

AUTOMATIC SYNC

TECHNOLOGIES

Using the AST CaptionSync™ Automated Captioning Server

Automatic Sync Technologies (AST) provides automated captioning technology that offers substantially lower costs and faster turnaround than traditional captioning techniques. To use the AST CaptionSync™ captioning service, you simply need to login to your AST account and submit your material to be captioned. Once submitted, the files will be automatically processed, and the results will be returned to you via email.

During the submission process, you can choose to supply your own transcript, or have AST obtain the transcript for you. You can also select the type of captioning performed, the type of results returned to you, and a number of formatting options. This document explains how to use all of these options.

Before you begin:

You will need the following:

- **Internet browser:** You will need to use IE 5.0 (or greater), Firefox 1.0 (or greater), Netscape 7.0 (or greater), or Safari 1.0 (or greater). Earlier versions of these browsers or other browsers may work, but have not been tested. Your browser must have JavaScript enabled and must accept cookies from the AST site to function properly.
- **Media file:** You will need the media file that you want to caption. This can either be an audio file (.WAV, .MP3, .RA, .M4A, .M4B, or .WMA), or a video file (.RM, .WMV, or .MOV).
- **Transcript file:** (optional) If you have your own text transcript of your media file, you can use it (reducing both the cost and turnaround time). If not, AST can get the transcript for you.

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1 Logging on to your AST Account

Once you have obtained a user ID and password from AST, you will be able to login to the CaptionSync server. Go to <http://www.automaticsync.com/caption> and click on the “login” link in the upper right of the page. You will be redirected to a login screen that looks like this:



Note that you may see a message informing you that you are entering a secure HTTPS website. This is due to security precautions on the AST server and is done to protect your data during transmission.

Once you login to your account, please ensure you change your password (see section 7).

1.1 Terms and Conditions

The first time you login to your CaptionSync account, you will be presented with the terms and conditions for using your account. Please review these carefully and accept or decline these terms. If you choose to decline, you will not be able to access the CaptionSync functionality. AST reserves the right to update the terms and conditions at any time. If they are updated, you will be presented with the updated terms and conditions at your next login and asked to accept or decline them.

You may view the terms and conditions at any time after you login by choosing the “Terms” link on the left hand side of the screen.

1.2 News

Occasionally AST may provide updates about new functionality, scheduled downtime, events, or other items. If there is any such news, it will be presented to you immediately after you log in. Once you have read the news items, you can click the “Read” button to acknowledge them. If you do not click the “Read” button, and simply navigate to another part of the system, this news item will reappear the next time you login.

1.3 Prepaid Accounts

If you have a prepaid account type, and if you do not have any time left on your account, then you will be able to log in to see billing information and retrieve old results, but you will not be able to make new submissions. See Section 6 for information on how to see the amount of prepaid time left on your account.

1.4 Left Navigation Bar

Once you log in to your account, the system will present a number of functions on the left hand side of the screen. These can include:

- **Submit**: submit content to the CaptionSync server for captioning. See Section 3 for details.
- **Application Type**: set the caption application type. See Section 2 for details.
- **Reports**: check previous submissions and retrieve results. See Section 4 for details.
- **Billing**: check the billing status of previous submissions. See Section 6 for details.
- **Terms**: review the terms and conditions that you previously accepted.
- **Password**: change your login password. See Section 7 for details.
- **Help**: get access to system documentation. See Section 8 for details.
- **Logout**: log out of your account.

The currently selected function will be in Black with ==> preceding it, as **Application Type** is in the example screen below. Unavailable functions will be grayed out, as **Submit** is shown in the screen below. All the available functions are browser links.

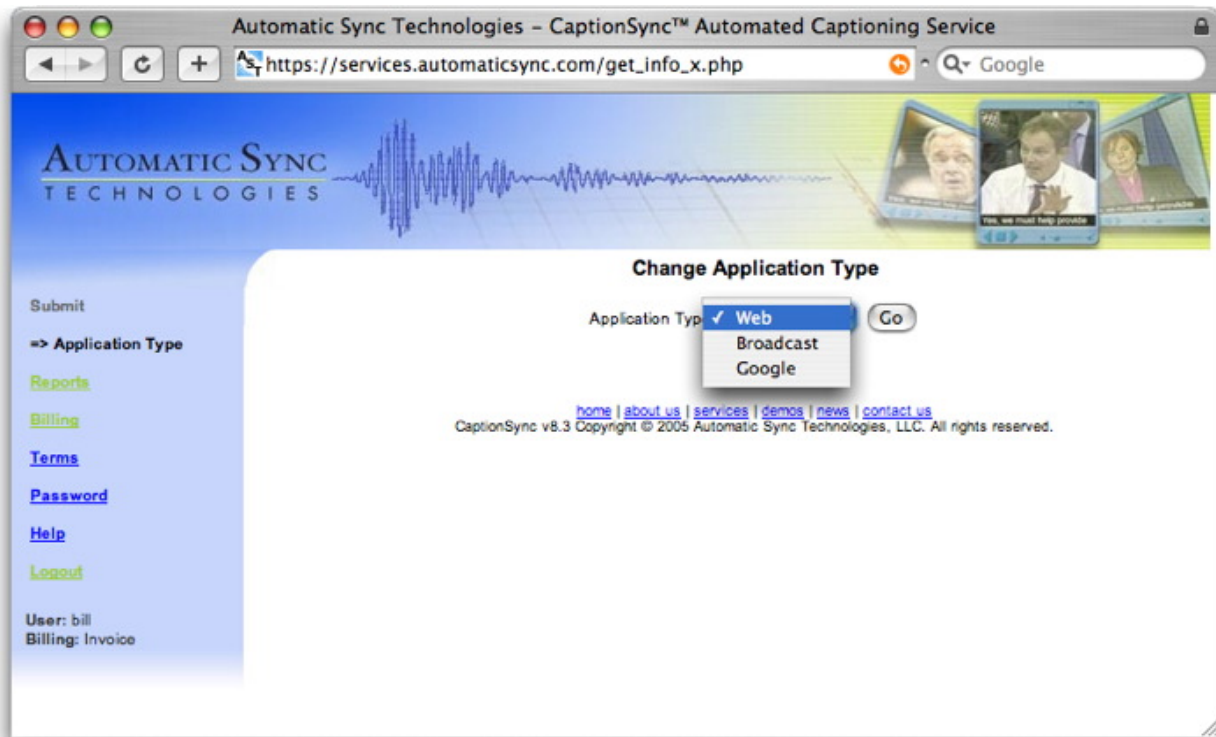


The lower portion of the left hand navigation displays the user you are logged in as (**User** field), the current application type selected, if one has been selected yet (**App** field), and the billing method (Prepaid, Credit Card, Purchase Order, or Invoice) (**Billing** field). If the billing method is Prepaid it will also display **Balance**, a summary of the prepaid time (in minutes) remaining, along with a link to the details. See Section 6.1 for details.

2 Selecting An Application Type

The CaptionSync server can perform captioning for a number of different application types. Your account will be enabled only for those applications that are relevant to you, so some of these may not appear for you. It is important to select the correct application type for your needs as captioning is performed slightly differently for each application type.

If your account is enabled for more than one application type, then you must select an application type before the system will allow you to make a submission. In this case, after you log into the system, it will automatically go to this function. You may also click the Application Type link on the left hand side to set or change your application type at any time. Choosing this function will present a screen that looks like:



The following application types may be presented for your account:

- **Web:** This is typically used to produce captions for webcast/webstreamed material. Outputs for all of the major media players can be produced with this application type, as well as several other web output types. This is the most flexible caption type, as the user is permitted to set window pane sizes, font parameters, and line length.
- **Broadcast:** This is used to produce captions for broadcast media – typically line 21 style captions. This application type allows for a large variety of output formats, including outputs for web players, but line 21 constraints on character set, font, and line length are applied to all outputs generated with this application type.
- **Google:** This application type is used to generate search index files (“Google Video Transcripts”) that are needed by Google when you submit your content to Google Video. This application type provides the least control and flexibility over the output formatting and it allows you to create only Google Video output. Note that if your account is enabled for either Broadcast or Web application types, you can also generate Google Video output from those application types.

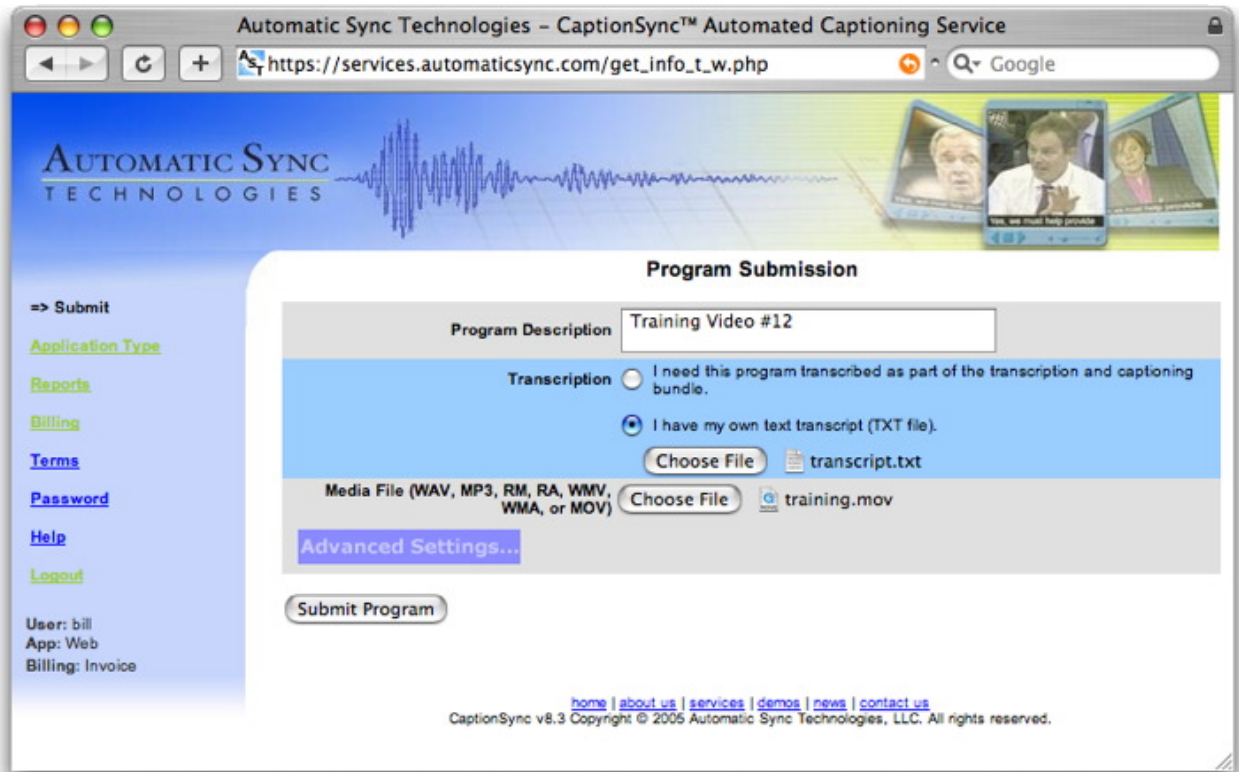
3 Making your Submission

Once you select your application type (or immediately after you log in if your account is enabled for only one application type), the system will bring you to the Submit screen. This is where you submit content to the CaptionSync server for captioning. You can also navigate to the Submit function at any time by clicking the Submit link on the left hand side of the screen.

The submit process is as simple as completing an online form and pressing the “Submit Program” button. The information on the form is slightly different for each of the three application types, so they are discussed separately in the following three sections.

3.1 Web Submissions

If the application type selected is “Web”, the submission form looks like this:



The screenshot shows a web browser window titled "Automatic Sync Technologies - CaptionSync™ Automated Captioning Service". The address bar shows the URL "https://services.automaticsync.com/get_info_t_w.php". The page features the Automatic Sync Technologies logo and a navigation menu on the left with links for "Submit", "Application Type", "Reports", "Billing", "Terms", "Password", "Help", and "Logout". The main content area is titled "Program Submission" and contains a form with the following fields and options:

- Program Description:** A text input field containing "Training Video #12".
- Transcription:** Two radio button options: "I need this program transcribed as part of the transcription and captioning bundle." (unselected) and "I have my own text transcript (TXT file)." (selected).
- Media File (WAV, MP3, RM, RA, WMV, WMA, or MOV):** A "Choose File" button next to the filename "training.mov".
- Advanced Settings...** A button to expand the form.
- Submit Program** A button at the bottom of the form.

At the bottom of the page, there is a footer with navigation links: "home | about us | services | demos | news | contact us" and a copyright notice: "CaptionSync v8.3 Copyright © 2005 Automatic Sync Technologies, LLC. All rights reserved."

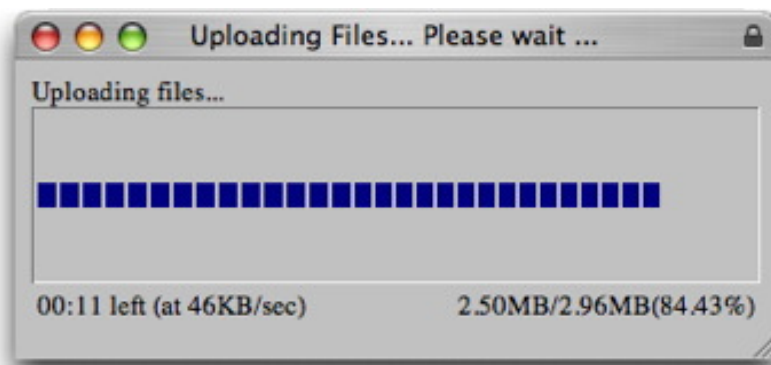
To submit your program for captioning, simply complete these fields and press the “Submit Program” button at the bottom of the screen. There are a number of optional settings that can be controlled by clicking the “Advanced Settings” button as well – these are discussed in the next section.

- **Program Description:** Enter a text description - e.g. the event’s name or course name and lecture date. This text will appear in the subject line of the results email. This field is provided simply to help you identify the content you are submitting.
- **Transcription:** Use this field to select how the program transcript is to be provided. See Section 3.4 for a complete discussion of the transcription options.
- **Media File:** Provide the filename of the media file to be captioned. This can be either a .WAV, .RA, .WMA, .M4A, .M4B, or an .MP3 audio file, or a .RM, .WMV, or .MOV video file. See Section 3.4.3 for a complete discussion of the acceptable media file formats.

If you are procuring this captioning by purchase order (**Billing** in the lower left hand corner will show "Purchase Order"), then a **Purchase Order Number** field will also appear on this screen. Enter the PO number to which this program will be billed. The information you provide here will appear on the invoice sent to your accounts payable department; ensure you get this information correct or your accounts payable department may reject the invoice.

Once you have filled in the form and set any Advanced Settings (detailed in the following section), press the “Submit Program” button. If there are no errors (such as filename missing or invalid file type), the button will grey-out, and give a “Please Wait” message while the file uploads. Note that the upload process can take several minutes for larger files. Depending on what type of browser you are using, a status bar may appear in the lower-right corner of the browser indicating the upload progress. Once the upload is complete, you will see a success page (or an error page); Section 3.6 details possible upload errors and the status screen.

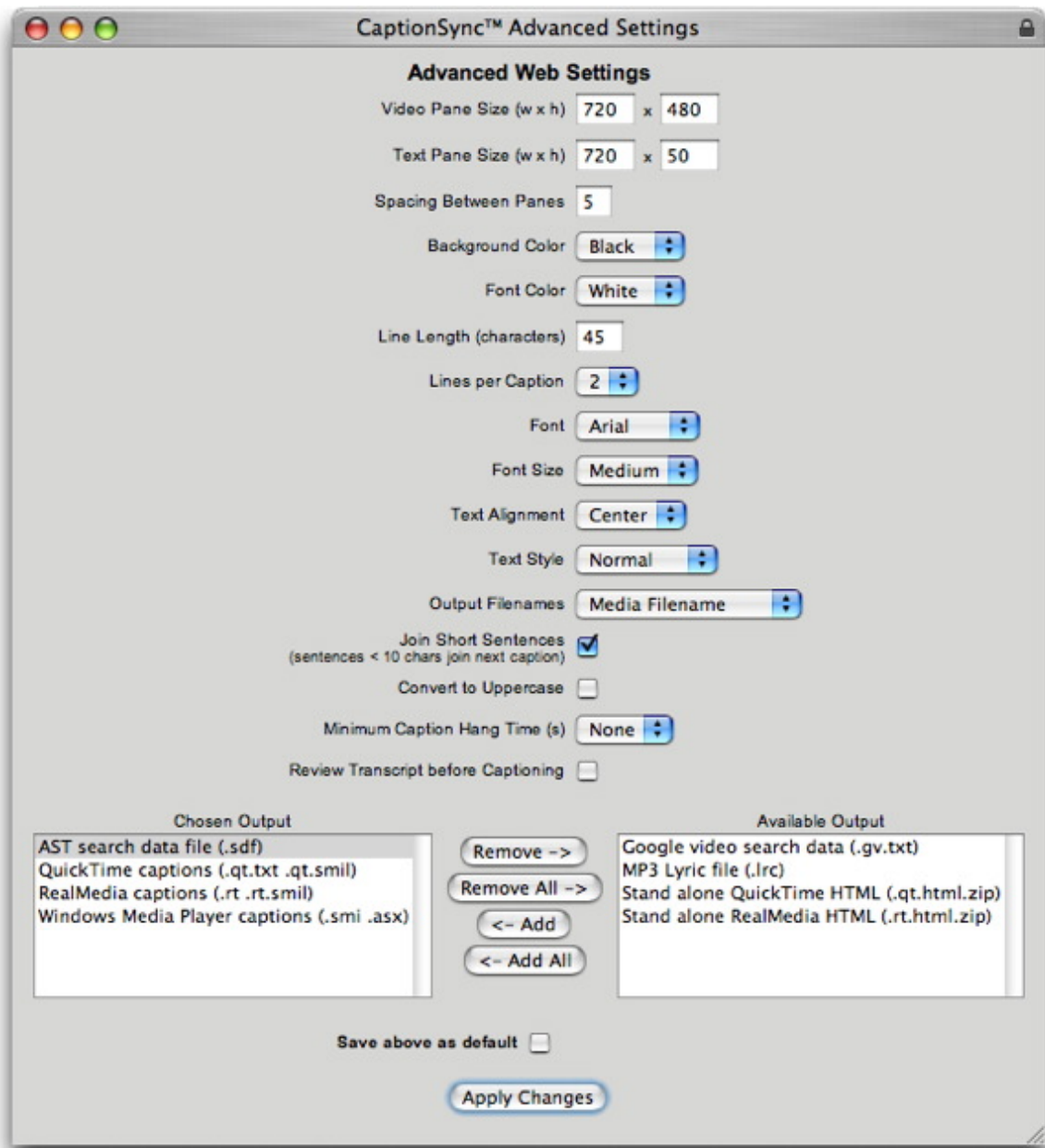
While uploading you may also see the following pop-up window to keep you updated on progress:



Please continue to wait for the upload screen even if you do not see the progress pop-up. Note that sometimes the pop-up progress bar may complain that it is unable to get progress information; if this occurs, please just wait for the status screen (as described in Section 3.6). Do not close the progress bar window as this may interfere with your upload.

3.1.1 Advanced Settings

There are more detailed settings available upon pressing the “Advanced Settings” button. Changing the advanced settings is optional – if you choose not to set them, your submission will be processed using the default values for these settings. Clicking the “Advanced Settings” button launches a new window:



The following settings can be manipulated in the “Advanced Settings” screen:

- **Video Pane Size:** the size in pixels of the video window; used to correctly populate the .smil file for Real and QuickTime formats.
- **Text Pane Size:** the size in pixels of the caption window.
- **Spacing Between Panes:** the size in pixels of the gap between the video pane and the caption pane.
- **Background Color:** background color of the caption window.
- **Font Color:** foreground color of the caption text.
- **Line Length:** maximum number of characters per line. Standard broadcast captioning (line 21 captioning) is restricted to 32 characters per line, but web caption formats can

accommodate any size line. Note that if your text pane size is too small to accommodate the line length you select, the line will wrap. Note also that the font size, type, and style also affect the number of characters that will fit on a line.

- **Lines per Caption:** number of lines per caption. Again, standard broadcast captioning is fairly restrictive but web formats can accommodate any number of lines. Each line will be restricted to the line length specified above. If you are not sure of the number of characters you can fit on one line, one approach that can be used is to specify 1 line per caption, and set the line length to the total number of characters per caption; then allow the player to line-wrap where appropriate.
- **Font:** select the font type that you would like.
- **Font Size:** select the font size that you would like (small, medium, large).
- **Text Alignment:** select the text alignment (left, center, right).
- **Text Style:** select the text style (normal, bold, italic, bold-italic).
- **Output File Names:** controls the file names of the result files. The root file name of all returned result files will be the same; you can select it to be either:
 - **AST Unique Identifier:** AST uses a unique numeric code for each job submitted to our system – this code will be used as the root file name.
 - **Media File Name:** Use the root file name of the media file as the root file name for all result files.
 - **Transcript File Name:** Use the root file name of the transcript file as the root file name for all result files.
 - **PO Number:** Use the PO number as the root file name (not recommended if your account is not set up to accept a PO number).
 - **Date/Time Stamp:** Use a date/time sequence from the submission time as the root file name.
- **Join Short Sentences:** if this box is unchecked, then all short sentences (even one word sentences) will be given separate captions. If checked, then short sentences may be merged with adjacent captions to make fuller caption text. The disadvantage to very short captions is that their display time may also be quite short.
- **Convert to Uppercase:** if checked, then the input text is converted to all uppercase. If the input text is already in upper case, then this box has no effect. But if the input text is provided in mixed case, then not checking this box will preserve the mixed case in the output.
- **Minimum Caption Hang Time:** this specifies the minimum amount of time that each caption is displayed for. Note that if minimum hang time is specified, then a caption may be held on the screen past the start of the next caption – this will cause the start of the next caption to be delayed. If the minimum hang time is long, or if the speaker is fast, then this delay can pile up and can cause the captions to get out of sync, or even extend past the end of the program. Long minimum hang times should be used with caution.
- **Review Transcript before Captioning:** if you are requesting that AST or an external vendor perform the transcription for you, then selecting this option will cause the system to notify you when the transcript is ready. You will be asked to review and approve the transcript

before the system proceeds to use it for generating the captions. When you are notified that the transcript is ready, you will be able to either: (1) accept the transcript and proceed to captioning, or (2) reject the transcript and send it back to the transcriber along with your comments, or (3) modify the transcript yourself and then proceed with captioning.

- **Chosen Output:** select the output format(s) that you would like to receive back. A complete description of the available output formats for this application type can be found in the next section.

Once you have set the settings to the values you want, you can click the “Apply Changes” button to proceed with your submission. All of the advanced settings will apply only to the current submission, unless the “Save above as default” is checked, in which case these settings will also be saved as defaults for future submissions.

3.1.2 Output Types

With AST’s CaptionSync server, you can request any of several different output formats. You may request as many output formats as you need. The following output formats are available for the Web application type:

- **Real Player:** returns a .RT and .RT.SMIL file for captioning content played in the Real Player.
- **QuickTime:** returns a .QT.TXT and .QT.SMIL file for captioning content played in the QuickTime player.
- **QuickTime Karaoke:** returns a .KAR.TXT and .KAR.SMIL file. This output is for content played in the QuickTime player; it is like the standard QuickTime output but offers word-level highlighting.
- **Windows Media Player:** returns a .SMI and .ASX file for captioning content played in the Windows Media player.
- **Searchable HTML (Real):** returns a .RT.HTML formatted transcript which allows the viewer to click on any word in the transcript to launch the media player (Real) at that point in the media file. See separate AST documentation on “Searchable HTML Files” for complete details.
- **Searchable HTML (QuickTime):** returns a .QT.HTML formatted transcript which allows the viewer to click on any word in the transcript to launch the media player (QuickTime) at that point in the media file. See separate AST documentation on “Searchable HTML Files” for complete details.
- **AST Search Data File:** AST can provide a text-based search system that allows viewers to search your video content with simple text queries. If you use AST’s video search system, then request AST’s Search Data File (.SDF) to add new content to your video search system.
- **Google Video Transcript:** returns a time-stamped Google Video Transcript file (.GV.TXT). If you are submitting your video content to Google Video, then these transcripts are required to make your content searchable on Google Video.
- **MP3 Lyric File:** returns a “lyric” file (.LRC) which can be used to display captions on many MP3 players. This file should be given the same root name as your MP3 file when placed on the MP3 device.

- **iTunes Chapter Captions:** returns a .IT.XML file for captioning content to be played back in iTunes. These captions can be integrated into a .M4A file by using Apple's "ChapterTool" which will place caption data from this file into the chapter data segment of your .M4A file.

Additional formats are being added frequently, so check the list of available outputs on the “Advanced Settings” screen for the most current list.

3.2 Broadcast Submissions

If the application type selected is “Broadcast”, the submission form looks like this:

To submit your program for captioning, simply complete these fields and press the “Submit Program” button at the bottom of the screen. There are a number of optional settings that can be controlled by clicking the “Advanced Settings” button as well – these are discussed in the next section.

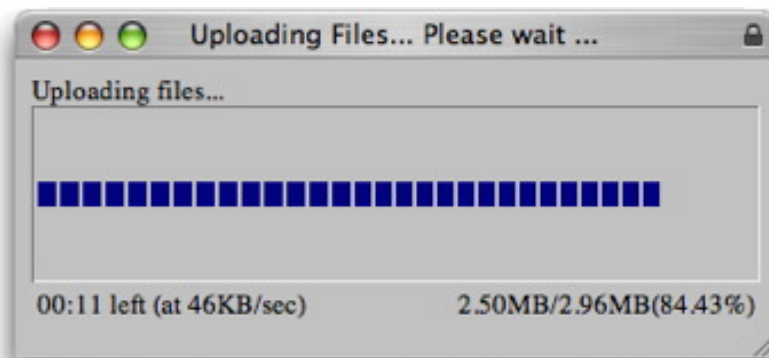
- **Program Description:** Enter a text description - e.g. the event’s name or course name and lecture date. This text will appear in the subject line of the results email. This field is provided simply to help you identify the content you are submitting.
- **Transcription:** Use this field to select how the program transcript is to be provided. See Section 3.4 for a complete discussion of the transcription options.

- **Media File:** Provide the filename of the media file to be captioned. This can be either a .WAV, .RA, .WMA, .M4A, .M4B, or an .MP3 audio file, or a .RM, .WMV, or .MOV video file. See Section 3.4.3 for a complete discussion of the acceptable media file formats.
- **Timecode of Beginning of Audio:** If your audio does not begin at time zero, you can enter the offset time code here. The offset is expressed as: hh:mm:ss:ff where hh = hours, mm = minutes, ss = seconds, and ff = frames. Note that this offset is the time code of the start of the audio/video file (not the first caption in the audio file).
- **Type of Captioning:** either pop-on, roll-up, or CMP roll-up. CMP roll-up will use the Caption Media Program (CMP) guideline logic to break lines, whereas normal roll-up will fit as many words on the line as possible,
- **Lines Per Caption :** (only appears if you select roll-up or CMP roll-up captioning); select 2-line or 3-line rollup captions. Pop-on captions are always formatted to 2 lines.

If you are procuring this captioning by purchase order (**Billing** in the lower left hand corner will show "Purchase Order"), then a **Purchase Order Number** field will also appear on this screen. Enter the PO number to which this program will be billed. The information you provide here will appear on the invoice sent to your accounts payable department; ensure you get this information correct or your accounts payable department may reject the invoice.

Once you have filled in the form and set any Advanced Settings (detailed in the following section), press the “Submit Program” button. If there are no errors (such as filename missing or invalid file type), the button will grey-out, and give a “Please Wait” message while the file uploads. Note that the upload process can take several minutes for larger files. Depending on what type of browser you are using, a status bar may appear in the lower-right corner of the browser indicating the upload progress. Once the upload is complete, you will see a success page (or an error page); Section 3.6 details possible upload errors and the status screen.

While uploading you may also see the following pop-up window to keep you updated on progress:

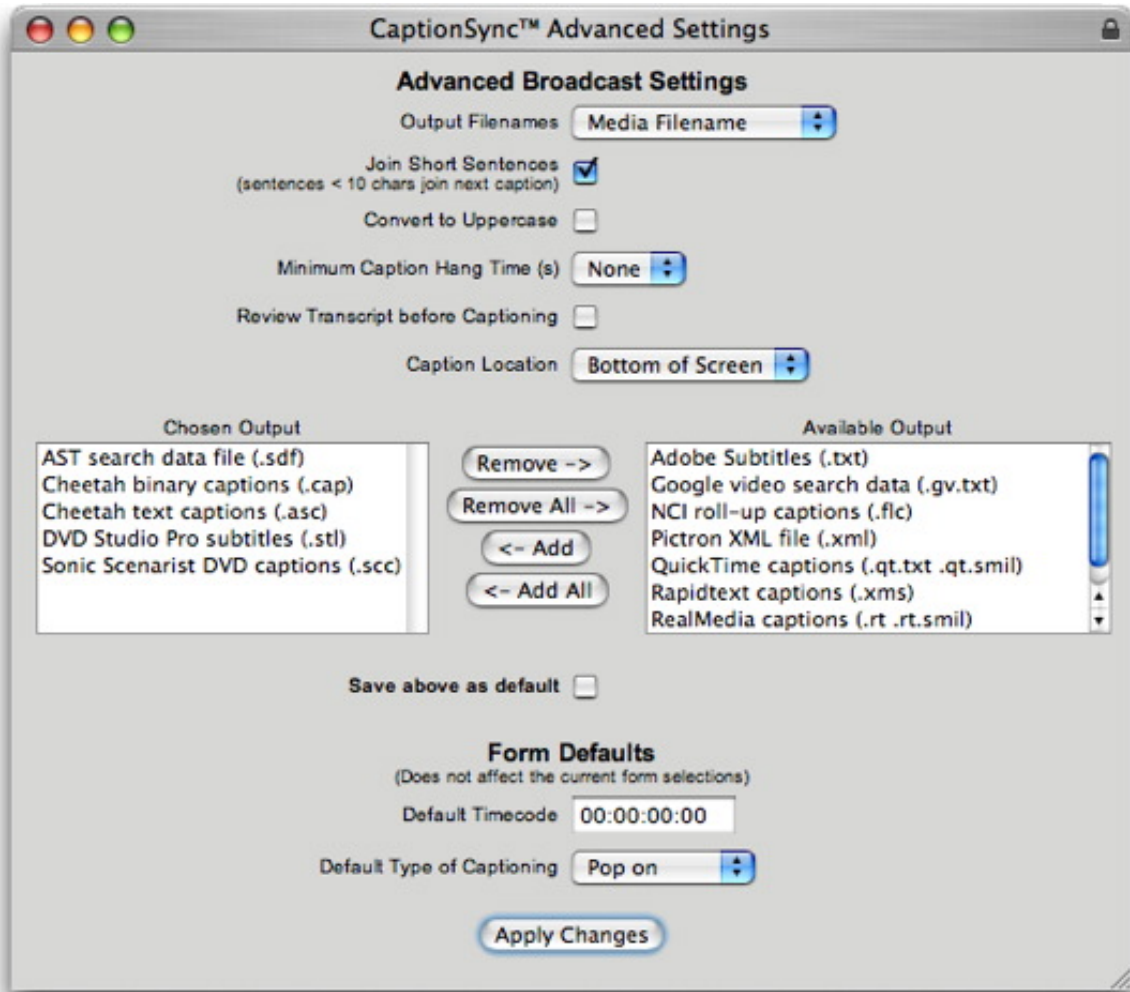


Please continue to wait for the upload screen even if you do not see the progress pop-up. Note that sometimes the pop-up progress bar may complain that it is unable to get progress

information; if this occurs, please just wait for the status screen (as described in Section 3.6). Do not close the progress bar window as this may interfere with your upload.

3.2.1 Advanced Settings

There are more detailed settings available upon pressing the “Advanced Settings” button. Changing the advanced settings is optional – if you choose not to set them, your submission will be processed using the default values for these settings. Clicking the “Advanced Settings” button launches a new window:



The following settings can be manipulated in the “Advanced Settings” screen:

- **Output File Names:** controls the file names of the result files. The root file name of all returned result files will be the same; you can select it to be either:
 - *AST Unique Identifier:* AST uses a unique numeric code for each job submitted to our system – this code will be used as the root file name.
 - *Media File Name:* Use the root file name of the media file as the root file name for all result files.

- *Transcript File Name:* Use the root file name of the transcript file as the root file name for all result files.
- *PO Number:* Use the PO number as the root file name (not recommended if your account is not set up to accept a PO number).
- *Date/Time Stamp:* Use a date/time sequence from the submission time as the root file name.
- ***Join Short Sentences:*** if this box is unchecked, then all short sentences (even one word sentences) will be given separate captions. If checked, then short sentences may be merged with adjacent captions to make fuller caption text. The disadvantage to very short captions is that their display time may also be quite short.
- ***Convert to Uppercase:*** if checked, then the input text is converted to all uppercase. If the input text is already in upper case, then this box has no effect. But if the input text is provided in mixed case, then not checking this box will preserve the mixed case in the output.
- ***Minimum Caption Hang Time:*** this specifies the minimum amount of time that each caption is displayed for. Note that if minimum hang time is specified, then a caption may be held on the screen past the start of the next caption – this will cause the start of the next caption to be delayed. If the minimum hang time is long, or if the speaker is fast, then this delay can pile up and can cause the captions to get out of sync, or even extend past the end of the program. Long minimum hang times should be used with caution.
- ***Review Transcript before Captioning:*** if you are requesting that AST or an external vendor perform the transcription for you, then selecting this option will cause the system to notify you when the transcript is ready. You will be asked to review and approve the transcript before the system proceeds to use it for generating the captions. When you are notified that the transcript is ready, you will be able to either: (1) accept the transcript and proceed to captioning, or (2) reject the transcript and send it back to the transcriber along with your comments, or (3) modify the transcript yourself and then proceed with captioning.
- ***Caption Location:*** Choose either top of screen or bottom. Note that your selection will apply to all captions in the file. The CaptionSync server does not allow for captions to be placed in different locations within the same file, however you are free to edit the CaptionSync output in any caption editor afterwards if you wish to change the location of specific captions.
- ***Chosen Output:*** select the output format(s) that you would like to receive back. A complete description of the available output formats for this application type can be found in the next section.
- ***Default Timecode:*** this value is used to populate the default value for the “Timecode of Beginning of Audio” field on the main submission screen.
- ***Default Type of Captioning:*** this value is used to populate the default value for the “Type of Captioning” field on the main submission screen.

Once you have set the settings to the values you want, you can click the “Apply Changes” button to proceed with your submission. All of the advanced settings will apply only to the current

submission, unless the “Save above as default” is checked, in which case these settings will also be saved as defaults for future submissions.

3.2.2 Output Types

With AST’s CaptionSync server, you can request any of several different output formats. You may request as many output formats as you need. The following output formats are available for the Broadcast application type:

- **Videotape:** several different formats for videotape are available including Cheetah’s .CAP and .ASC formats (accepted by most encoders and caption editing software), NCI’s .FLC (rollup only), and Rapidtext’s .XMS format.
- **DVD:** several caption formats are available for DVD authoring:
 - The .SCC format (accepted by several authoring packages including Apple’s DVD Studio Pro). When this format is selected, you will receive both a .scc file (for "dropframe" media), and a .ndf.scc file (for "non dropframe" media). Note that you must use the file that matches your media type; the authoring software does not verify that you are using the correct file, so be careful to select the correct one.
 - The .STL format for subtitles is also accepted by Apple’s DVD Studio Pro amongst other authoring packages. Again, when this format is selected, you will receive both a .stl file (for "dropframe" media), and a .ndf.stl file (for "non dropframe" media). Again, you must use the file that matches your media type.
 - PAL-format .stl files (for European television standards) can be obtained by requesting the .PAL.STL output type. Again, this output is accepted by Apple’s DVD Studio Pro amongst other authoring packages.
 - Adobe’s subtitle format (.ADB.TXT) is also available. This format provides "dropframe" only output.
 - Sonic's DVDit authoring software will accept the .DVDIT.TXT file. Again, this format is provided in "dropframe" format only.
- **Pictron:** returns a .XML file for importing into Pictron.
- **Real Player:** returns a .RT and .RT.SMIL file for captioning content played in the Real Player.
- **QuickTime:** returns a .QT.TXT and .QT.SMIL file for captioning content played in the QuickTime player.
- **QuickTime Karaoke:** returns a .KAR.TXT and .KAR.SMIL file. This output is for content played in the QuickTime player; it is like the standard QuickTime output but offers word-level highlighting.
- **Windows Media Player:** returns a .SMI and .ASX file for captioning content played in the Windows Media player.
- **AST Search Data File:** AST can provide a text-based search system that allows viewers to search your video content with simple text queries. If you use AST’s video search system, then request AST’s Search Data File (.SDF) to add new content to your video search system.

- **Google Video Transcript:** returns a time-stamped Google Video Transcript file (.GV.TXT). If you are submitting your video content to Google Video, then these transcripts are required to make your content searchable on Google Video.
- **iTunes Chapter Captions:** returns a .IT.XML file for captioning content to be played back in iTunes. These captions can be integrated into a .M4A file by using Apple's "ChapterTool" which will place caption data from this file into the chapter data segment of your .M4A file.

Additional formats are being added frequently, so check the list of available outputs on the “Advanced Settings” screen for the most current list.

3.3 Google Video Submissions

If the application type selected is “Google”, the submission form looks like this:

To submit your program for captioning, simply complete these fields and press the “Submit Program” button at the bottom of the screen. There are a number of optional settings that can be controlled by clicking the “Advanced Settings” button as well – these are discussed in the next section.

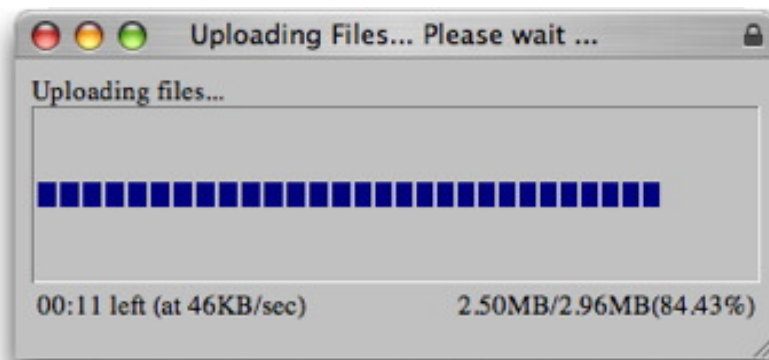
- **Program Description:** Enter a text description - e.g. the event’s name or course name and lecture date. This text will appear in the subject line of the results email. This field is provided simply to help you identify the content you are submitting.
- **Transcription:** Use this field to select how the program transcript is to be provided. See Section 3.4 for a complete discussion of the transcription options.

- **Media File:** Provide the filename of the media file to be captioned. This can be either a .WAV, .RA, .WMA, .M4A, .M4B or an .MP3 audio file, or a .RM, .WMV, or .MOV video file. See Section 3.4.3 for a complete discussion of the acceptable media file formats.

If you are procuring this captioning by purchase order (**Billing** in the lower left hand corner will show Purchase Order), then a **Purchase Order Number** field will also appear on this screen. Enter the PO number to which this program will be billed. The information you provide here will appear on the invoice sent to your accounts payable department; ensure you get this information correct or your accounts payable department may reject the invoice.

Once you have filled in the form and set any Advanced Settings (detailed in the following section), press the “Submit Program” button. If there are no errors (such as filename missing or invalid file type), the button will grey-out, and give a “Please Wait” message while the file uploads. Note that the upload process can take several minutes for larger files. Depending on what type of browser you are using, a status bar may appear in the lower-right corner of the browser indicating the upload progress. Once the upload is complete, you will see a success page (or an error page); Section 3.6 details possible upload errors and the status screen.

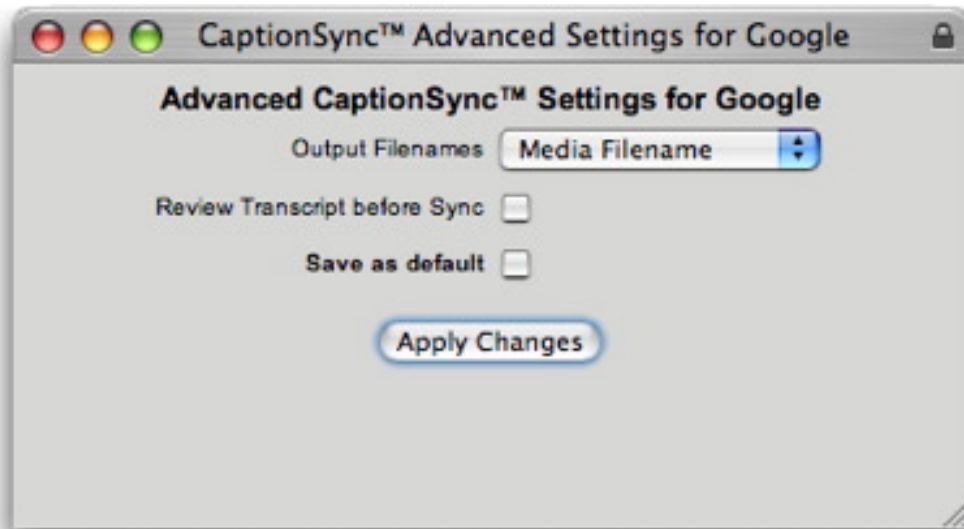
While uploading you may also see the following pop-up window to keep you updated on progress:



Please continue to wait for the upload screen even if you do not see the progress pop-up. Note that sometimes the pop-up progress bar may complain that it is unable to get progress information; if this occurs, please just wait for the status screen (as described in Section 3.6). Do not close the progress bar window as this may interfere with your upload.

3.3.1 Advanced Settings

There are more detailed settings available upon pressing the “Advanced Settings” button. Changing the advanced settings is optional – if you choose not to set them, your submission will be processed using the default values for these settings. Clicking the “Advanced Settings” button launches a new window:



The following settings can be manipulated in the “Advanced Settings” screen:

- **Output File Names:** controls the file names of the result files. The root file name of all returned result files will be the same; you can select it to be either:
 - *AST Unique Identifier:* AST uses a unique numeric code for each job submitted to our system – this code will be used as the root file name.
 - *Media File Name:* Use the root file name of the media file as the root file name for all result files.
 - *Transcript File Name:* Use the root file name of the transcript file as the root file name for all result files.
 - *PO Number:* Use the PO number as the root file name (not recommended if your account is not set up to accept a PO number).
 - *Date/Time Stamp:* Use a date/time sequence from the submission time as the root file name.
- **Review Transcript before Captioning:** if you are requesting that AST or an external vendor perform the transcription for you, then selecting this option will cause the system to notify you when the transcript is ready. You will be asked to review and approve the transcript before the system proceeds to use it for generating the captions. When you are notified that the transcript is ready, you will be able to either: (1) accept the transcript and proceed to captioning, or (2) reject the transcript and send it back to the transcriber along with your comments, or (3) modify the transcript yourself and then proceed with captioning.

Once you have set the settings to the values you want, you can click the “Apply Changes” button to proceed with your submission. All of the advanced settings will apply only to the current submission, unless the “Save as default” is checked, in which case these settings will also be saved as defaults for future submissions.

3.3.2 Output Types

With AST's CaptionSync server, you can request any of several different output formats. You may request as many output formats as you need. The following output formats are available for the Google application type:

- **Google Video Transcript:** returns a time-stamped Google Video Transcript file (.GV.TXT). If you are submitting your video content to Google Video, then these transcripts are required to make your content searchable on Google Video.

3.4 Transcription Options

The CaptionSync system requires a text transcript of the program you are submitting. Generally, there are two options for obtaining this transcript: you can either submit it yourself, or you can request that AST (or an external transcription provider) get the transcript for you. If your account is not configured to have AST or an external transcription vendor provide the transcripts, then you will only be presented with the option of providing the transcript yourself.

If you select "*I have a transcript*", choose the filename of the transcript file to be uploaded.

By selecting "*I need this program transcribed by ...*" you are initiating a work request to have AST obtain the transcript for you. The drop-down menu beside this option offers all of the transcription vendors that have been enrolled for you. The selection "*AST Transcription Bundle*" is AST's transcription offering; AST will perform the transcription for you and you will be billed for this service directly from AST. Any other choices on this menu are independent vendors with whom you have already established a relationship – they will bill you for their services separately from AST. AST is happy to work with any transcription vendor you wish – just contact AST if you wish to have another transcription vendor added to this list.

If you select "*I need this program transcribed by ...*", you will see an option to offer guidance to the transcriber. Clicking on the "+" symbol beside this option will open a text box which will allow you to enter a text message to be sent to the transcriber. This is optional; you may use it to communicate special requests to the transcriber, or to let them know about spelling of proper names or special terminology.

3.4.1 Providing Your Own Transcript

If you select to provide your own transcript file, it needs to adhere to AST's transcript format. The transcript file must be a simple ASCII file that can be viewed in a text editor (such as notepad). It should have an extension of .TXT. Carriage returns, line feeds, and white space are all ignored in the AST processing; they can be included if you wish but are not necessary.

Please proof read and spell check the transcript before you submit it. The text in this file is ultimately what appears in the captions, so the more accurate the transcript, the better the end result.

The text file should contain only material that is actually present (and audible) in the audio file. If there is content that you wish to have appear in the captions, but is not part of the audio track must be enclosed in square braces []. This instructs the automated system to ignore this content when synchronizing the audio file.

Please see the separate document titled “AST Transcription Guidelines” for more detailed information on how to ensure your transcript file is prepared correctly.

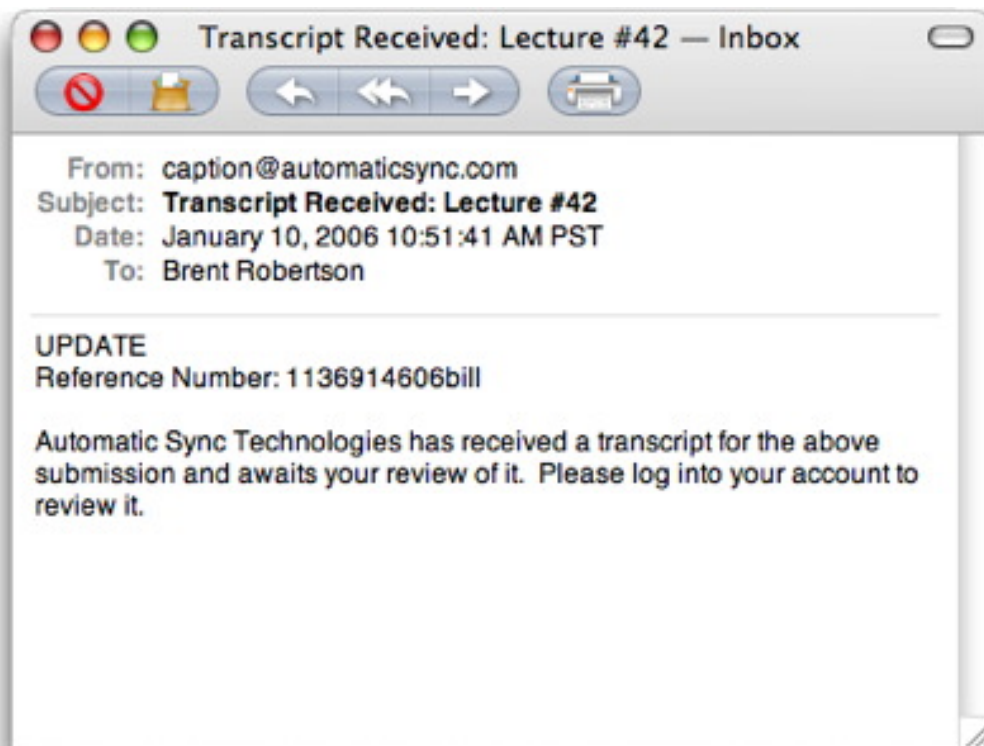
3.4.2 *Transcriber Rejections*

If you request either AST or an external transcription vendor to create the transcript for you, the transcriber may choose to "reject" your submission. Rejections normally occur when the transcriber is unable to produce a transcript because the audio is inaudible or unintelligible. The transcriber may also reject your submission if it is overly "sweetened" (too much noise, music, or other sound effects) and he/she feels that the content is not suitable for our automated system.

If your submission is rejected, you will receive an email notice stating that the rejection occurred and the reason why the transcriber rejected your submission. In this case, no further results will come back from the system, and there are no charges associated with this submission. If the rejection is due to a problem with your audio recording, you may regenerate the media file and resubmit it to the system.

3.4.3 *Transcript Review*

If you have selected review transcript, you will get an email when the transcript is ready for your review:



To review the transcript, go to the [Reports](#) link in the left hand navigation. On the reports page you will see an [Await Review](#) link for the submission:

Automatic Sync Technologies – CaptionSync™ Automated Captioning Service

https://services.automaticsync.com/show_subs.php

AUTOMATIC SYNC TECHNOLOGIES

Submission History

Period:

Start Date: End Date:

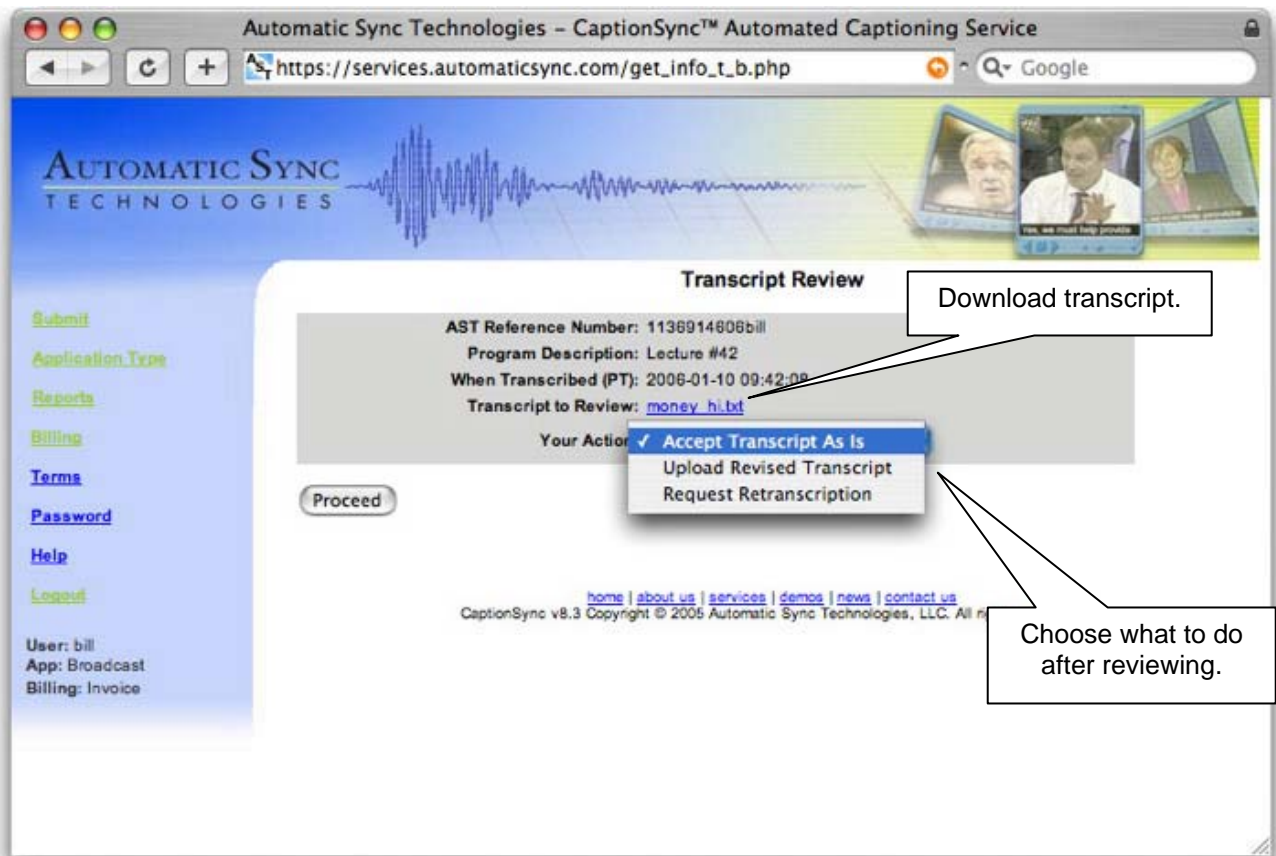
Submissions between 2005-12-05 and 2005-12-20: 4

	AST Reference Number	Submit Date (PT)	Description	Length (min)	Status
Details	1134983798bill	12/19 1:16 AM	Lecture #42	27	Await Review
Details	1134359317bill	12/11 7:48 PM	NewsWatch Avian Flu 1	23	Succeeded
Details	1134083959bill	12/8 3:19 PM	NewsWatch Mind Institute	23	Succeeded
Details	1134038178bill	12/8 2:36 AM	News Watch Cardiac Cats	30	Succeeded

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Link to review transcript

Upon clicking the link, you will be taken to the review page:



After downloading and reviewing the transcript, you can accept it as is, modify it and upload your revised version, or reject it completely ("Request Retranscription"). Upon upload of the revised transcript or approval of the existing one, a results page will appear (which is very similar to an original submission). If you reject the transcript, the transcriber will be notified and asked to redo the transcript.

3.5 Media File Formats

Several forms of audio or video can be submitted for captioning. The following formats are accepted:

- .RM (Real video)
- .WMV (Windows Media video)
- .MOV (QuickTime)
- .RA (Real audio)
- .WMA (Windows Media audio)
- .WAV (standard audio file) (PCM format only)
- .MP3 (compressed audio file)
- .M4A or .M4B (iTunes audio file)

The CaptionSync server needs only the audio portion of your media in order to perform the captioning; if you submit a video format, AST's server will extract the audio portion of it and discard the video. If you are captioning .MPG or .AVI formats, these video files may not be submitted to our server – you will need to extract the audio track to a .WAV or .MP3 file first.

Your audio file (or the audio portion of your video file) should adhere to the following specifications:

- Mono or stereo (mono is preferred as it will reduce your upload time by half)
- 8 bit or 16 bit sample depth (16 bit preferred)
- Sampling rate of 8kHz or greater (16 kHz preferred)
- MP3 compressed files should use a bit rate of 32 kbps or more (32 kbps preferred). Note that our recommendation of 32kbps is per channel – if you are submitting a stereo file, please make sure that each channel gets 32kbps. Also, if you choose to use a sampling rate higher than 16kHz, then we recommend using a higher bit rate as well because there is more information to encode.

Note that the largest file that you can submit to the AST server is 768MB. If your file is larger than this limit, you may do the following:

- If you are trying to submit a video file, use a tighter compression rate. Be careful not to over-compress the audio track however – over-compression impacts the intelligibility of the audio and will lead to poor results.
- If you are trying to submit a video file, try extracting the audio track only and submitting that.
- If you are submitting an audio file, ensure it is mono.
- If you are submitting an audio file, reduce the underlying sample rate – a sample rate of 16 kHz offers excellent quality while still keeping the file size reasonable.

Even if you are not running into the 768MB limit, it is still wise to try to minimize the size of your media file. Depending on your upload bandwidth, it may take a long time to upload your media file; keeping it as small as possible will reduce your upload time. For example, a 60 minute .wav file sampled at 44.1 kHz in stereo would be over 600 MB (taking over 3.5 hrs to upload at typical DSL upload speeds). The same 60 minute file sampled at 16 kHz in mono would be just over 100 MB (taking about 35 minutes to upload on a typical DSL connection), and putting the same 60 minute file in MP3 format would be only about 20 MB (taking less than 10 minutes to upload on a typical DSL connection).

3.6 The Upload Status Screen

Once the upload is complete, you will see a status screen, telling you that the upload was successful. This status screen will also give you a reference number which our system will use

throughout the processing of your show. Any correspondence about the results for this show should include this reference number.

The status screen looks like this:

The screenshot shows a web browser window with the URL https://services.automaticsync.com/do_upload.php. The page title is "Automatic Sync Technologies – CaptionSync™ Automated Captioning Service". The main content area is titled "Upload Status" and displays the following information:

File Upload Successful	
AST Reference Number	1138523723bill
Description	Training Video #12
Convert to Uppercase	No
Media File Submitted	training.mov
Media File Size (KB)	4513
Duration (minutes)	2
Text File Submitted	transcript.txt
Text File Size (KB)	2

Below the table, there are two bullet points:

- Results will be emailed to brent@automaticsync.com from caption@automaticsync.com with the subject "Caption Results:Training Video #12".
- Result files named `training[.qt.txt,.qt.smil,.sdf]` will be attached.

A "Submit Another" link is located below the bullet points. On the left side of the page, there is a navigation menu with links for Submit, Application Type, Reports, Billing, Terms, Password, Help, and Logout. At the bottom, there is a footer with links for home, about us, services, demos, news, and contact us, along with the text "CaptionSync v8.3 Copyright © 2006 Automatic Sync Technologies, LLC. All rights reserved."

Note: **you must see the status screen after completing your submission.** If you do not see this screen, then your submission was **not** successful. Note also that if your media file is large, or if your upload connection is slow, then it may take a long time to upload your media file – do not interrupt the file upload process; allow the process to complete normally and wait until you see the status screen before you proceed to other activities on your AST account. Please see Section 3.4.3 for a discussion on how to reduce your media file size and the resulting upload time.

After AST’s server receives your media file (and text file if you are providing a transcript), it will analyze them to ensure they are ok before proceeding to caption. If either the media file or the transcript file have problems with them, you may see an error screen before you receive the “successful upload” message. In this case, the error screen will contain directions on how to repair the error. For example:

Upload Status

Transcript Error:

- **FATAL ERROR:** Invalid character '^' immediately after "more information. AUDIENCE QUESTION: (offline comment).^" (character position 14904).

[Fix transcript & resubmit](#)

When you receive the status screen, please double check that the duration reported matches the duration of the file you submitted. It is possible that the transmission was interrupted, resulting in a truncated file, and hence a duration less than it should be. If this happens, please contact Automatic Sync Technologies to cancel the submission.

The status screen will also note if you have requested transcription and transcript review:

- Transcription has been requested.
- When the transcript is complete, you will be emailed to review it before synchronization.

At the bottom of the status screen you may also see warning messages like the following:

We have detected Windows high ASCII characters in your text file. This error typically occurs from using Microsoft Word with smart quotes. The following were fixed automatically:

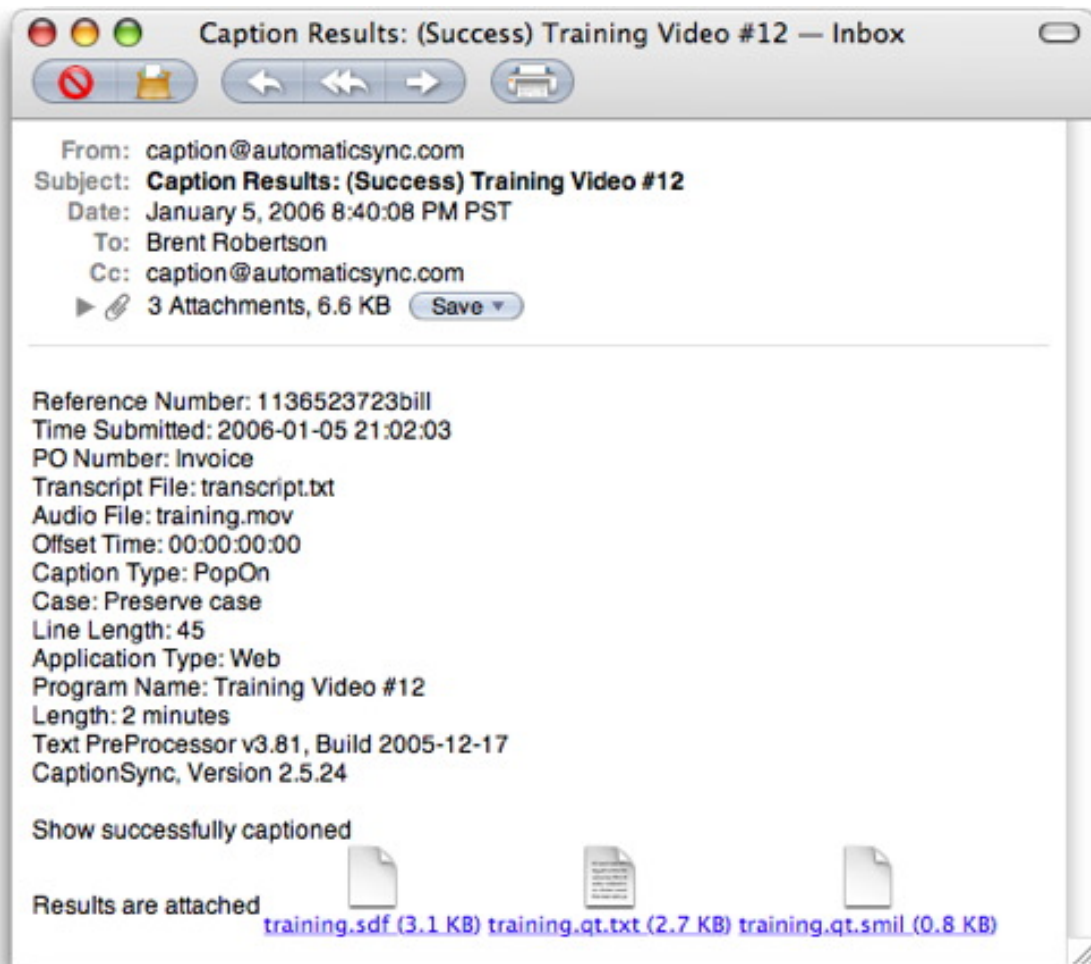
- **Saw Windows curly single quote, high ASCII 0x92 immediately after " more efficient. I think it is a relatively new term that"** (character position 908). Should replace with '
- **Saw Windows curly single quote, high ASCII 0x92 immediately after "t now we are beginning to look at facilitating each employee"** (character position 1265). Should replace with '

The automated corrections applied to your transcript are pretty standard and should not cause any issues, but you should review these warnings to ensure that the automated corrections are acceptable.

4 Accessing Your Results

You will receive the captioning results back via email shortly after you submit the input files. If you submit a transcript with your media file, the results should be available within approximately 10 minutes of completing your upload. If a transcript needs to be created by AST then turnaround depends on how long it takes to obtain the transcript.

All emails will have a subject line of "Caption Results (Success): <program description>". The body of the email will contain the reference number and some other information about the show. The email will have the result files attached.



You can also access results and information about previous submissions by logging on to your AST account and clicking the [Reports](#) link on the left-hand side as detailed in the next section.

Note that the raw transcript file is not returned; if you need access to the raw transcript, you may download it from your AST account and clicking the [Reports](#) link on the left-hand side as detailed in the next section.

5 Reports

Clicking the [Reports](#) link allows you to check the status of previous submissions, and retrieve old results. This section will show you information about each program submitted today, the last 30, 60, or 90 days, or custom (defaults to 30 days) and appears as follows:

Automatic Sync Technologies – CaptionSync™ Automated Captioning Service

https://services.automaticsync.com/show_subs.php

AUTOMATIC SYNC TECHNOLOGIES

Submission History

Period: Custom Go

Start Date: 2005-12-05 End Date: 2005-12-20

Submissions between 2005-12-05 and 2005-12-20: 4

	AST Reference Number	Submit Date (PT)	Description	Length (min)	Status
Details	1134983798bill	12/19 1:16 AM	NewsWatch Avian Flu 2	27	Succeeded
Details	1134359317bill	12/11 7:48 PM	NewsWatch Avian Flu 1	23	Succeeded
Details	1134083959bill	12/8 3:19 PM	NewsWatch Mind Institute	23	Succeeded
Details	1134038178bill	12/8 2:36 AM	News Watch Cardiac Cats	30	Succeeded

User: bill
App: Web
Billing: Invoice

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Details link.

By clicking the Details link, detailed results can be viewed for each submission. This information will contain dates and times of submission, transcription, and captioning, along with filenames, sizes, and any error messages. The text transcript can be downloaded from here (particularly useful if you had it transcribed and were looking to also use it for other purposes). If the result was successful, result files can also be downloaded from here. Also note the Click here to Redo link, which will be detailed in the next section.

Submission Details

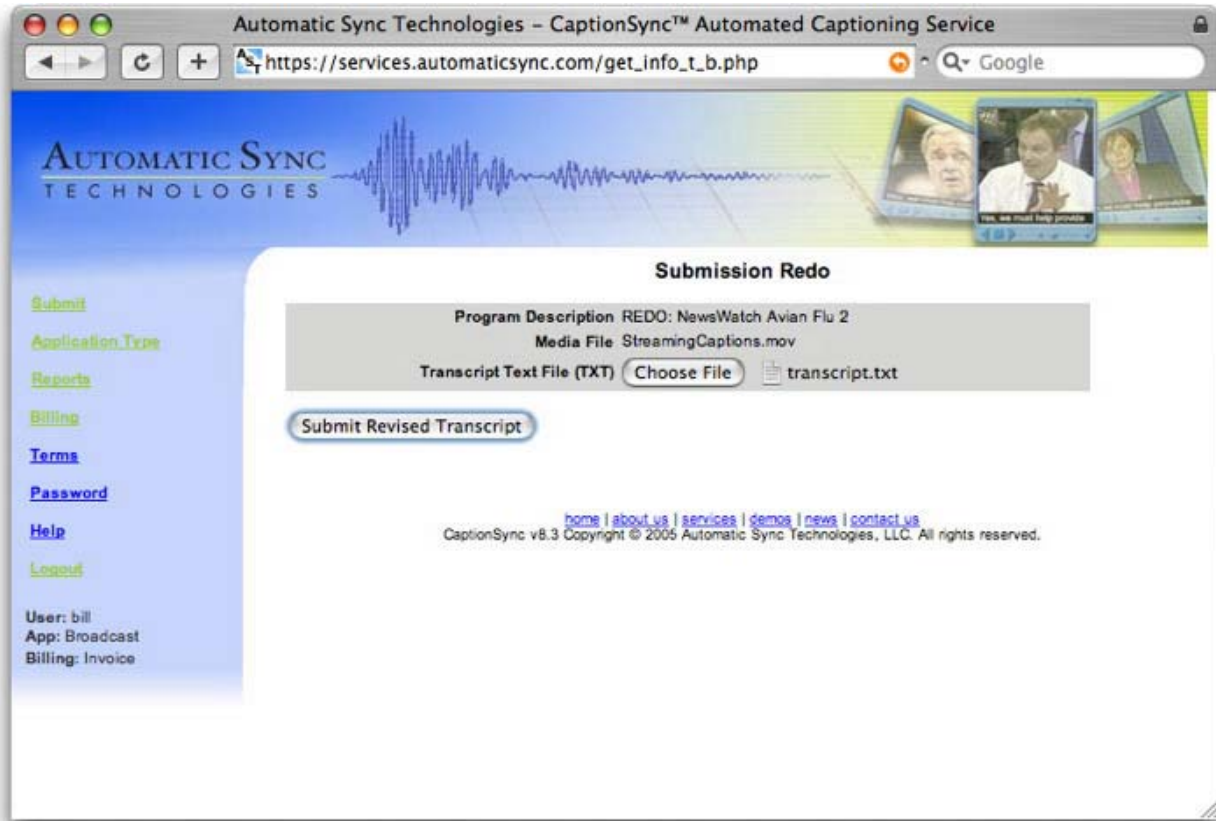
AST Reference Number	1134359317bill
Eligible for Redo	Click here to Redo
When Submitted (PT)	2005-12-11 07:48:38 PM
Last Updated (PT)	2005-12-11 07:52:00 PM
Description	NewsWatch Avian Flu 1
Application Type	Web
Caption Lines	2
Convert to Upper	N
Join Short Sentences	Y
Minimum Hang Time (s)	None
Media File Submitted	StreamingCaptions.mov
Media File Size (KB)	4513
Duration (minutes)	23
Text File Submitted	StreamingCaptions.txt
Text File Size (KB)	2
Video Pane (w x h)	720 x 480
Text Pane (w x h)	720 x 50
Window Spacing	5
Background Color	Black (000000)
Font Color	White (FFFFFF)
Line Length	75
Font Name	Verdana
Font Size	medium
Text Align	center
Text Style	normal
Output Base Filename	StreamingCaptions
Status	Succeeded
Billable	Y
Returned Files	StreamingCaptions.sm StreamingCaptions.rt StreamingCaptions.rt.smil StreamingCaptions.qt.txt StreamingCaptions.qt.smil StreamingCaptions.sdf StreamingCaptions.asx StreamingCaptions.qv.txt

5.1 Performing Redos

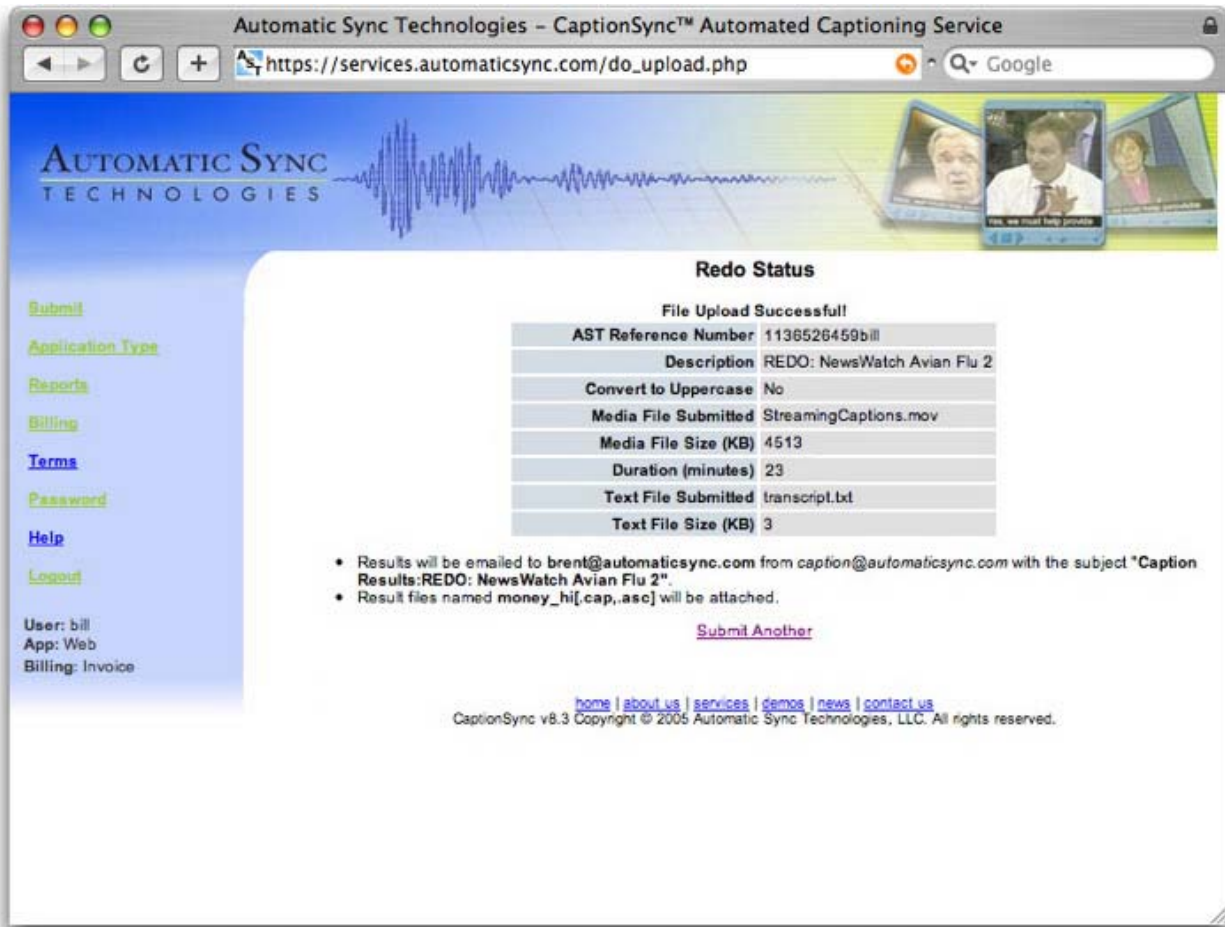
If your submission results contain typos, misaligned captions near intro or wrap-up music, or other issues, you can redo your submission at no charge and without re-uploading the media file. To begin this process, click the [Click here to Redo](#) link.

Note that this [Click here to Redo](#) link will only appear for original submissions that have completed. The link will not appear for submissions which are in progress or are redos themselves. You cannot redo a redo, but you can redo an original submission as many times as required.

Clicking the [Click here to Redo](#) link will bring up the following page:



This submission will retain media file and all the previous settings (such as converting to uppercase, output files formats, fonts, colors, etc.). Upon upload of the revised transcript, the following results page will appear (which is very similar to an original submission):



You will receive results in the exact same manner as you received the original. Of note, when you view the details page for this redo you will so that it is not eligible for being redone, but there is a link back to the original. Observe that all the settings are identical to the original, except the revised transcript, and that it is not billable (unless the redo is successful and original was not):

Automatic Sync Technologies – CaptionSync™ Automated Captioning Service

https://services.automaticsync.com/show_details.php?show_id=113

Submission Details

AST Reference Number	1136526459bill
This is a REDO of Original	1134959317bill
When Submitted (PT)	2005-12-11 07:48:38 PM
Last Updated (PT)	2005-12-11 07:52:00 PM
Description	NewsWatch Avian Flu 1
Application Type	Web
Caption Lines	2
Convert to Upper	N
Join Short Sentences	Y
Minimum Hang Time (s)	None
Media File Submitted	StreamingCaptions.mov
Media File Size (KB)	4513
Duration (minutes)	23
Text File Submitted	transcript.txt
Text File Size (KB)	2
Video Pane (w x h)	720 x 480
Text Pane (w x h)	720 x 50
Window Spacing	5
Background Color	Black (000000)
Font Color	White (FFFFFF)
Line Length	75
Font Name	Verdana
Font Size	medium
Text Align	center
Text Style	normal
Output Base Filename	StreamingCaptions
Status	Succeeded
Billable	N
Returned Files	StreamingCaptions.sm StreamingCaptions.rt StreamingCaptions.rt.smil StreamingCaptions.qt.txt StreamingCaptions.qt.smil StreamingCaptions.sdf StreamngCaptions.asx StreamingCaptions.qv.txt

User: bill
App: Web
Billing: Invoice

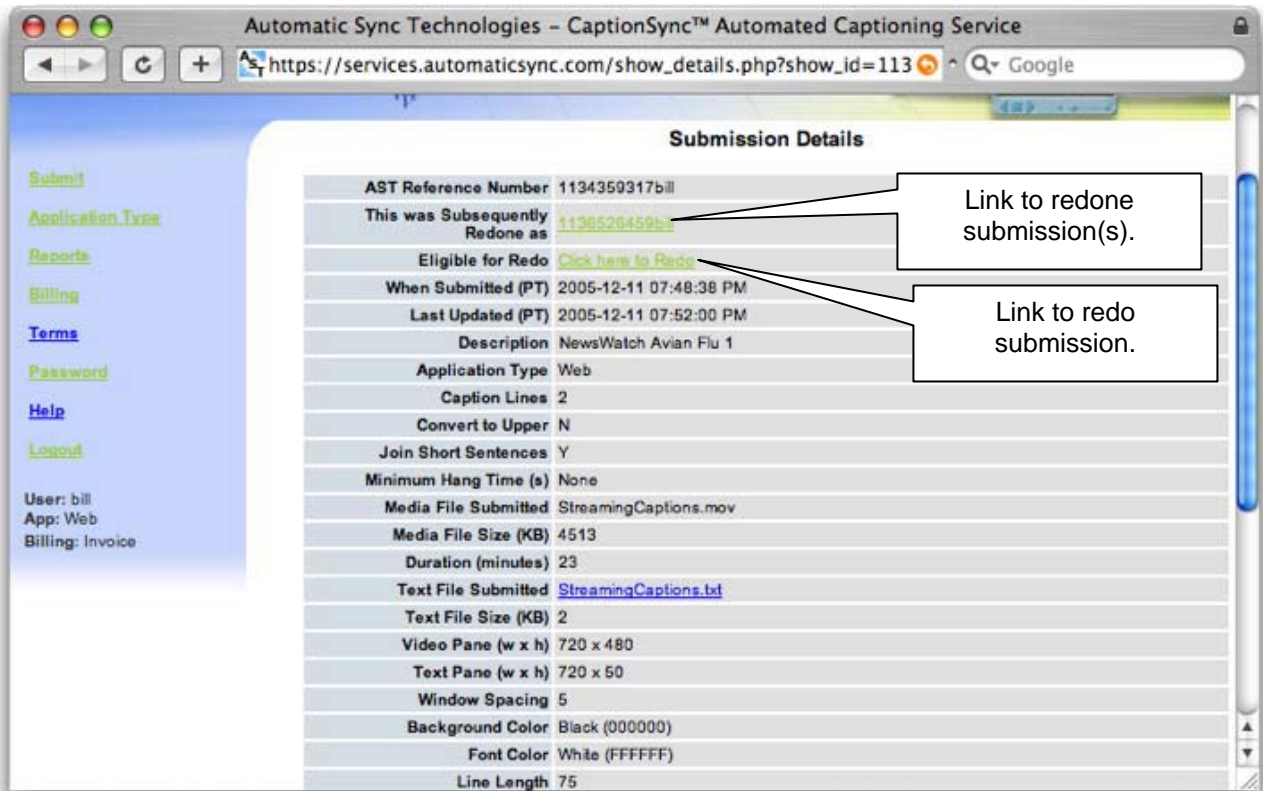
Submit
Application Type
Reports
Billing
Terms
Password
Help
Legend

Link back to original.

Revised transcript.

Not billable (unless this was successful and original failed).

When you click the link back the original, it now lists the submissions redone, and is still eligible to be redone:



6 Billing Information

Clicking the [Billing](#) link on the left-hand side will show you billing information about each program submitted today, the last 30, 60, or 90 days, or custom (defaults to 30 days) and appears as follows:

Automatic Sync Technologies – CaptionSync™ Automated Captioning Service

https://services.automaticsync.com/show_bill.php

Billing

Period: Last 30 Days Go

5 billable submissions (150 minutes) within the past 30 days.

	AST Reference Number	Submit Date (PT)	Description	Status	Billable (min)
Details	1135570066bill	12/25 8:07 PM	NewsWatch Avian Flu 2	Succeeded	30
Details	1134983798bill	12/19 1:16 AM	NewsWatch Avian Flu 1	Succeeded	30
Details	1134359317bill	12/11 7:48 PM	NewsWatch Mind Institute	Succeeded	30
Details	1134083959bill	12/8 3:19 PM	News Watch Cardiac Cats	Succeeded	30
Details	1134038178bill	12/8 2:36 AM	NewsWatch Healthier Diets	Succeeded	30

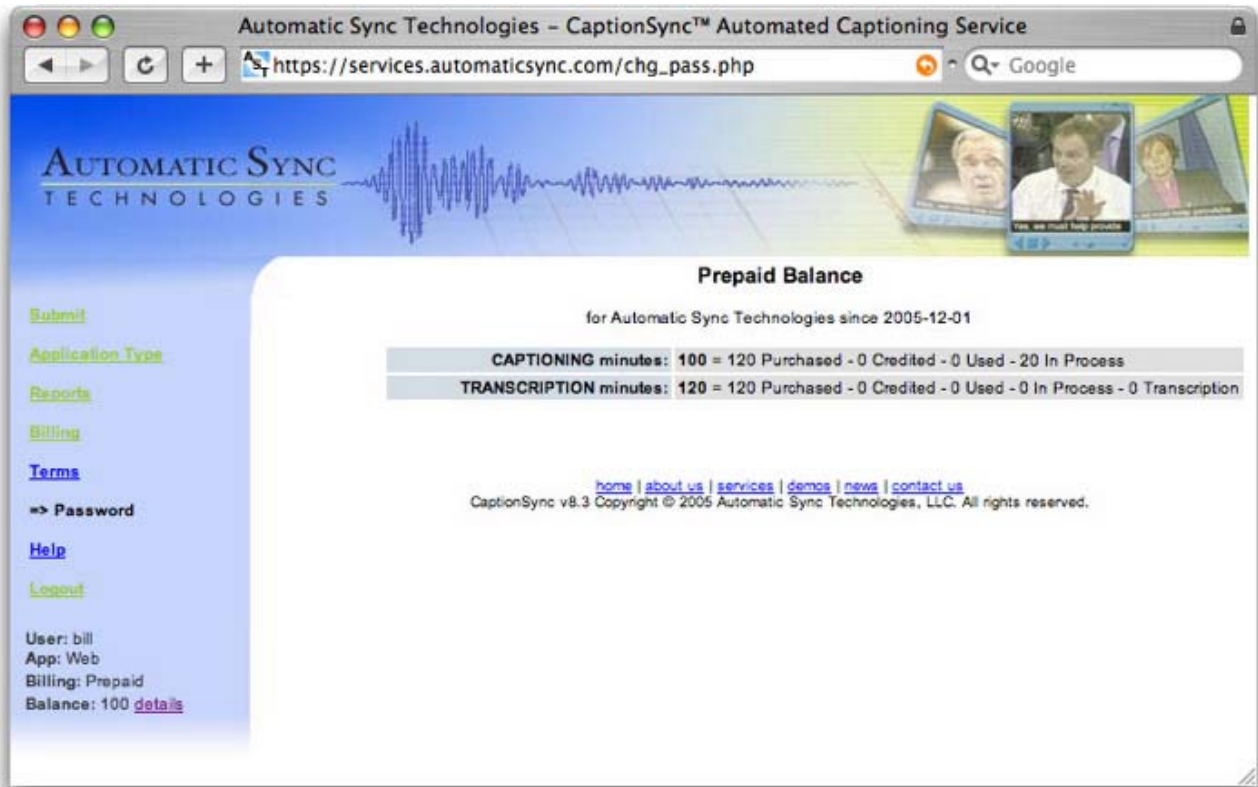
User: bill
App: Web
Billing: Invoice

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Note that only billable submissions will be shown here, which is often a subset of submissions shown on the [Reports](#) page. Also observe that the billable duration is summed at the top and shown for each submission instead of the actual duration. This is typically just rounded up to the nearest 10 minutes. By clicking the [Details](#) link, detailed results can be viewed for each submission. This information will contain the actual durations, as well as dates and times of submission, transcription, and captioning, along with filenames, sizes, and any error messages.

6.1 Prepaid Accounts

For prepaid accounts only, there is a [detail](#) link in the lower left-hand corner beside **Balance**. Clicking this link will show you information about how the balance was arrived at. The prepaid detail appears as follows:

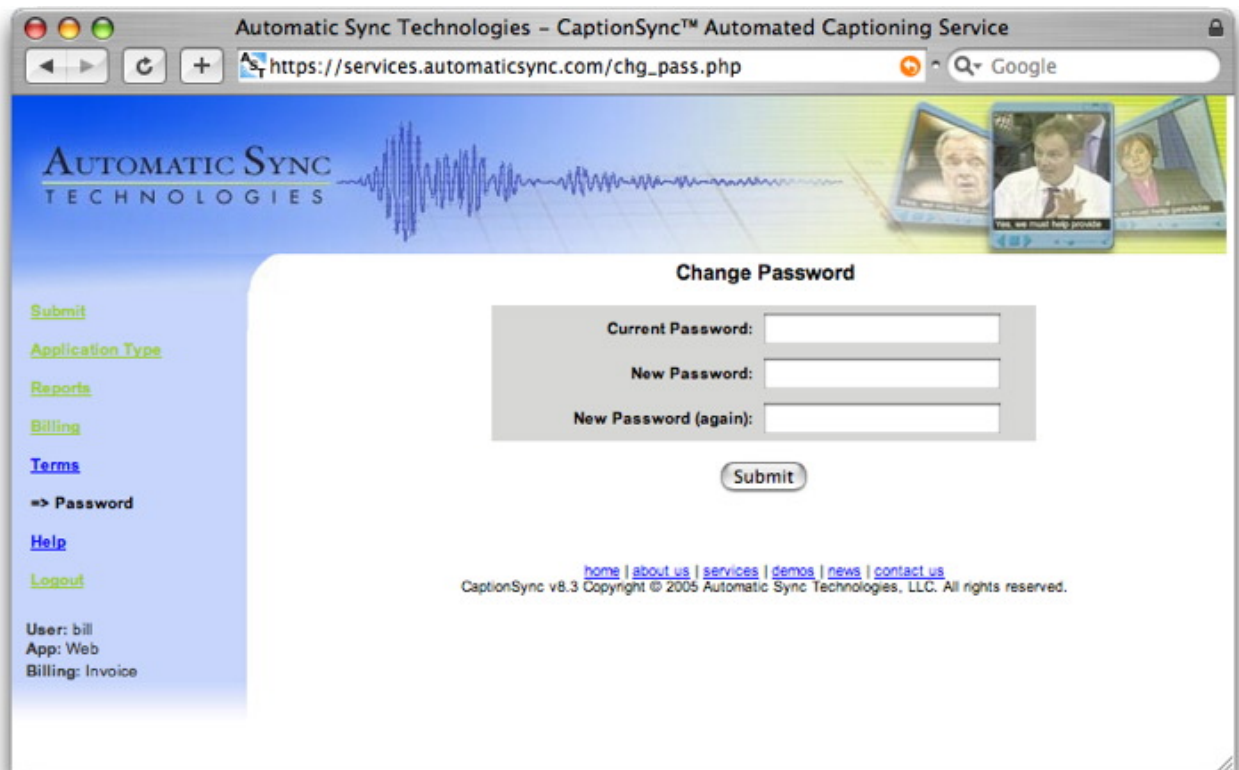


The *CAPTIONING minutes* shows how many minutes are left to use for captioning assuming you provide a transcript. The *TRANSCRIPTION minutes* is shown if bundled transcription was also purchased. In the above example 120 minutes of captioning with transcription bundled were purchased, shown as *Purchased* in each row. It also shows 20 minutes of captioning currently *In Process* and 0 minutes used (where bundled transcription was not required) next to *Used* in the *CAPTIONING minutes* row. *Credited* would show a non-zero value if AST issued a credit check back. *Transcription* refers to transcription-only minutes and would show a non-zero value if a captioning job with transcription bundled was submitted, but system could not caption the material (due to excessively sweetened material), yet the material was transcribed.

The lesser of the *CAPTIONING minutes* and *TRANSCRIPTION minutes* is shown in the lower left hand corner beside **Balance**: as this is how many minutes of captioning with transcription bundled which could be used before a subsequent purchase is required.

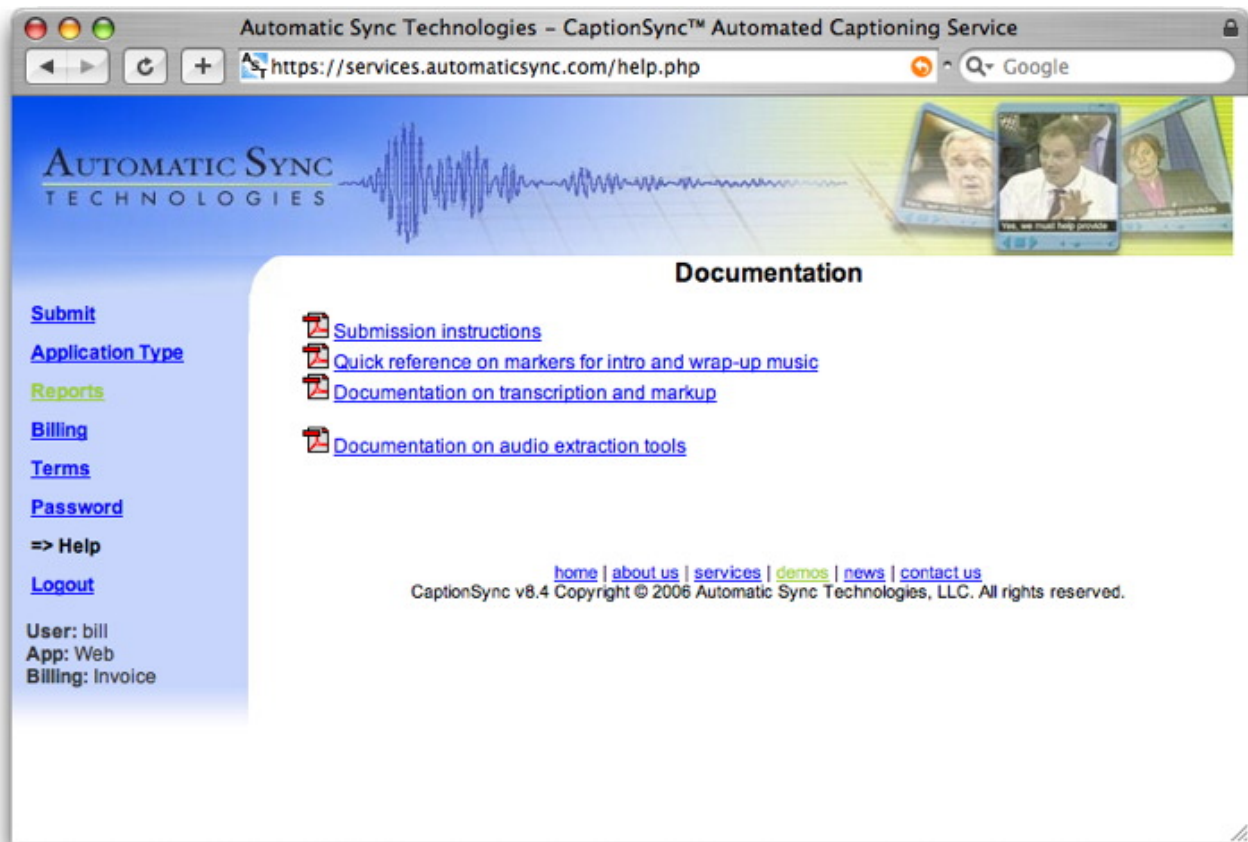
7 Changing Your Password

Password will allow you to change your password. Simply enter in the existing password followed by a new password of at least 4 characters. Enter the new password again (for verification), then click the “Submit” button and it will confirm that your password has been changed.



8 Help

Help will show you the current help documents available. It is a good idea to periodically check here for updated documentation. Note that the help is context-sensitive; it will present documents that are relevant to your currently selected application type.



9 Using Your Result Files

The CaptionSync server produces a wide variety of result files and the list of result types is continually growing. AST has created specific help documents for many of the output types – visit the [Help](#) section (see Section 8) to see if there is a document for the output type of interest to you. This section contains just a brief overview of how to use the results returned by our server.

- **Videotape encoding files:** these include .CAP, .ASC, .XMS, and .FLC files. These files are generally fed to either a hardware encoder device for encoding videotapes, or to a software encoder such as CPC's MacCaption. There is also a broad variety of manual captioning software available which will allow you to import these files to view and/or edit them.
- **DVD files:** these include .SCC, .NDF.SCC, .STL, .NDF.STL, .PAL.STL, .ADB.TXT, and DVDIT.TXT files. These files can be imported directly into your DVD authoring package. One of the most popular encoding packages, Apple's DVD StudioPro, will accept both the .SCC files (for captioning) and .STL files (for subtitling). Note that many DVD authoring packages only support subtitling (rather than line 21 captioning).
- **Windows Media files:** The .SMI file contains all of the captioning information, and the .ASX file is simply a control file that associates the .SMI with your media file. You can edit the .ASX file in any text editor to ensure it is pointing to the correct media and .SMI

files. You can then launch your captioned media by linking to the .ASX file (rather than to the media file as you previously did). Note that with Windows Media Player, the viewer must turn captions on in order to see them in the Player.

- ***Real and QuickTime files:*** The .RT file (.QT.TXT file for QuickTime) contains the actual captioning information. The .SMIL file is a control file that dictates the overall window layout and associates the caption file to the media file. You can edit the .SMIL file in any text editor and alter the window sizes and the filenames for the media and caption files. The players can then be launched by linking to the .SMIL file (rather than to the media file as you previously did). Both Real and QuickTime will automatically play the captions when the .SMIL file is used.
- ***QuickTime Karaoke files:*** These work the same way as standard QuickTime files: the .KAR.TXT contains the actual captioning data, and the .KAR.SMIL file is a control file that controls the window layout and links to the caption (.KAR.TXT) and movie (.MOV) files. Again, you can edit the .SMIL file in any text editor and alter the window sizes and the filenames for the media and caption files. The player can then be launched by linking to the .SMIL file (rather than to the media file as you previously did).
- ***MP3 Lyric files:*** The .LRC file can be placed on any mp3 player that is able to handle lyric files. Normally, the .LRC file must have exactly the same root file name as your media file (.MP3 file) and must be located in the same folder as the media file. Many software mp3 players (such as Winamp) can also accept and display .LRC files.
- ***iTunes Caption files:*** The .IT.XML file can be used to produce captioned .M4A (or .M4B) files. Use Apple's "ChapterTool" to read the .IT.XML file and create captioned .M4A media files.
- ***AST Search files:*** The .SDF file is intended to be loaded into a database to enable viewers to search captioned content. Either construct your own database and search interface, or contact AST to have us implement it for you.
- ***Searchable HTML files:*** These files provide a HTML text transcript in which you can click on any word in the transcript and launch the media file at that point. This is available for either Real or QuickTime media. Some setup is required to get this working; please see AST's separate document titled "Searchable HTML" for details.
- ***Google Video files:*** The .GV.TXT files are already correctly formatted for Google and can be uploaded directly to Google Video.

10 Important Tips

Using the CaptionSync server is normally a very simple and straight-forward exercise. If you are having trouble, please review the tips below to see if they can help resolve your problem.

- ***Wait for Success screen:*** After you press the "Submit" button when making a submission, the system will upload your file to the AST server. This may take a while depending on your network speed and the size of the media file; be patient! Once you get the success screen, check that the duration of the file received by our server is as you expected. If not, it may mean that there were problems with your upload. Killing your browser or going to a different URL in the middle of an upload can cause our server to

believe it has successfully received your file – and it will proceed to caption the incomplete file. If you believe this has happened to you, check your outstanding jobs (on the [Reports](#) link) and let us know if there is an incomplete job in the queue so that we can cancel it before you incur any charges.

- ***Do not do multiple simultaneous uploads:*** The CaptionSync system is designed to accept one submission at a time from any given connection. Do not attempt to open multiple windows in your browser and have multiple uploads going at once. Doing so has unpredictable results, and it is likely that your audio files will not be properly uploaded. If you have a large number of files to upload, contact AST for alternatives to our web submission interface.
- ***Reduce your file size:*** If your uploads are taking a long time, you can do one of two things: increase your network speed or decrease your media file size. The latter is likely easier! CaptionSync does not use any video information, so the first thing you can do is to save your media in an audio-only format. Alternatively, you can increase the compression rate on the video portion of your program in order to reduce the size. If you are submitting audio material, try submitting it as an MP3 file – MP3 files can be very compact and upload much faster than .wav files. Whether you are submitting wav or MP3, a mono file is half the size of a stereo file.
- ***Recommendations for mp3 encoding:*** It is possible to over-compress your MP3 file which creates audio that is unusable by our system. Here are our recommendations for MP3 encoding: mono, 16 kHz sampling (8 kHz bandwidth), 32 kbps, constant bit rate (CBR). Note that if you submit stereo files, ensure that you use 32kbps per channel. Note also that if you use a sampling rate higher than 16kHz, then you should also use a higher bit rate to capture the additional information being encoded.
- ***Audio quality:*** Once it has both the media file and the transcript, the CaptionSync server will attempt to analyze the media file and synchronize it to the transcript. If the audio quality is poor, it is possible that the CaptionSync server could reject your submission (saying that the file could not be captioned). Poor audio quality can result from bad mic'ing, over compression, excessive background noise or excessive "sweetening" (music, sound effects, etc). Provide the best audio quality you can in order to ensure you get the best possible results from CaptionSync.
- ***Max upload size:*** The CaptionSync server will not accept media files larger than 768MB. If your file exceeds this, you will need to extract the audio from your video file, or compress your audio to an MP3 file.

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