

Troubleshooting Issues with Washburn Video Dropboxes:

It is assumed that you have watched the dropbox upload video:

<https://video.washburn.edu/Watch/s2L3Eyn8> and that the files that you are trying to upload have been moved from your recording device to the hard drive of a computer, preferably connected to the internet via an Ethernet cable. Uploads from cell phones and other portable device occur slower and have a tendency to time out.

With that said, the two biggest issues that you could face when uploading are the speed of their internet connection and the size of the file that they are uploading. To address these 1 issues, I would recommend starting by getting on the computer where you are uploading the video and conduct a speed test (www.speedtest.net). You will need to have a upload speed between 3-5 MBPS. If you are getting a better connection than this you will be fine, if the speed is lower you will need to upload from another location (I would suggest a local library, coffee shop, etc... - somewhere that will give you a decent connection). Of course higher the upload speed, the faster the upload will take place.

To deal with the file size issue you will want to re-encode your files using a free program called handbrake (it can be downloaded via the following url: <https://handbrake.fr/>). Once you are in Handbrake, you will need to locate where it says "Open Source" in the upper left corner of the Handbrake window and click on it. You will then want to select either "Folder" (if there are multiple files) or "File" (if there is only one). Now an "Open" window will appear on your screen. Navigate to the file (of folder) you want to encode and open it. You will be taken back to the Handbrake window.

You will now need to locate the "Presets" on the right side of the screen and select "Very Fast 720p30." Once you have done this, locate the "Destination" box (it will appear on the left side of your screen). On the right side of the box there is a "Browse" button, click on it. A "Save As" window will now open, select where you want the new file saved and give it a name (different that the original file). Now you will click "Save" and will be taken back to the Handbrake window.

Finally, locate the "Start Encode" button at the top of the Handbrake window. Once this is done you will be given an estimate of how long the conversion will take at the bottom of your screen (this will be determined by the size of the file and the ram/processor in your computer). When the file is complete it will say "Queue Finished" at the bottom of the screen. You can now close Handbrake and upload your new video file.