
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

simongirty41@yahoo.com :(

Subject: Re: Need Help

Posted by [Innovate](#) on Mon, 19 May 2008 07:41:15 GMT

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Hi. You don't say whether you're converting from a file on your computer or from a url. I've been having a similar problem when converting from a url. I get up to 100% when uploading but then it says "URL Error or Download Rate Too Slow". Just like you, it used to work fine and i'm not doing anything differently now than before, but now it just simply doesn't work. I'm no expert, but i think it's a server end problem on the Media Convert site. The fact that it is "Downloading Too Slow" is not controlled by the end user i.e me - It is processed by the server once a url is submitted. I have tried various url's but to no avail! I can't seem to get in touch with anyone who runs the site though to make them aware of this problem! All i can say is keep your fingers crossed and maybe it will be back up and running soon...
