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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

| CODE | VERSION | COUNTRY · LANGUAGE |
| --- | --- | --- |
| RLX-AO-KB-2920 | v2026.11.26 | Angola · English |

**Interweb Angola**
RLX Angola, Lda. · Group RLX Holdings
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https://www.meu.interweb.ao/knowledgebase/2920

# 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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