

## My vid stream is black but the audio is working

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Does your vid show a black screen and play audio when streaming? If so, the video codec on the original vid file may not be compatible with our streaming platform.

*Codecs use algorithms to effectively shrink the size of the audio or video file, and then decompress it when needed.*

Luckily, converting video codecs is easy! When editing your raw vid file, most editing software will allow you to select which one you'd like to use. We recommend the use of VLC Media Player to make this change.

Simply install VLC (<https://www.videolan.org/vlc/index.html>), then follow the steps provided below for either Windows or Mac.

### VLC on Windows:

1. Open VLC and Click on 'Media' in the top left, then 'Convert/ Save'
2. From this section, open the original file of the vid.
3. From the Convert / Save dropdown at the bottom, select 'Convert'
4. On the drop-down next to 'Profile', select 'H.264'
5. Click 'Browse' then select Save Location
6. Name the file, press 'Save', then press, 'Start'

### VLC on Mac:

1. Open VLC and Click on 'File' in the top left, then 'Convert / Stream'
2. Open the original file of the vid.
3. Click on 'Customize' from the Choose Profile section
4. Click on the 'Video codec' tab from the pop-up window
5. From the Codec drop-down menu, select 'H.264', then 'Apply'
6. 'Save as File', 'Browse' then select Save Location
7. Wait for the conversion to be completed

Once the conversion is complete, simply replace the content to MV! To learn how to replace your vid [click here](#).

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