**Supported mobile devices for MU Video**

**Can I use a smartphone, tablet, or other mobile device?**

Yes, MU Video does support access via mobile devices such as smartphones and tablets. Most mobile devices will play media that has already been stored in MU Video, and some devices can add new media to, or even create new media in, MU Video.

Please see the tables below for more information on common mobile device types and the capabilities of those devices.

Mobile devices not listed below may work with MU Video, but only those listed below have been tested and certified for use with MU Video.

**What can my mobile device do in MU Video?**

Please check the appropriate section below based upon your device type: Android or iOS (iPad, iPhone).

<table>
<thead>
<tr>
<th>Mobile Devices</th>
<th>Supported Media</th>
<th>Not supported Media</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Android Devices</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>In Web Browser</strong></td>
<td>Media Playback, Media Upload, PowToon, YouTube</td>
<td>Webcam Recording[^1], CaptureSpace Lite, Video Presentation, Video Quiz, Screen Recording</td>
</tr>
<tr>
<td><strong>In MediaSpace App</strong></td>
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<td>Webcam Recording[^1], CaptureSpace Lite, Video Presentation, Video Quiz, Screen Recording</td>
</tr>
</tbody>
</table>
iOS (iPad, iPhone) Devices

**In Web Browser**

**Supported**

- Media Playback
- Media Upload
- PowToon
- YouTube
- Video Quiz

**Not supported**

- Webcam Recording [1]
- CaptureSpace Lite
- Video Presentation
- Screen Recording

**In MediaSpace App**

**Supported**

- Media Playback
- Media Upload
- PowToon
- YouTube
- Video Quiz

**Not supported**

- Webcam Recording [1]
- CaptureSpace Lite
- Video Presentation
- Screen Recording

[1] Instead of Webcam Recording:

1. Choose "Media Upload".
2. Tap the "+ Choose a file to upload" button.
3. Tap:
   - on Android: your device's camera app, if listed
   - on iOS (iPad, iPhone): "Take Photo or Video"
Help Desk

Help Desk Contact Info

Location: Boyer Building
Phone: 717-871-7777
Email: help@millersville.edu

Classroom Hotline: 717-871-7820

Hours:

Call Center
• Fall/Spring Semesters:
  • M-Th 8:00am - 7:00pm EST
  • F 8:00am - 5:00pm EST
• Summer Sessions:
  • M-F 8:00am - 4:00pm EST

Walk-in TAC

Technical Assistance Center - access via W. Frederick Street side of building
• Fall/Spring Semesters:
  • M-Th 8:00 am - 7:00pm, F 8:00am - 5:00pm EST
• Winter/Summer Sessions:
  • M-F 8:00am - 4:00pm EST