

My Vid won't upload

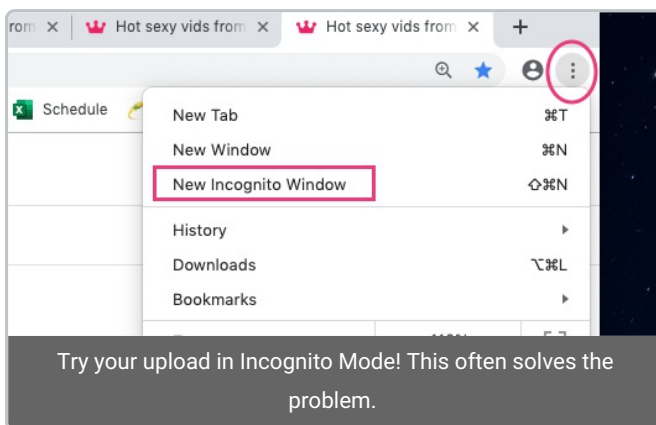
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Upload issues can be due to a number of different factors, but if you follow these steps you should be able start uploading vids again in no time!

- If you are receiving an error when uploading that says"Video width must be at least 426px." or "Video height must be at least 240px." Please note that your video must be in 426 x 240 resolution or greater.

1. What browser are you using?:

Google Chrome is the preferred browser for use with MV as our site is tested for and optimized on Chrome. If you haven't tried your upload using Chrome, this may solve the issue. If you already attempted your upload on Chrome, try again using an Incognito Window (click the 3-dots in the top right of the browser and hit 'New Incognito Window') as this will ignore your cached memory and extensions which could be causing the issue.



2. Is your file too large? Is the file type supported on MV?

On MV we support the following file types:

- M4V
- MP4
- MOV

If your vid file isn't one of these extensions, you will need to convert it using a video editing program or online file converter. As for file size/length, it must be under 5GB in size and over 1:00 (1 minute) in length.

3. Could another program or browser extension be causing an interruption?

Browser extension and other programs could cause interruptions when uploading your vid. Make sure you don't have the vid file open in another program at the same time you are attempting to upload it, and try disabling any browser extensions as this may fix your issue.

4. Is your internet connection causing the issue?

Other programs or websites could be using your upload bandwidth which may cause interference and/or failed uploads. Try closing any other programs you have open that could be using the internet as well as any other sites (this goes for any device using the same internet connection). If you are attempting your upload over Wifi on a mobile device, you can switch to data and try your upload that way.

A great way to check if your connection is strong enough is to run a speed test (<http://www.speedtest.net/>).

5. Did these steps solve the issue?

If you tried everything suggested above and you are still unable to upload, please send a screenshot of the error you are getting (making sure you are in incognito mode, showing the entire browser window in your screenshot) along with the speed test results to help@manyvids.com so we can further analyze and get you uploading again!

