

What should I do if the video keeps being transcoded during upload?



After the video is successfully uploaded, video transcoding is required. Generally, video transcoding can be completed within 10 minutes. During the transcoding process, the video resource will be hidden and will automatically appear after transcoding is completed (it is recommended to reserve some extra time before the set display time for resource upload and transcoding). The video transcoding time depends on factors such as file size and network environment.

If the video transcoding takes too long, you can check if there is a network anomaly. If there is no anomaly, it is recommended that you try uploading again using a different browser. If transcoding continues indefinitely, you can call the official customer service hotline: 4001026665 or submit your issue to the online customer service on the right side of the [Overview] section of the management console.

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