

What to know before capturing and uploading your video

Q: Do I need to update or download the app?

A: Make sure you've downloaded the latest version of the My NRMA app to ensure everything works properly.

Q: How can I make sure my video uploads faster?

A: Keeping your video under 30 seconds and recording at a lower resolution (720p or below) can help speed things up. Check out our quick guide on how to record a low file size video on both Android and iPhone devices. (Steps may vary slightly depending on your device model and software version.)

Android

1. **Open the Camera App: Launch** your default Camera app.
2. **Go to Video Mode:** Swipe or tap to switch to Video.
3. **Access Settings (Gear Icon):** Usually found in the top corner of the screen ()
OR select the resolution from the top menu bar (look for FHD, HD etc.)
4. **Change Video Resolution:** Look for an option like Video resolution or Rear video size.
5. Choose a **lower resolution**, such as:
 - **HD (720p) at 30fps** (*smallest file size with okay quality*)
 - Or **Full HD (1080p) at 30fps** (*higher quality but still manageable*)
 - Or **High efficiency videos** – tick the box to save space without sacrificing the video quality, The videos are saved in HEVC format
Avoid 4K or 60fps — they create large files.

Apple iPhone

1. **Open Settings:** Go to the "Settings" app on your iPhone.
2. **Access Camera:** Scroll down and tap on "Camera".
3. **Record Video:** Tap on "Record Video".
4. **Choose Resolution:** Select a lower resolution option like 720p HD or 1080p HD.
5. **Choose Frame Rate:** Select a lower frame rate like 30fps instead of 60fps.
6. **Record Video:** Now, when you open the Camera app and select Video, the chosen resolution and frame rate will be used, resulting in smaller video file sizes.