



FAQ

Frequently asked questions

.mov files uploading error on video editing softwares





Video editing

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Question:

I cannot edit videos recorded with my SmartyCam HD/GP HD even if I can open them using VLC Media Player: why?

Answer:

The uploading issue on video editing softwares could be caused by the presence of metadata recorded in the .mov files.

With SmartyCamHD firmware version **01.03.76** (onwards), the issue has been solved.

The metadata option temporarily introduced with versions 01.03.70 and 01.03.72 has now been removed. With these two versions, to make the SmartyCam recorded video reproducible by Windows or Mac movie players installed by default, from Menu -> Video Conf, select "Metadata – NO".