



FREQUENTLY ASKED QUESTIONS

Where is the difference between YouTube and eumagine?

In contrast to YouTube or MyVideo eumagine is not an open video platform, i.e. the films must meet certain editorial and technical requests.

Microsoft Internet Explorer does not load Google Maps?

We recommend to use Mozilla Firefox you can find in our downloads section.

Apple Safari 1.3.2. under OS 10.3.9. crashes when I try to load Google Maps?

Sorry, you'll have to update Safari and OS 10.4. or use Mozilla Firefox you can find in our downloads section.

Can I see my video before it's hosted on eumagine?

Sure you can. After the „raw cut“ we will support you with a personal link, where only you can preview the movie to discuss desired modifications. Then we do the modifications for your final inspection.

Can I store movies longer than 5 minutes?

Of course you can, but it might influence the costs e.g. for postproduction, encoding and webhosting. So please use our free of charge budget inquiry form or online budget calculator.

Will my contract extends automatically after one year?

No, we do not like the method of an automatic contract prolongation. After nine months we will transmit an E-Mail inquiry whether you would like to extend the contract or not.

Can I get information about the number of views of my video?

Yes, you will find your individual counter left beneath your movie.

Do you accept additional Flash advertising animations on an eumagine MovieSite?

No, we do not like importunate advertisement. Additionally animations would divert too much from your movie.