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Subject: Need Help

Posted by [simongirty](#) on Mon, 14 Apr 2008 20:53:33 GMT

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My first suggestion is that this webpage would be easier to navigate for someone who is having a problem with your service.

I so far have used it several times and have been very happy with it. However, over the last couple of days, when I try to convert a file it goes to 100% and then says that it is "Initializing". It continues to run, and run and run pretty much forever with out kicking over to the download page. I never had a problem with it before but now it just will not convert any vid file I try. I am not doing anything different either!

Any help is greatly appreciated!

Simon

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