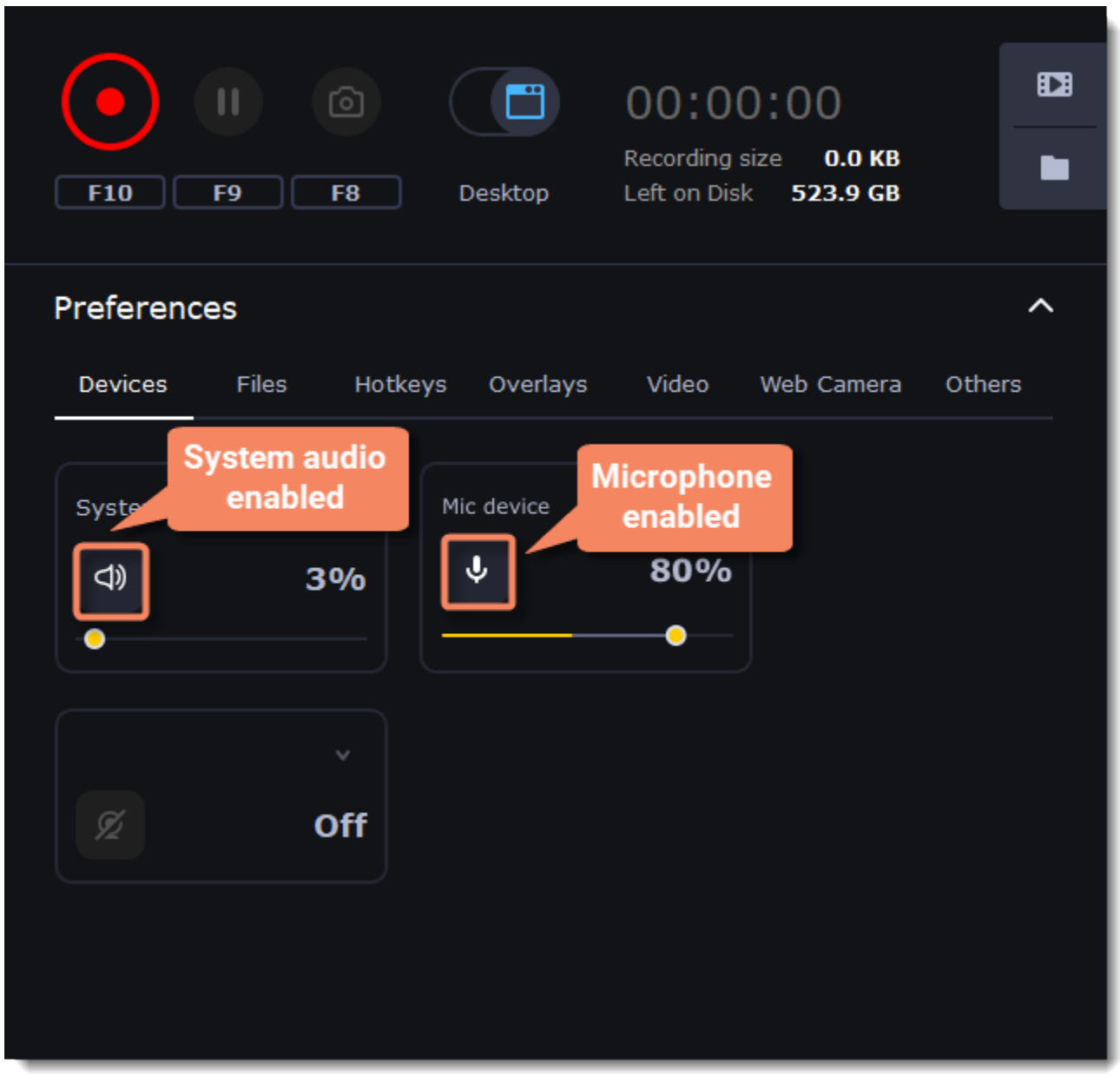
Set up the sound

Recording system audio

1. On the Devices tab click the **System Audio** button to enable recording sounds and audio playing on your computer.
2. Use the slider under the button to set the necessary recording volume.

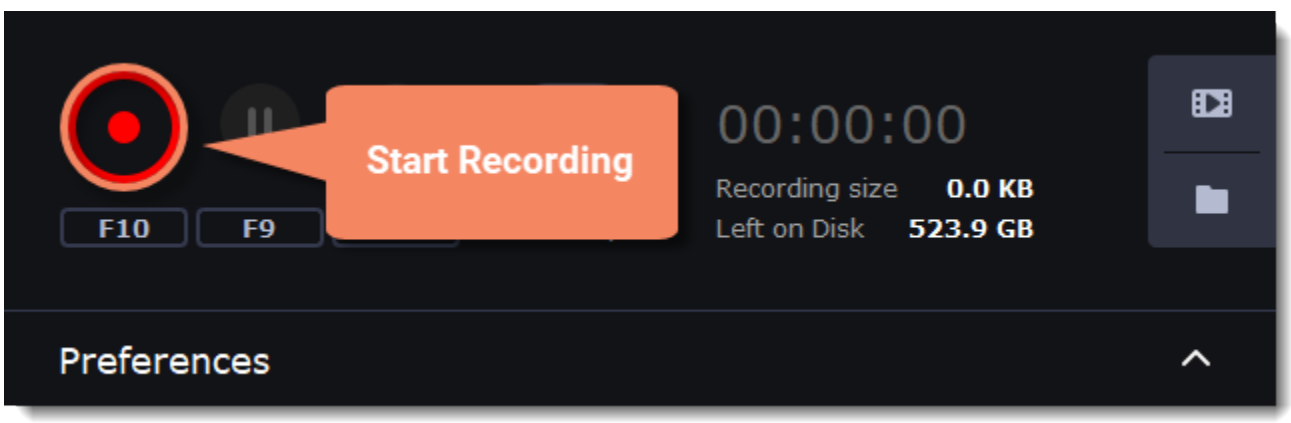
Recording from a microphone

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 above the **Microphone** button and select the device you want to use for recording.
4. Use the slider under the button to set the necessary recording volume.



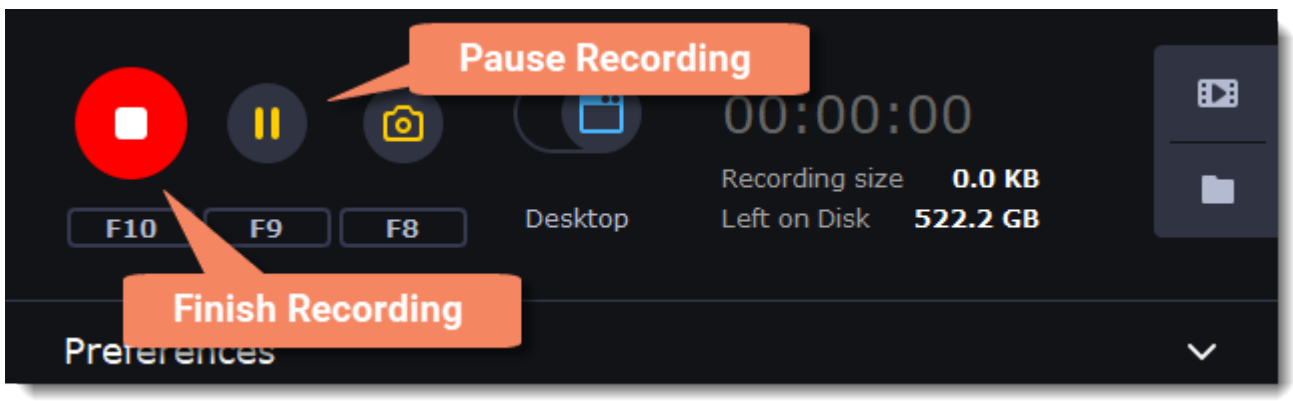
Record the video

Click the **REC** button to begin recording.



Use these keyboard shortcuts to control the recording process:
F9 - pause the recording
F10 - end capture and save the recording

These are the default hotkeys. You can change them in the Hotkeys section of the preferences.



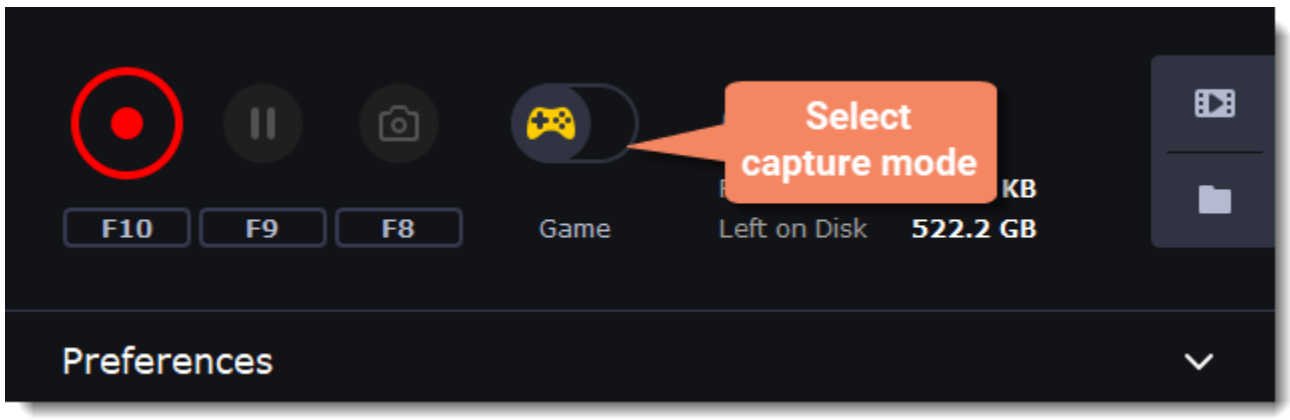
When you're ready to finish your recording, click **Stop** on the recording panel or use the **F10** keyboard shortcut . Your video will be automatically saved to the output folder in the MP4 format.

Recording with webcam

How to add a simultaneous webcam overlay to your videos

Choose capture mode

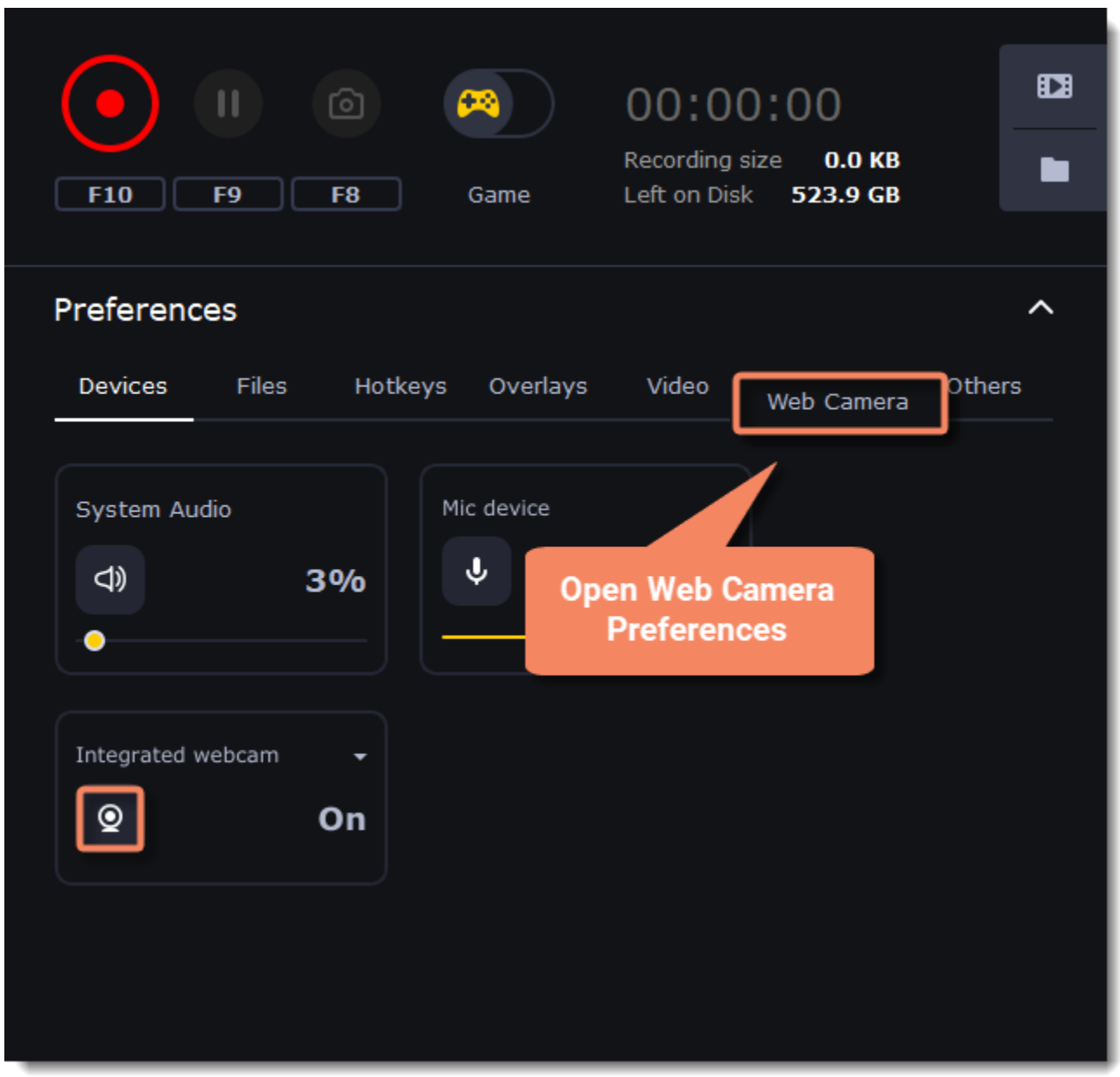
Gecata can capture in two different modes: Game and Desktop. You can record a webcam video over the main one in either of the two. Click the toggle button to select the mode you need.



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.

Set up the webcam

1. Connect the webcam to your computer and wait until the system installs the necessary drivers.
2. Click the **Web Camera** tab to open preferences.



3. Near **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 cogwheel icon to set up your webcam's options such as brightness, contrast, and exposure. *Webcam settings are different for each model.*

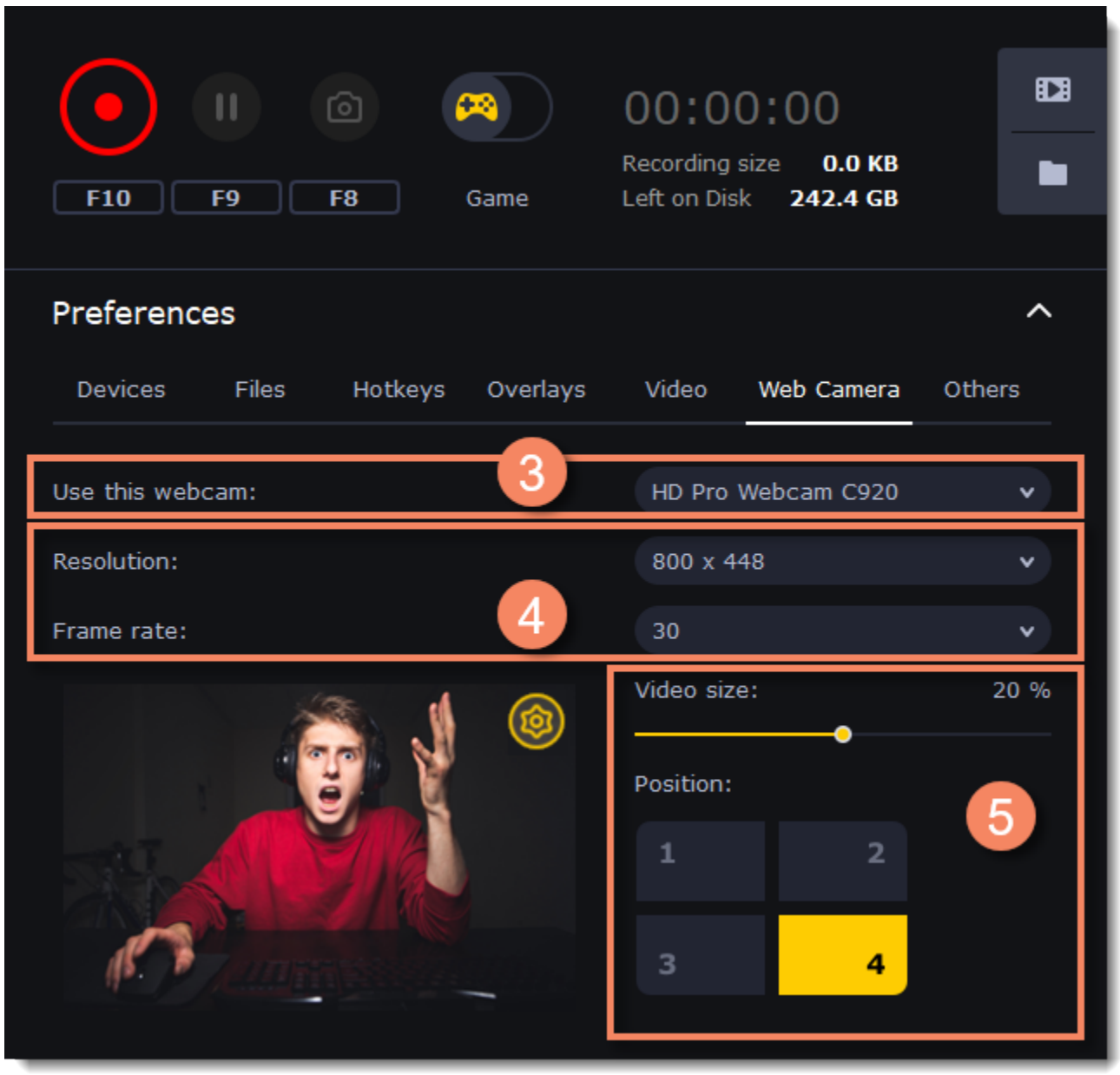
• Choose the **resolution** that you would like to use. The higher the resolution, the higher the webcam video quality will be. However, if the webcam video is small, you may not need a very large resolution.

• 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.



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.

Set up sound

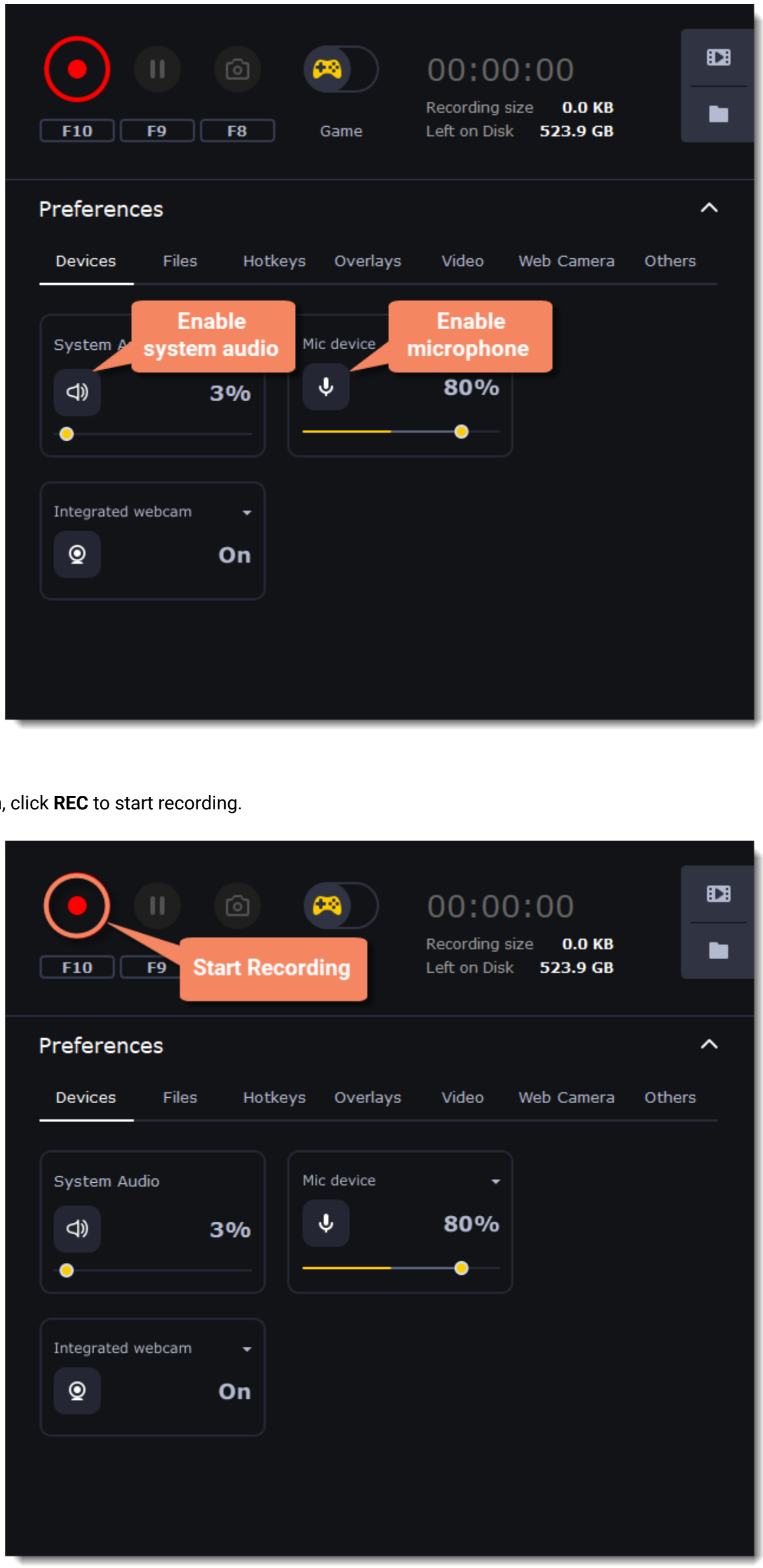
Next, choose the audio sources that you want to hear on your recording:

System sounds

1.To record music and other sounds playing on your computer, click the **System Audio** button on the **Devices** tab. The button appears green when enabled.
2. Use the slider under the button to set the necessary recording volume.

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.



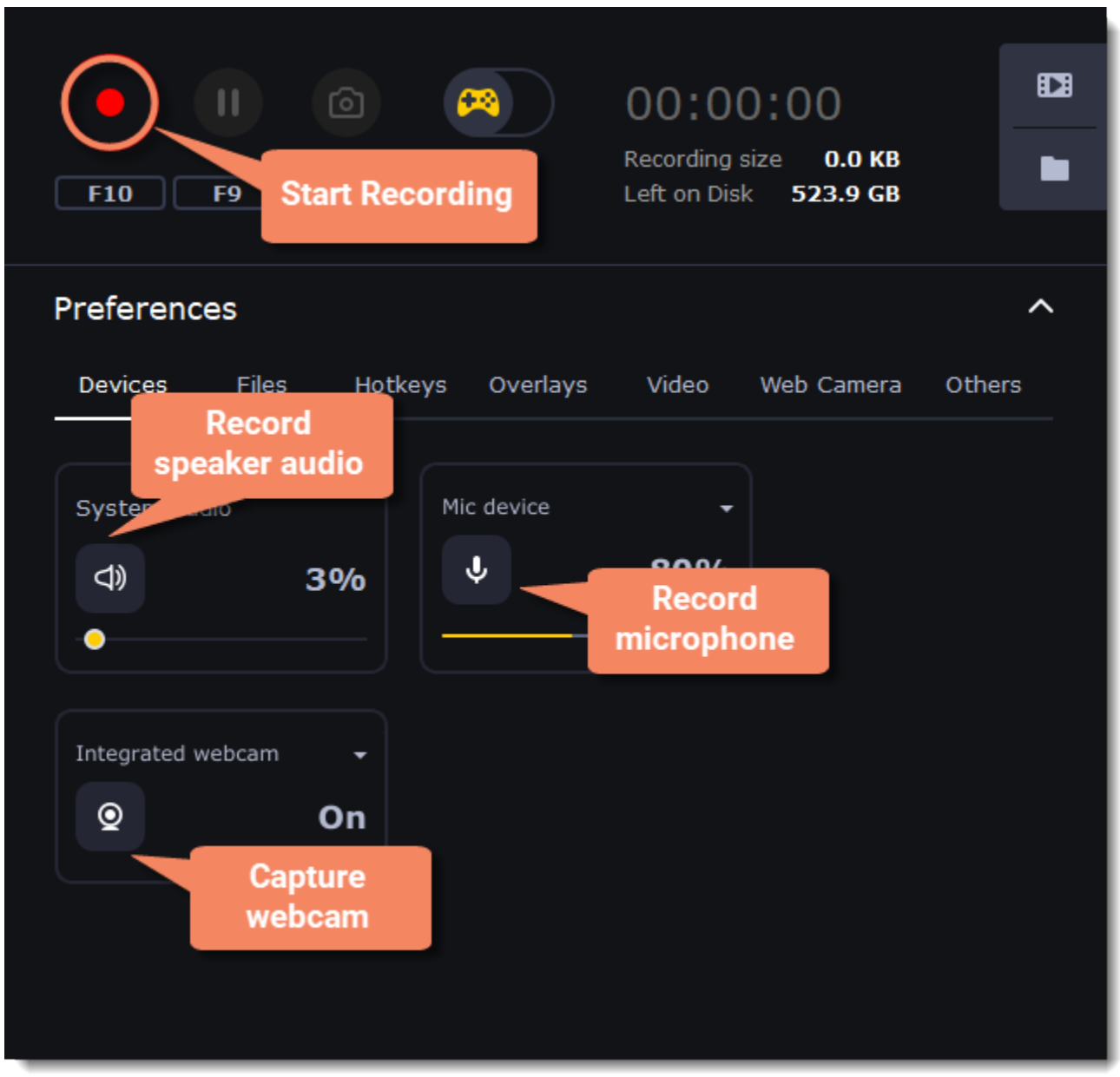
Record your video

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** hotkey . Your video will be automatically saved to the output folder in the MP4 format.

Setting up a recording

You can use the **Devices** tab 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



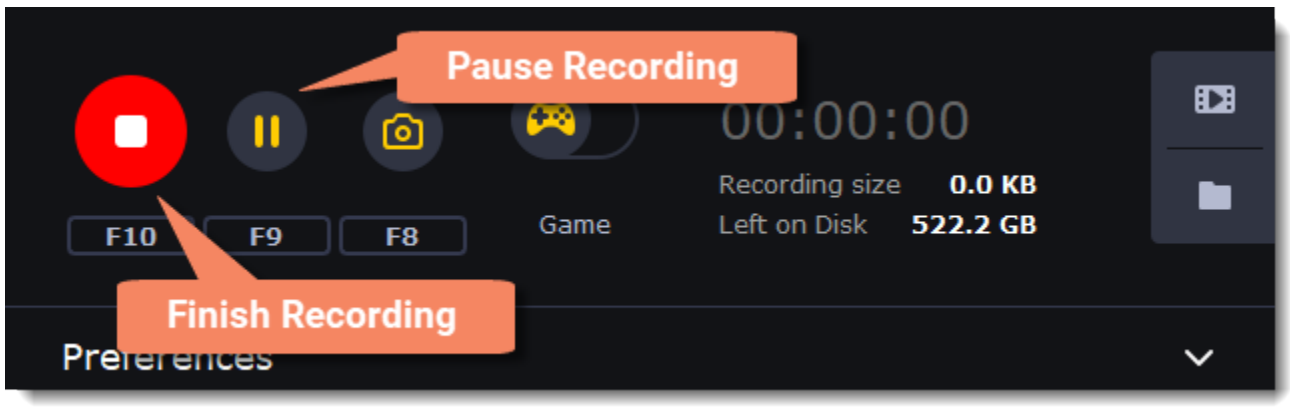
Output video settings

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: Video Preferences

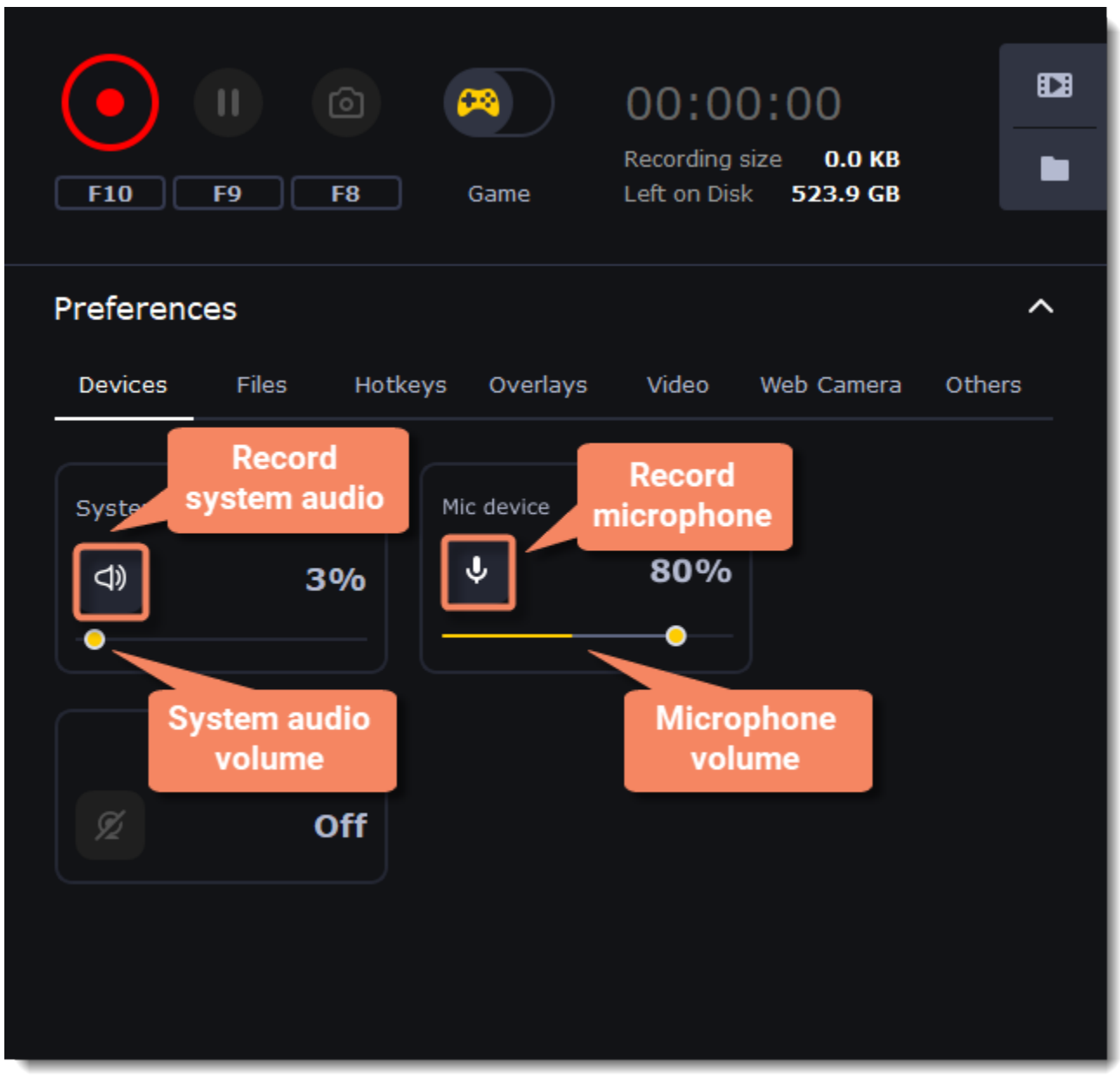
Starting the recording

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

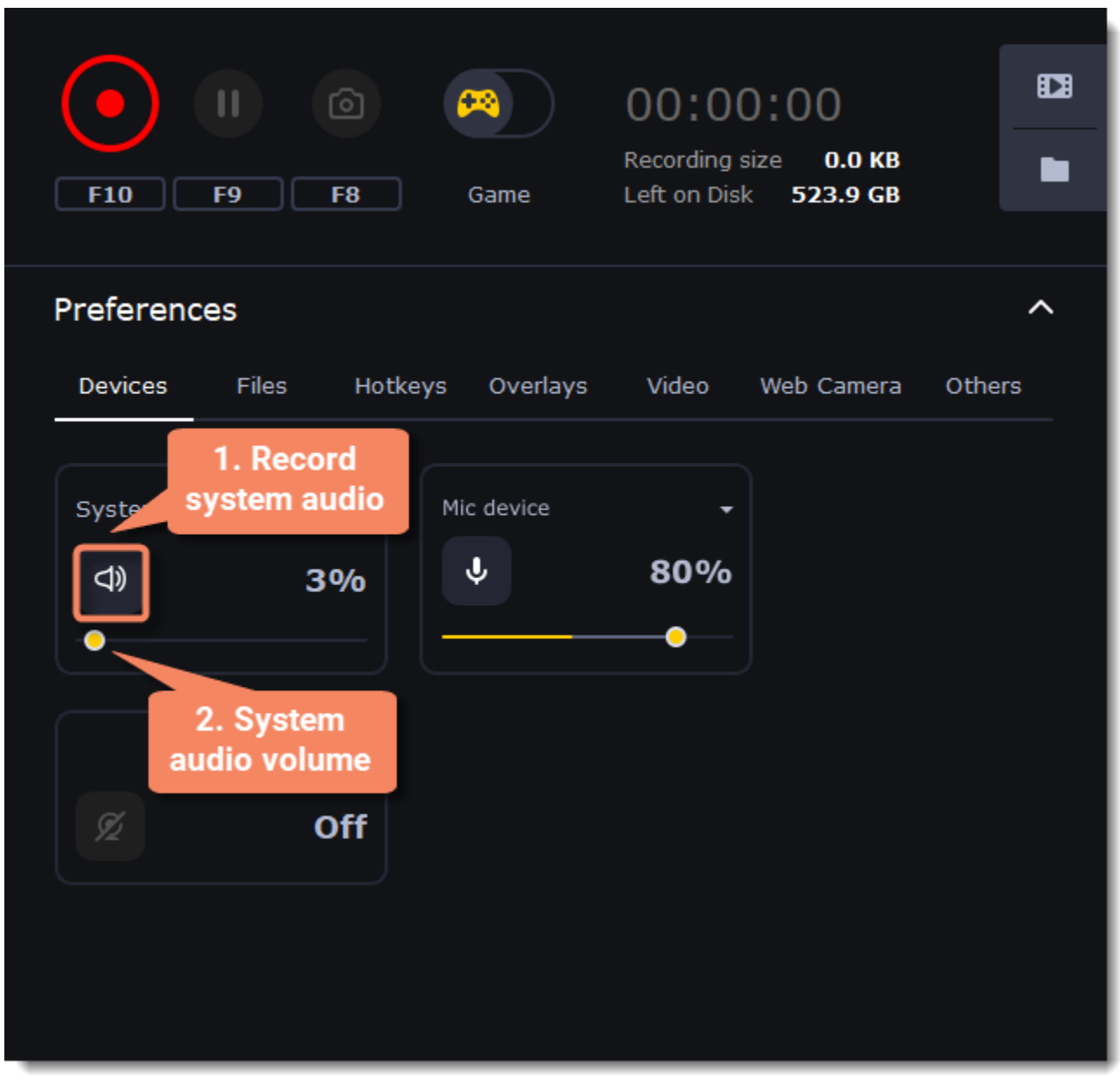
You can record sound from two separate sources: system audio and microphone audio. You can enable sound recording on the **Devices** tab in Preferences.



System audio

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

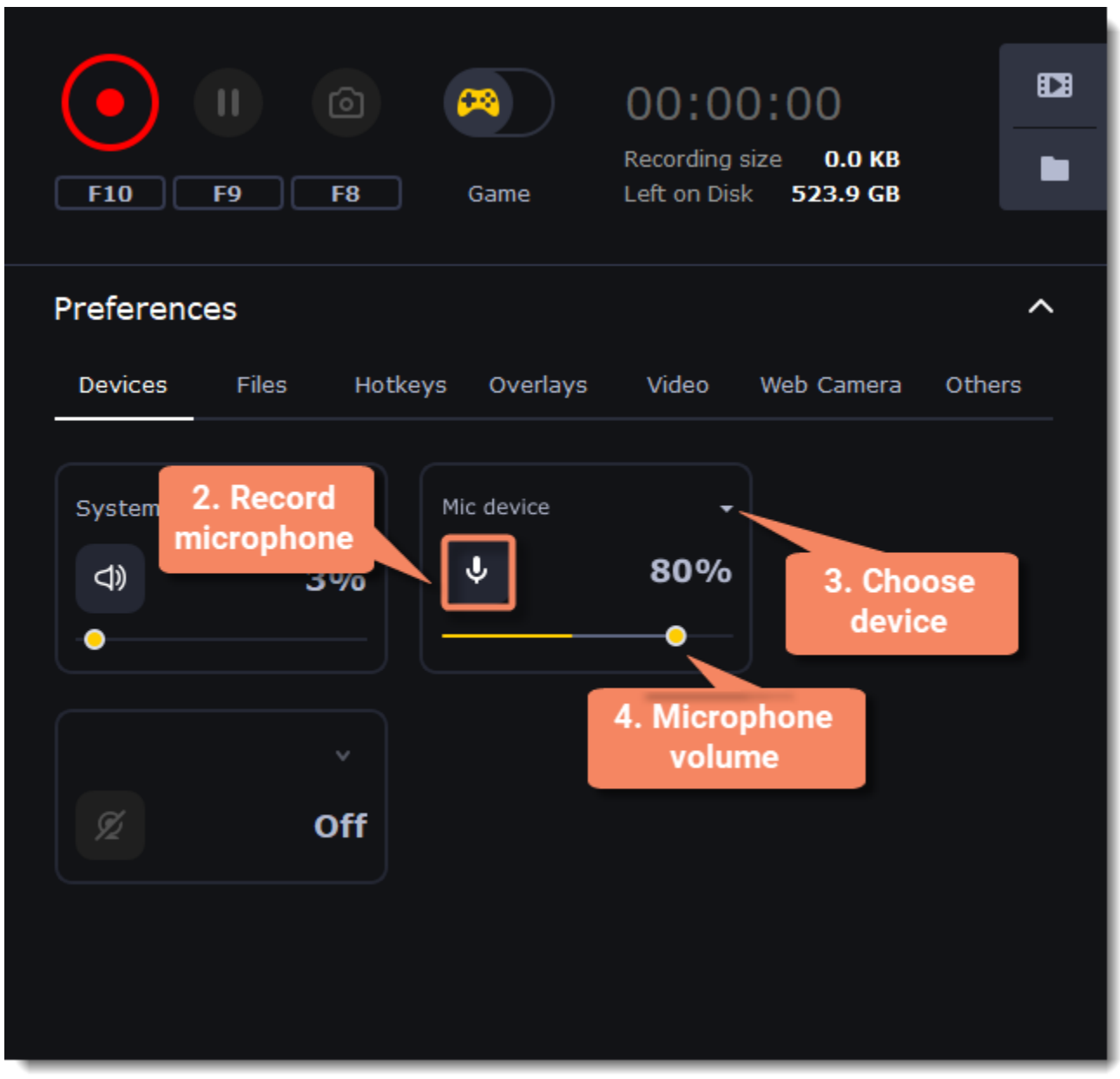
1. To enable recording system audio, click the **speaker** icon on the **Devices** tab.
2. Use the slider under the speaker button to change the system audio **volume** on your video.



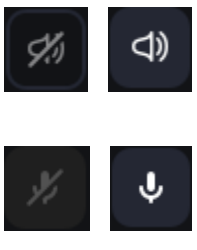
Microphone audio

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 **Devices** tab to enable microphone recording.
3. If you have more than one recording device connected, click the arrow above **Microphone** and choose which microphone you want to use.
4. Use the slider under the microphone button to change the **volume**.



When enabled, the sound icons appear highlighted.



off *on*

Webcam

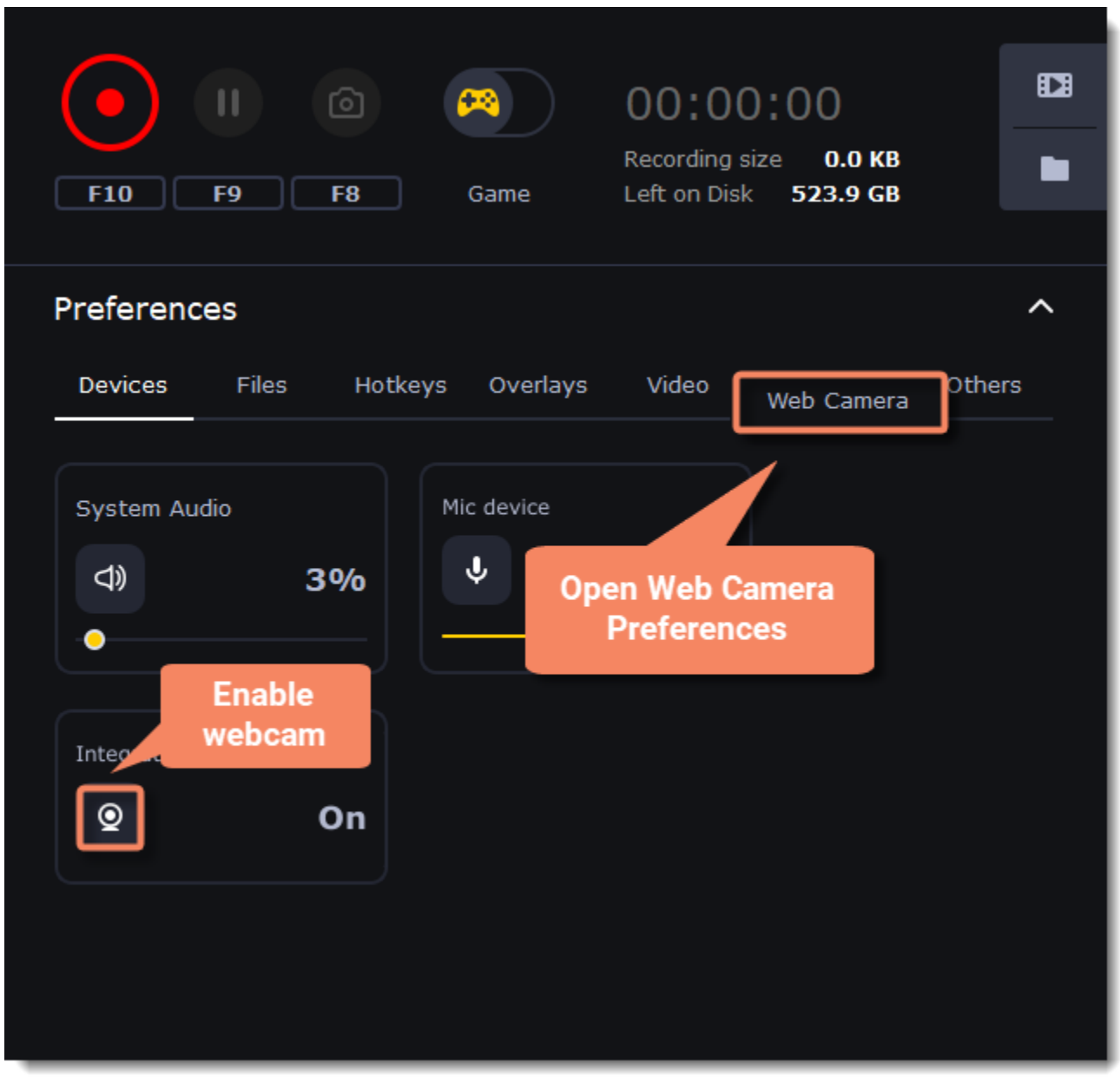
You can record webcam video simultaneously with a screencast. The webcam video will appear in the corner of the main video.

Enable the webcam

Click the webcam icon on the **Devices** tab.

Open Webcam preferences

If this is your first time recording with a webcam, you may want to set up how the webcam looks on your video. Open Preferences and switch to the the **Webcam** tab.



Webcam options

If you have more than one camera, choose the one you want to use under "**Use this webcam**".

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

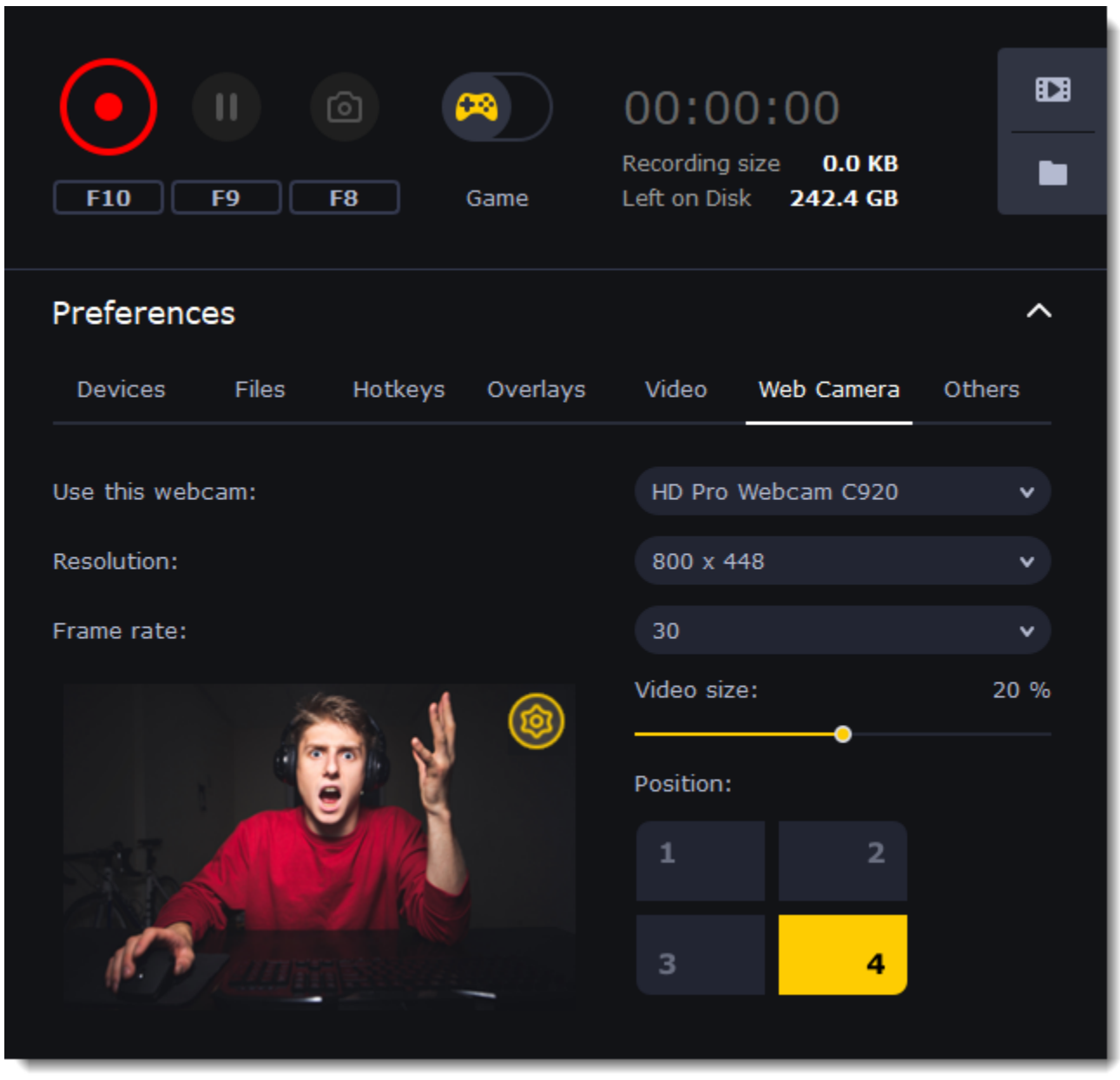
Frame rate is the number of shots the camera takes each second. Higher frame rates will make the movements look smoother and work best for videos with a lot of motion. If the picture is mostly static, you can decrease frame rate to save disk space. The default frame rate is 30 frames per second.

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 **po**

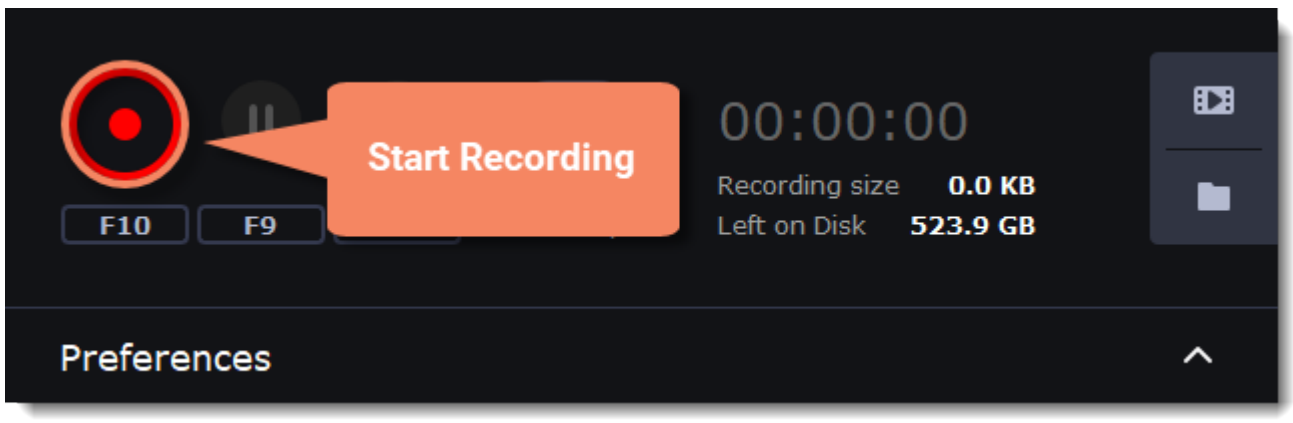


See also: Webcam preferences

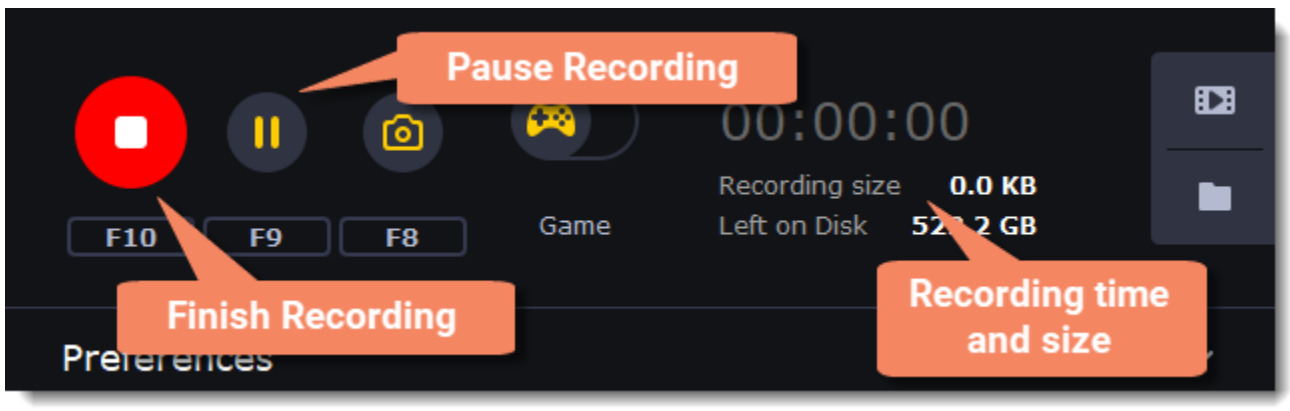
Starting the recording

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
Recording size – the recording size on disk

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 recording 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

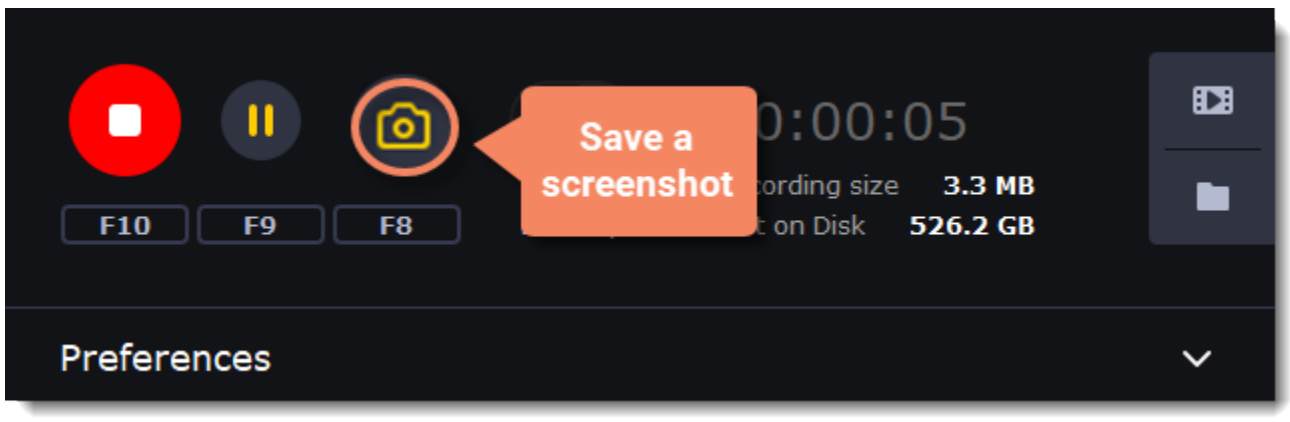
If you have a Windows Aero theme (Windows Vista, Windows 7), disabling the transparency effects will free more resources and your computer will run faster during capture. The Aero theme will return once you have finished capture. To disable this, open the Preferences and turn off the '**Disable Aero 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.

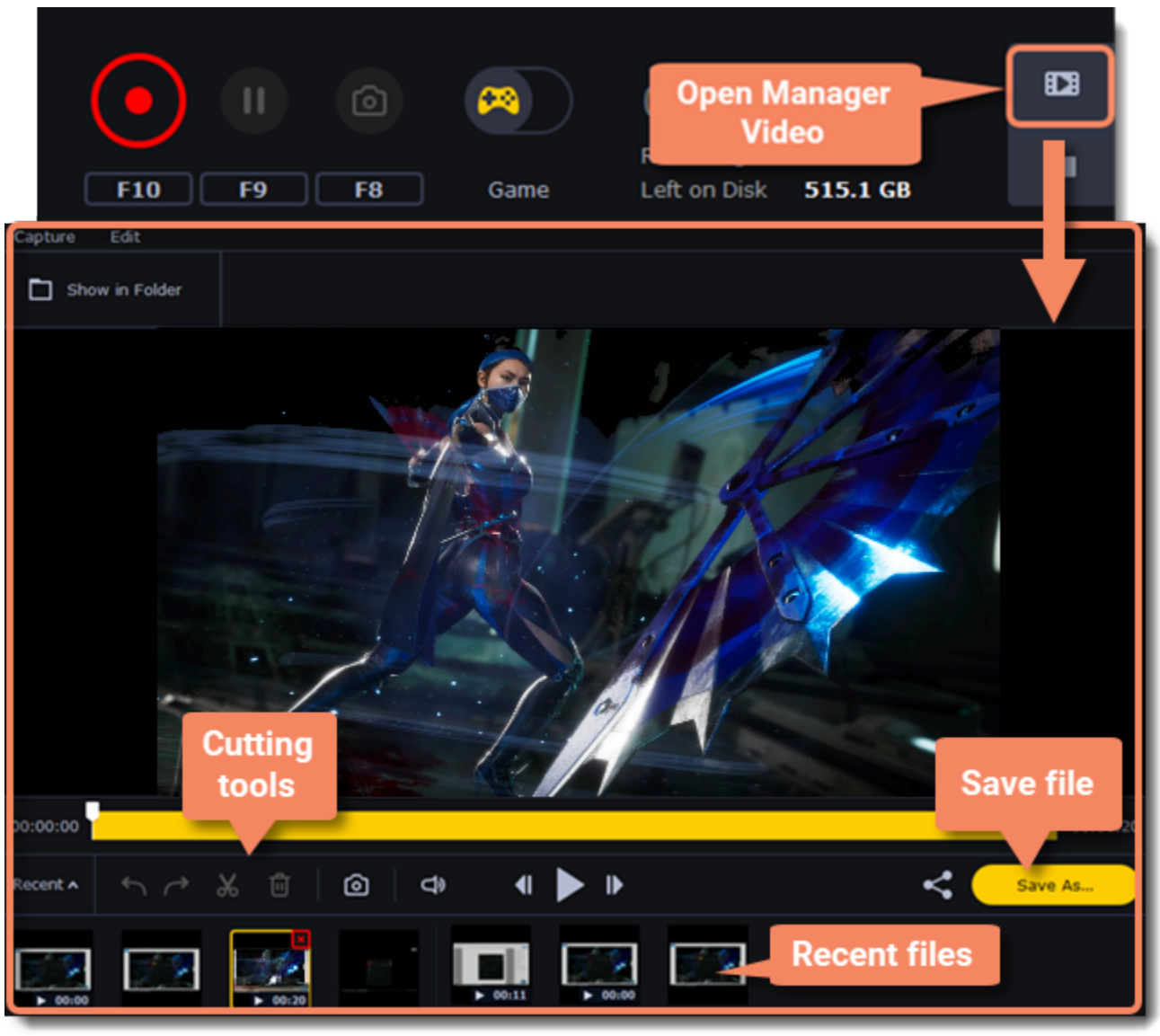


• **Using a hotkey:**
Press **F8** to save a screenshot when you're in the game.
You will see a message on the info panel in the game. Your screenshot will be saved to the output folder set in File preferences. Click the button with this  icon to open output folder.



Editing recordings

When you end a recording, open the player window where you can view the finished video, save videos to a different format, and edit videos and screenshots. To open the player click on this icon  in the main window.



Cutting recordings

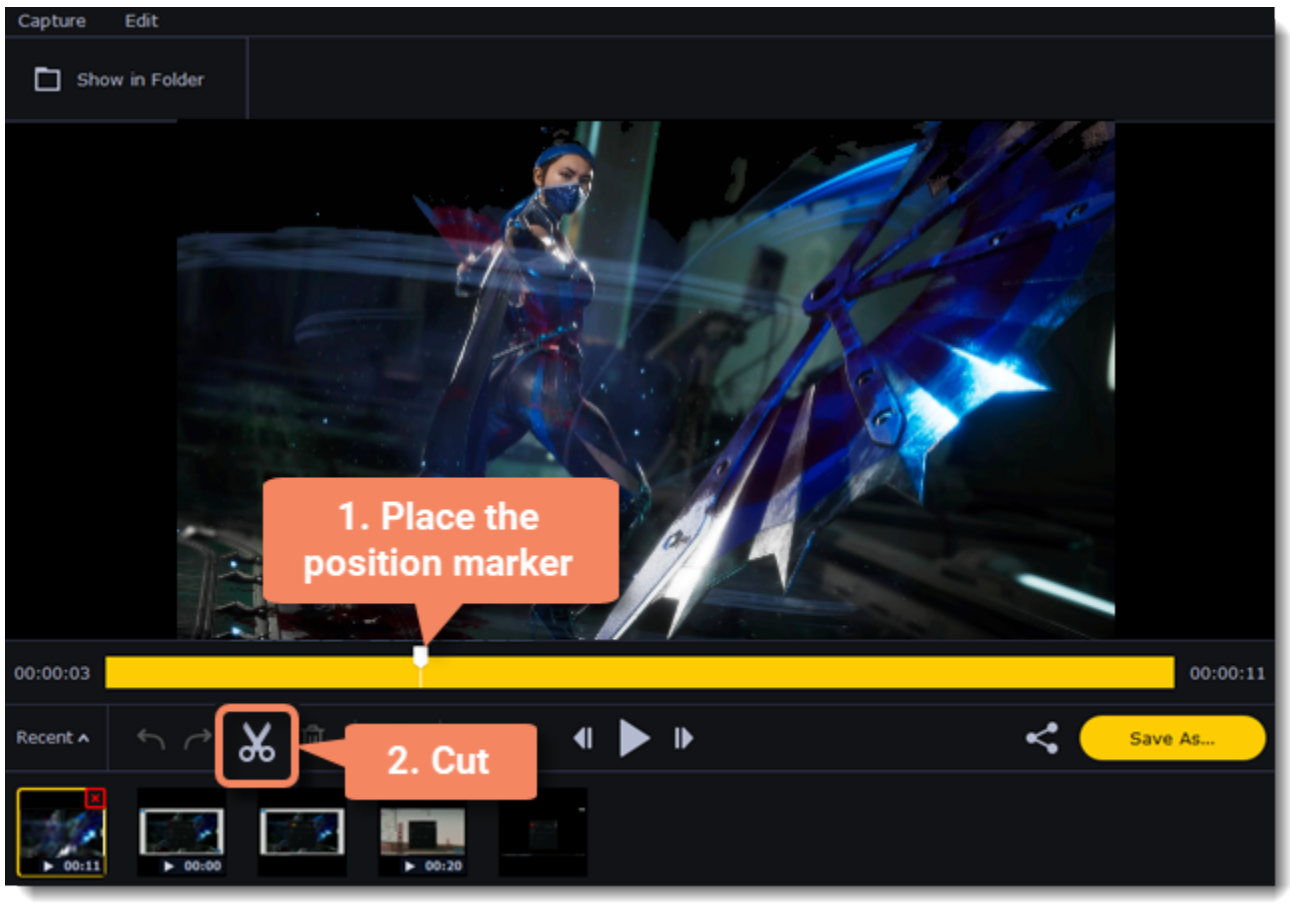
This guide will show you how to cut out parts from video recordings using the built-in capture editor.

Open the recording you want to edit in the capture editor

Click on the recording in the **Recent panel.**

Cut fragments

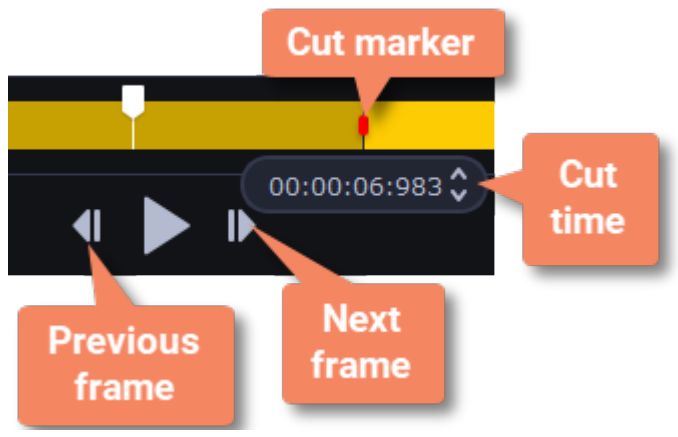
1. Move the position marker to where you want to cut the video.
2. Click the scissors button. A cut marker will appear at the current position. Repeat these two steps to cut at the beginning and at the end of each fragment you want to delete.



Precise positioning

For more precise positioning, click on the cut marker on the seek bar and do any of the following:

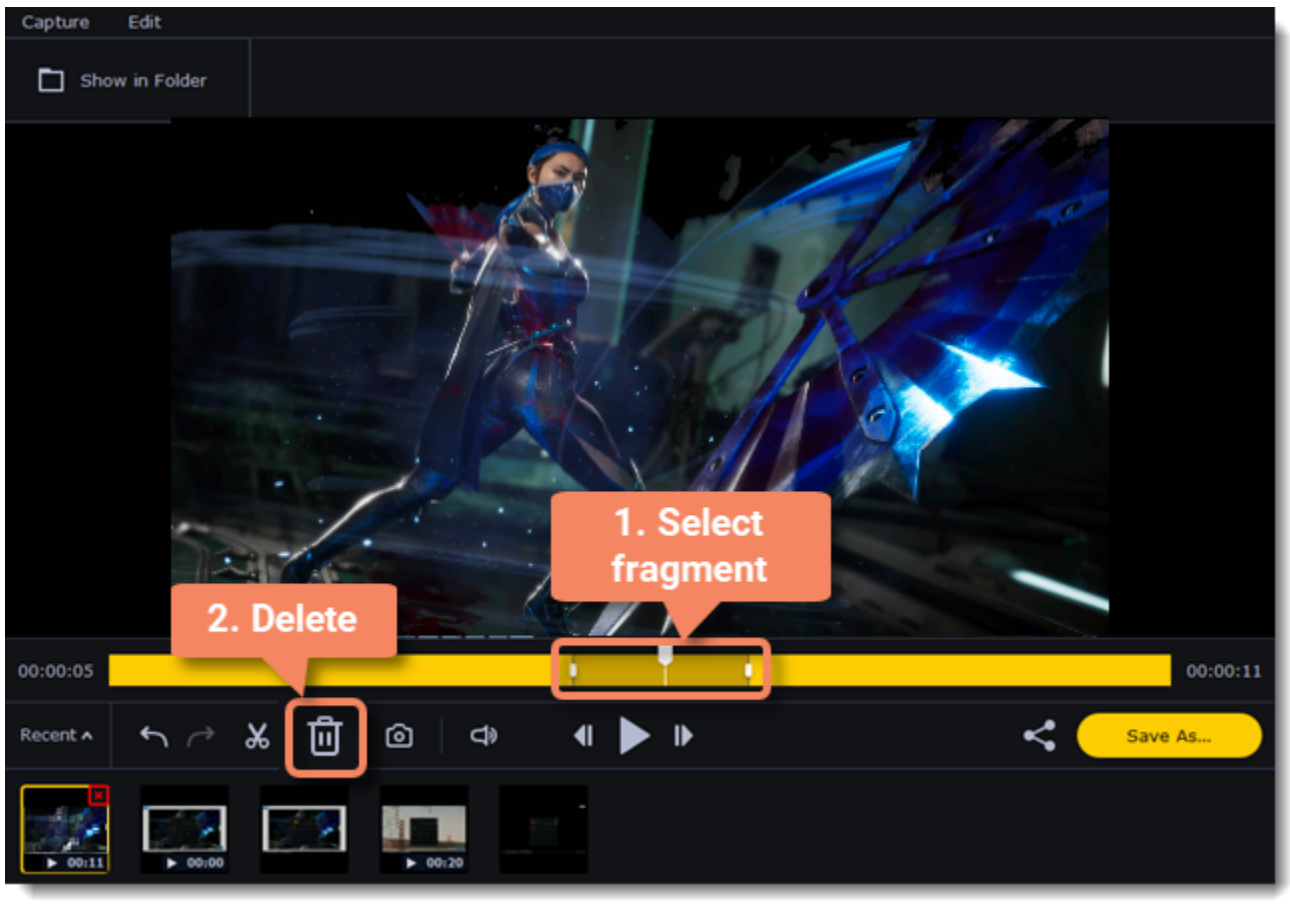
- Click the previous frame and the next frame buttons to move the cut marker by exactly one frame,
- Click the arrows next to the time to move the marker by a small interval.
- With the cut marker selected, use the arrow keys to move it left or right by 100 milliseconds.
- Manually enter the necessary time.



Delete fragments

1. On the seek bar, click a fragment to select it. The selected fragment appears as a darker shade.
2. To delete the selected fragment, click the trash can button.

A dotted line will appear on the seek bar where a fragment has been deleted: 



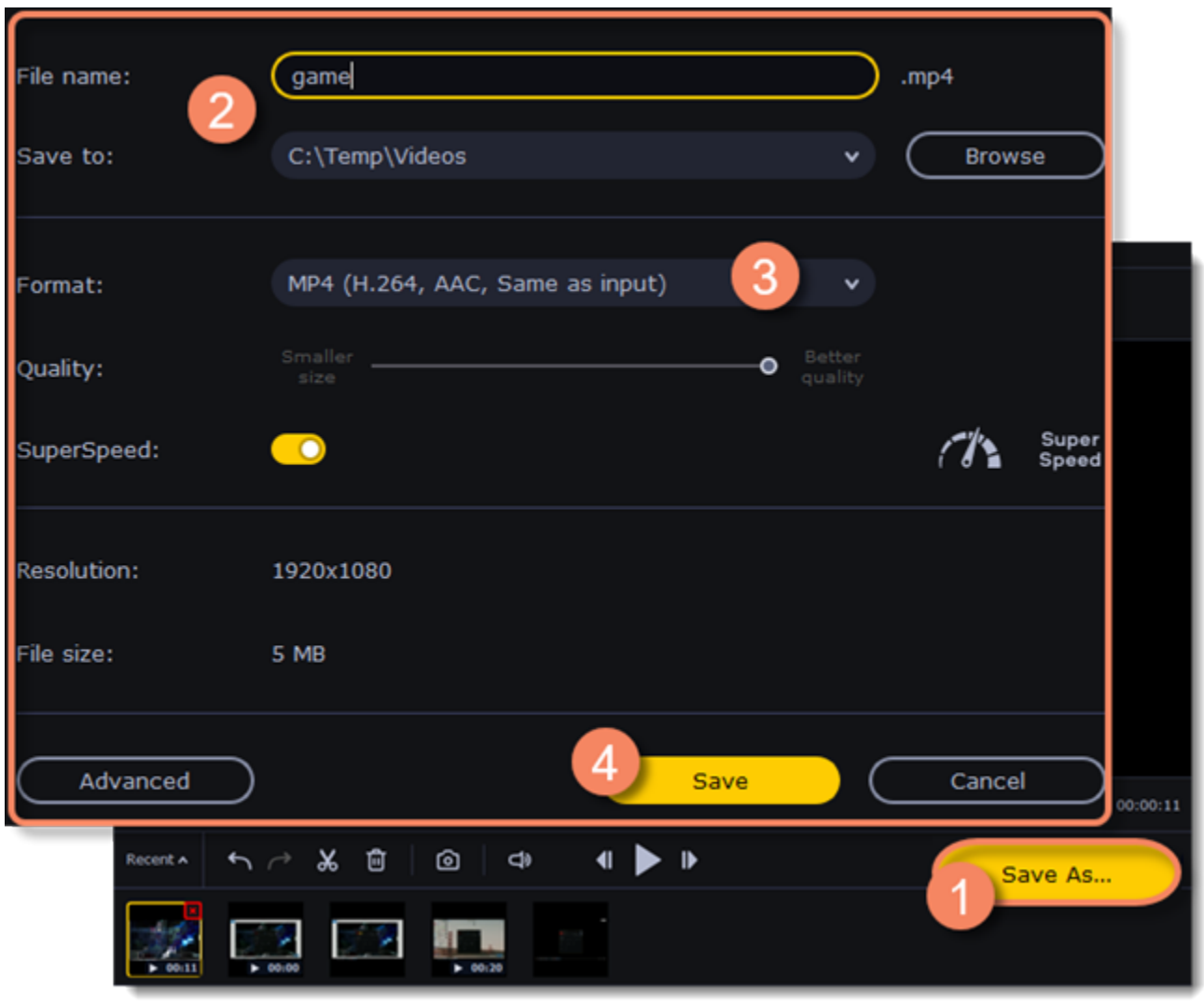
How to undo cutting

To cancel a cutting action, click **Undo** or press **Ctrl+Z**. To repeat a cancelled action, click **Redo** (**Ctrl+Y**).

Save the edited video

If you've cut the video, you need to save it to apply the changes.

1. Click **Save As**. The window with saving options will appear.
2. At the top of the window, choose where to save the file and enter a file name.
3. Choose a format for the video. If you don't know which format to choose, leave MP4 selected. It will save faster and at no quality loss.
4. Click **Save** to start processing the video. This may take a while for longer videos.



Converting recordings

New recordings are created in the MP4 format which is supported by most players. This guide will show you how to save your video recordings in a different format. You can also convert your video recordings to audio by saving them as an audio format.

Open the output options

Click **Save As** to open the output options.

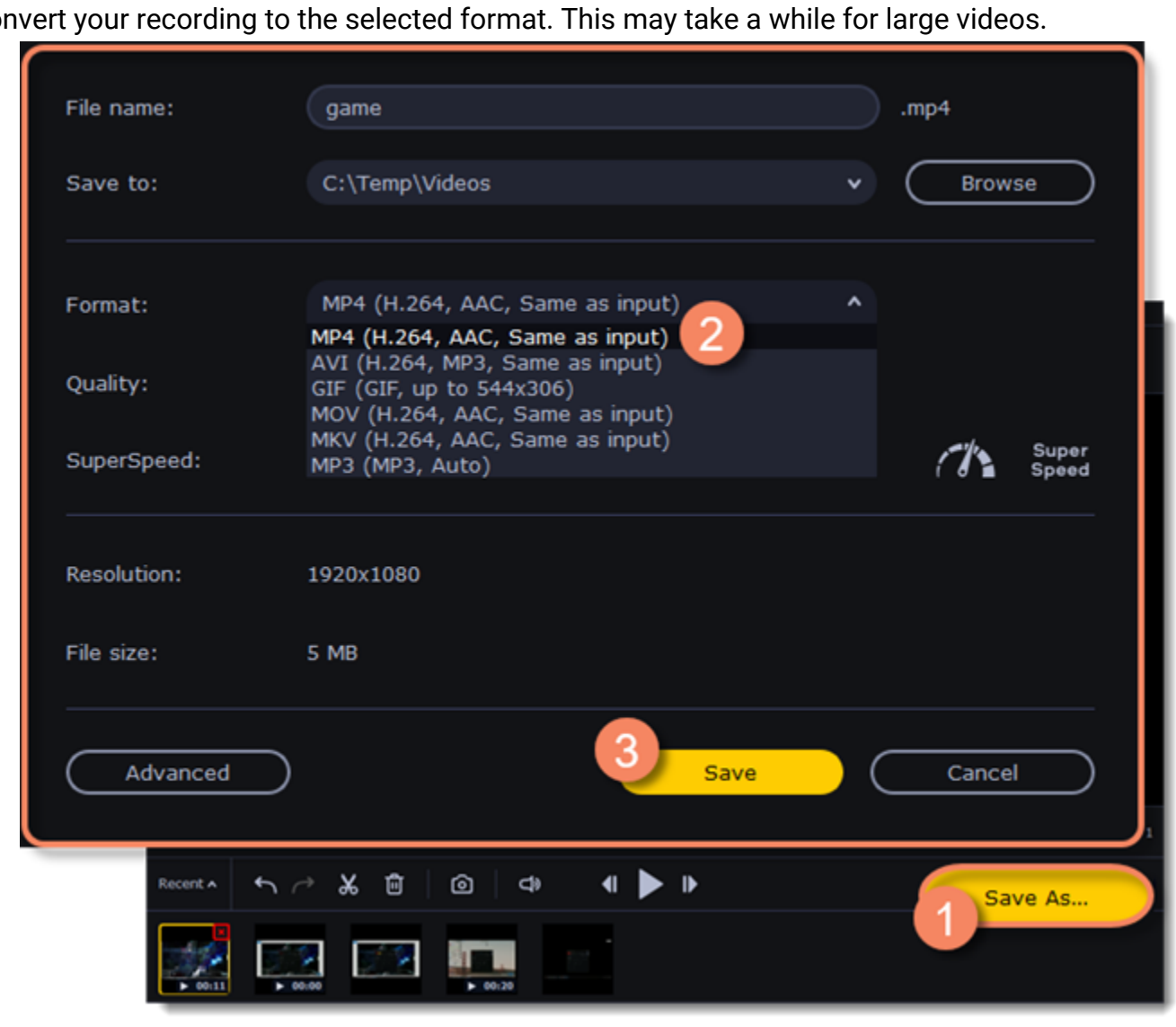
Choose a new format

Select a format you want to use:

- **Video** - MP4, AVI, MOV, MKV
- **Image** - GIF
- **Audio** - MP3

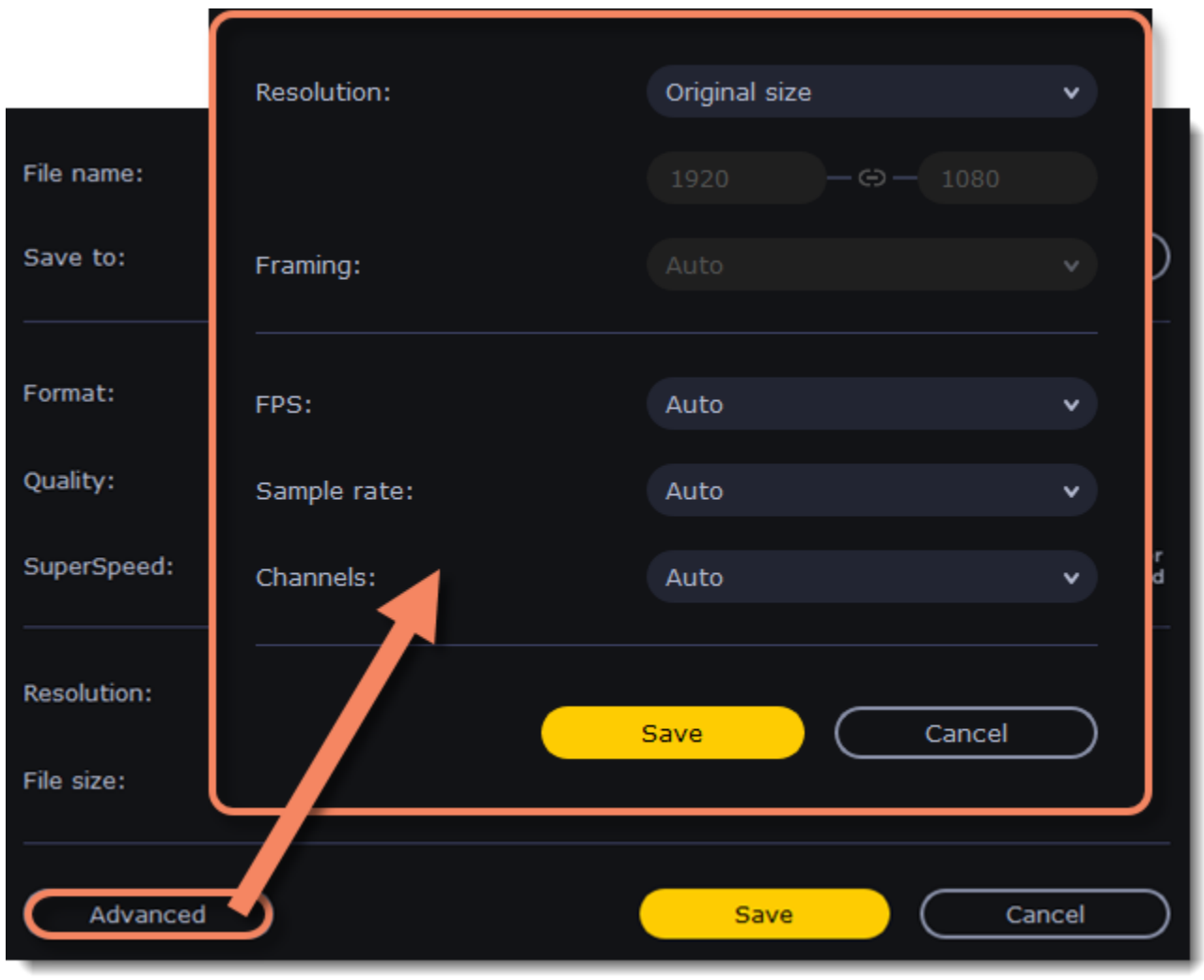
Save the file

Finally, click **Save** to convert your recording to the selected format. This may take a while for large videos.



Advanced settings

There are some extra settings you can use to customize your recorded files before saving. To open the settings, click **Advanced** in the saving window.



Resolution

The frame size or resolution determines the videos width and height in pixels. Open the Resolution list to select from the most common resolutions. Ideally, the frame size should not exceed the resolution of the recorded video, but match it instead. Smaller resolutions allow you to make the output video smaller and thus save your disk space, however, this will sacrifice some video quality due to downscaling.

Framing

Choosing a resize method can help you manage how your video is resized to fit inside the frame size you've set. There are several resizing options available:

• Smart fit... – scales the original video to fit the specified dimensions while maintaining the aspect ratio.

• Up to size... – allows you to set a maximum frame size: input files with frame sizes exceeding the maximum are scaled down, while videos with smaller frame sizes remain unchanged.

• Letter Box – the video will be resized to fit inside the frame entirely. This method allows you to keep the whole video inside the frame without distortions, but may place black bars around the video.

• Stretch – the video is fit entirely inside the frame and then stretched on one axis in such a way as to fill the entire frame without leaving black bars. This allows you to cover the entire frame, however, the objects in the video may appear horizontally or vertically distorted.

• Crop – the video will be resized to be slightly larger than the frame, cropping the parts that do not fit inside it. This allows to cover the entire area of the frame without distorting any of the objects inside the video or without leaving black bars, however, this may not suit some clips where important objects are near the edge of the frame.

FPS

The number of frames per second is the number of shots that a camera takes each second to make a video. Most cameras shoot video at around 24 frames per second. However, some cameras can shoot high-speed video that you can use to make slow motion clips. If you plan on using high-speed videos, choose the FPS that matches the video. If you're using regular videos, leave the default FPS.

Sample rate

The sample rate affects the quality of digital sound, and defines the maximum frequencies that an audio stream can contain. The default sample rate is set to 44100 Hz, which exceeds the maximum frequencies of human hearing and is used to record Audio CDs and most music tracks.

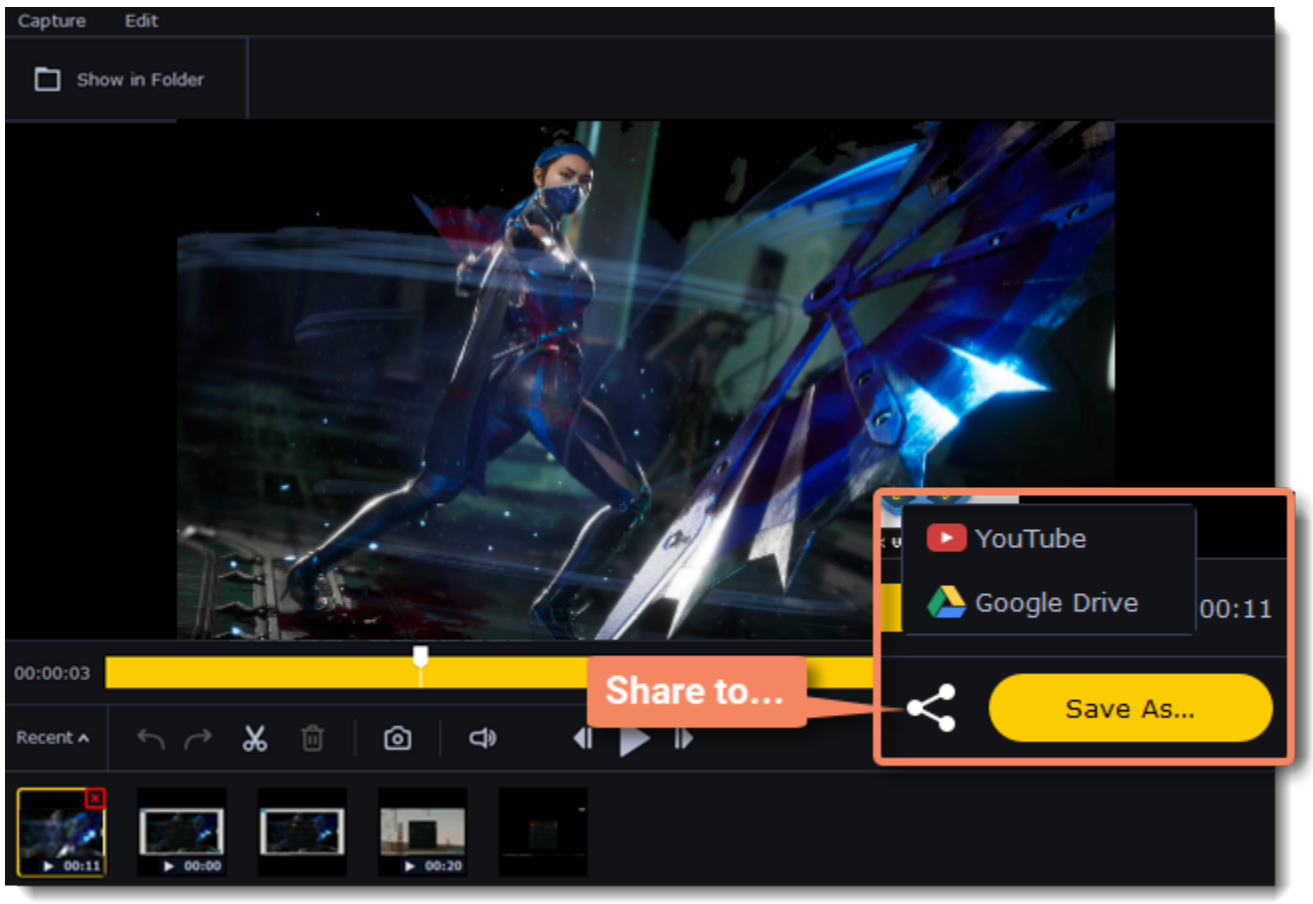
Channels

Stereo sound contains two channels and has the capacity to convey the relative location of sound sources, which makes it best for recording music; mono sound has only one channel and produces sound without differentiating left and right channels. Stereo is the generally preferred number of channels, however, some mobile devices record sound only in mono mode.

Sharing videos

To share a recording:

1. Open the player and select the recording you want to share on the **Recent panel**.
2. Click the **Share** button next to **Save As** and select where you want to upload your video, then follow the selected service steps.



Learn more about sharing to:

- YouTube
- Google Drive

Uploading videos to YouTube

Sign in YouTube

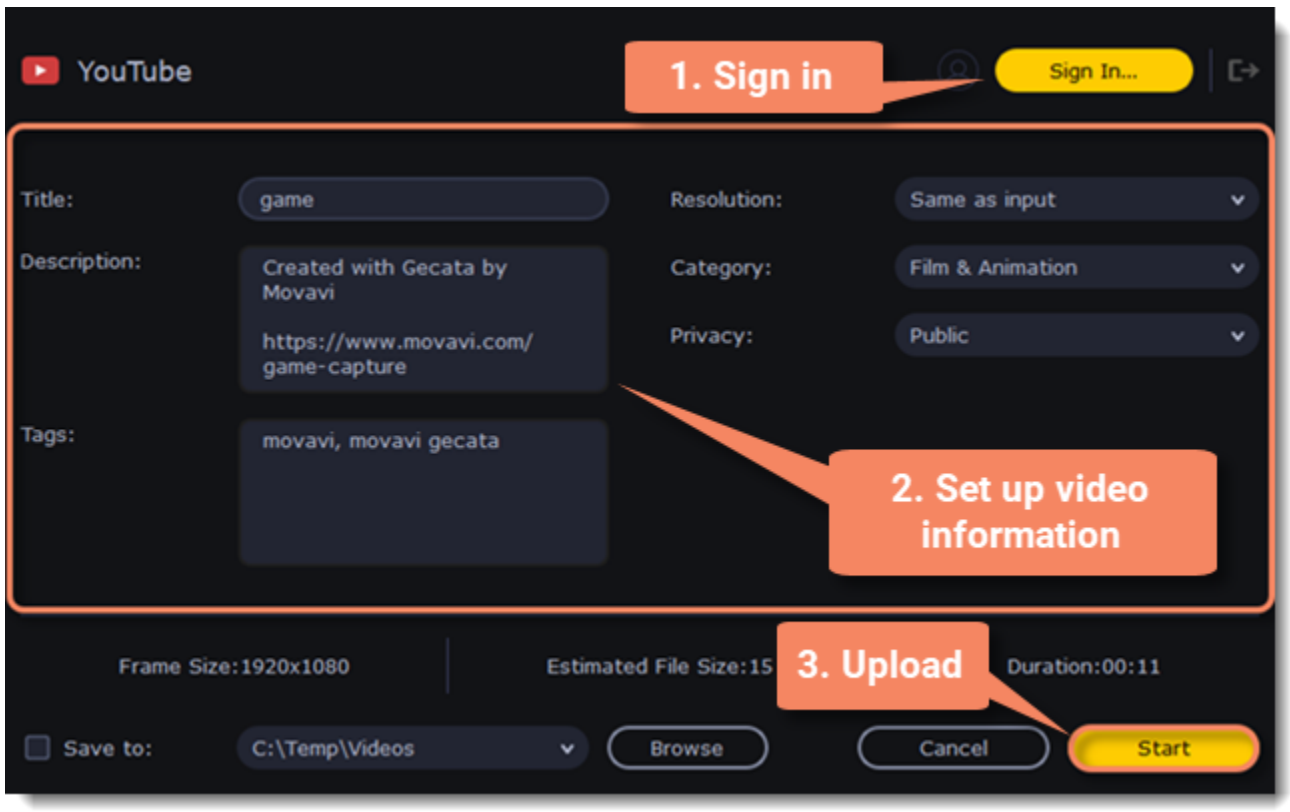
Click **Sign In** and grant all requested access to allow Gecata to upload files.

Fill in the details:

• Give your video a **title** and fill in the **description**.
• Add some **tags** to help users find videos by relevant topics. Separate tags with commas.
• Choose a resolution that suits your video. For best results, choose a resolution that is equal to or less than the height of your video (e.g if your video is 1280x720, choose the 720p resolution).
• Choose a **category** to help viewers find relevant content.
• Open the **Privacy** box and choose who you want to see the video.
You can also save the video to your desk. Just check the **Save to** box and select file destination on your computer.

Upload the video

Click **Start** to begin uploading.



Uploading videos to Google Drive

Sign in Google Drive

Click **Sign In** and grant all requested access to allow Gecata to upload files.

Select a folder

After you've signed in, the program will load your Google Drive folder list. You can share files to specific folders if you like.

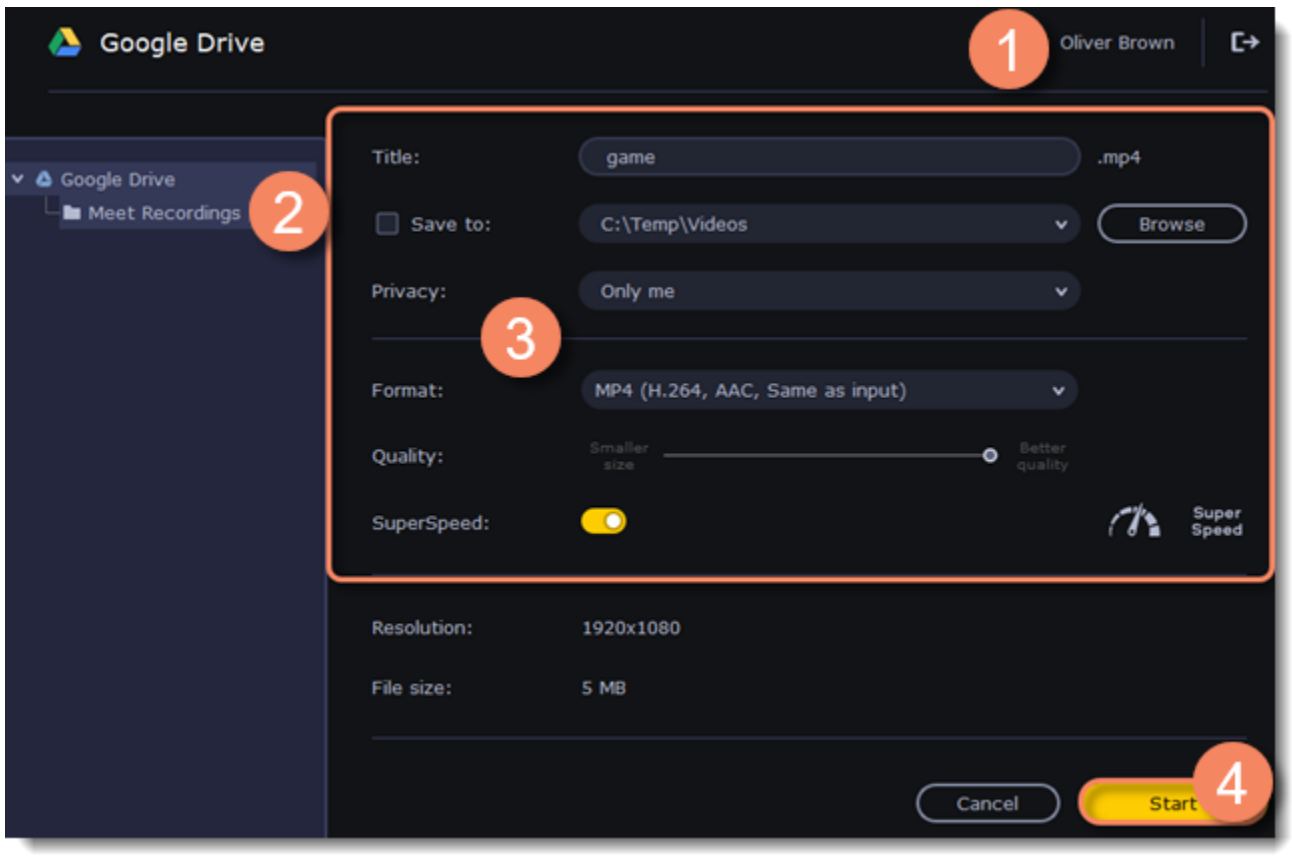
Fill in the details:

• title
• privacy settings
• the video format
• quality.

*If you want to save the image to your disk as well, check the **Save to** box and select file destination on your computer.*

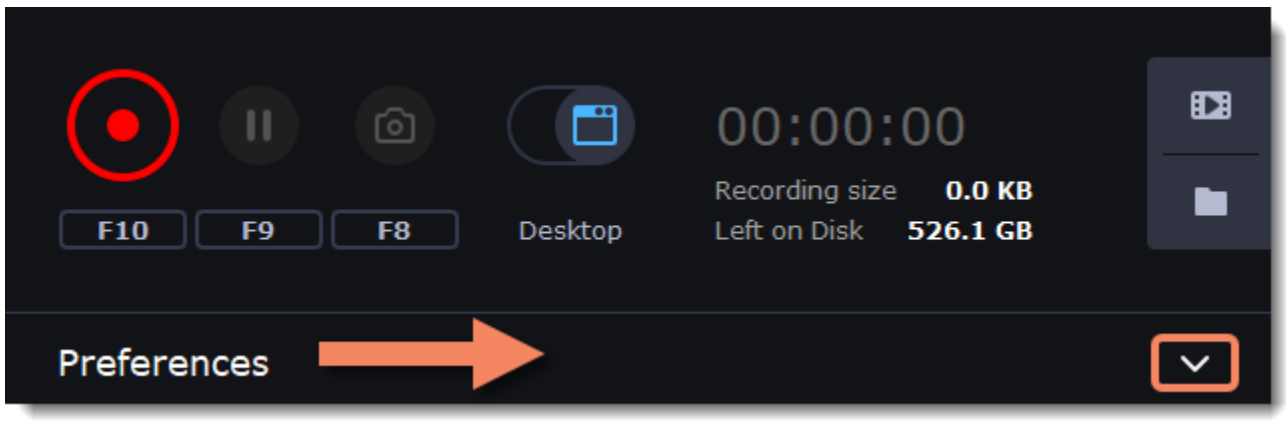
Upload the video

Click **Start** to begin uploading.



Gecata preferences

To open the program settings for Gecata by Movavi, click the **arrow** on the lower right corner.



The preferences are organized into relevant categories: Devices, Files, Hotkeys, Overlays, Video, Webcam and Others.

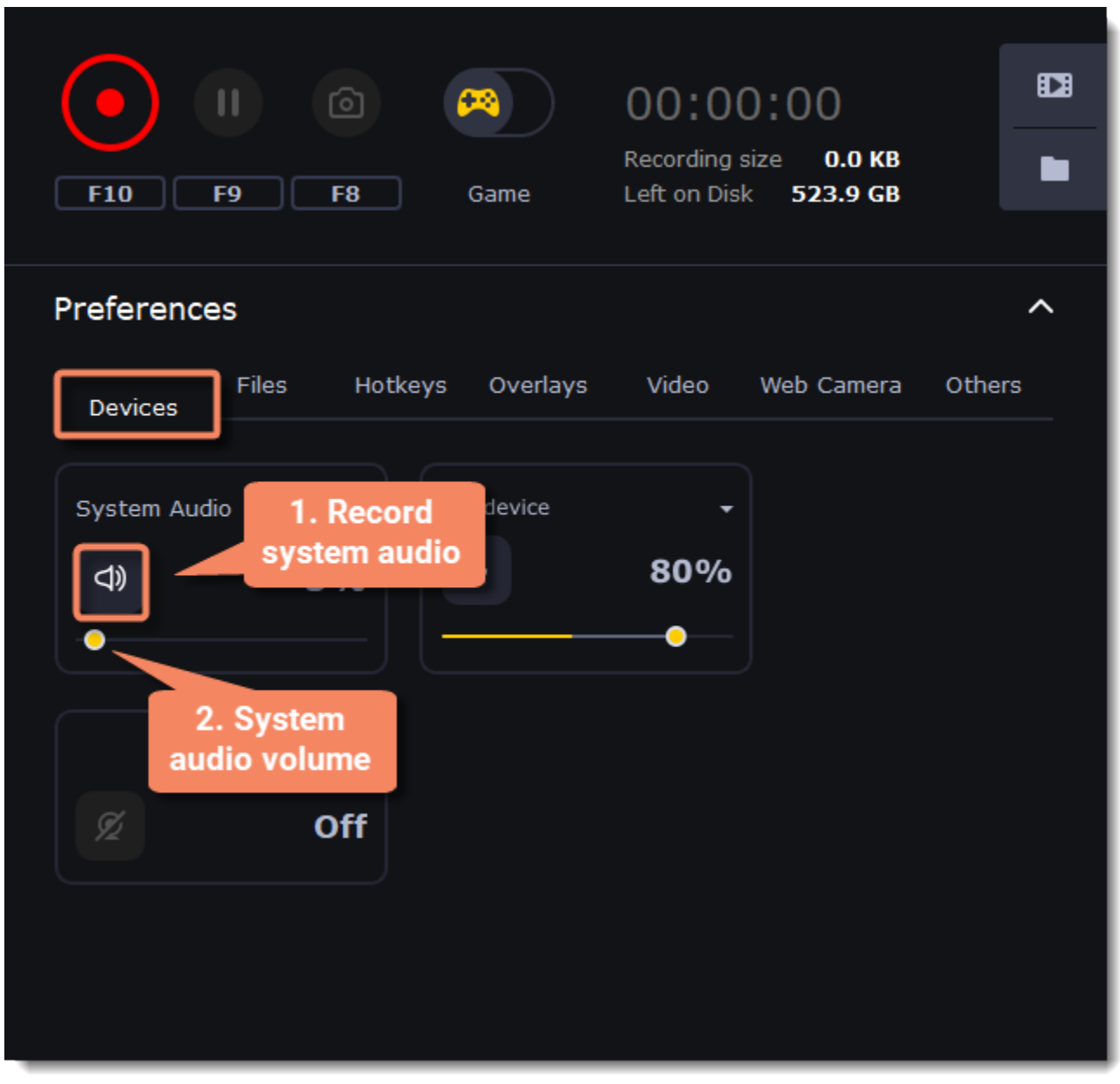
Devices preferences

On the **Devices** section, you can set up the system audio, the microphone and the webcam.

System audio

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

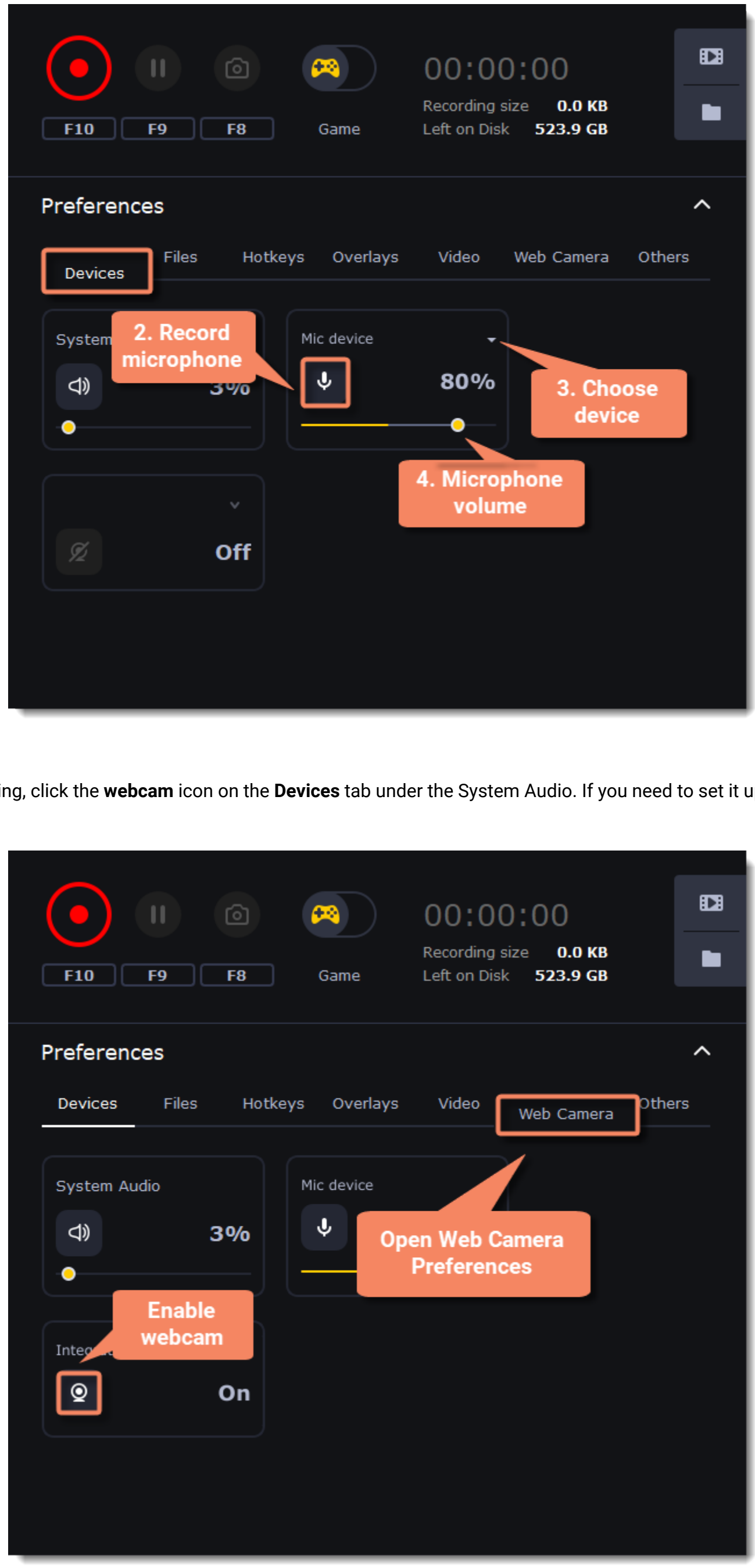
1. To enable recording system audio, click the **speaker** icon on the **Devices** tab.
2. Use the slider under the speaker button to change the system audio **volume** on your video.



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 Devices tab to enable microphone recording.
3. If you have more than one recording device connected, click the arrow above **Microphone** and choose which microphone you want to use.
4. Use the slider under the microphone button to change the **volume**.

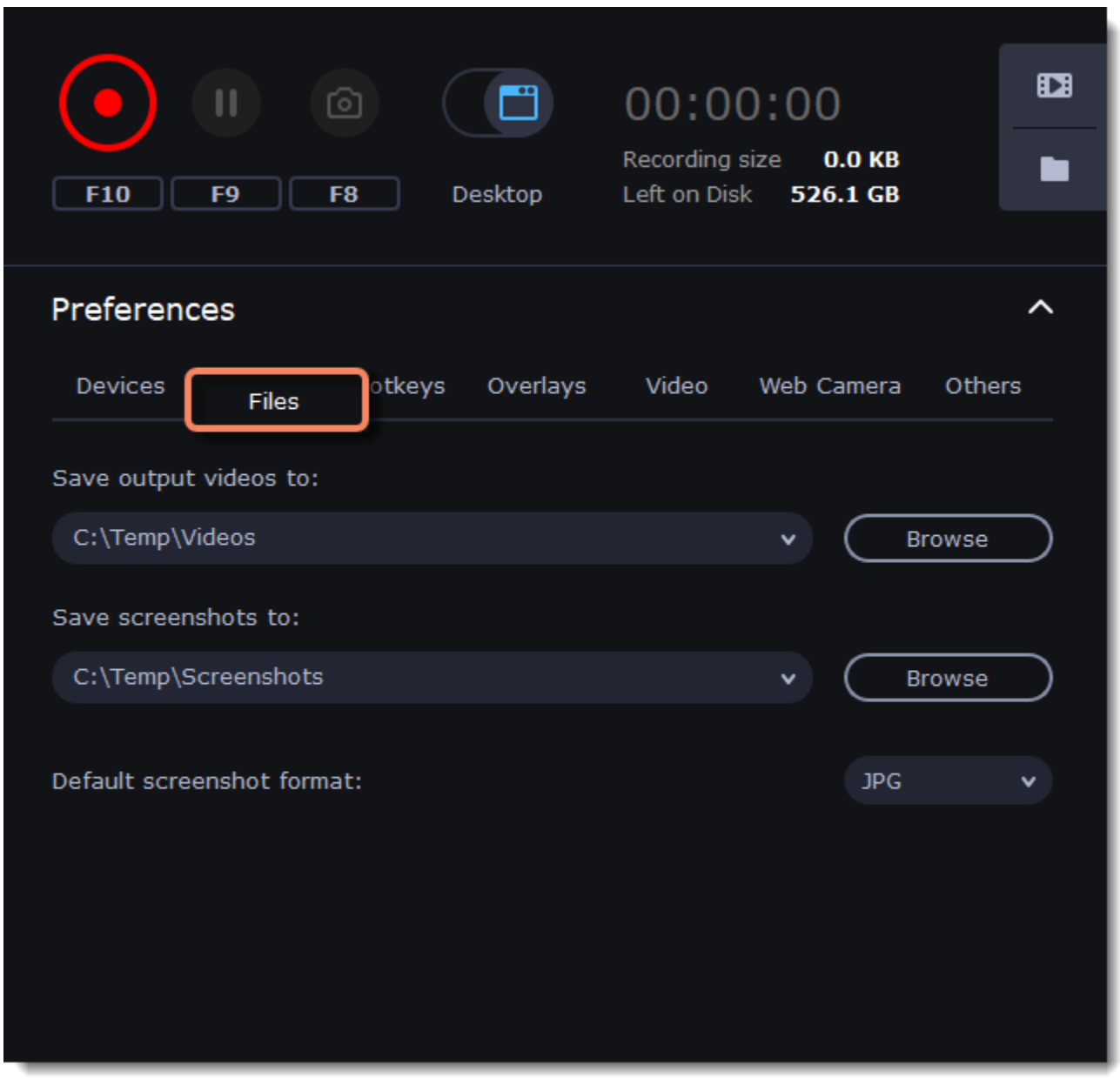


Web Camera

To enable webcam recording, click the **webcam** icon on the **Devices** tab under the System Audio. If you need to set it up, open the Web Camera preferences.

File preferences

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



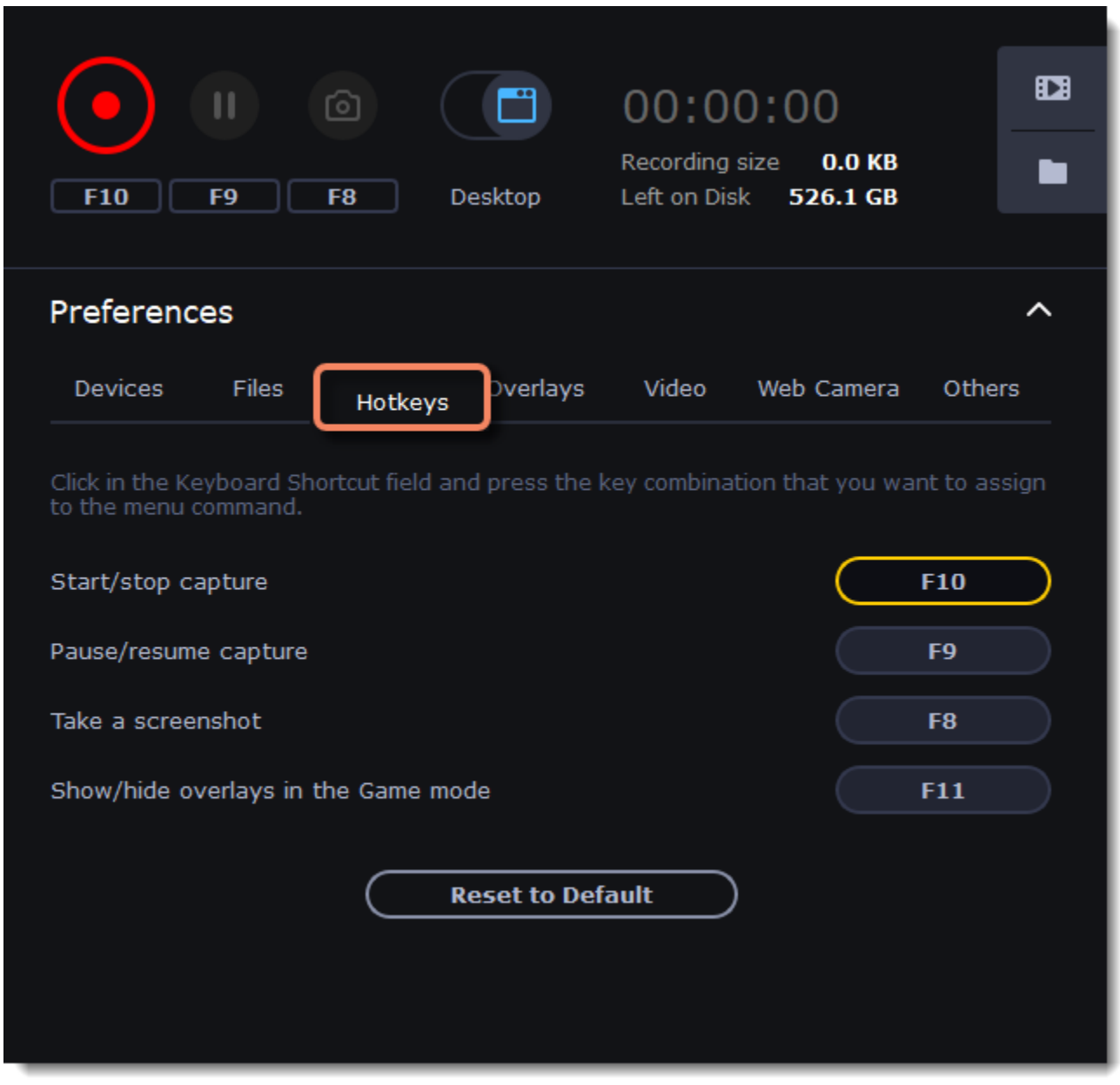
Save output videos to...
This is where all your video recordings are saved.

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.

Hotkeys

On the **Hotkeys** section, you can set your own shortcuts.



To change one of the hotkeys:

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 hotkey. The changes will be applied automatically.

3. To reset all the hotkeys to their original state, click the **Reset to Default** button.

If you forget a hotkey, you can always look it up here in the hotkeys settings.

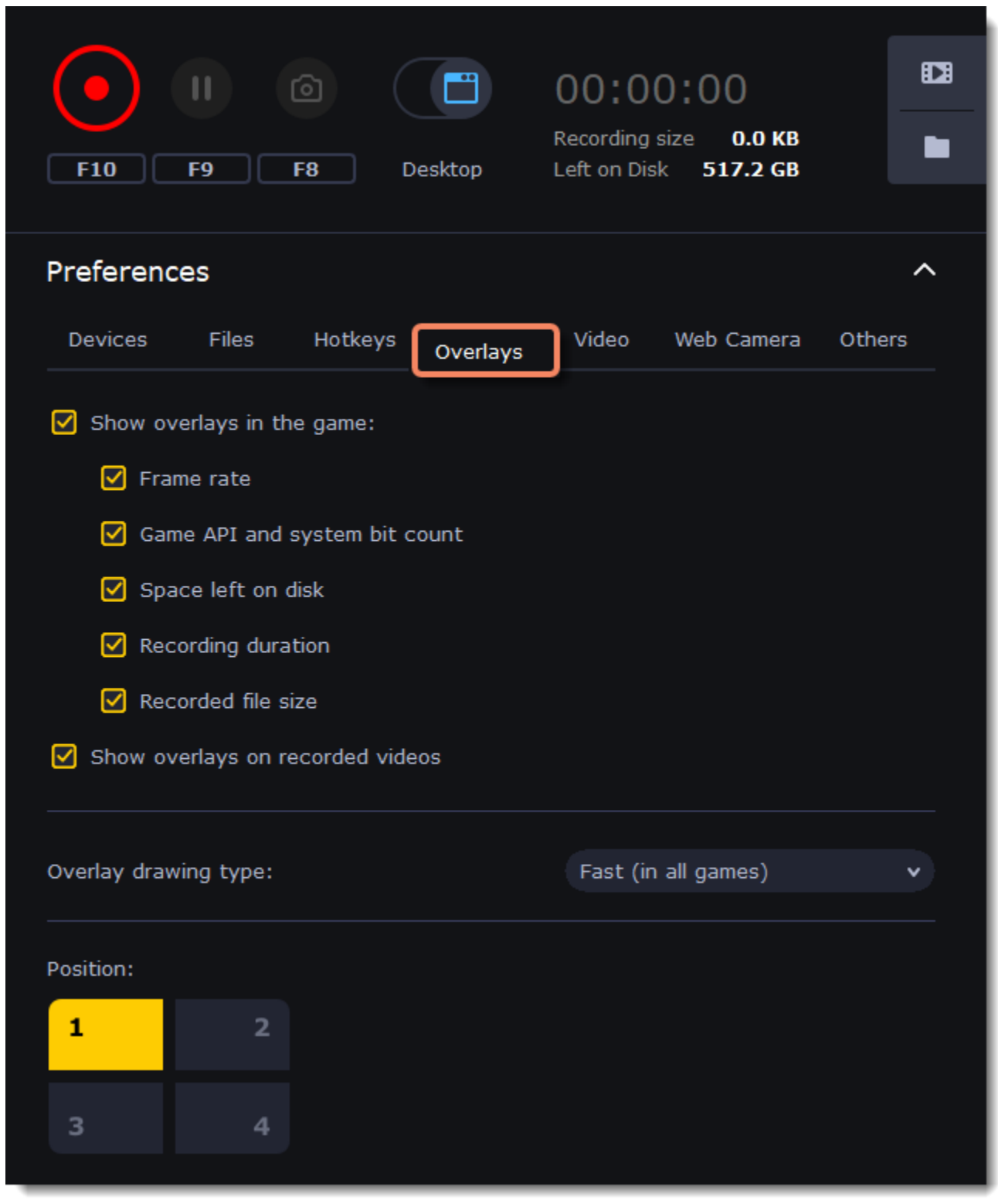
Overlays

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.

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. *DirectX11 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:

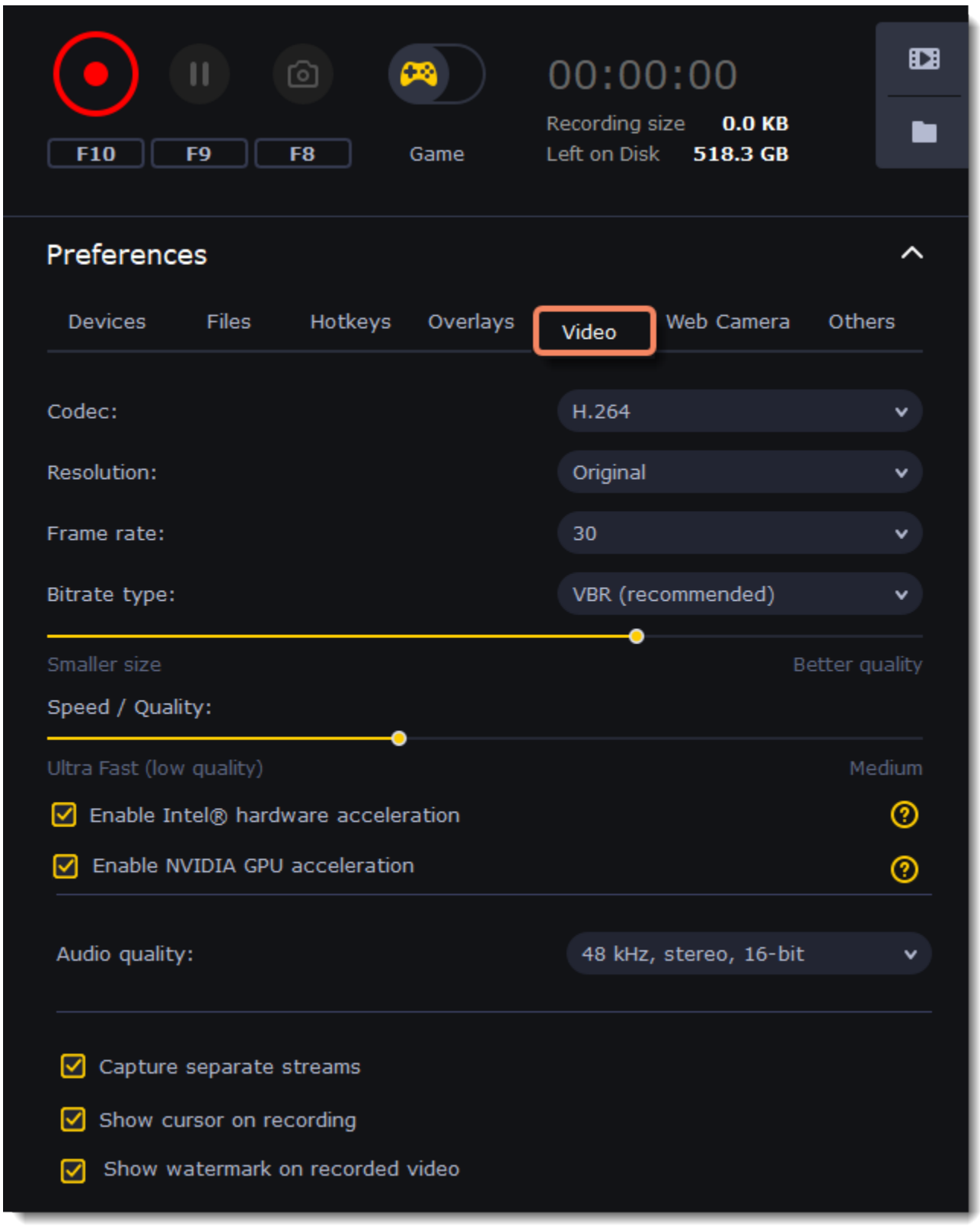
• **Fast (in tested games)** - draws overlays using textures. This works faster than the usual way, but does not guarantee stable performance.
• **Fast (in all games)** - same as above but, unlike the first option, is applied to all games including some .exe files we might not have tested this feature 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.

Resolution

It determines the videos width and height in pixels. Higher resolution usually means higher video quality.

Frame rate

The number of frames in each second of the video. The frame rate affects the smoothness of playback.

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.

☑ **Show cursor on recording**

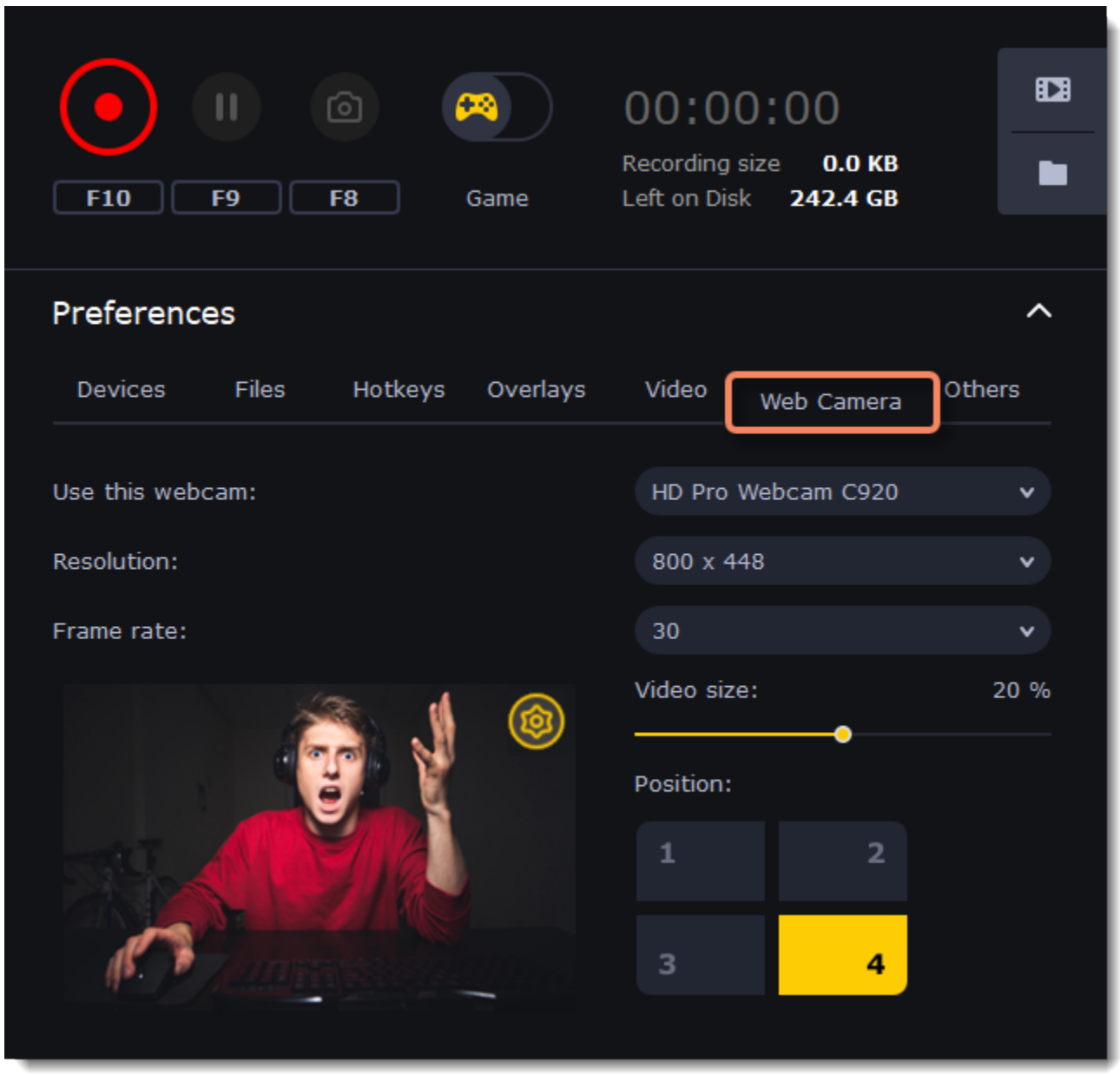
This option makes the cursor visible on your recording.

☑ **Show watermark on recorded video**

Enable this option if you take part in contests by Movavi or simply want to thank the development team.

Webcam preferences

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

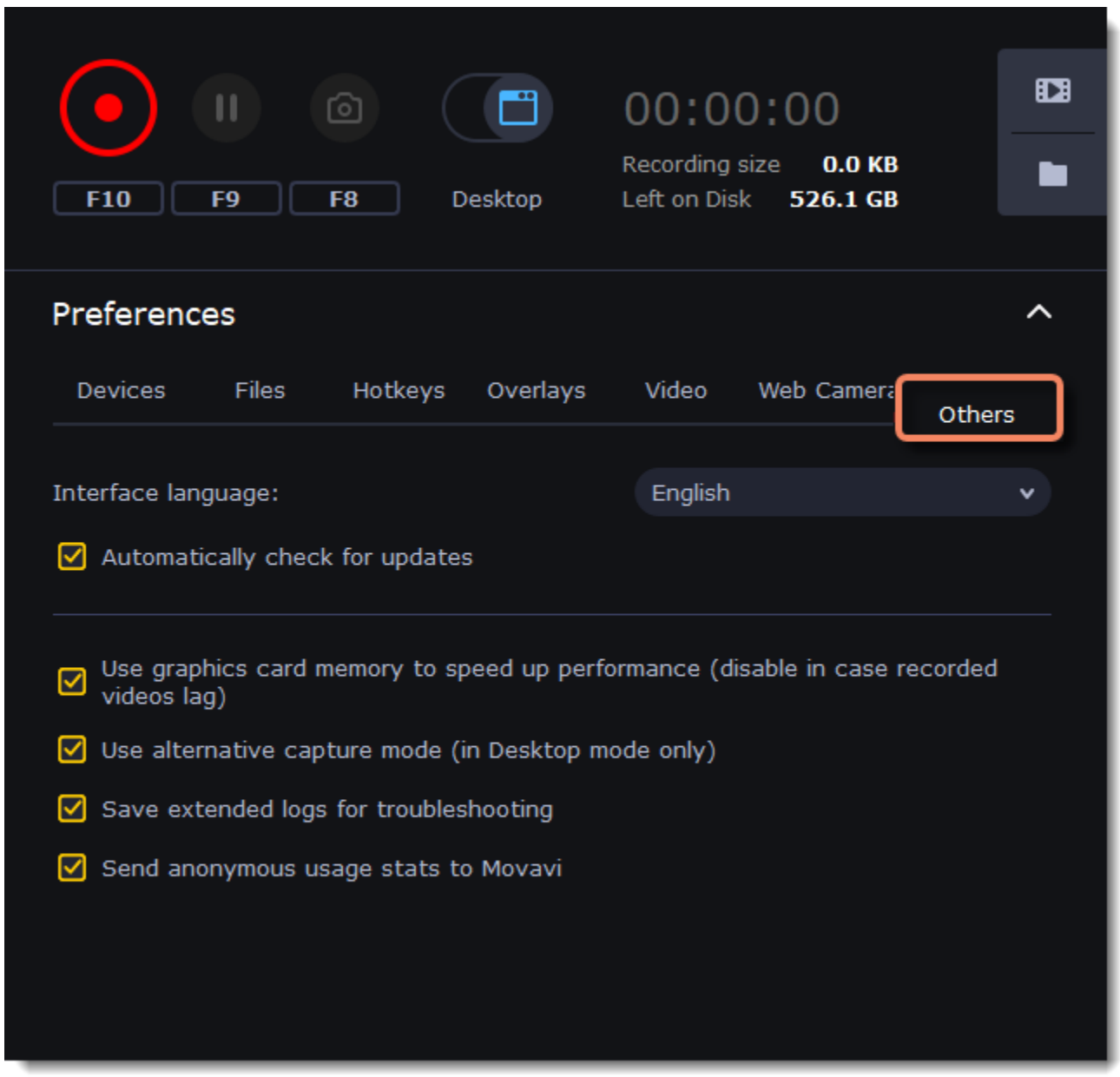
Use the video size slider to set the size of the webcam overlay relative to the main video.

Position

Use one of the position options to choose where your webcam overlay will be placed on the original video.

Other preferences

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



☑ 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.

☑ 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.

☑ 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

☑ 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.

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

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

** 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

Video Formats	Supported Codecs
MPEG-4 (.mp4)	MPEG-4, H.264
Audio Formats	**Supported Codecs**
AAC – Advanced Audio Coding (.aac)	AAC
Image formats	
BMP, JPEG, PNG	

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.

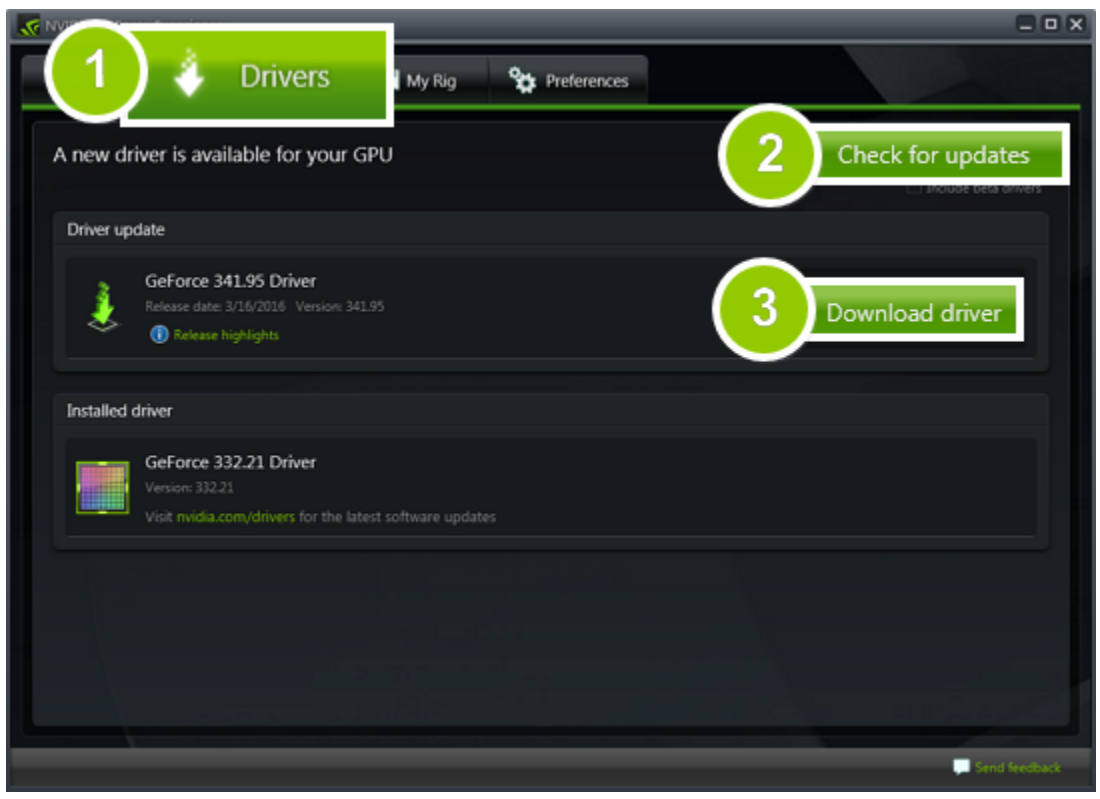
Updating NVIDIA® Driver

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.
NVIDIA download center

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.



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.
AMD Driver Download Center

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

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**.
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.

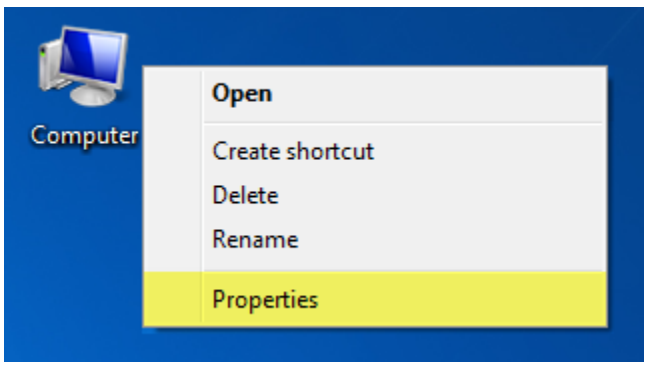
Step 3: Send us the logs

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.