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An AI video or voice is taking long or has failed: the statuses and what to do

All in One AI

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RLX Holdings (Pty) Ltd. · Group RLX Holdings
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https://www.my.mozout.com/knowledgebase/8844

An AI video or voice is taking long or has failed: the statuses and what to do

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In short: while the `status` is `processing`, the generation is running: keep checking every 5 or 10 seconds. If it ends as `failed`, the reason is in `error`, nothing is charged and the reserve goes back to your balance. Videos usually take longer than images and voice. See the **AI video and voice** page.

The three statuses

Status	What it means	What to do
`processing`	The generation is running. It can take from a few seconds to a few minutes.	Check again in 5 or 10 seconds.
`completed`	It is ready. The files are in `outputs` and the real cost in `credits_charged`.	Download the files: the links are not permanent.
`failed`	The generation could not be made. The reason is in `error`.	Nothing was charged. Fix the request and send it again.

How long to wait

The **aio command** waits, by default, up to 300 seconds for images and voice and up to 900 for videos. `--timeout` changes that. With `--no-wait`, it only sends the request and shows the id; later, `aio status <id> --download` downloads the file.

On the **MCP server**, each request waits about 50 seconds. If it does not finish in time, as happens with many videos, the agent gets the id. Ask it later: «check whether the video is ready». The generation carries on on the server even if the agent stops waiting, and is charged when it finishes.

Do not send the request again just because it is slow.
Each new request is another generation, and it is paid for. If you repeat after a network failure, send the `Idempotency-Key` header: see **how to repeat without paying twice**.

The most common error answers

Answer	When it happens	What to do
`402 insufficient_credits`	There are not enough credits for the reserve.	Buy credits in **All in One AI**.
`404 model_not_found`	The model does not exist or is not the right type.	Check the id on the «Models» tab or in `GET /v1/models`.
`404 not_found`	The generation does not exist or belongs to another account.	Check the id the request returned.
`422 validation_failed`	A field is missing or a value is outside the options.	See `details` and the fields in `GET /v1/models/{id}`.
`429 rate_limited`	You went over the key's requests-per-minute limit.	Wait the seconds in `Retry-After` and check less often.
`502 upstream_error`	The AI service did not answer as expected.	Try again shortly.

The full list is in the article on **our API's error codes**. Each key's limits are in **API request limits**.

Need help with a request?
Open it on the **«History» tab** of All in One AI and copy the Correlation ID. Then **open a support ticket** and quote that number.

RECOMMENDED

Want to know more about video and voice in All in One AI? See the AI video and voice page.

See AI video and voice →

SEE ALSO

Creating a video with AI: from a description or from a photo, through the API →

- What an AI video or voice costs: credits per second, per generation and how to estimate
- Our API's error codes: what each one means, and which ones are worth retrying
- Idempotency-Key in our API: repeating a purchase, payment or ticket without doing it twice

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TAX NO. (SARS)	943 907 6234
REGISTRATION NO. (CIPC)	2025/667953/07
REGISTERED OFFICE	1111 Olive Street Saint Louis 63101, Missouri, United States
CONTACT	info@mozout.com · +27 78 823 3325 · www.mozout.com
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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