⚛ **Online Video Platform Frequently Asked Questions** ⚛

FAQs: closed captions

Can captions be auto-generated?

This is not available in My Media. Current auto-captioning technology is often inaccurate. Create captions manually and upload to a video in My Media [help doc](#).

Do I include the text in titles and slides in the captions?

It is better not to duplicate text that appears on screen in the captions. Copies of slides can be attached to the video [help doc.](#)

Why do only some of my captions appear?

There is a maximum of two lines of captions per screen, and each line must be no more than 42 characters. If a caption is too long the end of the sentence can't be seen.

How fast should captions be displayed?

There is a recommended maximum of 3 words per second/180 words a minute.

What format should I create my captions file in?

The captions file is created as a text file and saved as a .srt file.

What do I do if .srt is not an option when saving?

The caption format is not in most programs. Save as .txt and change to .srt by renaming the file in your finder.

When I am updating a .srt file, how can I stop the .txt extension adding on the end of the file name?

Select save as 'All Files' or saved as Plain Text format .txt file and correct the extension manually to .srt by renaming it in finder. For example; myclosedcaptions.srt.txt = myclosedcaptions.srt
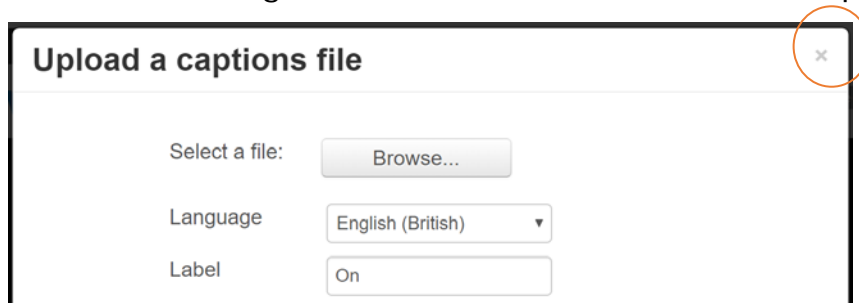
❓ *Look for the help button in My Media and the video player for specific support.*

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What do I do when a warning pops-up when saving in Plain Text format in Word?

When saving in plain text format you may get a warning about losing the rich text styling, this is ok as caption files require a simplified format. Click *ok*, the rich-text formatting will be removed.

In My Media when attaching captions I click *Save Changes* but the pop-up doesn't close.

This is a known issue. Your captions are saved, click the x to close. If you click Save Changes more than once it will create duplicate captions.

There is an error in my closed captions, can I correct it?

To correct an error you need to go back to the .srt file and update the captions. If the timing of the captions is out-of-sync you can adjust this manually in the .srt file or there are online tools to assist. If captions are flickering check the time codes do not overlap.

Once you have saved the corrected .srt file you need attach this to the video. Go to the Edit button for the video, select the captions tab. Delete the captions and upload a revised file.

What do I do if I have multiple versions of the caption file attached to my video?

You should have only 1 caption file attached to each video. If you replace captions, the newest file is added to the bottom of the list. Press x to delete all other caption files.

❓ *Look for the help button in My Media and the video player for specific support.*