The webcam preview doesn’t show up in the Screenflow configuration window

Things to try (in order):

- Quit and re-open Screenflow
- Quit Screenflow, unplug the webcam from the USB socket, re-plug webcam, re-open Screenflow
- Restart computer
- Navigate to the Webcam Settings application (top menu), click Show Webcam Settings Panel. Make sure HD Pro Webcam C920 is selected in the top bar. Under Manage Profile menu select the FrontLightsBasic
The webcam’s profile settings aren’t being remembered

- Go into Webcam Settings application (top right of menu), click Show Webcam Settings Panel, select Preferences. Under Read auto settings from webcam select Disabled and under Write every settings to webcam select Every 3 seconds

The full screen Powerpoint Presentation doesn’t show up on the iMac screen, only on the Wacom tablet

This means that the presentation is in Presenter View (circled below)

- To switch back to mirror mode so that the full screen slides appear on both the iMac screen and the Wacom screen, select the Slide Show tool bar underneath the menu bar and select Mirror Show

I can’t copy my Screenflow files to my USB thumb drive

USB thumb drives by default are formatted as ‘FAT32' which limits file sizes at 4GB (This is equal to around a 20min Screenflow session). As a general rule - Don’t use a thumb drive to copy your Screenflow files.

- If you bring in your own hard drive, be sure it is formatted as ‘Mac only’. See this link on how to format a drive to Mac only - http://guides.macrumors.com/Formatting_an_External_Device

- Use Cloudstor to send the file to yourself.
Cloudstor info (sending large video files via email)

- To prepare the ScreenFlow file for Cloudstor, find the file in Finder, right-click on the file and compress it to create a .zip file.
- Go to: https://cloudstor.aarnet.edu.au/filesender/
- Click Logon, scroll through the identity provider and select University of Melbourne, type in your Unimelb username and password.
- Type the desired email address, subject & Message body.
- Click Choose File
- Once selected, click Send

Login issues

- If the login screen is showing on the computer, type in srs into the user name and leave the password blank, press enter
- Or, restart the computer

For any urgent technical issues weekdays between 9am-5pm contact:

- Ben Loveridge: 03 8344 4527

For any general enquiries or feedback

- Fill in the LE general enquiry form at https://le.unimelb.edu.au/forms/dms.html