Adjust Video Resolution and Frame Rate

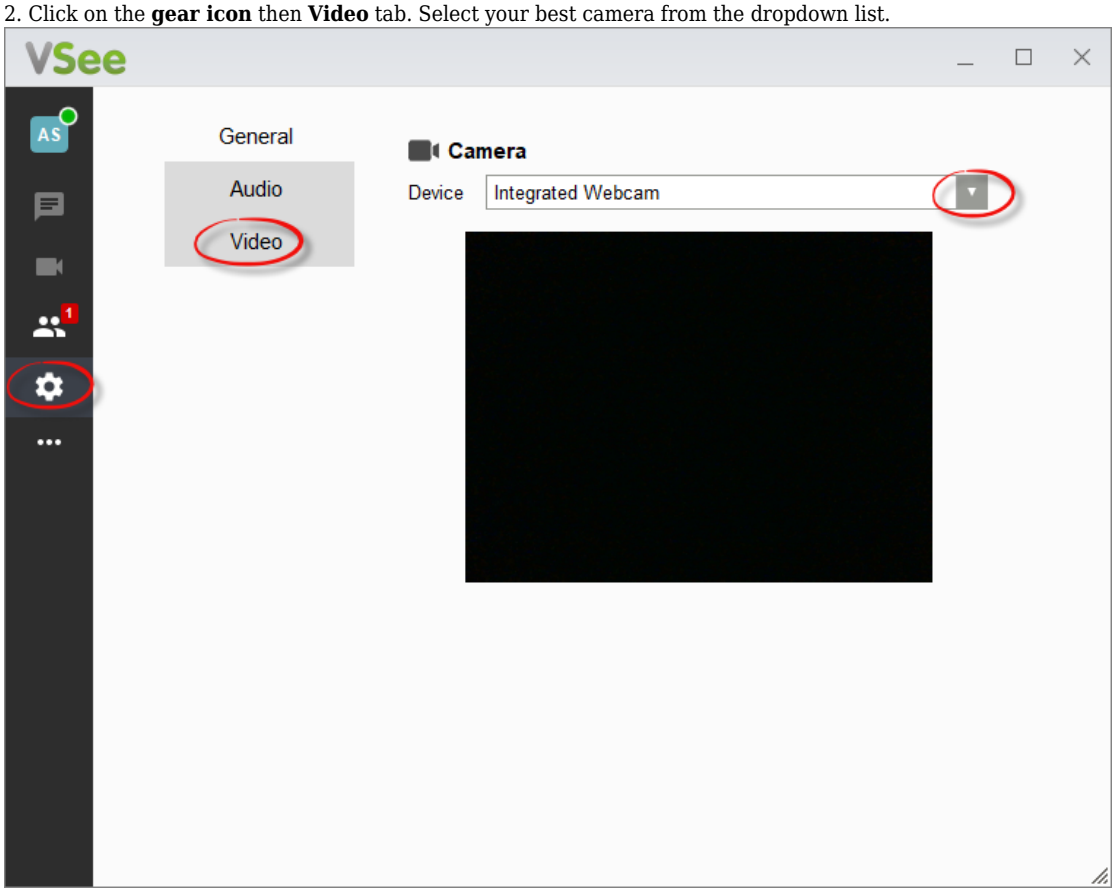
- 2023-07-20 - Video-specific Issues

ADJUST VIDEO SETTINGS

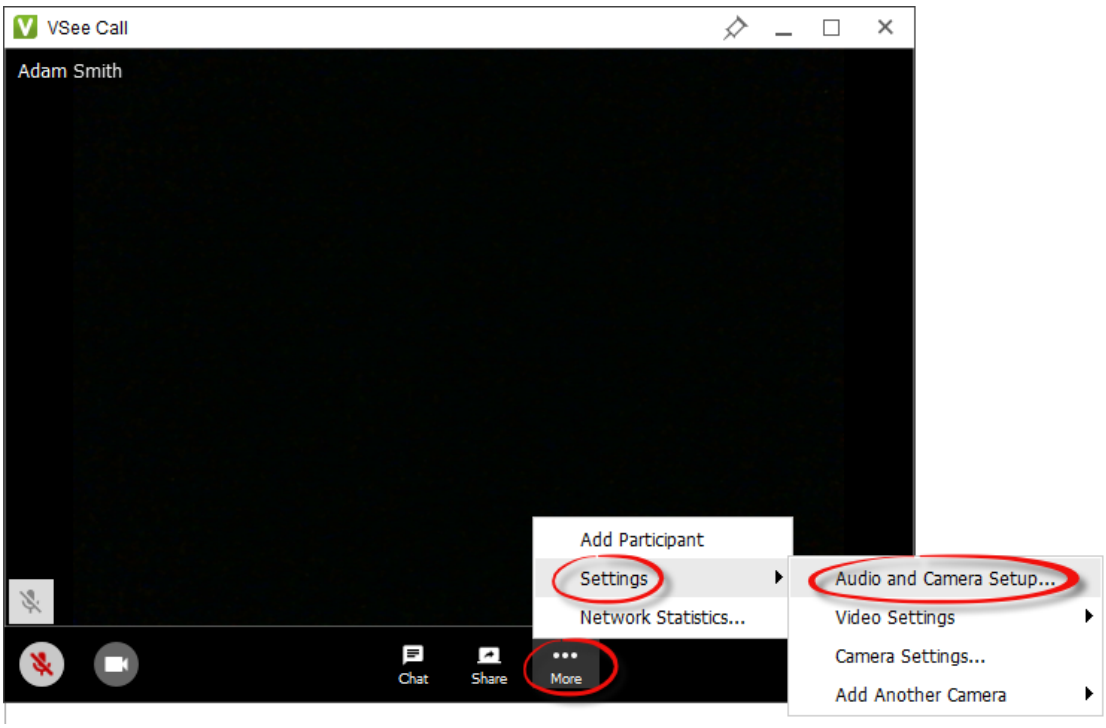
If you or another call participant are having audio and/or video quality issues, adjusting the video resolution may help.

1. Open the VSee Messenger app.

2. Click on the **gear icon** then **Video** tab. Select your best camera from the dropdown list.



3. If you are in a call, go to this same setting by clicking on **More > Setting**s **> Audio and Camera Setup** on your video window.



Audio and Camera Setup

This is a shortcut to the Audio or Video tabs where you can choose your device from respective dropdown lists.

Video Settings

Set your video's resolution, frame rate including its mirroring setup (optional).

- **Resolution** - Refers to the number of distinct pixels that could be displayed in each dimension. Choose between *Low, Medium*, *High (480p)* or *HD (720p)*. Recommended setting is *High (480p)* but lower it if you are having network and CPU usage issues.
- **Frame Rate** - This is the frequency (rate) at which consecutive images called frames appear on a display. Choose between *Low Bandwidth*, *Adaptive* or *30fps*. Recommended setting is *Adaptive*.
- **Mirroring** - You have the option to flip your video image for hand-signing or when showing documents.

Camera Settings - Adjust your camera filter and proc amp settings (optional).

RUN A GUIDED AUDIO/VIDEO CHECK

Run it here and please follow the instructions.