Adding photos/videos to your listing

<h2>GUIDE.TIPS_FOR_MEMBERS <ul> For best results, we recommend that you use pictures that are at least 1600 pixels on the longest side. We recommend that you not compress your pictures before you upload them. The following third-party tool can be used to determine if your photos adhere to our requirements: www.isdntek.com/ebaytools/ListingPhotoSizes.htm </h2><h2>GUIDE.RELATED_LINKS Related help pages <ul> Top tips for taking great photos
 http://pics.ebaystatic.com/aw/pics/sic/sr/photo/Photo_Center_Guide.pdf
 Photo tips
 http://pages.ebay.com/sellerinformation/how-to-take-product-photos/tips/index.html Related CSKB <ul> LP - Picture policy, photo enforcement - List Practices   </h2><h2>GUIDE.TALKING_POINTS What are the requirements for using the photo uploader? The photo file size can be no larger than 7MB. The file type must be JPEG, PNG, GIF, TIFF, or BMP. Browsers supported include Internet Explorer 9 and up, Firefox 3.5 and up, Chrome, and Safari. Members may also use Internet Explorer 6, 7, or 8, but will be unable to use the photo editing tools.   JavaScript must be enabled in your browser. Why does the picture upload freeze? Picture upload can freeze when there is a problem with the connection between your computer and eBay. You should clear your cache and reset your browser defaults. Why is the upload button missing? If the

upload button isn't showing, your computer's display settings might need to be changed. To display the upload button: <ul> Press the tab key a few times. Doing this moves the cursor to the next button or space. Often, the next space is the upload button. Maximize the picture upload window. You can do this by clicking the square icon in the upper right corner of the screen. Check your monitor's screen resolution. If your screen resolution is set to a low number, your screen has less room to display the contents of a web page. Because of this, you may not see the entire page including the upload button.   Why are pictures appearing as broken image icons? Pictures that are more than 90 days old don't display. If it has been more than 90 days since you uploaded the picture, you need to upload it again. This might happen if you have an older listing imported into Turbo Lister and you've relisted the item using Turbo Lister. To resolve this, select pictures from your computer when listing through Turbo Lister to ensure that files are uploaded to eBay with each listing. Please avoid using old (or expired) content. If you used Turbo Lister to upload the picture, you might need to have your Turbo Lister files reviewed. I'll be happy to help you contact our Turbo Lister team. Did you save the picture using the CMYK (Cyan, Magenta, Yellow, Black) color palette? CMYK pictures cannot be displayed by internet browsers because they are reserved exclusively for printing pictures. CMYK pictures may appear in the negative when viewing on Safari (Mac). To resolve this, resave your picture using the RGB color palette. Why does an image show as a Polaroid icon? The Polaroid icon you're seeing is called the Gallery placeholder. This image shows when your gallery picture hasn't yet been indexed in search. Your image may not have indexed because: <ul> Your listing/gallery picture was submitted less than 6 hours ago. The system couldn't capture your picture for the Gallery.   Note: In rare cases, you may see a red X instead of the gallery placeholder icon. If it's been more than 6 hours, you can resolve this by using the Change Your Item's Gallery Image option on the eBay Site Map. Why are some pictures fuzzy or blurry?

eBay picture services resizes and compresses photos when uploaded. If you're using a photo-editing program to reduce the size of a picture beforehand, then your photo may be compressed twice. Please ensure that you're setting the compression value to zero when saving your edited pictures prior to upload. Each time you resave a JPEG image in a photo editor, the quality of the image may be reduced. If you have an accelerator program installed, it compresses the images for faster page loading. This makes the photos appear blurry because we already compress the pictures as much as possible. I suggest disabling your accelerator program temporarily to see if that improves the picture quality. Why doesn't the upload window appear when you click add/edit photos? This is often caused by pop-up blocking software on your computer. To resolve this issue, we recommend you temporarily disable any pop-up blocking software you may have installed. Be sure to check for multiple pop-up blocking programs because many security software programs and internet toolbars include them.   FunWebProducts may be installed on your computer. This software has a feature that blocks pop-up windows. This prevents you from accessing eBay picture services. You need to either adjust your settings, temporarily disable the program, or uninstall the program. Why does the page take a long time to display your pictures? The page may take longer to load because there's a lot of information being loaded into the page. Keep in mind that multiple large images take time to load. Slower connections such as dial-up can take longer to load pages. When you viewed this picture on your computer it looked correct, but now it's uploaded and its rotated. Why? Although the software you use to view pictures on your computer may rotate the picture automatically for proper viewing, the rotation of a picture when uploaded is based on the actual content of the image file. To fix rotation problems, use the rotation tool in the uploader. You're having issues using Safari on a Mac. Members find that most issues with uploading pictures using Safari can be resolved by resetting

Safari.   If you continue to have issues, try using Firefox on the Mac. Why does the wrong image show for your gallery picture? This can happen if you use the Sell Similar or Relist options and change the picture. In rare cases, the system doesn't capture the new picture and displays the old one instead. This could also happen if you've moved your picture elsewhere and the picture's URL has changed. Your best bet is to update your item's gallery image. An error occurred while you were trying to change your item's Gallery picture. What happened? Make sure your image is not archived or expired and then try again. You received the error "We could not find the server containing your image", but your picture URL is valid. Why is this happening? Usually this error means that your web host is blocking public usage. To resolve this, check with your web host to make sure the hosts server is set to allow images for public usage. An image failed to upload but there was no error message. What happened? This usually happens because of one of the following reasons: <ul> Your picture exceeds 9000 pixel width + length. Your browser settings are not set to default. Your internet filtering software is interfering. Your ActiveX installation may not have completed correctly. Check your Internet Explorer settings to ensure they are at default and the necessary ActiveX security settings are enabled. If the installation did not complete, verify that any third-party internet filtering software is disabled because this may block you from installing the ActiveX software.   Can your picture's URL contain spaces? No, a picture URL (web address) cannot contain spaces - either before, within, or after the URL. You might also get an error when the URL contains encoded spaces, represented by %20. Clicking Continue again should bypass the error, but because encoded spaces can cause issues with the creation of your Gallery picture, I recommend that you avoid using spaces in your album, folder, or file

names.   </h2><h2>GUIDE.DETAILED_INFORMATION <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr> <td colspan="3"> <h3>Import from web error codes</h3> </td> </tr> <tr> <td>Error</td> <td>Cause</td> <td>User-facing description</td> </tr> <tr> <td>WC001</td> <td>HostNameDoesNotExist</td> <td>We are unable to find the Web server specified in your Web address (URL). Check your Web address to make sure that it is correct.</td> </tr> <tr> <td>WC002</td> <td>ServerNotAvailable</td> <td>We are unable to connect to the Web server specified. Check your Web address (URL) to make sure that it is correct.</td> </tr> <tr> <td>WC003</td> <td>ItemNotFound</td> <td>The source picture cannot be found at the Web address (URL) you specified. Check your Web address to make sure that it is correct.</td> </tr> <tr> <td>WC009</td> <td>FailedCopy</td> <td>We were unable to copy from the picture URL you specified. Either the internet was too busy when we tried to copy your source picture or theres a problem with the Web server hosting your picture.</td> </tr> <tr> <td>WC011</td> <td>BadProtocol</td> <td>There's a problem with your Web address (URL). Check your URL to make sure that it is correct and starts with http://.</td> </tr> <tr> <td>WC012</td> <td>BadURL</td> <td>The Web address (URL) you specified does not appear to be valid. Check the URL to make sure that it is correct.</td> </tr> <tr> <td>WC013</td> <td>BlockedURL</td> <td>The Web address (URL) you specified is an eBay image server or other Web server not allowed as a picture source. Upload your picture to another server and try again.</td> </tr> <tr> <td>WC021</td> <td>ImageFormat</td> <td>Your source picture is in a format we cannot process. Convert the picture into a jpeg (.jpg file extension) and repost it to your Web server.</td> </tr> <tr> <td>WC022</td> <td>PermanentBadImage</td> <td>The source picture you specified is corrupted or in

a format we cannot process.</td> </tr> <tr> <td>WC023</td> <td>BadImage</td> <td>The source picture appears to be corrupted or in a format we cannot process.</td> </tr> <tr> <td>WC024</td> <td>FileSizeLimitExceeded</td> <td>Your source picture file size exceeds the maximum size for eBay processing. You can use an image processing editor or other utility to downscale the image and save it to a file less than 7MB and re-post it to your Web server.</td> </tr> <tr> <td>WC029</td> <td>InternalError</td> <td>We had a problem processing your picture after we copied it.</td> </tr> </tbody> </table>   <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr> <td colspan="3"> <h3>Gallery error codes</h3> </td> </tr> <tr> <td>Error</td> <td>Cause</td> <td>Solution</td> </tr> <tr> <td>0</td> <td>Not processed</td> <td>Please wait 2 hours and attempt to use the Fix Gallery Image feature again.</td> </tr> <tr> <td>1</td> <td>Success; The gallery image has been successfully generated.</td> <td>No action needed, the gallery has been created successfully.</td> </tr> <tr> <td>2</td> <td>Bad URL</td> <td>Please verify the URL for the image you are attempting to load as there is an error or incorrect information for it.</td> </tr> <tr> <td>3</td> <td>Bad Protocol; This happens if users supply a URL that does not start http://</td> <td>Please make sure you are using the whole image URL which includes the http:// reference.</td> </tr> <tr> <td>4</td> <td>Permanent bad image</td> <td>The image you are attempting to upload is corrupted. Please upload a new photo.</td> </tr> <tr> <td>5</td> <td>Host name does not exist; This happens if the user supplies a domain name that does not exist in DNS.</td> <td>Please contact your image host for technical assistance regarding this error.</td> </tr> <tr> <td>6</td> <td>Server not available; This happens if the 3rd party image host is returning HTTP/500 type errors.</td> <td>Please contact your image host for

technical assistance regarding this error.</td> </tr> <tr> <td>7</td> <td>Item not found</td> <td>Teammates should check to see if the item has been removed from the site. If the item has not been ended please file a MyIT report for eWatch.</td> </tr> <tr> <td>8</td> <td>Failed download</td> <td> Please wait for a few hours and try again to fix your Gallery image.
 If the member still sees this issue after multiple attempts, please file a MyIT report for eWatch. </td> </tr> <tr> <td>9</td> <td>Image Format</td> <td>The format you are using is not supported on the site. Please save your image in the .jpg, .gif, .bmp, .png, .tif, .WebP, .HEIC, or .avif format.</td> </tr> <tr> <td>10</td> <td>Bad image</td> <td>The image youre attempting to upload is corrupted. Please take a new photo and use that image with the Fix Gallery image link.</td> </tr> <tr> <td>11</td> <td>Internal Error</td> <td> Please wait 2 to 4 hours and attempt this again.
 If the member sees this error code over multiple days, please report this to eWatch. </td> </tr> <tr> <td>12</td> <td>Removed</td> <td>Teammates should check to see if the item has been removed from the site. If the item has not been ended please file a MyIT report for eWatch.</td> </tr> <tr> <td>17</td> <td>File size limit error</td> <td>Please decrease the size of your image file by using a pixel rate less than 9MB.</td> </tr> <tr> <td>23</td> <td>ZOOM write failed</td> <td> Please wait 2 hours and attempt this again.
 If the member sees this error code over multiple days, please report this to eWatch. </td> </tr> <tr> <td>25</td> <td>Failed download self-hosted</td> <td>Please change the size of your image file by a pixel and re-upload the image. This will replace the older, corrupted version of the image.</td> </tr> <tr> <td>26, SD026</td> <td>Small image</td> <td>Please increase the size of your image file by using a pixel rate greater than 20 pixels.</td> </tr> <tr> <td>28</td> <td>Image has Expired</td> <td>Re-upload the

image.</td> </tr> </tbody> </table>   </h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Adding pictures to a listing Add pictures from your computer (SYI form) In the Describe your item section, click Add/Edit photos. If your listing has no photos, click Select Photos; if your listing already has a photo, click Add photos. Browse to the folder where your images are stored and double-click on your image. Click Upload. Add pictures from a web address (SYI form) In the Describe your item section, click Add/Edit photos. Click Import from web. Enter the URL where your photos are located. Click Import. Click Upload. Add pictures from your computer (Quick Listing Tool) In the Describe your item section, click Add photos (or click Add from your computer if the smartphone option is available). Browse to the folder where your images are stored and double-click on your image. Complete your listing. Add pictures from your smartphone (Quick Listing Tool) In the Describe your item section, click Add from your mobile device. Note: Members see the smartphone option only if they have the core eBay Mobile app (version 2.7 or higher) installed on their iPhone and they have enabled the notification service.   Tap on the notification that was sent to your smartphone. Your draft listing is loaded. Take your photos with your smartphone. Your listing updates with the photos. Complete your listing from your computer or smartphone. Update your gallery picture <ol> At the bottom of any eBay page, click Site Map. In the Selling Activities column, click Change Your Item's Gallery Image (you may need to sign-in). Enter the item number of your listing and click Continue. Click Create. Click Done. Determine picture size (Windows PC) Right-click on the picture file and select Properties. Select the Details tab. Determine picture size (Mac) Right-click on the picture file and select Get

info. Expand the More info section. Solving error message "A mixture of Self Hosted and EPS pictures are not allowed" Why it happens: if the items were originally listed by a third party tool using the eBay API or using file exchange then from an API perspective, members are allowed to upload multiple self hosted images to the site. However, on the actual site SYI form itself, when an item is listed, we only permit a single self hosted image to be used. The Solve options: <ol> If they want to edit using the main SYI flows they will need to remove all but one self hosted image. Alternately, they will need to revise the listing via their third party listing tool / file exchange. Adding videos to a listing Seller uploaded video Sellers who have access to third party APIs can upload videos on their listings. There are currently 300+ categories that videos can be uploaded to. Videos are currently supported on native apps, but US, UK, and DE will launch the ability to view videos on mweb and desktop (summer 2021).

 All videos are currently being approved by a moderator. Once the seller submits a video, there is a 48 hour service level for their video to either be uploaded to the listing or rejected. We are currently working on a fix where sellers will get an email as to why their video was rejected. Types of rejections: <ul> The video is too large: <ul> The maximum supported video size is 150 MB The maximum upload resolution is 1080p Supported output resolutions are 240p, 360p, 480p, and 720p Supported formats are mp4, mov, h264 Length of video: One minute or less is preferred, videos over 3 minutes will be rejected   YouTube video links are not supported The video contains content that violates our listings policies (see GUIDE1070) Exceeding maximum length We recommend videos shorter than 1 minute. Videos over 3 minutes long are not allowed Directing buyers off eBay Videos including any web links, URLs, or calls to action that ask viewers to take actions on other sites (e.g. Go to xyz.com to learn more.) are not allowed. See Offering to buy or sell outside eBay for more information Poor

quality A video that is blurry, fuzzy, undefined, or distorted is considered poor quality and not allowed. See Video format requirements below Illegal content eBay never allows listings that include illegal content. See the Illegal explicit content policy for more information Offensive content Listings that promote or glorify hatred, violence, or discrimination aren't allowed. See the Offensive materials policy for more information Nudity & sexual content Sexually oriented materials, including items containing nudity and displays of sexual activities, are generally not allowed. See the Adult items policy for more information Infringing content Video or audio content that is used without permission from the respective rights owner is not allowed. See the Images, videos and text policy for more information Types of videos: <ul> Product demonstration DIY videos (For example, a power tools project or recipe using a small kitchen appliance) Refurbishment demonstration Influencer content Unboxing of product the customer can expect Note: Buyers will be able to report a video through the listing if they see any sensitive content that could violate our policies. To add a video to a listing: <ol> Sellers who use the third-party tools that support videos should follow the flow implemented in those tools Sellers who integrate directly with eBay APIs should consult our Media API documentation eBay Uploaded Video

eBay has launched videos that will inform the buyer of eBay programs (such as Authenticity Guarantee, Certified Refurbished). The videos will automatically be uploaded by eBay on behalf of the seller to inform buyers of the program. Sellers listings by default will have this video. Upload a video clip using HTML <ol> Obtain the 'Embed' code for the video from the video hosting provider (Bing Video, Dailymotion, etc.). In the Description area on the Sell Your Item form, click on the HTML tab. Enter the code provided by the video hosting provider in the area where the video should go. To test if it is working, click on the Preview link, just below the description box. Upload a YouTube video Recently, YouTube started using the iframe tag in embedded YouTube Videos into websites. eBay doesn't allow the usage of the iframe tag, so you should use the old embed object code.

 To upload a video clip using the old embed code: Use the following code in your HTML section of your listing:

 <div>
 <div>
 <div>
 <object width="100%" height="100%" type="text/html" allowfullscreen="true" data="https://www.youtube.com/embed/XXXXXXXXXXX?rel=0"></object></div></div ></div>

 Replace XXXXXXXXXXX with the 11 character code of the You Tube video you want to use in your listing. This code is taken from the end of the video URL in the address bar. </h2><h2>GUIDE.SUMMARY What <ul> The eBay photo uploader enables you to add pictures to the listings you create in the Sell Your Item (SYI) form and Quick Listing Tool. With the uploader you can crop, rotate, and adjust the brightness and contrast of your photos. To make sure buyers get a good look at the item they're thinking about purchasing, eBay has established a set of photo quality requirements. While adding your photos, you may receive prompts and warnings to help guide you in providing high-quality pictures that are in-line with our photo policies. Note: Beginning Apr 2021, we are allowing a group of sellers across

Verticals and Certified Refurbished where we will permit these sellers to add a short video to their listing to describe the item in more detail. This does not change any eMBG policies as we expect the seller to describe their item with text and photos. Any listing violations in videos will be enforced like any other content in listings.   This article covers <ul> Talking points <ul> Requirements and troubleshooting   Detailed information <ul> Import from web error codes Gallery error codes   Instructions/steps to resolve <ul> Troubleshooting around picture uploads Adding a video to a isting   Enforcement criteria One-offs Tips for members   </h2>