

Captions / Live Stream And Pre-Record Subtitles

Switching on Captions on the CMS Dashboard

1. As an event organiser, you can now switch on the AI-generated closed captions to enable viewers with limited hearing ability to enjoy your live-stream sessions.
2. To do this, click on 'Libraries' in the left-hand menu and click on 'Live-Streams', which will appear as an option in the secondary menu to the right.
3. You will then see a list of live-stream videos.
4. Click on the 'Pencil' icon on the video to which you wish to apply the captions feature.
5. Scroll down to the Additional Options session, and you will see a toggle to Enable auto-generated captions.
6. Click Save changes.
7. Please note that this offering currently only works in English-speaking videos. Each toggle setting only applies to the specific live-stream. Therefore, if you have multiple live-streams on your events, don't forget to switch them on by repeating steps 4 and 5.

The screenshot displays the CrowdComms Virtual CMS dashboard. The left-hand navigation menu is open, showing 'Libraries' and 'Content' sections. 'Live Streams' is selected under 'Content'. The main area shows a list of live streams with columns for 'TITLE', 'LIVE VIEWERS', and 'STATUS'. Two live streams are listed: 'Case Study: Zoom Stream' and 'Case Study: Pinnacle 2020', both with 0 live viewers and 'active' status. A 'Pencil' icon is highlighted on the 'Case Study: Pinnacle 2020' row. An inset window shows the 'Additional Options' for a live stream, where the 'Enable auto generated captions' toggle is turned on. Below this, there are fields for 'Stream Key' and 'Server URL', and a 'Stream Actions' section with 'Complete stream' and 'Request download' buttons. A 'Save changes' button is at the bottom right of the inset.

TITLE	LIVE VIEWERS	STATUS
Case Study: Zoom Stream	0	active
Case Study: Pinnacle 2020	0	active

Additional Options
Additional livestream feature enhancements for the best viewer experience

Enable auto generated captions
Please note this is currently only supported for English streams

Connect your stream
If a custom stream url is not provided, use the stream key and server url presented to connect to streaming software such as OBS

Stream Key: 47d88c22-2b6c-4087-16e9-56438b60fb4c

Server URL: rtmp://global-live.mux.com/app

Stream Actions
Manually complete your stream and download a copy of the completed video

Complete stream | Request download

Save changes

AI-Generated subs

- [Watch Overview Video](#)
- Microsoft STT chat site - <https://translator.microsoft.com/>

Pre-recorded subs

- [Watch Overview Video](#)

Human-generated subs

We make use of a service called MyClearText <https://www.mycleartext.com/> to provide accurate, quick and reliable subtitles and captions to live videos. This works by having a stenographer listening directly to the speakers within Zoom/Teams etc. and they then type out the transcription in real-time.

This is then fed back to the stream technician via another piece of software, which can be captured and overlaid on top of the video output.

***Please note there are associated costs for above services.**

***English subtitles only provided by MyClearText.**

Working with AV / Production Company

If you are working with an external AV / production company to deliver live streaming. The above will need to be managed by them as the captions are embedded within the stream. CrowdComms can only assist with captions where we manage the live streaming.

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