

## Audio & Multimedia

### Why do I get issues when playing certain image, video and/or audio files?

As a first step, make sure your device has all the features required to play your files by consulting the list of supported formats on our website [www.archos.com](http://www.archos.com).

With some ARCHOS devices, you may also need to buy an additional plug-in that lets you decode rarer formats that are not supported by default. This requirement will be announced by a message when you attempt to open the file. You can buy these plug-ins on either from Google Play or the archos [online store](#) depending on the device

Unique solution ID: #1576

Author: Admin FAQ

Last update: 2014-11-14 17:04