

Using Panopto with a Mac

If you are using a Mac in conjunction with Panopto, there are a few things to keep in mind.

1. Issue: Using in-built camera on a Mac with desktop client

Videos recorded with Panopto for Mac using the built-in camera (FaceTime HD Camera) may have a missing or corrupted section in the middle, or while recording, a warning may display that indicates video is not being captured. This particular issue only applies to when the built-in camera and desktop application are used together. It does not impact external camera devices, nor does it occur when you use a built-in camera with *Panopto Capture* on a *web browser*.

Solution

Update the Panopto desktop app to the [latest version \(9.1.0\)](#)

2. Issue: Recording issues after updating to Big Sur macOS

The 9.0.1 desktop client version of Panopto for the Mac is not supported for users who have updated to Big Sur macOS.

Solution

Update the Panopto desktop app to the [latest version \(9.1.0\)](#)

3. Issue: Audio recording issues after updating to Big Sur macOS

Because of an updated security policy, recording with Panopto's Capture Computer Audio feature (beta) on macOS 11.0, Big Sur, requires additional steps to be made on each machine. If the following steps are not taken, Panopto for Mac will not start a recording correctly if Capture Computer Audio (beta) is selected.

Solution

See this guide on how to [Install the Audio Capture Engine \(ACE\)](#).

4. Issue: Panopto desktop client incompatible with Mac devices with Apple M1 chips

Apple have transitioned away from Intel chips and use their own M1 chips. Unfortunately, the Panopto desktop client will encounter issues for devices that have this chip. To check if your device has the Apple M1 chip, click on *About this Mac* and the chip will be displayed under *Chip/Processor*.

Workaround

Use the browser-based recorder, [Panopto Capture](#), as the interim workaround.

If you require any assistance with Panopto for your Mac, please contact

panoptosupport@mu.ie

