

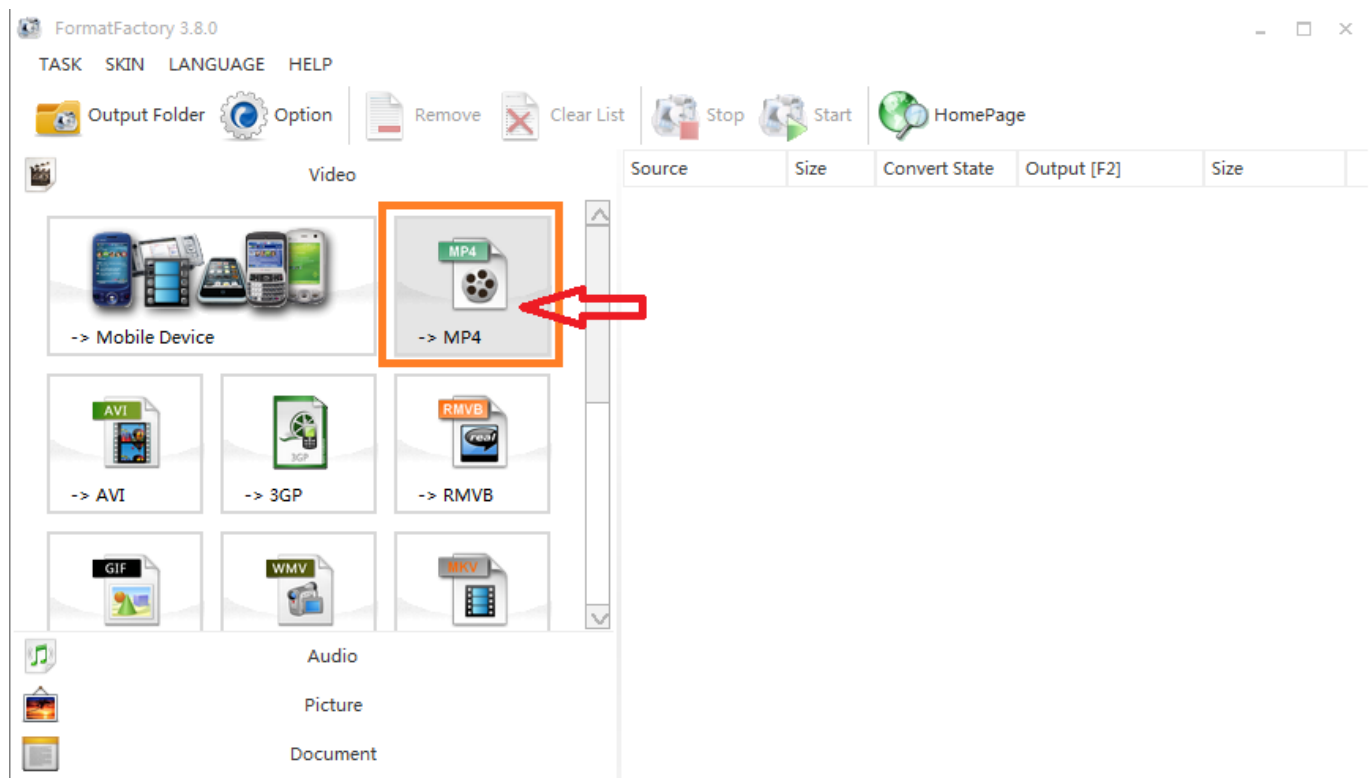
# Troubleshooting

## How to edit the recorded mp4 file using Camtasia, Adobe Premiere, Sony Vegas, Pinnacle or other video edit software?

Please convert the recorded file before you use Camtasia, Adobe Premiere, Sony Vegas, Pinnacle or other video edit software to edit it. (It may cause the video and audio out of sync issue if import the recorded file directly without conversion.)

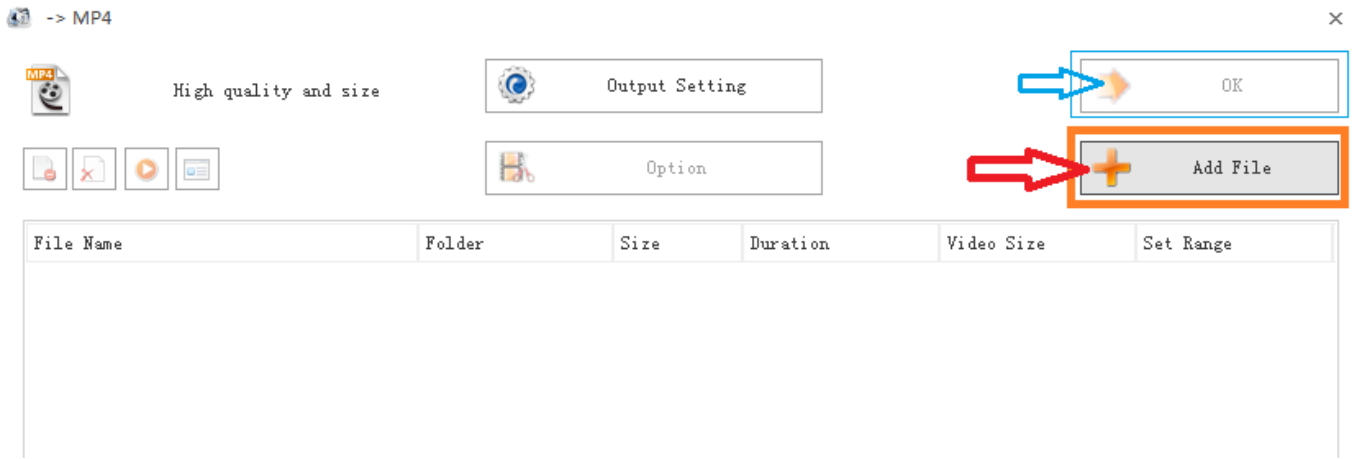
We use the Format Factory (It's Free. Download at <http://www.pcfreetime.com/>) to demonstrate the converting steps.

**Step 1,** Click the “-> MP4” button.

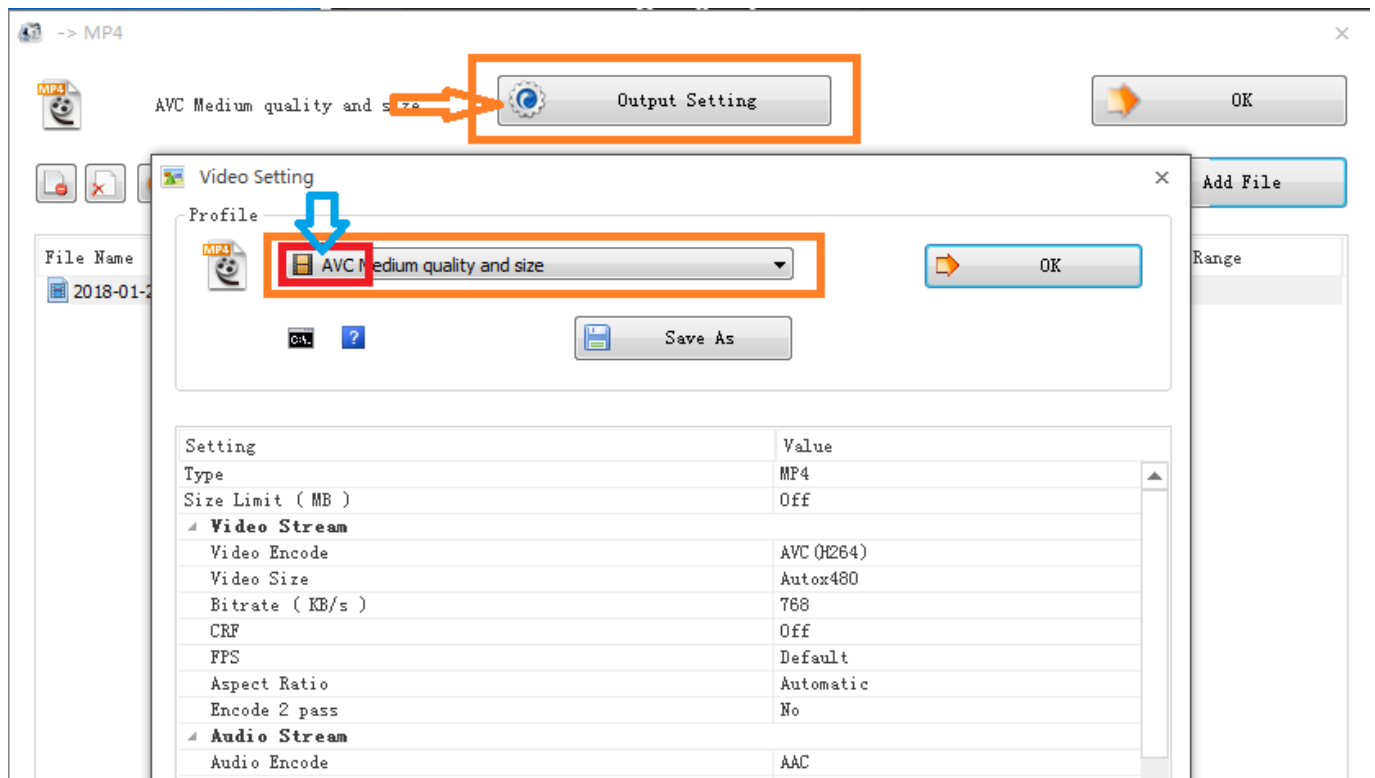


**Step 2,** Click the “Add File” button to choose the file which you want to convert.

# Troubleshooting

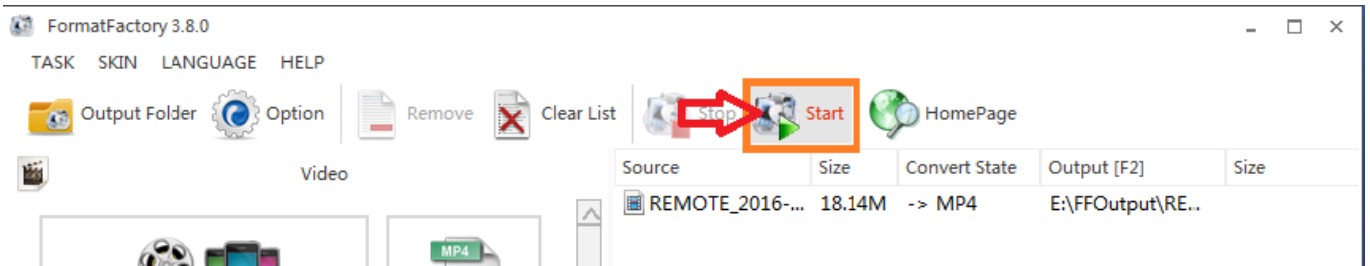


**Step 3,** Click the “Output Settings” button, then choose the "AVC ..." option from the Profile list as below image shows.



**Step 4,** Click the “Start” button to start convert the file. It will take a few seconds.

# Troubleshooting



After completion of video conversion, you can import the converted file to the Camtasia, Adobe Premiere or other video edit software to edit it.

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