

TelePresence FAQ: Why do remote endpoints not display in widescreen (16:9) mode?



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This document describes why remote endpoints might not display in widescreen (16:9) mode when you use the TelePresence Server.

Why do remote endpoints not display in widescreen (16:9) mode?

Your endpoint might be configured in order to only display a 4:3 ratio. If the endpoint is able to display in widescreen mode, you should:

1. Go to *Endpoints* and select the endpoint or endpoint group.
2. Click *Advanced settings*.
3. For Transmitted video resolutions, select *16:9 resolutions* only and click *Update endpoint*.

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