Fix 4K movies stopping or "transcoding" errors in Emby and Silo

A 4K film stops, buffers or shows a transcoding error in Emby or Silo? Here's why, and how to make it play.

"Transcoding" means changing a film's format while you watch, because your app or device can't play the file as it is. Transcoding to 4K is switched off on our service. So a transcoding error on a 4K film usually means your device or TV can't play that file's format directly. A slow connection can cause it, but that's less likely.

This happens in Emby and in the official Silo app, including on Apple TV.

Quick fixes

1. **Pick another version of the film.** Choose the **1080p** version if there is one. This usually plays straight away.
2. **Put playback settings back to default.** In the app, open **Settings** → **Playback**.
3. Set **Video quality** (or **Streaming quality**) to **Auto**.
4. Set the **Bitrate limit** to **No limit**.

If it still stops

1. **Restart the app.** Close it fully, then open it again and try the film once more.
2. **Switch off subtitles.** Some subtitles (often on 4K films) can't be shown without converting the whole film. Turn them off, or pick a different subtitle track.
3. **Try another audio track.** If your TV or soundbar can't play the film's audio (for example Dolby TrueHD or DTS), pick another audio track from the audio menu.
4. **Check your device plays 4K.** Older devices and some TVs only play 1080p. If so, stick to the 1080p versions.
5. **Check your speed.** 4K needs at least 25 Mbps. Use a network cable if you can, or the 5 GHz Wi-Fi.

6. **Try another 4K film.** If only one film fails, it may be that file. Tell us which film in a ticket.

> **Tip** When you open a ticket, tell us the server, the film, your device and app, and the exact words of the error. That's all we need to look into it.

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