Product Video FAQs

Jennifer M - 2019-10-24 - ESP Updates

Can I add more than one video to a product?

At the current time, only one video per product may be added.

How many products can I associate to a video?

Currently, there is no limitation to the number of products that can be associated to the video.

Is there a limit to how many videos I can upload?

Currently, there are no limitations to the number of videos you can upload.

What is the maximum length allowed for each video?

There is no time limit for the length of the video. However, we do suggest keeping your videos to about 30 seconds.

What is the difference between a supplier video and a product video?

Supplier videos should contain content regarding your company while Product Videos should contain information regarding the specific product(s).

What type of video URL's can I upload?

YouTube, Vimeo, or Facebook URL's can be uploaded and should be no more than 100 characters.

Note: If you are providing a video via Vimeo and have a Vimeo plus account, we recommend that the end screen of your video be customized so it does not display suggested videos from Vimeo staff or other Vimeo subscribers. Please refer to Vimeo Help Center for more information on their end screen offerings.

Once I upload a video, how do I associate products to the video?

As soon as you save the uploaded video you will have the ability to add products. Just click the "Associate Products" button. From there, you will be able to select all or only some of your products. For further assistance on uploading videos and associating products, please review the Media Library article.

Can I update my video and just change the URL?

No. If you make changes to the video you will have to create a new video file and add the product(s) to the new video.

If I delete a video, will the associated product(s) be deleted as well?

No, the link from the product to the video will automatically be eliminated, but the product(s) will not be deleted from the database.

How long can I display my video?

As long as you like! There are no time frame limitations at this time.