Video streaming and downloading issues

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I uploaded a video, but when I stream it seems glitchy, choppy, or stalls.

This sometimes occurs when MP4 videos are uploaded to DISCO without being fully optimized for playback. MP4 is the default video format we use for streaming in web browsers, so we'll convert most video formats to web-optimized MP4s for this purpose. However, we *won't* convert an uploaded MP4 to an optimized MP4, we'll just attempt to stream it as is. As a workaround, you could re-upload the MP4 in another format (e.g. MOV) so we can create an optimized MP4 version for streaming.

> ***Note:*** *To ensure that all versions of your videos on DISCO include a complete audio track, you'll want to encode the original files using a single, merged audio track before uploading. See the issue below for more details.*

I uploaded a video, but when I stream or download it some of the sound is missing.

This is likely happening because the video files you're uploading include two or more audio tracks. We often see this with MOV video files, where the primary audio track might include a voice-over, but won't include background music. The secondary audio track, then, might include the voice-over *as well as* the background music, combined.

We create an optimized MP4 version of all MOV files for streaming in web browsers. The MP4 will only contain the *primary* audio track; additional audio tracks will *not* be included. The MOV will still contain all the included audio tracks after uploading, but it's important to note that video files with multiple audio tracks won't play as expected in some media players. To ensure that all versions of your videos on DISCO include a complete audio track, you'll want to encode the original files using a single, merged audio track before uploading.