Primary media clip specs and requirements

You can upload as many media clips to your event as you like and include them in your On-Demand or Simulated Live event. For events broadcasting video, you can upload video clips. For events broadcasting by telephone, you can upload audio clips.

Recommended specs

For the best quality, upload clips that meet these recommended specs:

- File formats: MP4 (video clips), or M4A, MP3, and WAV (audio clips)

- Video codec: H264

- Video bit rate:
  - 480p: 800 kbps

  - 720p: 1700 kbps

  - 1080p: 3000 kbps

- Audio codec: AAC

- Audio bit rate: 96 kbps/48 khz mono

Requirements

- Maximum 10 GB per clip

- Supported audio file formats: M4A, MP3, and WAV

- Supported video file formats: 3GP, ASF, F4V, MKV, MOV, MP4, MPEG, MPG, WEBM, and WMV

- Clips must be at least 15 seconds long.

- Video clips must include an audio track; the audio track can be silent, but videos without an audio track will not process successfully.

Additional notes

- When you upload a video, it is transcoded to the appropriate bit rate and resolution based on the player size selected in the event setup. If you change the player size after uploading a video, you must upload the video again to have it transcoded for the new player size.

- Each clip can be up to 10 GB. We recommend using a high-speed wired internet connection to avoid time-outs. You could also transcode the file to a smaller file size or bit rate before uploading to improve the upload and processing time.

- You can upload videos of any resolution (for example, 1080p), but higher resolution videos may stream at a lower quality than you'd see on your computer. Before the event, review the quality of the uploaded video to make sure it meets your standards.

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