

How to handle audio upload/playback failures?



I. When audio upload fails, such as the failure to upload audio content, please check according to the following steps:

1. Whether the format is MP3/M4A;
2. Whether the resource size exceeds 500M.
3. If you confirm that everything is correct, you can try to switch the network, transcode the resource again using Format Factory, and then log in to the store backend using Google Chrome to upload it again. If the upload still fails after the attempt, you can feedback the problem to the online customer service in the lower right corner of the management console.

II. When there is an abnormal audio playback please confirm whether the audio is in the standard mp3 or m4a format and whether the resource size exceeds 500MB. If the format/size is correct but it still cannot be played, please try:

1. Guide users to exit WeChat and re - enter the product page;
2. Guide users to switch the network environment and try again;
3. If the original audio has been processed, such as format conversion, please confirm that the resource is not damaged/can play normally, and try to recreate the audio product on the management console and upload the resource.

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