# Recording and Sending Videos on Mobile

Mobile App · https://coreel.ai/help/recording-and-sending-videos-on-mobile/

The mobile app is built for fast, in-the-moment sends — recording from your phone takes about as long as writing a quick text message and lands with far more impact. This article walks you through the full record-to-send flow on mobile.

## Before you record

Take 30 seconds to check:

- **Lighting** — face a window or light source. Avoid having a bright light behind you.
- **Audio** — use the phone's built-in mic in a quiet space, or plug in a lavalier mic for better quality.
- **Background** — clean, professional-looking. Recipients form an impression in the first second.
- **Camera angle** — eye level looks far better than phone-on-table angles. Lean your phone against a stack of books, or use a small phone stand.

## Recording

1. Open the mobile app and tap **+ Record Video** on the Dashboard.
2. The camera opens with the **front (selfie) camera** as the default — that's almost always what you want for personalized outreach.
3. Tap the **camera flip icon** if you'd like to switch to the back camera (better for product demos or anything you want to point the camera at).
4. Tap the big **record button** to start. Tap again to stop.
5. After recording, you'll see a preview. **Play it back** to check audio and visual quality.
6. Tap **Re-record** if you want to try again. Tap **Use this video** when you're happy with it.

While the video uploads in the background, you can continue to the send screen — the upload doesn't block you.

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## Choosing how to send

After recording, you'll be asked **how you want to send**:

- **Send via Email** — uses your connected Gmail or Outlook account
- **Send via SMS** — uses your phone's native SMS app to share a link to the watch page

Pick whichever fits the moment. SMS is great for quick, casual sends where you have someone's mobile number but no email handy.

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## Watch page options

Before composing, you'll see **watch page options** for this send:

- **Include captions** — auto-generated captions on this video's watch page. Per-send override of your global setting.
- **Allow replies** — whether the recipient sees the reply widget on the watch page.
- **CTA configuration** — call-to-action button on the watch page (if you have one set up).
- **Automation** — whether this send fires any connected CRM automations.

Adjust as needed. The defaults come from your account-level Settings, so for routine sends you can just tap through.

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## Picking a recipient

The recipient picker supports several ways to find someone:

- **Search your CRM** — Start typing a name or email. If you have Keap or HighLevel connected, contacts from those CRMs appear in the autocomplete with provider badges. (Note: HighLevel autocomplete and HubSpot are currently desktop-only — full parity is on the mobile roadmap.)
- **Type an email manually** — Just type the full email address and tap to add it.

- **Type a phone number** (for SMS) — International format works (`+1...`) for international SMS.

You can send to one person at a time on mobile.

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## Composing your message

For Email sends, you'll see:

- **From** — your connected email address (or aliased Send As if available)
- **Subject** — defaults to your account's default subject template; edit per send if you want
- **Body** — plain text editor with your video automatically embedded

For SMS sends, you'll see a short text field with the watch page link. Tap **Send** to hand off to your phone's SMS app, where you can finish the message and pick the recipient from your contacts.

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## Sending

Tap the **Send** button.

For **Email sends**, the message goes out immediately. You'll see a success confirmation and can return to the Dashboard.

For **SMS sends**, your phone's native messaging app opens with the prefilled message. Send it like any normal SMS.

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## After sending

Tap **My Emails** to see your send and watch its metrics roll in:

- **Watched** — the recipient opened the watch page
- **Watched Full** — they watched all the way through
- **Clicked CTA** — they clicked your call-to-action
- **Replied** — they replied via the watch page widget

Push notifications can let you know in real time when any of these happen — see Notifications: Setup and Defaults.

## Your screen stays awake

While you're recording, uploading, or waiting for your video to finish processing, the coReel app keeps your phone screen on automatically. You don't have to thumb the screen to keep it from dimming mid-capture or mid-upload — the app releases the screen lock as soon as your video is fully ready (or if you navigate away from the record flow).

Nothing to turn on; it just works.

## Tips

- **Front camera + eye contact.** Look at the lens, not the screen — it feels like eye contact to the recipient.
- **Keep it short.** 60-90 seconds is the sweet spot. Anything over 2 minutes loses people.
- **Name them in the first 2 seconds.** "Hey Tyler" beats "Hi there" every time.
- **End with a question.** Ask something specific so they can hit reply quickly with a short answer.

## Troubleshooting

**The record button doesn't activate.**
You need to grant camera and microphone permission. Open your phone's Settings → coReel → and enable both Camera and Microphone.

**Upload says "failed."**
Usually a network issue. Make sure you have a stable connection (Wi-Fi or 4G/5G). Try recording a short test video on Wi-Fi to confirm. If failures persist, sign out and back in.

**The captions checkbox is grayed out.**
Your org-level setting may have captions turned off or your plan may not include captions. Check on desktop in **Settings → Captions**.

**The send button doesn't do anything.**

Make sure you've entered a valid recipient (email or phone). The button stays inactive until at least one recipient is set.

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## Related articles

- coReel Mobile App: Overview and Getting Started
- Auto-Captions for Your Videos
- How Recipients Can Reply to Your Videos
- Best Practices: Recording High-Converting Prospect Videos