

Interactive courses

- [What should I do if the video is shown as being transcoded after the course is created?](#)

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After the video is successfully uploaded, video transcoding is required. Generally, video transcoding can be completed within 1 - 30 minutes. During the transcoding process, the display on the course terminal will not be affected. After the transcoding is completed, the transcoding field will automatically disappear. The video transcoding time depends on factors such as file size and network environment.

If the video transcoding takes too long and the video in the terminal course cannot be played normally, it is recommended that you first try to change the browser or the video source and re - upload the video. If the problem still persists after retrying, you can call the official customer service hotline: 4001026665 or feedback the problem to the online customer service on the right side of the [Overview] in the management console.