

# Why is my video capture stuttering?

If you notice stuttering in your recorded gameplay—whether during playback of a **Clip** or **Recording**, or after uploading the session and viewing it in the **Dashboard**—it's likely due to system resource or hardware configuration issues. This article provides guidance on how to resolve the problem.

## 1. High CPU usage during gameplay

If the game you're testing is using more than 95% of your system's CPU, this may cause recording stutter due to resource constraints.

### Recommended actions:

- Close all non-essential applications and background processes to free up system resources.
- Restart your PC and try recording the session again.

## 2. Multi-monitor setup with mismatched refresh rates

Using multiple monitors with different refresh rates can interfere with screen capture tools, including TopMod QA.

### Recommended actions:

- Make sure all connected monitors are set to the **same refresh rate**.
- You can follow this [Microsoft guide](#) for instructions on how to adjust your monitor's refresh rate.

### Still having trouble?

If you continue to experience issues, please contact our support team at [support@topmodqa.com](mailto:support@topmodqa.com).

Revision #3

Created 22 May 2025 20:20:39 by Garry Barter

Updated 23 May 2025 11:12:06 by Garry Barter