



Movavi Video Converter Premium 20

Don't know where to start? Check these articles!

[Get started](#)

Learn how to activate the program and start working.

[Converting media files](#)

Speed up in conversion of video, audio and images.

[Editing media files](#)

Find a desired tool and edit your files.

[Accelerating conversion](#)

Convert faster using available acceleration.

More questions?

Write us an e-mail at support@movavi.com

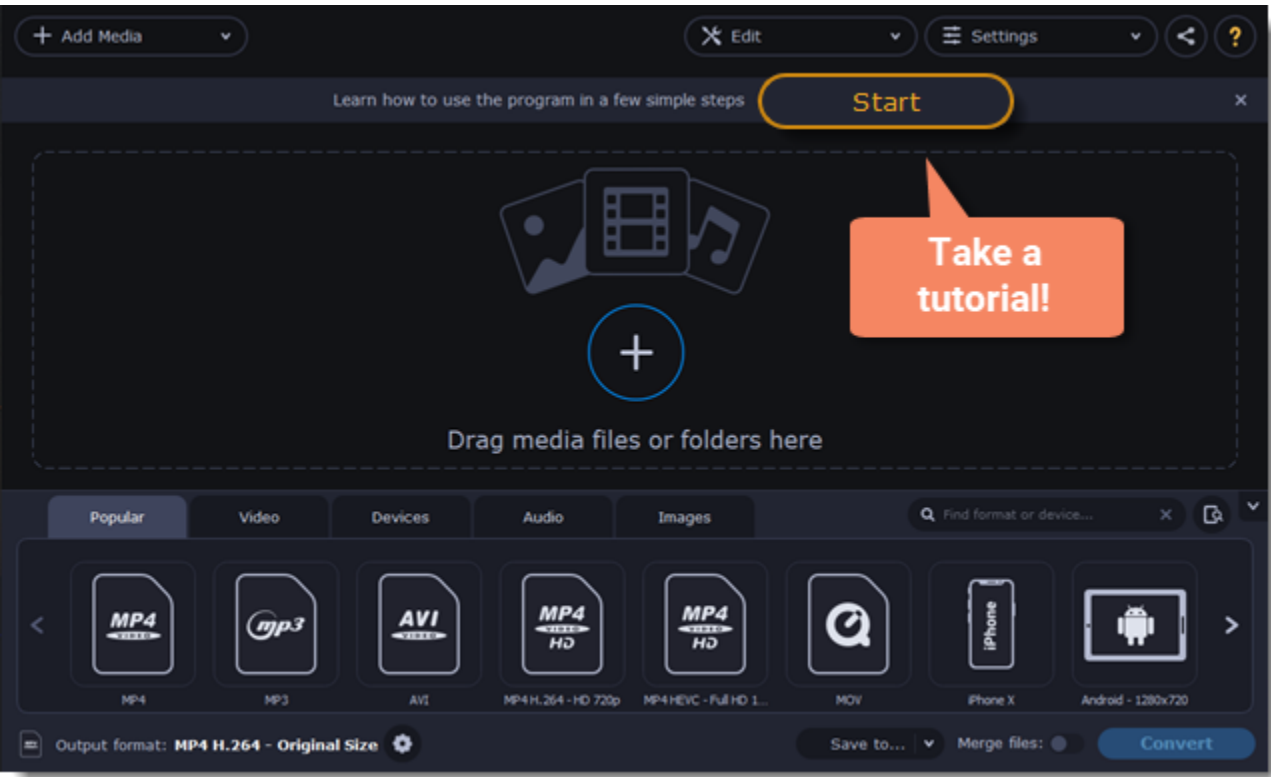
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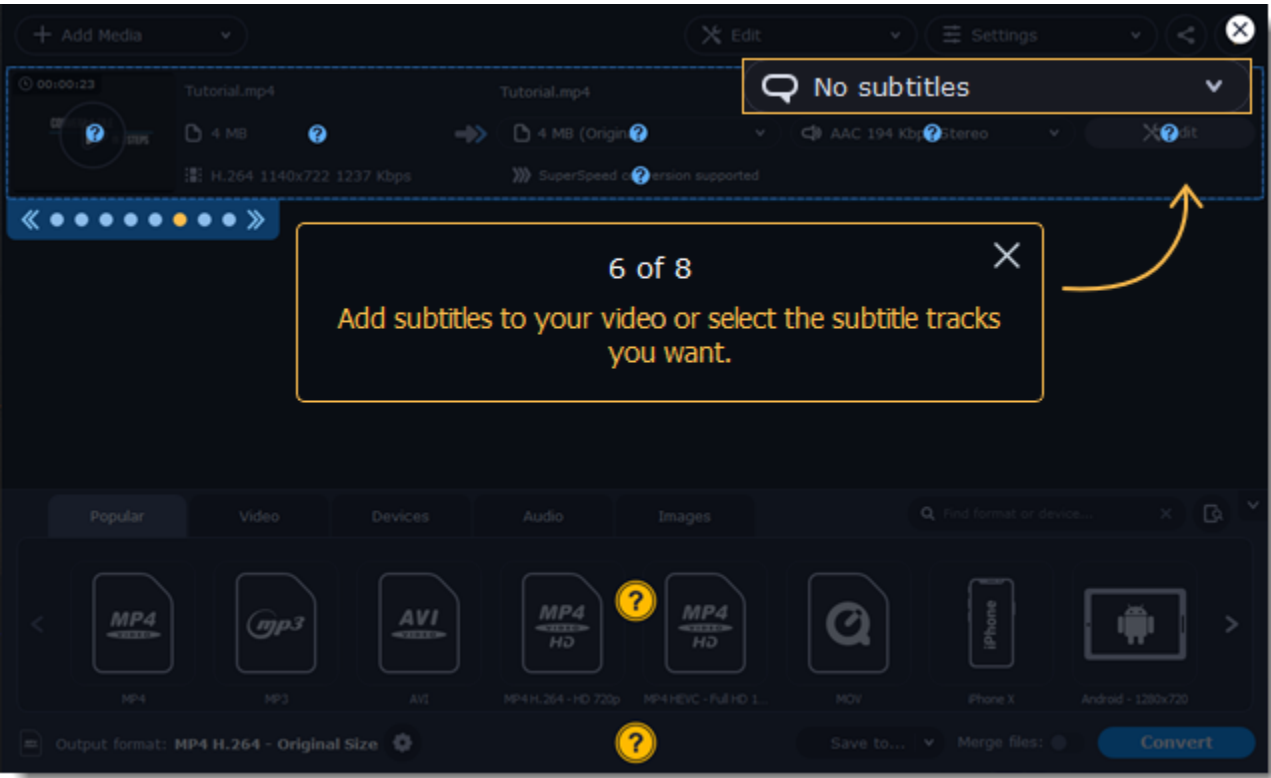
Get started

Welcome to the Movavi Video Converter Premium Guide! Here we help you grasp the program details and start converting right away.

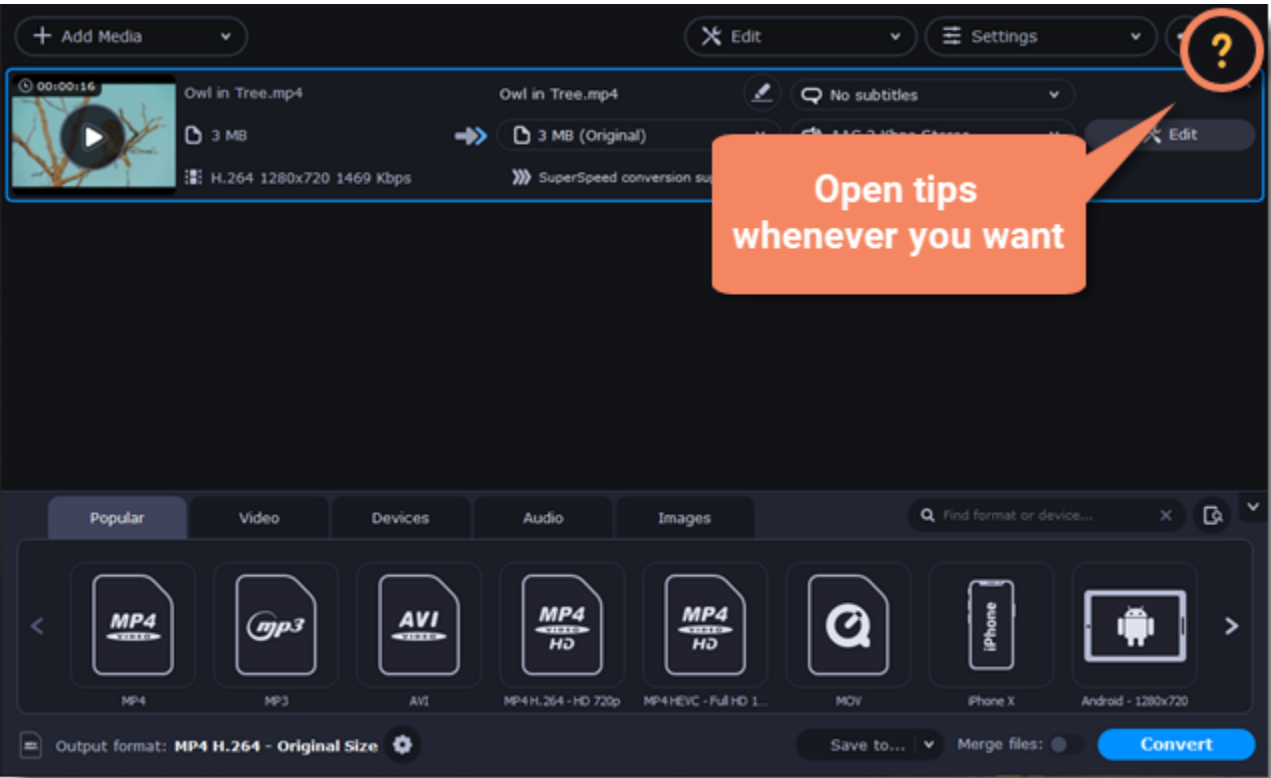
It's good to start with a tutorial to get a general overview of the converter. For this, click **Start**.



Watch the tutorial video and then follow steps using  and  arrow keys or a navigation panel to see more details. Click a question button  to switch to other tips area.



You can take the tutorial anytime you need tips. For this, click a question icon in the upper-right corner.



Next articles to read:
[How to activate the program](#)
[Quick start guide](#)

How to activate the program

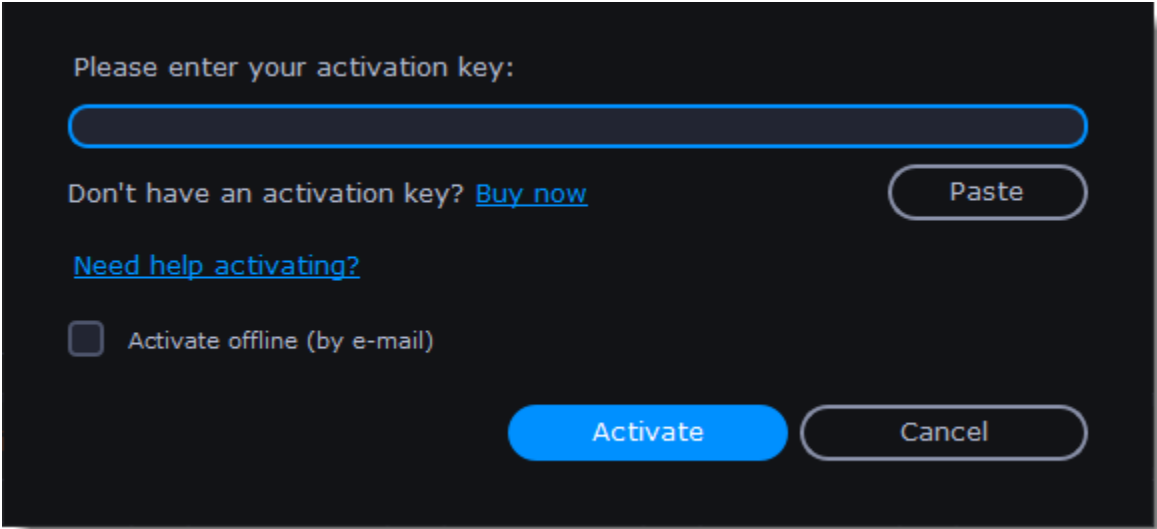
TRIAL VERSION	FULL VERSION
<div><div>✖</div><div>Movavi Video Converter Premium stops working after 7 days</div></div> <div><div>✖</div><div>A trial watermark will be applied to all converted videos</div></div> <div><div>✖</div><div>Audio files are converted or exported only halfway</div></div> <div><div>✖</div><div>SuperSpeed conversion only processes ½ length of all video files</div></div>	<div><div>✔</div><div>Lifetime license</div></div> <div><div>✔</div><div>No annoying watermarks</div></div> <div><div>✔</div><div>Unlimited audio conversion</div></div> <div><div>✔</div><div>Fast SuperSpeed mode for quickly changing video format</div></div> <div><div>✔</div><div>Free updates</div></div> <div><div>✔</div><div>Discounts on other Movavi products and upgrades</div></div>

Activating **Movavi Video Converter Premium** will allow you to remove all of the trial restrictions and use the program forever.

- You will need:
- **Movavi Video Converter Premium** activation key. You should receive your key via e-mail right after your purchase is completed. Don't have a key? [Buy now](#)
 - Internet access. Don't have Internet access? [See this guide on offline activation](#)

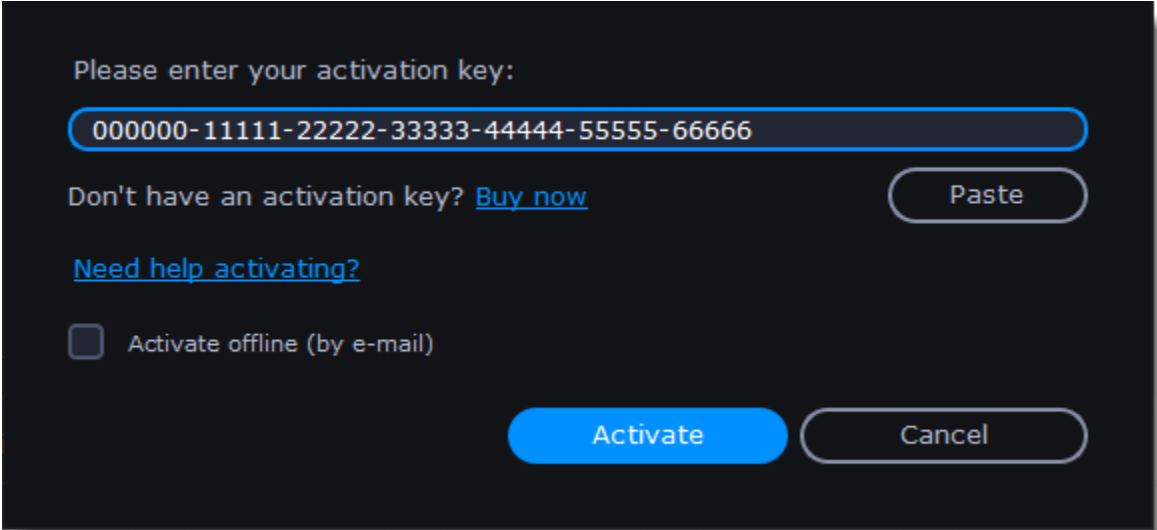
Open the activation window

1. Launch **Movavi Video Converter Premium**.
2. Open the **Settings** menu and select **Activate Software**.



Enter your activation key

1. Enter or paste your activation key into the corresponding box of the Activation window.
2. Click **Activate** to verify your activation key.



If you have entered the key correctly, you should see a message confirming successful activation. Click **OK** to complete the activation process and restart the program.

Having problems with activation?

- Check that the activation key is entered correctly and is intended for the program you are activating.
- [Contact our support team](#).

How to get an activation key

You can get an activation key either from our official website or from any of our partners in your region. Follow the s below to buy an activation key from the Movavi website:

Go to the purchase page

- To open the purchase page for **Movavi Video Converter Premium**:
- In the **Settings** menu, choose **Buy Activation Key**, or

- Follow the link below...

Buy Activation Key

Choose a license type

- If you plan to use **Movavi Video Converter Premium** at home, click **Buy Now** on the purchase page to proceed with buying the personal license.
- If you plan to use **Movavi Video Converter Premium** at work, in a government institution, or gain profit in any way, click **Business license** on the purchase page.

After that, you will be redirected to an online store depending on your region and the available payment methods. All of our vendor partners are secure and completely safe.

Fill in your billing details

1. Choose any of the available payment methods.
2. Fill in the information required on the page.
3. Enter a valid e-mail address. This e-mail will be used to deliver your activation key.

Get your activation key

After the purchase has been verified, you will receive a letter containing your activation key. Now you can use it to activate the program.
[Activation instructions](#)
[Activating without Internet access](#)

If you haven't received your activation key within the hour:

- Check the **Spam** folder of your mailbox.
- [Contact our support team.](#)

Activating without Internet access

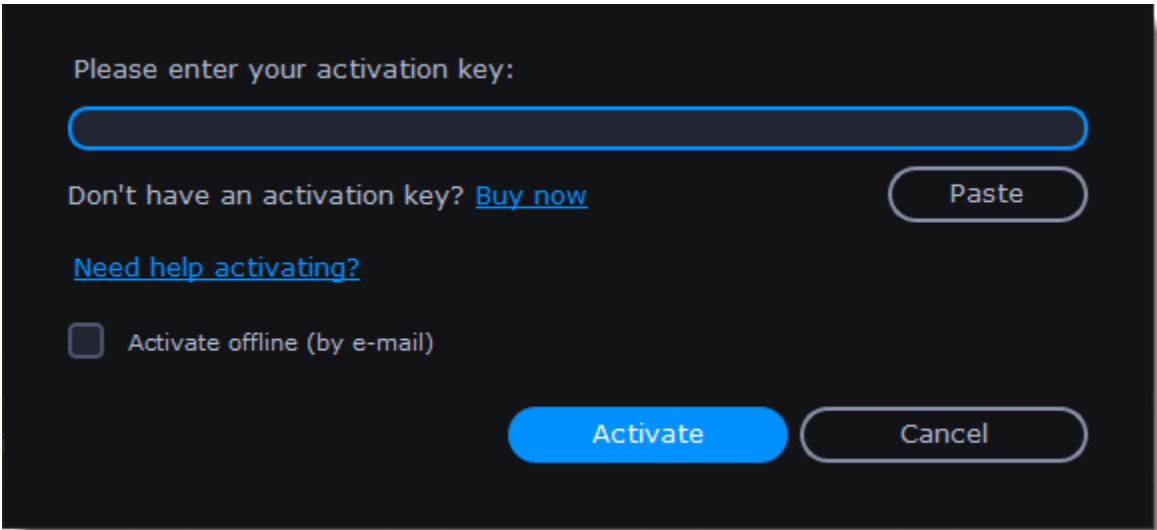
Activating **Movavi Video Converter Premium** will allow you to remove all of the trial restrictions and use the program forever. If you don't have Internet access on your computer, you can use any other computer or mobile device to complete the s that require a connection.

You will need:

- Movavi Video Converter Premium** activation key. You should receive your key via e-mail right after your purchase is completed. Don't have a key? [Buy now](#)
- A device or another computer that can be used to send and receive e-mail

Open the activation window

1. Launch **Movavi Video Converter Premium**.
2. Open the **Settings** menu and select **Activate Software**. The following box will appear:



Enter your activation key

1. Enter or paste your activation key into the corresponding field.
2. Select the **Activate offline** option.
3. Click **Activate** to proceed to the next .

Please enter your activation key:

000000-11111-22222-33333-44444-55555-66666

Don't have an activation key? [Buy now](#)

Paste

[Need help activating?](#)

☒ Activate offline (by e-mail)

Activate

Cancel

Send an e-mail with the provided information

The next window contains important activation information that you will need to send us via e-mail in order to activate your program.

Please copy this text and e-mail it to us at reg@movavi.com.
To ensure a fast response, do not change the body of the message.

Activation Key: 000000-11111-22222-33333-44444-55555-66666

Hardware ID: 1051-5AEF-38F3-4514-0E7C-0000-0000-BB05

Product ID: videoconverter20

E-mail: reg@movavi.com

Copy

After your request has been processed, you will receive your registration key via e-mail. Copy the registration key and paste it into the appropriate box below.

Enter your registration key:

Paste

[Need help activating?](#)

Activate

Back

1. Click the Copy button to copy the information in the window. If necessary, save or transfer this information to the computer or device that you will be sending the e-mail from.
2. On the computer with an Internet connection, open your mail client and compose a new e-mail. Paste the information you've copied earlier into the message body and send this e-mail to reg@movavi.com. The activation server will then verify your activation key and send you an automatic response containing a registration key, which you will need to enter into the Activation window. You should receive the server's reply within an hour.

Movavi Video Converter Activation

reg@movavi.com

Movavi Video Converter Activation

Please copy this text and e-mail it to us at reg@movavi.com.
To ensure a fast response, do not change the body of the message.

Activation Key: 000000-11111-22222-33333-44444-55555-66666

Hardware ID: 1051-5AEF-38F3-4514-0E7C-0000-0000-BB05

Product ID: videoconverter20

E-mail: reg@movavi.com

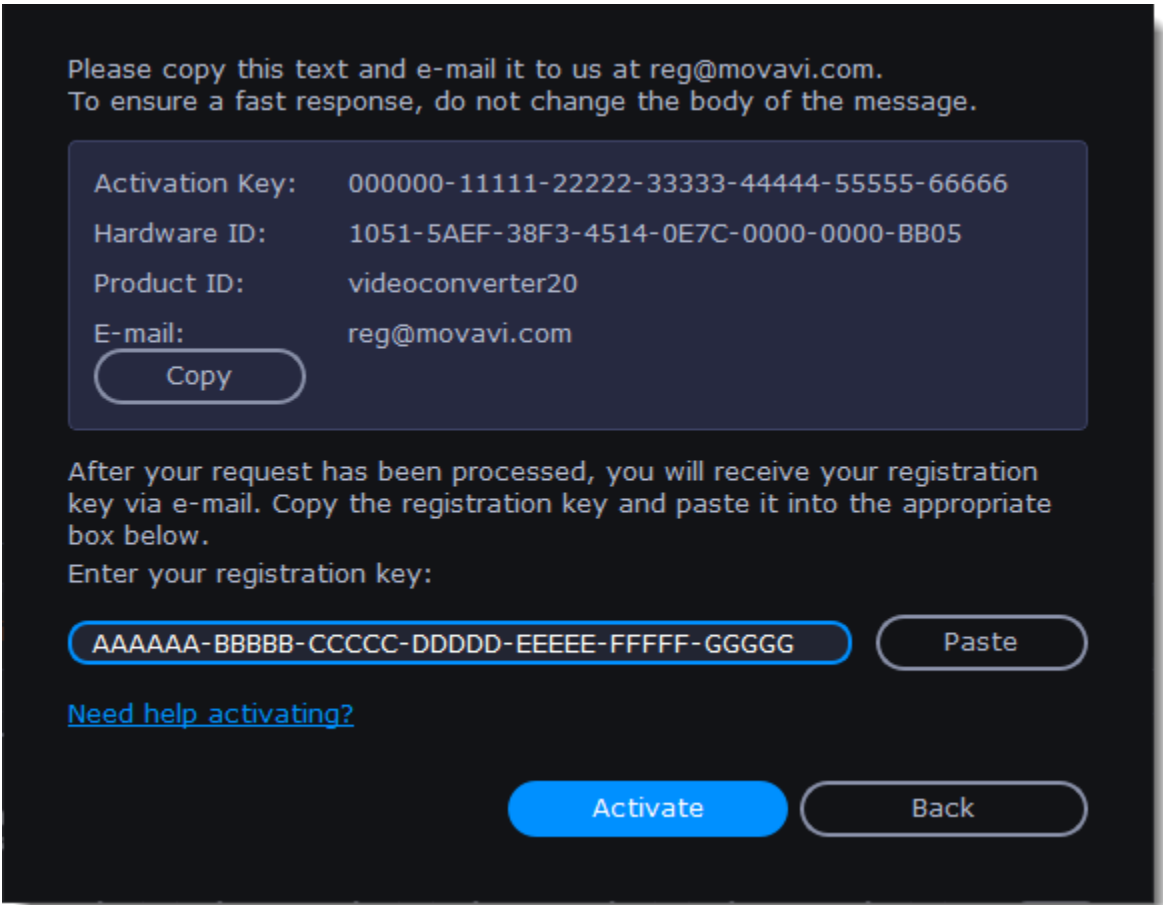
Send

To ensure a quick reply from our activation server, please do not alter the message subject or body

Enter your registration key

1. When you have received your registration key, save it and go back to the Activation window.
2. Enter the registration key into the corresponding box.

3. Click **Activate** to submit the information.



If everything is correct, you will see a successful activation message. Click **Finish** to complete the activation and close the activation wizard. Once activation is complete, you may be asked to restart the application.

If you have entered the key correctly, you should see a message confirming successful activation. Click OK to complete the activation process and restart the program.

If offline activation doesn't work:

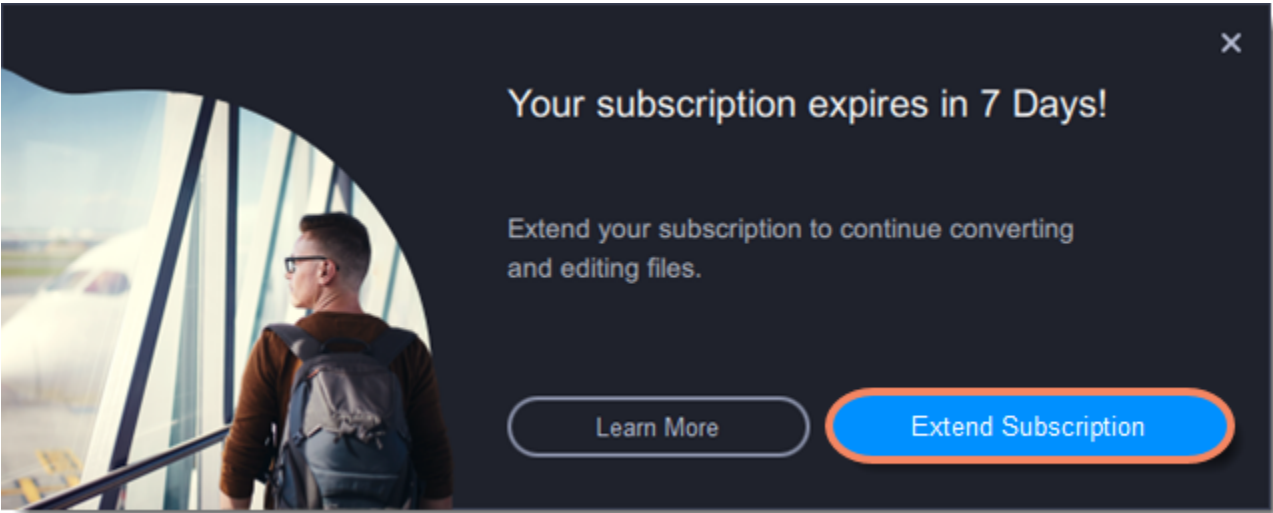
- Make sure you have entered the activation key and the registration key correctly and try again
- Check that you are activating the right application
- Make sure you have administrator rights on your computer

If you have any questions or problems while activating your Movavi software, feel free to contact us and we'll help you out!
Our e-mail: support@movavi.com
[Click here to open live chat](#)

Managing subscription

My subscription is expiring

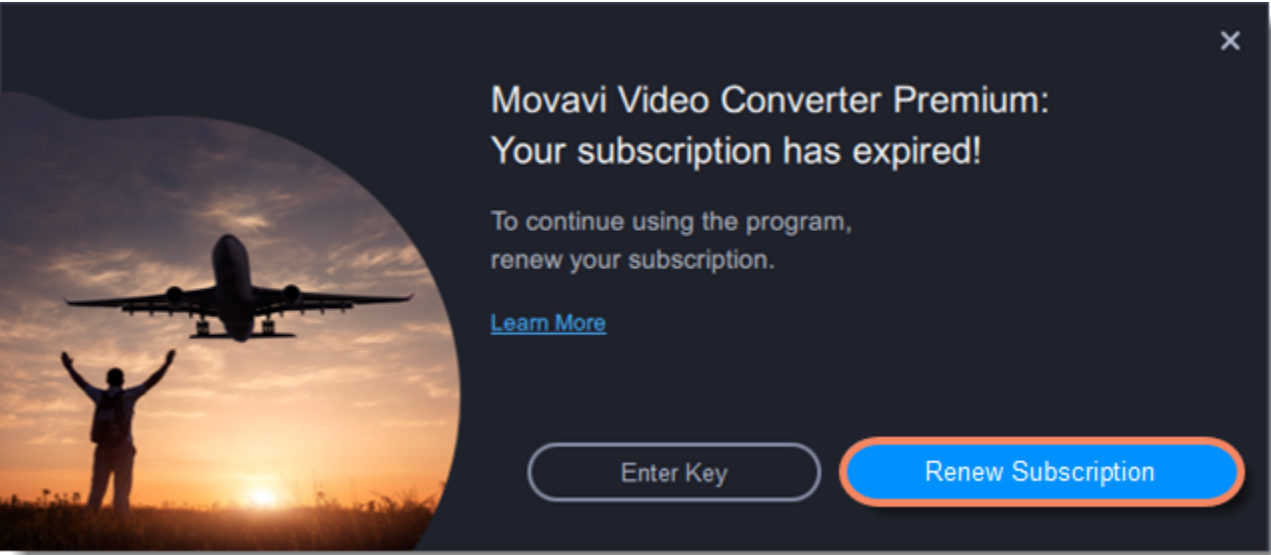
If you see this window, you need to extend your subscription before it expires. To do this, click **Extend Subscription**.



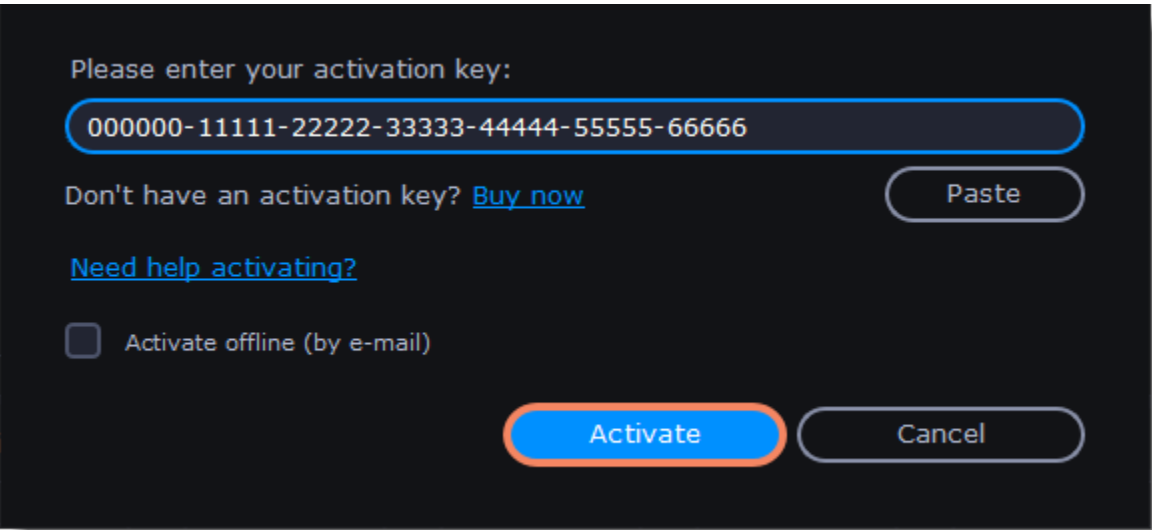
A web page will open, where you can pay for the license. After the purchase, you can enjoy the full version again!
If you don't extend the subscription, the program will stop working in 7 days.

My subscription has expired

If your subscription has already expired, you need to renew it to continue using the program.
To renew your subscription, click the **Renew Subscription**. A web page will open, where you can buy a new subscription.



After you make a purchase, you'll receive the activation key in an e-mail. Copy the key and paste it into the program window. Then click **Activate**. Done!



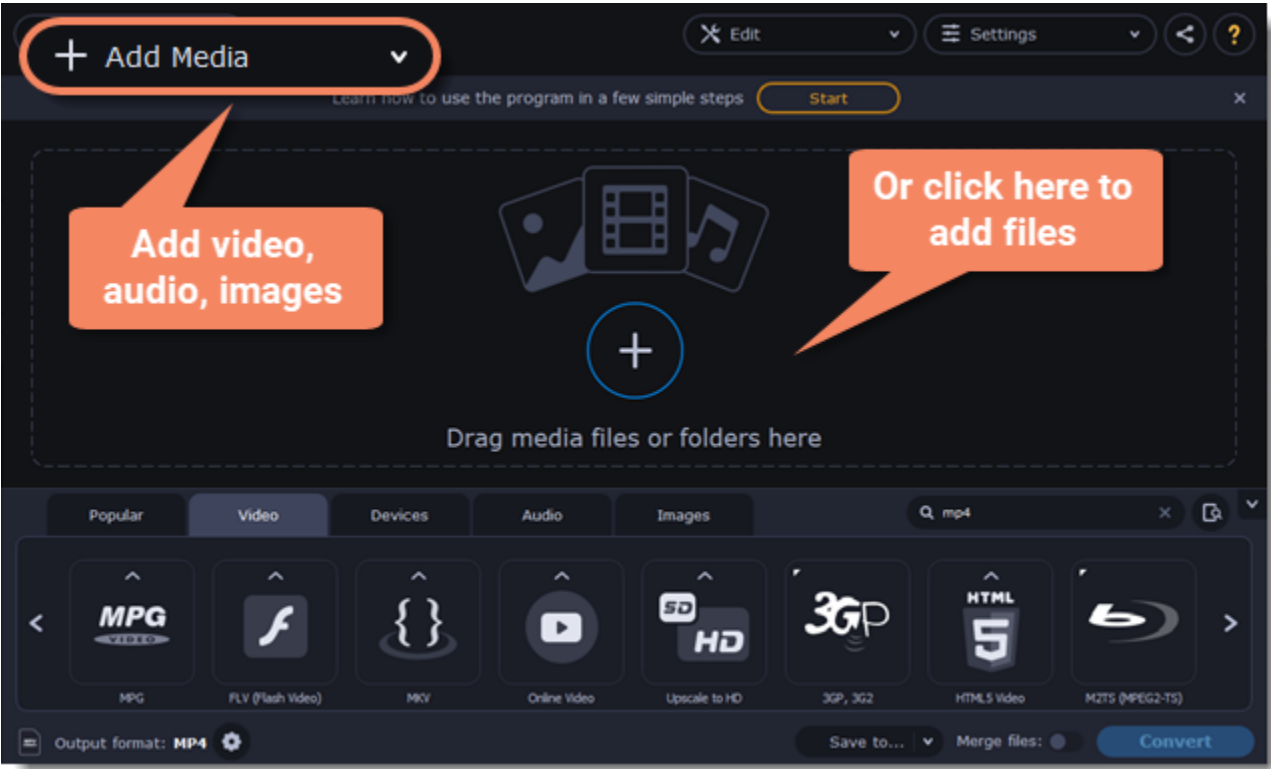
- Having problems with activation?**
- Make sure you have entered the activation key correctly and try again
 - Check that you are activating the right application
 - Make sure you have administrator rights on your computer
 - If you haven't receive the key within an hour, check the **Spam** folder of your mailbox

If you have any questions or problems while activating your Movavi software, feel free to contact us and we'll help you out!
Our e-mail: support@movavi.com
[Click here to open live chat](#)

Quick start guide

Open media files

Click **Add Media** to open the files you want to convert or drag them onto the **Movavi Video Converter Premium** window. The files will now be added to the conversion queue.



Choose output format

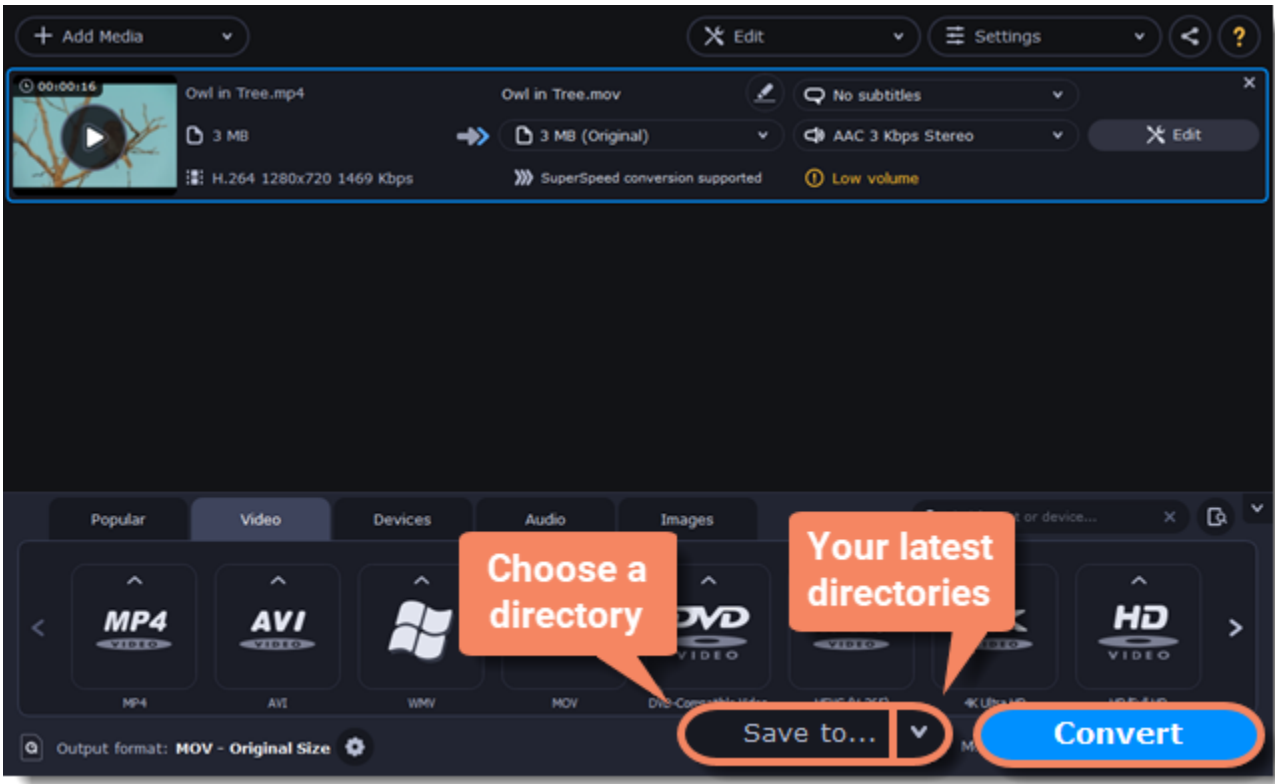
In the lower half of the window, you will find tabs for any type of files and devices — **Video, Audio, Images, Devices**. **Popular** is a tab with popular conversion formats. The used presets will be put into this tab the next time you start the program.

1. Click the desired tab. *For example, Video.*
2. Click the format you want to use. *For example, MOV.*
3. For video, choose the preset with the codec and resolution that you want to use.



Check output folder

- At the bottom of the window, click **Save to...** and choose a folder you to save converted files to. You can select one of your previous folders by clicking the check near the **Save to...** button.
- Finally, click the **Convert** button to start processing the videos. This may take anywhere from a few seconds to several hours, depending on the size and number of video files.



Convert

Finally, click **Convert** in the bottom right-hand corner to start processing the files.

Learn more:

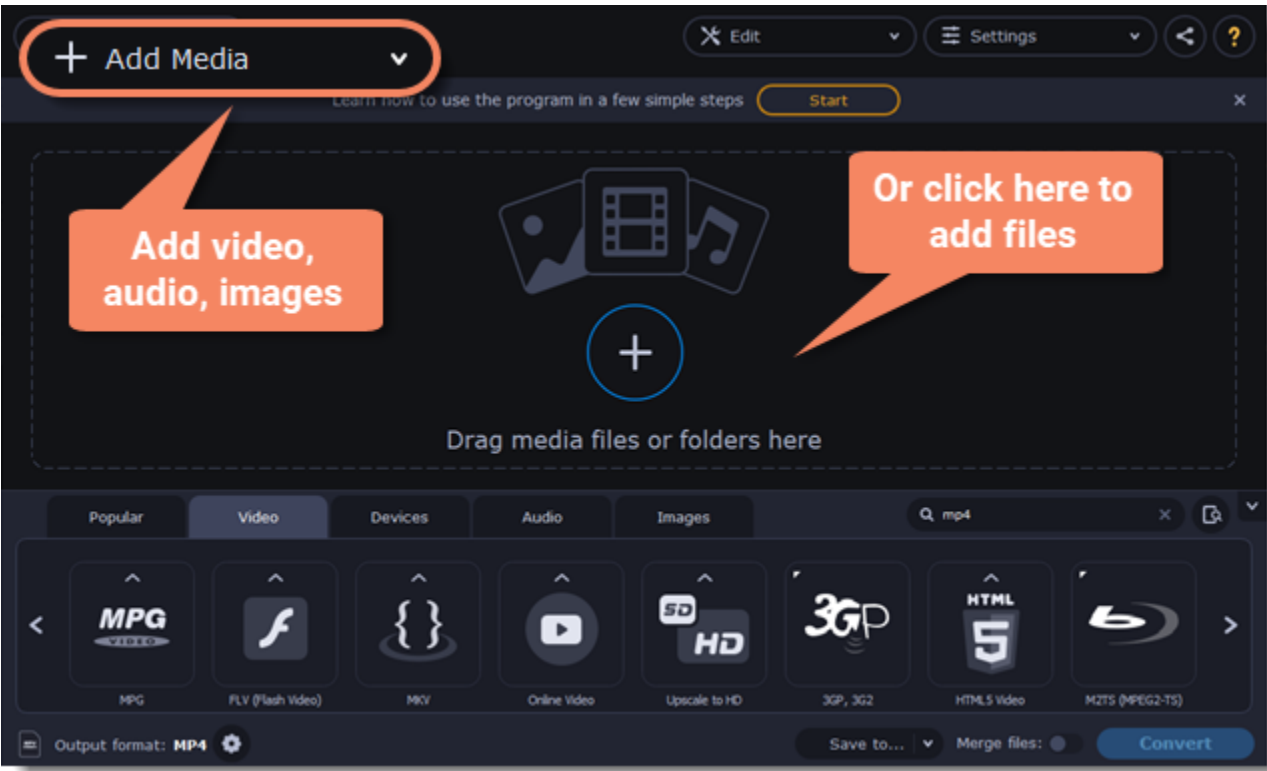
[Converting media files](#) | [Customizing presets](#) | [Editing media files](#)

Converting media files

Open files

1. Click the **Add Media** button at the top and choose the desired type of file.
2. A **File Explorer** dialog box will open. Select the files you want to convert.
3. Click **Open**. The files will now be added to the file list.
4. Or drag and drop files into the program or click in the center of the main window.

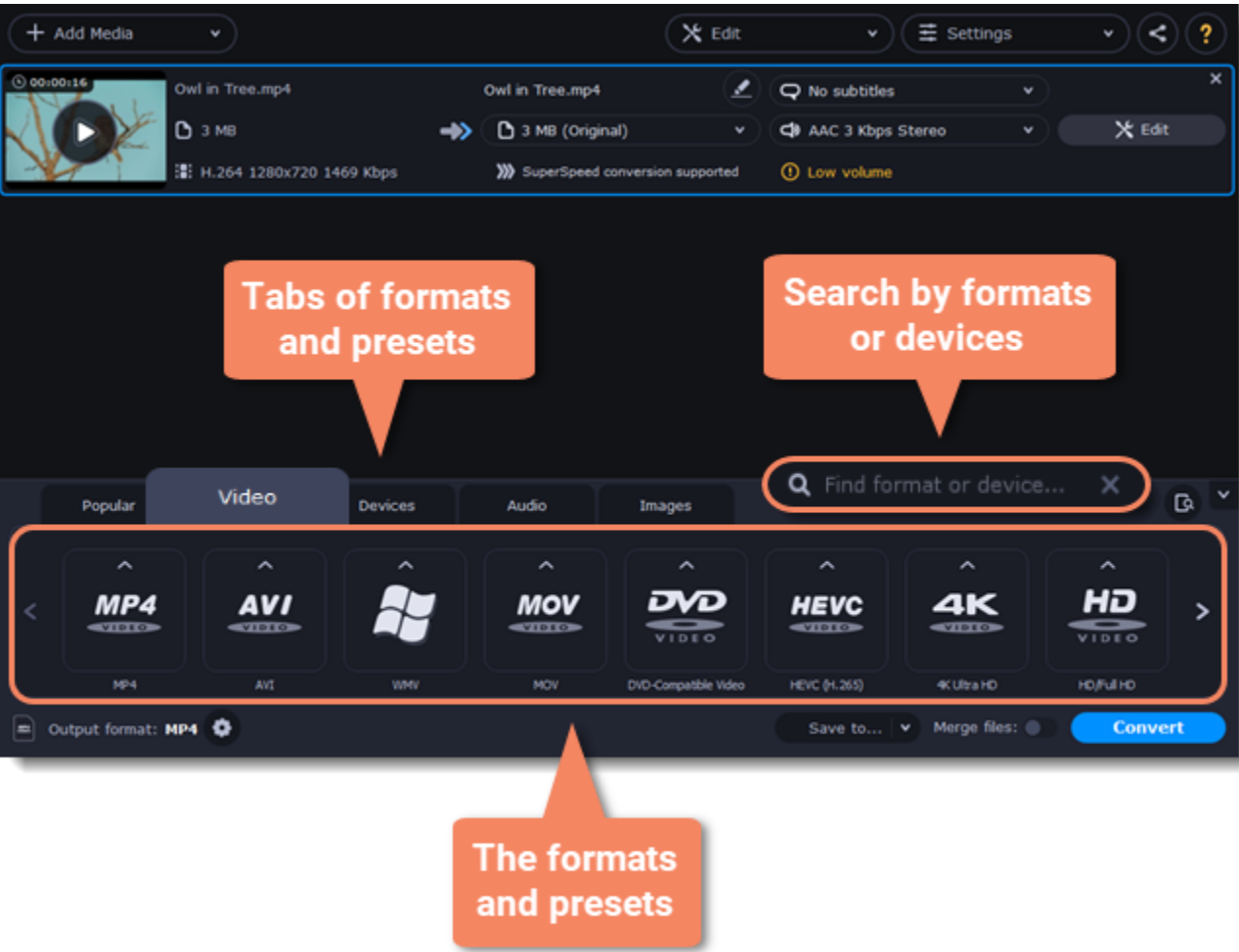
[Opening media](#)



Choose output format

In the lower half of the window, you will find tabs for any type of files and devices – **Video, Audio, Images, Devices**. **Popular** is a tab with popular conversion formats. The used presets will be put into this tab too.

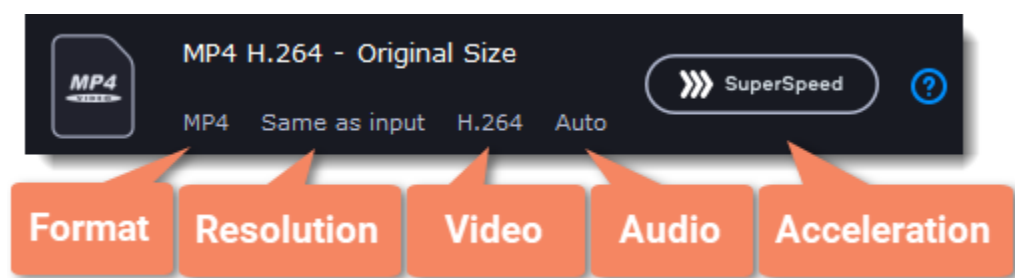
- 1. Click the desired tab, **Video**, for example.
- 2. Click the format you want to use. You can also type format or device name into the search field.



- 3. For video, choose the preset with the codec and resolution that you want to use.

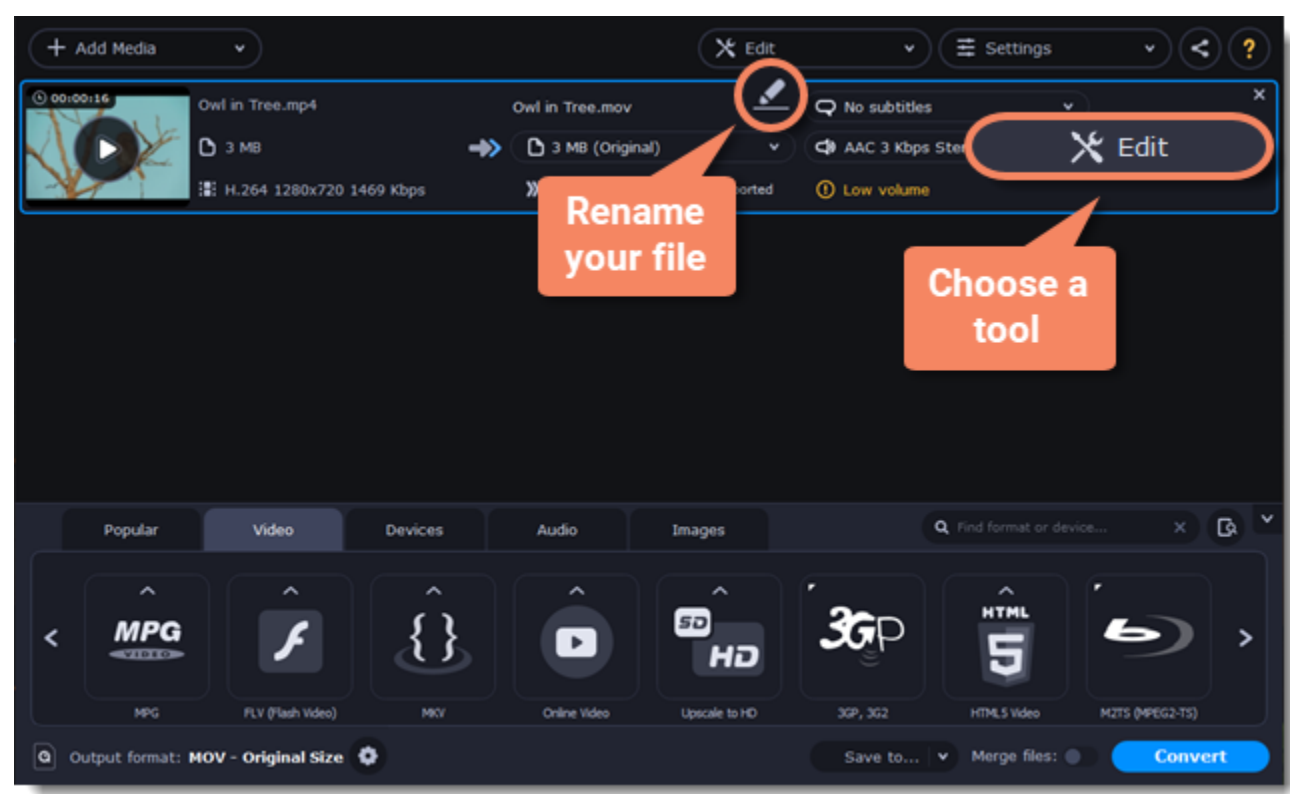


Each preset displays information about the video, audio, and other output parameters that can help you choose the right one. Learn more about file [media streams](#) and [customizing presets](#).



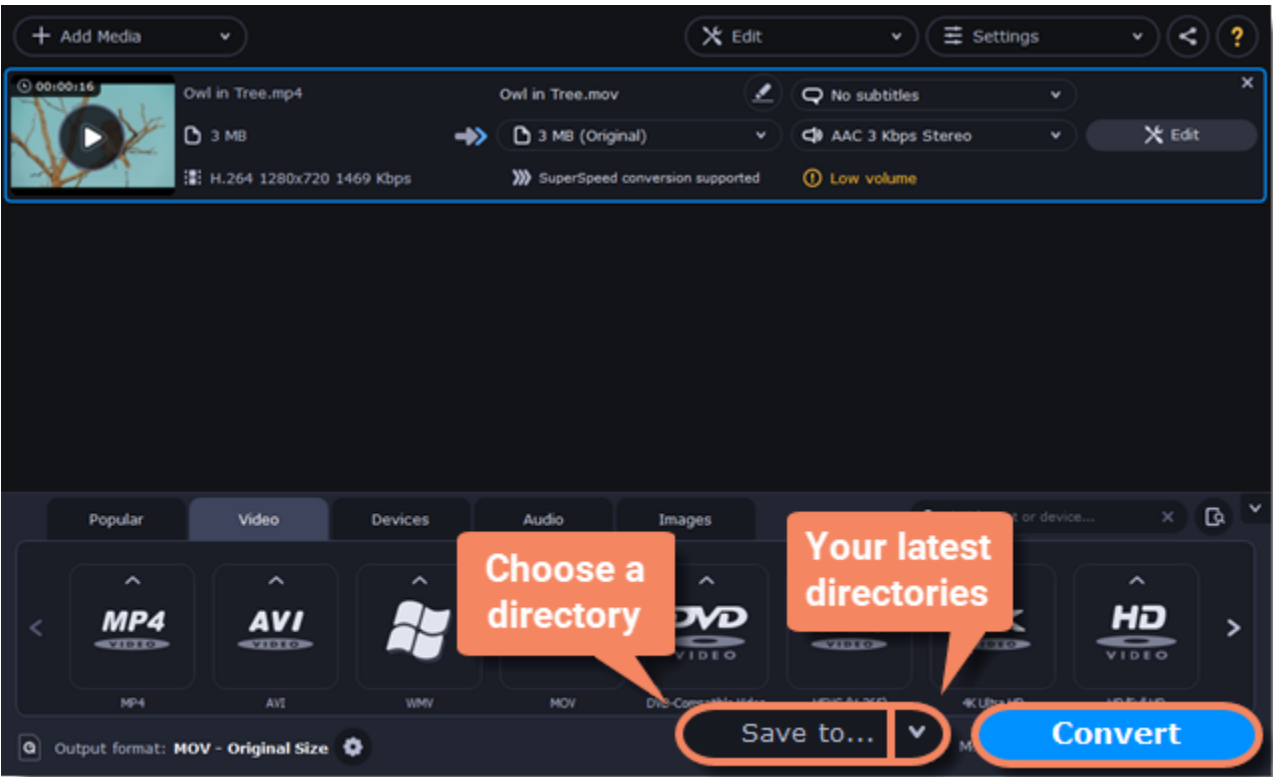
Edit and rename the file

- If you want to edit one of the videos, click the **Edit** button next to it to open the Editor window.
 - To rename the file, click the pencil icon next to the output file name and enter the new one into the **Output file name** box. Then, click **OK** to accept.
- [Learn more about Editing files](#)



Check output folder

- At the bottom of the window, click **Save to...** and choose a folder you to save converted files to. You can select one of your previous folders by clicking the check near the **Save to...** button.
- Finally, click the **Convert** button to start processing the videos. This may take anywhere from a few seconds to several hours, depending on the size and number of video files.

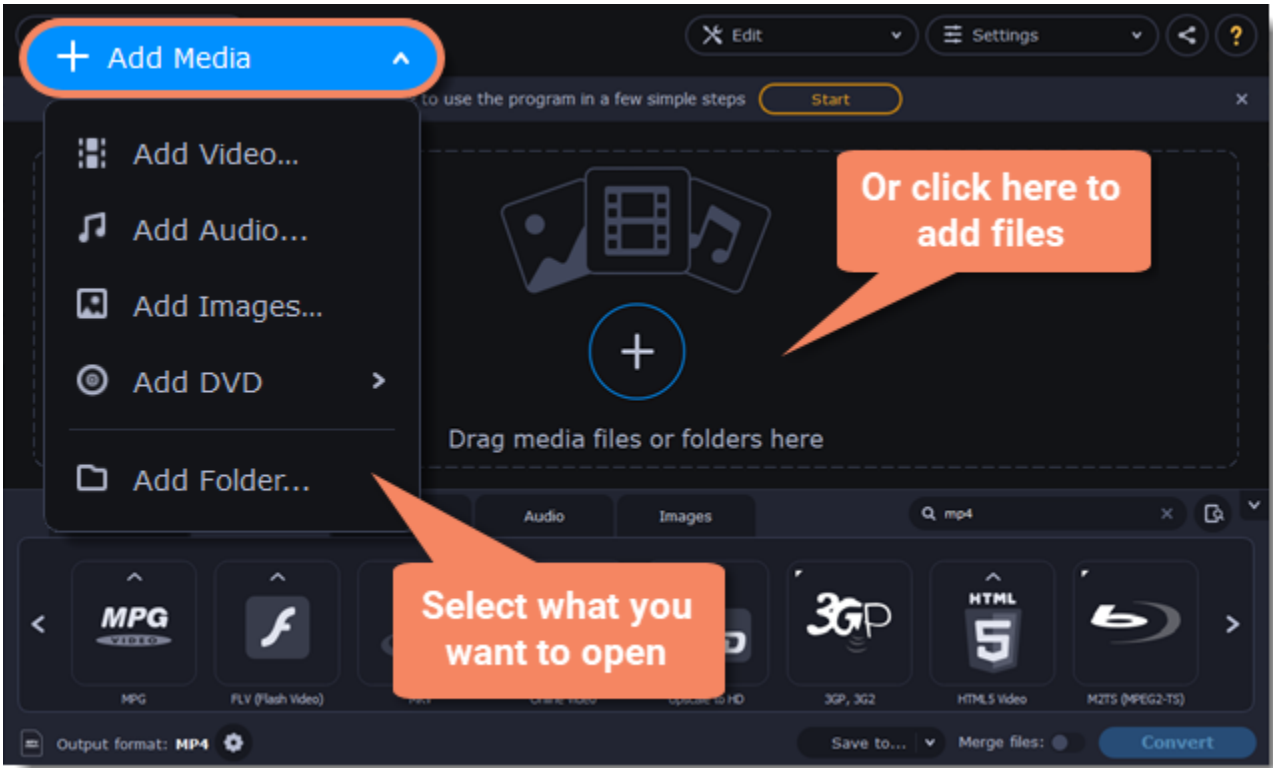


Opening media

To begin converting media files, you will first need to open them in **Movavi Video Converter Premium**.

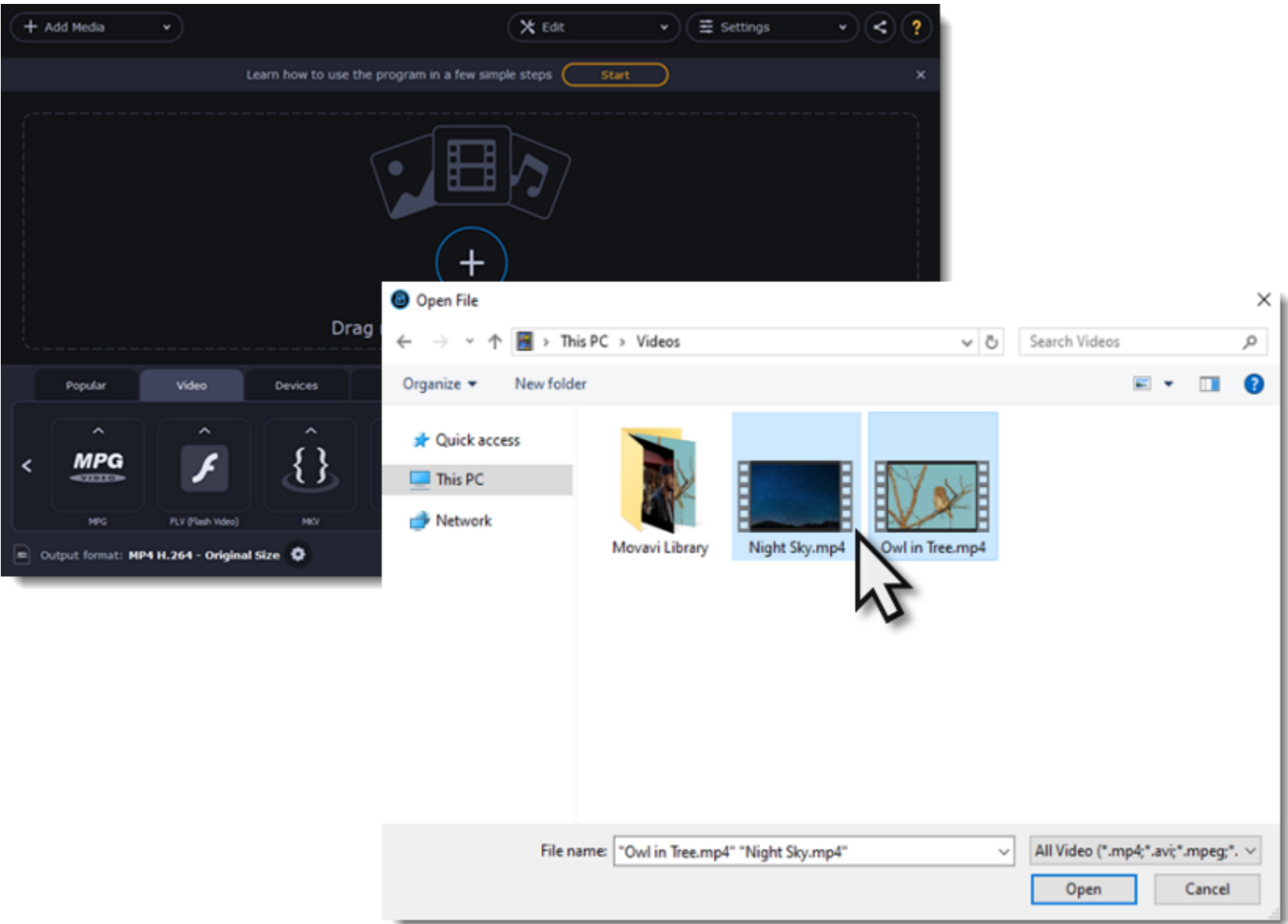
Add media

1. Click **Add Media** at the top of the window.
2. Click one of the buttons to open files of that media type.
3. A **File Explorer** window will open. Find the files you want to convert and click **Open** to add them to the queue. Or simply drag the files from any **File Explorer** window onto **Movavi Video Converter Premium** to add them to the queue.



Drag and drop

Find the files you want to convert in **File Explorer** and drag them onto the **Movavi Video Converter Premium** window. The files will now be added to the conversion queue.



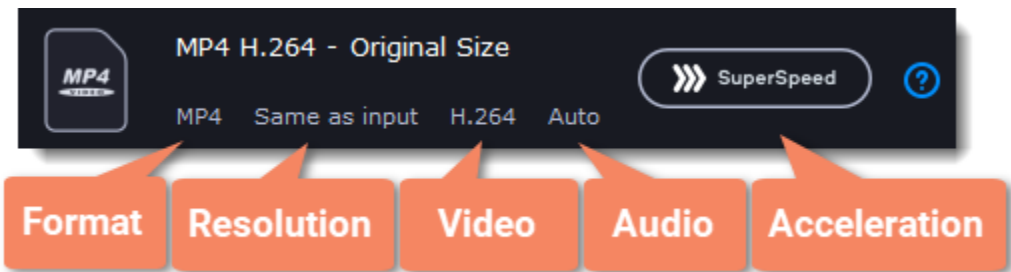
Choosing output format

After you've [added media files](#), it's time to choose the output format for converting all of the files in the list. Follow the steps below to choose a video output format.

1. In the lower half of the window, click the desired tab to see a list of formats. *For example, Video*
2. Click the format that you want to convert the files to. A list of presets for this format will appear. *For example, MOV*
3. Choose the video codec and resolution that you want to use.
To convert without changing the resolution, choose the preset marked with "Original size" or "Same as input".



Each preset displays information about the video, audio, and other output parameters that can help you choose the right one.



Choosing the right resolution

A video's resolution is its size in pixels, horizontally and vertically. It is usually listed as the width times height: 1920x1080, or just the height: 1080p. This means that the video is 1920 pixels long and 1080 pixels tall. The higher a video's resolution, and the more pixels it has, the more detail it can preserve.

First of all, you need to know the original file's resolution. To do that, check the video information next to the file's preview. When you choose the output resolution, select the same resolution to preserve the original quality, or choose a lower resolution to reduce the file size.

Advanced settings

If you can't find a suitable preset, you can select the necessary properties manually. Click the **Customize** button next to the '*Output format* ' box to modify the video and audio properties of the currently selected preset.

[Learn more](#)

Compressing files

Compressing videos can help reduce the size of the output file by reducing their bitrate. When you compress a video, it loses some of its original quality, but even a small bitrate reduction can make the file significantly smaller.

Open files

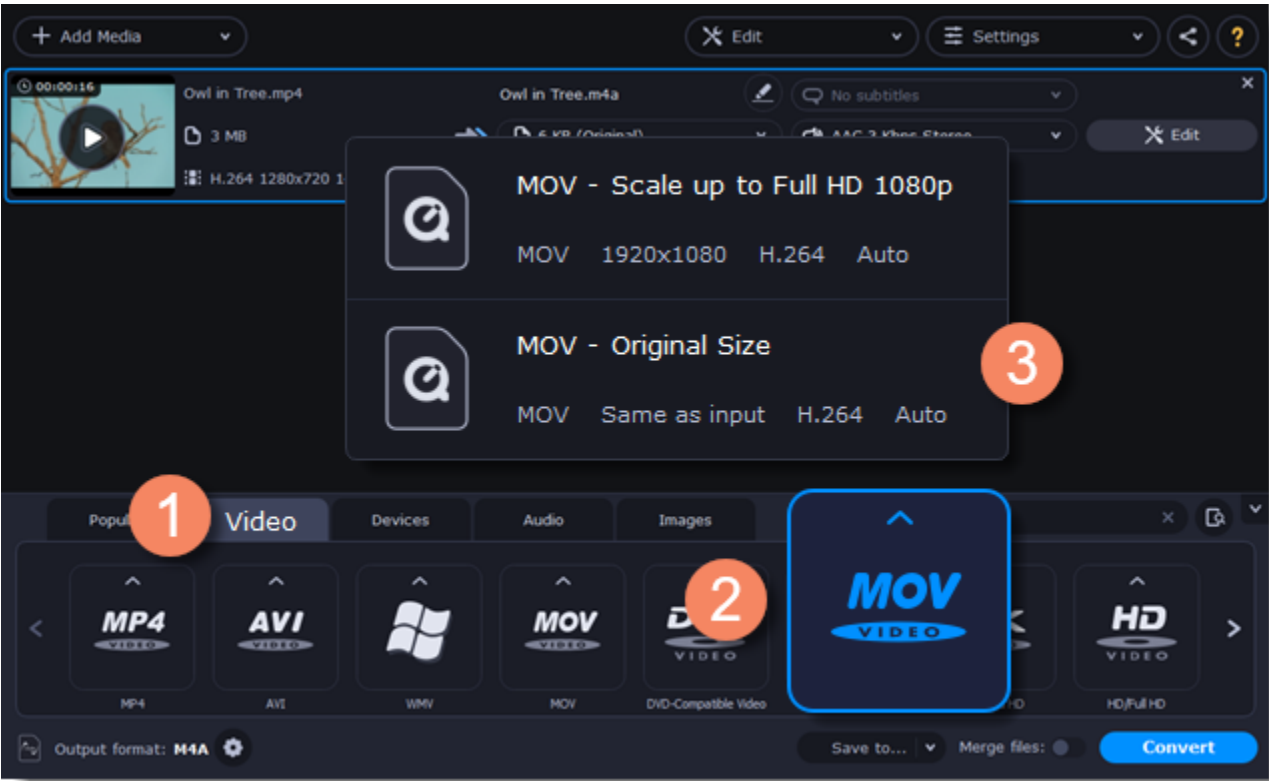
Open the files you want to compress.

[Learn more](#)

Choose the output format

The video's format and resolution play a very important role in the output file size.

1. Click the **Video** tab to see a list of video formats.
2. Click the format you want to convert the videos to.
- Note:** Some formats and codecs compress video better than others. If you're not sure which format to choose, use the MP4 format with the H.264 codec for the best size to quality ratio.*
3. From the format list, choose the resolution that you want to use.



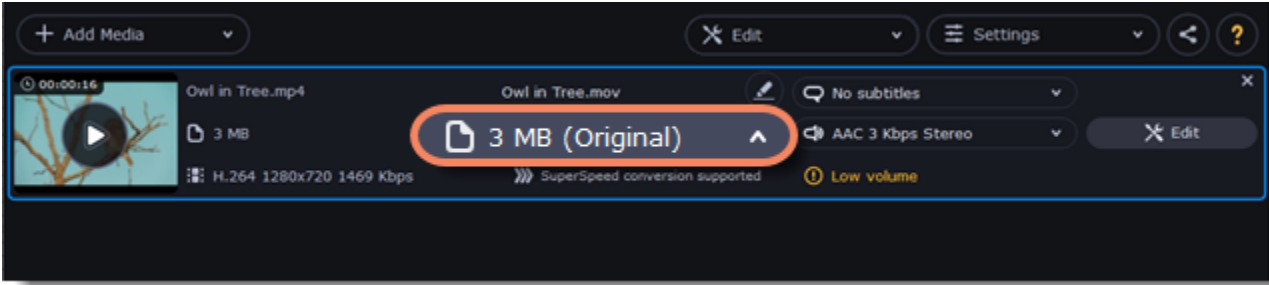
Choosing the resolution

A video's resolution is the number of pixels in every frame. A higher resolution can preserve more information and quality, but it also requires more disk space. Select a slightly lower resolution if the video is very large. For example, you can convert 1080p videos to 720p.

[Learn more](#)

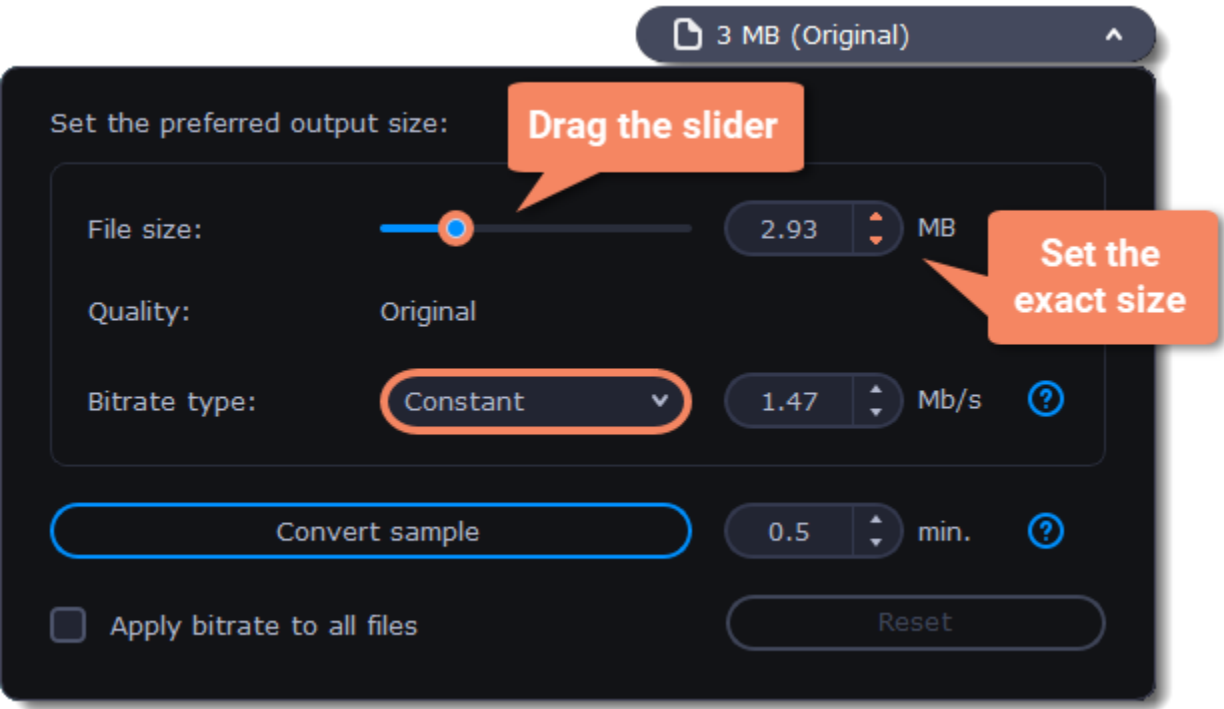
Compress video

1. In the file list, check the file's output size in the second column from the left.

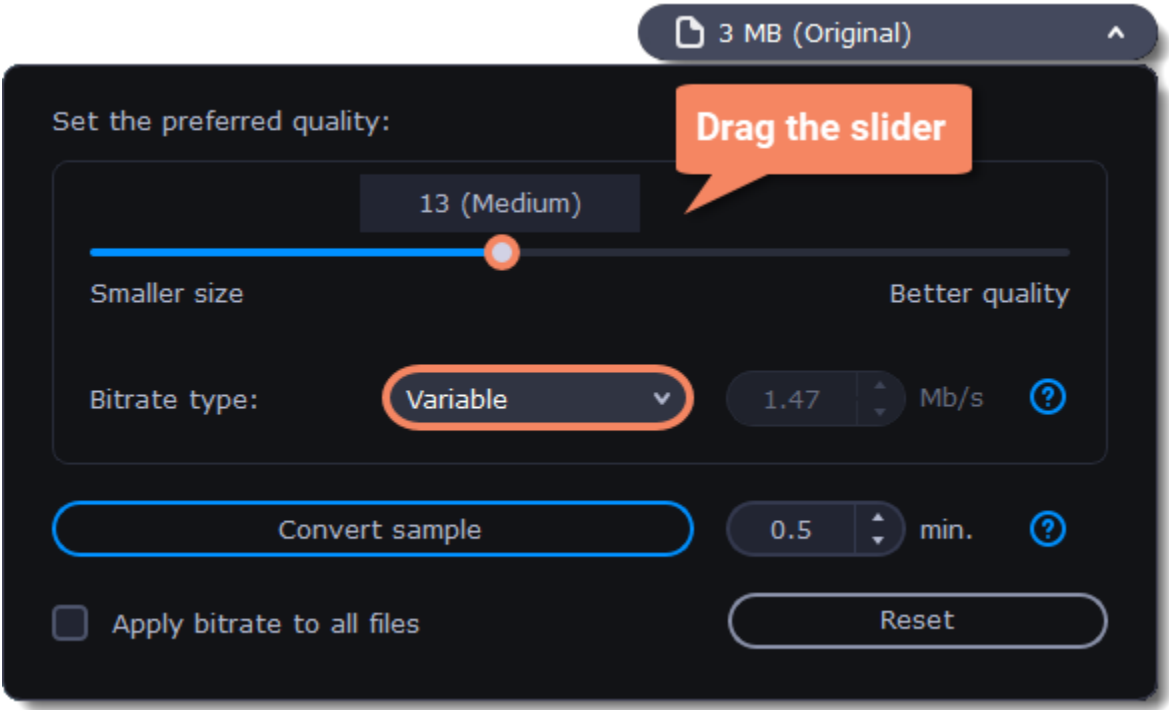


2. Click the file size information to show compression options. There, choose the bitrate type.

Constant bitrate (CBR) allows you to get an output file with the exact size (recommended for DVD recording and streaming). During CBR encoding, the bitrate or the number of bits per second is kept the same throughout the encoding process.



Variable bitrate (VBR) allows you to reduce output file size up to two or three times saving the quality. But the file size cannot be predicted. During VBR encoding process the bitrate of the media file will dynamically increase or decrease depending on the media files bitrate needs. Use VBR unless you have a specific need for playback on a device that only supports CBR.



3. Click **Apply bitrate to all files** in the compression box if you want to unify quality of the files.

If you want to check the quality of the output file without converting the whole file, click the **Convert sample** button. You can set the duration of the fragment to the right of the button. The folder with the converted fragment will be opened automatically.

Convert

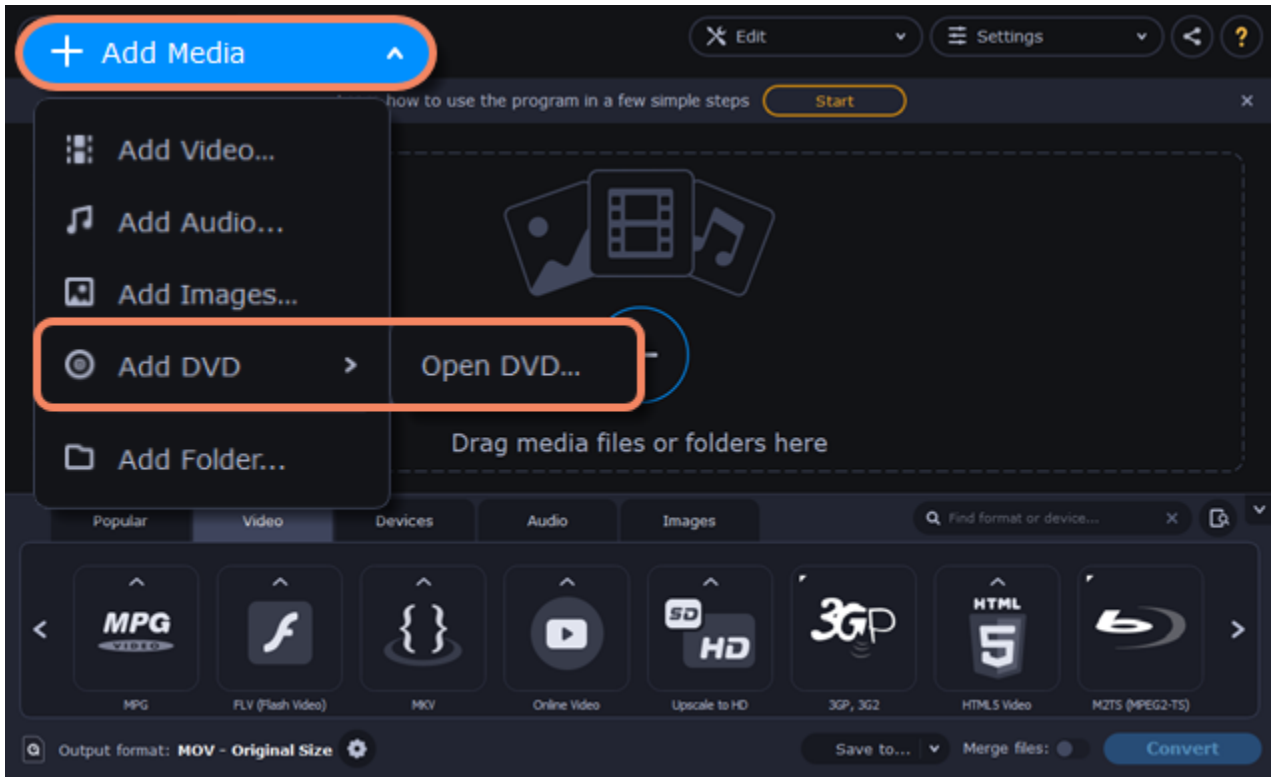
Click **Convert** to start processing the compressed file.

Converting DVDs

The era of the DVD disc is coming to an end, and not all homes now have a DVD drive. Make your favorite movies future-proof by backing them up to your computer.

Open DVD

- 1. Insert the disc into your DVD drive. If you have an external DVD drive, connect it to the computer.
- 2. Click **Add Media** in the upper left-hand corner of the window.
- 3. Hold your mouse pointer over **Add DVD**.
- 4. Click the disc name in the menu that appears. If you don't see the DVD in the list, click **Open DVD** and find the DVD location.



Tip: some DVDs are protected from illegal copying and cannot be converted. Movavi Video Converter Premium is not intended for copying protected media.

Choose video format


1. In the lower part of the window, click the **Video** tab to see a list of video formats.
2. Choose the group with the format you like.
3. Click that format and pick a video resolution. To convert with the original resolution, choose the line marked with "Same as input".



Choose files and streams (optional)

Many DVDs come with bonus clips, as well as a number of subtitle tracks. Select just the files you need to save disk space:

Bonus files

To remove bonus files that you don't need, click the  icon to the right of the video.

Audio tracks

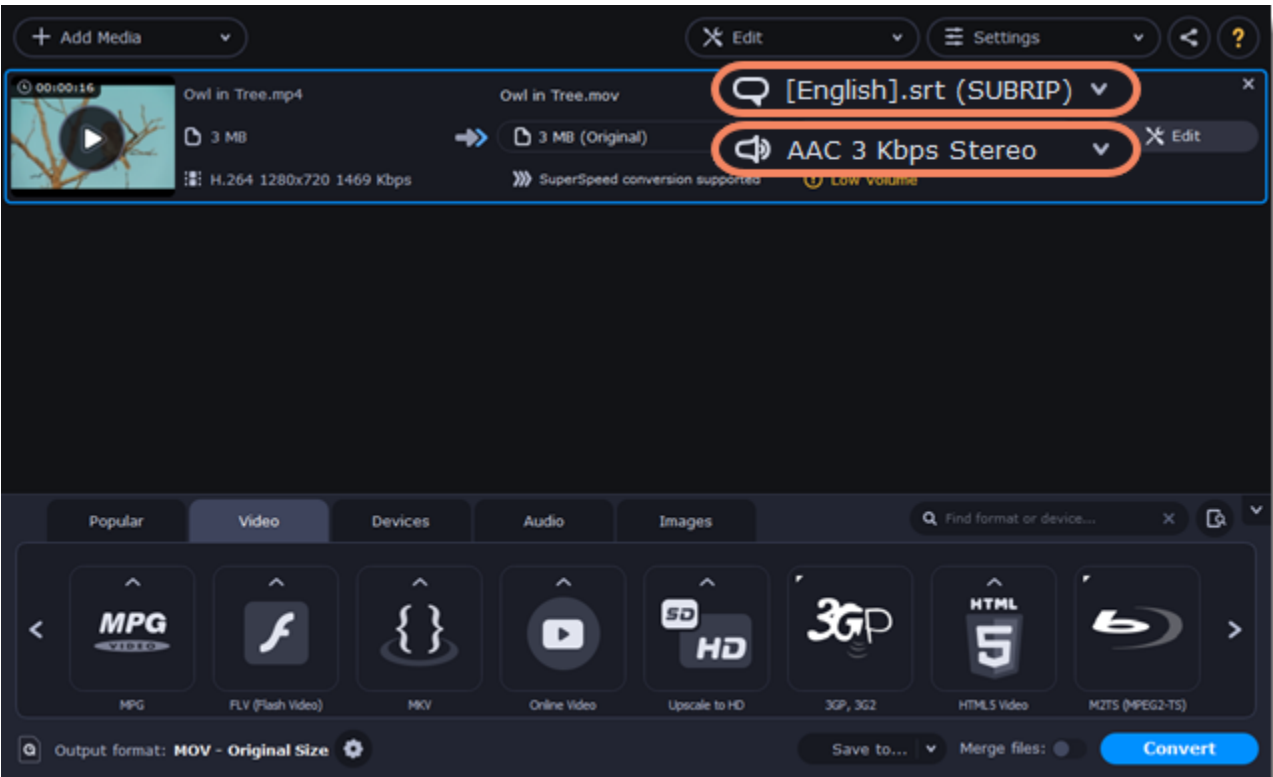
1. Find the audio information in the right-hand part of the file list and click on it to open the list of audio tracks.
2. Deselect the audio tracks that you don't want to keep.

[Learn more about audio tracks](#)

Subtitles

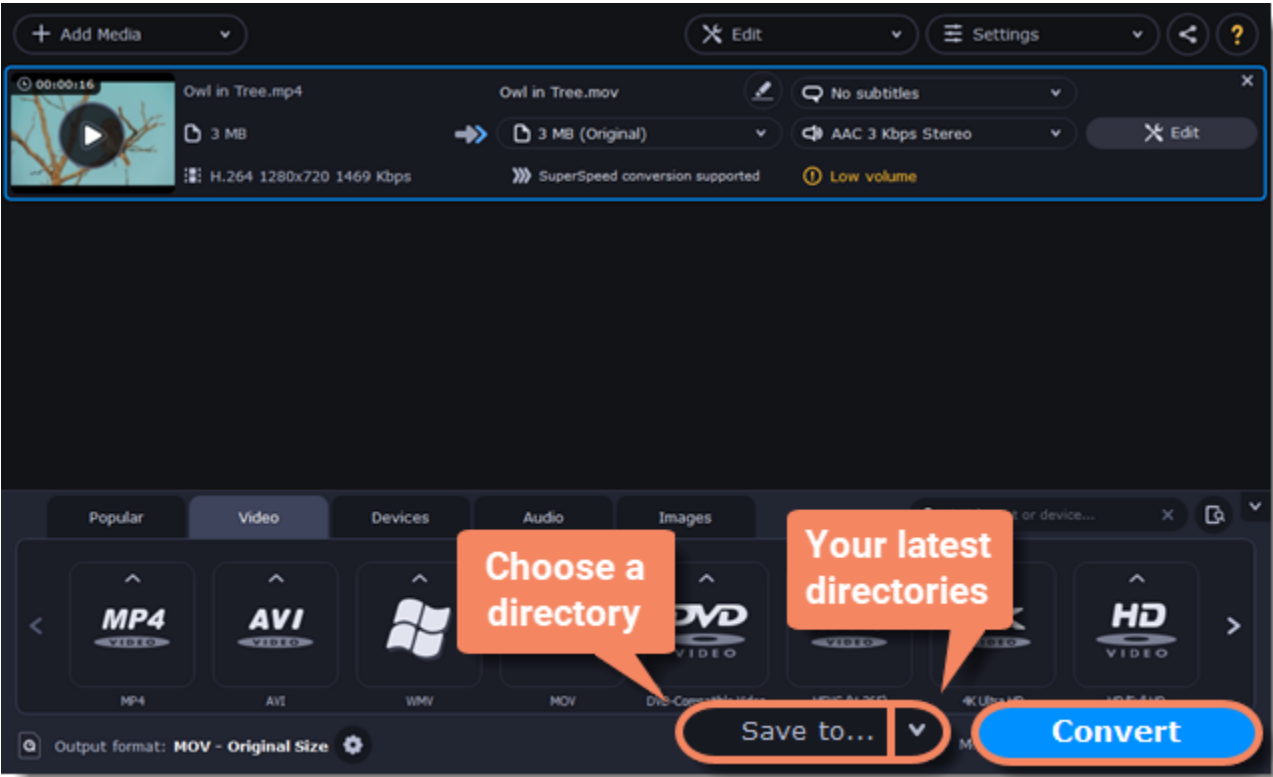
1. Find the subtitle information in the right-hand part of the file list and click on it to open a list of available subtitles.
2. Choose the subtitle track that you want to keep.

[Learn more about subtitles](#)



Convert

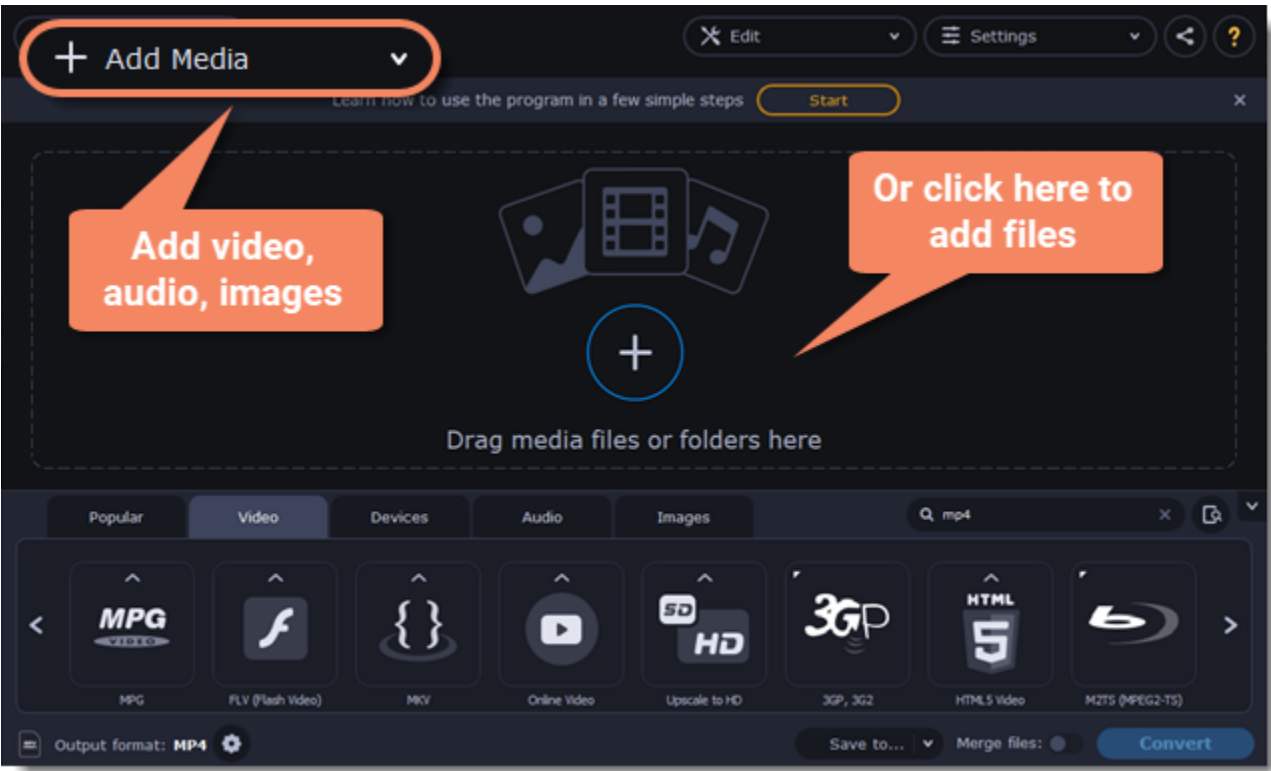
- At the bottom of the window, click **Save to...** and choose a folder you to save converted files to. You can select one of your previous folders by clicking the check near the **Save to...** button.
- Finally, click the **Convert** button to start processing the videos.



Creating GIFs from videos

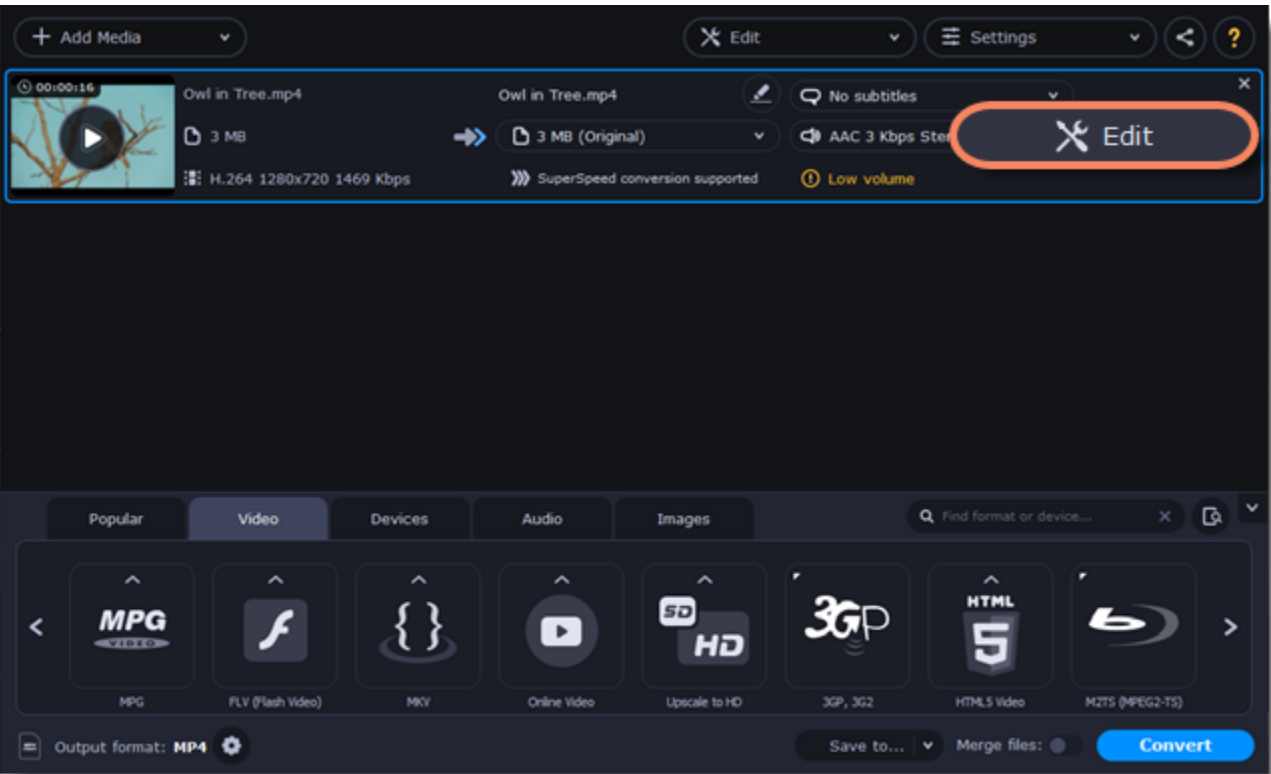
Open a video

1. Click **Add Media** in the upper left-hand corner of the window and choose **Add Video** from the pop-up menu.
2. Find the video you want to turn into a GIF and click **Open**.

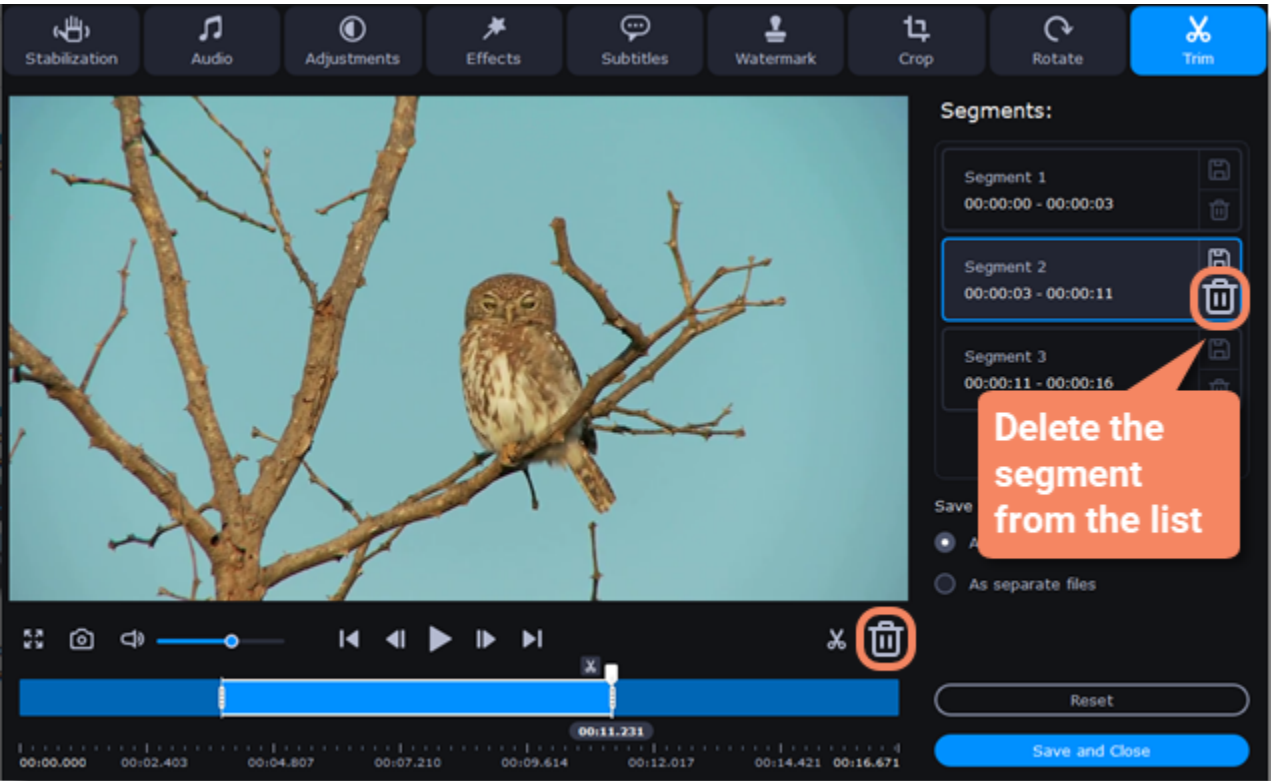


Trim the video

Usually, GIFs are pretty short, which means you'll need to trim the video to show just the important part.
1. Click the **Edit** button next to the video in the file list to open the Editor window.



- 2. Cut the video as you need.
 - 3. Click **Save and Close** to finish trimming and close the editor.
- [Learn more about trimming files](#)



Choose GIF format

- 1. In the lower half of the window, click the **Images** tab to see image formats.
- 2. Click **GIF** to see GIF conversion options.

3. Choose a size for your animated GIF. *For example, "Medium GIF".*
4. **(Advanced)** To change the frame rate, click the **Customize** button next to the output format at the bottom to customize the selected preset. In the settings window, choose the **frame rate** you need and click **OK**. Higher frame rates will make the movements seem smoother, but will increase the GIF's file size.

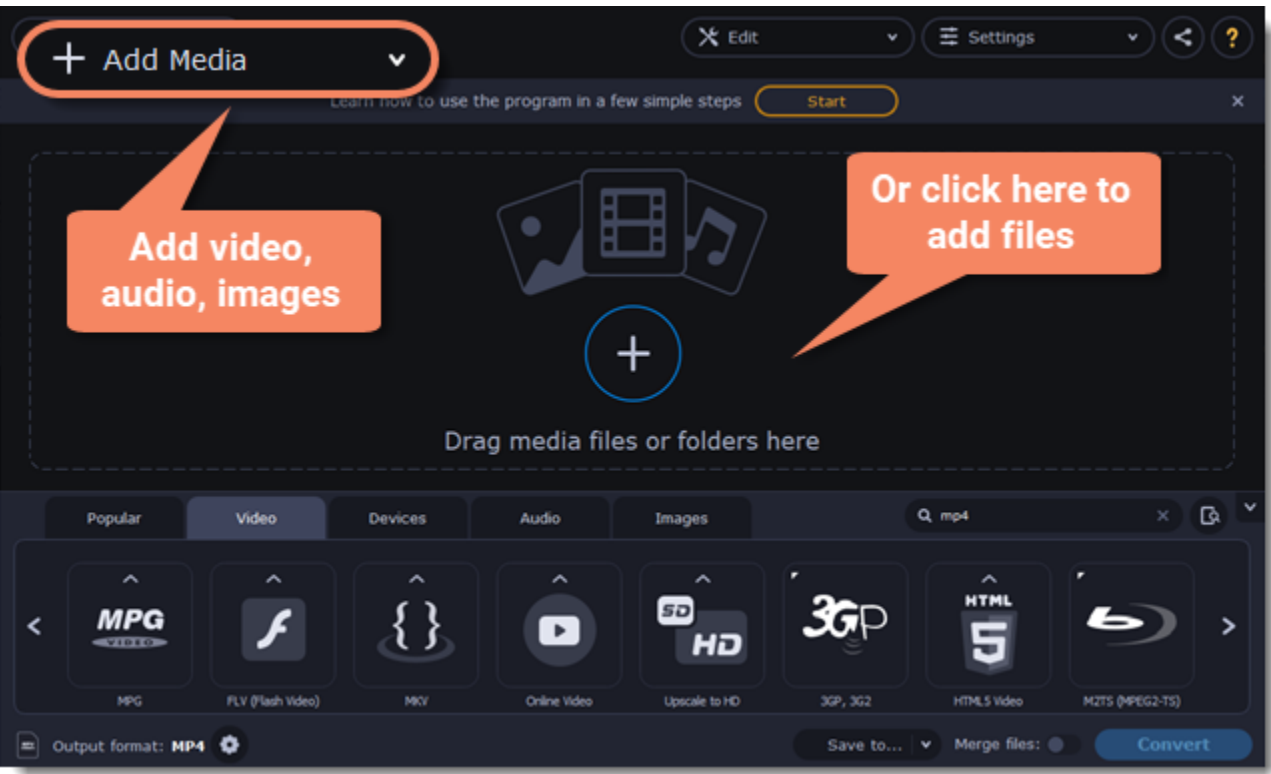


Save the GIF

1. At the bottom of the window, click **Save to...** and choose a folder you to save converted files to. You can select one of your previous folders by clicking the check near the **Save to...** button.
2. Click **Convert** to save your animated GIF.

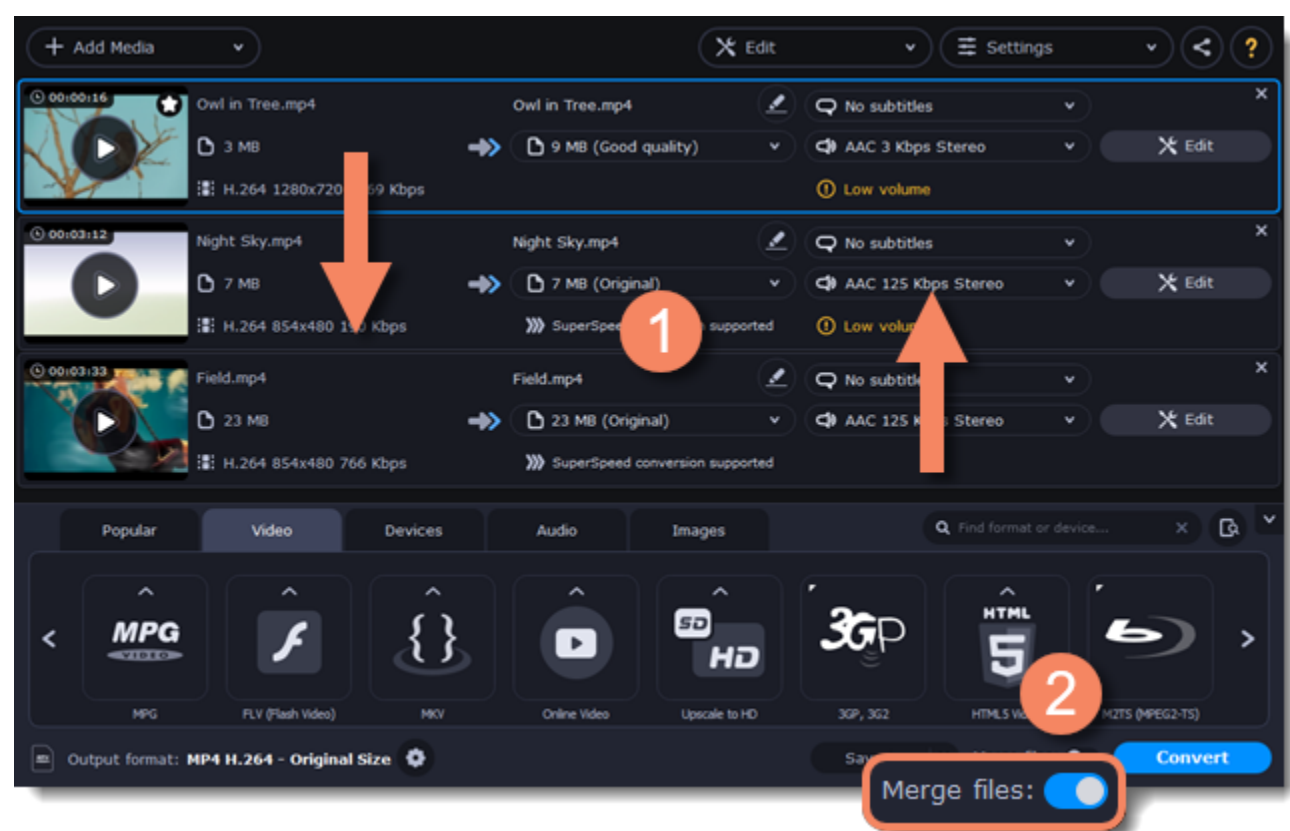
Merging files

- Add files**
- Click Add Media in the upper left-hand corner and choose Add Video from the pop-up menu. Open the files you want to merge.



Merge files

1. The files will appear in the joined video in the same order as they are shown in the list. Drag the files with your mouse to the right order.
2. Select the **Merge files** option at the bottom of the window. All the files in the list will now be queued for merging.



Convert

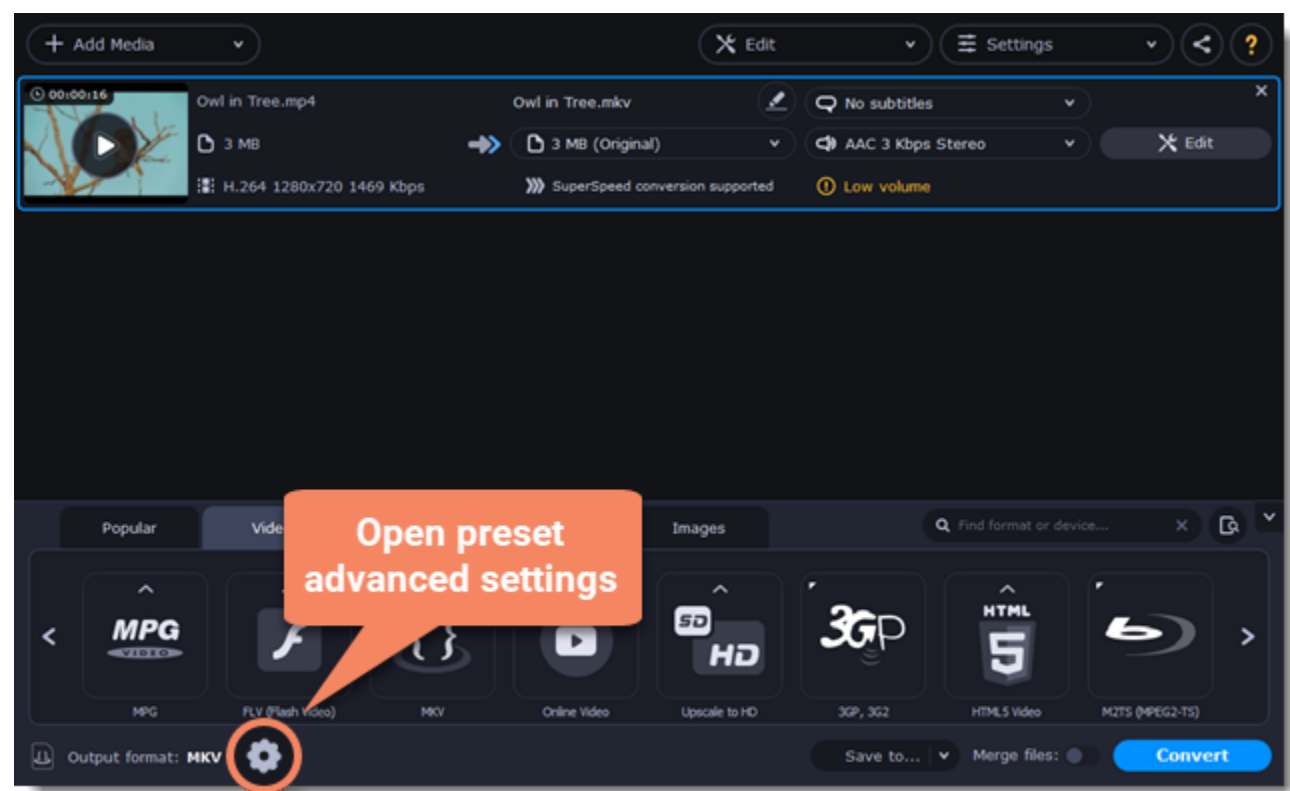
1. Select an output format for the new video. **See also:** [Choosing output format](#)
2. Click **Save to...** box and choose where to save the output video.
3. Click **Convert** to start joining the files.

Troubleshooting

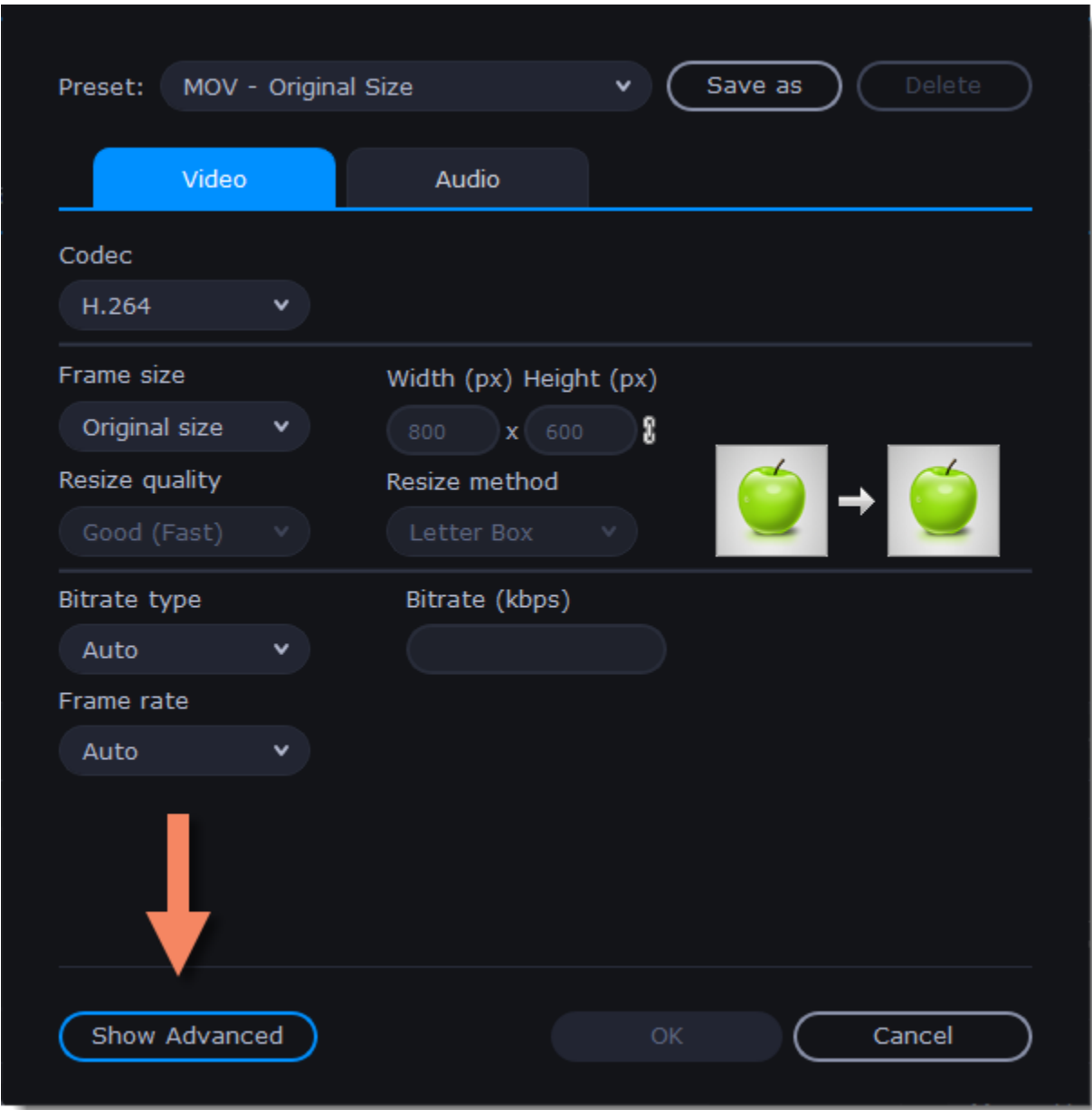
If you see an error after selecting the Join files option, make sure that all of the files in the list have the same number of audio tracks. Click the audio information and disable the extra audio tracks. **See also:** [Choosing audio tracks](#)

Customizing presets

After selecting a preset, you can manually modify it to change any output properties. To do that, click the cogwheel button next to the **Output format** box to open the settings for the selected preset.



To see more settings, click **Show Advanced** at the bottom of the settings window.



Two Pass Encoding

Encoding videos in two passes means that the encoder will go over the media file twice: first, to analyze the file and then to convert it using the collected data. This takes extra conversion time, however it allows for a higher output quality and possibly a slight reduction in file size.

- To enable two pass encoding:
1. Inside the **Settings** window, click **Show Advanced** to show the encoding settings.
 2. Under **Encoding type**, choose **Two Pass**.
 3. Click **OK** to accept the changes.

Tune settings

You can use **Tune** for advanced settings of H.264 videos.
Tune optimizes the preset settings for the best quality depending on the type of the input video:

- **Film** – for action movie content
- **Animation** – for animated cartoons
- **Grain** – for grainy, detailed video material
- **Stillimage** – for still image footage
- **PSNR** – for achieving high peak signal to noise ratio
- **SSIM** – optimization for structural similarity
- **Fast Decode** – for faster decoding
- **Zero Latency** – for streaming video.

Choosing an image format

Most applications and web services are limited to just a few image formats, and working with rare formats usually requires expensive software. Convert images to be able to use them wherever you like!

Open images

1. Click **Add Media** in the upper left-hand corner of the window.
2. Click **Add Images** in the pop-up menu.
3. Choose the images you want to convert and click **Open**.

Choose format

1. In the lower half of the window, click the **Images** tab to see a list of image formats.
2. Click the format you want to use.

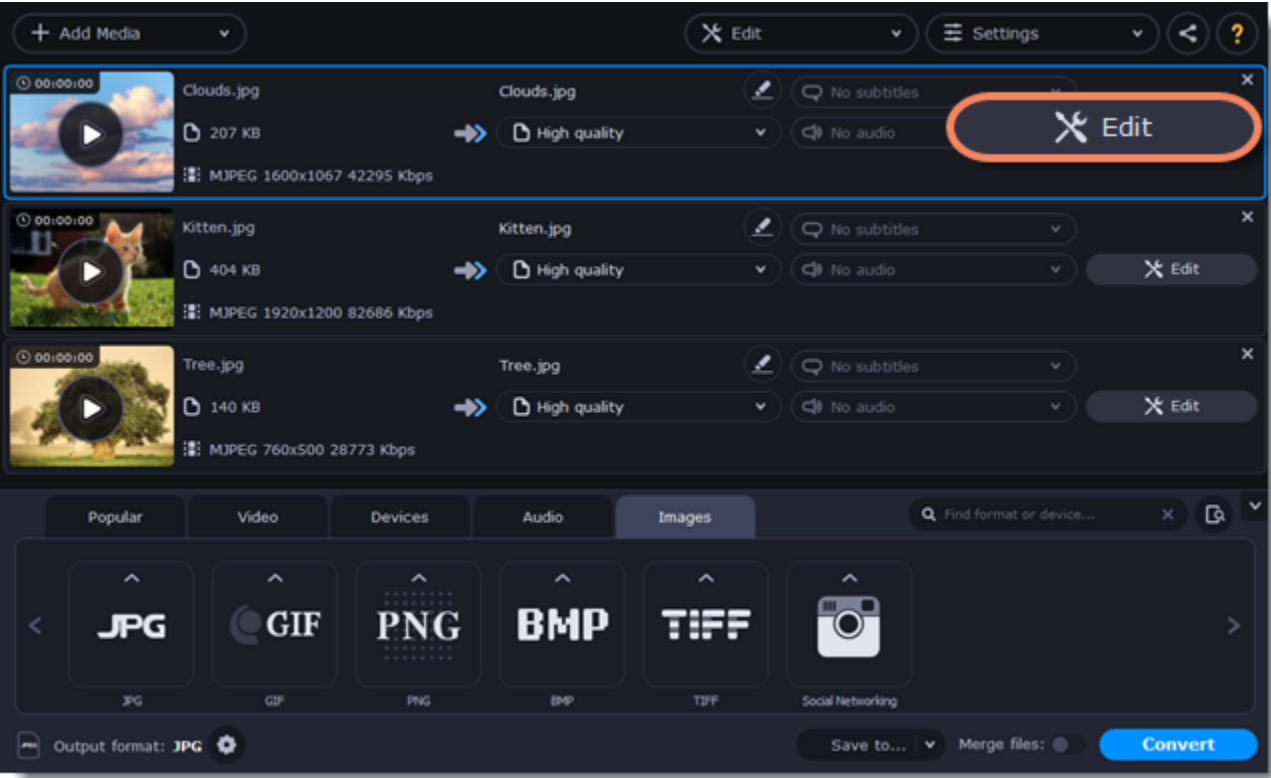
Note: not all formats support transparency. If the images have transparent areas, choose the PNG or BMP format.



Reduce the file size (converting to JPG only)
Click the file size to open settings, then drag the slider to reduce the image size.






Edit image (optional)
You can quickly fix or improve any images before converting. To do that, click the **Edit** button next to the image you want to adjust.



Learn more: [Applying a watermark](#) | [Enhancing colors](#) | [Cropping videos and images](#)

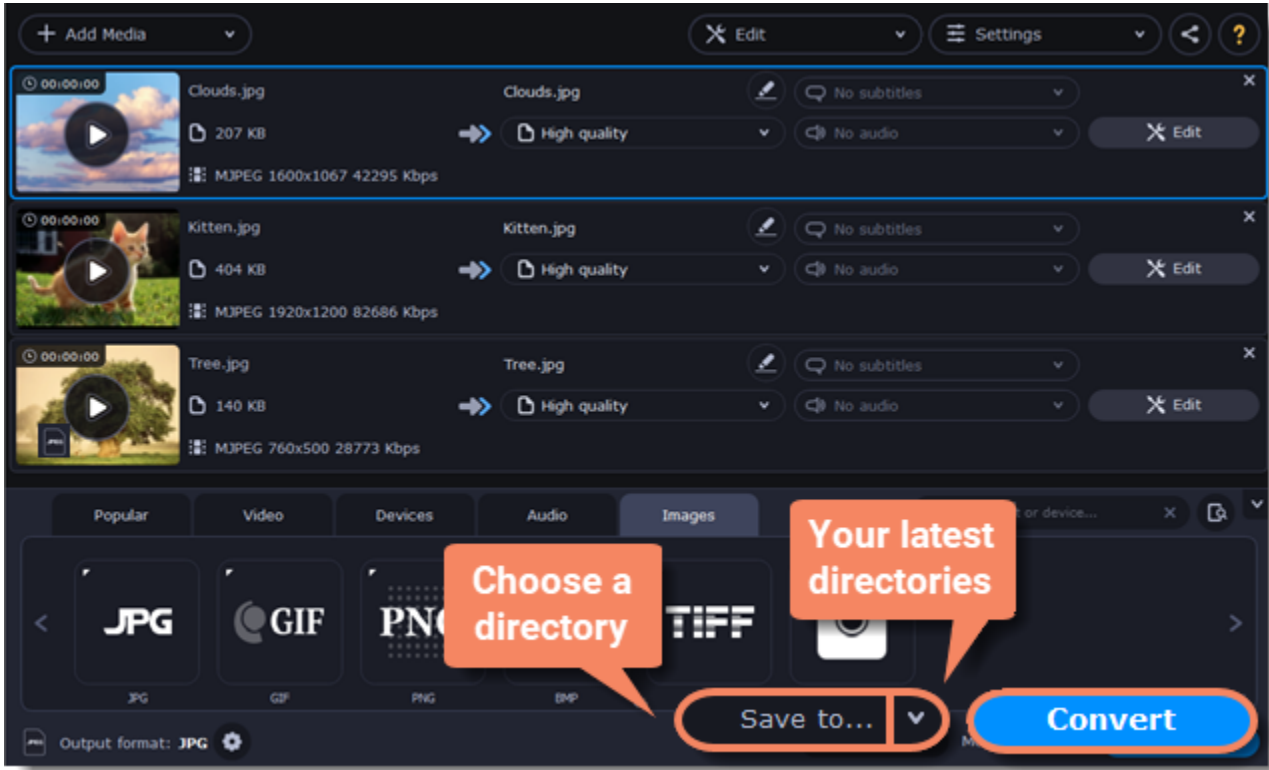
Resize images (optional)
To batch resize the images:

- At the bottom of the window, click the cogwheel icon  next to **Output format**.
 - Click the box under **Frame size** and choose a size that you want to use for all images, or choose any of the following and enter the size into the **width** and **height** boxes on the right:
 - Custom**: scales the images to exactly the size you specify.
 - Smart fit**: scales the images up or down as close as possible to the specified size without changing the proportions.
 - Up to size**: scales the images down as close as possible to the specified size without changing the proportions. Images smaller than this size will remain unchanged.
- To allow changing the image proportions, click the link icon next to the width and height boxes:  – locked,  – unlocked.
- If the new size is different from the original image proportions, choose a resize method for your images:
 - Letter box** – unused space will be filled with black.
 - Stretch** – the image will stretch to fill the entire area.
 - Crop** – the image will be resized to fill the entire area, and overflowing edges will be cut off.
 - Click **OK** to accept the changes. If you want to preview the result, click the **Edit** button next to an image.



Save and convert

At the bottom of the window, click **Save to...** and choose a folder you to save converted files to. You can select one of your previous folders by clicking the check near the **Save to...** button. Finally, click the **Convert** button to start processing the images.



Choosing an audio format

Even though MP3 is the most commonly used format, you may also encounter other formats, such as AAC or FLAC, which can preserve audio quality better, but aren't supported by all devices. Converting audio will not only let you play music on any device or player, but also organize and compress your media library.

Open music

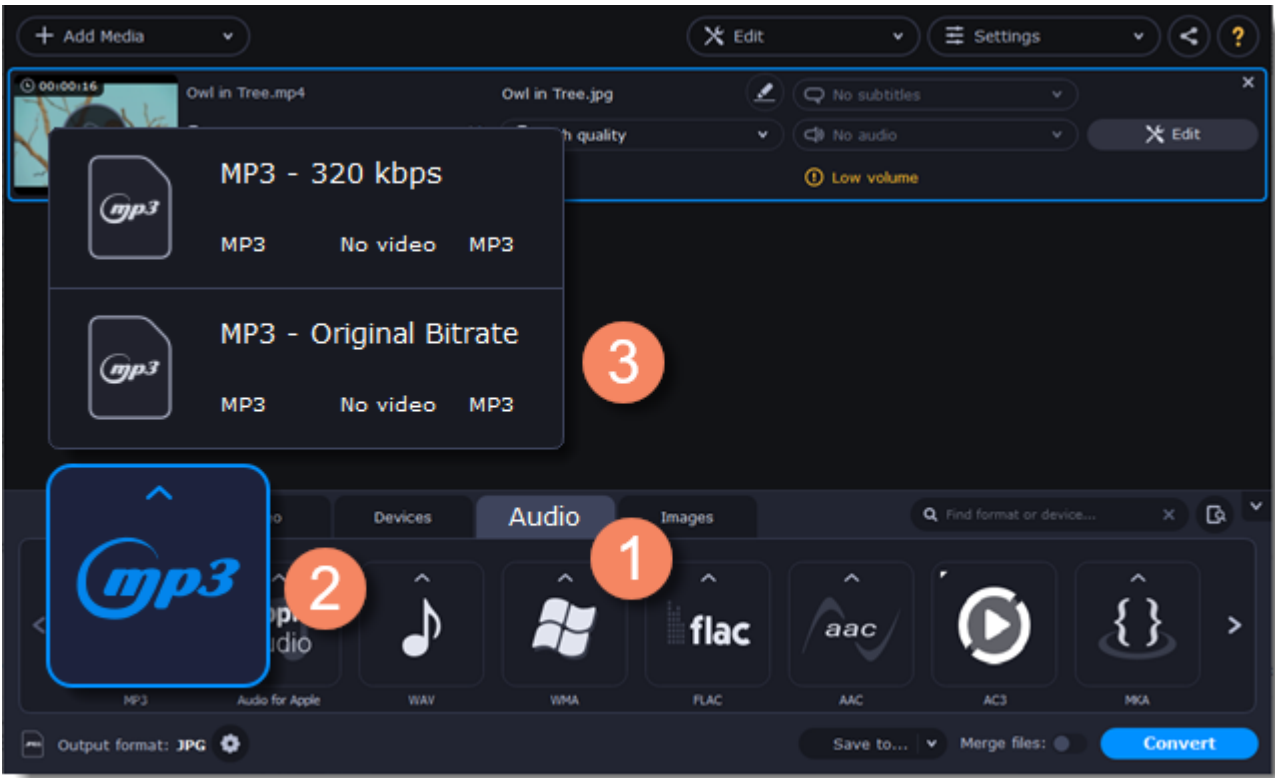
- Click **Add Media** in the upper left-hand corner.
- Click **Add Audio** in the pop-up list.

3. A **File Explorer** dialog box will appear. Choose the audio files you want to convert. Or simply drag the audio files onto the converter window.

Choose audio format

1. In the lower part of the window, click the **Audio** tab to see the list of audio formats.
2. Click the format you want to convert the audio to.
3. Choose the bitrate that you want to use. To convert without changing the bitrate, choose the preset marked with "Original bitrate".


Bitrate – the bitrate reflects the amount of data in kilobits that is played back each second (measured in kbps). Higher bitrate usually means higher audio quality as well as larger file size, as extra data needs to be stored within the file. For audio presets, the bitrate is listed next to the format. When you convert a file to lower bitrate, the extra bits of data are irretrievably lost, meaning that you cannot increase quality by converting audio to a higher bitrate, because the file no longer contains the data that can be used to restore higher quality.



Edit audio (optional)

Rename file

Renaming media files helps keep the music library in order.

1. Click the pencil icon  next to the file you want to rename.
2. Enter the file's new name.
3. Click **OK**.


Normalize and manage volume

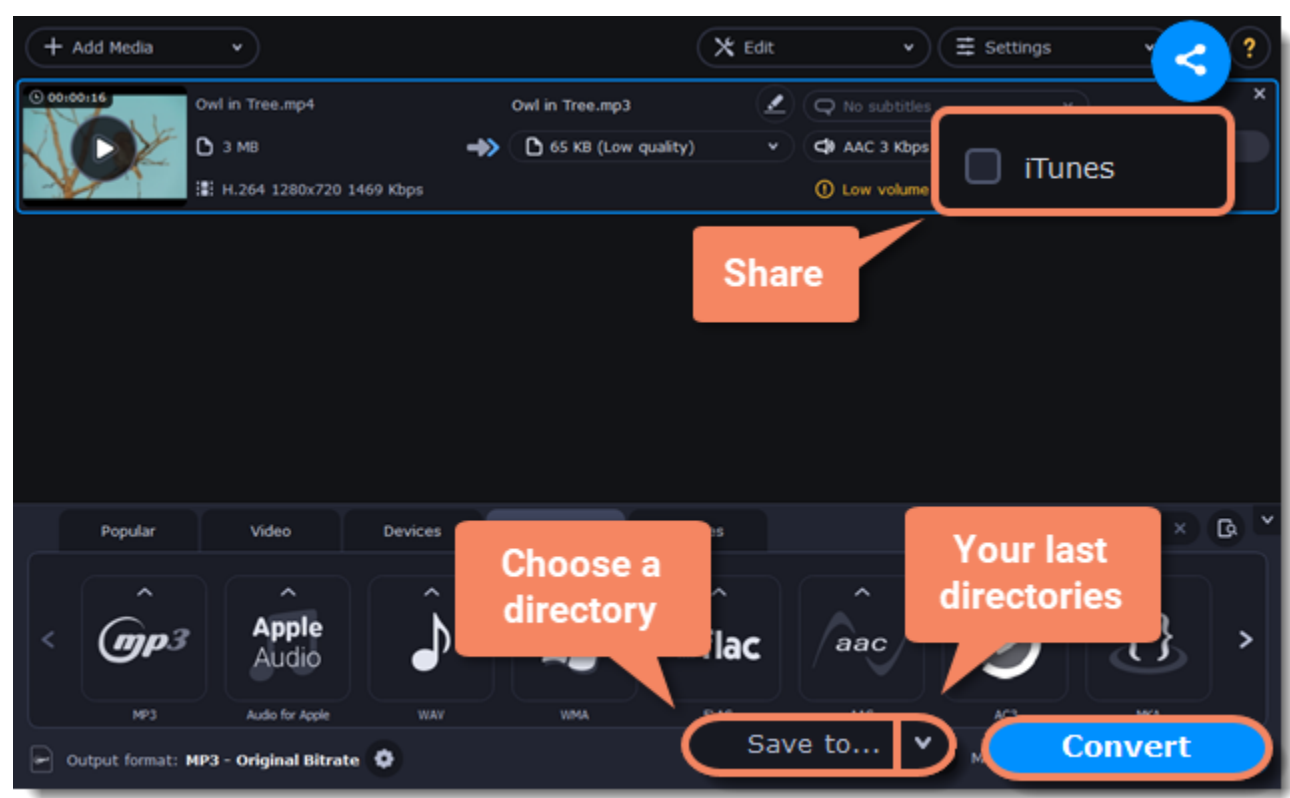
If some of your music files are quieter than others, you can normalize their sound so you don't have to adjust the volume every time you listen to them.

1. Click the **Edit** button next to the file you want to normalize.
2. The Editor window will open. There, switch to the **Audio** tab.
3. Adjust the **volume level** or select the **Normalize volume** option.
4. Click **Save and Close**.

Adjusting volume

Convert and upload

1. At the bottom of the window, click **Save to...** and choose a folder you to save converted files to. You can select one of your previous folders by clicking the check near the **Save to...** button.
2. If you want to upload the music to iTunes after converting, click the sharing button  at the top of the window and select **iTunes** from the pop-up window.
3. When you're ready, click **Convert** to start the audio processing. Your files will be ready in a few minutes at most.

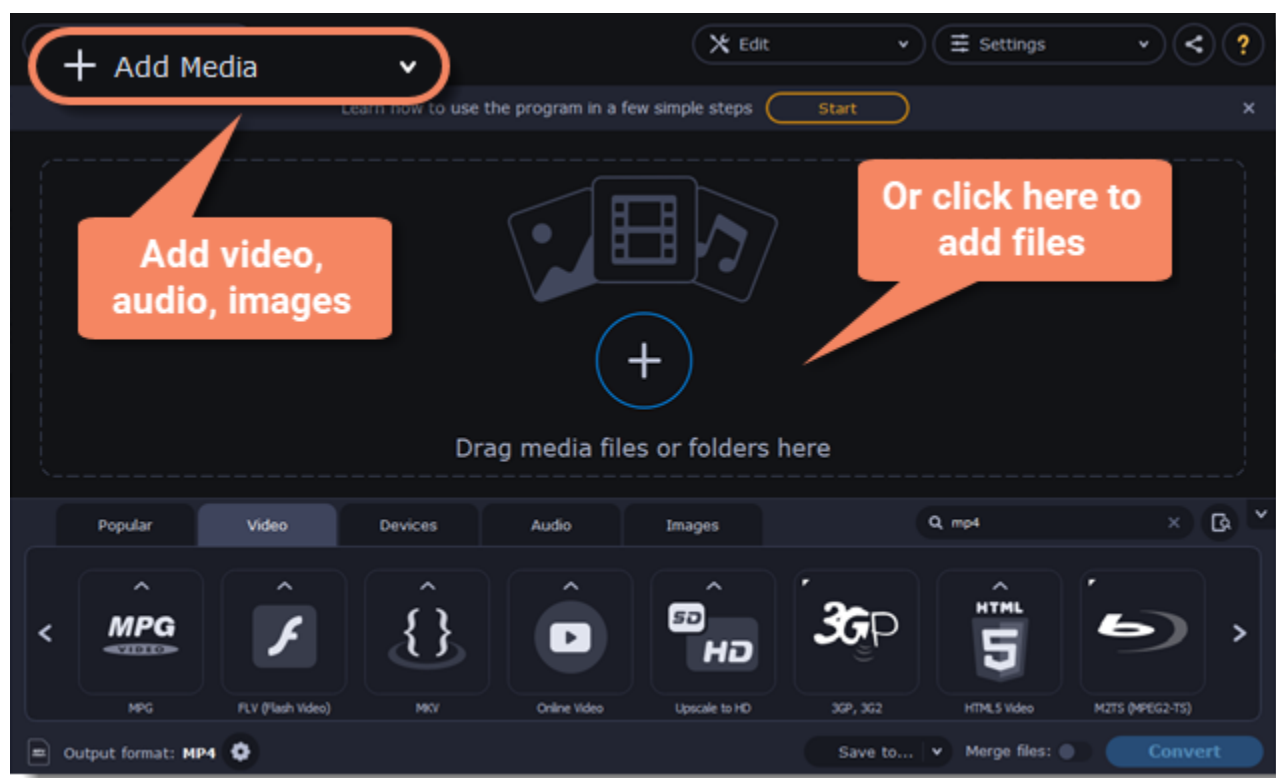


Devices

Converting videos for devices such as smartphones and tablets is quick and easy: all you need to do is connect the device and the program will suggest the recommended format and resolution for it.

Open files

Drag the files you want to convert onto the converter window.



Connect the device

Connect the smartphone or tablet to your computer using a USB cord.

Confirm the device

1. Once the device is recognized, a dialog box will appear with the device name and the recommended preset. Check that the device name matches your device. If the dialog box doesn't appear, click the **Device Detection** button to the right of the search bar.
2. If the device is correct, click **Use These Settings** to use the recommended output format, resolution, and other parameters.



Several devices are listed

Sometimes, the device detection box shows a list of several devices. This can happen if you have more than one connected device, or with some devices that are very similar and can't be identified precisely. In this case, open the **Choose your device** list and select the device model that you want to convert for. Then, click **Use These Settings** to use the recommended format, resolution, and other settings.

Device was not detected

- If the dialog box does not appear, try clicking the **Device Detection** button to the right of the search bar.
- Try reconnecting the device and wait for the system to detect it.
- If that doesn't help, you can still find a preset for your device manually on the **Devices** tab.

The wrong device was detected

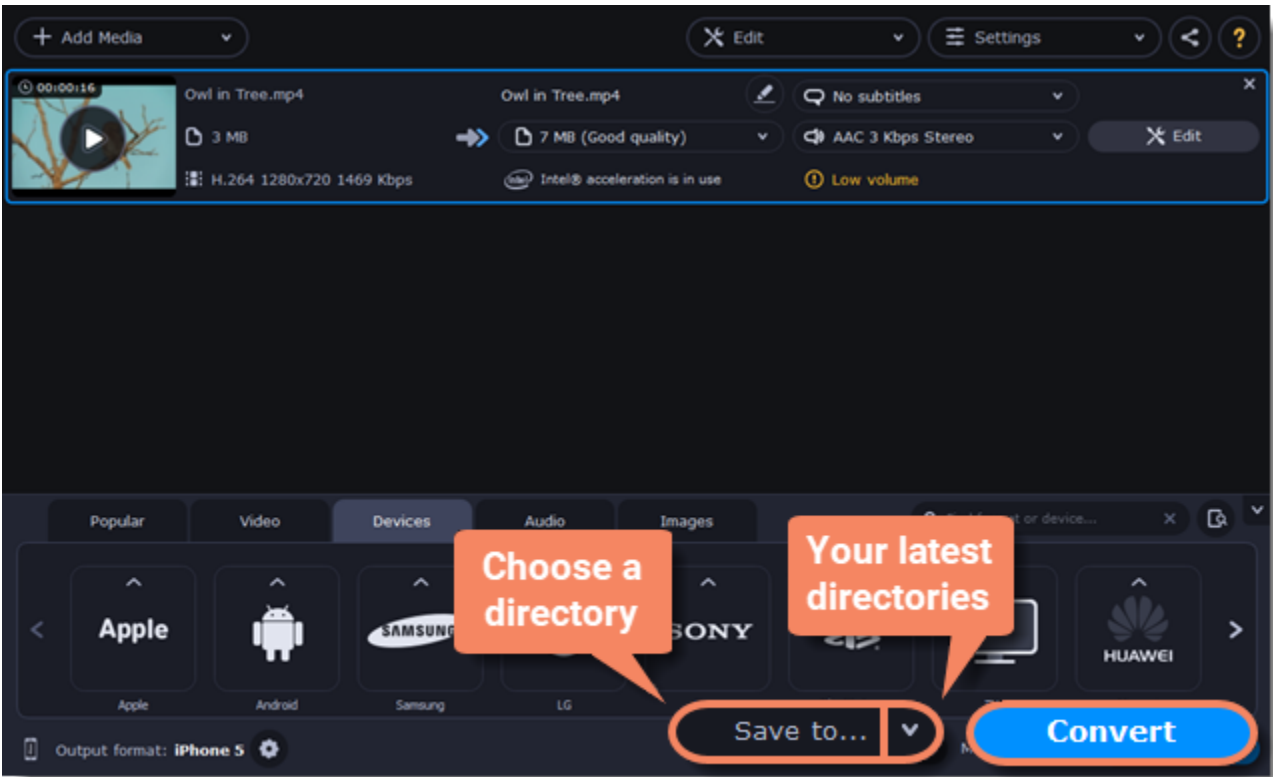
If the dialog box shows the wrong device, and that device isn't also connected to your computer, you can still find it manually on the **Devices** tab of the preset list.



If you want to report this mistake, write to us at support@movavi.com and tell us your device model, and which device was shown instead.

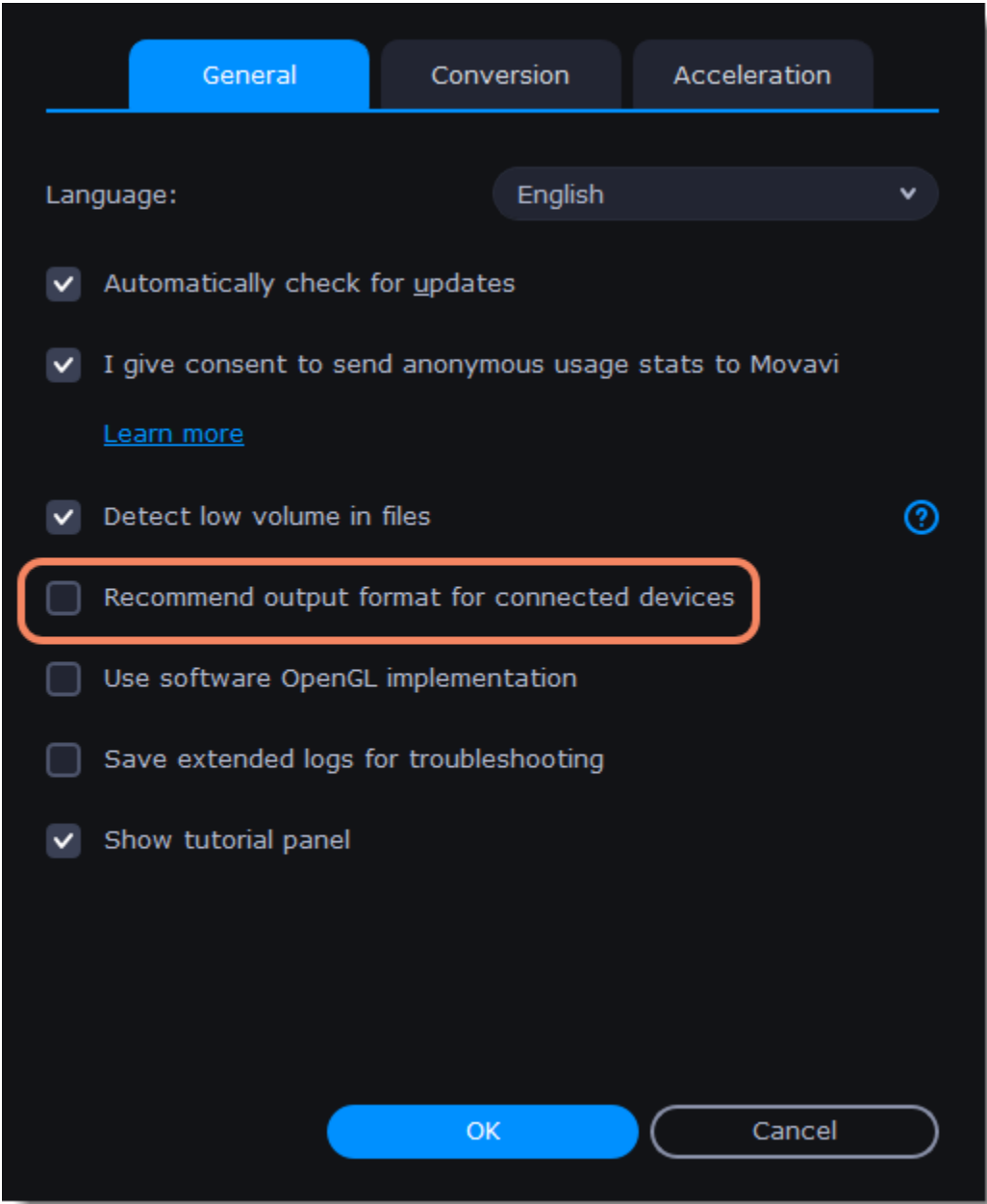
Save and convert

1. At the bottom of the window, click **Save to...** and choose a folder you to save converted files to. You can select one of your previous folders by clicking the check near the **Save to...** button.
2. Click the **Convert** button to start processing the videos.
3. After conversion has finished, upload the videos to your device and enjoy.



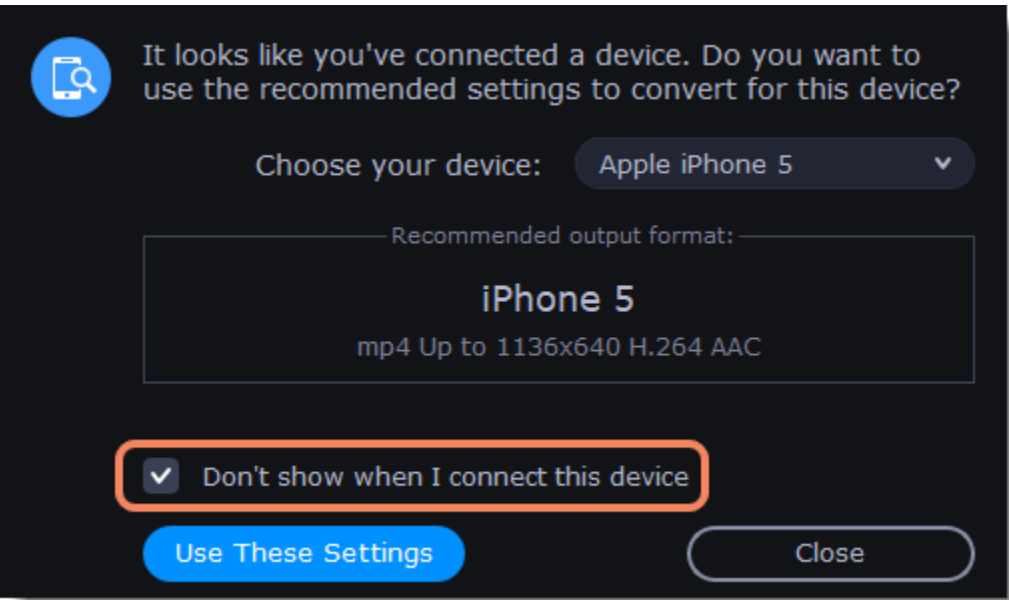
Disabling device detection

- If you don't want to use device detection for any devices:
1. Click the **Settings** button and choose **Preferences**.
 2. In the Preferences window, disable the "**Recommend output format for connected devices**" option.
 3. Click **OK** to apply the changes.



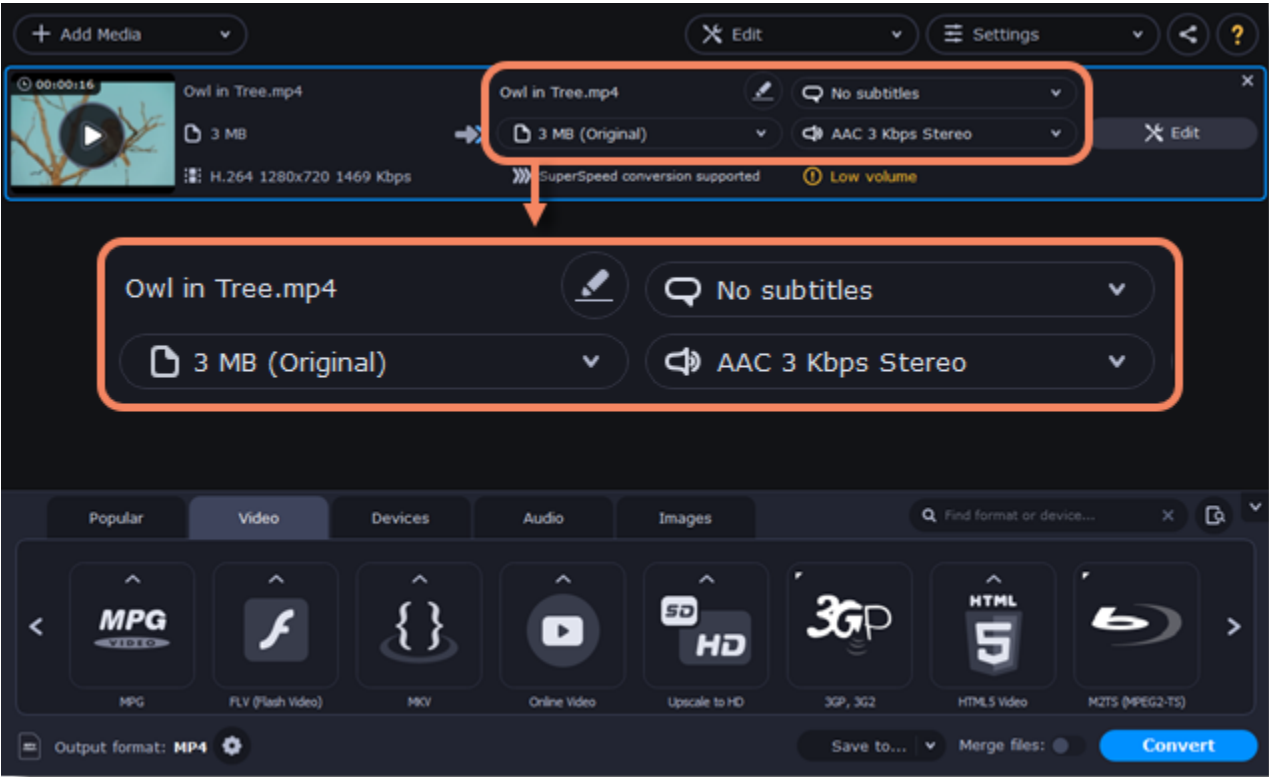
Disabling detection for one device

- If you don't want the device detection window to appear whenever you connect a specific device:
1. Connect the device and wait for the Device Detection window to appear.
 2. Select the "**Don't show when I connect this device**" option and close the window.

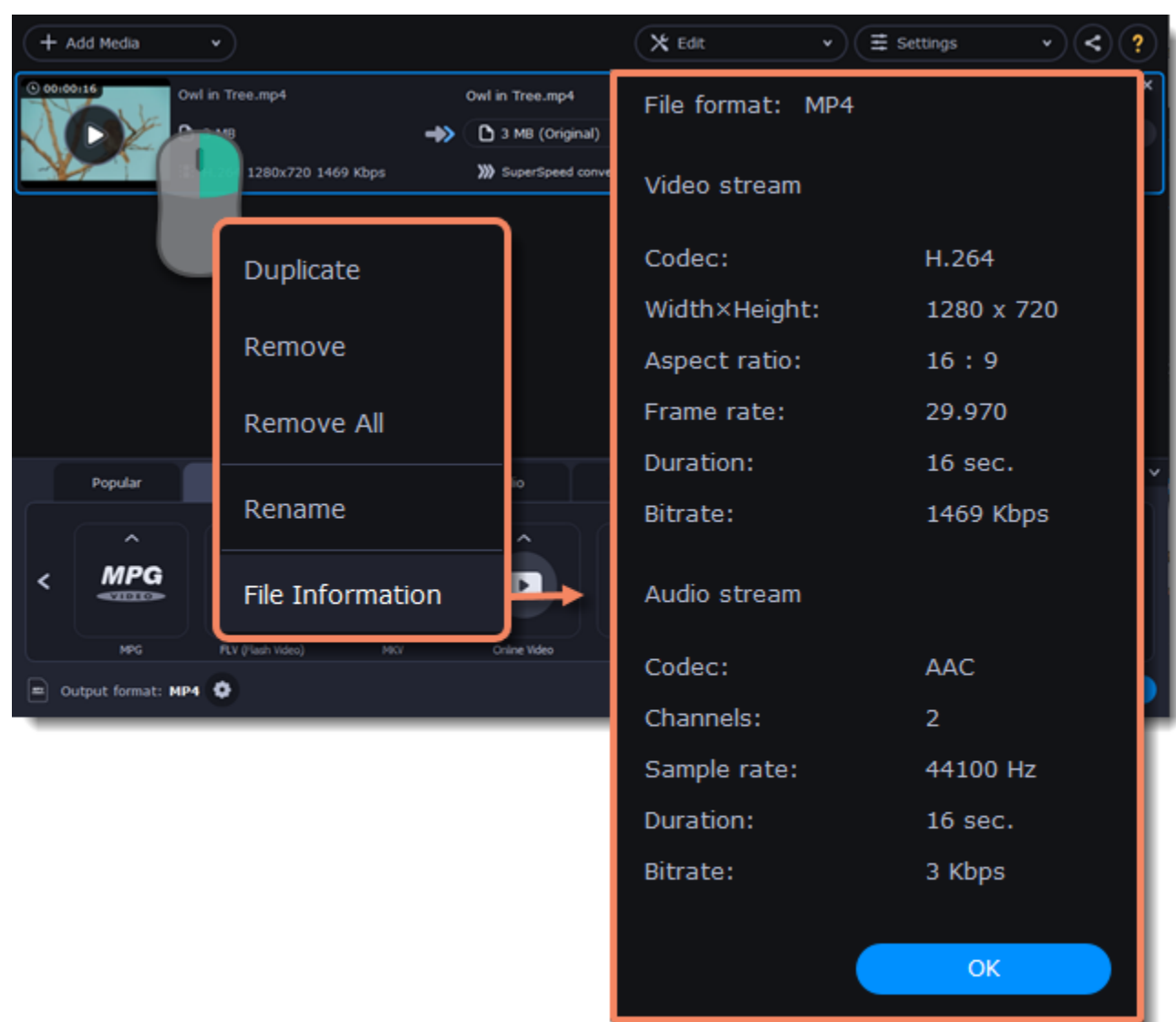


Media streams

Every media file is made up of streams for each data type. A video can contain a video stream, a couple of audio streams, and several subtitle streams. When converting files, you can find the information about these streams in two columns on the right. Here, you can manage the streams that end up in the output file.



To get more details, right-click the file and choose **File Information** from the pop-up menu. Here, you can see all the information about the original file's video and audio streams.



Compress video

You can compress a video to reduce its output file size by sacrificing some of the quality. To do that, click the output file size and move the slider to the necessary file size while keeping an eye on the quality.

[Compressing videos](#)

Choose audio tracks

If a file comes with a number of audio tracks for different languages, you can keep just the ones you need. To do that, click the audio stream and deselect the audio tracks that you don't want to keep.

[Choosing audio tracks](#)

Choose a subtitle track

When you convert videos, you can permanently overlay subtitles on top of the video. To do that, click the subtitle stream and choose or add the subtitle track that you want to use.

[Choosing a subtitle track](#)

Audio tracks

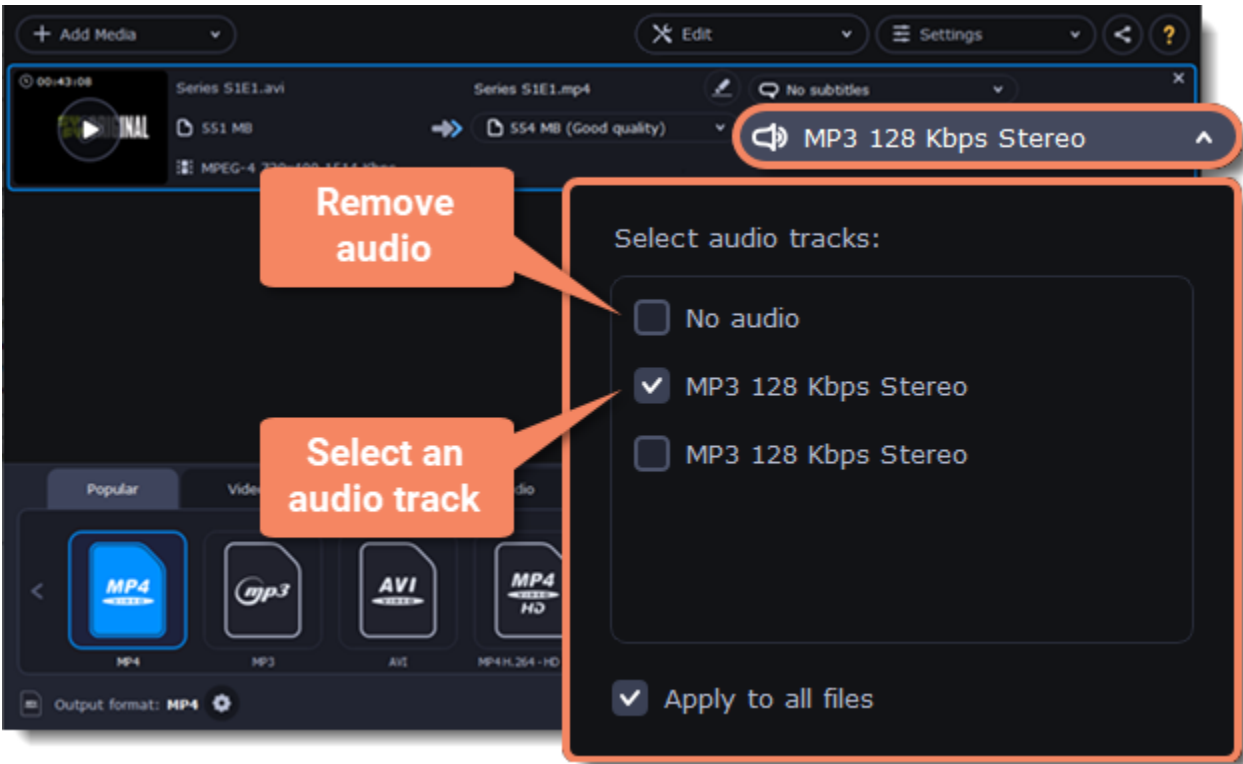
It isn't uncommon to find videos with several audio tracks, whether it's a different language or a director's commentary. Removing tracks you don't need will reduce the output file size.

Open audio track list

In the rightmost column of the file list, click the audio track information box. The audio track list will appear.

Choose audio tracks

In the box with the audio tracks, deselect the audio tracks that you don't want to appear in the output video. If you want to completely remove audio from the file, select the **No Audio** option. You can remove audio from all the files in the list by checking the **Apply to all files** box. You can also apply an audio track to all files.




Note: not all formats support multiple audio tracks. The table below shows the maximum number of audio tracks for each format:

Format	Number of audio tracks supported
3GP	1
AVI	16
DVD	8
FLV, SWF	1
MKV	16
MOV	16
MP4	16
MPEG-1, MPEG-2	16
OGV	1
WebM	16
WMV	16

Subtitle tracks

When you convert videos, you can permanently overlay any subtitle track onto the original video. This can be useful if you're watching videos on a device, or your player doesn't support subtitles.

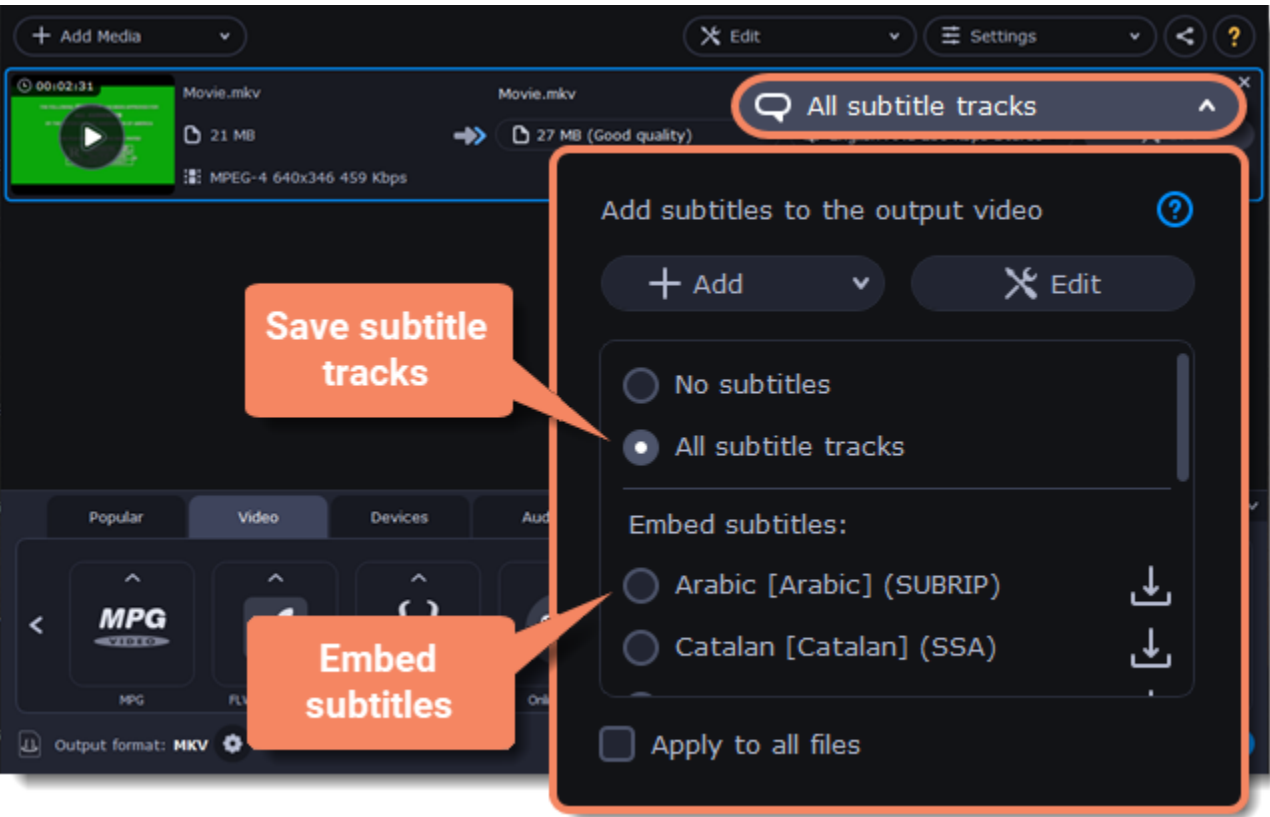
Choose a subtitle track

In the rightmost column of the file list, you can see the subtitle and audio track information for each file. Click the information next to the subtitle balloon  to open the list of subtitles. In the subtitle list, click the subtitle track that you want to use.

You can choose **soft** or **hard** subtitles:

Softsubs are stored as a separate track and you can add several subtitle tracks to a single file. All the subtitle tracks will be saved if you choose **All subtitle tracks** option. The option available when converting to MKV only, and you cannot edit this type of subtitles.

Hardsubs are permanently drawn on top of the video and cannot be turned off, but they are guaranteed to be visible in any player. Choose subtitles you want to embed from the list. Before embedding, you can edit the subtitle track.
[Learn more about editing subtitles](#)



Adding subtitles

To add your own subtitles that aren't stored inside the original file, click the **Add** button above the subtitle list and then open the subtitle file that you want to add. You can use *.srt, *.ass, *.smi, or *.ssa subtitle files. Or you can search for subtitles online.
[Learn more about online subtitle search](#)

Applying a subtitle track to all files

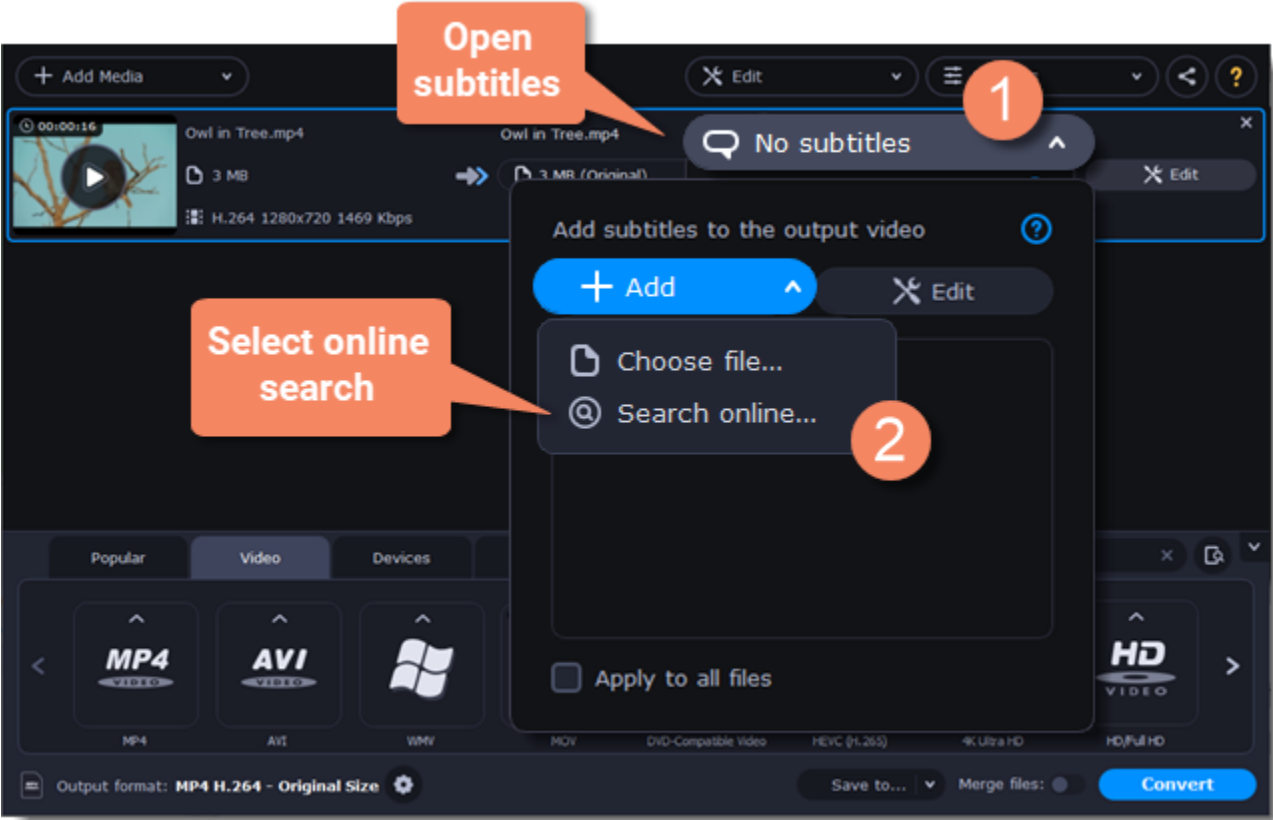
Choose a subtitle track and select **Apply to all files**. This function works only in case you have files with the same quantity of subtitle tracks, for example, it is a series.

Online subtitle search

Open online subtitle search

In the rightmost column of the file list, you can see the subtitle and audio track information for each file.

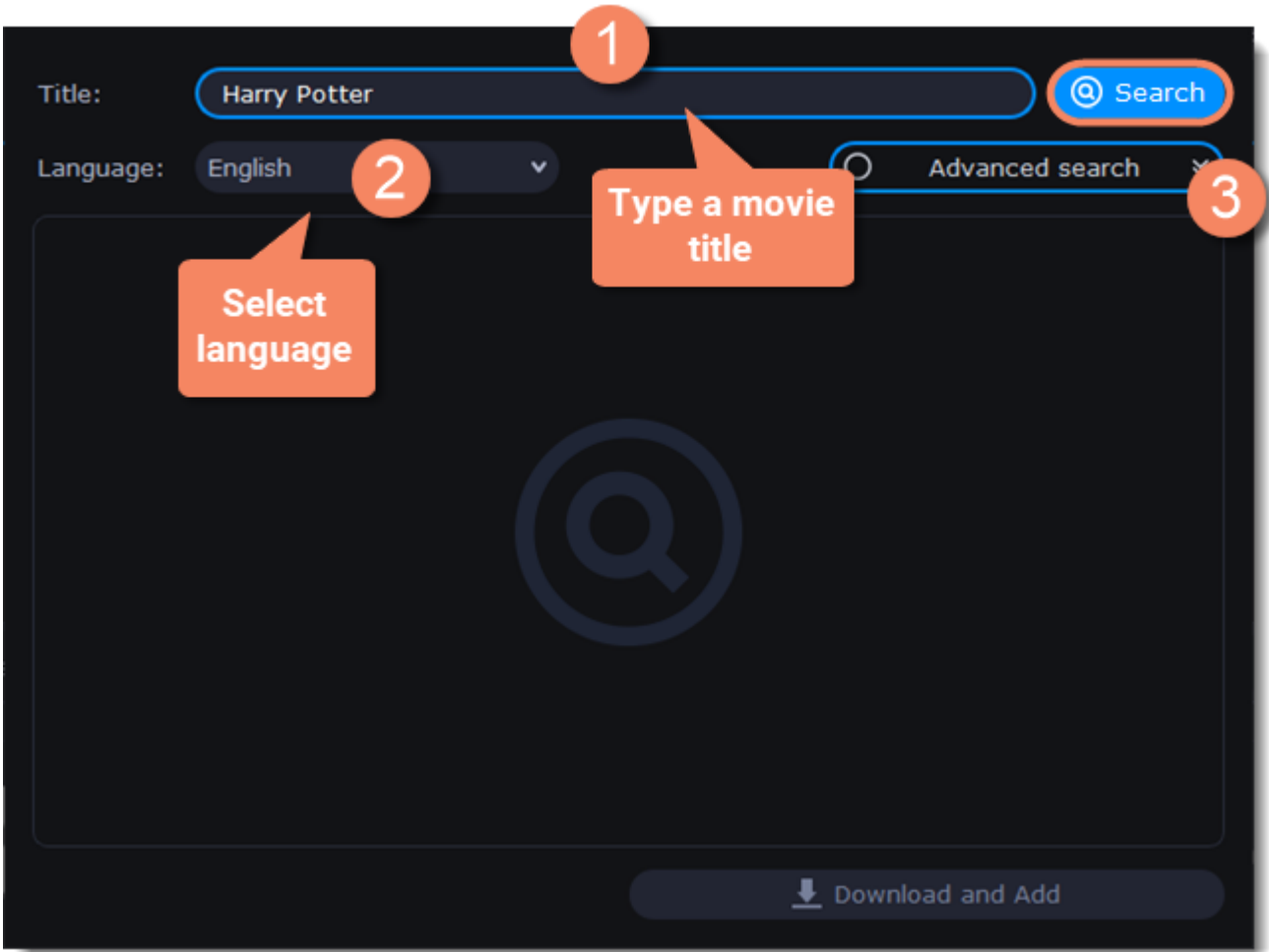
- 1. Click the information next to the subtitle balloon to open the list of subtitles.
- 2. Click **Add** and then **Search online...**



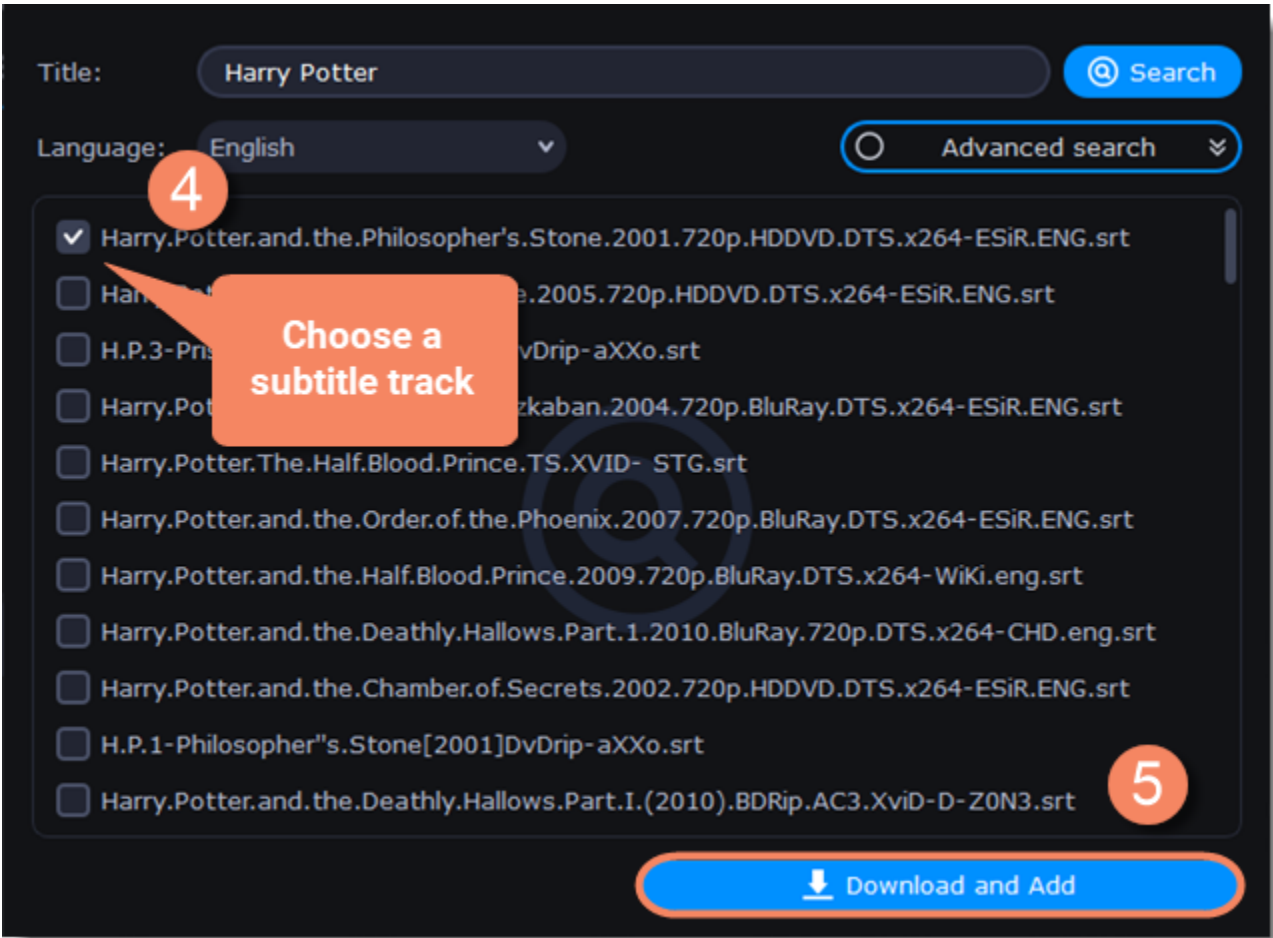
Search and download subtitles

- 1. Type a movie or series title into the search field.
- 2. Select a language you want to search subtitles for.
- 3. Click **Search**.

4. Choose a desired subtitle track in a list of search

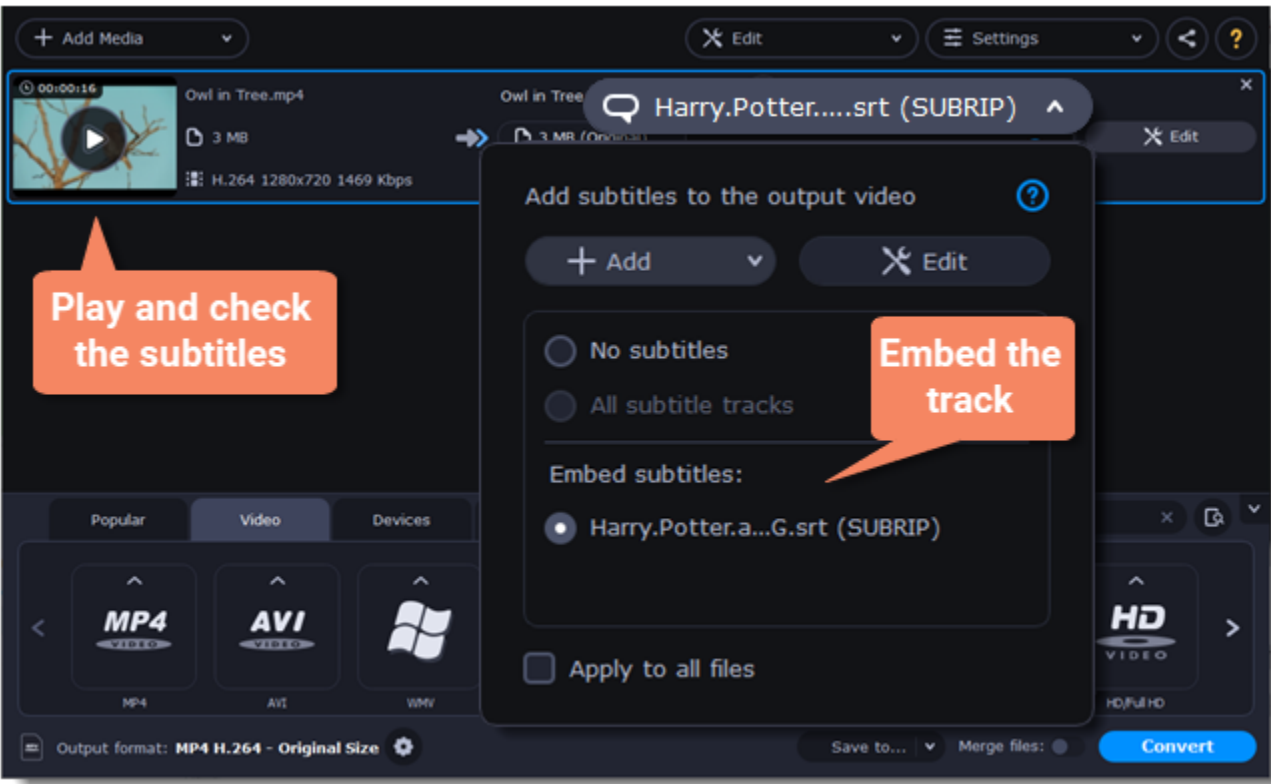


results.
5. Click **Download and Add**. The subtitles will appear in the list of subtitles.



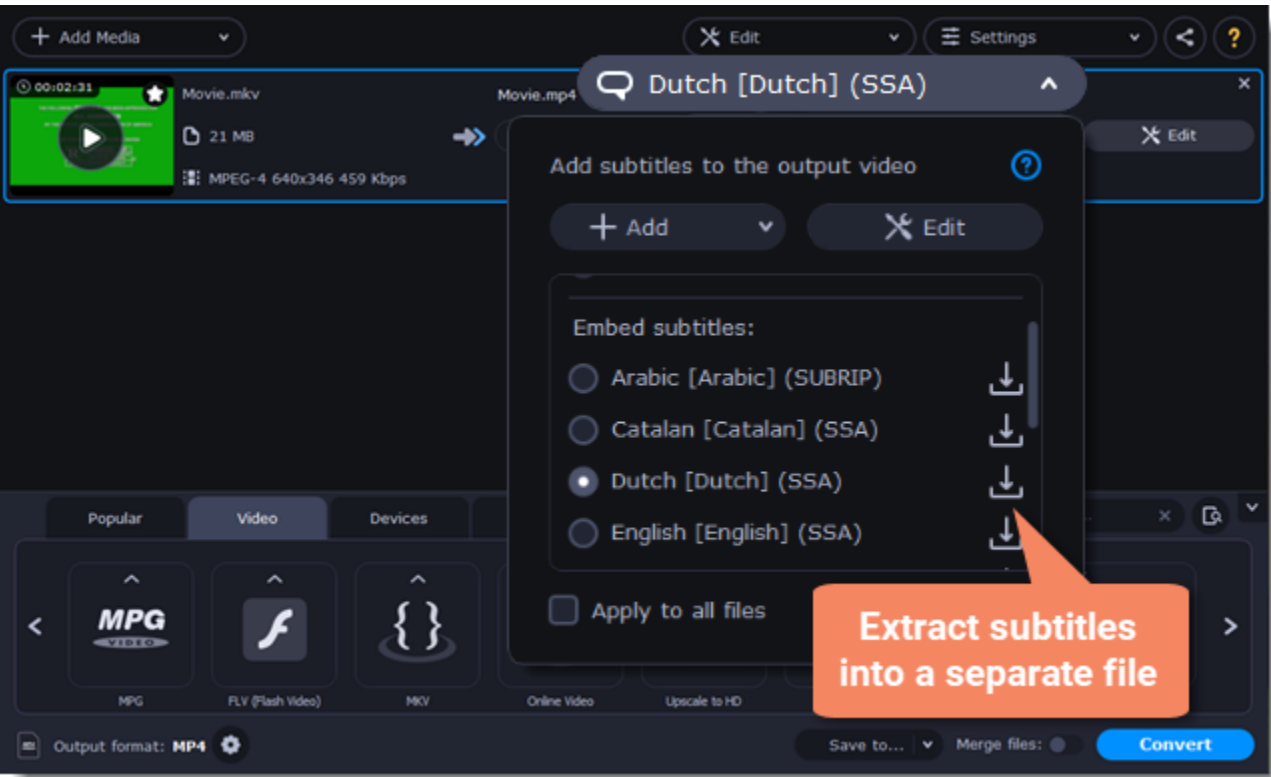
Check and embed subtitles

- 1. You can check the subtitles by playing the file. Play and click **After** to see if it works right.
 - 2. If everything is okay, your next step is to embed the subtitles into the video so that they are visible in any player. Before you embed subtitles, you can edit them.
- [Learn more about subtitle types](#) | [Learn more about editing subtitles](#)



Extracting subtitles

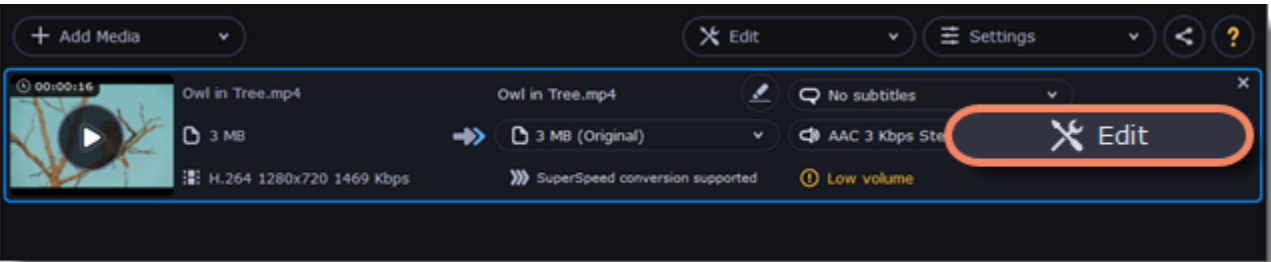
1. Click on the **subtitles field** next to the video you want to extract subtitles from.
- Make sure to choose the video format.

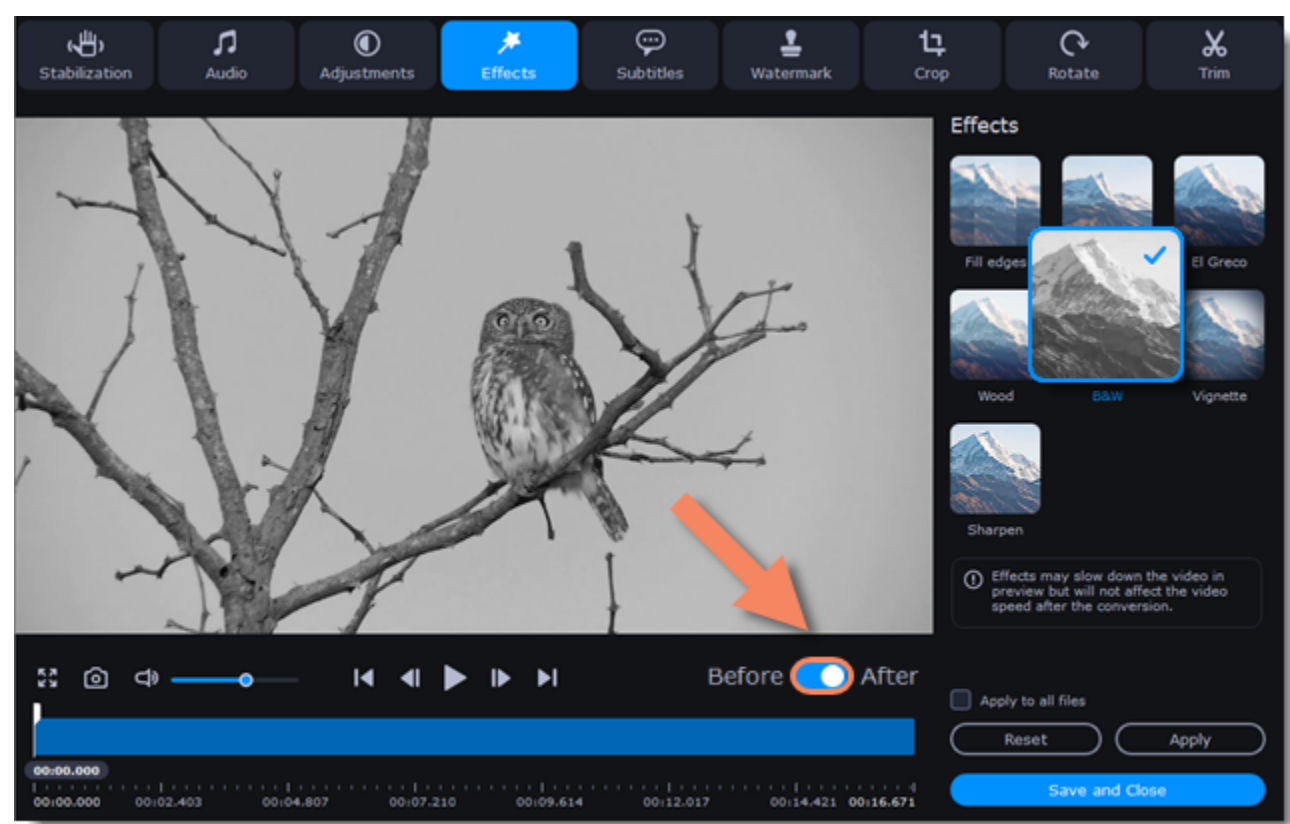


2. In the pop-up menu, click the **Extract subtitles into a separate file** button.
- Now, the file with the extracted subtitles will be saved by default in *Movavi Library folder*.
 - The file will be automatically shown in folder at the end of the extracting process.

Editing media files

If you need to make some quick edits to the file before converting, click the **Edit** button next to the file that needs editing and then apply the necessary adjustments in the editing window.





Trimming videos

If you only want to convert a part of the video, you can trim off the parts you don't want from the beginning and end of the file.
[Learn more about trimming videos](#)



Original video - 5 min.



Trimmed video - 30 sec.

Joining videos

If your video footage is in several different files, you don't need to use a full-function video editor to join them together.
[Learn more about joining files](#)



Joined videos

Flipping and rotating videos

Nobody likes videos with the wrong orientation! This can be easily fixed with the **Transform Video** tool which lets you rotate and flip videos or images.
[Learn more about transforming videos](#)



Left to right: original image, rotated 90° clockwise, rotated and flipped horizontally

Cropping videos

Cropping a video can change the video's aspect ratio to remove any black bars around it; you'll be able to use the entire screen when watching the video. Cropping a video or image can also help to remove unwanted images from the edges of the screen (for example, if there's a dumpster at the edge of an otherwise beautiful video!) or draw attention to the center of the frame.
[Learn more about cropping](#)



Cropping a video

Adding a watermark

Adding your name or logo on top of the video will make sure nobody else can take credit for your videos.

[Learn more about watermarking](#)

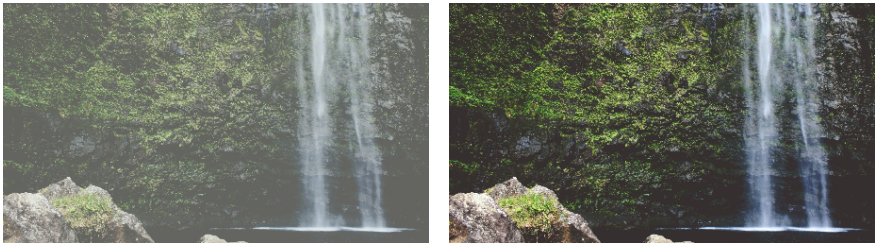


Original video; image watermark; text watermark.

Adjusting colors

Using Movavi Video Converter Premium, you can make quick color adjustments to your videos and photos. Use automatic adjustments for fast enhancement, or adjust the hue, brightness, and saturation manually.

[Learn more about video adjustments](#)



Before and after adjustment

Stabilizing video

If your videos have a lot of camera shake, you can reduce the effects using video stabilization.

[Learn how to stabilize video](#)



Enhancing audio

Many movies have problems with volume, where the dialogue is too quiet and action scenes blast at full volume. To combat this, you can normalize the file's audio track using Movavi Video Converter Premium, or adjust the volume level manually.

[Learn more about audio enhancements](#)

Adding effects

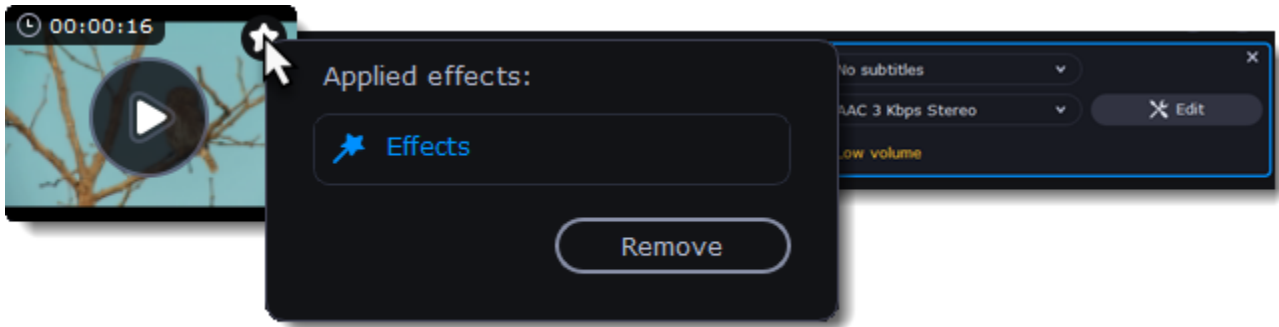
You can add effects to your video! Video Converter has some simple effects as removing fish eye, sharpening, vignette, and more.

[Learn how to add effects](#)



Before and after effects

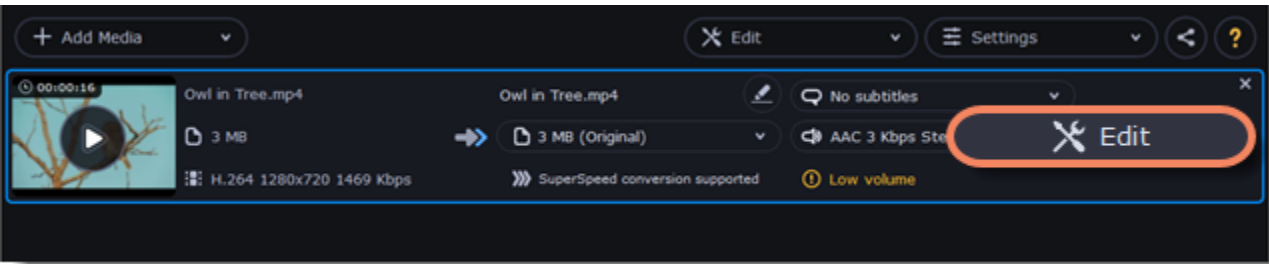
After you've edited the file, its thumbnail will now be marked with a magic wand icon. You can click it to see a list of applied effects. To remove adjustments, select it in the list and click **Remove**.



Trimming files

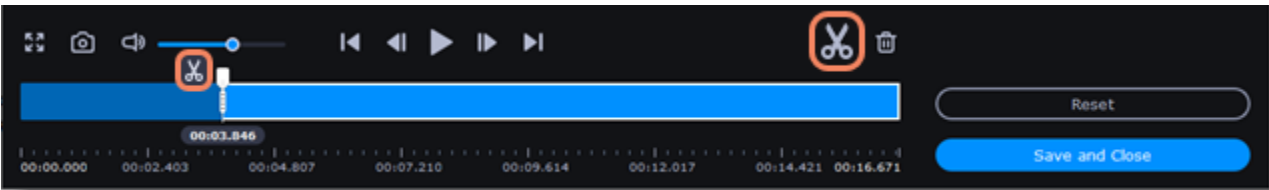
Enter edit mode

Click the **Edit** button next to your file and switch to the **Trim** tab. Here, you can trim your file or just split it into segments.

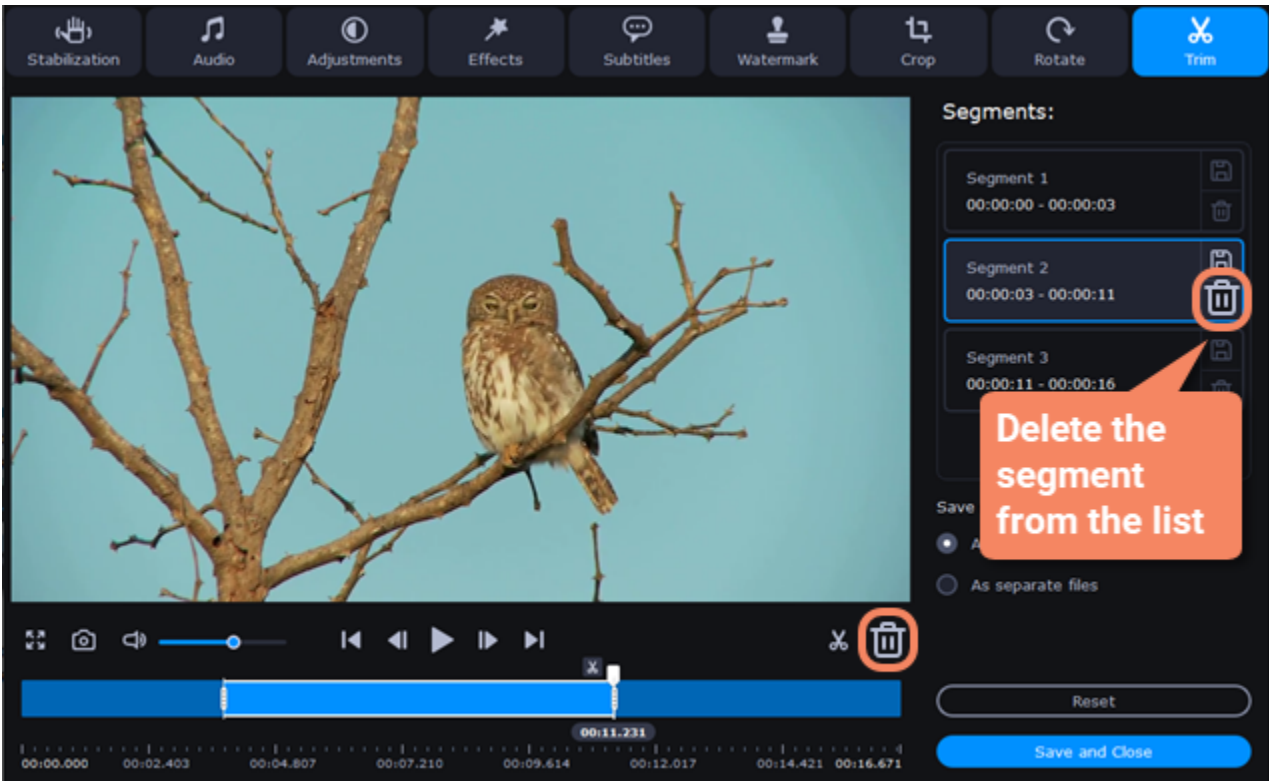


Cut out a part of the video:

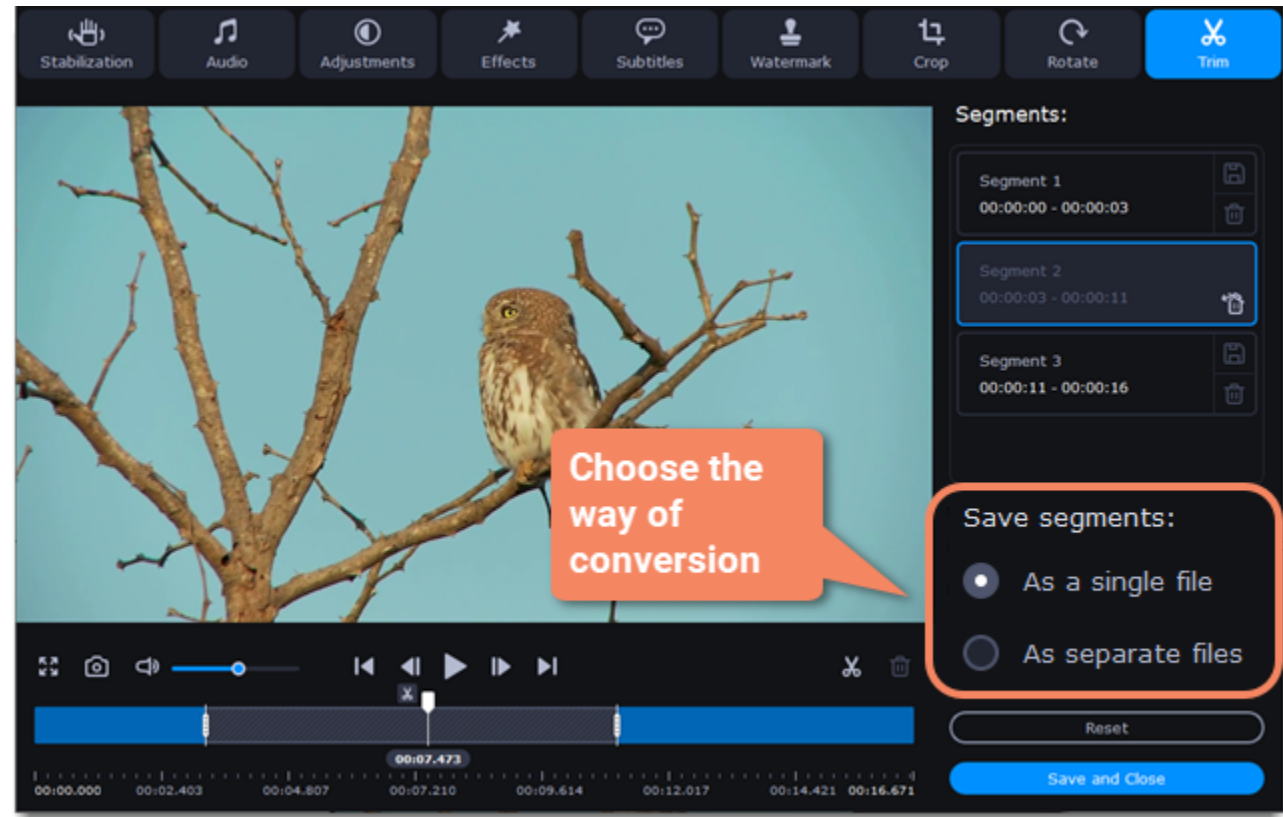
- 1. Move the position marker to the beginning of the segment and click the scissors button.
If you're trimming the file from the beginning or end, skip to the next step. You'll need a single cut for it.




- 2. Move the position marker to the end of the segment and click the scissors button again.
- 3. Click on the fragment to select it and click the trash can button to remove it.





- 4. When you've removed all the parts you don't need, choose how you want to convert files. You can convert files as a single file, and the segments will be merged, or you can convert them separately.



- 5. Then, click **Save and Close** to close the editing window.

You can also save each file of the list by clicking the floppy icon .

Cancel trimming

- If you want to delete a cut marker, click a cross icon  near the marker.
- If you want to restore a deleted segment, click Restore  in the segment list.
- If you want to go back to the original length, click Reset on the Trim tab in the editing window.

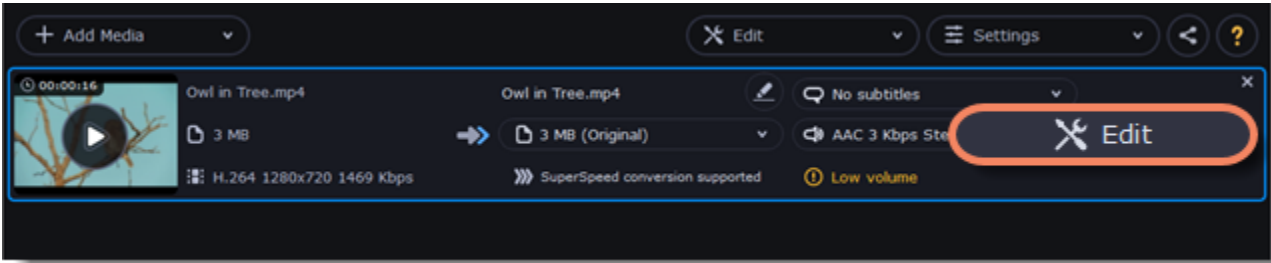
Precise positioning

- To set a cut marker more precisely:
- Click on a cut marker to select it and move it along the seek bar to change the cut position.
 - Click the **Previous frame** or **Next frame button** to move the position marker by exactly one frame.

Rotating video

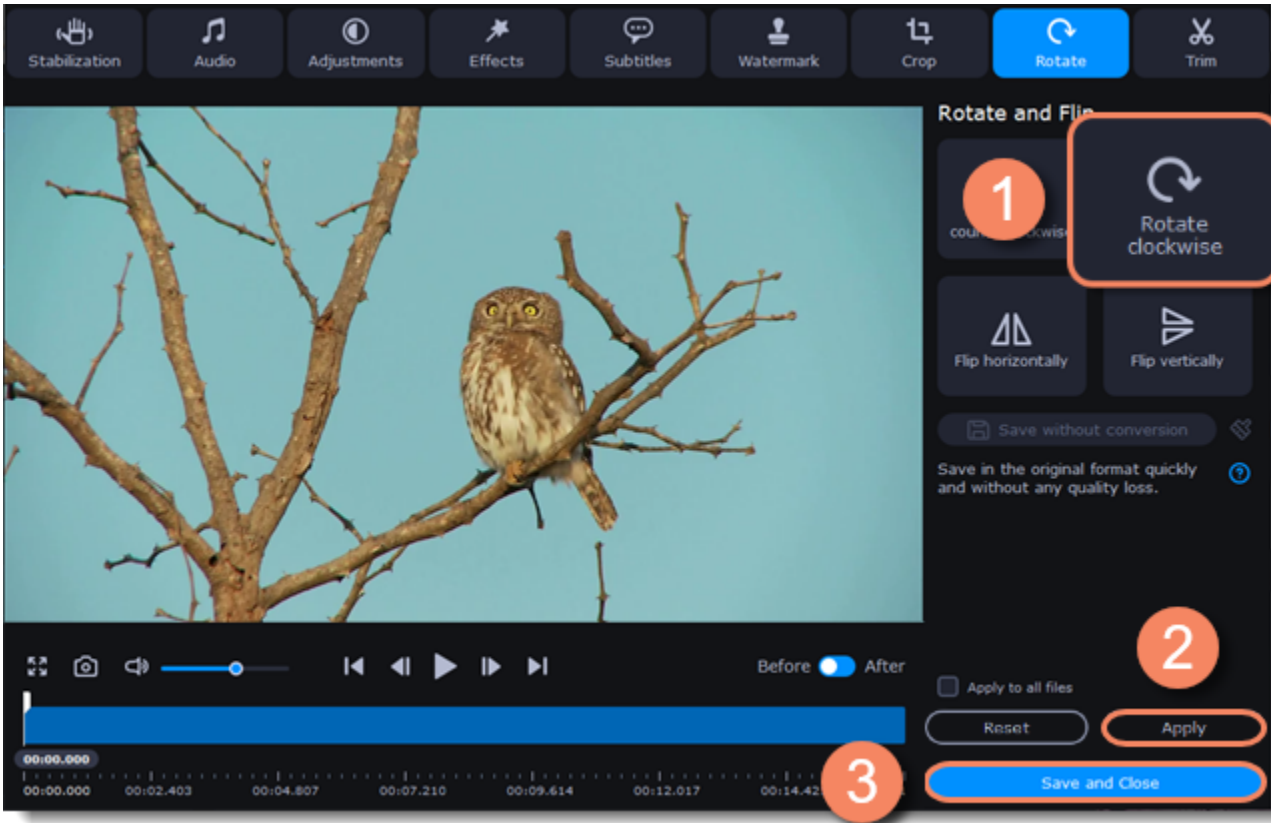
Enter edit mode

Click the **Edit** button next to your file and switch to the **Rotate** tab.



Rotate or flip the file

1. Click one of the buttons to rotate or flip the file. The rotation buttons will rotate the file by 90 degrees with each click.
2. Click **Apply** to confirm the changes. If you want to rotate or flip all of the files in the same way, select the **Apply to all files** option.
3. Finally, click **Save and Close** to close the editing window. Now, you can proceed to converting the files.

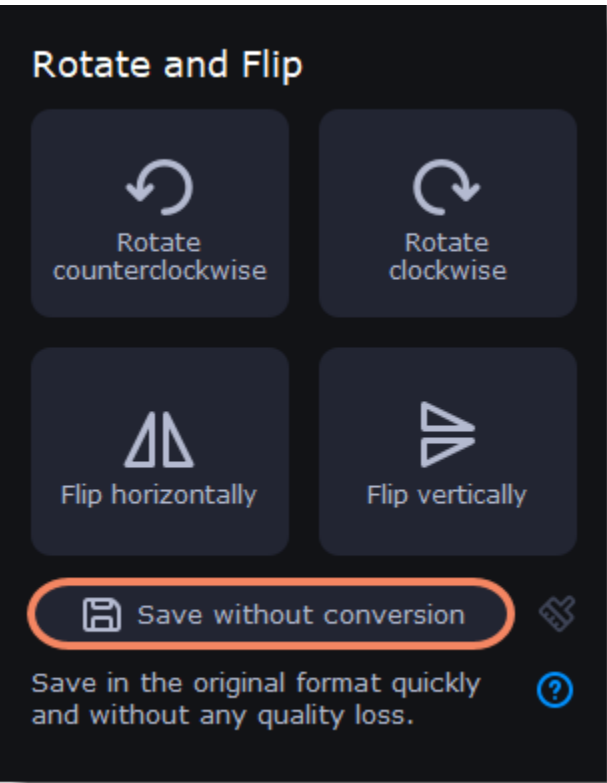


Saving without conversion

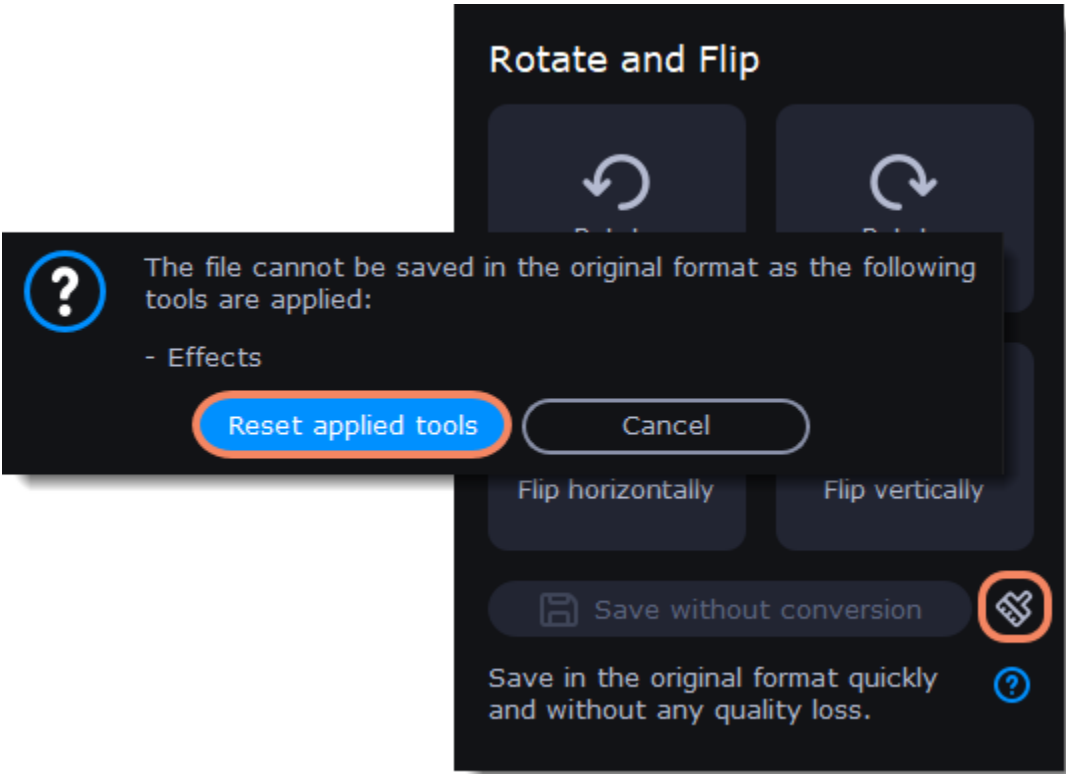
You can rotate a file and save it without conversion. The Rotate without conversion option is available only for MP4, MOV, M4V-files with no applied tools.

To do this, take the steps above to rotate a file and then click **Save without conversion** button.

When the saving finished, click **Save and Close**.



If you have any tools applied, click the broom icon and then **Reset applied tools**. The **Save without conversion** button will be available.

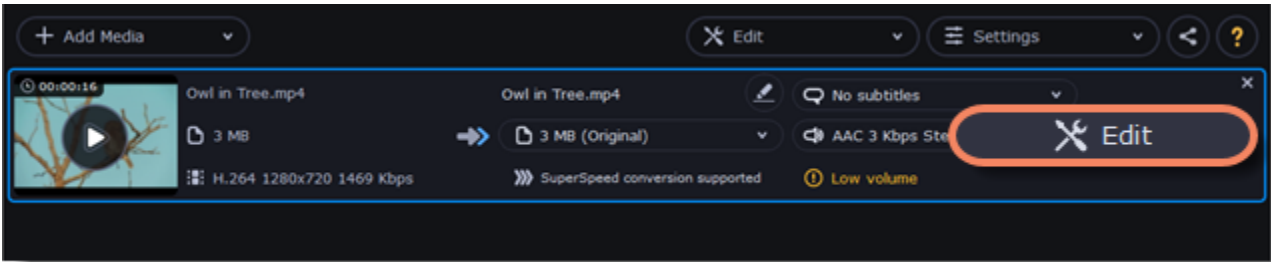


Editing subtitles

Using the subtitle tool of the converter, you can permanently overlay a subtitle stream onto a video (also called '*hardsub*'). This can be helpful if you're planning to watch the videos on a mobile device or using a player that does not support separate subtitle tracks.

Enter edit mode

Click the **Edit** button next to your file and switch to the **Subtitles** tab.

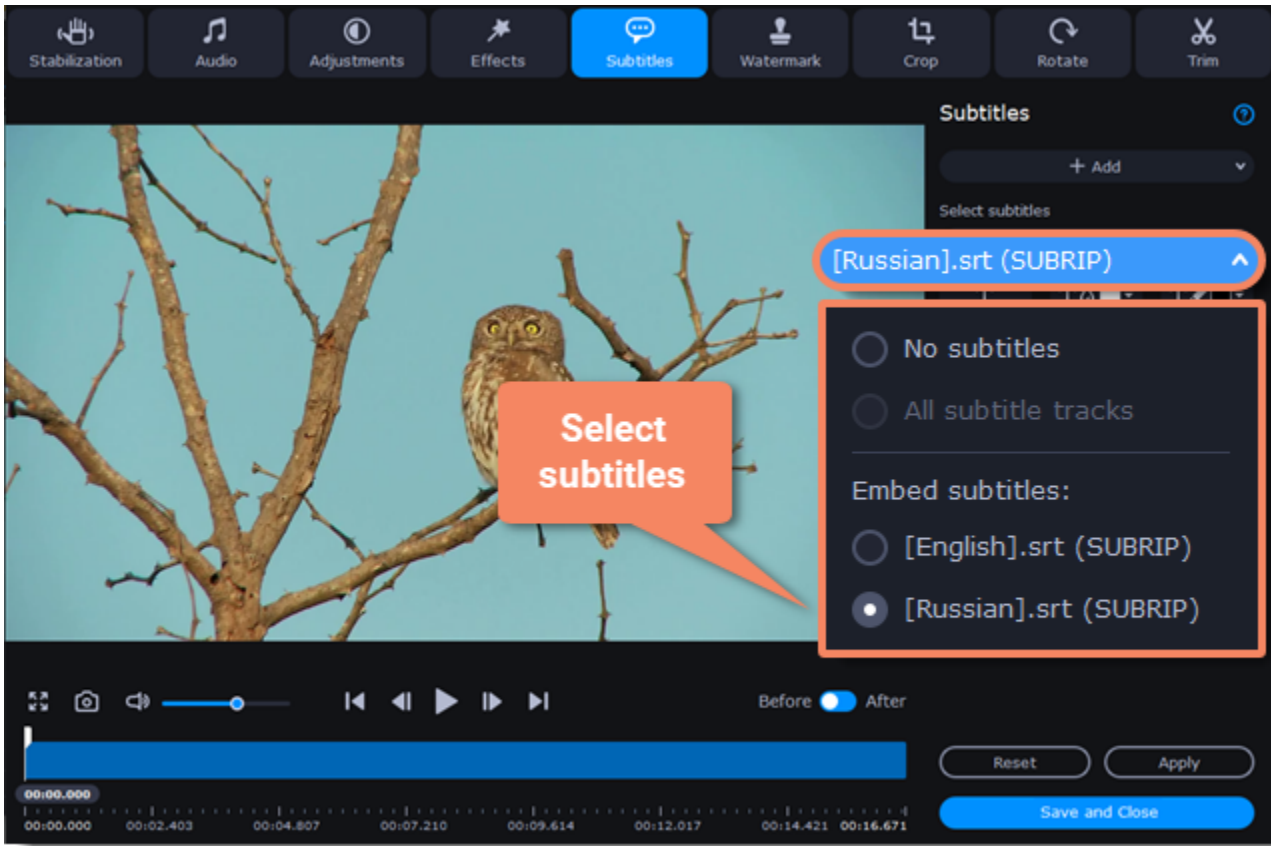


Select subtitles

You can choose soft or hard subtitles.
Softsubs are stored as a separate track and you can add several subtitle tracks to one file. All the subtitle tracks will be saved if you choose this option.
***Note:** Not all formats support softsubs. There are also less editing options: you can't change position and synchronize them with video. They are also not displayed in the preview window.*

Hardsubs are permanently drawn on top of the video and cannot be turned off, but they are guaranteed to be visible in any player.

- If the subtitles are built into the file, select the necessary subtitles from the list.
- If the subtitles are stored as an external file, click **Add > Choose file...** and open the subtitle file. You can use **.srt*, **.ass*, **.smi*, or **.ssa* subtitle files. Or you can [find them online](#).



Set up the subtitles

Subtitle encoding

If the subtitle text looks scrambled, try changing the subtitle encoding: open the list and choose the language or character set the subtitles should be in.

Position

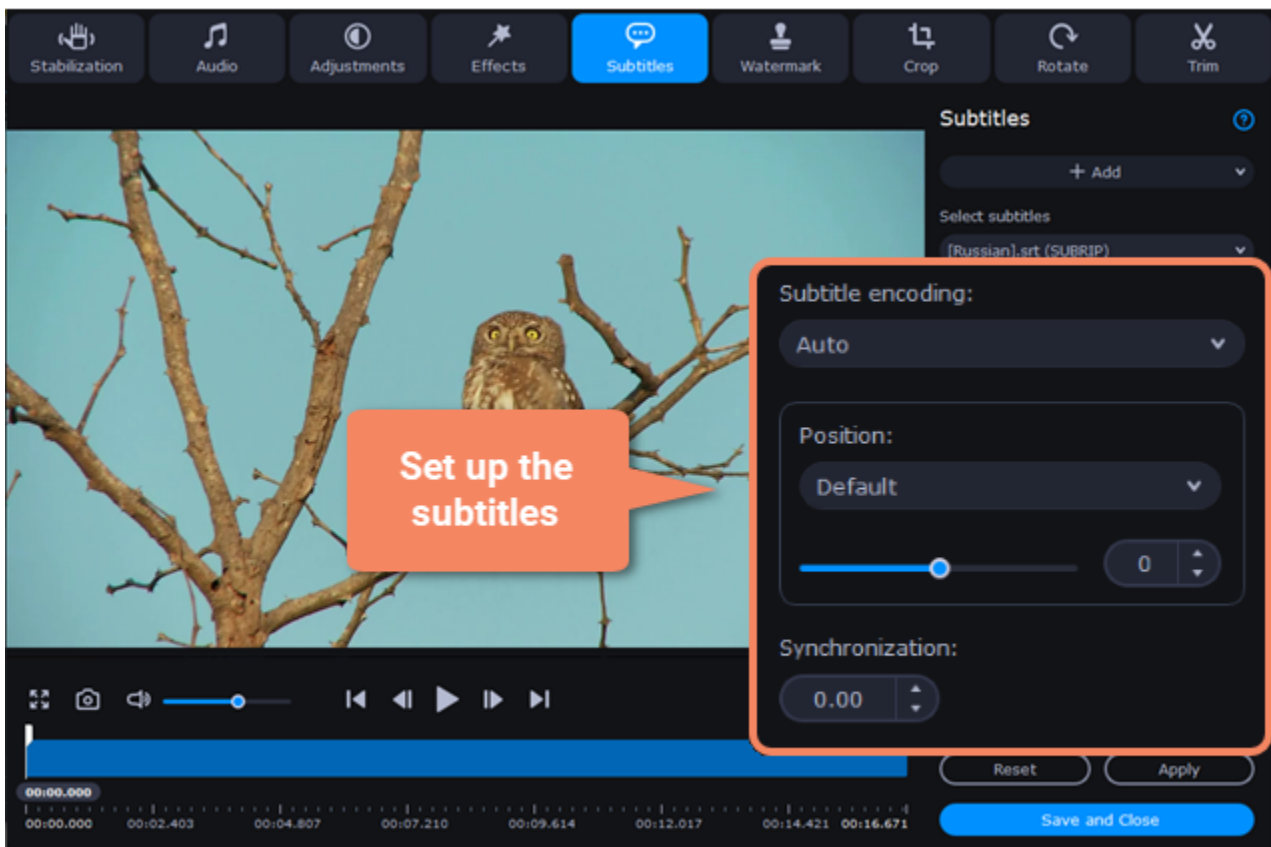
- Use the Position box to change where the subtitles appear on the screen:
1. Open the **Position** box and choose which edge the subtitles should snap to (e.g. top or bottom).
 2. Use the slider below to move the subtitles relative to the selected position.

Synchronization

If the subtitles are out of sync with the video, use the synchronization box to advance or delay subtitles by a specific time in seconds and milliseconds. Positive values make the subtitles appear later, and negative values make them appear earlier.

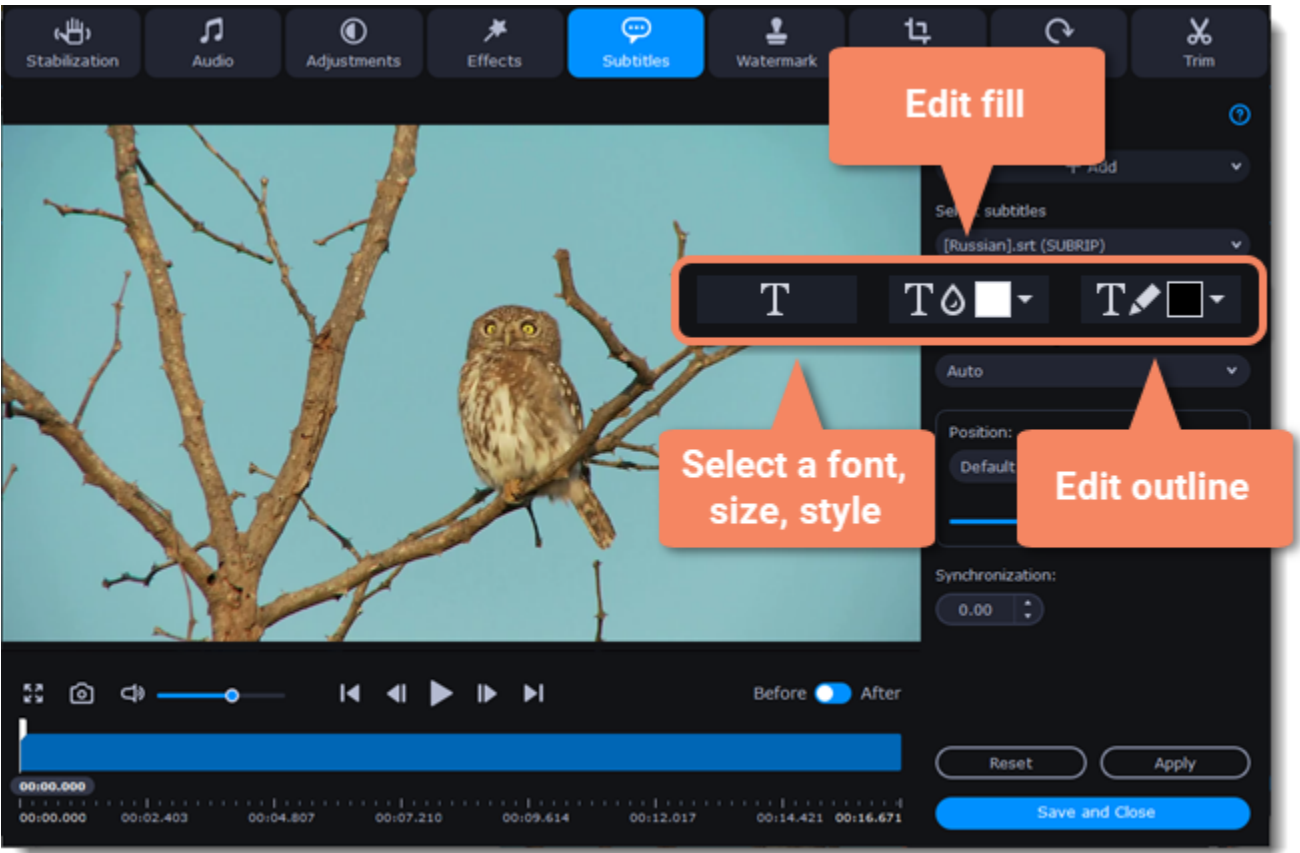
Example:

- 0.100 – the subtitles will appear 100 milliseconds sooner.
- 1.200 – the subtitles will appear 1 second and 200 milliseconds later.



Edit the subtitle display

You can also change a font, its size and color, fill and outline. Find these settings under the selected subtitle track.



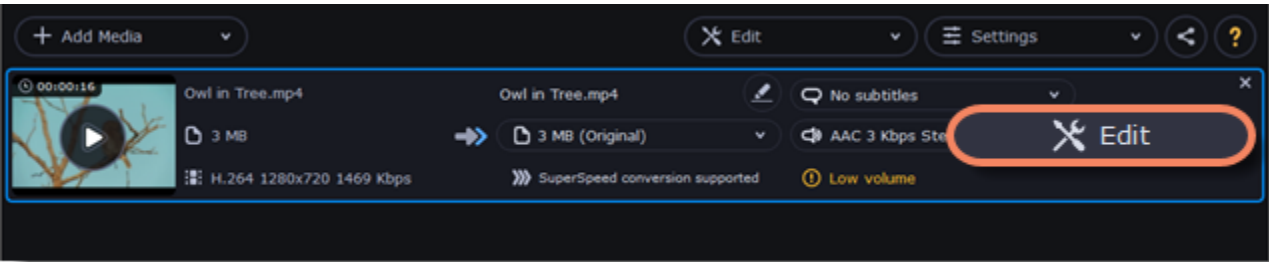
Exit edit mode

Click **Apply** and then **Save and Close** to apply the changes. When you convert the video, the selected subtitles will be permanently shown over the video.

Adjusting audio

Enter edit mode

Click the **Edit** button next to your file and switch to the **Audio** tab.

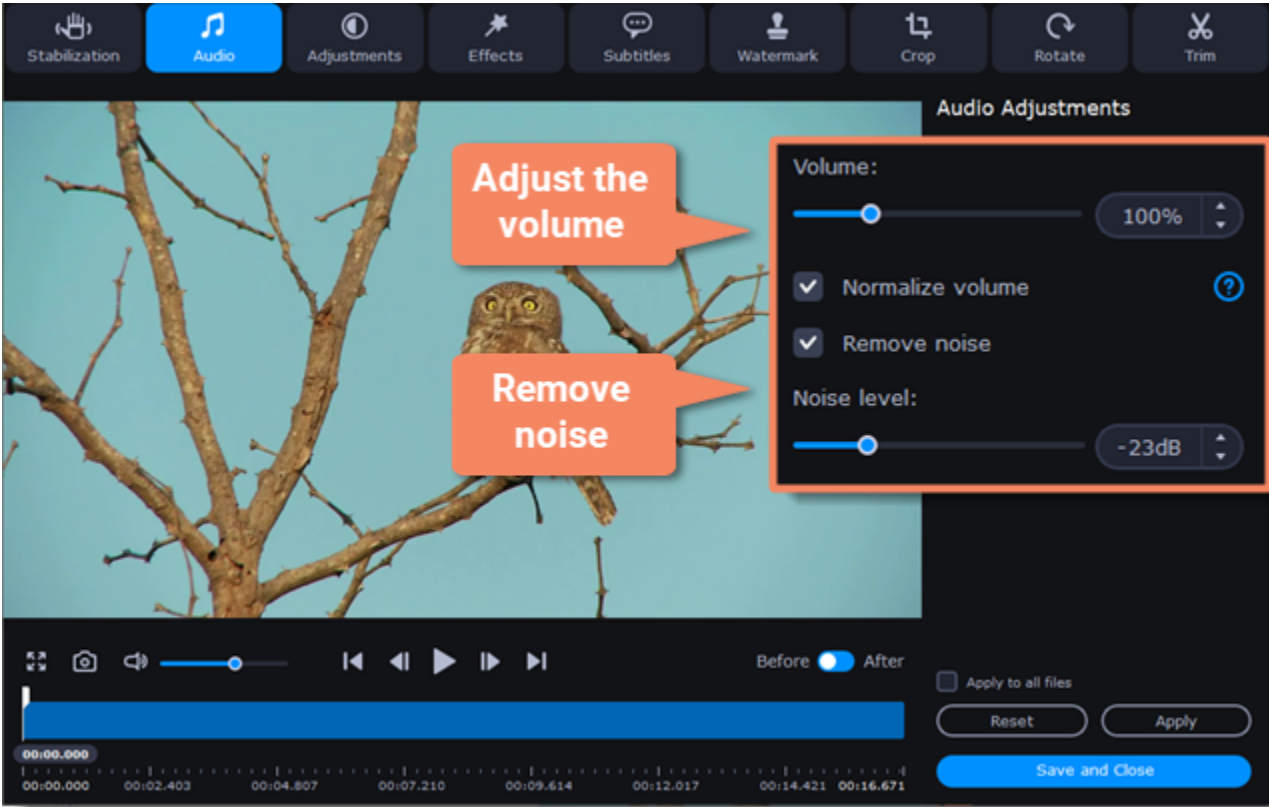


Adjust the volume

- 1. To change the volume of the whole file, drag the **Volume** slider to the necessary level, where 100% is the original volume.
- 2. If parts of the file are too quiet, select the **Normalize volume** option to make them louder.

Remove noise

- 1. Select the **Remove noise** option.
- 2. Drag the **Noise level** slider to set the amount of noise you can hear in the file.



Exit edit mode

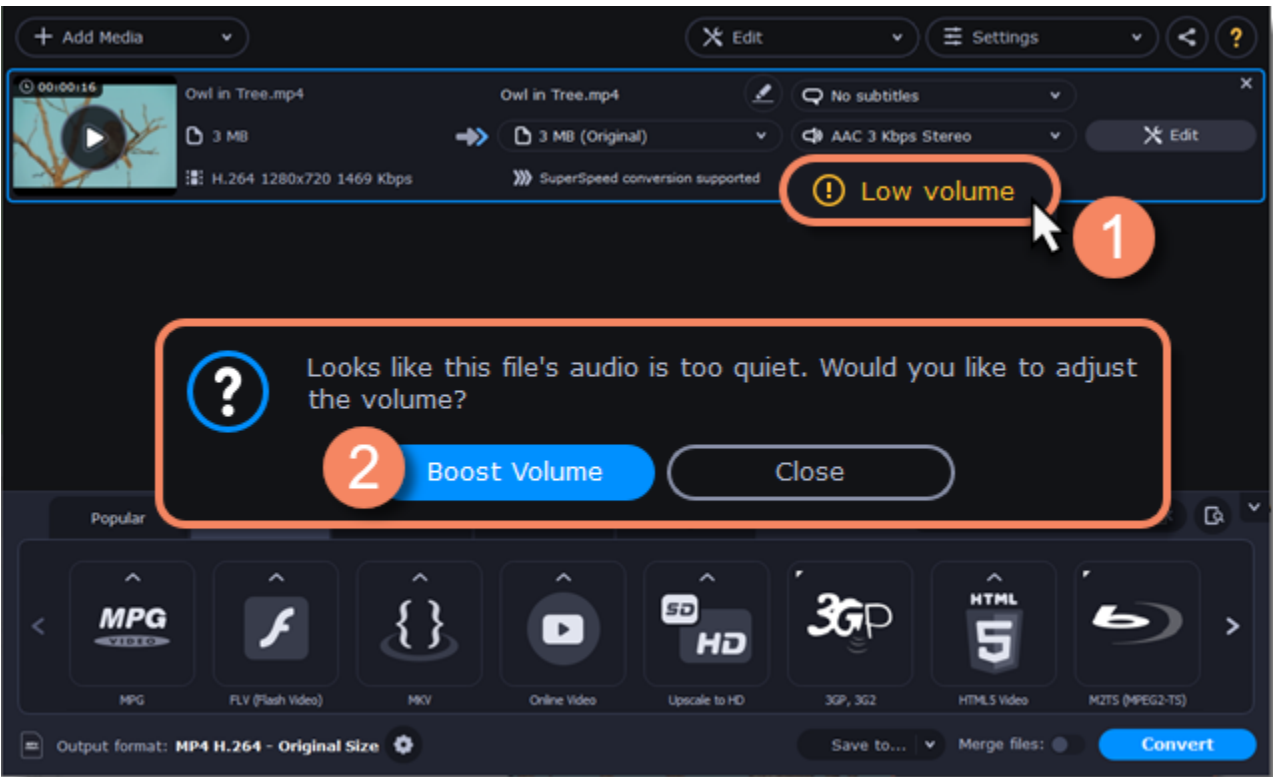
- 1. When you're finished, click **Apply** to accept the changes. To fix the volume for all the files in the list, select **Apply to all files**.
- 2. If you don't need any further editing, click **Save and Close** to close the editing window.

Low volume detection

When you add files to the converter, it will check the volume of the files and recommend steps if the volume is too low.

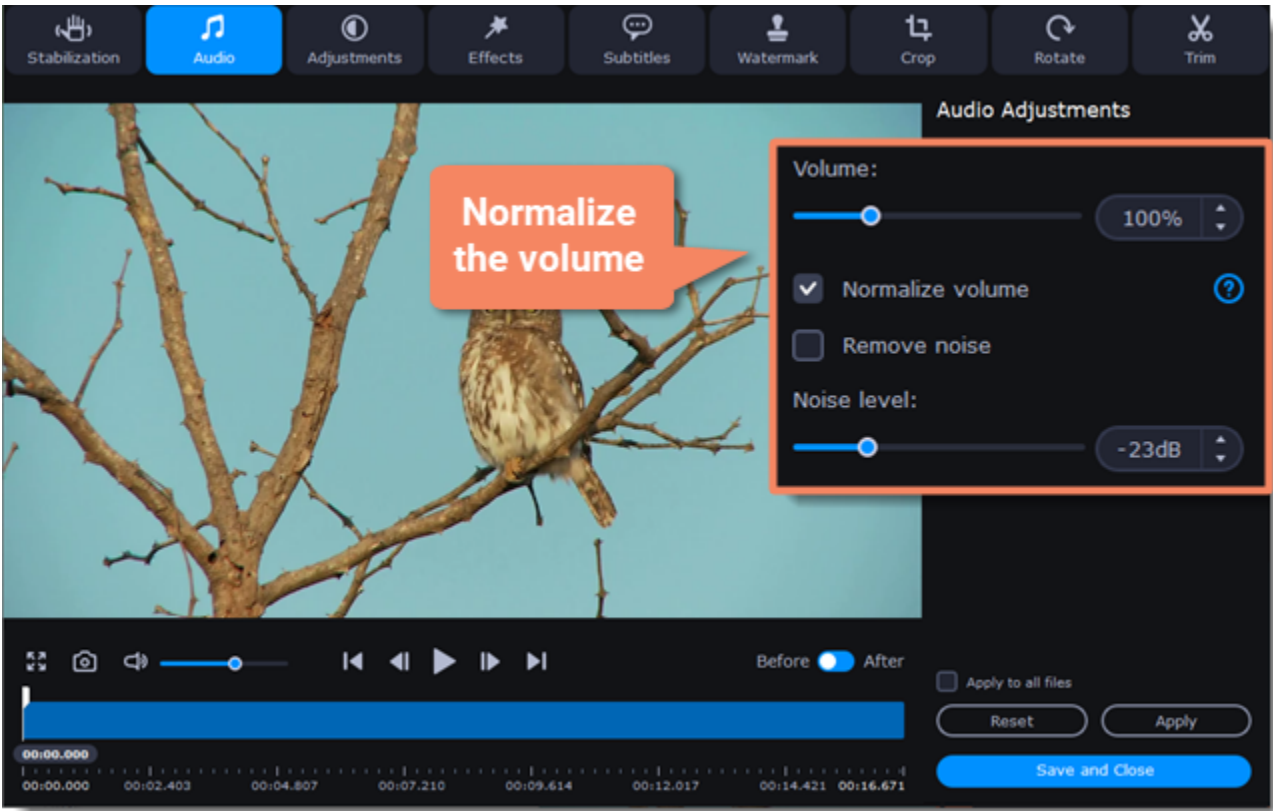
Find low volume files

1. The converter will mark quiet files with the "**Low volume**" tag. Click the tag to see the recommended course of action.
2. A message will appear, recommending volume adjustment. Click **Boost Volume** in the message to open the audio adjustments.



Boost volume

The **Normalize volume** option will already be selected for you. Play the file to check the new volume level. If you need more volume adjustment, use the **Volume** slider to set the necessary volume level. Click **Apply** once you're satisfied with the new volume.

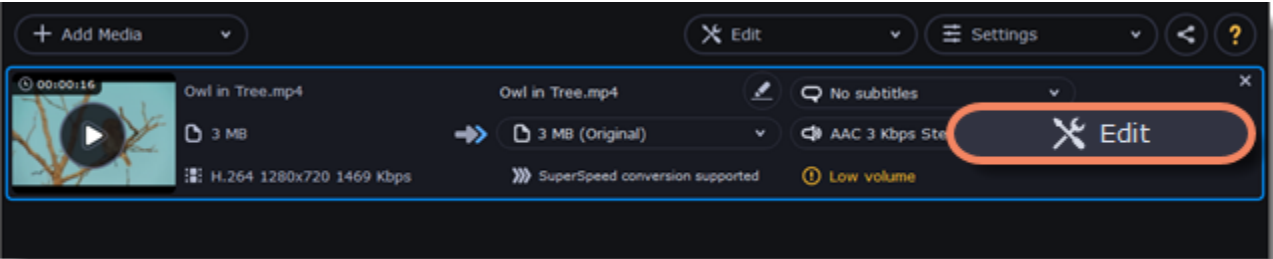


When you're finished, click **Save and Close** to return to the main window.

Adjusting colors

Enter edit mode

Click the **Edit** button next to your file and switch to the **Adjustments** tab.



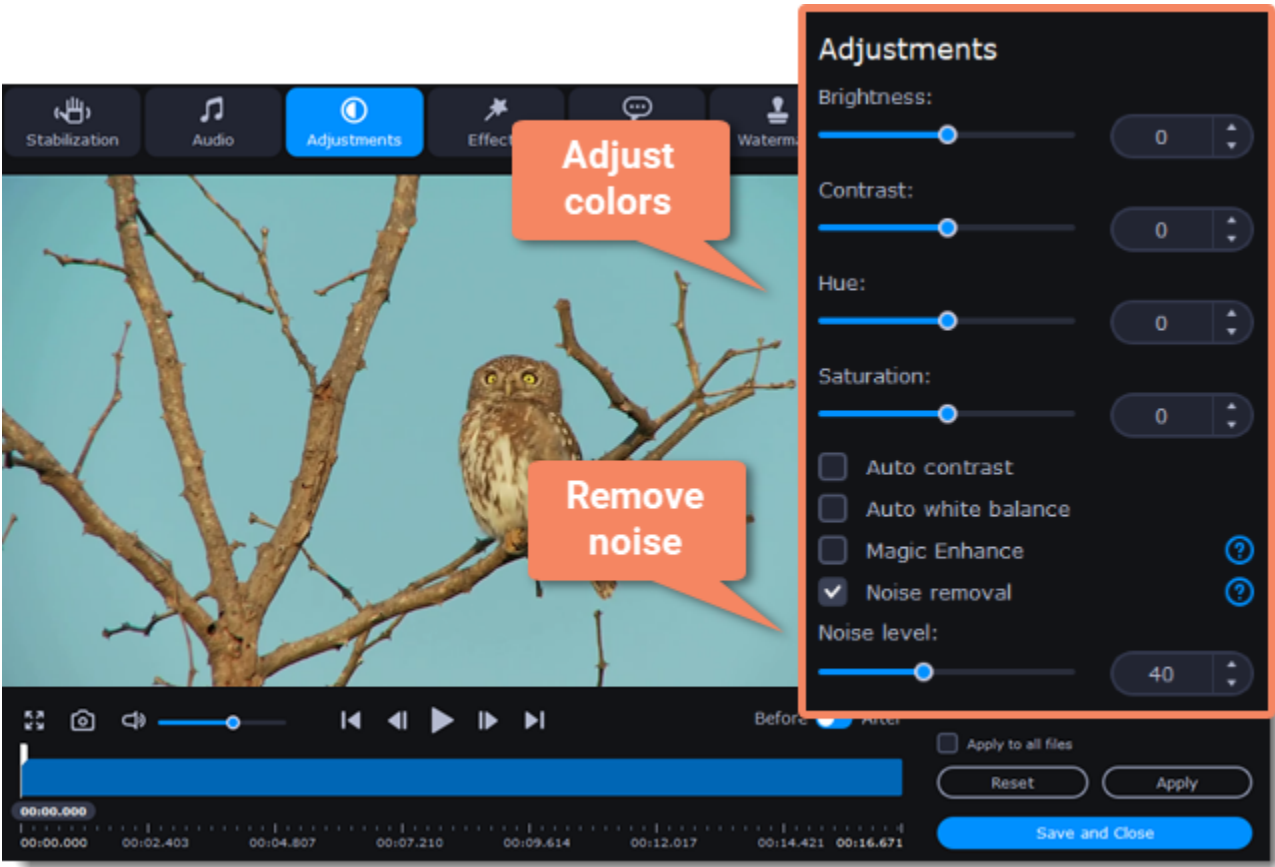
Adjust the colors:

1. Drag the sliders to change the brightness, contrast, hue, and saturation of the photo and video.
2. **Auto contrast** option sets up brightness and contrast of a video or photo.
3. Use the **Magic Enhance** option the automatically fix the brightness, contrast, and saturation of the video or photo.

4. If the colors look unnatural, try the **Auto white balance** option.

Remove noise

1. Move the **Noise level** slider to reflect the amount of noise you can see in the preview. The more noise you need to remove, the higher the Noise level.
2. Select the **Noise removal** option.



Exit edit mode

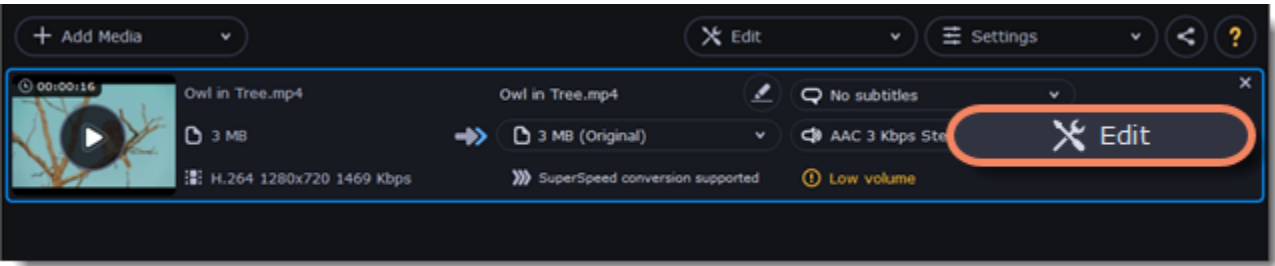
1. When you're satisfied with what you see in the preview, click **Apply**. To batch-process other files in the list with the same adjustments, select **Apply to all files**.
2. Finally, click **Save and Close** to close the editing window.

Cropping video

Cropping a video can help you remove parts around the edges or fix the video's aspect ratio.

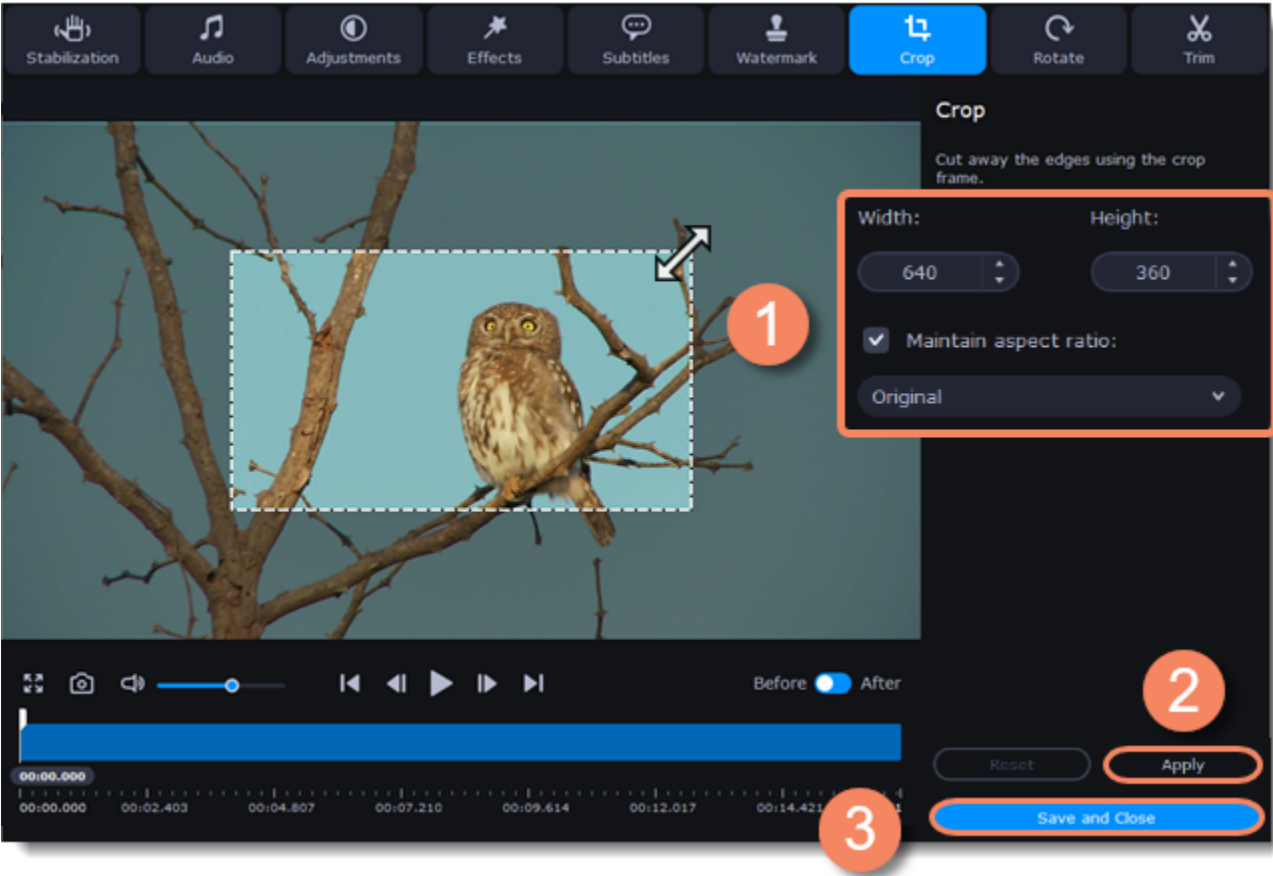
Enter edit mode

Click the **Edit** button next to your file and switch to the **Crop** tab.



Crop your file

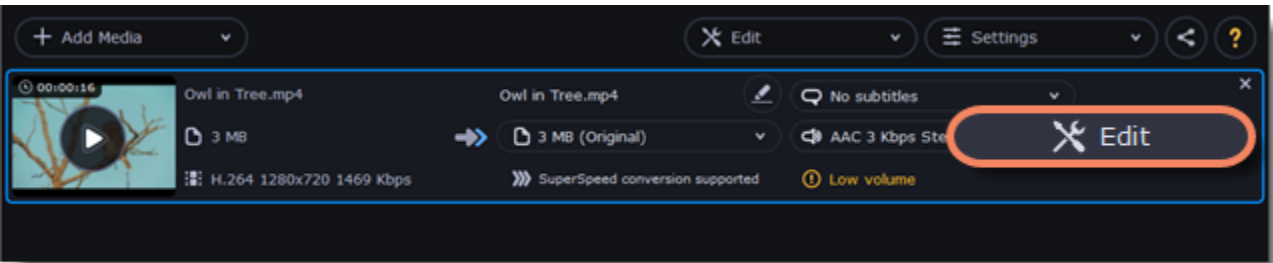
1. Drag the edges of the frame to change its size, and drag by the center of the frame to move it relative to the entire video.
 - If you want a specific size, enter it into the **width** and **height** boxes.
 - If you want to crop the video to a specific aspect ratio, make sure that the **Maintain aspect ratio** option is enabled and choose the proportions from the box below.
2. Click **Apply** to accept the changes.
3. Click **Save and Close** to close the editing window, and then convert the files for the changes to take effect.



Adding effects

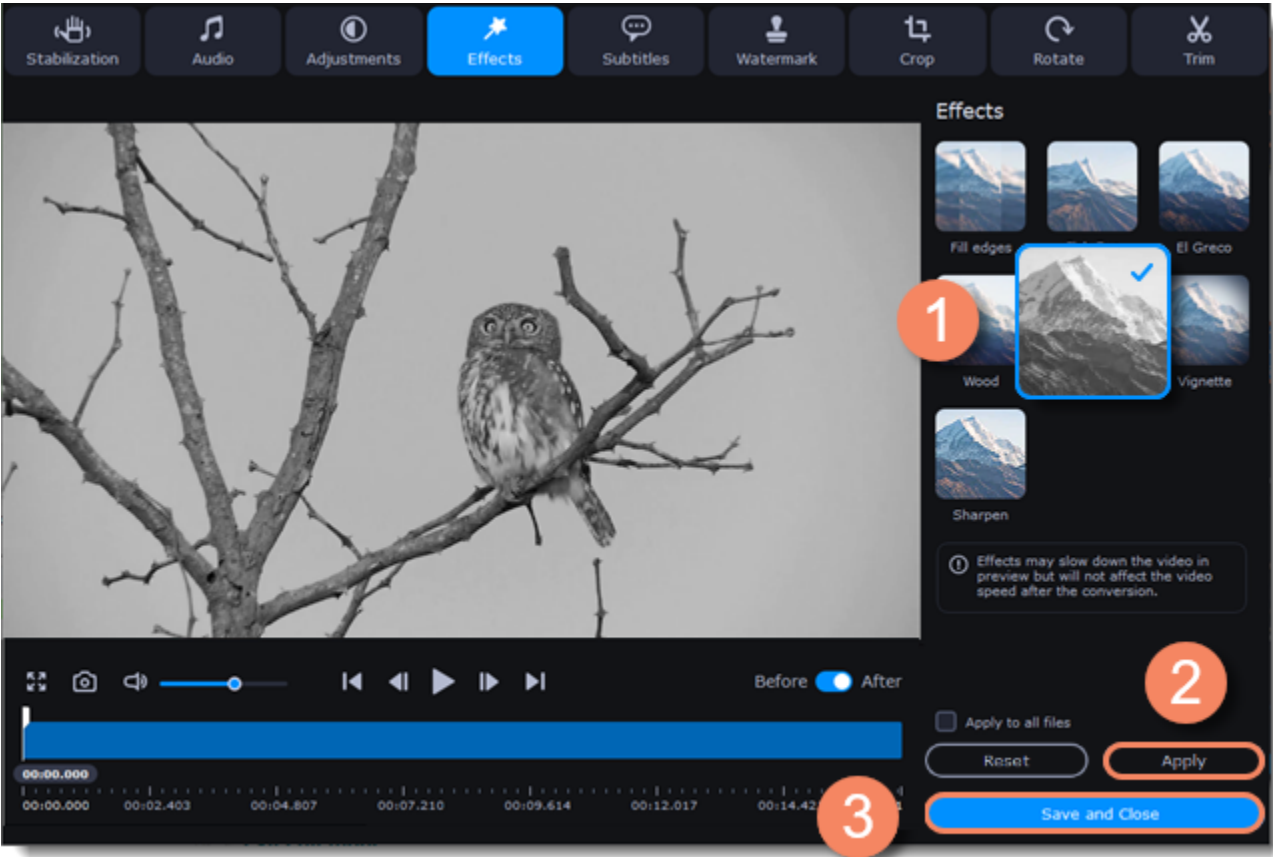
Enter edit mode

Click the **Edit** button next to your file and switch to the **Effects** tab.



Apply effects

1. Click the preview icon to add an effect. You can apply several effects simultaneously.
2. Click **Apply** to accept the changes. If you want to batch-process your files, select **Apply to all files** to apply the same effects to other files in the list.
3. Finally, click **Save and Close** to close the editing window.

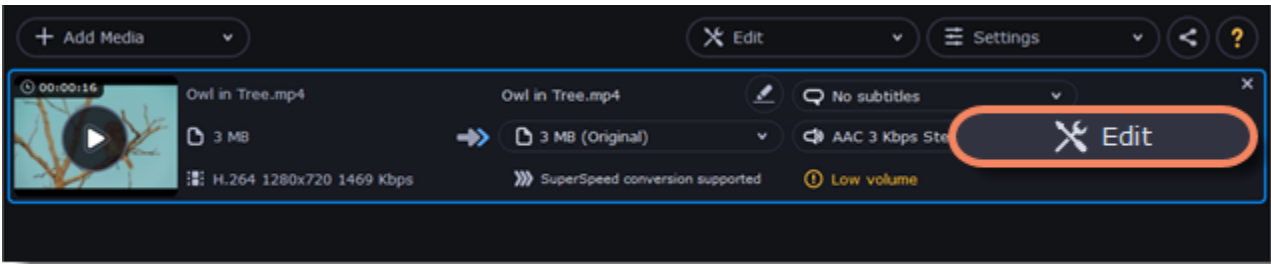


Adding a watermark

Use the watermarking tool to overlay any text or image over your videos and images.

Enter edit mode

Click the **Edit** button next to your file and switch to the **Watermark** tab.



Apply the watermark

Text watermark

- 1. On the Watermark tab, click the **Text** button.
- 2. Enter the watermark text into the box.
- 3. Click the buttons under the text box to change the font, text color, and outline color.
- 4. Move the **Transparency** slider to make the text more see-through.

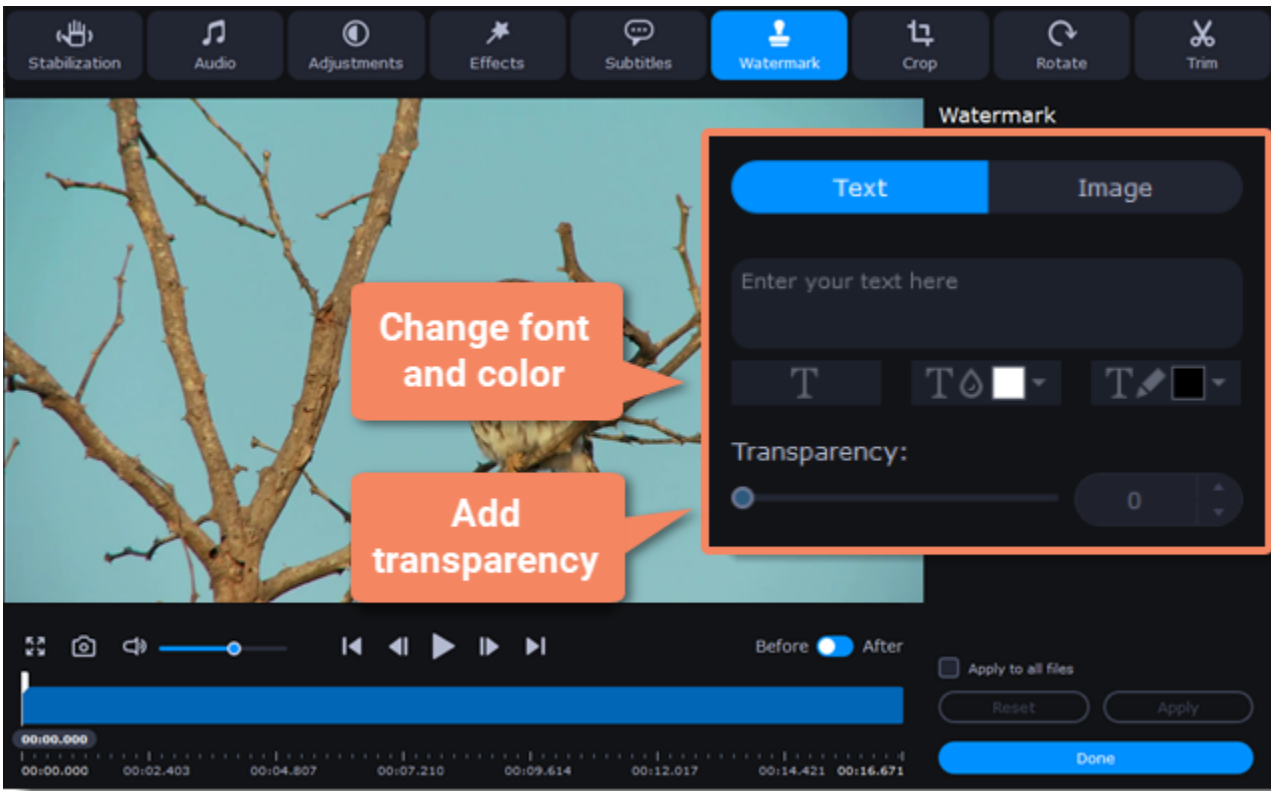
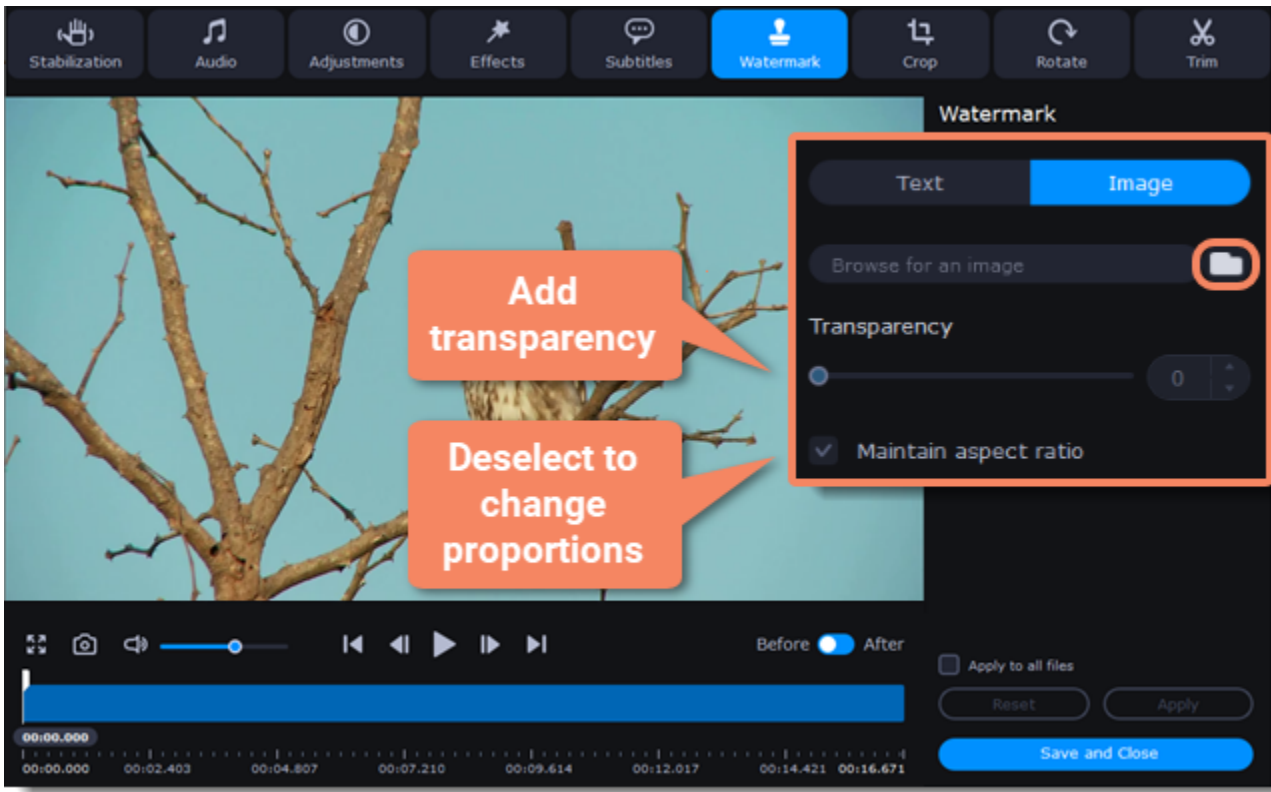


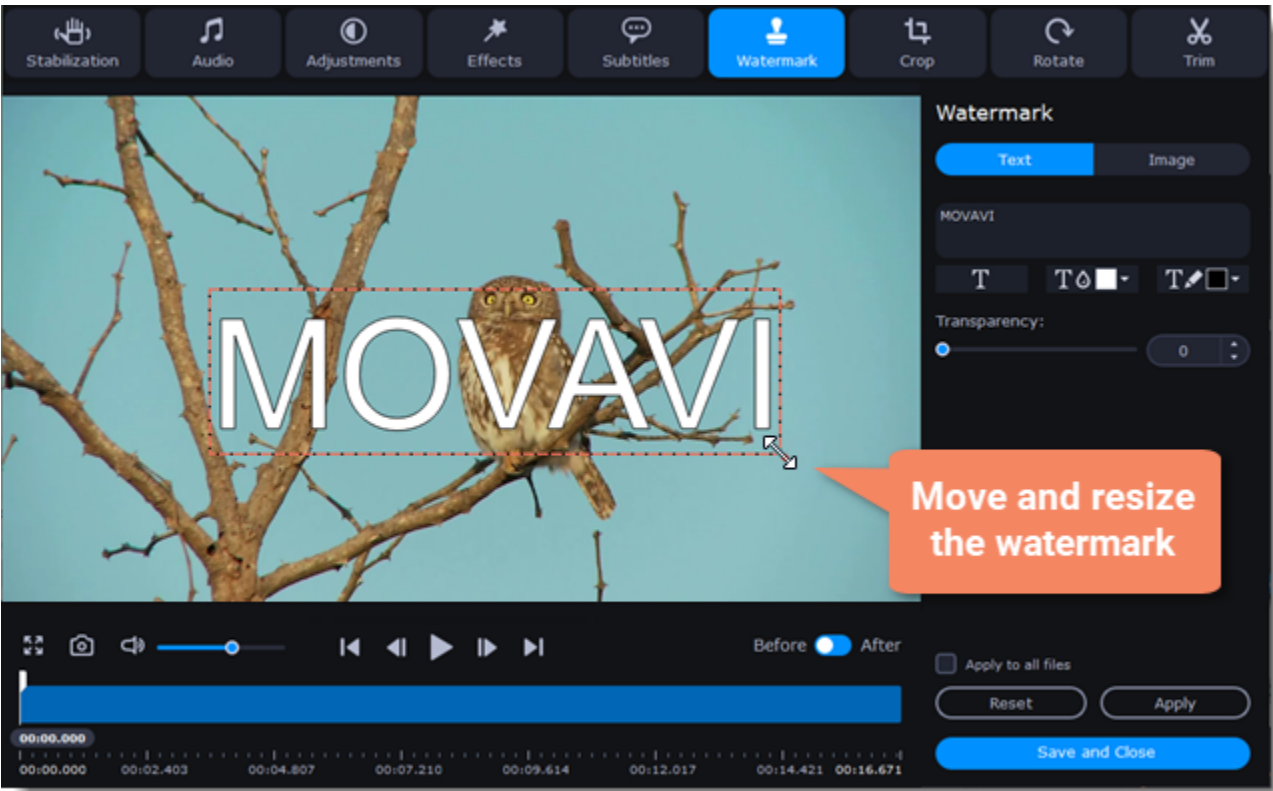
Image watermark

- 1. On the Watermark tab, click the **Image** button.
- 2. Click the folder icon and choose the watermark image you want to use.
- 3. Move the **Transparency** slider to make the image see-through and less distracting.
- 4. By default, the image will keep its original proportions. To change the proportions, deselect the **Maintain aspect ratio** option.



Move the watermark

- In the player, move the watermark to the necessary position.
- 1. Drag at the corners to change the size of the watermark.
 - 2. Drag at the center to move the watermark.



Exit edit mode

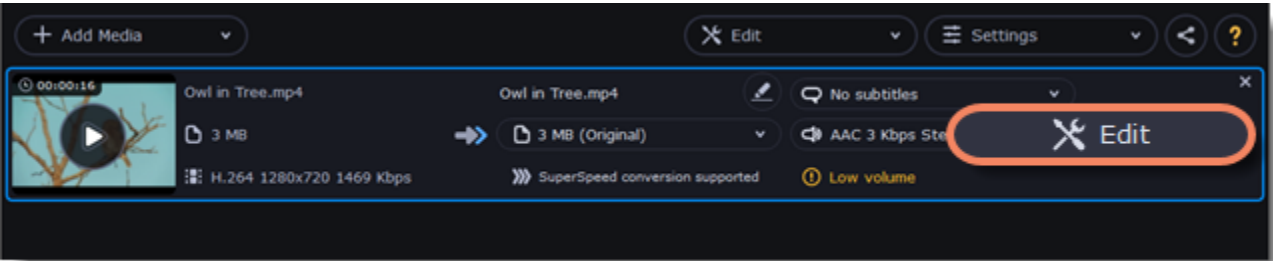
Click **Apply** to accept the changes. If you want to batch-process your files, select **Apply to all files** to apply the same watermark to other files in the list.

Stabilizing video

Videos shot on handheld cameras often look shaky and unstable, no matter how hard you try to keep the camera level, especially if you're filming sports using a portative action camera such as a GoPro®. To remove camera shake from your videos:

Enter edit mode

Click the **Edit** button next to your file and switch to the **Stabilization** tab.



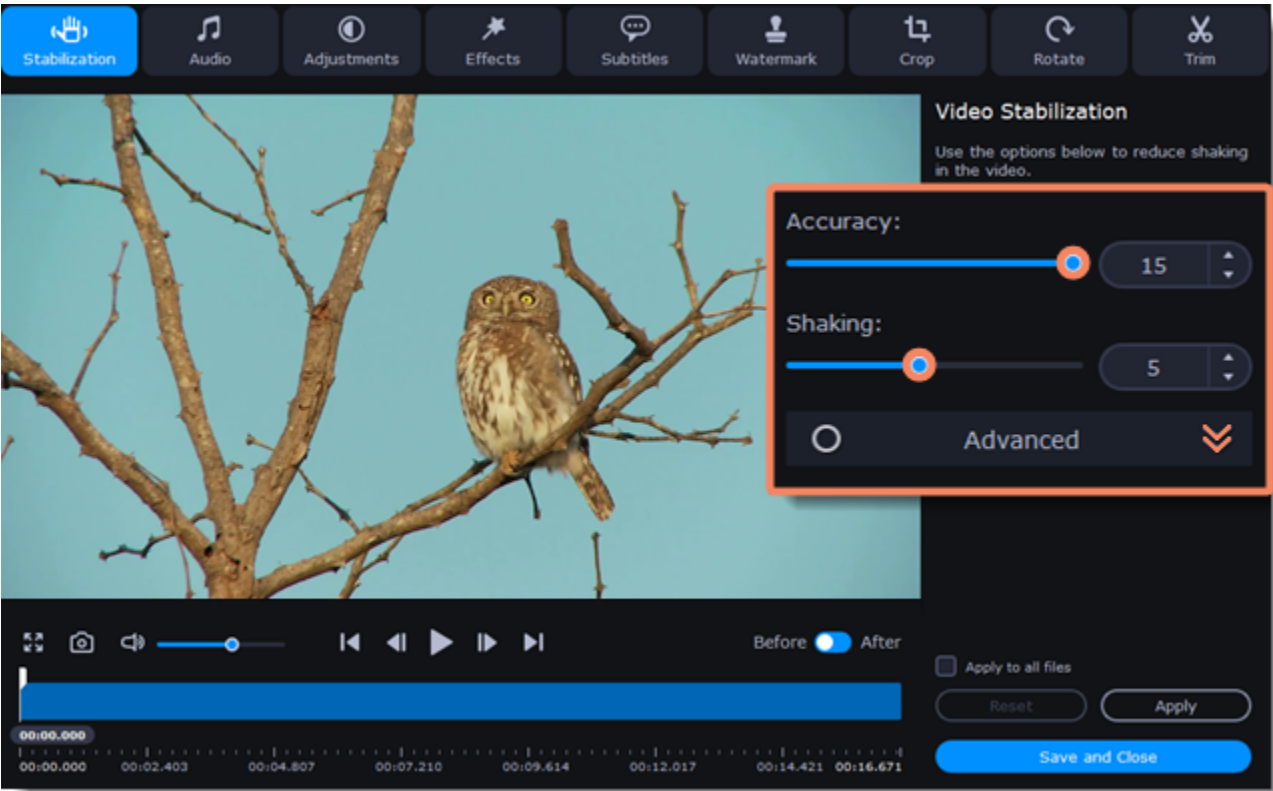
Set up stabilization

Set up stabilization with the following parameters depending on the video and the amount of shaking:

Accuracy: affects the analysis precision of the video. Higher accuracy yields the best results, but also takes more time.

Shaking: set how strongly the shaking is visible on the video.

If you need more advanced settings, click the arrow under the sliders.

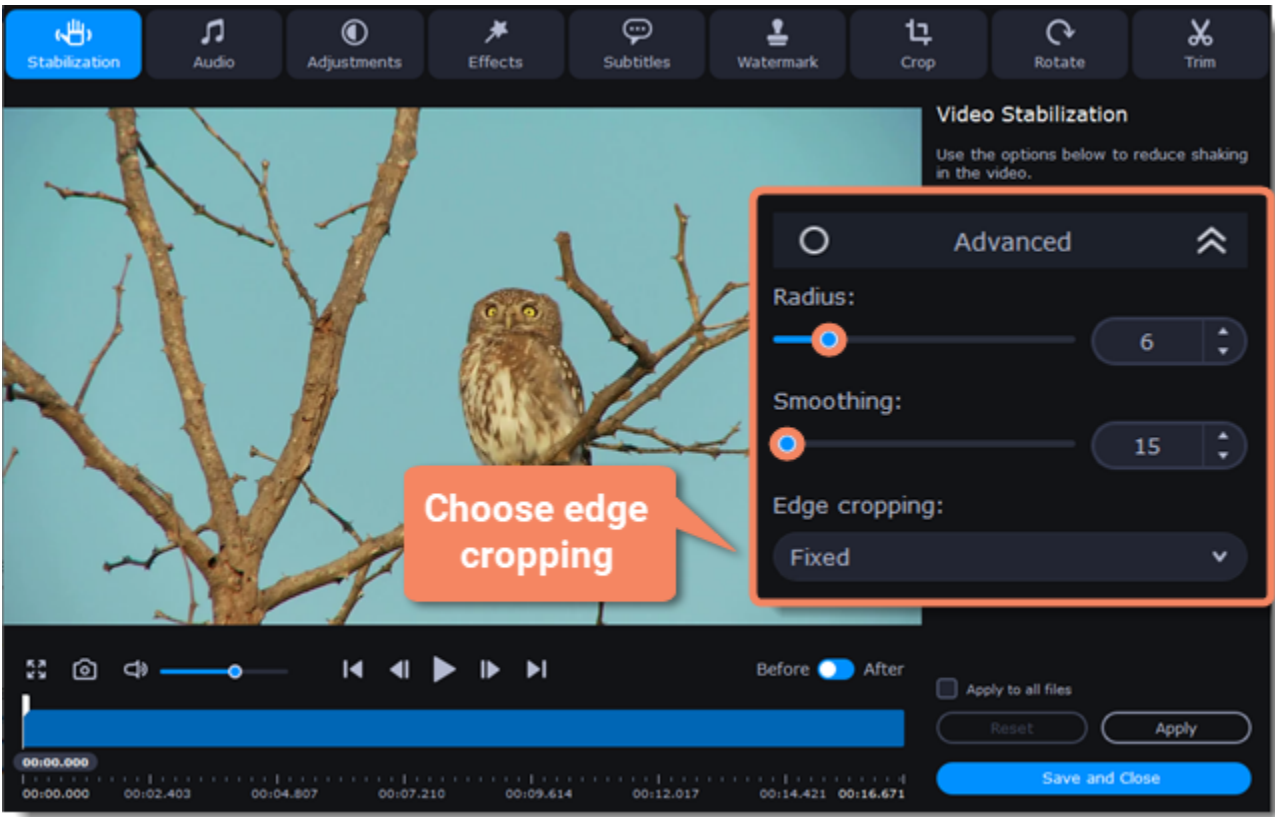


Radius: when a video is stabilized, each object is adjusted using the pixels from the surrounding area. The radius affects how large that area will be. Use a smaller value for more dynamic videos to avoid mixing objects together and to preserve more detail.

Smoothing: limits camera acceleration. Higher values work best for more or less static videos. Excessive smoothing may limit panning.

Edge Cropping: after compensating for motion, some distortion artefacts like blurred areas may appear around the edges.

- **None:** the edges will remain as they are. Best results if there is little shaking on the video.
- **Fixed:** the video is cropped to one size to cut off some of the edges.
- **Adaptive:** whenever there is a lot of shaking, the video will zoom in so that the distorted edges are not shown.



Exit edit mode

1. Click **Apply** to accept the changes. If you have several similar files, select **Apply to all files** to stabilize them in the same way.
2. If you're finished editing the file, click **Save and Close** to go back to the main window. Stabilization will only take effect after you convert the videos.

Uploading files to iTunes

Adding converted videos and music to your iTunes library will allow you to play them on any of your devices connected to the same iTunes account.

Before you start

To upload files to iTunes, you will need iTunes 6.0 or higher installed on your computer.

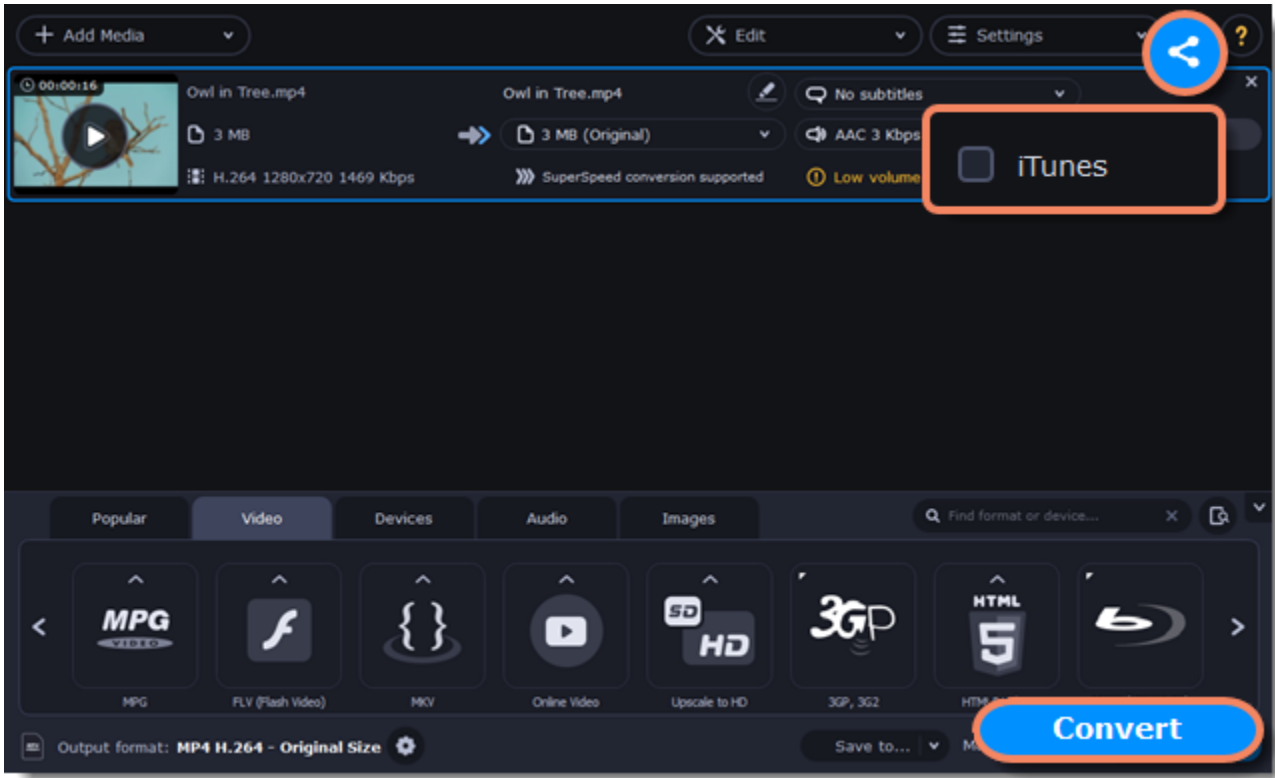
[Download iTunes](#)

Prepare the files

1. Open the files you want to convert. [Opening media](#)
2. Choose an output format. [Choosing output format](#)
3. Edit the files. [Editing media files](#)

Choose iTunes uploading

1. Click the the sharing button at the top of the window.
2. Select **iTunes** from the pop-up list.



Convert files

Click **Convert** to start processing your files. After conversion is completed, the files will be uploaded to your iTunes cloud storage.

Accelerating conversion

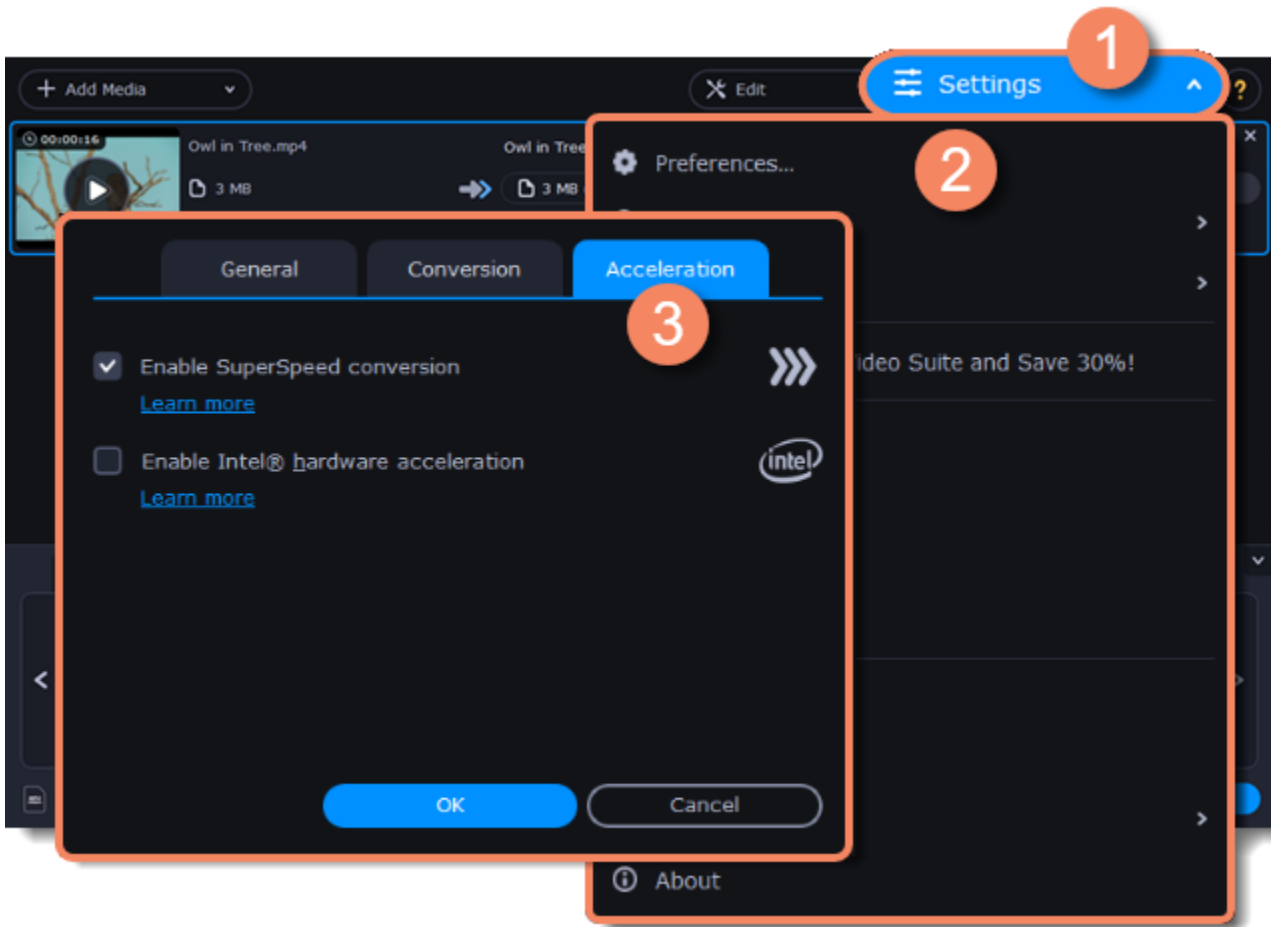
Here are some things you can do to convert videos even faster.

Take advantage of your hardware

Movavi Video Converter Premium is optimized for the latest hardware, allowing you to use your computer's full potential when converting videos.

Enabling acceleration

To enable these acceleration options, click the **Settings** button in the converter window, and choose **Preferences** from the pop-up menu. In the preferences, switch to the **Acceleration** tab and select the available acceleration options.

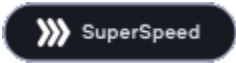


[Learn more about SuperSpeed](#)

[Learn more about NVIDIA acceleration](#)

[Learn more about Intel acceleration](#)

[Learn more](#)



SuperSpeed conversion

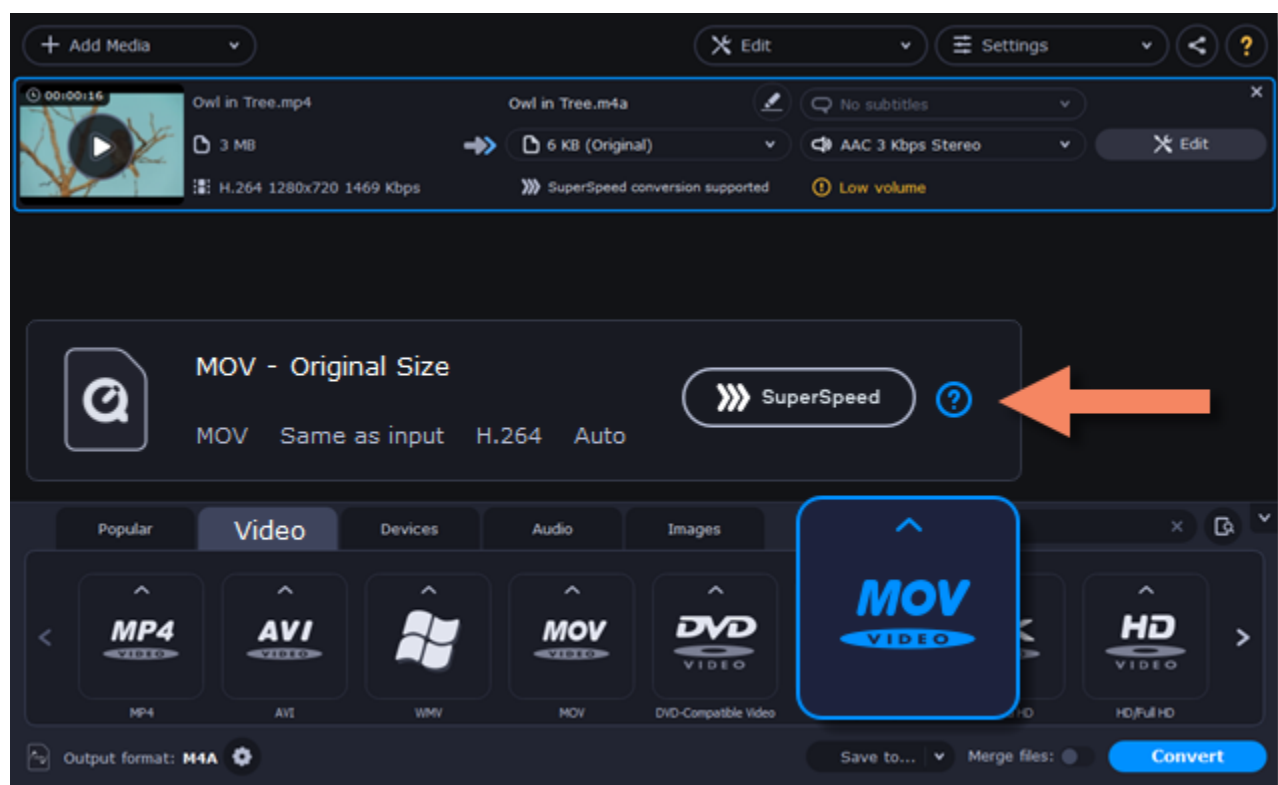
SuperSpeed mode allows you to convert video files much faster than usual without losing any quality. When you convert videos, encoding the video from one codec to another takes the most time. If you don't need to change the video codec or resolution, the video data can simply be copied to the new file, without having to convert it. This is also sometimes called *remultiplexing* or *remuxing*.

When can it be used?

- SuperSpeed mode can be used any time when the video stream in the output file is the same as the original:
- The output codec is the same as the video codec in the original file (*e.g. when converting MKV files with the H.264 codec to MP4 files with the H.264 codec*)
 - The output resolution is the same as the original
 - No video adjustments are used. *This includes stabilization, video adjustments, denoising, subtitles, watermark, crop, and rotation.*
 - No video compression is used.
 - You can still enjoy SuperSpeed conversion when trimming files.

How to use SuperSpeed conversion

To use SuperSpeed conversion mode, choose output presets marked with the SuperSpeed badge:



This can be a video format or a device preset that has the same codec and resolution as your original files.

Intel Hardware acceleration

If you have one of the latest Intel processors, you can use the built-in graphics chip to accelerate conversion of H.264 and MPEG-2 video.

Intel hardware acceleration

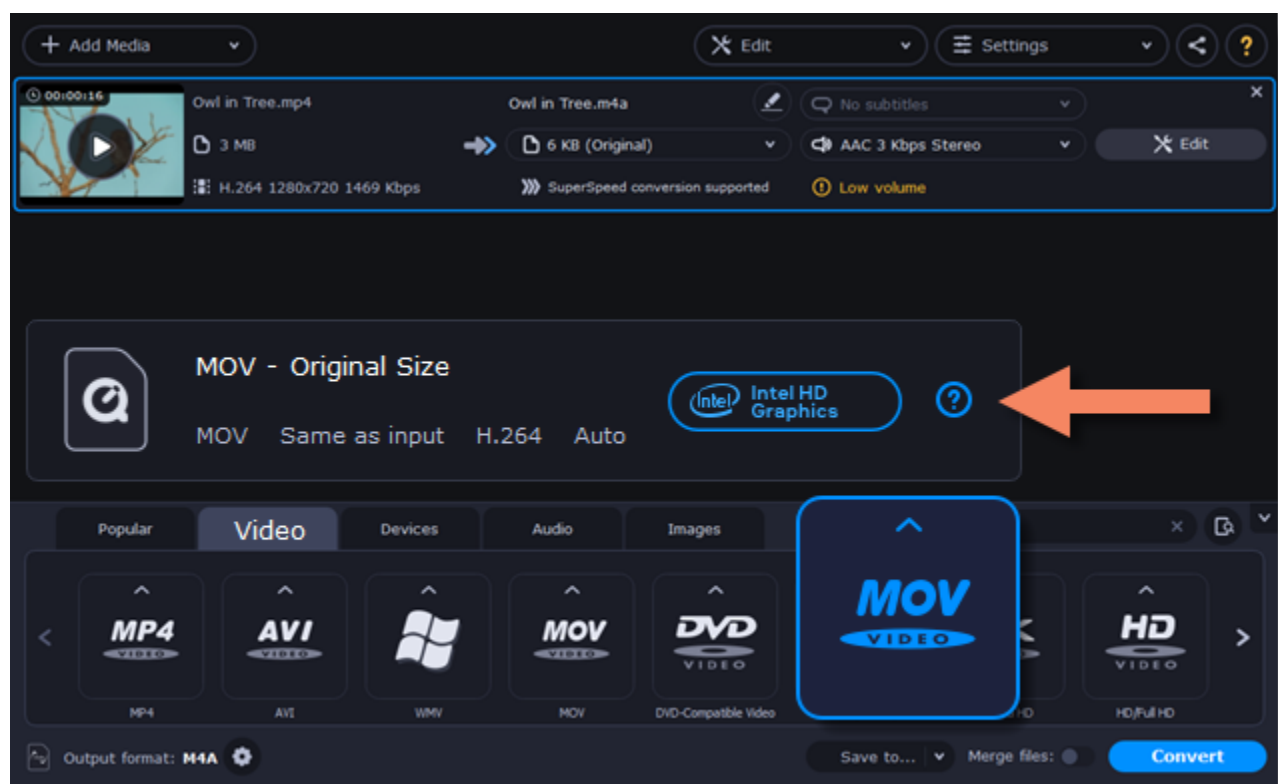
- Accelerates video processing by up to 400% when converting H.264 and MPEG-2 video codecs.
- This option is only available if your computer is equipped with an Intel processor that supports the Intel HD Graphics™ technology.
- When choosing an output format, look for presets marked with the **Intel HD GRAPHICS** badge.

Compatible processors

Intel hardware acceleration is available on Intel® Core™ i3, i5, and i7 processor series. For a full list of processors that support integrated graphics, please consult [the Intel support center](#).

How to use Intel acceleration

You can enjoy Intel acceleration when converting videos to H.264 and MPEG-2 codecs. When selecting an output format, choose formats and presets marked with the **Intel® HD GRAPHICS** badge. Conversion to these output formats will be accelerated.



Troubleshooting:

Can't enable Intel hardware acceleration

- If the Intel hardware acceleration option in Movavi Video Converter Premium preferences is unavailable:
- Check that your processor is compatible with Intel hardware acceleration. To do that, open the **Control Panel**, go to **System and Maintenance**, and choose **System**. Find the processor information and make sure that you have an i3, i5, or i7 Intel processor.
 - Update the Intel processor drivers. You can find the newest version at Intel's official website [here](#). We recommend only downloading drivers and other software from trusted sources.
 - In order for the graphics acceleration to work properly, there needs to be a monitor connected to the graphics card port. Connect the monitor and make sure it is functioning properly, then try enabling Intel® hardware acceleration again.

Problems while converting using Intel® hardware acceleration

- If the video conversion process is taking longer than expected, or there are defects in the output video file:
- Try updating the processor drivers. You can find the newest version at Intel's official website [here](#).

- Try disabling Intel acceleration in the [preferences](#).

Intel HD Graphics is a trademark of Intel Corporation.

NVIDIA Hardware acceleration

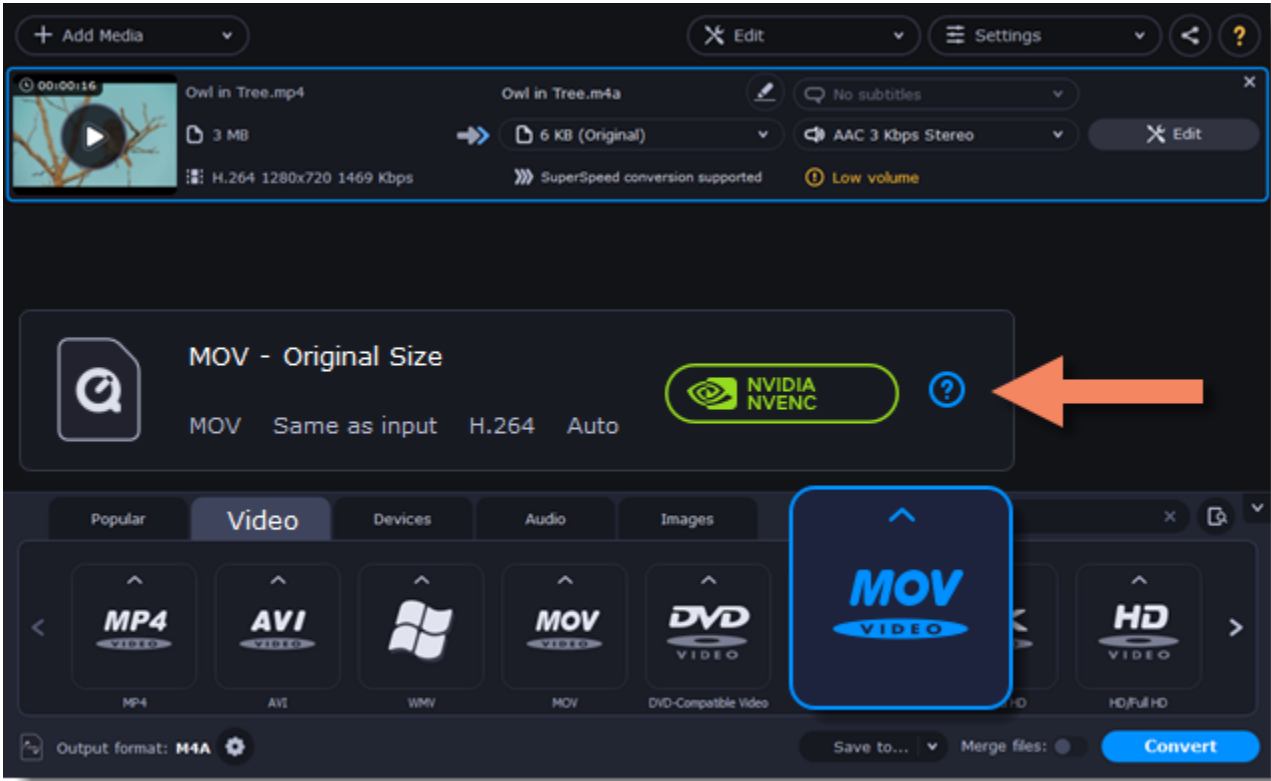
If you have one of the latest NVIDIA® graphics cards, you can use its graphics processing power for converting videos. Using the graphics card instead of the processor leaves your CPU free for other tasks, and you can use your computer without stuttering while converting videos.

Convert using NVIDIA GPU

- With this option enabled, your NVIDIA graphics card will be used for processing H.264 and MPEG-2 videos and they will be saved up to 50% faster.
- Because video processing is carried out by the graphics card, your CPU is free for other tasks, ensuring smoother performance in other programs.
- This option is only available if your computer is equipped with an NVIDIA graphics card that supports NVENC™.
- When choosing an output format, look for presets marked with the NVIDIA NVENC badge, depending on the acceleration technology supported by your graphics card.

How to use NVIDIA acceleration

NVIDIA acceleration works when converting any videos to AVI, MP4, FLV, MOV, or MPEG-2 TS formats with the H.264 codec. To accelerate conversion, choose one of these output formats marked with the **NVIDIA NVENC** badge.



Compatible graphics cards

NVIDIA acceleration supports GeForce, Tesla and Quadro graphics card series. You can find the full list of supported GPUs on NVIDIA®'s official site: [NVIDIA NVENC supported GPUs](#)

Note: NVIDIA acceleration does not support mobile graphics cards.

Troubleshooting

How do I find out which GPU my computer has?

1. Right-click on your desktop and choose **Display Resolution**
2. In the **Display Resolution** window that appears, click **Advanced**. This will open your GPU's properties.
3. In the **Adapter type** section, you can see your GPU's model.

The Enable NVIDIA GPU Acceleration option is unavailable

If you can't enable NVIDIA acceleration, try updating your graphics card drivers.

[NVIDIA Download Center](#) | [Detailed Instructions](#)

Problems while converting video with NVIDIA GPU acceleration

If the video conversion process is taking longer than expected, or there are defects in the output video file:

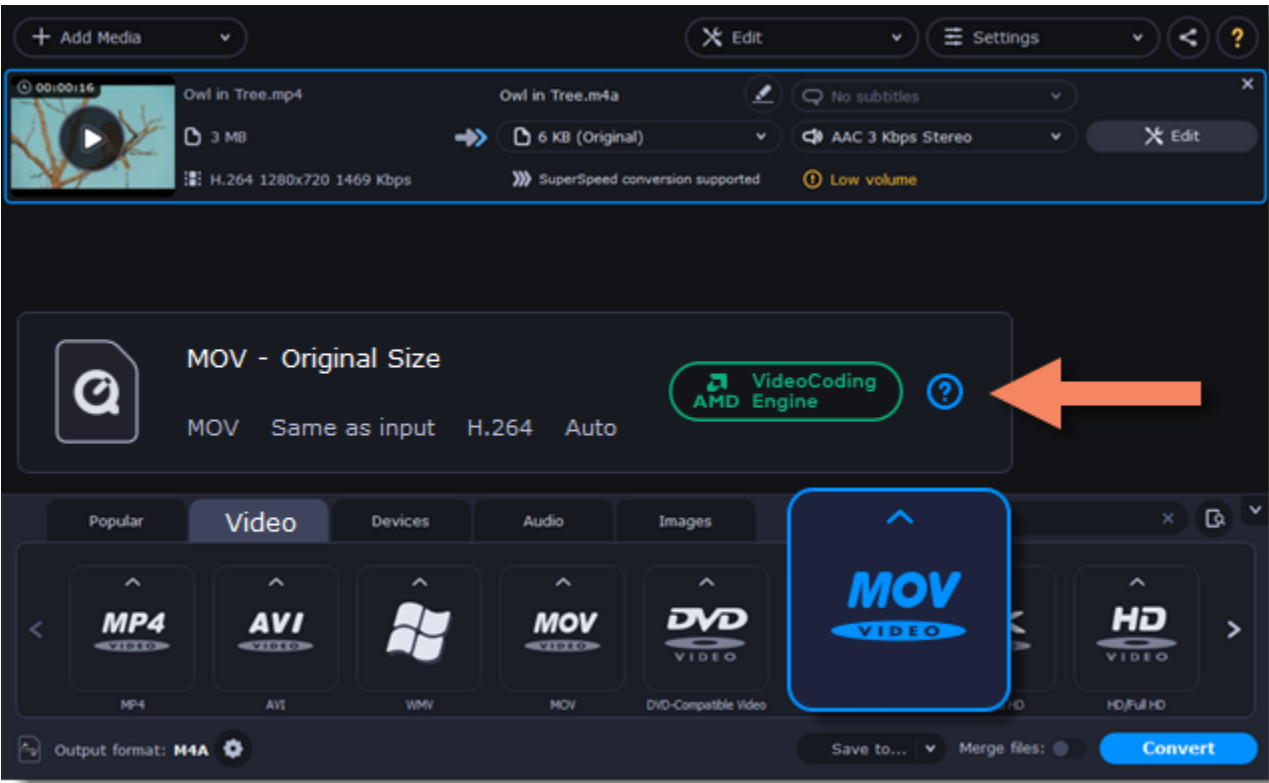
- Try updating the graphics card driver. [Detailed instructions](#)
- Try disabling NVIDIA GPU acceleration on the [Acceleration](#) tab of the [preferences](#).

AMD Hardware acceleration

If you have one of the latest AMD graphics cards, you can use its graphics processing power for converting videos. Using the graphics card instead of the processor leaves your CPU free for other tasks, and you can use your computer without stuttering while converting videos.

AMD hardware acceleration

- Accelerates video processing by up to 2,5x when converting to H.264 video codec for heavy files.
- This option is only available if your computer is equipped with AMD graphics card that supports the Video Coding Engine technology.
- When choosing an output format, look for presets marked with the **AMD Video Coding Engine** badge.



Compatible graphics cards

When using the H.264 codec, acceleration will work with graphics cards released after April 2014.

Troubleshooting

How do I find out which GPU my computer has?

- 1. Right-click on your desktop and choose **Display settings**
- 2. In the **Display settings** window that appears, click **Advanced display settings**. This will open your GPU's properties.

The Enable NVIDIA GPU Acceleration option is unavailable

If you can't enable NVIDIA acceleration, try updating your graphics card drivers.

[AMD Driver Download Center](#) | [Detailed Instructions](#)

Problems while converting video with AMD acceleration

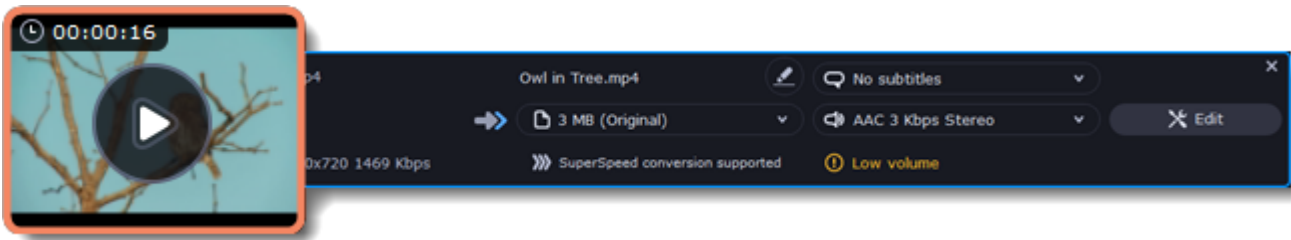
If the video conversion process is taking longer than expected, or there are defects in the output video file:

- Try updating the graphics card driver. [Detailed instructions](#)
- Try disabling AMD acceleration on the [Acceleration](#) tab of the [preferences](#).

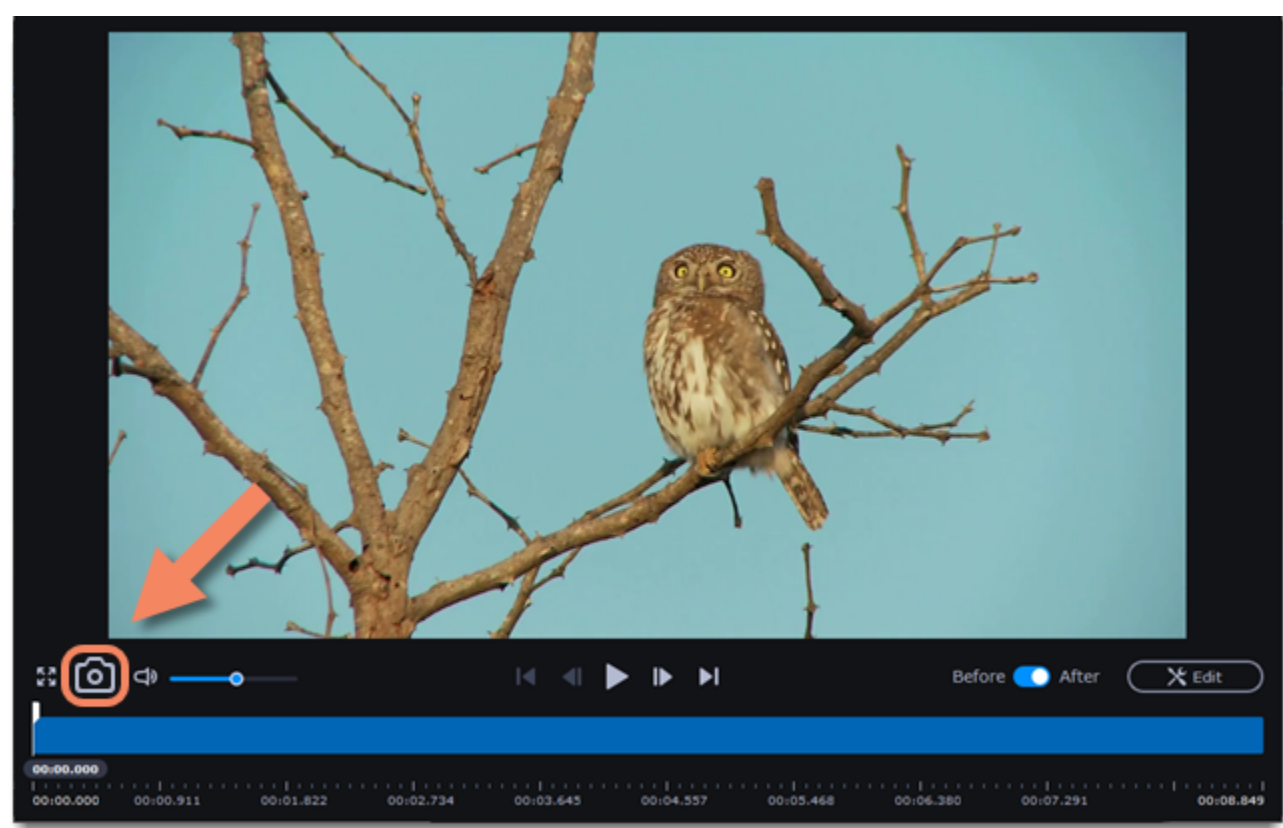
Taking a snapshot

To save a single frame from the video:

- 1. Click the **Play** button on the video's thumbnail in the list to view the original file.



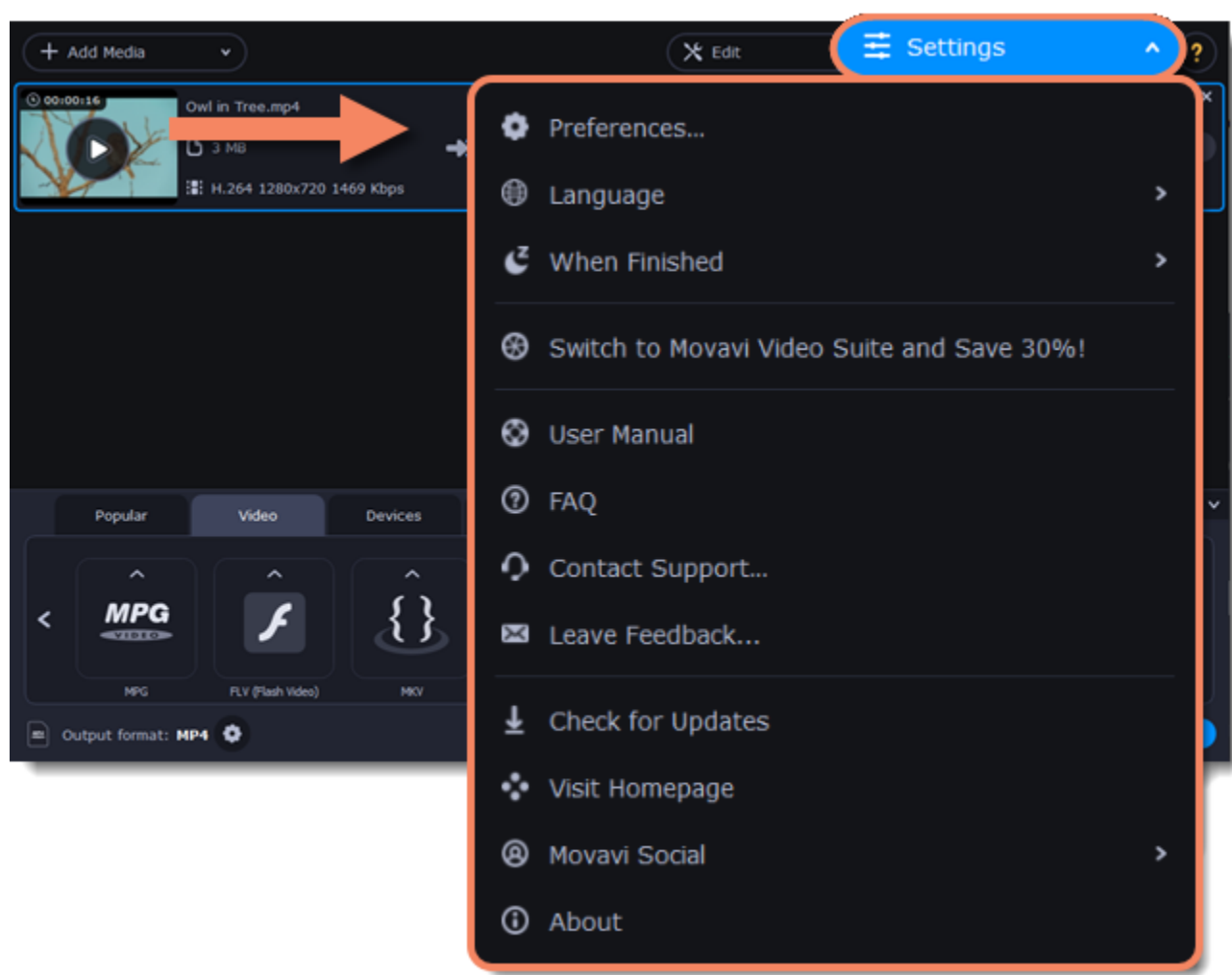
- 2. In the player window, move to the frame you want to save and click the **Take a Snapshot** button.



3. A **File Explorer** window will open. Choose where you want to save the snapshot and click **Save**. The snapshot will be saved with the original video's size and quality.

Preferences

To open the converter preferences, click the **Settings** button at the top of the window to open the settings menu. There, click **Preferences**.



The preferences are organized into tabs at the top: General, Conversion, and Acceleration. Click the related tab to find the preferences you need.

- [General preferences](#)
- [Conversion preferences](#)
- [Acceleration preferences](#)

General preferences

On the General tab of the preferences, you can choose the interface language and control how the application behaves.

Automatically check for updates – select this option and you'll be notified whenever a new version is available. Updates within your version are absolutely free (e.g. 1.0 to 1.1), while new releases are offered with a hefty discount to registered users.

Send anonymous usage stats to Movavi – checking this box will allow the program to send usage statistics to our development team, enabling us to fix any bugs you may encounter much faster, as well as add new features that you might be missing. The data contains no personal information, will not be disclosed to third parties and will be used for software improvement purposes only.

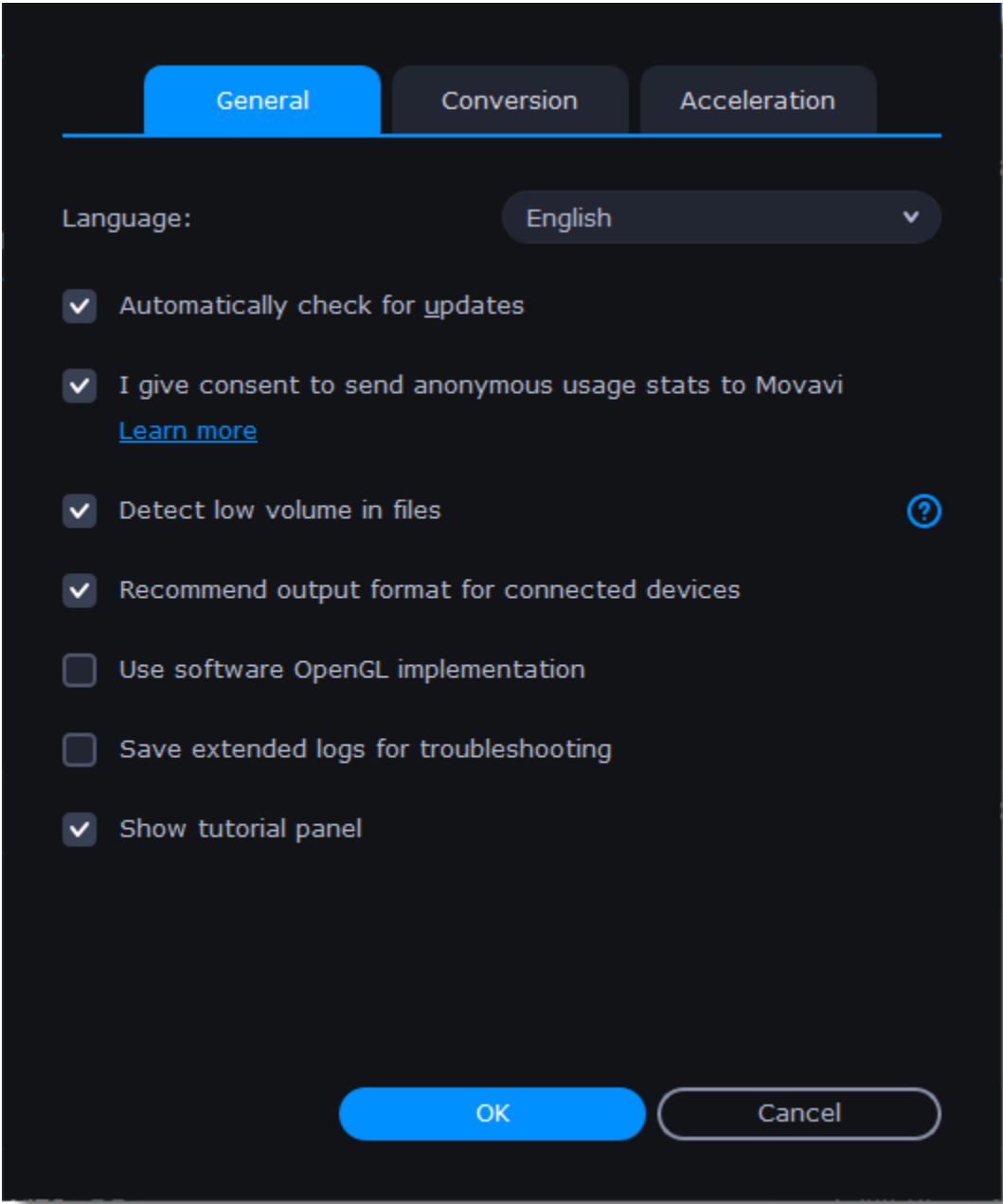
- [Learn more about how we use the statistics](#)
- [Read our Privacy Policy](#)

Recommend output format for connected devices – when you connect a smartphone or tablet, the program will detect the device and recommend the optimal format for watching videos on it. [Learn more](#)

Use software OpenGL implementation – this option can be useful if your computer doesn't support the necessary OpenGL version and you see an error message when you start the program.

OpenGL is a software interface that manages graphics output. Usually, OpenGL is handled by your graphics card driver. However, some graphics cards do not support the necessary version of OpenGL. For these graphics cards, you can use this option to download and install a software replacement. Installation will run automatically, but you will need an Internet connection to download the files.

If the program works without showing an OpenGL error message, this option is not recommended.
[Learn more about OpenGL troubleshooting](#)



Conversion preferences

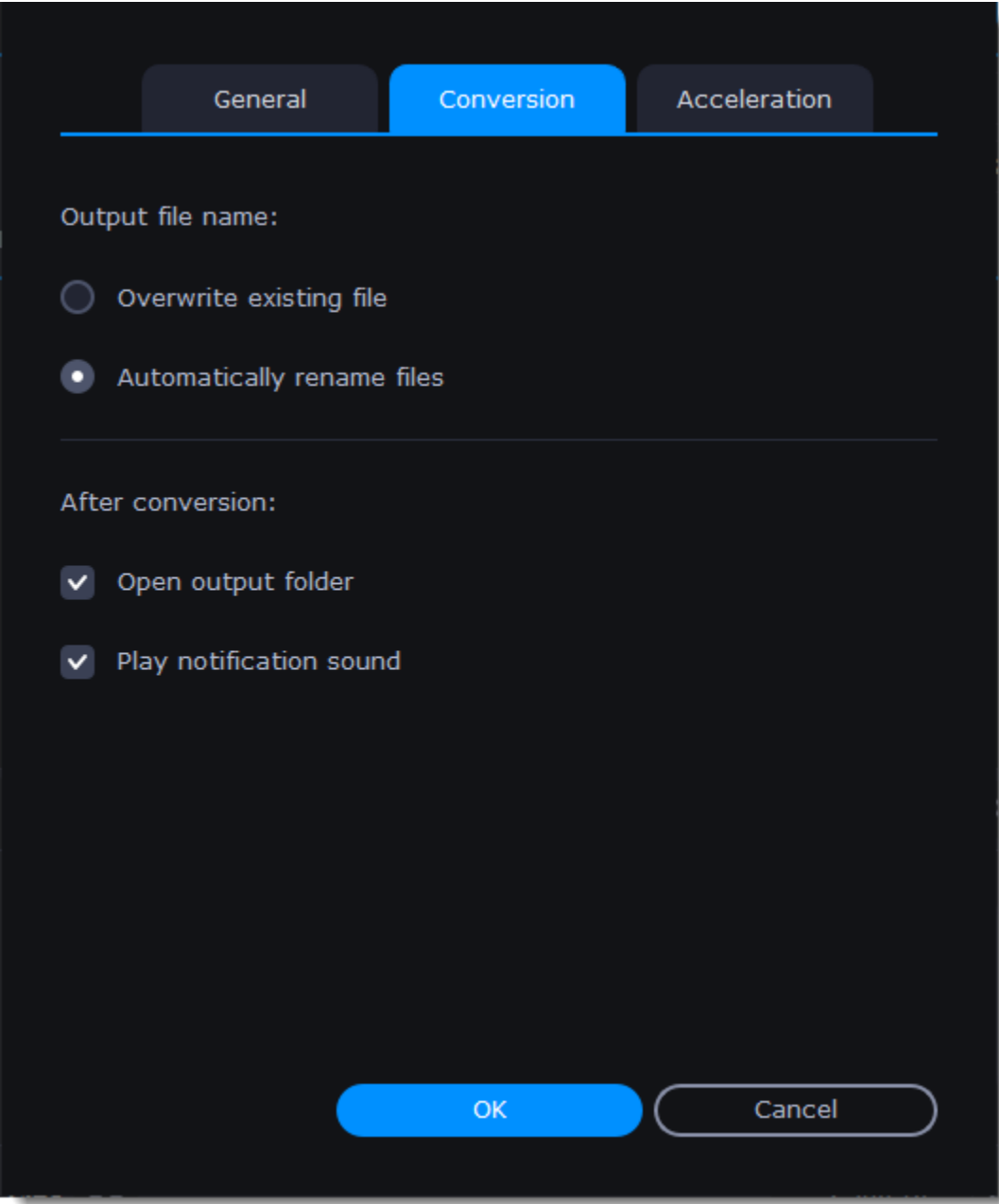
On the **Conversion** tab of the preferences, you can manage how files are converted.

Under *Output file name*, you can choose what happens if a file with the same name already exists in the output folder:

- **Overwrite existing file:** the old file will be permanently replaced with the newly converted file.
- **Automatically rename files:** new files will be automatically renamed, and both files will be preserved.

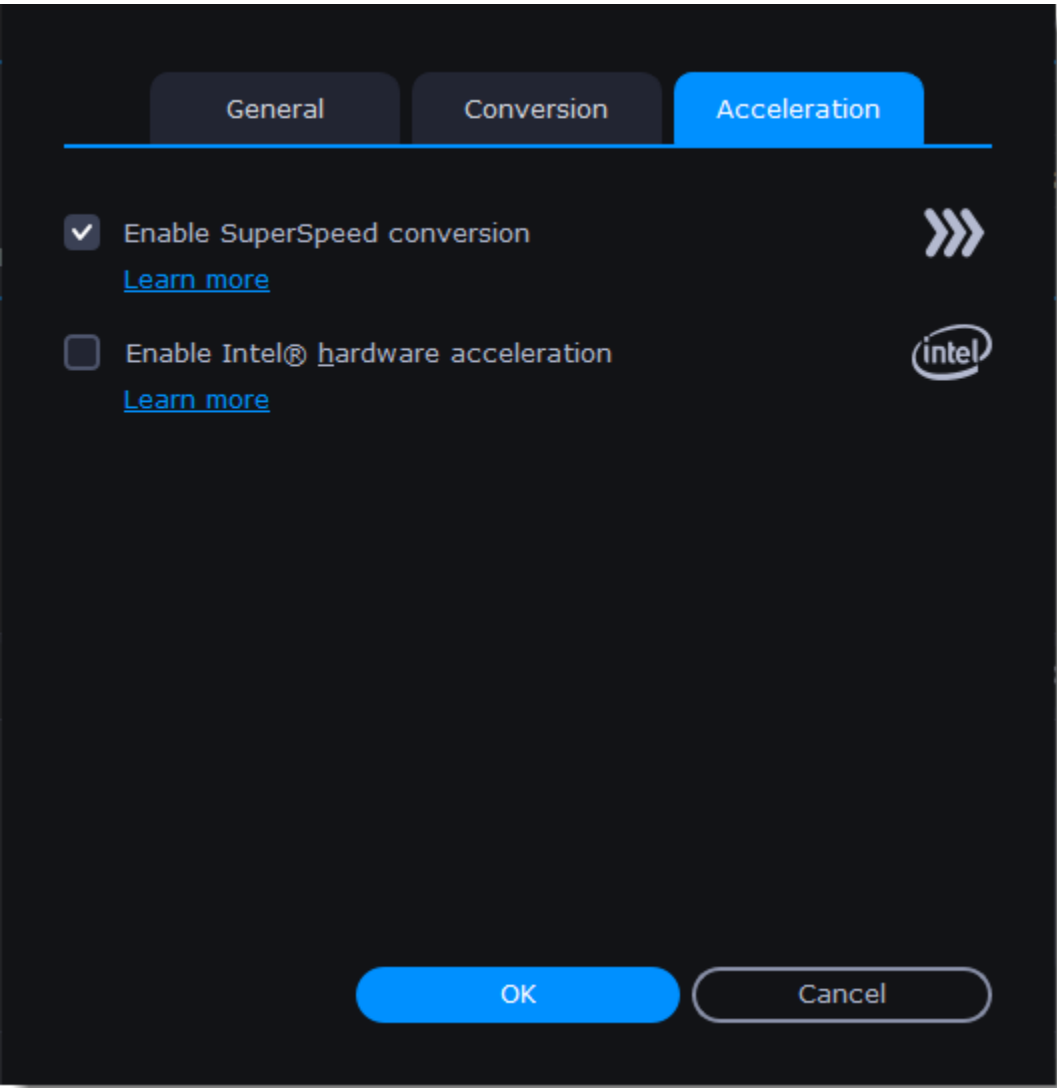
Under *After conversion*, you can choose what happens when conversion is finished:

- **Open output folder:** shows the converted files in the output folder.
- **Play notification sound:** the program will notify you when it has finished converting your files.



Acceleration preferences

On the **Acceleration** tab of the Preferences, you can accelerate conversion using the latest technologies. You can find out more about each acceleration method in the [Accelerating Conversion](#) section.



Troubleshooting

If acceleration options are unavailable:

- Your computer might not have the right hardware.
- If you're sure that your hardware meets the requirements, try updating your drivers. You can always find the newest version on the manufacturer's website: [Intel Download Center](#) | [NVIDIA Driver Downloads](#)

Intel HD Graphics is a trademark of Intel Corporation.
NVENC is a trademark of NVIDIA Corporation.

Help and support

If you have any questions or concerns regarding Movavi software, you are welcome to contact our support team.

You can contact us using:
E-mail: support@movavi.com – guaranteed response in 3 business days
Live Chat – available 12 A.M. – 6 P.M. GMT \ 4 P.M. – 10 A.M. PST
[Or use the contact form](#)

Please describe your problem in as much detail as possible; any screenshots, log files, or information about your system will allow us to help you faster.
[How to take a screenshot](#) | [How to collect log files](#) | [How to find system information](#)

Frequently asked questions:

Why is "Trial Version" written on my videos?
The watermark is only placed on videos in the trial version. Buy an activation key and use it to activate the program. After that, you can convert files without the watermark.
[Removing trial restrictions](#)

My file does not open

- Check the list of supported formats to see if this file format is supported by the converter.
- If the format and codec are supported, the file may be damaged.
- Some DVDs and files can be protected with DRM against copying. The converter is not intended to make illegal copies of such files.

[Supported formats](#)

How do I update the graphics card driver?

You can download the latest graphics card driver from its manufacturer's website. Only download drivers from the official manufacturer's website. Third-party websites offering driver downloads may contain malware.
[NVIDIA download center](#) | [AMD download center](#) | [Intel download center](#)
[Detailed instructions on updating drivers](#)

System requirements

	Minimum system requirements	Recommended configuration
Operating system	Windows 7/8/10 with latest service packs and patches	
Processor	Dual-core Intel, AMD or compatible processor, 1 GHz	Quad-core processor, 2.8 GHz or higher
Graphics	NVIDIA® GeForce™ series 6 or higher AMD Radeon™ R600 or higher graphics card with up-to-date drivers	
	Your graphics card must support OpenGL 2.0 and above for the program to work correctly.	OpenGL 2.1 and above is recommended for smooth performance
Resolution	1024x768, 32-bit color	1280x1024 or higher
RAM	Windows 7/8/10 – 2 GB	Windows 7/8/10 – 4 GB
Available disk space	110 MB for installation 500 MB for ongoing operations	2 GB Video conversion may require several GB of additional space.
Additional features	Sound card for audio playback Latest version of QuickTime Player for Windows for MOV processing Intel® hardware acceleration requires a compatible Intel processor supporting Intel HD Graphics™ 2nd generation or higher Learn more NVIDIA® hardware acceleration requires a compatible NVIDIA®-enabled graphics card Learn more AMD hardware acceleration requires a compatible AMD Video Coding Engine-enabled graphic card Learn more	
Administrator permissions are required for installation		

Movavi Video Converter Premium may also run on slower machines, however, we cannot guarantee stable performance if the minimum requirements are not met.

Supported formats

Video Formats	Supported Codecs	Input	Output
3GP, 3G2	H.263, H.264, MPEG-4	✓	✓
ASF	MPEG-4, VC-1, WMV V7	✓	

AVCHD	H.264	✓	
AVI	H.264, MPEG-4, MJPEG	✓	✓
	DivX, Xvid, DV, Cinepack, Fraps, TechSmith, Uncompressed	✓	
DivX	DivX	✓	
DVD	MPEG-1, MPEG-2	✓	
FLV	FLV1, H.264	✓	✓
	H.263, VP6, Flash Screen Video	✓	
M2TS	MPEG-2, H.264	✓	✓
M2TS, TS, MTS, M2T	MPEG-2, H.264, H.265	✓	
M4V	H.264	✓	✓
MKV	H.264, MPEG-4, MJPEG, Theora, VP9	✓	✓
	H.265, DV, Uncompressed	✓	
MOV	H.264, MPEG-4, MJPEG	✓	✓
MOV, QT	H.264, MPEG-4, MJPEG, AIC, ProRes, Sorenson 1/3, PNG	✓	
MP4	MPEG-4, H.264	✓	✓
MP4, M4V	MPEG-4, H.263, H.264, H.265, MJPEG, ProRes	✓	
MPG, VOB	MPEG-1, MPEG-2	✓	✓
MPG, MPEG, MPE, M1V, VOB, DAT, MOD, TOD, VRO	MPEG-1, MPEG-2, H.264	✓	
MXF	MPEG-2, DV	✓	
OGV	Theora	✓	✓
	MPEG-4	✓	
RM, RMVB	Real Video 2/3/4, Cooker	✓	
SWF	FLV1	✓	✓
	MJPEG		✓
WebM	VP8, VP9	✓	✓
	VP7	✓	
WMV	WMV V8	✓	✓
	WMV V7, WMV 9, WMV 9 Screen,WMV 9 Advanced profile, MPEG-4,WMV 9.1 Image V2	✓	
WTV	H.264, MPEG-2	✓	
Audio Formats	Supported Codecs	Input	Output
AAC	AAC	✓	✓
AC3** <i>** Format supported under Windows 8 and later.</i>	AC3	✓	✓
AIF, AIFF	Uncompressed	✓	
APE	Monkey's Audio	✓	
AU, SND	PCM	✓	
F4A	AAC, ALAC	✓	✓
FLAC	FLAC	✓	✓
M4A, M4B	AAC, ALAC, PCM	✓	
M4A	AAC, ALAC	✓	✓
M4R	AAC, ALAC	✓	✓
MP3	MP3	✓	✓
OGG	Vorbis	✓	✓
Opus	Opus	✓	
WAV	PCM, AAC, MP3	✓	✓
WMA	WMA Pro, WMA Voice	✓	
	WMA 9	✓	✓
Image Formats		Input	Output
APNG		✓	
BMP		✓	✓
DPX		✓	
GIF		✓	✓
JPEG (.jpg, .jp2, .jls)		✓	
JPEG (.jpg)		✓	✓
Netpbm formats (.pam, .pbm, .pgm, .ppm)		✓	
PCX		✓	
PNG		✓	✓
PTX		✓	

	SGI	✓	
	TGA	✓	
	TIFF	✓	✓
	WebP	✓	
	XBM	✓	
	XWD	✓	

Updating graphics card driver

If you encounter an error message asking you to update your graphics drivers, you will need to download a new driver from your graphics card manufacturer's website and install it on your system. Some graphics card drivers also have a useful utility that notifies you when a driver update is available and updates the driver automatically. Keeping your graphics card drivers up-to-date will ensure stable performance of applications and games on your computer.

Find your graphics card manufacturer

1. Right-click your desktop and choose **Screen Resolution**
2. In the **Screen Resolution** settings window, click **Advanced** settings.
3. This will open your graphics card properties. At the top of the window, your graphics card model will be listed under the **Adapter Type** section. Note the full name of the graphics card somewhere for later.

Download the new version

Now that you've learned your graphics card manufacturer and model, go to the manufacturer's website and find driver downloads. There, look for the model or series that you've found earlier and download the driver installation file. Some manufacturers may also offer a utility that will automatically find the necessary driver.

[NVIDIA download center](#)

[AMD download center](#)

[Intel download center](#)

Warning:

Only download drivers from the official manufacturer's website. Third-party websites offering driver downloads may contain malware.

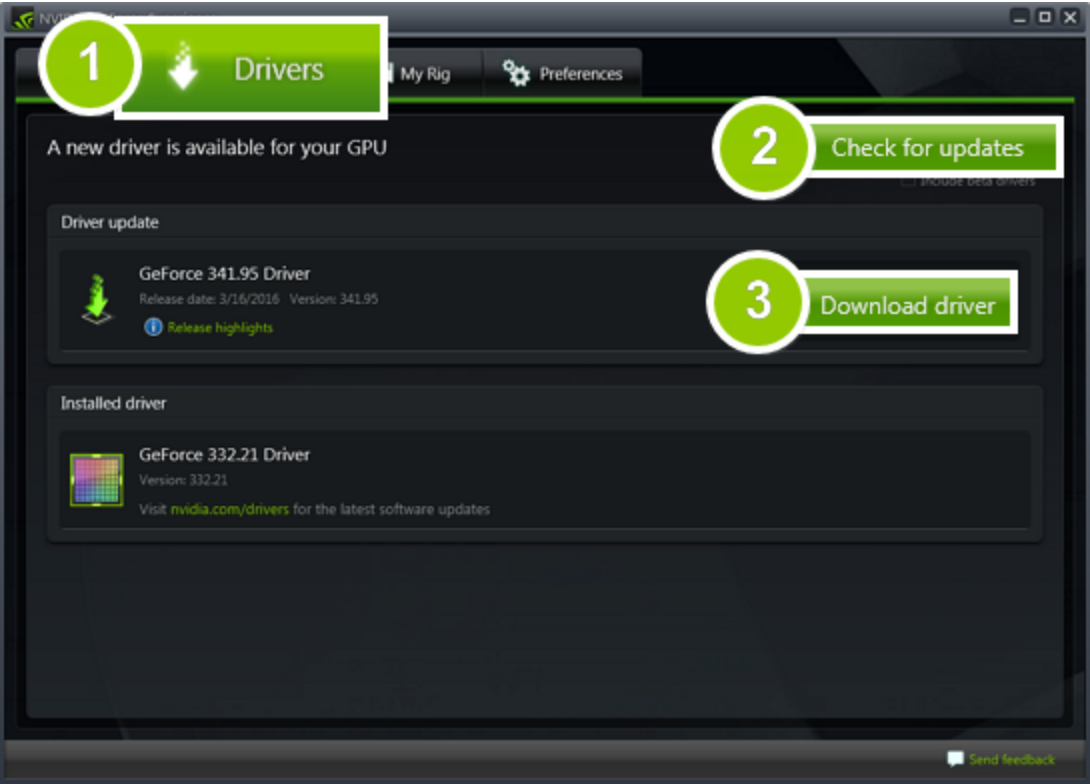
Install driver

Once the file is completely downloaded, run the installation file and follow the on-screen instructions to install the driver on your system. Your display may blink several times in the process. After the installation has finished, it is advised that you restart the computer.

Updating NVIDIA® Driver

Modern NVIDIA graphics cards come with a special application called **NVIDIA GeForce™ Experience** that monitors driver updates and allows you to optimize your computer's graphics performance.

1. Open the **NVIDIA GeForce Experience** application. It should already be installed on your system. If you cannot find the application, please try the method above. [NVIDIA download center](#)
2. In the **Drivers** section, click the **Check for updates** button to find the latest drivers.
3. When the application has found a newer driver, click the **Download driver** button. From here, the software will automatically download and install the necessary driver for your system.



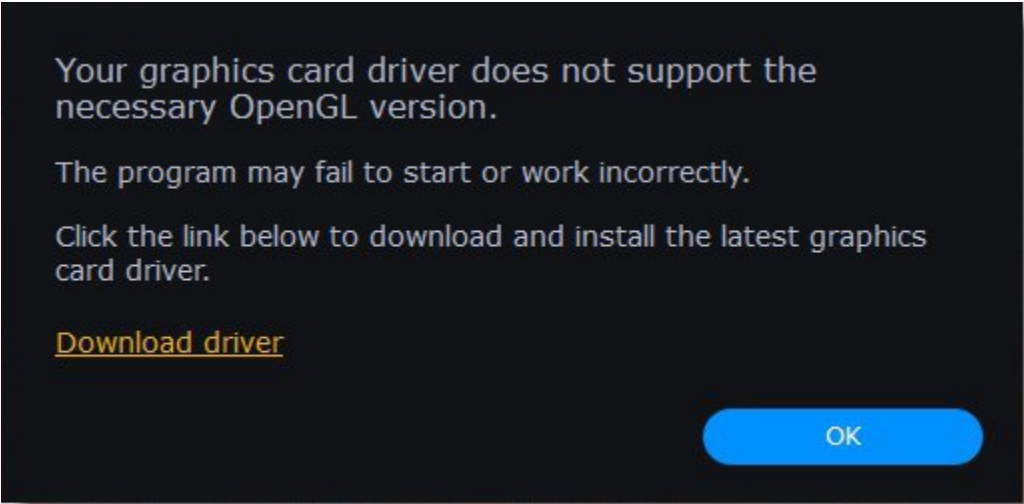
Updating AMD® or ATI® Driver

1. If you have an AMD or ATI graphics card, go to the Driver Download Center on AMD's official website. [AMD Driver Download Center](#)
2. Download the auto detect utility and run it when the download has finished. [Download Auto Detect Utility](#)
3. The utility will then automatically find your graphics card and help you download and install the right driver for your system. If the utility fails to find a driver for you, you can manually select your graphics card model and operating system on the Driver Downloads page and download the driver.
4. After the driver has downloaded, run the installation file and follow the on-screen instructions to install it.
5. After the driver has been installed, it is recommended that you restart your computer.

If none of the above steps have helped, feel free to contact our support team via [e-mail](#) or live chat. If possible, please include the name of your graphics card model (see 1), as well as screenshots of any error messages you have encountered. This will help our support team specialists solve your problem quicker.

OpenGL troubleshooting

If you see the following message about OpenGL when you open Movavi Video Converter Premium or you've noticed that the player, filters, or transitions do not work, your computer most likely does not support the necessary version of OpenGL. To run Movavi Video Converter Premium, your computer needs to support at least OpenGL version 2.0, and version 2.1 is required for smooth performance.



OpenGL is a software interface that manages graphics output. Usually, OpenGL is handled by your graphics card driver. However, some graphics cards do not support the necessary version of OpenGL. For these graphics cards, you can try the steps below:

Update your graphics card driver

Sometimes, this issue may occur when something is wrong with the graphics card drivers or they are out of date. Download the driver installation file from the manufacturer's website and install it following the on-screen instructions.

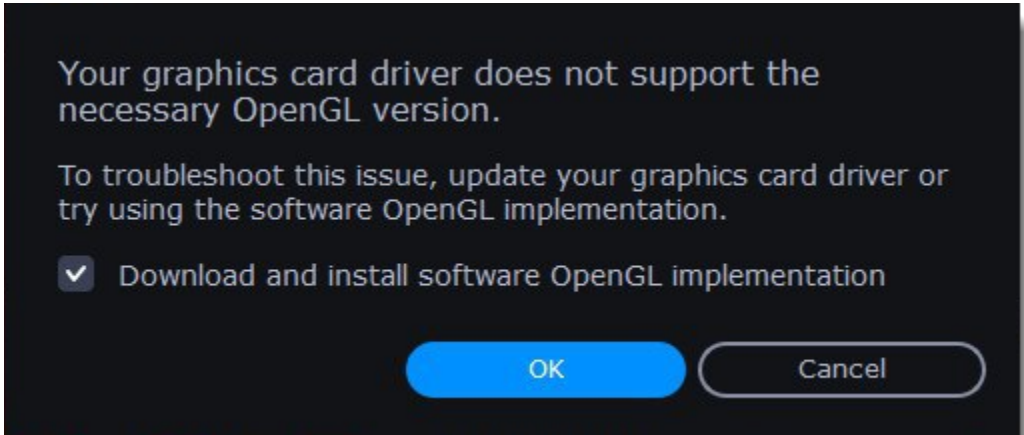
[Detailed instructions on updating the driver](#)

It is recommended that you restart the computer after installing driver software. After that, try starting Movavi Video Converter Premium. If you see an error message again, proceed to the next step.

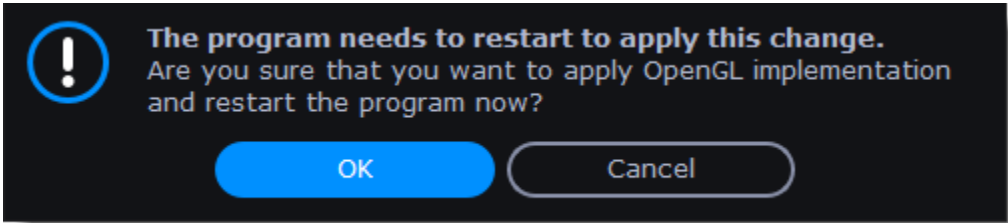
Try the software OpenGL implementation

If your graphics card still doesn't support OpenGL 2.1 even after updating the driver, you can use a software alternative:

- In the message you see after starting the program, select the **Download and install software OpenGL implementation** box.



Or, in the main window, open the **Settings** menu and choose **Preferences**. There, select the **Use software OpenGL implementation** option and click OK.



After that, the software OpenGL package will be automatically downloaded and installed. When the installation is finished, restart Movavi Video Converter Premium.

If these steps haven't help

- Check that your computer meets the [minimum system requirements](#). Your graphics card must support at least OpenGL 2.0.
- [Contact our support team](#). Provide your graphics card model and list the steps you've taken to solve the problem.

How to collect logs

Providing your log files when you contact support can help us solve your problem faster. The logs contain the program's actions for some period of time, as well as important error reports and descriptions. The log files do not contain any personal information.

Show hidden folders

1. Open the **Control Panel** and switch to **Small icons** view.
2. Click **Folder Options**.
3. Switch to the **View** tab
4. Under **Hidden files and folders**, choose **Show hidden files, folders, and drives**.
5. Click **OK**.

[Detailed instructions](#)

Open the Logs folder

1. Go to your system drive (usually Local Disk C).
2. Open the **Users** folder.
3. Open the folder with your username.
4. There, open the **AppData** hidden folder.
5. From there, go to **Local** > **Movavi** > **Logs**.

Advanced: you can also simply enter the following into Windows Explorer's path bar at the top: "*C:\Users\USERNAME\AppData\Local\Movavi\Logs*", where USERNAME should be your user folder.

Send us the logs

1. Find the folder named **VideoConverter20**.
2. Archive this folder and attach this archive to your e-mail, support chat or contact form when you describe your problem.

How to take a screenshot

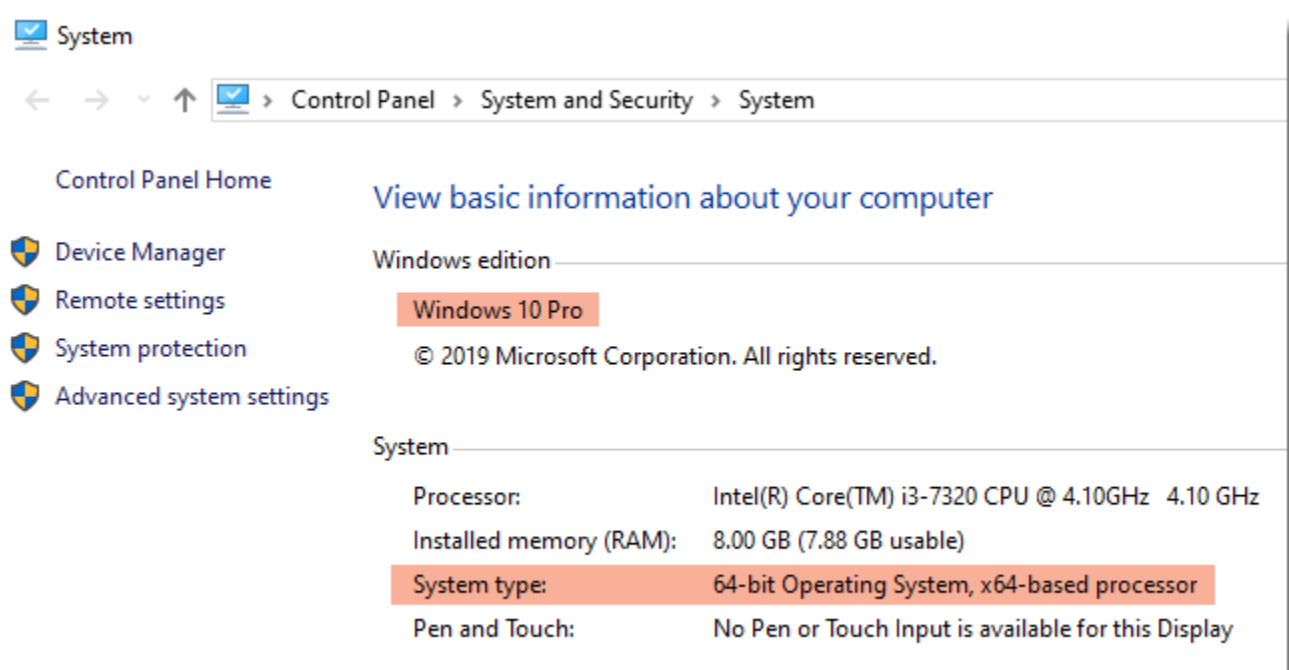
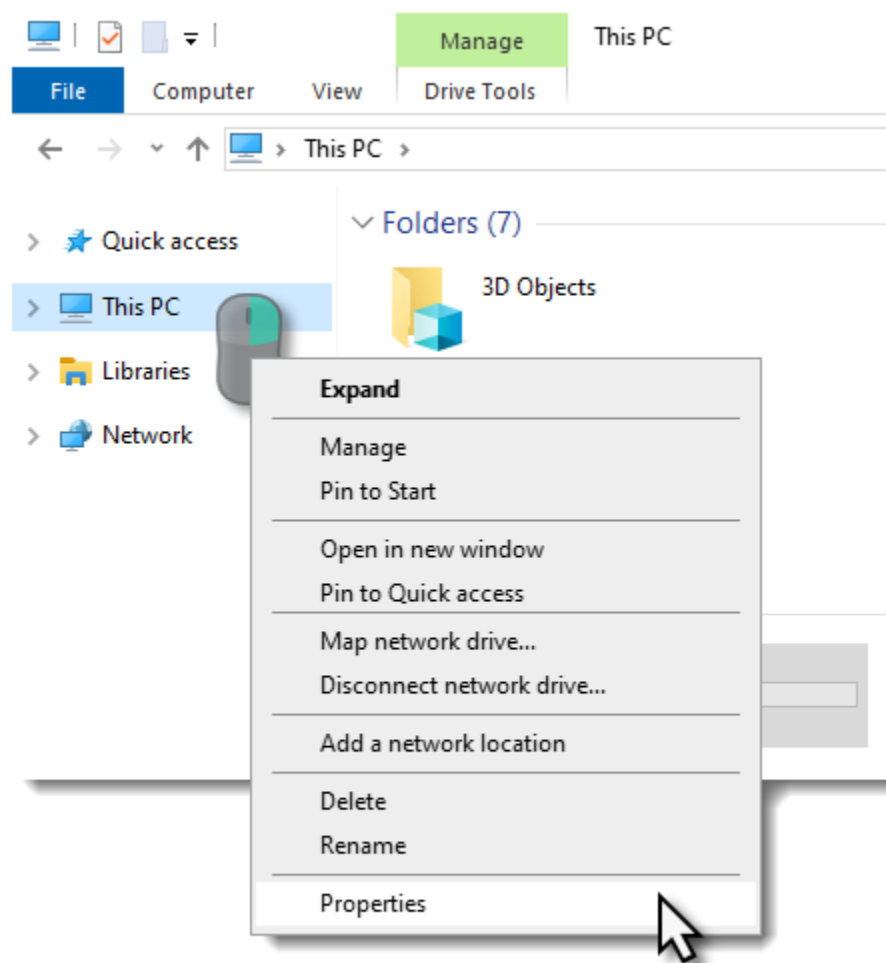
If you contact support about a problem, attaching a screenshot will allow us to solve your problem faster. Follow the steps below to take a screenshot with the standard tools:

1. Press the **Prt Scr** key on your keyboard. It's located on the top row right after the F keys. To take a screenshot of just the active window, press **Alt+Prt Scr**.
 2. Open **Paint** or any other image editing program and press **Ctrl+V** to paste the screenshot. Then, trim the screenshot if you only want to show a part of the screen.
 3. Save the screenshot to a folder where you can easily find it.
- Attach this screenshot to the e-mail, chat, or support form when you describe your problem to our support team.

How to find system information

How to find your operating system version

1. Right-click your **This PC** icon.
2. Choose **Properties** from the pop-up menu.
3. In the System window, note the **Windows edition** and **System type**:



How to find your graphics card information

- 1. Right-click on your desktop and choose **Display settings**
- 2. In the **Display settings** window that appears, click **Advanced display settings**. There you can find your GPU.

