

Possible fixes for some tracker video errors:

- iPhone users should choose "Most Compatible" in Settings -> Camera -> Formats.
- Android users should turn off "High efficiency video" in Camera settings -> Advanced recording options.

For unsupported videos we recommend converting them to mp4 using the open source application HandBrake, available for Windows, Linux and MacOS platforms at <https://handbrake.fr/>. Choose the default "Fast 1080p30" preset, then in the Video tab choose "Constant Framerate". If you cannot or do not want to install software on your computer, you can use a web-based converter such as [Cloud Convert](#). To create image stacks we recommend the [Online Converter](#) website.

From a blog:

I recorded a video on my iPhone XR (iOS 13.4.1, default video settings) and transferred it to my Mac (Mac OS 10.15.4) to open it with Tracker (version 5.1.4). Tracker will not open the video. It gives a "Video could not be opened" message.

Looking at the video information in Quicktime, the video has a .MOV extension and is encoded in HEVC (8-bit) format. If I use Quicktime Player to export the video in 1080p format, the result is a video with a .mov extension encoded in H.264 format. Tracker can open this one. If I use Handbrake to transcode the original video with a constant frame rate, I get a file with an .mp4 extension that is encoded in H.264 format. Tracker can open this file as well.