

The audio and video are out of sync when exporting videos from the video editing software



Exceptional scenarios

After the downloaded replay video is processed and exported by a video editing software, the audio and video are out of sync.

Solutions

Solution ? : Download via browser online

If there is an audio - video out - of - sync issue when importing the video downloaded by elink Download Assistant into the editing software, you can download and transcode the video via the browser before editing. The operations are as follows:

<1> When downloading the replay, select 'Download via browser online' and click 'Start transcoding';
image.png

<2> After the transcoding is completed, click 'Start download'.
image.png

Solution ? : Export settings in the video editing software

If there is still an audio - video out - of - sync issue when importing the replay video downloaded via the browser into the video editing software, you can try to set the export parameters to the 'VBR' encoding format for export. The following are the export settings for common video editing software:

Adobe Premiere

When exporting the video, select the 'H.264' format, set the bitrate to 'VBR, 1 pass', and then export.

mtY4odg1mdq5mzg3ntyxng_556797_jmnnqcfubipz6m8q_1678329602

CapCut

When exporting the video, select 'Custom' for the bitrate and choose 'VBR (Variable Bit Rate)', then export.

*This operation is not supported on the Mac version of CapCut.

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Other solutions

If the above methods cannot solve the problem, you can try to use software such as 'HandBrake' to manually transcode the video to the CBR encoding format locally before editing. [Click to download HandBrake](#)

Complete video conversion in four steps

Open the software after downloading and installing it.

Step 1: Open the file

mtty4odg1mdq5mzg3ntyxng_941225_2agpq7rcppsvb_nn_1678331813

Step 2: Set parameters

Set the output format

mtty4odg1mdq5mzg3ntyxng_162354_kc4-98i9lovvkn81_1678331728

Set the output resolution

mtty4odg1mdq5mzg3ntyxng_959641_kmspazjws1amb45u_1678332525

Set the encoding parameters

mty4odg1mdq5mzg3ntyxng_879169_llvxpihmopkuywrw_1678332395

Step 3: Output the file

mty4odg1mdq5mzg3ntyxng_170692_hd4ms09sbk4afce0_1678332549

Step 4: Start transcoding

Import the transcoded video into the video editing software for secondary editing.

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