Overlay Video and Primary Media Clip FAQs

This article covers frequently asked questions about overlay videos and primary media clips. Unless otherwise noted, the answers apply to Webcast account holders (*moderators*) who schedule, run, and manage events.

Recommended reading: Overlay Video Specs and Requirements and Primary Media Clip Specs and Requirements

Jump to: General | Overlay videos | Primary media clips

General

What is the difference between an overlay video and a primary media clip?

Both are pre-recorded media files that you upload and play during an event. An overlay video plays on top of the audience event window. A primary media clip plays in the video player (where you see presenter webcams during a Live event). The terminology can be a bit confusing.

- On-Demand and Simulated Live events. In the editing studios, when you upload a video you designate where it will be played: upload it either as a primary media clip or an overlay video. For Telephone broadcasts, upload audio files as primary media clips.

- Live events. In event setup, you upload all videos as overlay videos. Then in the Live Studio, choose how to present the videos: either launch the video as an overlay or inline (in the video player). Later, when you open the archive in the On-Demand Studio, you'll see that videos you launched inline are saved as primary media clips.

Note: On-Demand and Simulated Live events require a primary media clip to be the main event content. Overlay videos can't be used as the sole event content.

What format are overlay videos or primary media clips transcoded to?

All overlay videos and primary media clips (video) are transcoded to MP4 format.

How do I know when my overlay videos or primary media clips have been uploaded?

After you upload your overlay video or primary media clip, the file must be processed by our system before you can preview or present it. When the video or clip is ready, you'll receive an email and it will be available for use in your event.

If you are uploading a large video file, we recommend using a high-speed wired internet connection so that your browser doesn't time out before the video finishes uploading.

Can I record my event with another platform and then upload it?

Yes. You can record your event with any platform as long as the recording file meets the requirements.

Overlay videos

For Live, On-Demand, and Simulated Live events.

What are the requirements for overlay videos?

Each overlay video can be up to 10 GB. The video must be at least 15 seconds long and include an audio track. Supported file types for overlay videos are: 3GP, ASF, F4V, MKV, MOV, MP4, MPEG, MPG, WEBM, and WMV.

Note: You can't play an overlay video at the start of an event. There must be at least 15 seconds of content before, after, or in between overlay videos.

What dimensions should overlay videos be?

Overlay videos should be at least 320x180 pixels in size.

Overlay videos are displayed at the native size of the file, but will stream to the audience at a maximum of 896 kbps. So, you can upload videos of any resolution (for example, 1080p), but be aware that higher resolution videos may stream at a lower quality than you'd see on your computer.

We recommend decreasing the resolution of high-resolution recordings to prevent low-quality playback. Before the event, preview your videos in the Live Studio to check the quality. If the video quality is poor, decrease the file size (dimensions) of the file and upload it again.

How many overlay videos can I upload?

You can upload up to 10 overlay videos per event.

At what rate are overlay videos transcoded when they are uploaded?

The bit rate videos are transcoded depends on the original video bit rate. Videos that are:

- Above 1700 kbps are transcoded at 17000 kbps

- Between 800 to 1700 kbps are transcoded at the uploaded bit rate

- Below 800 kbps are transcoded at 800 kbps

How can I make sure my overlay videos are ready to present?

Before your event goes live, have a least one presenter preview each overlay video in the Live Studio. This helps to cache the videos on the event servers (content delivery network or CDN) and provide faster delivery during your event.

Can I improve the quality of my overlay videos?

Yes. For the best video quality, we recommend your video is in MP4 format, 896 kbps total bit rate, audio with AAC codec and a bit rate of 96 kbps/48 khz mono, and video with H264 codec and a bit rate of 96 kbps/48 khz mono.

Can I speak to the audience while an overlay video is playing?

No. When the overlay video is playing, the live audio and video broadcast is paused for the audience.

How do I share a video as an overlay?

For Live events, in the Live Studio, click the Overlay Videos tab. Under the thumbnail of the video you want to play, click **Launch**. To learn more, see Share a video during a Live event.

For archived live, On-Demand, and Simulated Live events upload the video. In the editing studio, add it to the event timeline and publish the event. To learn more, see Upload videos for use in a recorded event and Assemble or edit an event recording.

How do I share a video in the video player?

For Live events, in the Live Studio, click the Overlay Videos tab. Under the thumbnail of the video you want to play, click **Launch Inline**. To learn more, see Share a video during a Live event.

For archived live, On-Demand, and Simulated Live events upload the video as a primary media clip. In the editing studio, add it to the event timeline and publish the event. To learn more, see Upload videos for use in a recorded event.

Primary media clips

For On-Demand and Simulated Live events.

What are the requirements for primary media clips?

Each primary media clip can be up to 10 GB. The video must be at least between 15 seconds long and include an audio track.

If you're broadcasting audio only, supported file types are: M4A, MP3, and WAV.

If you're broadcasting video, supported file types are: 3GP, ASF, F4V, MKV, MOV, MP4, MPEG, MPG, WEBM, and WMV.

How many primary media clips can I upload?

There is no limit to the number of primary media clips you can upload. You can include as many primary media clips as you like.

What dimensions should primary media video clips be?

Primary video clips play in the video player (where you see presenter webcams during a Live event), not as an overlay. When you upload them, they are resized to match the video player size you selected for the event on the Player & Branding tab, under Media Options.

To avoid distortion, create your video files to match the pixel dimensions or aspect ratio (16:9 widescreen or 4:3 standard) of the video player.

If you change the video player size for your event, upload primary video clips again so the system can resize them for the new video window.

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