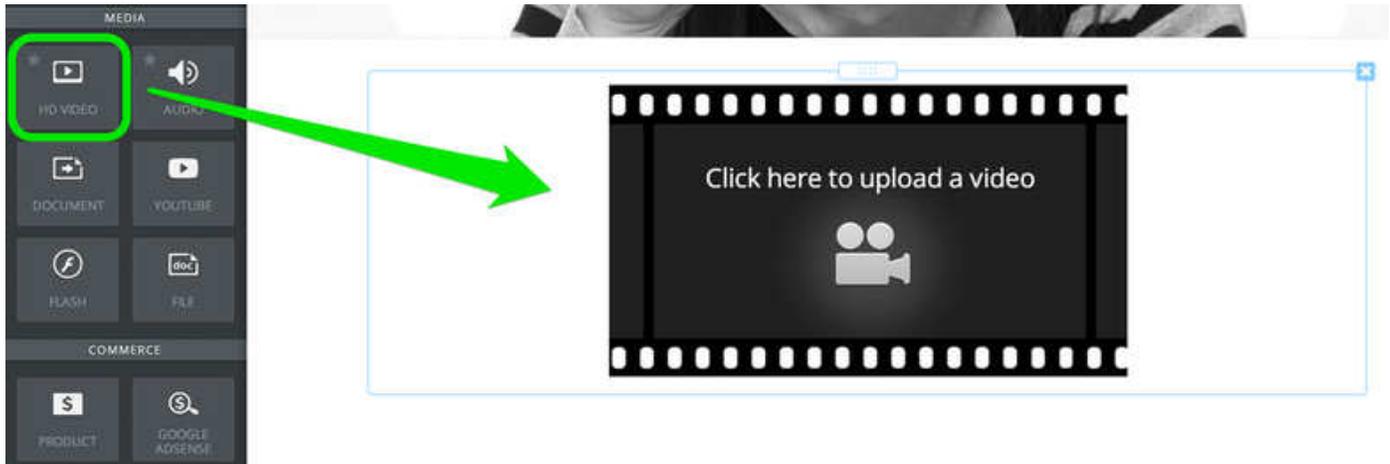


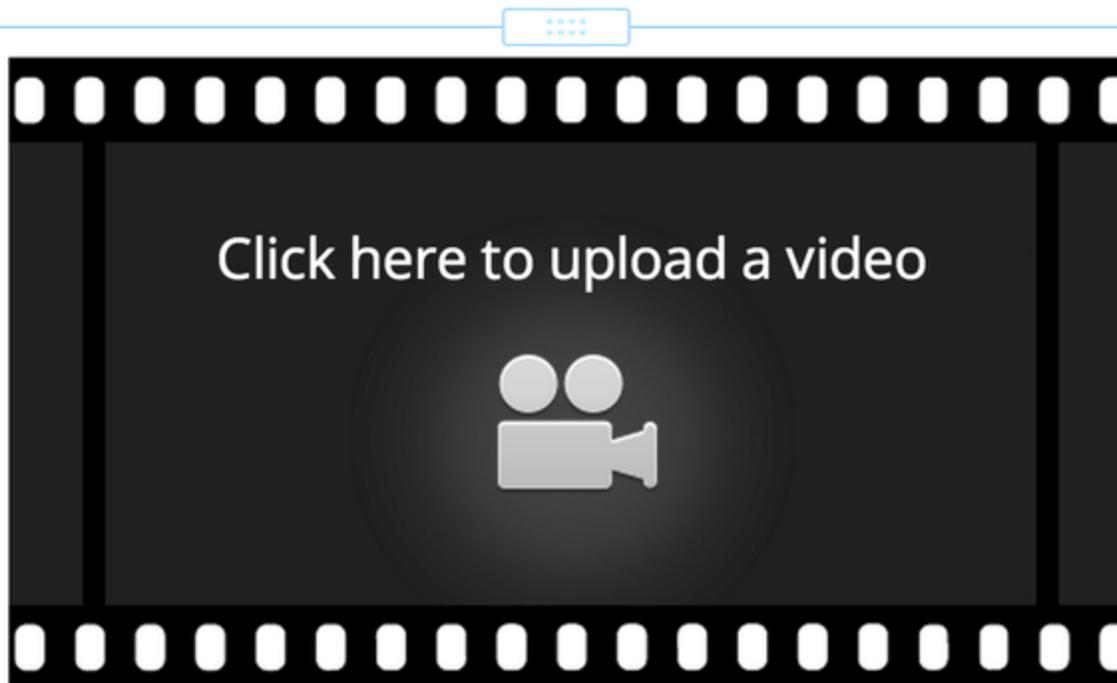
## Using the Video Player

Our Video Element allows you to upload HD quality videos (up to 1 GB per video) directly to your site, and display that video in a professional, unbranded player. Videos are automatically converted to a cross-platform compatible format that can be viewed on most computers and mobile devices.

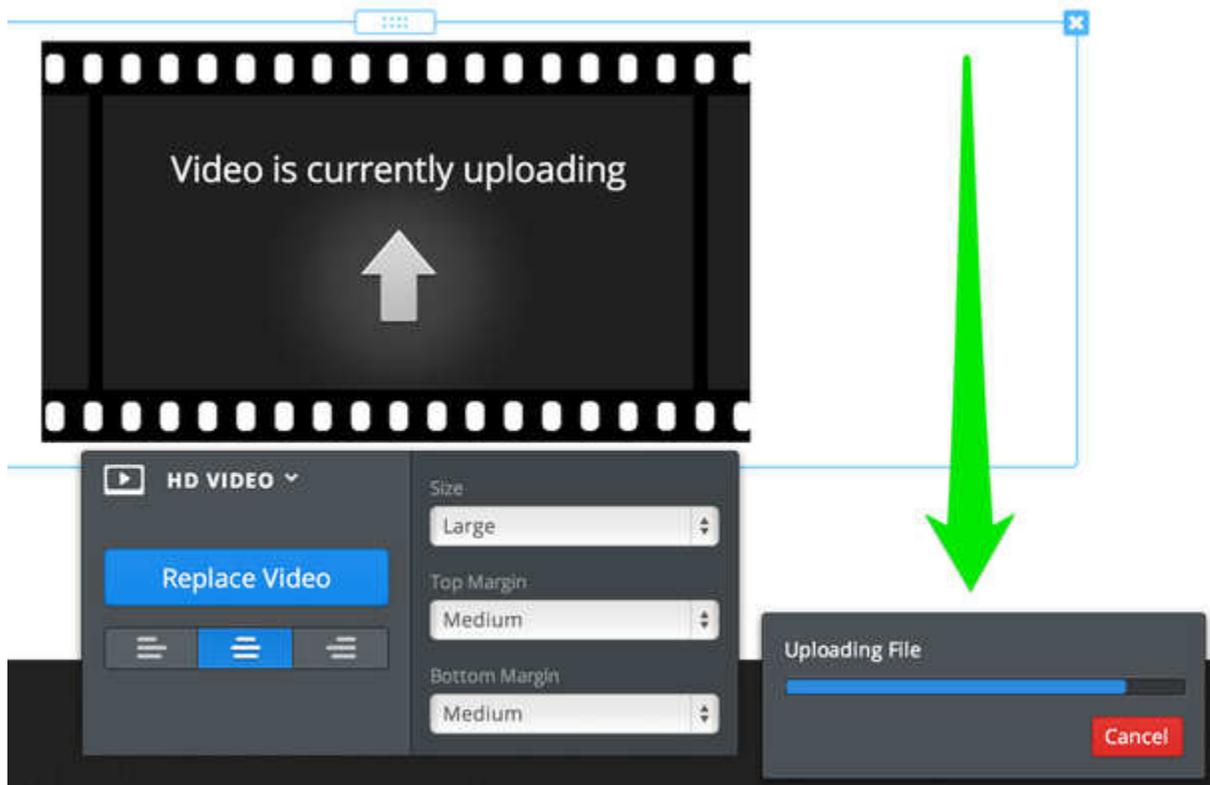
The Video Element is available under the "Multimedia" category of elements. To use it, click and drag it to your desired location on a page.



Then simply click the player and a dialog box will open from where you can select a video from your computer (if a box does not open, then click the blue Replace Video button to open it). The video module supports M4V, MPG, MOV, WMV and most other standard video formats.



Depending on the size of your video and the speed of your internet connection, it may take up to 20 minutes to upload your video. You will see a status message on your screen (in the lower right corner) showing the upload progress. Just kick back and relax while the video uploads.



Once the video is uploaded, we then have to encode it. The element itself will display the amount of time remaining in the encoding process. While the video encodes you can continue to work on other pages and content for your site (no need to kick back and relax during encoding), and when you come back later the video will be encoded and waiting for you.



Once the encoding process is complete you'll be all set and your video is ready to watch. You can upload an unlimited number of videos to your site, the only limit is that no single video can be larger than 1 GB by itself. Which means you can't upload any 1.5 GB videos to your site, but can upload as many 950 MB videos as you want.

You can alter the size of the video player (Small, Medium, Large, Extra Large, HD, & Auto) using the blue toolbar that pops up when you click on the element.

**NOTE:** Something to remember: if you're using Windows Movie Maker or iMovie, the files created when you use the Save option in these programs are not video files. They are editable files that are meant to be used with each program. Be sure to Export your final video from either program to ensure you have a video and not an unusable document file. To Export a video from iMovie go to **File > Export**. To Export using WMM go to **Publish Movie > Export to File**.

## TROUBLESHOOTING

### My Video Won't Upload

There are few things more frustrating than watching a long upload end in failure. And since you're here looking at this page instead of relaxing with a nice cup of tea, it seems likely you've encountered upload frustrations of your own. Truly sorry for that!

Let's walkthrough all the possible problems (and solutions) to your upload failure.

#### Check Your File Size

Our service allows you to upload videos that are **up to 1 gigabyte in size**. This means that even if your video is 1.00000001 gigabytes (putting it just barely above the limit), the upload will fail.

If your video is too big, the best option is to improve your video's compression. When you export a video from whatever program you used to edit or create it you should have numerous options for altering the settings to adjust the file size of the final video. A good free program we recommend to compress various video file-types is Freemake Video Converter. Visit <http://www.freemake.com/> or a quick google search should get you to the download.

#### Check Your Video Format

The best formats to use with our video element are:

- **MOV (Apple Quicktime)**
- **WMV (Windows Media Video)**
- **MP4 (H.264)**
- **M4V (H.264)**
- **MPG (MPEG)**

These aren't the only formats that work, but they're the best places to start.

## Try A Different Browser

Are you using a standard video format? Is your file size under the limit? Then **try using a different browser than what you're using now**. Using Firefox? Try Chrome. Using Internet Explorer? Try Firefox. All browsers generally works just fine with our service, but variance in settings and installation of extensions can very occasionally cause trouble. You may just even need to [clean your browser's cache](#) if it just suddenly stopped working properly.

If you don't know much about browsers, they're all free to download and are easy to get running. Google has a great website called "[What browser am I using?](#)" that tells you what browser you're currently using and links to other great browsers you can download. It's [worth checking out](#) if you don't currently have other browsers installed on your computer.

## Now What?

None of the above work out? Then there are a few last things to keep in mind:

**Even if your video uses one of the best possible formats we've noted above, it's possible the format isn't supported.** Why? Because even within individual formats there are lots of variations and possible kinks in the way the video is encoded. You should try to export the video to a different file type than the one you're using now.

Depending on your computer's Operating System (like Mac OS X 10.8 or Windows 7) **the file size displayed on your computer may be slightly different than the file's actual size**. If your file size is greater than 950 megabytes than it'd be worth trying to compress it just a bit more before trying to upload it again.