

# Troubleshooting

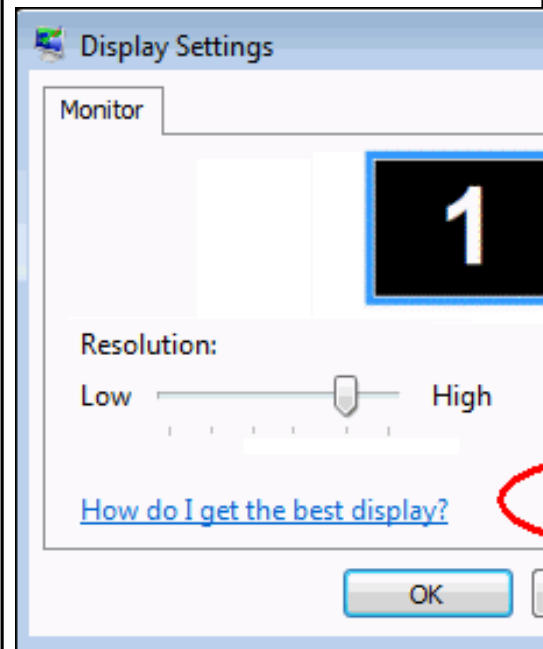
## How to turn on Windows hardware acceleration?

### Turning on Windows hardware acceleration

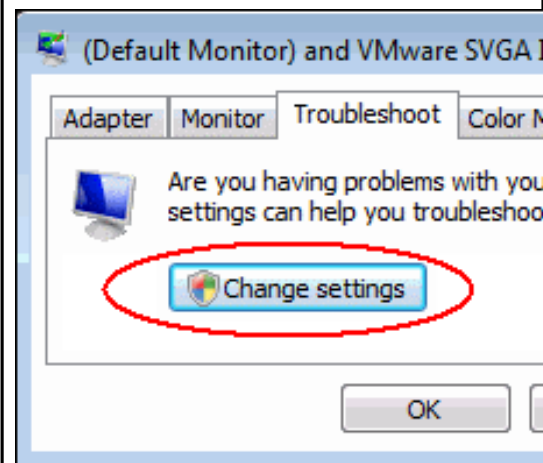
Here's how to turn on hardware acceleration globally for all programs.

#### Windows Vista / Windows 7

- 1 Click **Start / Control Panel / Appearance and Personalization**.
- 2 Under Personalization, click **Adjust screen resolution**.
- 3 On the Display Settings dialog, click the **Advanced Settings...** button.



- 4 On the monitor properties dialog, click the **Troubleshoot** tab.
- 5 Click the **Change settings** button.
- 6 On the security dialog, click **Continue**.



- 7 Move the **Hardware Acceleration** slider to the **Full** notch.
- 5 Click **OK**.
- 6 Restart Windows to record Skype video calls.

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## Display Adapter Troubleshooter



Are you having problems with your display settings? These settings can help you troubleshoot.

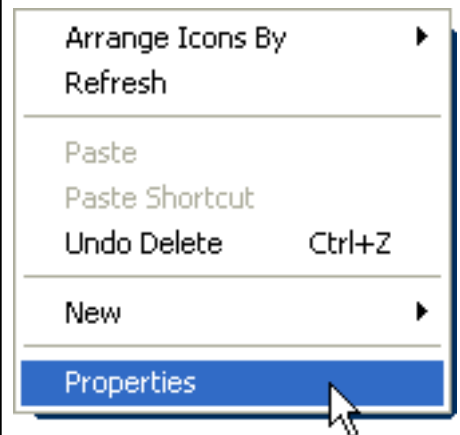
### Hardware acceleration

Manually control the level of acceleration for your graphics hardware. Use the Display Adapter Troubleshooter in making the change.

Hardware acceleration: **None**

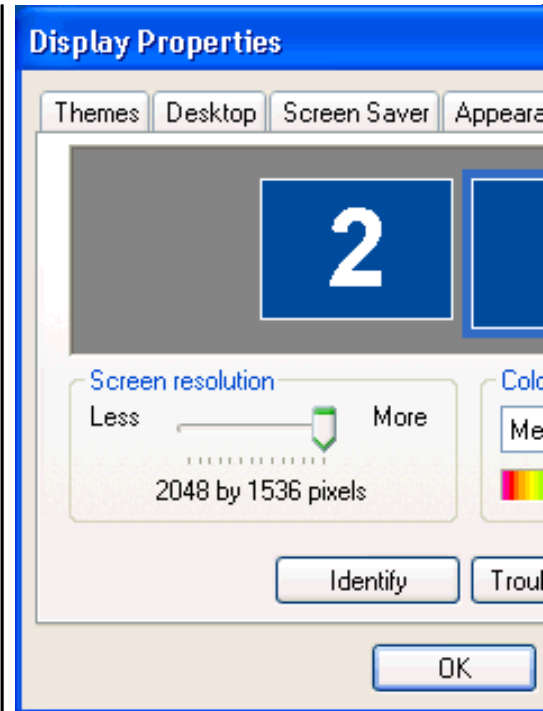
## Windows XP

1 Right-click the desktop, then on the context menu, click **Properties**.

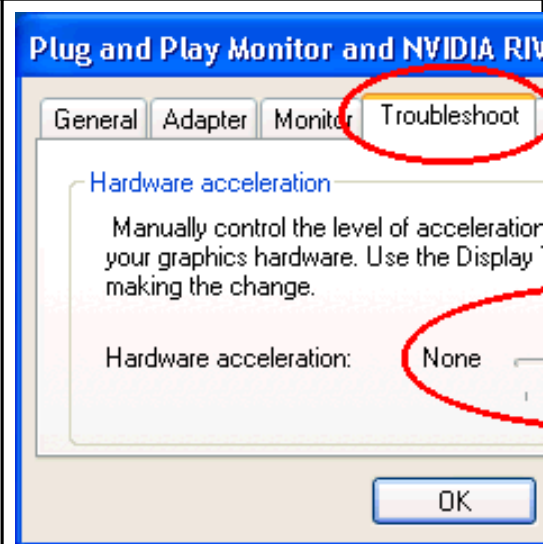


2 Click the **Settings** tab, then click **Advanced**.

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- 3 Click the **Troubleshoot** tab.
- 4 Move the **Hardware Acceleration** slider to the **Full** notch.
- 5 Click **OK**, then **Close**.
- 6 Please restart Evaer and Skype to record Skype video calls .



Unique solution ID: #1060

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