

Frequently Asked Questions (FAQs)

Can I use an older version of Premiere Pro (before 2024)?

No, this template requires After Effects 2024 or later (not Premiere Pro).

Where can I find the fonts and music used in the preview?

Links to all resources are in the “Help” document included with the template.

Why does the software freeze when I select a template layer?

The Essential Graphics panel may take 2–30 seconds to load. Avoid interacting with the software during this time.

Why is playback slow, and how can I improve it?

Set Playback Resolution to 1/4 for smoother previews. Before rendering, ensure the frame rate matches the original (e.g., 10 fps) for quality.

I’m getting error 1609629695 and a crash when exporting. How do I fix it?

Go to File > Project Settings > General and set the renderer to “Mercury Playback Engine Software Only” to disable GPU acceleration.

Note

Use licensed After Effects 2024+ for best results. Refer to the Help File for resources and support.

