

# Test an unsupported setup

## Aim

To test the quality of MediaRecorder videos with an unsupported camera or computer.

## Background

When using an unsupported setup, the following problems may occur:

- Video frames are dropped, resulting in incorrect video lengths.
- The audio and video are not synchronous.
- Two or more video streams are not synchronous.

## Procedure

1. Set a timer display running on a computer monitor (preferably with both digital and analog display) and play music (not on the same computer as MediaRecorder). Make sure no background programs are running on the computer.
2. Make a recording in the normal way. Remember to plug in your microphone if you plan to use audio.
3. After the normal maximum recording time, give an audio and visual cue (e.g. click your fingers) and stop the recording
4. Check the recording length in MediaInfo and number of frames in GSpot. Use the frame rate to determine if any frames are dropped.  
See [Tools for troubleshooting](#)
5. Go to the moment where you gave the cue and check if the audio and video are in sync, and if multiple videos are in sync.

Whether a small error (one that normally tends to occur) is to be considered a problem or not depends entirely on the required level of accuracy of the audio and video recording.

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