MetaStudio

FAQs

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Contents

1 Product Consulting

1.1 What Is MetaStudio?

The MetaStudio solution offers a wide range of services, such as virtual avatar video production, livestreaming, and intelligent interaction, breathing new life into content creation across industries.

1.2 In Which Regions Is MetaStudio Available?

MetaStudio has been put into commercial use in CN North-Beijing4, and in open beta testing (OBT) in AP-Singapore. MetaStudio is still in internal testing in CN East-Shanghai1. To use MetaStudio in this region, **submit a service ticket**.

1.3 What Are the Billing Items of MetaStudio?

Billing items of MetaStudio can be classified into three types: virtual avatar, 3D virtual human, and asset management.

- Virtual avatar fees cover the image modeling, voice modeling, video production, and livestreaming of virtual avatars.
- 3D virtual human fees cover photo modeling, speech control, and visual control.
- Asset management fees cover the management of your service assets.

  For details about MetaStudio pricing, see **Pricing Details**.

1.4 How Do I Report Violations on MetaStudio?

If you find content of any of the following types on MetaStudio:

- Pornography, gambling, illegal drugs, frauds, or infringement
- Pirated games/software/videos
- P2P financial fraud

- Lottery
- Unlicensed hospitals and pharmaceutical information
- Inaccessible websites or websites that do not contain any substantial information

You can immediately **call Huawei Cloud** or **submit a service ticket** to report violations. After receiving your feedback, we will immediately respond and solve the problem to ensure that content on MetaStudio is compliant with laws and regulations.

2 Image Modeling

2.1 What If H.265 Training Video Submission Fails on Some Browsers?

Symptom

During virtual avatar image modeling, the uploaded training video cannot be played, or a message is displayed during training task submission, indicating that the video resolution is not supported.

Figure 2-1 Virtual avatar image modeling

Possible Causes

Browsers such as Chrome support hardware decoding of H.265 (HEVC) videos. If your PC does not support such videos, the videos cannot be played on your browser, and parameters such as the video resolution cannot be obtained.

Enter **chrome://gpu** in the address box of Chrome and search with **coding**. You can check whether the browser on the PC supports hardware decoding of H.265 (HEVC) videos.

Figure 2-2 Checking the browser configuration

Run **ffmpeg -i** *Video file name* to check whether the video encoding format is H.265 (HEVC).

Figure 2-3 Checking the video encoding format

📖 **NOTE**

You need to install FFmpeg first following these steps:

- Download FFmpeg at https://github.com/BtbN/FFmpeg-Builds/releases.
- Decompress the FFmpeg package and add the **bin** directory to the system environment variables.
- Run **ffmpeg**. If the version number is displayed, the installation is successful.

Troubleshooting

H.265 (HEVC) videos can be transcoded to H.264 videos using CapCut or FFmpeg, and then uploaded to the MetaStudio console for image modeling.

Take **ffmpeg** as an example. Run **ffmpeg -i** *Video file name* **-c:v libx264 output.mp4**, for example, **ffmpeg -i .\test.mp4 -c:v libx264 output.mp4**.

3 Video Production

3.1 What If I Can't Save the Script?

If the script cannot be saved, you can locate and rectify the fault according to the following messages:

- Message indicating that the script name contains invalid characters

  Delete the sensitive characters in the script name.

- Message indicating that there are sensitive words

  Delete the sensitive words in the script.

- Message indicating that the presentation material is not found or not available

  Check whether the selected material has been activated.

3.2 What If Video Compositing Failed?

If video compositing failed, you can locate and rectify the fault according to the following messages:

- Message indicating that the video name contains invalid characters

  Delete the sensitive characters in the exported file name.

- Message indicating duplicate asset name

  Change the exported file name.

- The video task status remains **To composite**.

  You need to wait because the video task may be waiting for processing.

3.3 How Do I Convert a PowerPoint File to a PDF File?

On the **Video Production** page, you can import PowerPoint files from the local PC as video materials. If the font of a PowerPoint file cannot be displayed on the MetaStudio console, you are advised to save the PowerPoint file as a PDF file and then import it.

To convert a PowerPoint file to a PDF file, perform the following steps:

Step 1 Open the PowerPoint file on the local PC and choose **File** > **Save as** in the navigation pane.

Select **PDF** as the file type.

Step 2 Click **Save** to generate a PDF file.

After the PDF file is generated, you can import it on the **Video Production** page.

----End

3.4 How Do I Present Animations of a PowerPoint File on the MetaStudio Console?

On the **Video Production** page, you can import PowerPoint files from the local PC as video materials. A PowerPoint file containing special effects such as animations cannot be displayed on the MetaStudio console. You are advised to export the PowerPoint file as a video and then import it.

To convert a PowerPoint file to a video, perform the following steps:

Step 1 Open the PowerPoint file on the local PC and choose **File** > **Export** in the navigation pane.

Select **Create Video** to set parameters such as the duration of showing each slide.

Step 2 Click **Create Video**. In the dialog box displayed, select a local directory and set the video name.

Step 3 Click **Save** to generate a video file.

After the video file is generated, you need to import it in the **Videos** area on the **Video Production** page.

If the duration of showing each slide in the video does not match the duration of the corresponding audio, you need to divide the video into separated video clips by slide. Then upload the scene-based video clips one by one on the **Video Production** page. The added video can be played only once or cyclically until the script reading ends.

----End

4 Livestreaming

4.1 What If a Template Is Unavailable?

That depends on the situation:

- If a template you created is unavailable, check whether the assets in the template have been activated. If the assets have been deactivated or deleted, the template will be unavailable.
- If a template shared with me is unavailable, the possible cause is that the sharer cancels the template sharing or the assets in the template have been deactivated or deleted.

4.2 What If the Live Video on a Third-party Live Platform Is Not Clear?

If the live video on a third-party live platform is not clear, possible causes are:

1. The computer does not have a discrete graphics card.
2. **Base (Canvas) Resolution** and **Output (Scaled) Resolution** of Open Broadcaster Software (OBS) are not the same.

Checking the Discrete Graphics Card

The computer on which the third-party live platform is used must be installed with a discrete graphics card.

Checking the OBS Video Resolution

Base (Canvas) Resolution and **Output (Scaled) Resolution** of OBS must be the same.
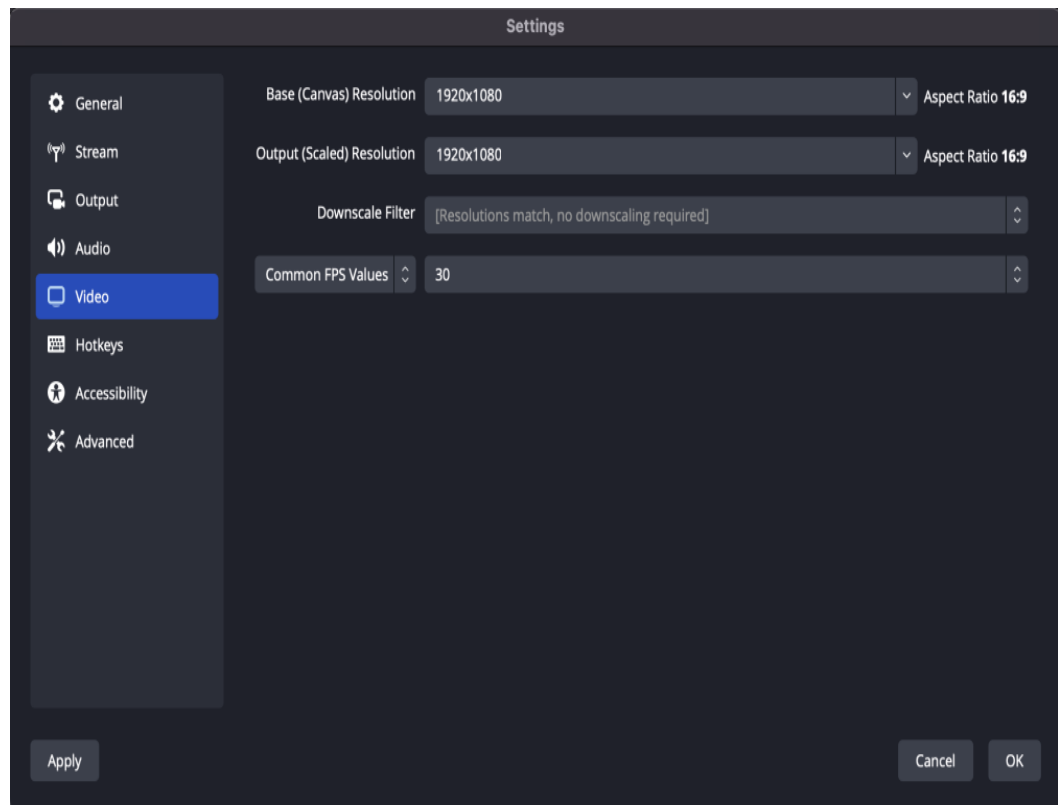
Check method:

Step 1 Open OBS on the local PC.

Step 2 On the top navigation bar, choose **File** > **Settings**. The **Settings** dialog box is displayed.

Step 3 In the navigation pane on the left, choose **Video** and check whether **Base (Canvas) Resolution** and **Output (Scaled) Resolution** are the same.

If they are different, change them to the same value.

Figure 4-1 Video settings

----End

4.3 What If the Livestream on a Third-party Live Platform Is Interrupted Unexpectedly?

The possible cause is the automatic logout from the MetaStudio console.

Check method:

Step 1 After a livestream is started on the MetaStudio console, click ⬚ on the right of the URL and select the option of allowing pop-ups from the drop-down list box.

Step 2 Click **OK**. Two new browser windows are displayed, as shown in **Figure 4-2** and **Figure 4-3**.

If you do not perform any operation on the MetaStudio console for more than 10 minutes, automatic logout will be triggered, causing the live video on the third-party live platform to be interrupted. Keep the page in **Figure 4-3** open throughout the livestream to avoid unexpected interruptions.
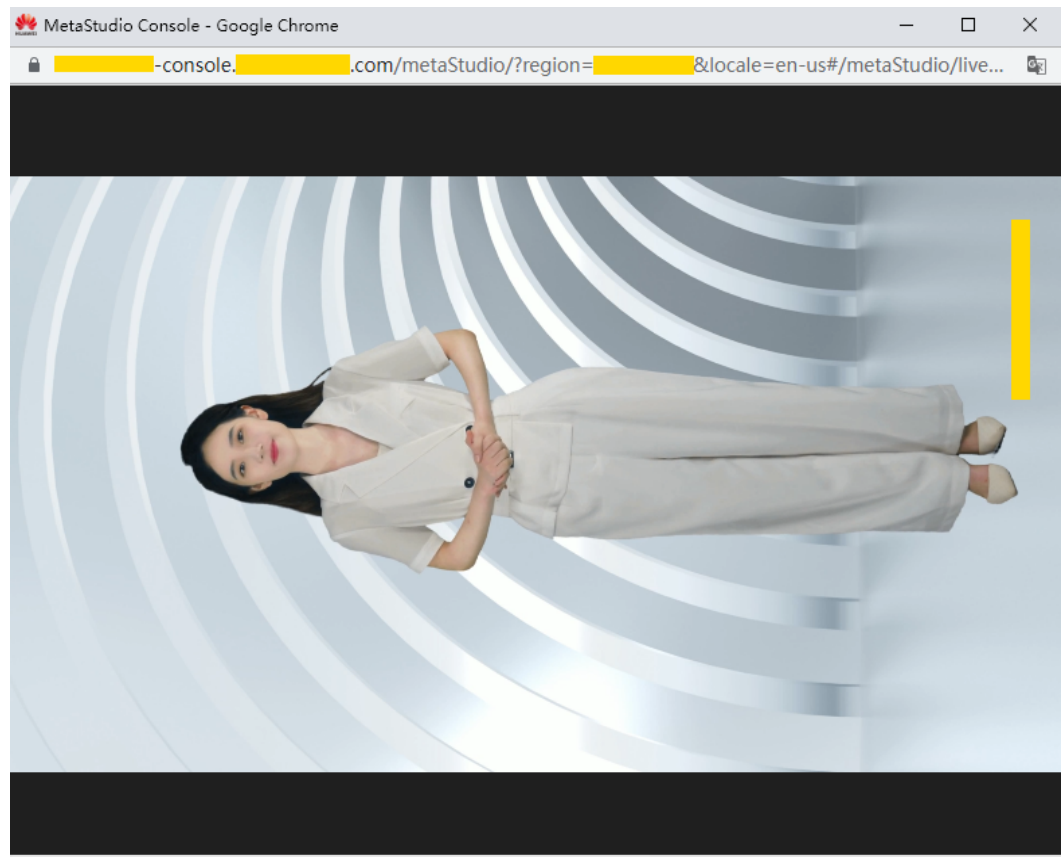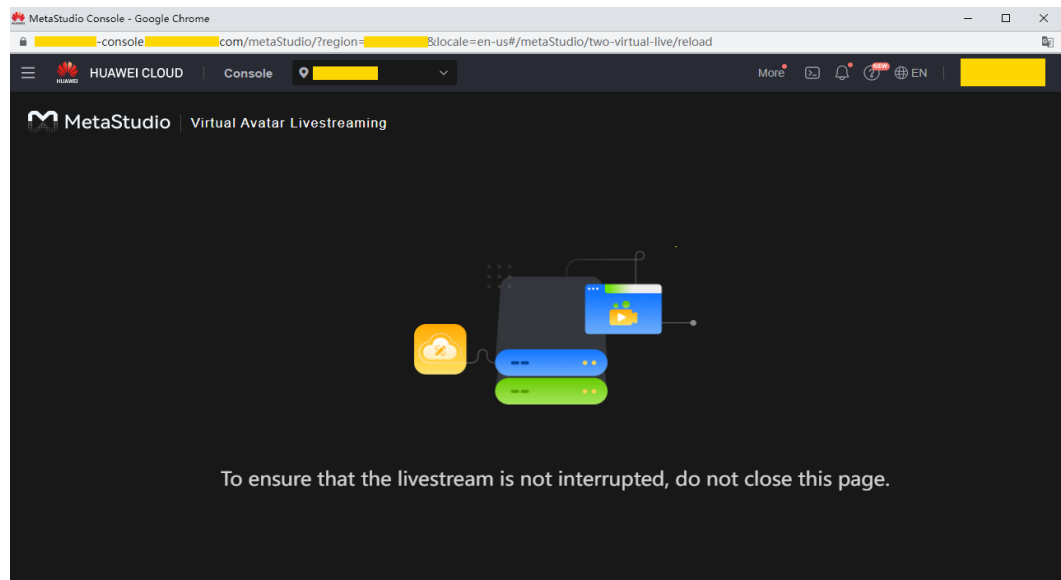
Figure 4-2 Live video window

Figure 4-3 Page for ensuring an uninterrupted livestream

----End

4.4 What If the Live Video on a Third-party Live Platform Is Muted?

If the live video on a third-party live platform is muted, check whether the OBS audio capture device is different from the Windows audio output device.
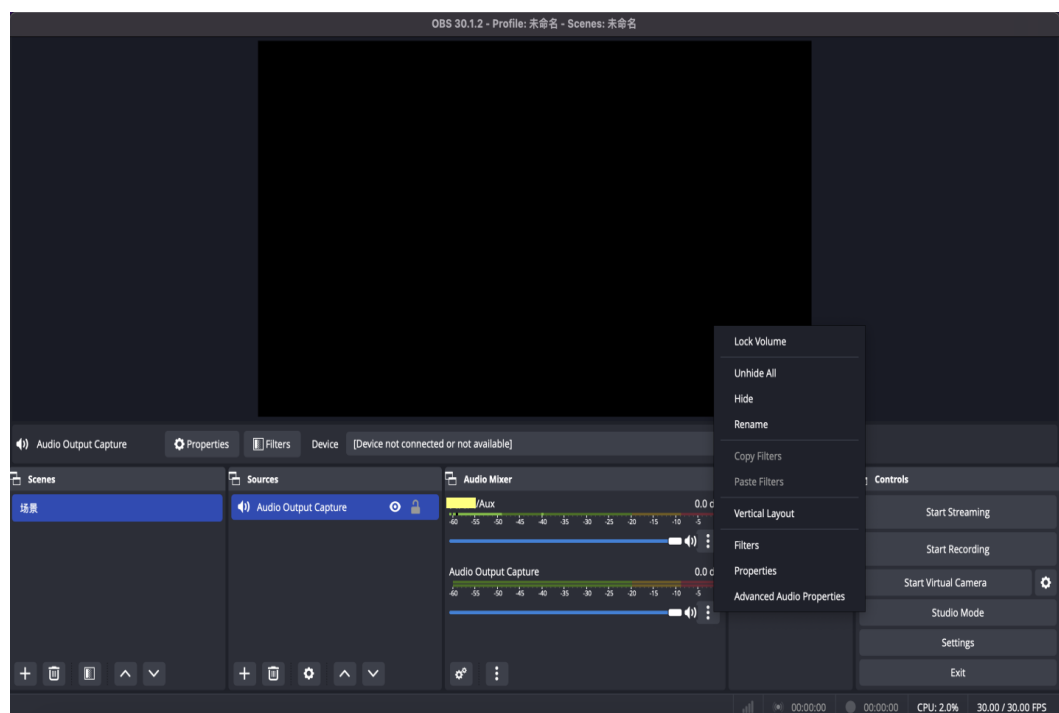
Check method:

- **Checking the OBS Audio Capture Device**
- **Checking the Windows Audio Output Device**

Checking the OBS Audio Capture Device

Step 1 Open OBS on the local PC.

**Step 2** In the lower part of the page, select **Audio Mixer**.

Figure 4-4 OBS

Step 3 Click ![icon] in the **Audio Output Capture** area and select **Properties** from the drop-down list box. The dialog box of property settings is displayed, as shown in **Figure 4-5**.

Check whether the device is the same as the Windows audio output device. If not, OBS cannot capture and send sound to the third-party live platform. You need to change the values to be the same.
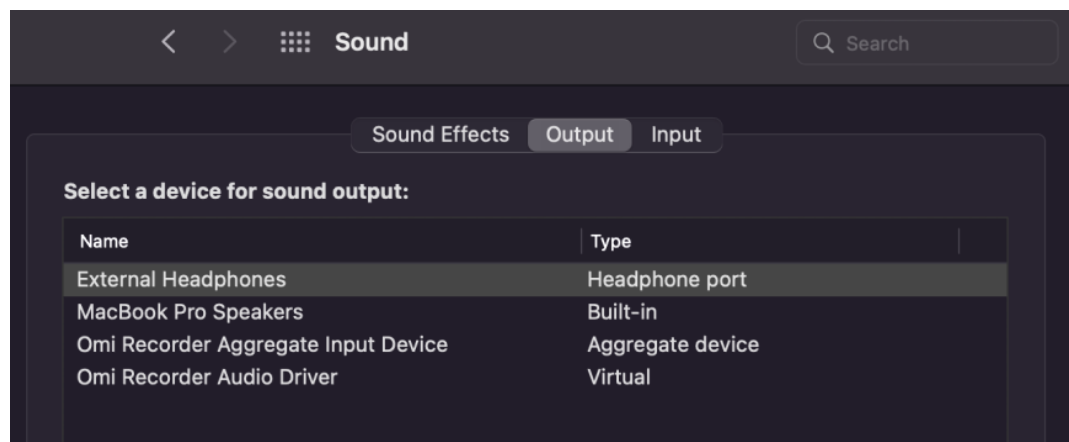
Figure 4-5 Audio property settings
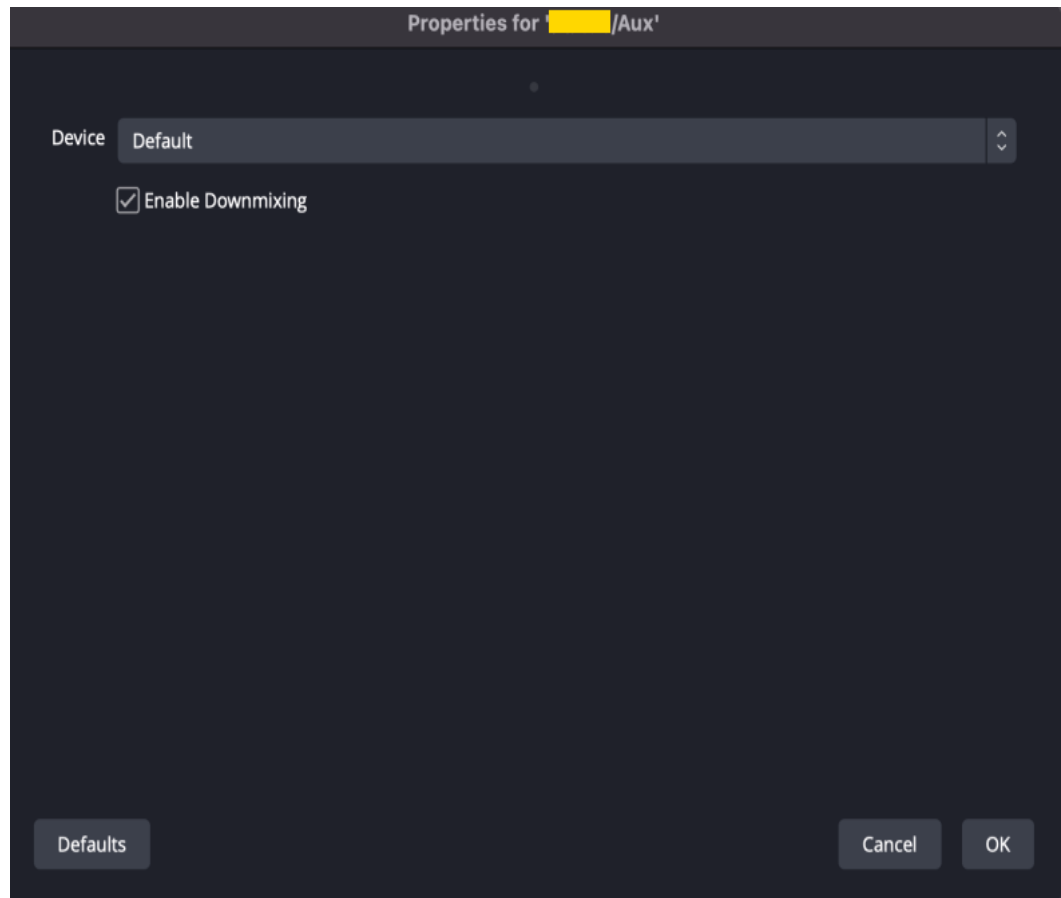
----End

Checking the Windows Audio Output Device

In Windows system settings, find the sound settings and check the output device, as shown in **Figure 4-6**.

Figure 4-6 Audio output device

5 Asset Management

5.1 How Do I Receive and Activate Voice Assets or Avatar Model Assets?

If the administrator or another tenant transfers voice or avatar model assets to a tenant, the tenant must receive and activate the assets within seven days. If not, the administrator or another user needs to transfer the assets to the tenant again.

The asset receiving and activation operations are the same for both voice and avatar model assets. This section uses avatar model asset receiving and activation as an example.

Step 1 Log in to the **MetaStudio console**.

Step 2 In the navigation pane, choose **My Creations**.

Step 3 Click the **Resources** tab, as shown in **Figure 5-1**.

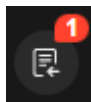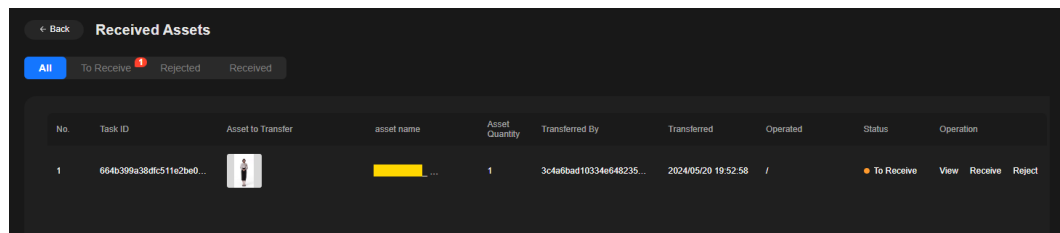**Figure 5-1** Resources
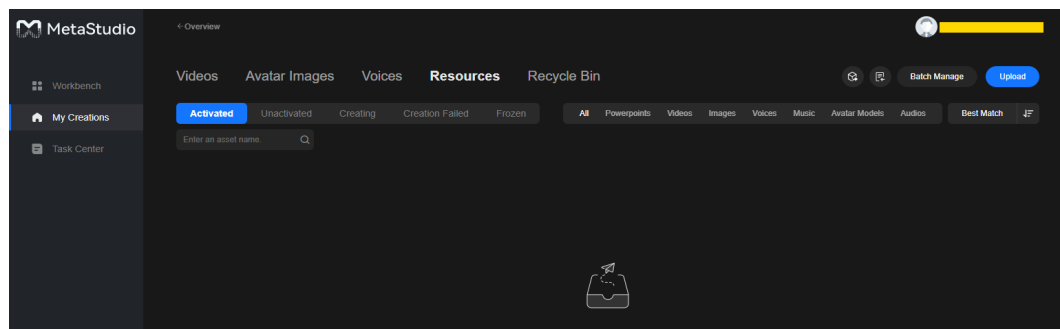
Step 4 Click in the upper right corner of the page. The **Received Assets** page is displayed.
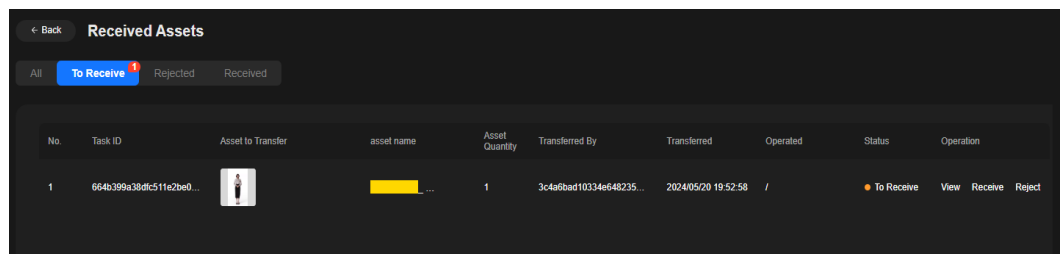
Figure 5-2 Received assets

Step 5 Click the **To Receive** tab and click **Receive** in the **Operation** column of the asset, as shown in **Figure 5-3**.

If the message **Asset received.** is displayed, the asset has been received.

Figure 5-3 Assets to receive

Step 6 Click **Back** in the upper left corner of the page to return to the **Resources** > **Activated** page.

Step 7 Click the **Unactivated** tab and click **Activate** in the desired received asset card. In the dialog box displayed, click **OK**.

If the message **Asset activated.** is displayed, the asset has been activated. You can click the **Activated** tab to view activated avatar model assets.

Figure 5-4 Activating an asset
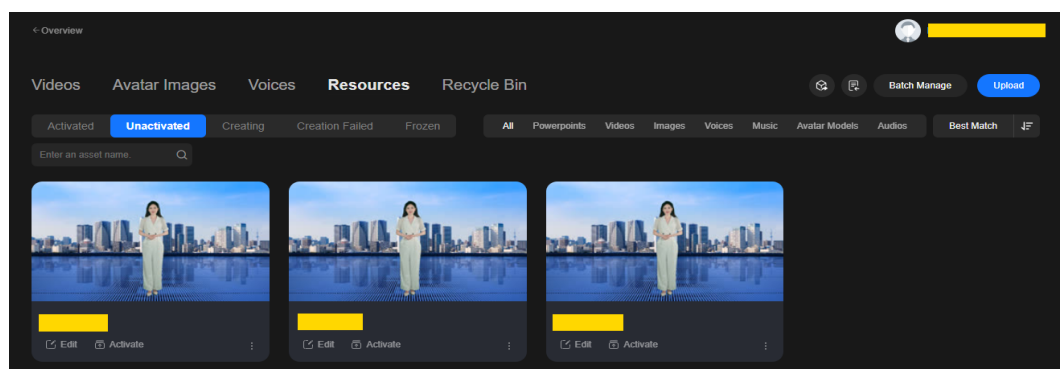
Step 8 After the preceding operations are complete, the voice and avatar model assets of the account have taken effect. You can use the activated assets for video production or livestreaming.

----End