

Knowledge Base Article

Poor Video Quality in Client Chat or Dispatch Console

SYMPTOMS

- Stuttering video, or video that looks like parts (frames) are cut out.
- Delay in the video image refreshing.

CAUSES

- The video frame rate is set too high
- High traffic on the network
- Using video and audio streaming simultaneously (with low bandwidth connections)

APPLIES TO

- Video transmission in chat sessions in the SmartMsg Client.
- Video transmission in Talk Groups or Standby Channels in the SmartMsg Dispatch Console.

Fix

1. Open a chat session.
2. Leave the chat session open.
3. In the Windows Client click **Settings**, and go to the **Chat** tab.
-OR-
Click the **View/Edit Settings** icon from the Chat session window.
4. Click the **Video** button.
5. Change the **Quality/Bandwidth Profile** to the speed of your connection to the SmartMsg Server. *Note: Laptops with AirCards should set the lowest speed – Dialup (56kbps).*
6. Go back to the chat session and start the video. If the quality has not improved satisfactorily, stop the video, and continue with the next steps.
7. Try selecting the **Quality/Bandwidth Profile** setting that is one lower than the current setting. For example, if the current setting is T1+(1.5mbps) lower it one level to Cable (512kbps) . If the video still looks bad, go to the next steps.
8. Choose **User Defined** from the **Quality Bandwidth Profile** list.

9. Then the **Video Size**, **Video Quality**, **Bandwidth Throttle** and **Max Frames Per Sec** options become available. Modify each of the following, moving to the next option only if the quality does not improve as much as needed.
 - a. Lower the **Video Size**. Go back to the chat session and start the video again. If the quality has not improved acceptably, stop the video again, and continue with the next step.
 - b. Lower the **Max Frames Per Sec**. Go back to the chat session and start the video again. If the quality has not improved adequately, stop the video again, and continue with the next step.
 - c. Change the **Video Quality**. Go back to the chat session and start the video again. If the quality has not improved suitably, stop the video again, and continue with the next step.
 - d. Lessen the **Bandwidth Throttle**. Go back to the chat session and start the video again.

More Information


Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

If you prefer to call us, call 248-644-1090 in the Metro Detroit area. Or call us from anywhere in North America toll free at 866-283-5462.

You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.
