

Audio out of Sync after Import

Posted by jessica.daintree - 23 Aug 2015 10:59

I am still reasonably new to lightworks but I have edited around 4 videos so far with around 20-30 imported clips with no problems. Today after importing, all my audio is out of sync and my video is a few seconds ahead.

The only change from the old clips is the camera i used. I went from a Canon 5D to a Canon 500D. Could this issue be caused by frame rate? There doesnt seem to be a specific setting on the 500D as there was for the 5D in terms of frame rate setting. I set lightworks to 24fps to work with youtube.

Any tips would be really appreciated! 🙏

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Re: Audio out of Sync after Import

Posted by TLifeTJourney - 07 Jan 2016 23:58

Hey Everyone I am very VERY new here lol. I'm having the same problems as everyone else when it comes to sound delay on my video. I have read and downloaded Mediainfo, Eyeframe, everything and I'm still not sure of what I'm doing wrong. I'm using a Samsung Galaxy S5 to record my videos. Here are my lil stats from MedialInfo:

General

Complete name : C:\Users\owner\Documents\Video Clips\20160107_150338.mp4

Format : MPEG-4

Format profile : Base Media / Version 2

Codec ID : mp42 (isom/mp42)

File size : 617 MiB

Duration : 4mn 59s

Overall bit rate : 17.3 Mbps

Encoded date : UTC 2016-01-07 20:09:55

Tagged date : UTC 2016-01-07 20:09:55

Video

ID : 1

Format : AVC

Format/Info : Advanced Video Codec

Format profile : High@L4

Format settings, CABAC : Yes

Format settings, ReFrames : 1 frame

Format settings, GOP : M=1, N=30

Codec ID : avc1

Codec ID/Info : Advanced Video Coding

Duration : 4mn 59s

Source duration : 4mn 59s

Bit rate : 17.0 Mbps

Width : 1 920 pixels

Height : 1 080 pixels

Display aspect ratio : 16:9

Frame rate mode : Variable

Frame rate : 29.716 fps

Minimum frame rate : 14.820 fps

Maximum frame rate : 32.223 fps

Color space : YUV

Chroma subsampling : 4:2:0

Bit depth : 8 bits

Scan type : Progressive

Bits/(Pixel*Frame) : 0.276

Stream size : 608 MiB (98%)

Source stream size : 608 MiB (98%)
Title : VideoHandle
Language : English
Encoded date : UTC 2016-01-07 20:09:55
Tagged date : UTC 2016-01-07 20:09:55
mdhd_Duration : 299847

Audio

ID : 2
Format : AAC
Format/Info : Advanced Audio Codec
Format profile : LC
Codec ID : 40
Duration : 4mn 59s
Bit rate mode : Constant
Bit rate : 256 Kbps
Channel(s) : 2 channels
Channel positions : Front: L R
Sampling rate : 48.0 KHz
Frame rate : 46.875 fps (1024 spf)
Compression mode : Lossy
Stream size : 9.15 MiB (1%)
Title : SoundHandle
Language : English
Encoded date : UTC 2016-01-07 20:09:55
Tagged date : UTC 2016-01-07 20:09:55

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Re: Audio out of Sync after Import

Posted by RWAV - 08 Jan 2016 03:13

Your problems are:

Video:

Frame rate mode : Variable

Frame rate : 29.716 fps

Minimum frame rate : 14.820 fps

Maximum frame rate : 32.223 fps

Audio:

Frame rate : 46.875 fps (1024 spf)

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Re: Audio out of Sync after Import

Posted by TLifeTJourney - 08 Jan 2016 03:19

Aww man. So it seem like a camera problem I guess. Would you suggest I have to mess around with the camera settings? I recorded a video before and played around with it on Lightworks and it played fine. I'm not sure if its because I turned the phone sideways or what.

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Re: Audio out of Sync after Import

Posted by RWAV - 08 Jan 2016 04:04

No fault - just an incompatibility between the needs of a professional NLE and recording variability in phones and tablets and more.

If you search the forum for 'transcode vfr' you should come up with information of how to do just that.

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Re: Audio out of Sync after Import

Posted by Haxnicks - 17 Oct 2018 08:25

I'm having the same problems with a clip I have imported - audio and video out of sync. I have just completed 2 other projects with numerous clips from the same batch (taken on the same camera in the same shooting session) with no issues so not really sure why it is acting up now?

I know you need the metadata on the files to answer this but I can't seem to copy it so can you give me a clue as to how you do this please and I will post.

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Re: Audio out of Sync after Import

Posted by hugly - 17 Oct 2018 13:00

Hello,

Lightworks V14.5 has been released just a few hours ago. Try if it fixes the issue.

If it doesn't, please post your computer details (OS/version, CPU, RAM, GPU, HDDs) and a [Mediainfo report](#) of your footage (the original material).

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Re: Audio out of Sync after Import

Posted by Haxnicks - 19 Oct 2018 04:02

14.5 didn't fix the problem so here is the metadata and system info. Hope its all there.

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Re: Audio out of Sync after Import

Posted by briandrys - 19 Oct 2018 04:32

Unfortunately, you have only provided the graphics card info, not the CPU and RAM.

Do the other videos from this camera work OK on V14.5 or is it just this one video?

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Re: Audio out of Sync after Import

Posted by Haxnicks - 19 Oct 2018 04:43

I don't have any other videos with talking so can't tell of others work. Sorry the 2 documents are the same but the System data is below the graphics data on the pdf if you just scroll down

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Re: Audio out of Sync after Import

Posted by briandrys - 19 Oct 2018 05:06

As a test, could you try doing a proxy edit, to see if the sync remains OK with that workflow. Using the Lightworks' internal proxy editing should reduce the load on your machine. Details on P138 in the V14 User Guide found in downloads > documentation

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Re: Audio out of Sync after Import

Posted by jwrl - 19 Oct 2018 05:17

Haxnicks, I have deleted the device ID and product ID from your post for security reasons. It's not a good idea to post that information on an open forum.

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Re: Audio out of Sync after Import

Posted by hugly - 19 Oct 2018 07:43

Thank you for the information.

I understand that only one clip, the one you show mediainfo from, shows sync issues between picture and sound in Lightworks preview, but not when playing in a media player, all other files from the same camera are ok.

Would you mind sharing the file in question on a file sharing service of your choice?

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Re: Audio out of Sync after Import

Posted by Haxnicks - 23 Oct 2018 05:51

No - this clip is the only one I have with audio on it (well I have ones with wind noise but no speaking). So its not that other clips are OK and this one isn't - I have no other clips to compare to.

Its a MOV file so can't attach it. I'm not sure how to share it as I've only used We Transfer before and that is to an email address?

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Re: Audio out of Sync after Import

Posted by hugly - 23 Oct 2018 06:26

Hello again,

A link to wetranfer.com would be fine.

There are two send modes "E-mail" and "Link" (click on the circle with three dots inside, left of Send button). You can either use E-mail mode, send an e-mail to yourself and post the link you receive here, or switch to Link mode and copy and paste the link displayed on the page when upload has finished.

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Re: Audio out of Sync after Import

Posted by pokercock - 13 Apr 2019 17:14

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