

Playing Videos on the 2014 Silverado

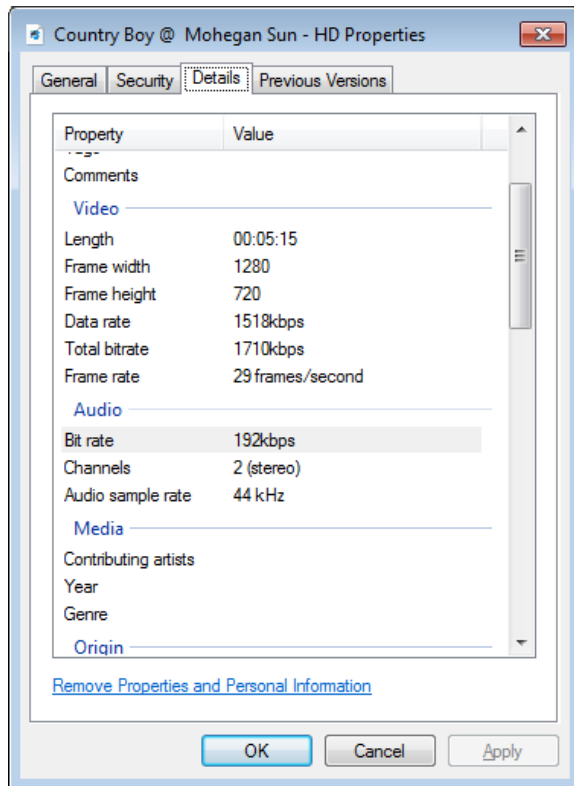
Frustrated from issues or limited success playing videos from the SD card on the 2014 Silverado Mylink system? The purpose of the following information is to fill the gap where the owner's manual, infotainment supplement, and GM technical support (both online and by phone) fall short.

Problem - Many have reported success in playing videos on their Mylink system and many have reported failure. My issue was that I had an SD card full of music videos that I watch on my computer that I wanted to watch on the Mylink system. Of all the videos on the SD card only one of them was recognized and listed as available, which played fine when selected. The issue is the Mylink system is only capable of playing videos with specific formatting.

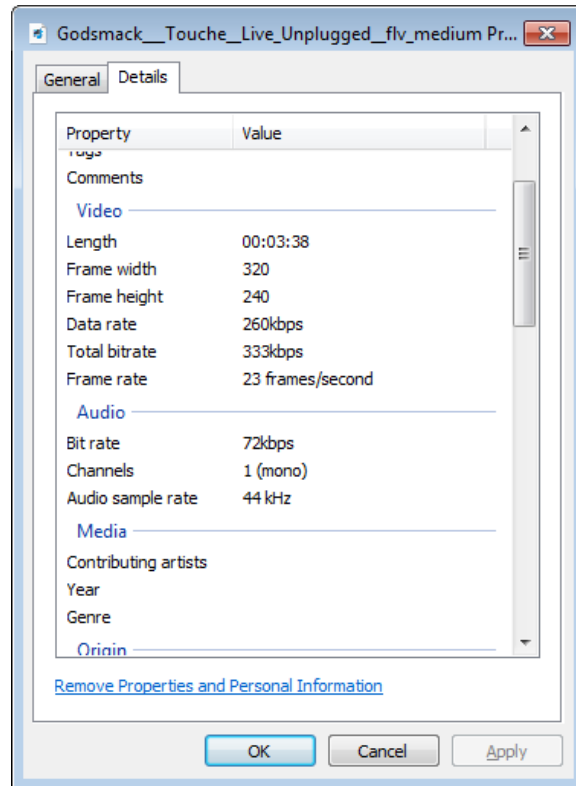
If you have a video file on your SD card that is not recognized by your Mylink system and you care to know why, I have included steps on how to use MediaInfo to determine what may be the cause. If you don't care why and you just want to fix it by creating a video that is compatible with the Mylink system, skip down to the HandBrake write up and be done with it. If you want to understand a little more of how I figured out something that solved the problem for me, read on with the MediaInfo steps.

The first thing I needed to do was determine what was different between the video that worked and the others that the system would not even recognize. On a computer running Windows, I did a *Right click->Properties->Details* on the files and compared information to determine the difference between the video files. Referencing the screen captures below, you can see the results on the left side which was the video not recognized by the system and the right side which was the video that was recognized by the system.

NOT RECOGNIZED



RECOGNIZED



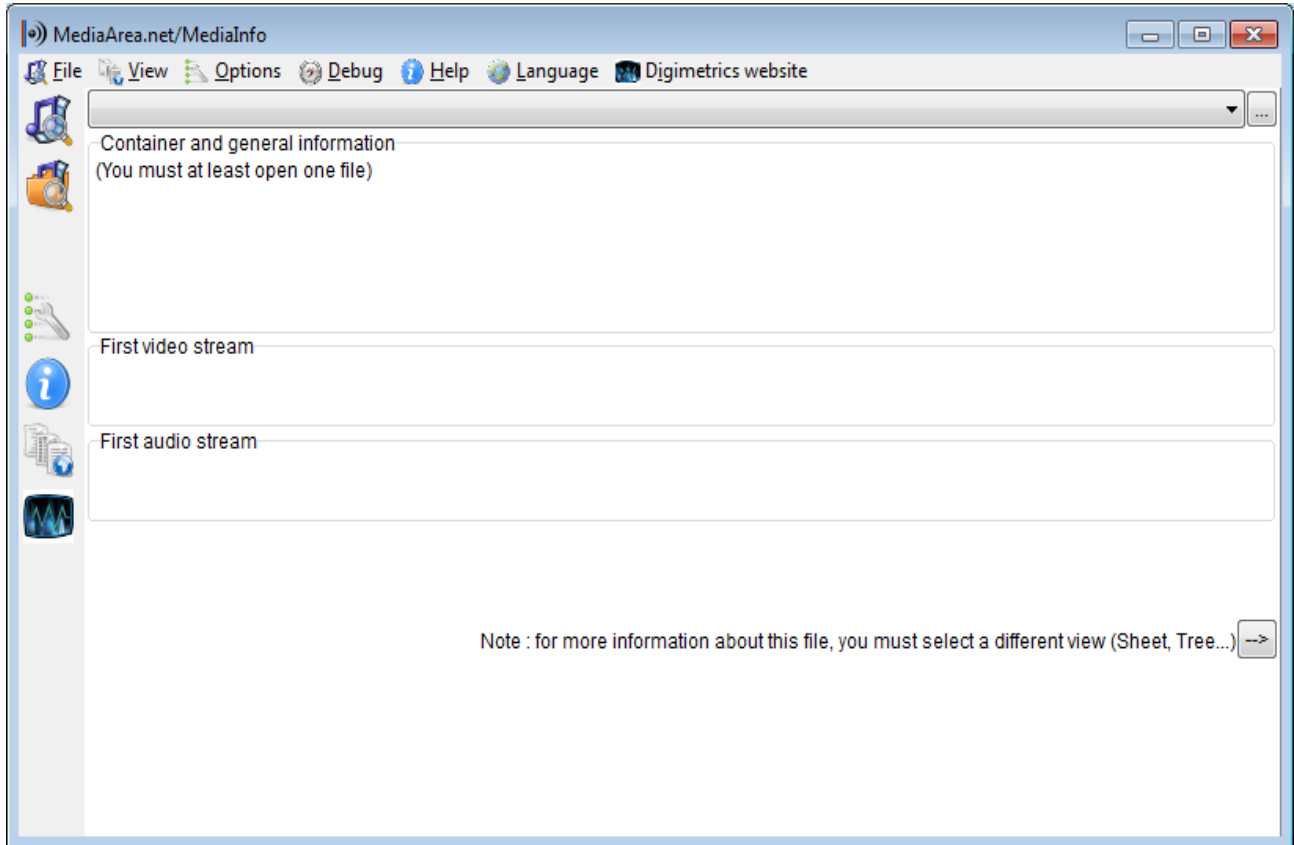
To make the changes to the video, I needed a tool or utility and chose **Handbrake** based on the fact that it had good reviews, other reported success, online support/info, and it was **free!** There are plenty of other tools out there but the following information is based on the use of **Handbrake**, which can be found online for download with your favorite search engine.

I will spare you the details of all of my trial and error attempts at formatting a video that the Mylink system would recognize but will tell you that changing the video to remove the differences in the bad (left) and good (right) screen captures above was not enough.

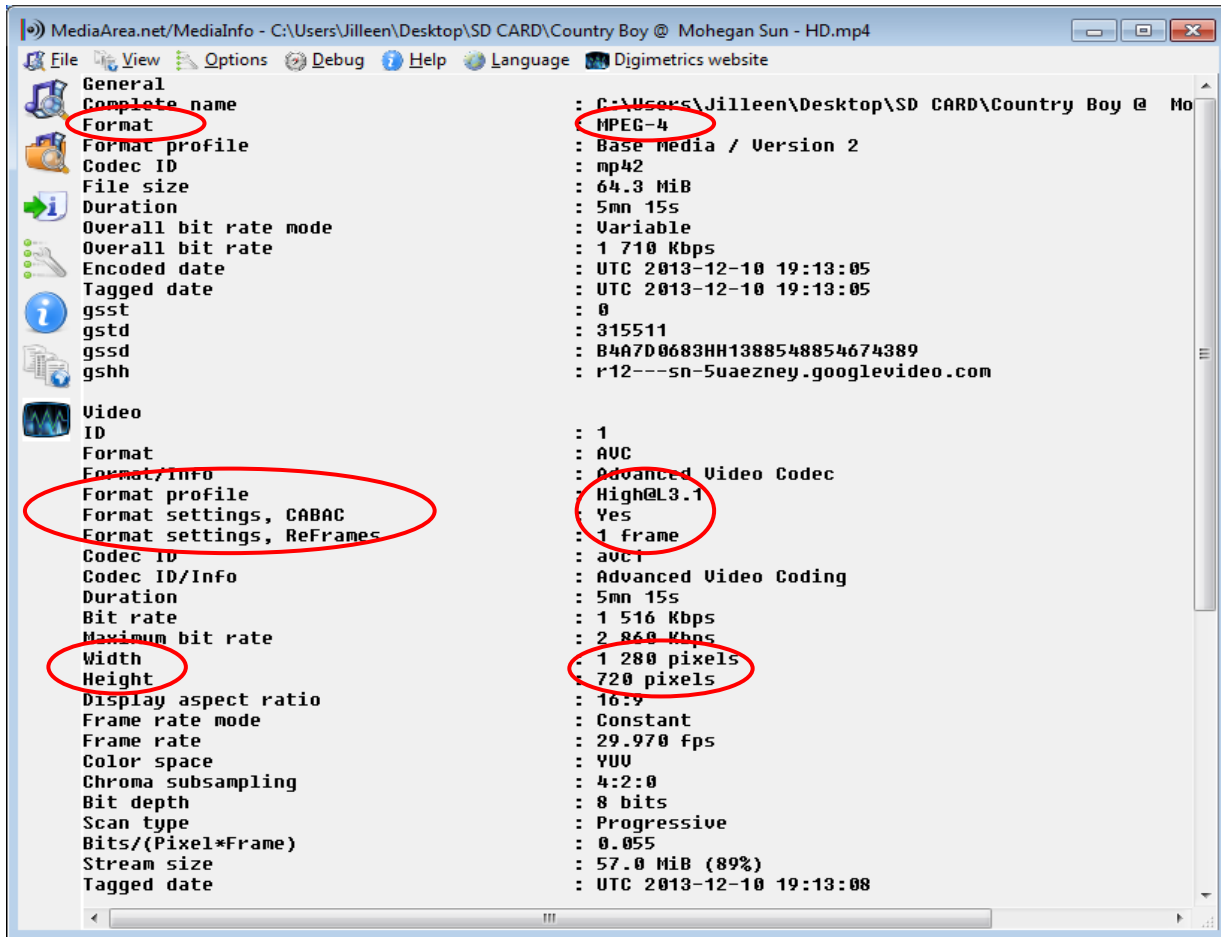
In order to determine if any other differences existed in the 2 videos, I needed to have more detailed information in the two files. Again there are several tools available for this but I chose **MediaInfo** based on the fact that it had good reviews, other reported success, online support/info, and it was **free!**

The following information is based on the use of **MediaInfo**, which can be found online for download with your favorite search engine.

After you download **MediaInfo**, get it installed and opened, you should see a window below



Use the "File" menu to open a video file that you are having issues with. My preference was to change the sheet to list all of the attributes in text by selecting "Text" from the "View" menu after I opened the video file. See the screen capture below.

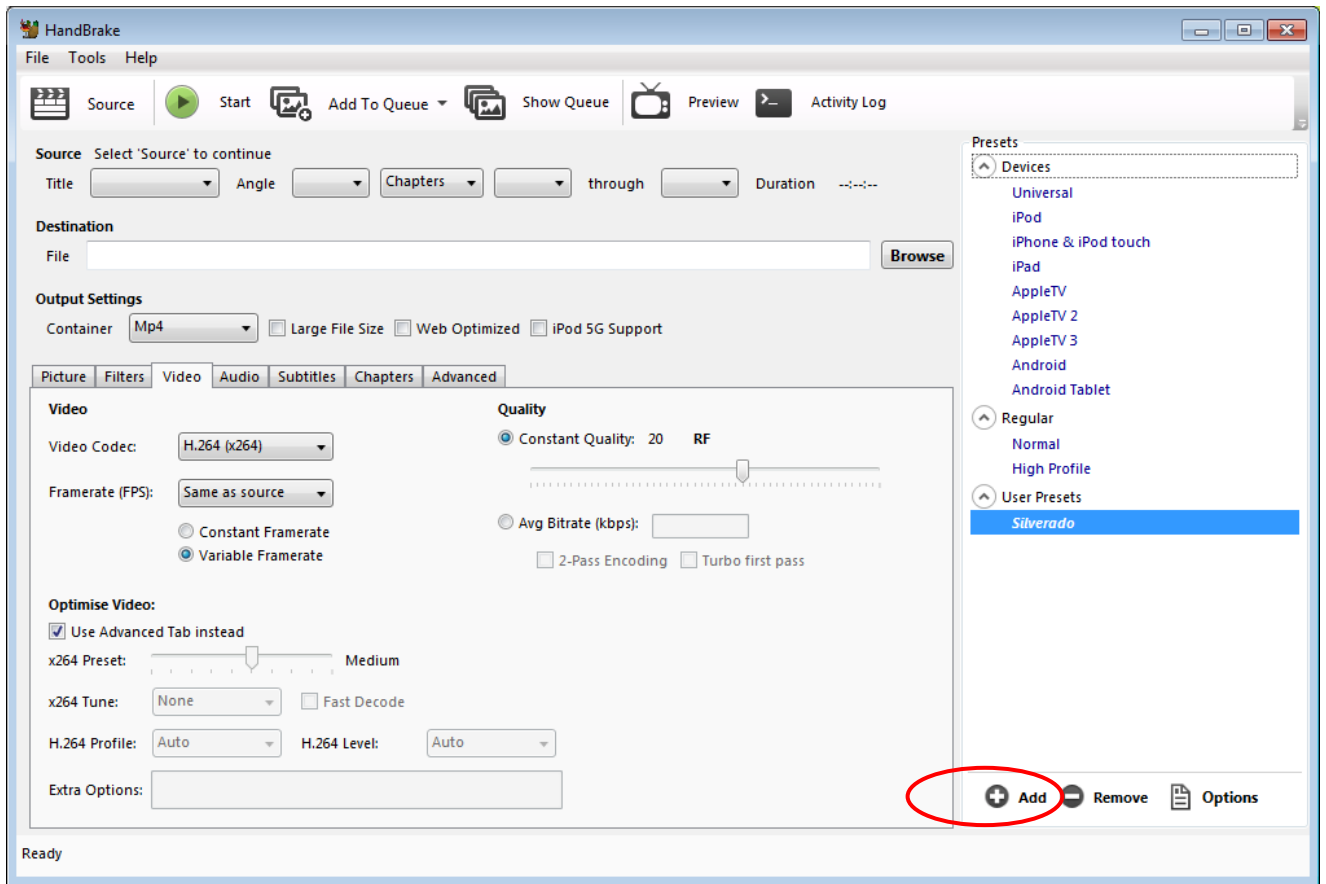


In the **MediaInfo** screen capture above, the circled fields were consistently different between the video files that worked on the Mylink system and those that did not. There may be other combinations that work but from my limited testing, the only videos that worked in the Mylink system met the conditions in the table below:

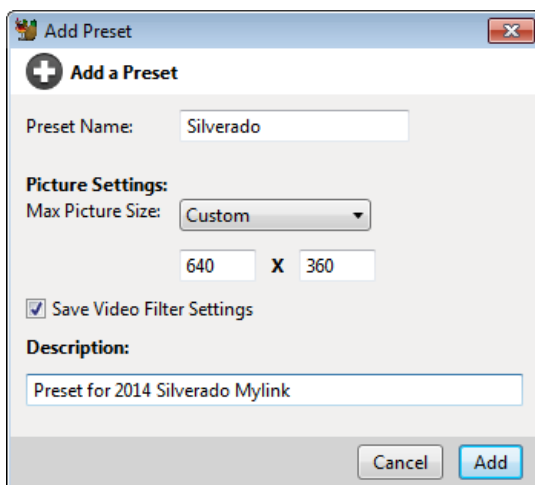
Setting	Value
Format	MPEG-4 (.mp4)
H.264 Format Profile	Baseline
H.264 Format Level	3.1 or less
CABAC	No
Reference Frames	1
Width	640 or less
Height	360 or less

Using **HandBrake** to generate video files that are compatible with Mylink

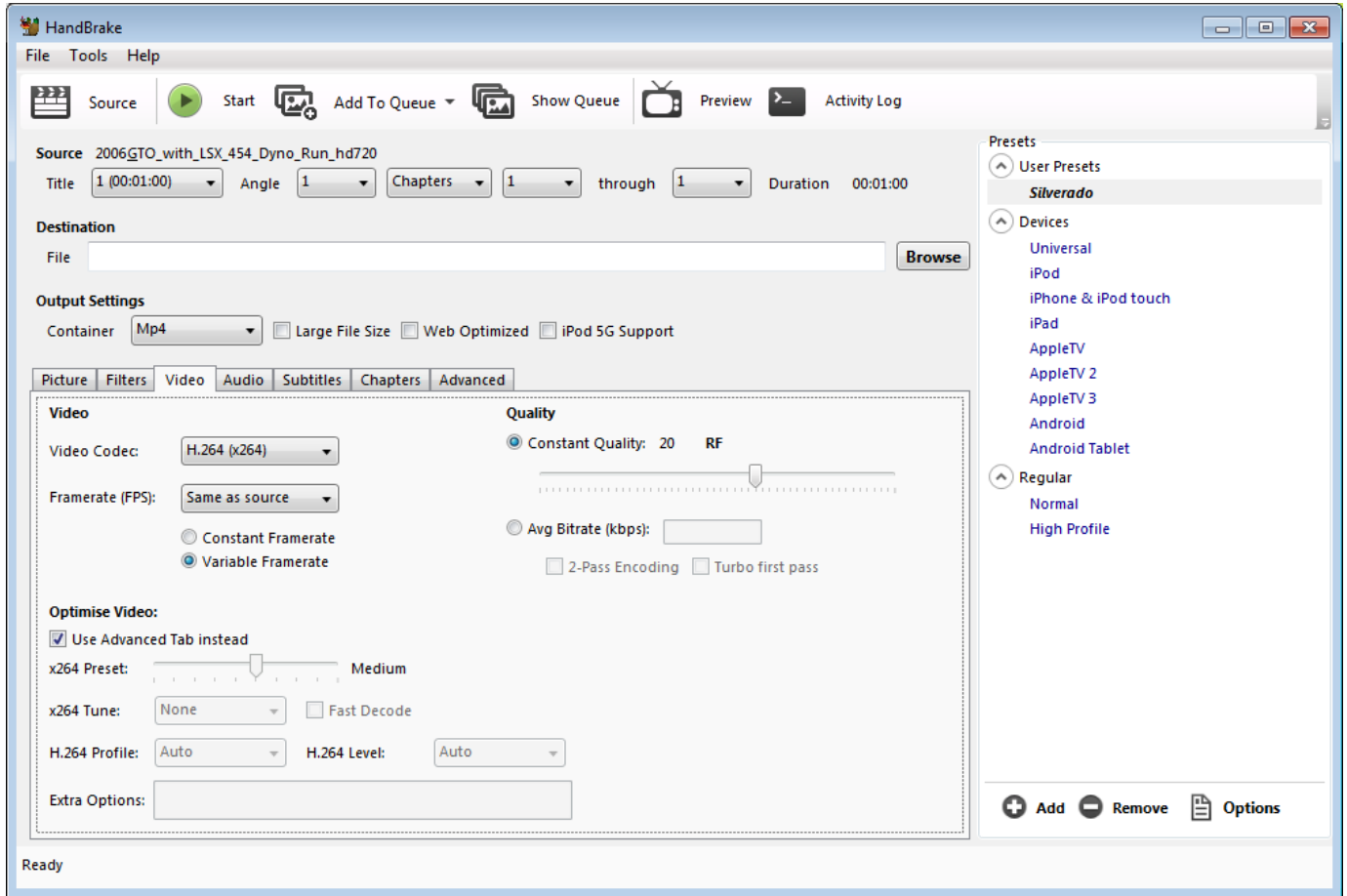
After you download **HandBrake** and get it installed, you should set up a preset that will generate video files in a format that is compatible with your Mylink system. As you can see on the left side of the **HandBrake** screen capture below, I have named a preset "**Silverado**"



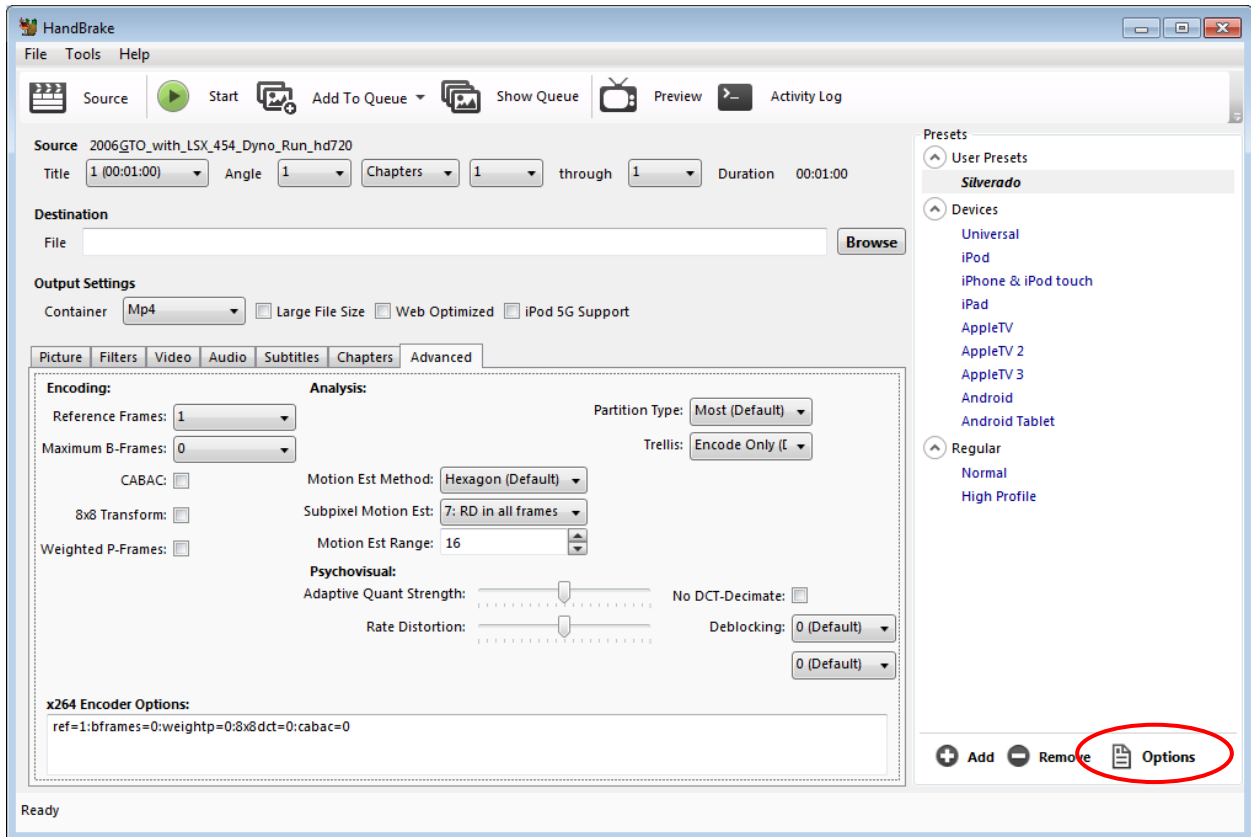
To create a preset, select the **“Add”** button at the lower left area of the **HandBrake** window (circled in screen capture above). In the pop-up window, enter a desired name for your preset, a **“Max Picture Size”** of 640x360, and make sure **“Save Video Filter Settings”** is selected as shown in the screen shot below then click the **“Add”** button to save.



Now that you have your new user defined preset created, it is time to update it with additional settings. Referencing the screen capture below, select the **“Video”** tab and check the box for **“Use Advanced Tab Instead”**



Now you can select the **“Advanced”** tab. Referencing the screen capture below, set **“Reference Frames”** to = 1, **“Maximum B-Frames”** to = 0, and uncheck the boxes for **“CABAC”**, **“8x8 Transform”**, and **“Weighted P-Frames”**



Save your updates to the user defined preset by selecting **“Options”** in the lower left corner of **HandBrake** (circled in the screen capture above) and selecting **“Update Selected Preset”** from the pop-up menu. To make this the default preset every time you use **HandBrake**, select **“Options”** again and then select **“Set Default”** in the pop-up menu.

Now time to use the user defined preset to format videos for your new truck!

- 1) Open the video by selecting the **“Source”** icon at the top left corner of the **HandBrake** window. After a couple of seconds, **Handbrake** will have finished scanning the file.
- 2) In the **“Destination”** area of the **HandBrake** window, select the **“Browse”** icon and the location that you want your reformatted video be stored and give it a name if you don't like the default.
- 3) Start generating the reformatted video by selecting the **“Start”** icon on the upper left area of the **HandBrake** window. The status of the reformat will be displayed at bottom right side of the **HandBrake** window.
- 4) When complete, transfer your new video to an SD Card and put it into the card reader in your vehicle. Depending on how much you have on your SD card it may take a little while to read. Select **“Media”** on

your Mylink system until SD Card shows up. On the touch screen, select ***“Browse”***, ***“More”***, and ***“Video”*** to see your selection of movies. Enjoy will waiting for your wife or kids or anytime the truck is in Park. When you start driving the picture will go away but audio will continue.