

Troubleshooting

After recording a skype video call the evaer program shows i have recored 5 minutes video, but when open the video to play it only shows 4 seconds and the filesize is 300kb, why? how can i see full video?

Did you record your video calls using MP4 format with H.264 Codec? Would you like to do the video recording test again refer to the link

<http://www.evaer.com/faq/index.php?action=artikel&cat=2&id=43&artlang=en> ?

I suggest you recording your video calls with AVI format to have a try if the MP4 format still could not work for you. Please open Evaer menu "Tools > Options" > "Recording settings" tab. then change the value to "AVI" of the "Video output format" option. and please use "Microsoft MPEG-4 VKI Codec V2" (in evaer menu 'Tools >options ' > Recording options > Video compressed by option) codec.

Please record new video calls to have a try after you done the settings.

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Author: Eva

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