

Duel Capture

User Guide

Everything you need to record, review and share with DuelCapture

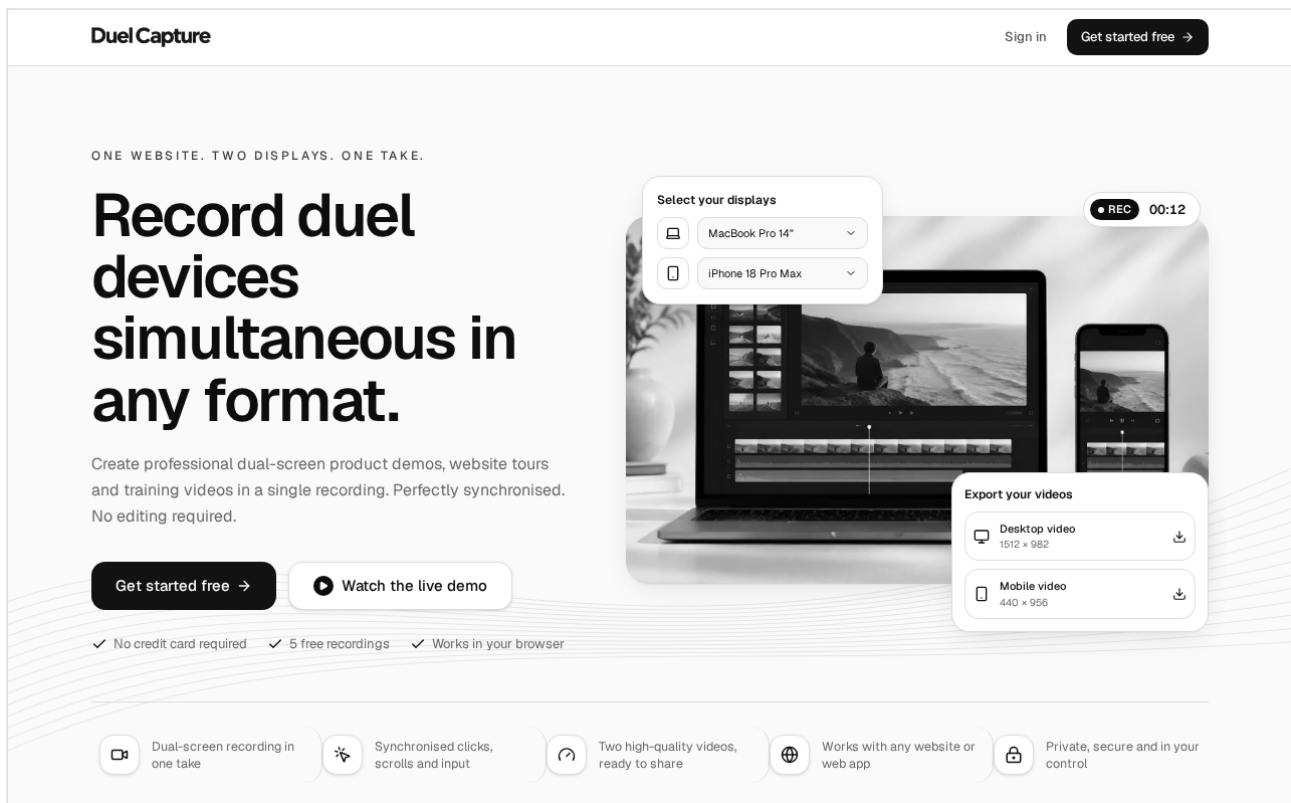
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1. Welcome to DuelCapture

DuelCapture loads one website into two device screens side by side, for example a laptop next to a phone, and records both at the same time. You press Record once and get two separate videos, each shaped exactly like its own screen. When you click, type or scroll in one screen, the same action happens in the other, so both videos follow the same journey.

This guide takes you through the whole platform in order: creating an account, choosing a plan, recording in Studio, reviewing and downloading your recordings, managing your storage, and changing your settings.



The DuelCapture home page. You can try the live demo with your own website address before signing up.

2. Getting started

Create an account

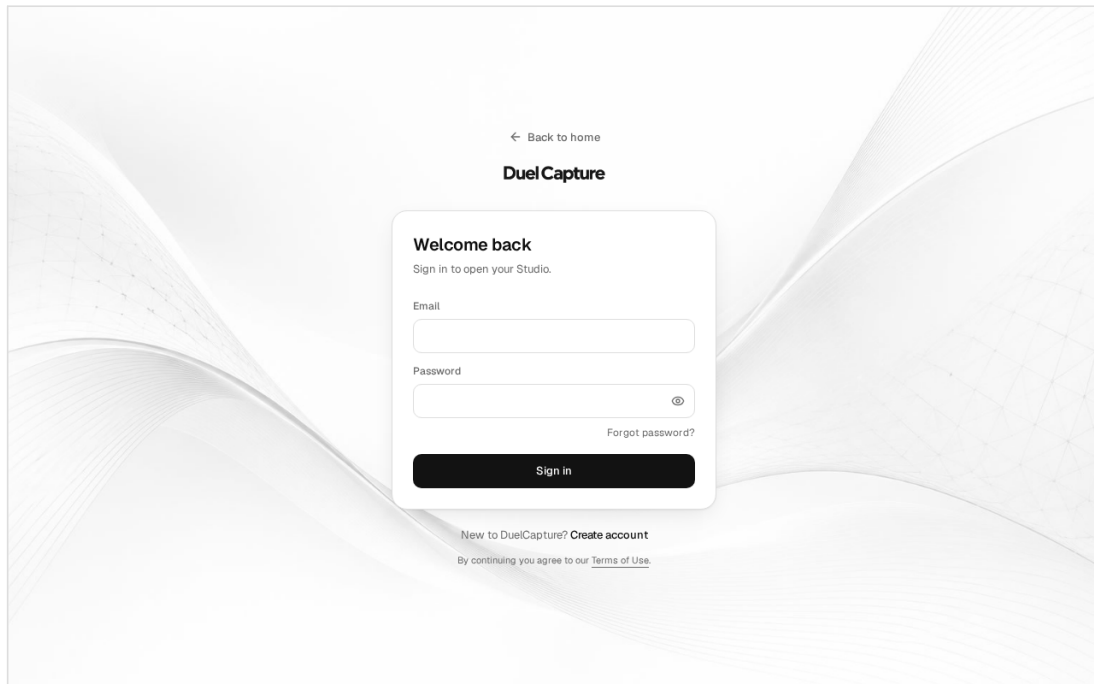
1. Go to **duelcapture.com** and choose **Sign in** or **Get started**.
2. Switch to **Create account**, then enter your name, email and a password.
3. Confirm your email using the link we send you, then sign in.
4. You land on your **Dashboard**, the home screen for everything you do on DuelCapture.

Sign in and sign out

Sign in with the email and password you registered. To sign out, open your account menu at the bottom of the side menu and choose **Sign out**. Signing out clears your session from that browser.

Forgotten password

1. On the sign-in page choose **Forgot password**.
2. Enter your email and open the reset link we send.
3. Choose a new password. You'll be signed in automatically.



The sign-in page, where you can also create an account and reset your password.

3. Plans and billing

Anyone can create a free account. When you need more, you can upgrade to a paid plan. There is no free trial on the paid plans.

Plan	Price	What you get
Free	£0	5 recordings and 1 download in total (lifetime, not monthly). Downloads always carry the watermark. 10GB storage.
Monthly	£5.99 / month	Unlimited recordings and downloads, optional watermark, 100GB storage.
Annual	£59.88 / year	Everything in Monthly, billed once a year.
Lifetime	£129.00 once	Everything in Monthly, paid once and yours for good.

Upgrading

1. Open **Billing & plans** from the side menu, or visit the Pricing page.
2. Choose your currency (pounds, euros or dollars) and a plan.
3. Pay securely by card at checkout.
4. Your account is upgraded as soon as payment is confirmed. Reload the page if you don't see the change straight away.

The currency you choose is saved with your subscription. Your usage, current plan and billing details are all on the Billing & plans page.

4. The Dashboard and side menu

Your **Dashboard** is your home screen once you sign in. It shows your recent recordings, each with a thumbnail taken from the footage, and a storage meter showing how much of your allowance you've used.

The side menu

The menu on the left stays the same on every screen, so you can always get where you need to go:

- **Dashboard:** your recordings and storage.
- **Studio:** where you record.
- **Profile:** your name, company, role and avatar colour.
- **Settings:** expand it to find Recording, Export, Appearance and Shortcuts.
- **Billing & plans:** your plan, usage and upgrades.
- **Help:** guides, troubleshooting and contacting support.

Use the collapse button to shrink the menu to icons and give yourself more room. On a phone, the menu opens as a drawer from the menu button at the top.

Only the page you're on is highlighted in the menu, so you always know where you are.

5. Recording in Studio

Make your first recording

1. Open **Studio** from the side menu.
2. Pick a device for each screen. There are more than 120 presets, from the iPhone 18 Pro Max to tablets, laptops and desktops. You can turn phones and tablets upright or sideways.
3. Type a website address in the address bar. Both screens load it together.
4. Choose your sound: microphone, the site's own sound, or both.
5. Press **Record** (or the **R** key). After the countdown, use the site as normal. Both screens follow along.
6. Press **Stop**. Your two videos upload to your private cloud storage automatically.

Choosing a site type

Site type	Use it for
_Public (the default)	Any normal website you don't need to sign in to, such as marketing sites, landing pages and blogs.
_Auth	Dashboards and apps you need to sign in to. Both screens load the real site and share one sign-in. This needs the DuelCapture Connect add-on.

Installing the DuelCapture Connect add-on

1. In Studio, switch the site type to **_Auth** and download the add-on.
2. Unzip the file you downloaded.
3. Open your browser's extensions page and turn on **Developer mode**.
4. Choose **Load unpacked** and select the unzipped folder.
5. Reload Studio. Sign in to your site in either screen and the other screen will share it.

The add-on only affects sites you open inside DuelCapture Studio. It never touches your DuelCapture account.

Useful to know

- **Reset** returns both screens to the starting page. Typing a new address reloads both together.
- Wear headphones when your microphone is on, so your speakers don't echo into the recording.
- Long recordings are saved in small pieces as you go, so your browser stays responsive.
- Keep your browser window the same size while recording. Each video's shape is fixed when you start.

6. Reviewing your recordings

Every finished recording appears on your Dashboard with its thumbnail, size, length and devices.

The review player

Open **Review** on any recording to watch both screens side by side in device-shaped windows. One timeline controls both videos. You can play and pause, mute, change the speed, step one frame at a time and go full screen.

Screenshots

Pause on the moment you want and press the camera button. The screen flashes and a full-resolution PNG image of each screen downloads straight away. Screenshots don't count as downloads on the Free plan.

Rename, re-export and delete

- Use the three-dot menu on a recording to **download**, **re-export** at a different quality, or **rename** it. Renaming keeps both screens from the same session together.
- The bin icon deletes a recording and frees its storage straight away. Download anything you want to keep first.

Safe uploads

If your connection drops while a recording uploads, DuelCapture tries again up to three times, so you don't lose a finished recording.

7. Downloading and exporting

Quality

Option	Best for
Original	The sharpest file, exactly as it was recorded. It's also the fastest option, because nothing needs processing.
720p / 480p	Smaller files for sharing. These only appear when they would be smaller than the original.

There's no 1080p or 4K option on purpose. Making footage bigger can't add detail that wasn't captured.

Watermark

Downloads on the Free plan always carry a small DuelCapture badge in the bottom-right corner. On a paid plan, you can turn the watermark off in **Settings, Export**. The setting applies to every download.

The download queue

Each download appears in a tray at the bottom of the screen, with a progress bar and its current stage. Files are prepared one at a time so your browser never freezes. You can cancel a download while it's waiting, or retry one that failed. Studio can also bundle both screens into one ZIP file, which counts as a single download.

"Preparing" means the watermark or resize is being applied. Keep the tab open until it finishes.

8. Storage

Each account has its own private cloud storage. Only you can see your recordings.

Plan	Storage allowance
Free	10GB
Paid (Monthly, Annual, Lifetime)	100GB

- The storage meter on your Dashboard shows how much you've used.
- Your space is checked before each recording uploads. When your storage is full, you can still watch and download your existing recordings, but you can't save new ones.
- Deleting a recording frees its space straight away.

9. Settings

Profile

Set your full name, company, role and avatar colour, then choose **Save changes**. Your sign-in email is shown here but can't be changed.

Recording

These are the default settings used every time you open Studio:

Setting	Options
Canvas size	16:9, 9:16 or 1:1
Frame rate	24, 30 or 60 fps
Countdown	Off, 3 or 5 seconds
Background	Grey, white or black
Switches	Device frames, microphone, system audio, show cursor

Export

Choose your default quality, and a file name pattern using {title}, {date} and {quality}. You can also turn on **Ask each time** to pick the quality for every download, and turn the watermark on or off (on paid plans).

Appearance

Turn on **Reduce motion** for fewer animations. Use **Reset all settings** to put every setting back to its default.

Shortcuts

Action	Key
Start / stop recording	R
Pause / resume	Space
Choose Source A	1
Choose Source B	2
Layout picker	L
Close panel	Esc

10. Help and troubleshooting

Open **Help** from the side menu to search guides and fixes, or filter them by topic. If you still need help, use **Contact support** in the Help centre to send a message to the DuelCapture team.

The site is blank or says it refused to connect

1. Check the address, including https, and reload.
2. If the site needs a sign-in, switch to `_Auth`.
3. Install the Connect add-on and reload. This fixes almost every refusal.
4. Some banking and payment pages block all embedding and can't be recorded.

Clicks or scrolling don't reach the second screen

1. Reload both screens from the address bar.
2. Go a little more slowly through nested menus and pop-ups.
3. In `_Auth` mode, check the add-on is turned on.

An embedded video plays blank

1. YouTube and Vimeo are supported automatically.
2. For other players, use `_Auth` mode with the add-on.

"Limit reached"

1. The Free plan allows 5 recordings and 1 download in total.
2. You can still review and take screenshots.
3. Upgrading removes both limits straight away.

The watermark is still there after upgrading

1. Turn the watermark off in Settings, Export.
2. Reload the page.
3. Re-export the recording. Files you downloaded earlier keep their watermark.

A screenshot saves a black image

1. Let the video play, then pause on your frame.
2. Wait for the picture to load before pressing the camera button.

A download is stuck on "preparing"

1. Large files take time. Keep the tab open.
2. Press retry if it fails.
3. Choosing Original quality is much faster.

A recording looks stretched or cropped

1. Check the device and orientation for each screen.
2. Don't resize the window while recording.

Storage is full

1. Download anything you want to keep, then delete it to free up space.

I can't sign in or keep getting signed out

1. Use Forgot password.
2. Allow cookies, and avoid private browsing windows.
3. Sign out fully, then sign back in.