

What should I do if the transcoding of the recorded live stream is not completed when starting a new live stream?



If the file is large, it is recommended that you upload the relevant recorded broadcast one day in advance.

If the live stream is about to start but the transcoding of the recorded broadcast is not completed, you can contact customer service for priority processing (since processing also takes a certain amount of time, it is also recommended that you contact customer service one hour in advance).

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