

No audio from clips in lightworks

Posted by Himilou - 24 Apr 2021 11:26

Hi Everyone,

Im new to lightworks, and pretty new to video editing in general. I seem to be having an issue with the audio thats in clips that I import into lightworks. There is no sound from the clips, or occasionally right at the start of the clips I get a short burst of sound (.5 seconds) and then nothing.

OS: Windows 10

About the clips (info from media info at the end)

They are recorded on an Akaso V50x camera in MP4 format.

I can hear the audio in the video editor that ships with Windows and I can adjust the volume.

In Lightworks

I can hear the test tones in the options Output tests

I can see audio tracks in the bottom editing bar (A1, A2 etc) and they are enabled.

As I said above I occasionally hear a short burst of sound right at the start of a clip, I can hear this in both the "Log" import view and if I import a section of the clip that includes the very start I can hear the initial .5 seconds of audio and from the audio tab I can see a sound level on the vertical audio (volume ?) sliders for the same audio duration.

After the initial noise burst I hear nothing and in the audio tab there is nothing indicated on volume sliders.

Any ideas?

Here is a link to the raw mp4 file shared on google photos.

[test video](#)

EDIT: I found some sort of version info inUsersPublicPublic DocumentsLightworksEnglishLast.Version.Used.txt here it is (modified today)

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{  
Version 14.7.0.0  
History603 Sequences support mixed rates  
History602 Added stereoscopic effects  
History601 Track groups can be stereoscopic  
History600 Added moveable wipes  
History504 Add compression-format  
History503 Add inter-project-invariant shot length  
History502 Add source format details  
History501 Change MediumRollIdents/frame-origins/pulldown  
History401 Fusion/Combustion effects are stored differently  
History400 Logs are saved in a more efficient format  
History310 Track sound levels are now saved in edits  
EditRevision:int 603  
CosmeticVersion Lightworks2021.1 (126716) - Jan 19 2021
```

here is the media info.

General

Complete name : C:\Users\Himilou\Videos\100HSCAMNORM0020.MP4

Format : MPEG-4

Format profile : Base Media / Version 2

Codec ID : mp42 (mp42/isom)
File size : 1.11 GiB
Duration : 3 min 7 s
Overall bit rate : 50.8 Mb/s
Encoded date : UTC 2021-04-16 20:29:00
Tagged date : UTC 2021-04-16 20:29:00

Video

ID : 1
Format : AVC
Format/Info : Advanced Video Codec
Format profile : Main@L5
Format settings : CABAC / 1 Ref Frames
Format settings, CABAC : Yes
Format settings, Reference frames : 1 frame
Format settings, GOP : M=1, N=15
Codec ID : avc1
Codec ID/Info : Advanced Video Coding
Duration : 3 min 7 s
Bit rate : 50.4 Mb/s
Width : 2 048 pixels
Height : 1 152 pixels
Display aspect ratio : 16:9
Frame rate mode : Constant
Frame rate : 30.045 FPS
Color space : YUV

Chroma subsampling : 4:2:0

Bit depth : 8 bits

Scan type : Progressive

Bits/(Pixel*Frame) : 0.710

Stream size : 1.10 GiB (99%)

Title : Hisilicon VIDEO

Language : English

Encoded date : UTC 2021-04-16 20:29:00

Tagged date : UTC 2021-04-16 20:29:00

Color range : Full

Color primaries : BT.709

Transfer characteristics : BT.709

Matrix coefficients : BT.709

Codec configuration box : avcC

Audio

ID : 2

Format : AAC LC

Format/Info : Advanced Audio Codec Low Complexity

Codec ID : mp4a-40-2

Duration : 3 min 7 s

Bit rate mode : Constant

Bit rate : 128 kb/s

Channel(s) : 2 channels

Channel layout : L R

Sampling rate : 48.0 kHz

Frame rate : 46.875 FPS (1024 SPF)
Compression mode : Lossy
Stream size : 2.80 MiB (0%)
Title : Hisilicon AUDIO
Language : English
Encoded date : UTC 2021-04-16 20:29:00
Tagged date : UTC 2021-04-16 20:29:00

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Re: No audio from clips in lightworks

Posted by briandrys - 29 Apr 2021 09:59

I@ve this thread into the beta section, however, any fixes may have to wait until the V2021.3 beta

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Re: No audio from clips in lightworks

Posted by Himilou - 29 Apr 2021 10:02

Thanks,

Just for clarification, this was also an issue in the current stable release. I upgraded to the beta to see if it resolved the issue.

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Re: No audio from clips in lightworks

Posted by briandrys - 29 Apr 2021 12:29

I've this thread back out of the beta forum, since V2021.2 is now released and the beta forums for it will be closed down shortly