Troubleshooting

The Skype crashed when I try to record Skype video messag?

Please upgrade your Evaer to the latest version to have the issue fixed. The upgrade link is http://www.evaer.com/upgrade.htm

If you still want to use the earlier version of Evaer, please reset the Evaer settings by following steps to fix the Skype crash issue.

1, Exit Evaer video recorder.
2, Click the Windows Start menu, click Run , type "regedit" and click OK.
3, Open the register key HKEY_CURRENT_USER\Software\Evaer\config .
4, Change the key "caps" value to 0. (You can also click here to download the file and double click it to merge the registry key automatically instead of the step 2,3,4.)
5, Restart your computer.
6, Run Evaer again. It will ask you restart your Skype.
7, Send new Skype video message to have a test.

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