

## Facing Trouble Playing iPhone Videos on Your Laptop?

No worries! If you're using a Windows or Linux laptop and can't open videos recorded on your rented iPhone, this quick guide will help you fix the issue using VLC Media Player.

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## Why This Happens:

iPhones record videos in the **.MOV** format using the **HEVC (H.265)** codec. Some laptops don't support this format natively—especially older systems or ones without codec packs.

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## The Easy Fix: Re-encode the Video with VLC Media Player

Follow these simple steps:

1. **Open VLC Media Player**  
(Download it from [www.videolan.org](http://www.videolan.org) if it's not already installed.)
  2. **Go to Media > Convert/Save**
  3. **Click on "Add"**  
Select the video file from your iPhone.
  4. **Click on "Convert/Save" again.**
  5. **Under "Profile", choose one of the following:**
    - **Video - H.264 + MP3 (MP4)** → ☒ **Best compatibility**
    - **Video for YouTube HD** → Also works well for laptops
  6. **Click on "Browse"**  
Choose where to save the new video and give it a name (make sure it ends with **.mp4**).
  7. **Click "Start"**  
VLC will convert the video—this may take a few minutes depending on the file size.
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## Best Output Format for Easy Playback

For customers who aren't tech-savvy, we recommend:

- **MP4 (H.264 + MP3)**

This format works on nearly all devices without any additional software or codecs.

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### **Bonus Tips:**

- If you face playback issues even after conversion, try using **VLC Player** on your laptop—it supports nearly all video types.
- For Linux users, ensure you have the **restricted codecs** installed (like [ubuntu-restricted-extras](#) or equivalent).

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For further assistance, please feel free to reach out to us, and we will be happy to help.

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