

As Footage Firm continues to distribute free After Effects templates, we are amazed at the wonderful feedback our users provide. This helps improve the site so you have a more enjoyable experience.

But we do receive a large volume of emails, many asking the same questions. So to help you get an answer faster, we urge you to check this list as it most likely contains the information you need.

## **1. What versions of After Effects are your templates compatible with?**

Adobe Creative Suite 4 (CS4) or higher.

## **2. Can I use these templates in Pinnacle, Sony Vegas, Final Cut, or any other editing program?**

You can use the flattened blank .mov files in these editing programs. Basically you'll need to use it as a background and add your own animated text on top. Unfortunately we cannot provide specific technical support for all of these programs, so if you have questions on how to do this please visit [content.videoblocks.com](http://content.videoblocks.com) for tutorials or Google it. There are tons of great tutorials available online for creating animated text in these programs.

## **3. Do I have to know how to use After Effects or do you have tutorials?**

Each of our templates comes with a tutorial walkthrough that assumes you have some basic understanding of After Effects.

So while you don't need to know how to design within After Effects, you should know the fundamentals of manipulating the program.

## **4. How do I change the color/background/font/speed of the template?**

Each of our templates comes with a tutorial walkthrough that will show you how to modify the text, images, or video within the template. This works perfectly for most of our users.

For anyone who wishes to customize the template further, we strongly suggest you seek out websites that focus on After Effects tips and advice. Here are a few of our favorites:

- [Adobe's After Effects Forum](#)
- [AE Tuts+](#)
- [Creative Cow](#)

In order to keep these templates free, we cannot provide one-on-one tutorials or personalized support to teach users how to use After Effects. This is because it would detract from our main focus: providing more great free After Effects templates.

## **5. The template I bought isn't working. How do I fix it?**

If you are having trouble with one of our templates, we ask that you please make sure it is the template that is causing the issue and not your system configuration. In this case, Google is your best friend. Often, issues with our templates are actually issues with a user's After Effects setup.

If you still have trouble, please get in touch with us at [support@footagefirm.com](mailto:support@footagefirm.com) and provide the following details:

- Operating System (Windows/Mac OS X)
- Your version of After Effects
- The name(s) of the template(s) causing you trouble
- A detailed description of what is going wrong. Please provide any specific error codes, pop-ups, or messages that appear when modifying the templates.

The more details you are able to provide, the easier it will be for us to help you — i.e. “it isn't working” won't get you very far!

Please understand that in order to keep these templates free, we cannot provide one-on-one tutorials or personalized support to teach users how to use After Effects. In cases where we determine the template is not the issue, we may direct you towards another resource to find a solution.

## **6. Do I have to pay any fees for using your templates?**

No. Our templates come with a royalty-free, worldwide license agreement that never expires.

## **7. Am I allowed to use these templates for a commercial purpose?**

Yes! You are permitted by our license agreement to use these templates commercially as long as you add substantial value to them.

## **8. What does “substantial value” mean?**

The term “substantial value” means you modify or add to the template in a way that makes it uniquely yours. Simply by changing the default text or adding in your own photos and video, you add substantial value to the template.

This is an important concept because we do not permit users to re-sell our templates as templates or even as stock footage. So you cannot just export the template in its default settings and use it like that — it must be changed in some way.

### **9. If I use these templates, do I have to give you credit?**

No you do not. If you'd like to, you may, but it is not required under our license agreement.

### **10. YouTube has flagged my video with your material in it, what do I do?**

Because we don't create the templates (we buy them from other designers), other parties may have copyright on the material. In some cases, they choose to enforce that on YouTube.

If that happens, you can use our license agreement as proof to YouTube that you indeed have the rights to use the templates.

### **11. How do I render my template in 1920x1080?**

If there is no 1920x1080 option in your template, you can change it by going to the composition settings and changing the resolution to 1920x1080. Then choose to "fit to composition size" and the template will automatically adjust to fill up the entire composition size. Save it and add it to your render queue!