Troubleshooting Other Known Issues- StoryCorps App

Below you'll find a short overview of known technical issues that we're working to resolve. We'll update this list regularly as issues are fixed. If you're experiencing an issue that isn't listed below, please report it here.

Other Known Issues

Crashing or freezing while uploading an interview
Problems with audio playback in app
Interview disappearing from the app screen
Issues taking photos
Problems while using an iPad or other tablet
Display issues on various devices

*If you are unable to record with the StoryCorps App, you can still upload an interview to our website by recording with a digital recorder or a voice recording app. Please note that you can only upload such files to archive.storycorps.org from a desktop or laptop computer. To upload an interview from your desktop or laptop computer, please follow the steps detailed in the help center article here.

Crashing or freezing while uploading an interview

We recommend checking your Wi-Fi connection and making sure your interview doesn't exceed 40 minutes. If the problem persists (or if the situation is time sensitive) you can also pursue an alternative upload method. You can export the audio from your device to a computer and then upload manually to archive.storycorps.org.

Problems with audio playback in app

Sometimes there is a delay of up to an hour between upload and when audio can be played from the app or from the archive.storycorps.org website. If you are experiencing audio playback issues and you only recently uploaded your interview, please wait a little while. Then, log into your account at archive.storycorps.org and try again.

If you continue to have playback problems, we recommend that you export your interview audio file from your device to your desktop or laptop computer by following these instructions. To upload the interview from your computer to your account on archive.storycorps.org, log into your StoryCorps account and click on "Add a New Interview" in the upper right corner of the screen.

Interview disappearing from the app screen

The audio file may still be saved to your device. You can attempt to retrieve it by exporting your audio file from your device to your computer by following the steps here .

Issues taking photos

Check your available phone storage before starting; we recommend a minimum of 500MB available storage on your device.

Problems while using an iPad or other tablet

While you can access the app on a tablet, it's not optimized for these devices.

Display issues on various devices

Check your device's display settings. If your device has the display zoomed in or your text size magnified, you may need to adjust your display settings.