

Evogence Helpdesk

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Video file does not play back

Imported User 9 - 2020-07-05 - Comments (0) - Troubleshooting

Ensure the video and audio is encoded in one of the [supported formats](#).

This problem might also occur if a video file contains an audio track converted from multi-channel audio system (5.1 or 7.1). In this case the number of audio channels in a video file exceeds the number of supported audio channels, and may refuse to play back. You can re-encode a video file with any video conversion software to reduce the number of channels to two.