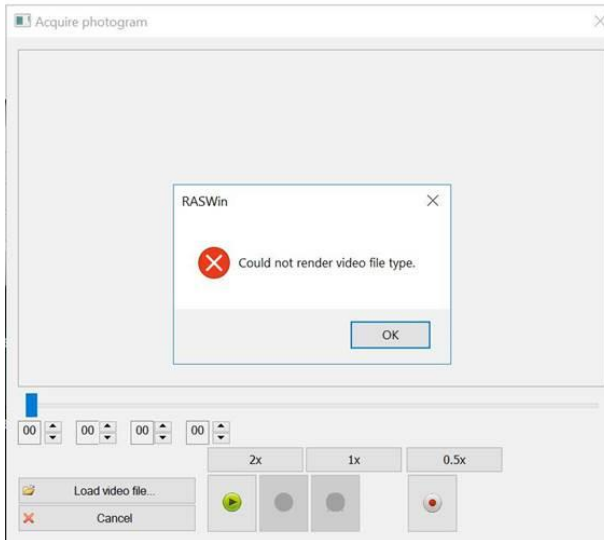## Using Iphone videos on RASWin

If you get this message when trying to load a video file into RASWin:

Normally this is because the codec used in the video you're trying to load is not present in your computer you can read more about Iphone codec's here:
https://www.captureguide.com/iphone-video-format/.

Apple uses a custom codec for their phones that its not compatible with Windows called HEVC, Microsoft removed support for this codec and now you must pay to use this video format.

You can purchase the Microsoft HEVC codec from the Microsoft web store, or you can alternatively install it for free using a workaround that Microsoft provided to dealers.

You must navigate to this site:

https://www.microsoft.com/en-us/p/hevc-video-extensions-from-device-manufacturer/9n4wgh0z6vhq?activetab=pivot:overviewtab

If Asked choose your country store.

Click **Obtain** then **Install**.

If the previous link does not work you can still purchase the codec at:

https://www.microsoft.com/en-us/p/hevc-video-extensions/9nmzlz57r3t7?activetab=pivot:overviewtab

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