Alrite

User Guide

Alrite web application

Table of Contents

Table of Contents 2

Registration and login 7

1. *How do you register and create an account in the Alrite speech recognition application?* 7
2. *What steps do you need to follow to create an Alrite account using your email address?* 8
3. *Which social media accounts can you use to create an Alrite account instead of registering via email?* 10
4. *What is the difference between a private and a business Alrite account?* 11
5. *What should you do if you do not receive the confirmation email after registering?* 12
6. *How do you sign in to the Alrite application?* 13
7. *What steps can you take if you forget your password when trying to sign in to the Alrite application?* 14
8. *Can you test the accuracy of the Alrite speech recognition application before creating an account?* 15

Mobile application 16

9. *Is there a mobile app available for the Alrite speech recognition application?* 16
10. *Is there a difference between the Alrite web version and the mobile application?* 16
11. *Is there a separate user guide available for the Alrite mobile application?* 17

Subscription 18

12. *What are Alrite time credits, and why do you need them to use the application?* 18
13. *How does the Starter package's monthly auto-renewing credit system work?* 19
14. *How do you subscribe to the Alrite speech recognition application?* 20
15. *What subscription packages are available?* 23
16. *What are the differences between the available subscription packages?* 23
17. *How do you extend your subscription?* 31
18. *How do you change your subscription package?* 31
19. *Which currencies and payment methods are available?* 33
20. *Where can you check the status of your order?* 35
21. *Where can you find the invoice for your order?* 36
22. *What is the difference between invoices for business and personal subscriptions?* 37
23. *In which cases are you eligible to receive free time credits?* 37

Main user functions 39

Supported languages **39**

24. *In which languages can the Alrite speech recognition application convert spoken language into text?* 39
25. *In which languages can the Alrite speech recognition application convert spoken language into text?* ..... ***Hiba! A könyvjelző nem létezik.***

Transcription and captioning **40**

26. *What is the difference between a transcript and captions?* 40

Recording **41**

27. *How do you record audio and transcribe it within the Alrite application?* 41

28. *What are command words and symbols in Alrite, and how can you use them during audio recording?* 47
Upload **50**
29. *How do you upload an audio or video file to the Alrite application?* 50
30. *What is the maximum length and file size of an audio file that can be uploaded?* 56
31. *What is the maximum length and file size of a video file that can be uploaded?* 57
Online video captioning (Facebook, TikTok, Dailymotion) **58**
32. *How do you transcribe and caption online videos within the application?* 58
33. *What video length, file size, and resolution limits apply when processing online videos in the application?* 63
Speaker diarization and text segmentation **65**
34. *How does Alrite differentiate between speakers in processed files?* 65
35. *Where can you configure the application to mark detected speaker changes in processed material with a hyphen?* 66
36. *How can you initiate speaker detection for the speakers in your file?* 67
37. *Which packages include the speaker diarization feature?* 70
38. *Can the Alrite speech recognition application identify speakers by name?* 70
39. *Which packages include the speaker identification feature?* 71
40. *Why does the "Unknown speaker" label appear before certain paragraphs after a file has been processed?* 71
Detection of non-speech sounds **72**
41. *Can the application detect noises (non-speech sounds) in files being processed?* 72
42. *How can you initiate the detection of noises heard in a file within the application?* 72
43. *Which subscription packages include the non-speech sound detection feature?* 73
Real-time processing and live streaming **74**
44. *What is the difference between real-time transcription and captioning and the processing of pre-recorded content?* 74
45. *What types of real-time processing can you stream?* 75
46. *Is Alrite capable of displaying real-time transcripts and captions in a language other than the one being spoken?* 76
47. *How do you transcribe and caption your own speech or content in real time and broadcast it to viewers?* 77
48. *How do you transcribe and caption your online content in real time and broadcast it to viewers?* 81
49. *What settings are available to viewers of your broadcast, and can they download the text versions?* 84
50. *How can you view or download documents from previous live broadcasts?* 87
51. *How can you delete documents from your previous live broadcasts?* 87
52. *Can you explore real-time processing and see how text variants appear during a live stream?* 88

File details page 90

Editing **90**
53. *How do you edit the transcript of an uploaded file?* 90
54. *What are uncertain words, and how do you review them?* 92
55. *Can the transcript only be viewed as continuous text, or are other viewing formats available?* 94
56. *In what cases is it worth adjusting word timing?* 96
57. *How can I edit the timing of individual words?* 97
58. *How do you edit the captions?* 180
59. *How do you edit the speaker names generated by the application?* 100
60. *Can you use the speaker diarization feature later to segment the transcript if it was not enabled initially?* 103
61. *How do you create new voice profiles for speakers detected in audio or video files for future identification?* 105

62. *How do you update existing voice profiles with new samples to improve speaker identification accuracy?* 107
63. *How do you modify the non-speech sounds detected by the system?* 109
64. *Is it possible to use non-speech sound detection feature retrospectively if it was not enabled initially?* 111
65. *How do you manually create chapters in the transcript, and how do you modify their titles afterwards?* 112
66. *How do you restore a document to its original, system-generated state?* 116
67. *How do you create text variants that provide a quick overview of the transcript content?* 117
68. *How do you edit the text variants that provide a quick overview of the transcript content?* 119

Translation **120**

69. *How do you translate transcripts and captions within the Alrite application?* 120
70. *How do you restore translations to their original, system-generated state?* 122
71. *Which packages include the automatic translation feature?* 124

Download **124**

72. *How do you view and download the different text versions?* 124
73. *Can you download audio and video files recorded or uploaded to the application?* 129
74. *Are speakers included and identified in the transcripts of processed files and their downloadable versions?* 131
75. *Are timestamps included in the transcripts of processed files and their downloadable versions?* 132
76. *Are non-speech sounds (background noises) included and identified in the transcripts of processed files and their downloadable versions?* 134
77. *Do transcripts of processed files and their downloadable versions include chapters?* 136

AI tools **138**

78. *How do you use automation to organize a transcript into chapters?* 138
79. *How do you use automation to quickly review and improve the accuracy of the generated text?* 141
80. *How do you use automation to quickly identify speakers in a processed file by name?* 143
81. *How do you use automation to create a clear, well-structured, and extended summary from a transcript?* 145
82. *How do you assess my understanding of the syllabus content through an automatically generated quiz?* 147
83. *How do you use automation to create a preliminary draft that serves as the foundation for a newspaper article?* 150
84. *How do you use automation to produce translations that sound more natural than the system's initial output?* 152
85. *How do you ask the Alrite virtual assistant questions about the content of the transcript?* 155

Burned-in captions **157**

86. *How do you create burned-in captions with Alrite?* 157
87. *What basic settings can you use to burn captions onto videos?* 158
88. *What advanced settings can you use to burn captions onto videos?* 161
89. *Is there a way to preview how your settings will appear on the video before starting the rendering process?* 163
90. *Can you choose from existing styles instead of manually configuring the appearance of captions?* 164
91. *Can you create a preset based on your custom caption-burning settings for future use?* 165
92. *Is it possible to display non-speech sounds and different speakers with distinct visual styles, separate from each other and from the basic settings?* 166
93. *Is it possible to burn two or more caption versions onto the same video simultaneously?* 168
94. *What animation options are available when burning captions onto videos if you do not want to display only static captions?* 169
95. *Can you burn a custom progress indicator onto your videos alongside the captions?* 171
96. *What can you do if you want to reset the appearance settings for captions to be burned onto the video?* 174

97. *In what order should you configure the settings for the appearance of captions to be burned onto the video?* ... 174
Caption management ... **175**
98. *How do you restore the timing of captions?* ... 175
99. *How do you modify the structure of captions?* ... 177
100. *How do you set the captions to appear word by word?* ... 178
101. *How do you configure the application to mark incomplete sentences in captions?* ... 178
102. *How do you configure captions to include non-speech sounds?* ... 180
Searching in the text ... **185**
103. *How do you search for a word or expression within a transcript on the file details page?* ... 185
104. *How do you locate the point in an audio or video file where a specific phrase is spoken on the file details page?* ... 186
105. *How do you replace certain expressions in the text, and what is the purpose of the "Search and replace" function?* ... 187
Sharing ... **188**
106. *How do you share your documents with individuals who are not members of your Alrite account?* ... 188

Files ... 190
Archives ... **190**
107. *Where do you find your previously processed files and their related text documents?* ... 190
108. *How do you filter your files in the table using different criteria?* ... 191
109. *How do you search across all previously processed files at once?* ... 193
110. *Where can you view and manage previously created voice profiles?* ... 194
111. *How do you share your documents with individuals who are not members of your Alrite account?* ... 196
112. *Is it possible to download or delete multiple files at once?* ... 197
Deleting files ... **199**
113. *How do you delete the uploaded and processed files and their related text documents from Alrite?* ... 199
114. *Are deleted files recoverable in Alrite?* ... 200

Profile ... 202
Managing users and permissions ... **202**
115. *Can multiple users share the same Alrite account?* ... 202
116. *Can you define how the available time credits are distributed among account members in a business Alrite account that can be used by an unlimited number of users?* ... 202
117. *What permission levels (roles) can be assigned to users of a business Alrite account?* ... 203
118. *How do you add a new user to your business account?* ... 204
119. *How does an invited user join a company account?* ... 206
120. *How do you manage users of your business account?* ... 207
121. *How can I control how and to what extent a specific user in my business Alrite account can access the shared time credits?* ... 209
Managing the account ... **210**
122. *How do you update your personal information?* ... 211
123. *How do you change the type of your account?* ... 211
124. *How do you change the sign-in method for your account?* ... 212
125. *How do you update your company information?* ... 214
126. *How do you change your password?* ... 215
127. *How do you sign out of the application?* ... 216
128. *Where can you access the General Terms and Conditions?* ... 216
129. *What should you know about the Terms of Use?* ... 216
130. *Where can you read more about data management?* ... 217

131. *How do you close your account and delete your Alrite profile?* 217
132. *How do you delete your entire business account?* 218
133. *How do you manage which system notifications and newsletters you receive from the application?* 219
Notifications **220**
134. *What should you know about notifications, and where can you find them in the application?* 220
135. *How do you choose which notifications you want to receive?* 222

Troubleshooting 225
136. *What factors affect transcript quality?* 225
137. *How can I help improve the accuracy of transcription and captioning?* 225
138. *How can you request assistance with Alrite?* 226
139. *How can you report an error?* 227

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Registration and login

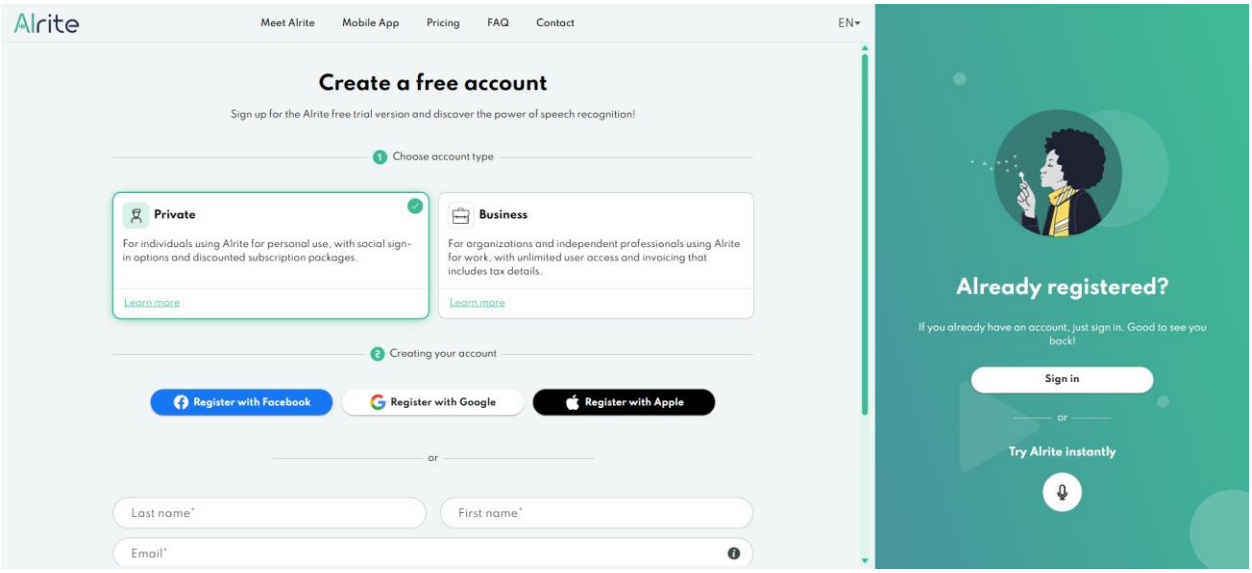
1. How do you register and create an account in the Alrite speech recognition application?

You can register for the Alrite speech recognition application **free of charge** on the application's home page, **without needing to provide credit card information**. Upon registration, new users receive 30 minutes of **free usage as part of the *Starter* package**, allowing them to explore the application's core features.

Starter accounts are not only free but are also **renewable** on a monthly basis. If you use any portion of your allocated time during the month, your balance will automatically be replenished with **another 30 minutes on the first day of the following month**.

During registration, the first step is to select the **intended purpose of use** – *Private* or *Business*. This choice determines the subscription type, the available packages, and the services included.

- **Private use**: allows non-commercial uses for individuals
- **Business use:** enables all business-related or organizational uses



The differences between account types and subscription packages will be explained in greater detail in the upcoming Q&A sections.

After selecting your preferred account type, you can set up your Alrite account by following a few simple steps specific to that selection.

For **private users**, there are several ways to register and create a user account, allowing you to choose the option that best suits your preferences. The available registration methods are grouped as follows:

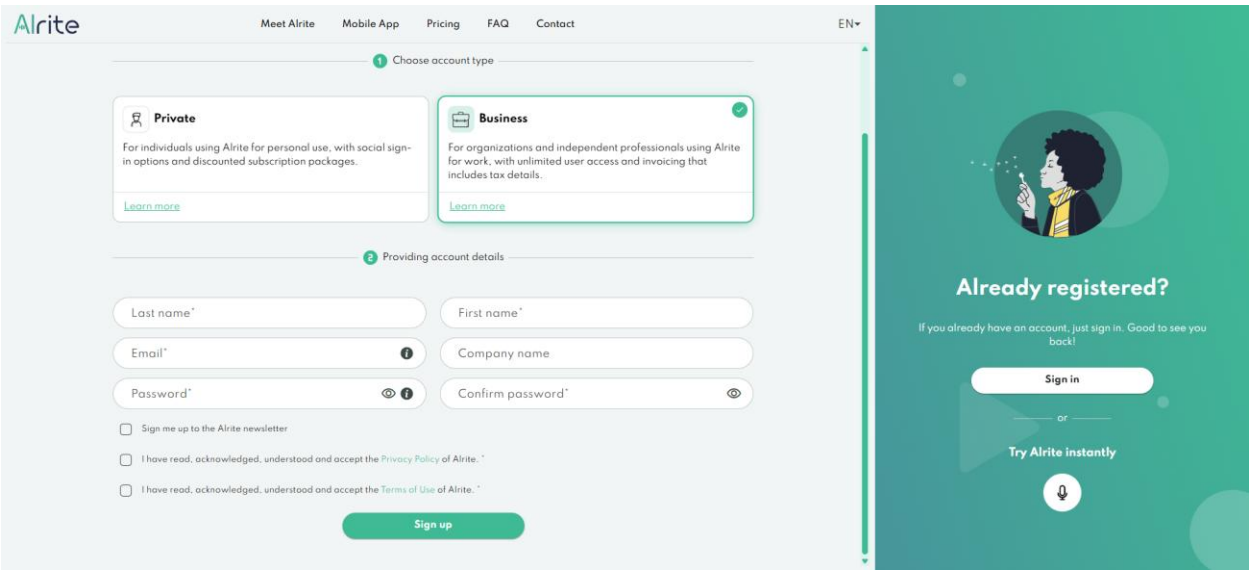
- Traditional registration using an email address
- Registration via various social accounts

The following Q&A sections describe the steps for both categories in detail. Please note, however, that for users selecting the **business account** type, only the most common method, registration via email, is available for creating an Alrite account.

2. What steps do you need to follow to create an Alrite account using your email address?

The traditional, most common method of creating an Alrite account via email is available for both individuals and business users. This process consists of just two simple steps:

1. To create an Alrite account, you must **first complete a registration form**, providing the following required information:
    a. *name of the account holder*
    b. *a valid email address to identify your account*
    c. *name of the organization (optional for business registrations)*
    d. *the password you wish to use for future sign-ins*



The password must contain at least one uppercase letter, one lowercase letter, and one number, and should be between 8 and 16 characters in length.

To submit the form, you must also agree to our **Privacy Policy** and **Terms of Use**.

Upon successful registration, an **automatic email will be sent to confirm your registration**, so it is essential to provide a valid email address.

2. To activate your account, click the ***Confirm registration*** button in the confirmation email sent by the application. Once activated, you can log in to the Alrite interface using the email address and password you provided during registration.

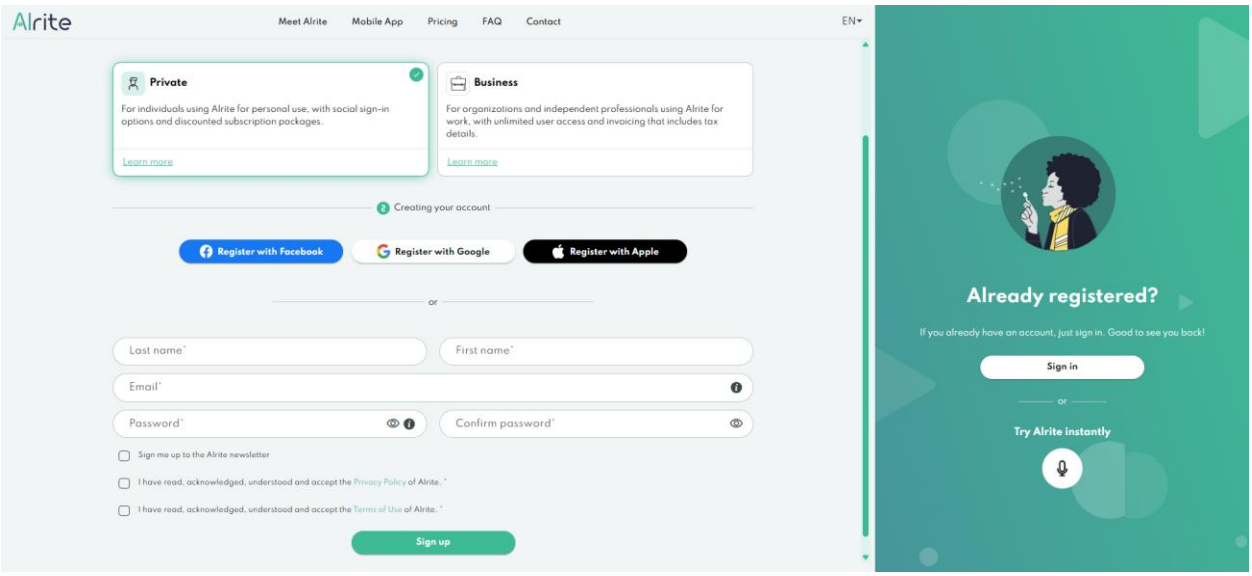
   Please note that registration must be confirmed **within 72 hours**. If the confirmation is not completed within this time frame, the registration will be canceled, and the account will be deleted. In such cases, you will need to restart the account creation process from the beginning.

Important: Registration using disposable or temporary email addresses is not supported. Any attempt to register with such addresses will result in an error message.

If you need to change your password later, you can reset it by clicking the *Forgotten password* button on the login page. You will then be prompted to enter the email address used during registration. More detailed instructions on this process will be provided in a later section.

3. Which social media accounts can you use to create an Alrite account instead of registering via email?

To simplify the registration process, you may choose to sign up using your **Apple, Facebook, or Google social account**, avoiding the need for manual confirmation and additional data entry.



To register with one of these accounts, please follow these steps below:

1. Click on the ***Register with Facebook*** / ***Register with Google*** / ***Register with Apple*** button, depending on the social media account you wish to use for registration.

   If you have not previously created an Alrite account, you can also use the *Sign in with Facebook* / *Sign in with Google* / *Sign in with Apple* buttons on the login page to register.

2. If you are not currently logged in, enter the login credentials for your selected social account.

3. Finally, please **grant access** to the email address and name associated with your chosen social profile so that the Alrite application can use this information to create your user account.

Once access is granted, your Alrite account will be created immediately – no additional confirmation is required. You can begin exploring the features of our software solution right away.

If you registered using a social account, you can access your account in the future by clicking the appropriate button – *Sign in with Facebook* / *Sign in with Google* / *Sign in with Apple* – on the login page, depending on which social account you used during registration.

Important: Please note that registration via social accounts is available only for creating private accounts. To register a business account, you must use the traditional email-based registration form.

4. What is the difference between a private and a business Alrite account?

During the registration process, you will need to decide whether to create a business Alrite account or a private (sometimes also referred to as personal) user account, as there are key differences between the two. Therefore, it is important to understand these distinctions.

The additional services available with Alrite business accounts are as follows:

- **Invoicing**: One of the most significant differences is that subscriptions initiated through business accounts can **include a VAT number** on the invoice, facilitating accounting within a corporate environment. For individual accounts, however, only basic billing information (such as the name and address of the individual) can be provided, and company or institutional names, as well as tax numbers, cannot be included.

- **Number of users**: Business accounts allow an **unlimited number of users** to access the joint (or shared) company Alrite account and its associated time credit balance, each with their own login credentials. In contrast, personal user accounts are limited to a single individual.

- **Transcripts with timestamps**: With a business subscription (*Prime*, *Premium*, or *Professional*), generated transcripts can be both viewed and downloaded **with timestamps**, making it easy to link text to specific times and convert recordings into minutes.

- **Speaker diarization and identification**: For files processed under business subscription packages (*Prime*, *Premium*, *Professional*), speaker detection and automatic, numbered naming are included during transcript generation. These system-generated names can be modified afterward, allowing you to assign custom names to each speaker. If desired, so-called voice profiles can also be created from the utterances of individual speakers, enabling name-based identification for files processed subsequently.

- **Real-time transcription, captioning and translation**: In addition to traditional transcription and captioning, users of the highest-level ***Professional* business package** have access to real-time transcription, captioning, and translation, where spoken words appear almost instantly on your screen. The generated real-time text variants can be viewed, exported, and shared with others as a live broadcast.

You may wonder about the benefits of an Alrite account for individuals, given that many of the features mentioned above are exclusive to business accounts. However, private accounts offer two significant advantages over business accounts, as outlined below:

- **Lower-priced subscription packages**: The *Lite* and *Plus* subscription packages available for individuals are offered at a significantly lower price than the business subscription options.

- **Social account sign-up**: Individuals can take advantage of the faster and more convenient social sign-up options (via *Facebook*, *Google*, or *Apple*), making account creation quicker and easier.

If, after considering the differences mentioned above, you wish to change the type of your account (from business to private or vice versa) after already creating your Alrite account, go to the *My info* section under the *Profile* menu and click *Switch to business* or *Switch to private*, depending on the desired direction of change.

If you are unable to modify your account for any reason, please contact our customer service team at support@alrite.io – our friendly and helpful staff can also perform this operation on your behalf.

Important: You may change your user account type – either through the interface or behind the scenes with assistance from our customer service team – only if the account currently has no active subscription (meaning it is on the free *Starter* package) and has only one associated user.

5. What should you do if you do not receive the confirmation email after registering?

If you cannot find the confirmation email for your registration in your inbox, please check your **Updates, Promotions, Spam or Junk folders**, as it may have been automatically sorted there by your email client.

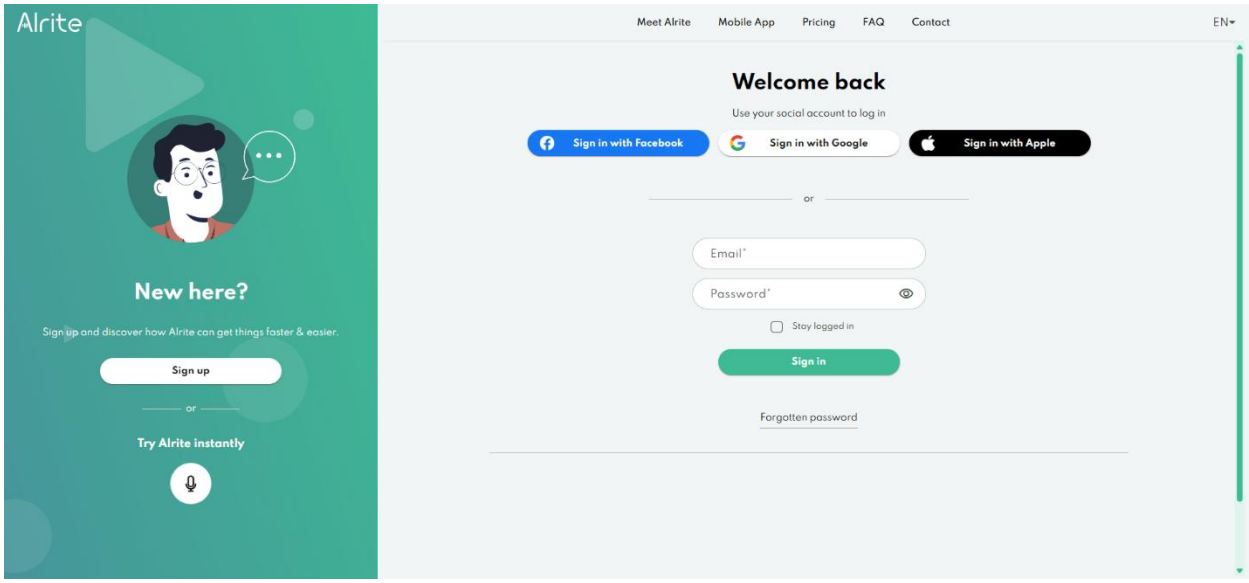
If the email is not found in any of these folders, we are happy to assist you with manually confirming your registration. Simply send an email to support@alrite.io, and we will verify your newly registered account.

Important: Please note that if you created your Alrite account using a social account (*Apple*, *Facebook*, or *Google*), no confirmation email will be sent, as confirmation is not required for these registrations.

6. How do you sign in to the Alrite application?

The sign-in method you should use to enter your Alrite account depends on the registration form you selected when creating it. However, regardless of the registration method, you can always sign in through the login page of our web application (or via the login page of the mobile app, which must be downloaded separately).

- If you **registered using the most common method**, by entering your email address and confirming your registration, you can log in **using the email address you provided during registration and the associated password** for your Alrite account.
- If you created your Alrite account **using a social profile**, simply **click on the appropriate button** based on the option you selected during registration – *Apple*, *Facebook*, or *Google*.



If you do not remember the password you set during registration, please use the *Forgotten password* function on the login page. For a detailed explanation of this process, please refer to the following Q&A.

In addition to the web application, the features provided by your registered Alrite account can also be accessed through the free mobile app, which can be downloaded from the appropriate app store for your device (Play Store or App Store).

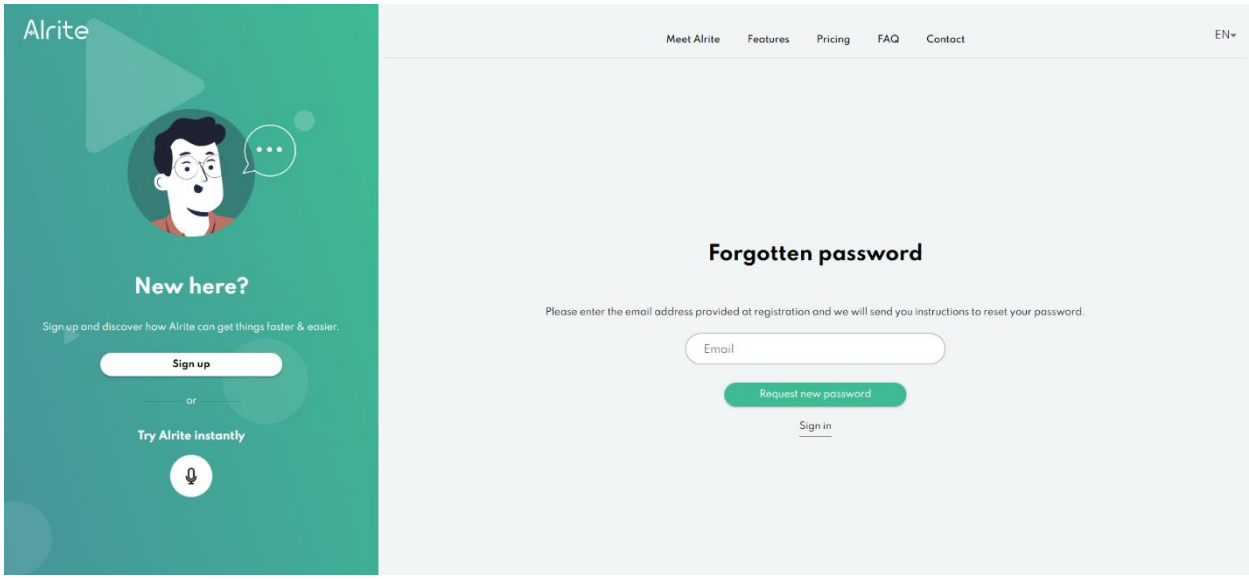
Once the app is successfully downloaded, you will need to sign in (or create a new account) as outlined before.

7. What steps can you take if you forget your password when trying to sign in to the Alrite application?

If you have forgotten the password you created during registration with your email address, which is required to log in to the Alrite system and access your account, please follow the steps below to set a new password:

1. On the login page of the web application (or the sign-in page of the mobile app), click on the ***Forgotten password* button** below the *Sign in* button.

2. After being redirected to a new page, enter your **registered email address** and click on the ***Request new password*** button. Password reset requests can be processed only for email addresses associated with an Alrite account. If the email address you enter is not linked to an account in our system, we will be unable to send the password reset email.



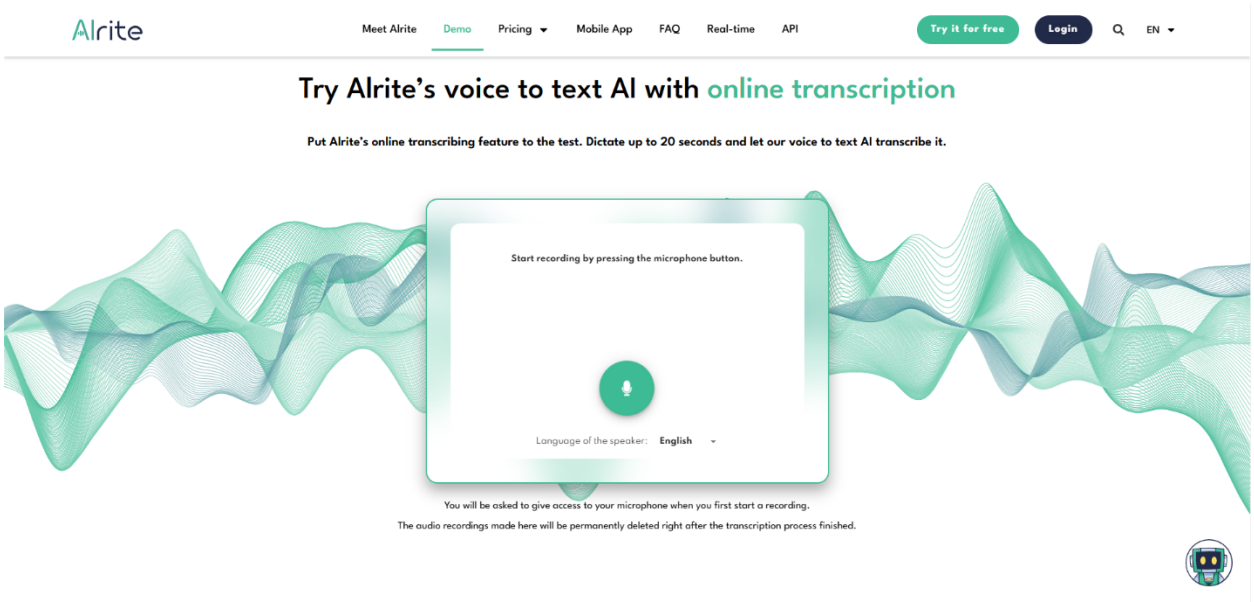
3. Check your email inbox and click on the ***Request new password* button** in the automatic email you receive from Alrite. This will redirect you to a page where you can enter your new password. The password must contain at least one uppercase

letter, one lowercase letter, and one number, and should be between 8 and 16 characters in length.

Important: If you registered through a social account, you were not required to set a password, as you can log in directly via your social account. In this case, simply use the appropriate button to log in with your chosen social profile.

8. Can you test the accuracy of the Alrite speech recognition application before creating an account?

Alrite can be tested for free, even without registration (i.e., without creating an Alrite account), in **English, German, Spanish and Hungarian** on the application's website. You can access this feature by **clicking this link** or visiting the login page of the application.



You can test the accuracy of the speech recognition by **recording up to 20 seconds of speech**. The results will hopefully impress even the most skeptical users and demonstrate the value and benefits of signing up for our speech recognition application.

To make a recording, simply enable microphone access in your browser. Following this, please select the language of your speech and click the microphone button to begin.

Mobile application

9. Is there a mobile app available for the Alrite speech recognition application?

The Alrite mobile app is available for **free to download** on iOS devices from the App Store for iOS devices and on Android devices from the Play Store.

Both the Alrite web application and mobile app can be used with a single Alrite account. This means that files uploaded to the mobile app will also be accessible via the web app, and vice versa. There is no need to create and manage two separate accounts to enjoy the benefits of Alrite across both platforms.

10. Is there a difference between the Alrite web version and the mobile application?

There are no significant differences between the web and mobile applications, as **the core features are available on both platforms**.

However, **the web application offers a few additional features**, primarily due to the difference in screen sizes. Some advanced functions, such as caption editing or the advanced view for burning captions onto videos, are more suited for use on larger screens and may not be as convenient on mobile devices.

On the other hand, the Alrite mobile application supports **video recording**, a feature not available in the web app. To use this function, you will need to grant access to your mobile device's microphone and camera.

Additionally, recordings made with the Alrite mobile application can be played back, downloaded to the device or shared via text message or email before being uploaded to the system. Files that you choose not to process immediately after recording are temporarily stored on your mobile device (as long as you remain logged in to your account). These files are saved in a separate folder within the app, where you can either upload, download, send or delete them.

11. Is there a separate user guide available for the Alrite mobile application?

If you are not looking for information or guidance related to the web application accessible through popular browsers but instead wish to learn more about using the free, downloadable Alrite mobile app, please click **this link** to open **our mobile app–specific user guide** in a new page.

However, if the web application meets your needs, or if you prefer not to download the mobile app, you can simply open one of the browsers installed on your mobile device and access the **Alrite login interface** directly.

In that case, this current user guide will provide the most relevant support.

Subscription

12. What are Alrite time credits, and why do you need them to use the application?

The primary purpose of the Alrite application is to convert audio and video files uploaded to the system into text. To do this, users need a sufficient amount of so-called **time credits**, as media files can only be transcribed and captioned if the account balance contains enough time credits to cover their duration.

The currently available amount of time credits is displayed in *hour*:*minute*:*second* format on the home page and is also always visible in the **application header**.

In every case, **only files whose total duration can be covered by the available account balance can be converted to text**. When processing begins, the application first reserves an amount of time credits equal to the length of the file. If the transcription and captioning process is completed successfully, the previously reserved quota is permanently deducted from the available time credit balance once processing is finished.

However, if the text conversion process fails for technical reasons, the reserved time credits are released and become available to the user again.

Important: After an audio or video file has been processed, the total duration of the file is deducted from the account balance, not only the combined duration of the segments containing audible speech.

If you start processing an audio or video file that is longer than the time credits available at that moment, the system will transcribe and caption only the portion of the file that is covered by the available balance.

Therefore, time credits are required to use the application's capabilities and convert your files in full. Newly registered users receive 30 minutes of time credits free of charge via the *Starter* package, allowing them to explore the application at no cost and check the accuracy of the transcription and captioning. If you would like to use the application more intensively or process larger volumes of content, you can **top up your account balance through a subscription**.

All in all, subscription packages determine which features you can access, while time credits determine the total length of audio or video files you can convert to text, regardless of the package your account is on.

13. How does the Starter package's monthly auto-renewing credit system work?

Upon creating and confirming a **new Alrite account**, all new users are provided with a free *Starter* package, enabling them to explore the basic features of our platform (subject to the registration form's requirements).

- The *Starter* package grants access to essential functionalities, including **audio and video file transcription**, as well as **timed captions for the first two minutes** of uploaded and processed files. This allows users to familiarize themselves with and test the captioning features.
- **On the first day of each month**, if the balance of an account with a *Starter* package falls below 30 minutes or is exhausted, it will be automatically **topped up to 30 minutes at no charge**.
- Files uploaded and processed under the *Starter* package, along with the generated text variants (transcripts and captions), will remain available and accessible **for up to 7 days** from the date of upload.
- If an Alrite subscription runs out of time credits or expires, the account will **automatically revert** to the monthly-renewing and free *Starter* package.
- *Starter* accounts can be used for **up to 1 year** from the date of creation or from the date of the aforementioned revert to the *Starter* package. After 1 year of uninterrupted *Starter* package usage, the account will be automatically deleted, and you will receive a separate email notification prior to deletion.

If the benefits included in your *Starter* account no longer meet your needs – for instance, if you want to process files longer than 30 minutes or access additional services available only with a subscription – you can easily upgrade to a higher-tier package that suits you.

14. How do you subscribe to the Alrite speech recognition application?

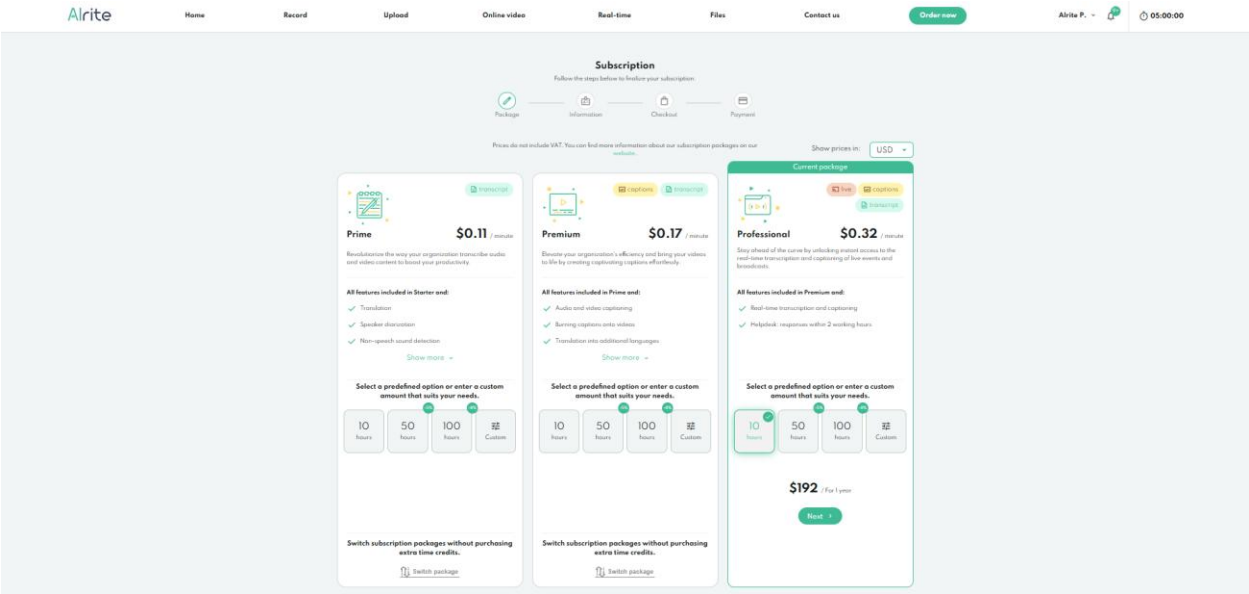
All newly registered users will receive the free *Starter* package upon account activation. However, this package offers **limited functionality and time credit**, providing only a basic introduction to the application's capabilities.

If your needs or expectations exceed what the *Starter* package offers – for example, if you wish to process longer files or access additional features – **consider upgrading to a subscription package**.

Subscriptions can be initiated by logging into the Alrite web application and following the steps below:

1. Click the ***Order now*** **button in the header** (or the *New order* button in the *Orders* submenu under the *Profile* menu) to access the first step of the subscription process.

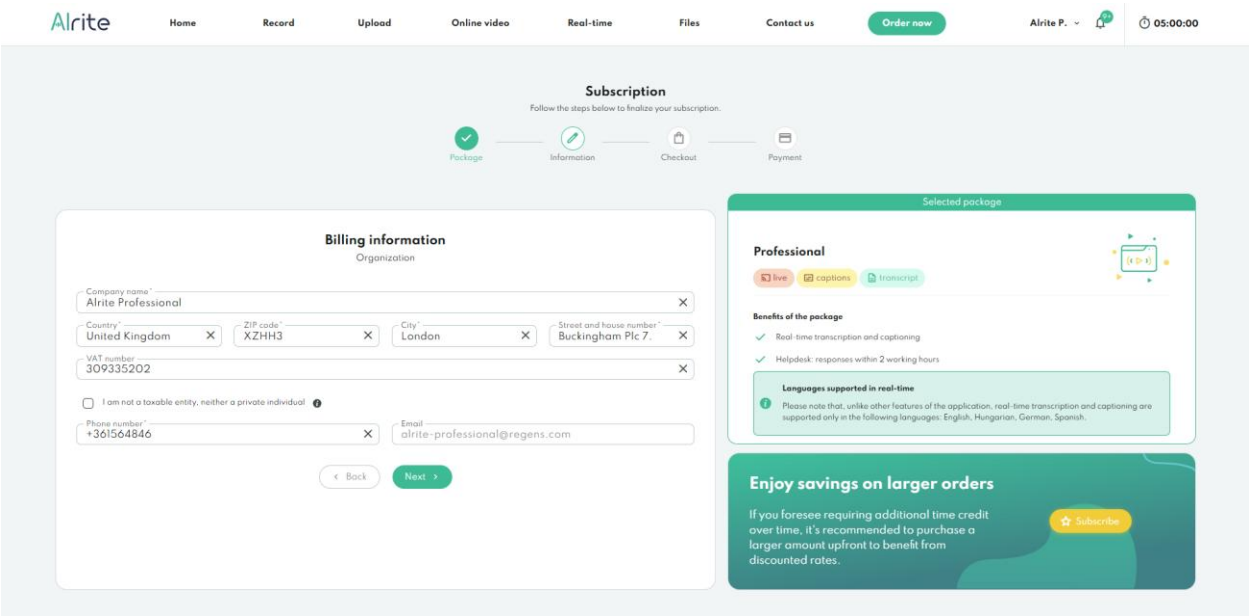
2. The first step is to **choose the subscription package** that best suits your needs. A list of features for each package will guide your decision.



3. Next, **specify the time credit** you wish to purchase. You can either select one of the predefined options or manually enter the desired amount in the corresponding field after clicking the *Custom* card.

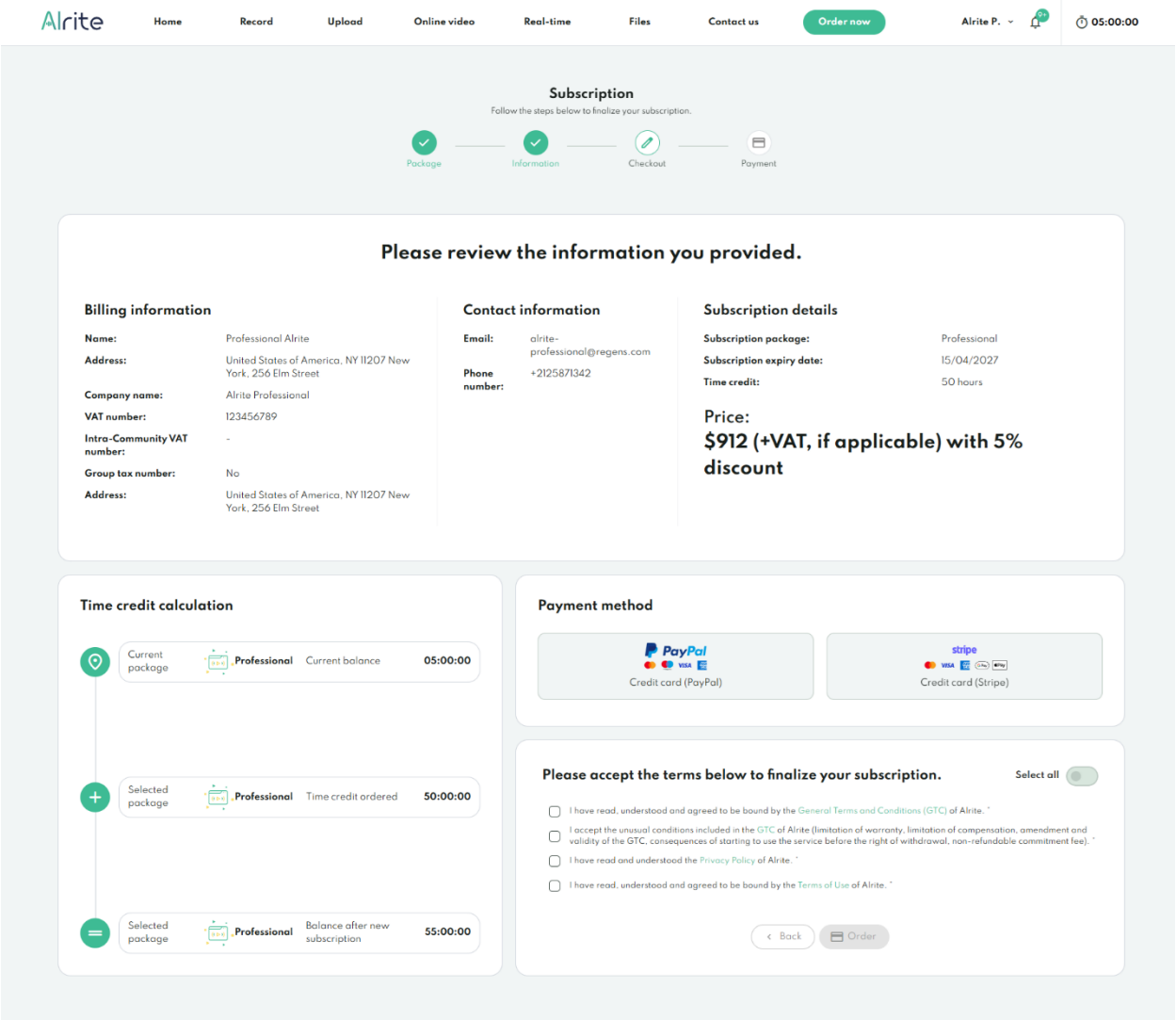
   The payable amount will be calculated proportionally based on the number of hours selected.

4. After clicking the *Next* button, you will be directed to the **billing information** page. The details entered here will **appear on the invoice** for your order. Please note that only users with a business Alrite account can include a VAT number on the invoice.



5. In the final step, you can **review** the entered details, the selected package, and the time credit included in your subscription. You can then choose your preferred **payment method**, if multiple options are available.

To complete the order, you must also accept the General Terms and Conditions, Privacy Policy and Terms of Use.



Business subscriptions require a **minimum of 10 hours**, while **individual** packages require a **minimum of 5 hours** of time credit included in the subscription.

For business subscriptions exceeding 100 hours, additional services can be requested, but users can only request a quote un such cases. However, we offer volume discounts on purchases of 50 hours of time credit or more, with higher discount rates available for larger subscriptions.

All subscriptions are valid for 1 year, during which the purchased time credit will remain available for use. Once the purchased time credits are used up or the subscription expires, the account automatically reverts to the free *Starter* package and its 30-minute balance, which is renewed on the first day of each month.

15. What subscription packages are available?

Our users can select from subscription packages based on whether they have registered for a personal or business account.

- Our **business users** can choose from three subscription packages**:** *Prime*, which offers essential features primarily focused on transcription; *Premium*, which provides extended functionality including video captioning and customizable caption formatting options related to burned-in captions; and *Professional***,** which **includes real-time transcription and captioning**, and all features available in the other packages.

  All three packages can be ordered directly through the Alrite web application. A more detailed description of the business subscription packages is available at **this link**.

- **Individual users** can choose between the *Lite* package, which offers basic functionality, and the *Plus* package, which provides extended functionality including video captioning and customizable caption formatting options related to burned-in captions.

  Both packages can also be purchased directly from the application. For more information about personal subscription packages, **click here**.

- If you wish to use **additional services** beyond those included in the available packages, you can only request a quote directly through the application. For inquiries about completely unique solutions or ideas, please contact us at **business@alrite.io**.

16. What are the differences between the available subscription packages?

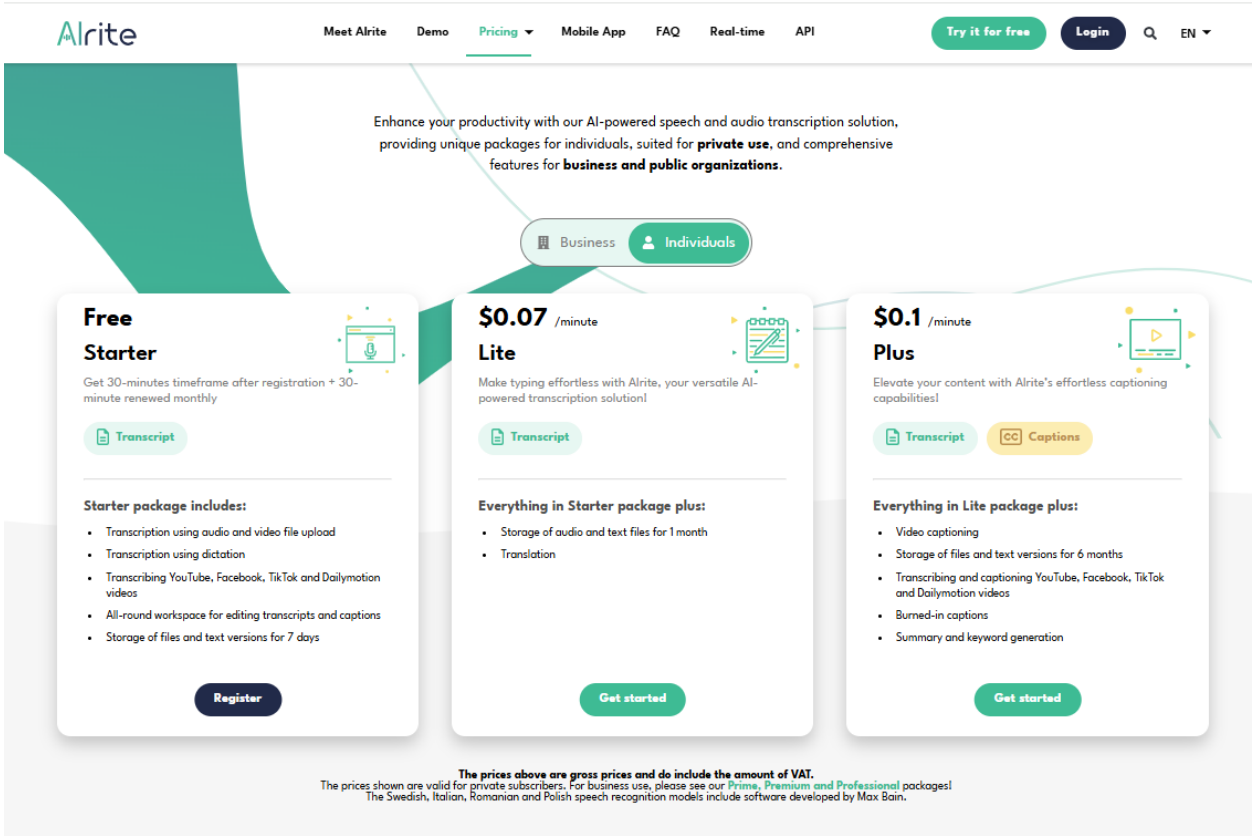
As outlined earlier in this guide, if a user's needs or expectations exceed the capabilities and limitations of the free *Starter* package – such as when they need to process longer files or access additional features included only in higher-tier packages – the time may have come to consider purchasing one of our subscription packages.

Since each user may have different requirements, we offer **a variety of subscription packages, each with a unique set of features**, depending on the type of text variants they wish to generate for their files.

It is also important to note that users can select from various subscription packages, not only based on their primary needs but also **according to their account type** (private or business).

For a detailed comparison of the subscription packages available for individual and business users, please refer to this link, as well as the descriptions below.

Subscription packages offered to individuals



Lite subscription package

- **Features:**

  a. **Transcription**: Every package of Alrite, including the *Lite* package as well, enables quick and accurate conversion of audio and video files into text, making it easy to create written materials from various media files, including content from popular online video platforms.

b. **Automatic translation**: The *Lite* package offers translation of text between Hungarian, English, German, Spanish, and French for processed files, ensuring your content reaches an international audience.

c. **Non-speech sound detection**: All subscriptions, including the *Lite* package, allow you to identify and mark non-speech sounds (sometimes also referred to as noises) – such as clapping, music, laughter, or animal sounds – in audio and video files that are being converted to text or have already been processed.

d. **Quick insights**: All subscriptions, including the *Lite* subscription package, are further enhanced with a recap and keyword generation feature, which creates a short overview and identifies relevant terms and phrases based on the content of the system-generated text, making the material easier to navigate and search. In addition, the feature also highlights the most noteworthy quote from the transcript.

e. **AI tools:** In addition to the speech recognition algorithms that generate transcripts and captions – limited to 2 minutes in lower-tier packages and full-length in higher-tier subscriptions – a range of additional AI-based features further assist users in producing written results that are as transparent, accurate, and ultimately as well-structured and detailed as possible. These features are available only for files processed under subscriptions, including the *Lite* package.

- **Storage time**: Uploaded and processed files, along with the generated text variants, remain available and accessible within the application for **up to one month**.
- **Recommended for**: Ideal for individuals with basic speech recognition and transcription needs, for smaller projects or occasional use.

***Plus* subscription package**

- **Features:**

a. **All features included in the *Lite* subscription package.**

b. **Captioning**: The *Plus* package automatically generates captions for the entire length of any processed file, with customization options such as adjusting the number of lines and characters per line.

c. **Caption editing**: A caption editor is available for files processed under the *Plus* package, allowing for adjustments to automatic captions, including timing, line breaks, and the ability to merge, split, delete certain segments, or add entirely new blocks if needed.

d. **Burning captions onto videos**: For files processed under the *Plus* package, captions can be fully customized in appearance and may also be burned directly onto the video afterwards. This feature offers a wide range of configuration options, allowing users to customize the font, font size, background color, and on-screen position, among other settings. Additional capabilities include custom templates, animated display modes, and selectable progress indicators with configurable colors and styles.

e. **Broader language options for translation**: In addition to the 5 languages provided in the *Lite* package, the *Plus* package offers translations in additional languages, further expanding accessibility.

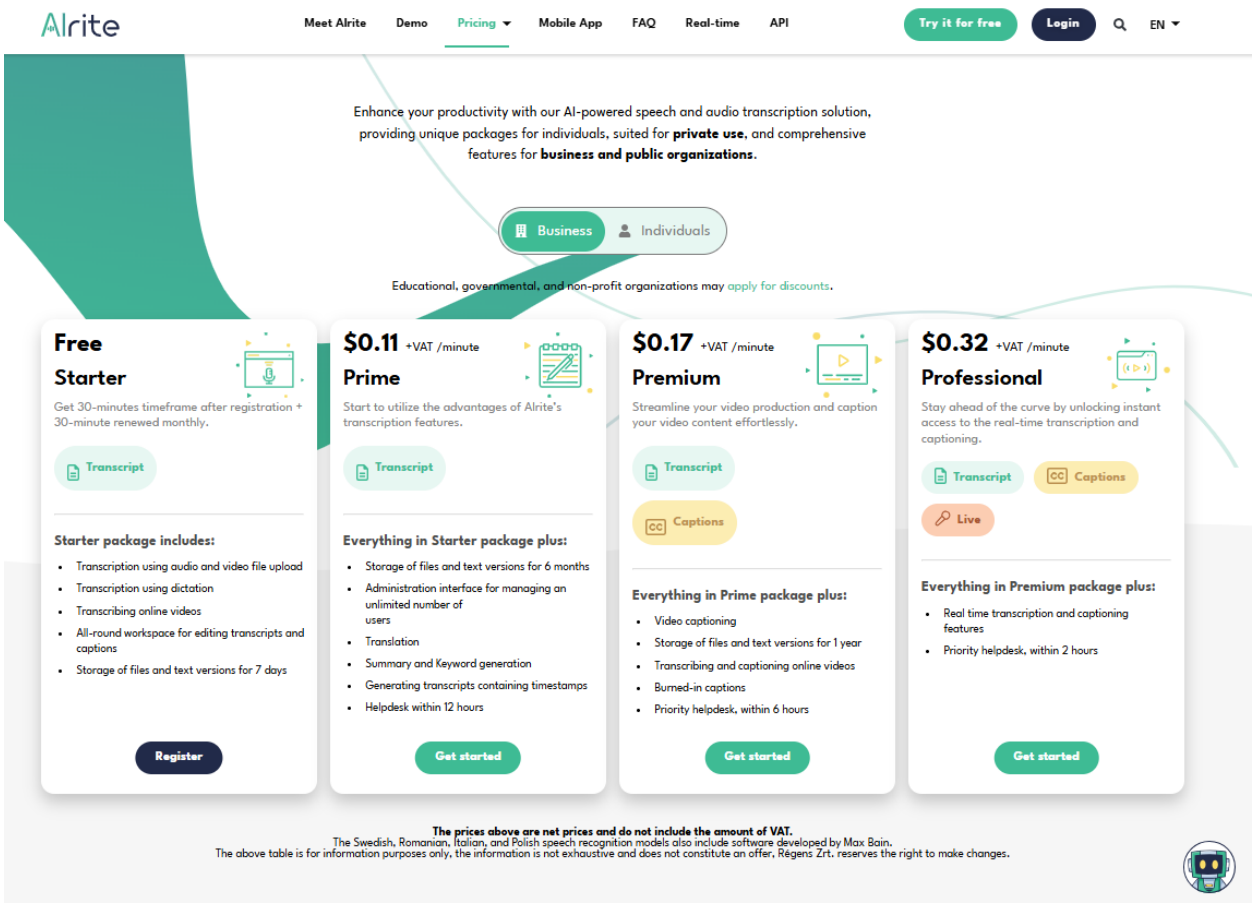
- **Storage time**: Uploaded and processed files, along with the generated text variants, remain available and accessible within the application for **up to six months**.

- **Recommended for**: Ideal for individuals who require video captioning in addition to transcription, as well as advanced features like burning captions onto video.

In summary, the key differences between the *Lite* and *Plus* subscription packages offered to individuals lie in the **captioning features and related services**. The *Plus* package generates time-coded captions alongside the transcript for the entire length of processed files, while the *Lite* package only provides the transcript for the full length

Additionally, the *Lite* package offers translation in 5 languages and stores files for up to 1 month, whereas the *Plus* package supports translation into more languages and allows file and text storage for up to 6 months.

Subscription packages offered to companies and organizations



Prime subscription package

- **Features:**

  a. **Transcription**: Every package of Alrite, including the *Prime* package as well, enables quick and accurate conversion of audio and video files into text, making it easy to create written materials from various media files, including content from popular online video platforms

  b. **Automatic translation**: The *Prime* package offers translation of text between Hungarian, English, German, Spanish, and French for processed files, ensuring your content is accessible to an international audience.

  c. **Speaker diarization**: For files processed under business subscriptions, including the *Prime* package, the system not only transcribes the spoken words but also distinguishes and labels the text associated with different speakers by assigning speaker numbers in the transcript.

  d. **Speaker identification:** Business subscription packages, including the *Prime* package, allow you to create voice profiles for speakers detected

and named in files that have previously been converted to text. Once these profiles are created, the application compares the voice characteristics of speakers in future audio and video content against the profiles stored in your account. When a match is identified, the application automatically labels the relevant paragraphs with the name saved for that sample.

e. **Non-speech sound detection**: All subscriptions, including the *Prime* package, allow you to identify and mark non-speech sounds (sometimes also referred to as noises) – such as clapping, music, laughter, or animal sounds – in audio and video files that are being converted to text or have already been processed.

f. **Timestamps:** All business subscriptions, including the *Prime* package, allow users to view and download transcripts of processed files with timestamps. Each new paragraph is marked with a timestamp, calculated based on a user-specified start time.

g. **Quick insights:** All subscriptions, including the *Prime* subscription package, are further enhanced with a recap and keyword generation feature, which creates a short overview and identifies relevant terms and phrases based on the content of the system-generated text, making the material easier to navigate and search. In addition, the feature also highlights the most noteworthy quote from the transcript.

h. **AI tools:** In addition to the speech recognition algorithms that generate transcripts and captions – limited to 2 minutes in lower-tier packages and full-length in higher-tier subscriptions – a range of additional AI-based features further assist users in producing written results that are as transparent, accurate, and ultimately as well-structured and detailed as possible. These features are available only for files processed under subscriptions, including the *Prime* package.

- **Storage Time:** Uploaded and processed files, along with the generated text versions, remain available and accessible within the application for **up to six months**.

- **Collaboration**: an **unlimited number of users** can be invited to business accounts, allowing team members to share the same time credit balance to support their work and collaborate seamlessly – at no extra cost. Within business accounts, an administrative interface and a **multi-level permissions system** assist in managing users.

- **Helpdesk**: Cases reported via customer service email or the central phone number are guaranteed to be handled **within a maximum of 12 business hours**.
- **Recommended for**: Ideal for business organizations with basic speech recognition and transcription needs for smaller projects or occasional use.

***Premium* subscription package**

- **Features:**
    a. **All features included in the *Prime* package.**
    b. **Captioning**: The system automatically generates captions for the entire length of any uploaded file under the *Premium* package, with advanced customization options, such as adjusting the number of lines and characters per line.
    c. **Caption editing**: A caption editor is available for files processed under the *Premium* package, allowing for adjustments to automatic captions, including timing, line breaks, and the ability to merge, split, delete certain segments, or add entirely new blocks if needed.
    d. **Burning captions onto videos**: For files processed under the *Premium* package, captions can be fully customized in appearance and may also be burned directly onto the video afterwards. This feature offers a wide range of configuration options, allowing users to customize the font, font size, background color, and on-screen position, among other settings. Additional capabilities include custom templates, animated display modes, and selectable progress indicators with configurable colors and styles.
    e. **Broader language options for translation**: In addition to the 5 languages provided in the *Prime* package, the *Premium* package offers translations in additional languages, further expanding accessibility.
- **Storage time**: Uploaded and processed files, along with the generated text versions, remain available and accessible within the application for **up to one year**.
- **Collaboration**: an **unlimited number of users** can be invited to business accounts, allowing team members to share the same time credit balance to support their work and collaborate seamlessly – at no extra cost. Within business accounts,

an administrative interface and a **multi-level permissions system** assist in managing users.

- **Helpdesk**: Cases reported via customer service email or the central phone number are guaranteed to be handled **within a maximum of 6 business hours**.
- **Recommended for**: Ideal for business organizations with captioning needs in addition to the transcription provided by every package, along with closely related additional features like burning captions onto video.

***Professional* subscription package**

- **Features:**
    a. **All features included in the *Premium* package.**
    b. **Real-time transcription and captioning**: Live broadcasts, webinars, and lectures are transcribed and captioned in real time, with the text variants provided in a format that can be easily shared with and forwarded to viewers.
    c. **Real-time translation**: Display live transcripts and captions in multiple languages to help break down language barriers and reach an international audience.
- **Storage time**: Uploaded and processed files, along with the generated text versions, remain available and accessible within the application for **up to one year**. Additionally, documents transcribed and captioned in real time can be downloaded from the system **within 30 days**.
- **Collaboration**: An **unlimited number of users** can be invited to business accounts, allowing team members to share the same time credit balance to support their work and collaborate seamlessly – at no extra cost. Within business accounts, an administrative interface and a **multi-level permissions system** assist in managing users.
- **Helpdesk**: Cases reported via customer service email or the central phone number are guaranteed to be handled **within a maximum of 2 business hours**.
- **Recommended for**: Ideal for business organizations that require transcription and captioning services offered by lower-tier packages, as well as the ability to

transcribe and caption live events, such as TV broadcasts, press conferences, and webinars.

In summary, the key differences between the *Prime* and *Premium* subscription packages offered to organizations lie in the **captioning features and related services**. The *Premium* package generates time-coded captions alongside the transcript for the entire length of processed files, while the *Prime* package only provides the transcript for the full length.

Additionally, the *Prime* package offers translation between 5 languages and stores processed files for up to 6 months, whereas the *Premium* package supports translation into more languages and allows file and text storage for up to 1 year.

The *Professional* package differs from the *Premium* package mainly by offering real-time transcription and captioning capabilities, including in a language other than the one being spoken.

17. How do you extend your subscription?

All subscriptions are valid for one year by default, during which users can utilize their purchased time credits. If no new subscription is activated within this period, any remaining time credit will expire, and the user's account will revert to the free, monthly renewable *Starter* package.

To avoid losing any remaining time credit, a new subscription should be finalized **before the current subscription period ends**.

Once a new order is completed, any unused time credit from the previous subscription will be **automatically transferred** to the new one, **extending its validity**. As a result, all available time credits remain valid for one year from the date of the most recent purchase.

18. How do you change your subscription package?

If your needs have changed since your previous order and a different subscription package would better suit you, you have the following two options for modifying your subscription:

- **New subscription**: Place a new order for the desired subscription package.
- **Package change**: Request a recalculation of your currently available time credits as part of a package change.

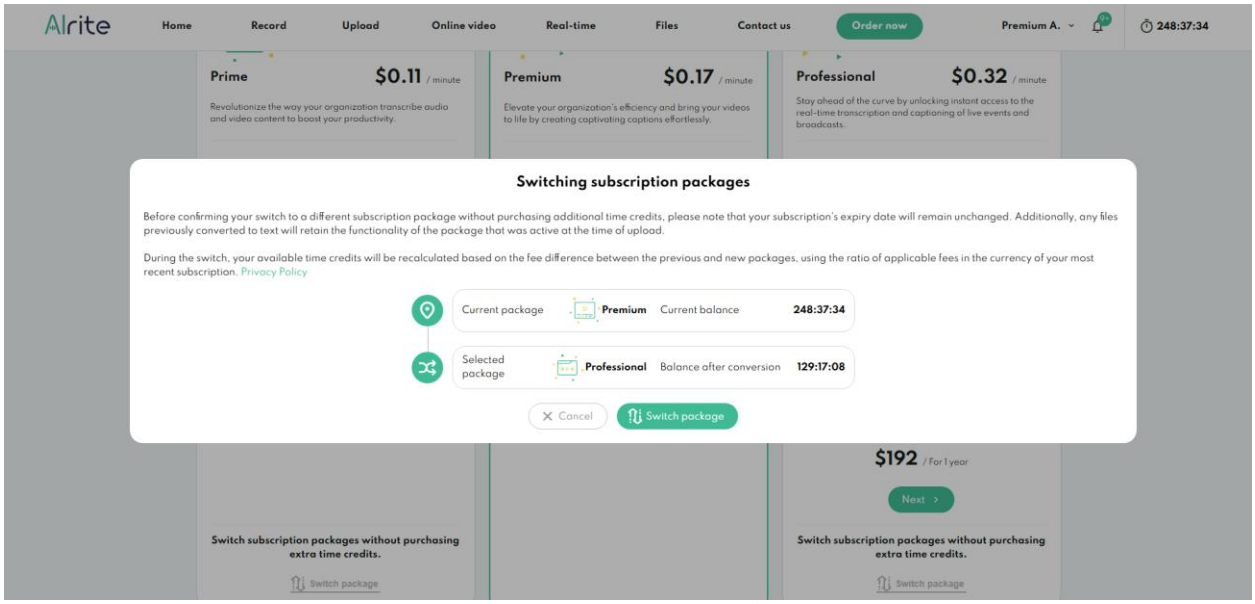
In the first case, when finalizing the new order, the current available time credit will **automatically be added to the newly purchased time credit**, based on the ratio of the current and new package fees. The calculation can be viewed and verified in the summary view before making the payment.

To complete the order, you will also need to accept the General Terms and Conditions, Privacy Policy, and Terms of Use.

Alternatively, with the second option, no new subscription is created. Instead, your current time credits will be **recalculated according to the difference in subscription fees** between the current and new packages, based on the applicable fees at the time of the operation. Specifically, the recalculation will consider the ratio of these fees in the currency used during your most recent subscription. The recalculated credits will then be credited to your account balance accordingly.

To do this, simply click the *Switch package* button on the card of the subscription package you wish to switch to during the first step of the subscription process (where you typically define the new package and the required amount of time credit).

Before confirming that you want to change your current subscription without purchasing additional time credit, please note that the validity date of your subscription will not be affected. Additionally, the set of features for files previously converted to text will remain unchanged after the switch, as the processed documents will retain the features provided by the package in effect at the time of their upload.



Please note that files uploaded and processed before a package change **will retain the features of the package that was active at the time of their processing**. For example, if you upgrade from *Lite* to *Plus*, or from *Prime* to *Premium*, captions for files uploaded under

the lower-tier package will not automatically extend beyond the initial two minutes. The functionality of the new package will apply only to files processed after the package change.

Important: Package changes are only possible between subscription packages. You cannot switch from the free *Starter* package to a subscription package without purchasing additional time credits.

19. Which currencies and payment methods are available?

The available payment methods will vary on the checkout page depending on your account type (private or business), the selected currency, and the country specified in your billing information.

In the first step of the subscription process, above the description of each package, you can select the currency in which you wish to make the payment.

If you opt to settle the subscription fee in **Euros** (EUR), **US Dollars** (USD), or **British Pounds** (GBP), the only available payment method at the end of the ordering process will be **via credit card**.

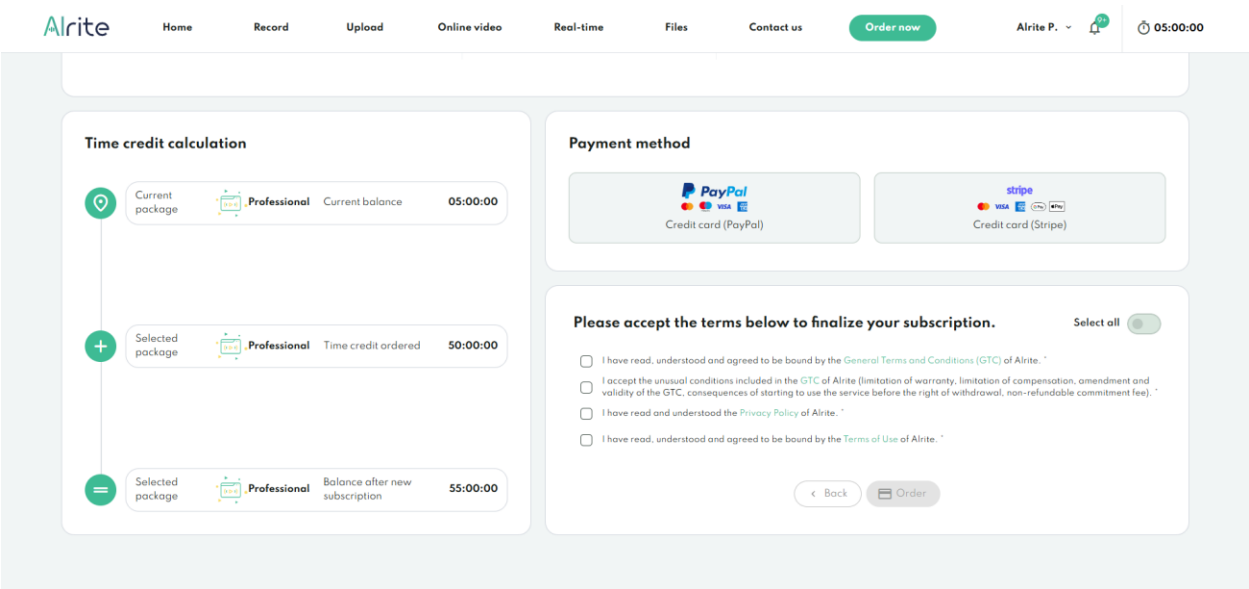
The payment options presented will be tailored based on the country entered in your billing information and your account type.

- **Individual users within the EU** can choose from popular payment methods like **Stripe** and **PayPal**. Payments are processed through their respective platforms, after a quick redirect from the Alrite application. With *PayPal*, in addition to credit card payments, users can also pay using their *PayPal* account. Please note that *PayPal* may not always allow purchases without a *PayPal* account, as this option is only available in certain cases (e.g., depending on the user's location or the order amount). *Stripe* also supports additional payment options like *Google Pay* and *Apple Pay*, along with the traditional credit card method.

- **Individual users outside the EU** can complete their payment using their credit card details via the internationally recognized global payment provider, **Paddle**.

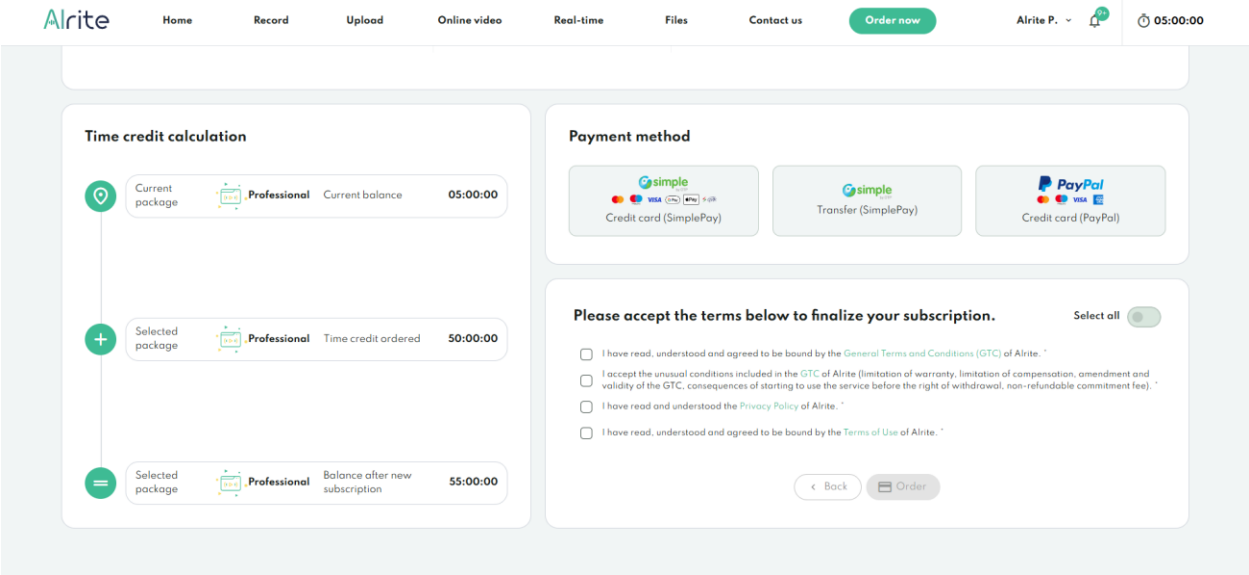
- **Business/organizational account holders** can choose from popular payment methods like **Stripe** and **PayPal**. Payments are processed through their respective platforms after a quick redirect from the Alrite application. With *PayPal*, in addition to credit card payments, users can also pay using their *PayPal* account. Please note that *PayPal* may not always allow purchases without a *PayPal* account, as

this option is only available in certain cases (e.g., depending on the user's location or the order amount). *Stripe* also supports additional payment options like *Google Pay* and *Apple Pay*, along with the traditional credit card method.



If you choose **Hungarian Forint (HUF)**, as your preferred currency, the following payment options are available:

- **Credit Card – SimplePay**: You can settle the order fee through the *SimplePay* platform using your credit card details or by logging into your *SimplePay* account.
- **Credit Card – PayPal**: You can pay the subscription fee through the *PayPal* platform using your credit card details or by logging into your *PayPal* account. Please note that *PayPal* may not always allow purchases without a *PayPal* account, as this option is only available in certain cases (e.g., depending on the user's location or the order amount).
- **Bank Transfer – SimplePay**: In addition to credit card payments, you can also settle the subscription fee via **bank transfer** through the *SimplePay* interface. In this case, the SimplePay system will send an email containing all the details required for the transfer, including the reference text that must be entered in the bank transfer's **reference text for the bank transfer**. The payment can then be made through your online banking or *OTP Smartbank*.

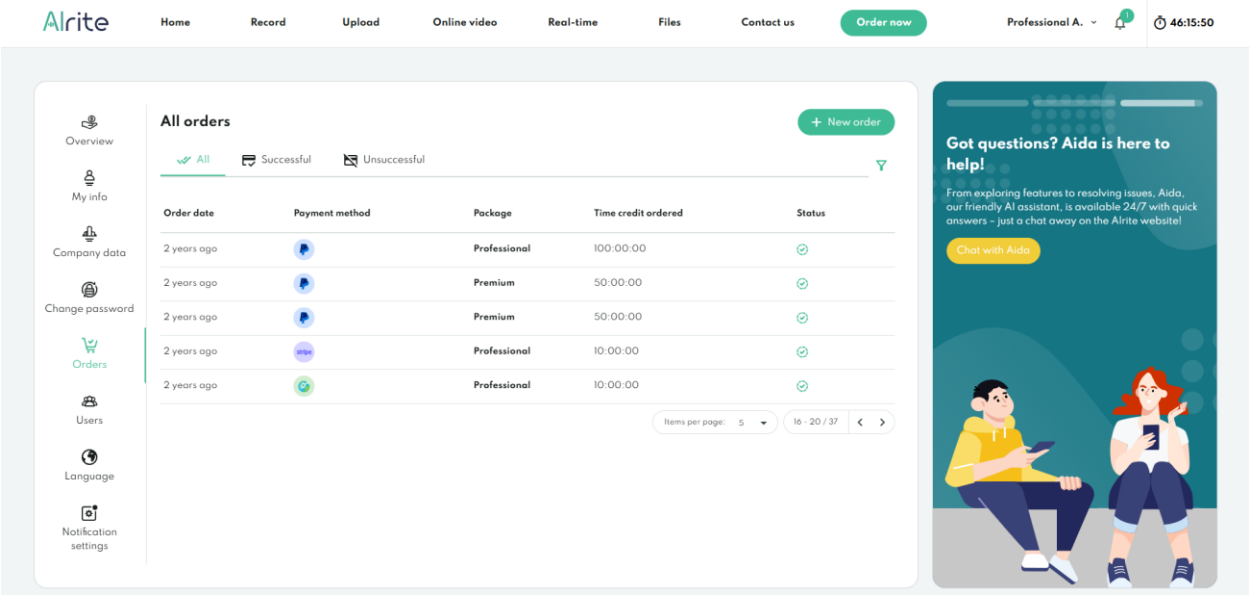


If you place an order through the mobile application (available only for private users), the subscription fee will be settled through your mobile store account (*Play Store* or *App Store*).

20. Where can you check the status of your order?

You can view the status and details of both recent and past orders in the ***Orders*** section of the *Profile* menu (accessible by clicking on your name in the header).

In the ***All orders*** window, you will find a table displaying all transactions, including successful, pending, and failed subscriptions of the account. By clicking on a specific row, you can view the detailed information for that order in a pop-up window.



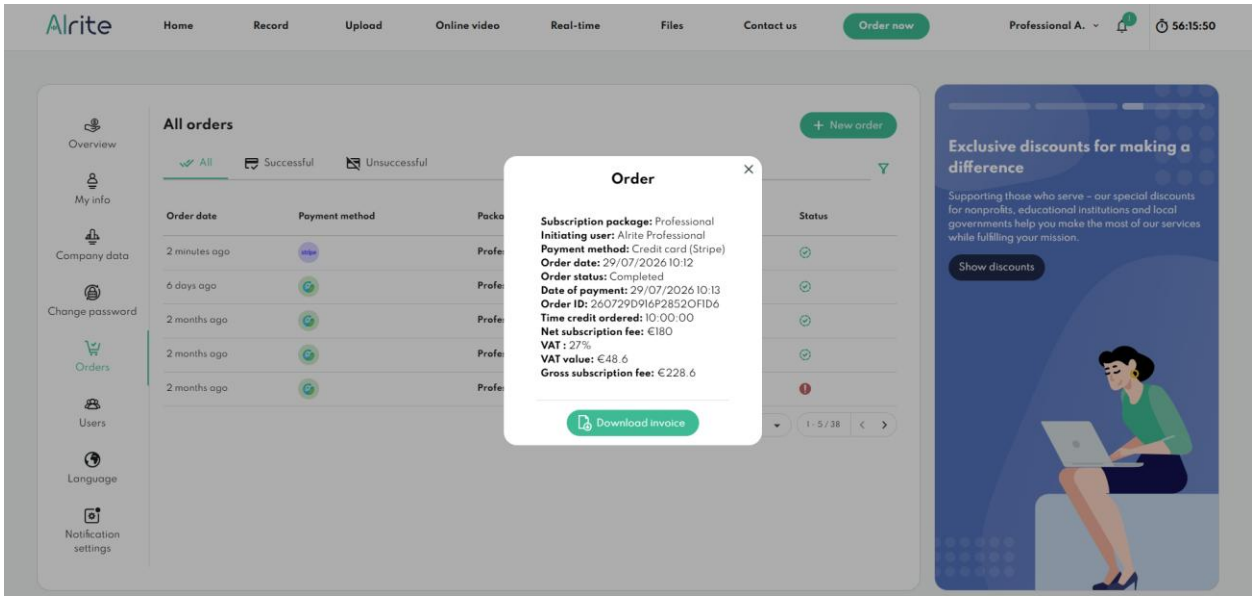
Pending orders – typically transactions settled via bank transfer that are not processed immediately – can be canceled by clicking the *Cancel* button at the end of the corresponding line before payment is completed, should you wish to choose a different payment method or currency.

We recommend canceling a transaction only if you have not yet made a credit card payment or completed the bank transfer. Canceling after payment may prevent your order from being activated, even if the subscription fee has already been paid.

21. Where can you find the invoice for your order?

After each successful subscription made through the web application, an electronic invoice will be sent to the email address associated with your account, containing the billing details provided during the transaction.

Additionally, all your past subscriptions will be listed in the *Orders* menu, where invoices for payments marked with a *Completed* status (indicated by a green checkmark) **can be viewed and downloaded at any time**. To download an invoice, simply click on the relevant line, and then click the ***Download invoice*** button in the pop-up window to save the invoice as a *.pdf* file.



For orders placed through the mobile application, invoices are issued by the respective app stores (*App Store* or *Play Store*). You can access invoices for mobile orders directly in your purchase history within the relevant app store.

22. What is the difference between invoices for business and personal subscriptions?

When **subscribing to one of our individual subscription packages** (*Lite* or *Plus*), invoices can only be issued in the **name and address of a private individual**.

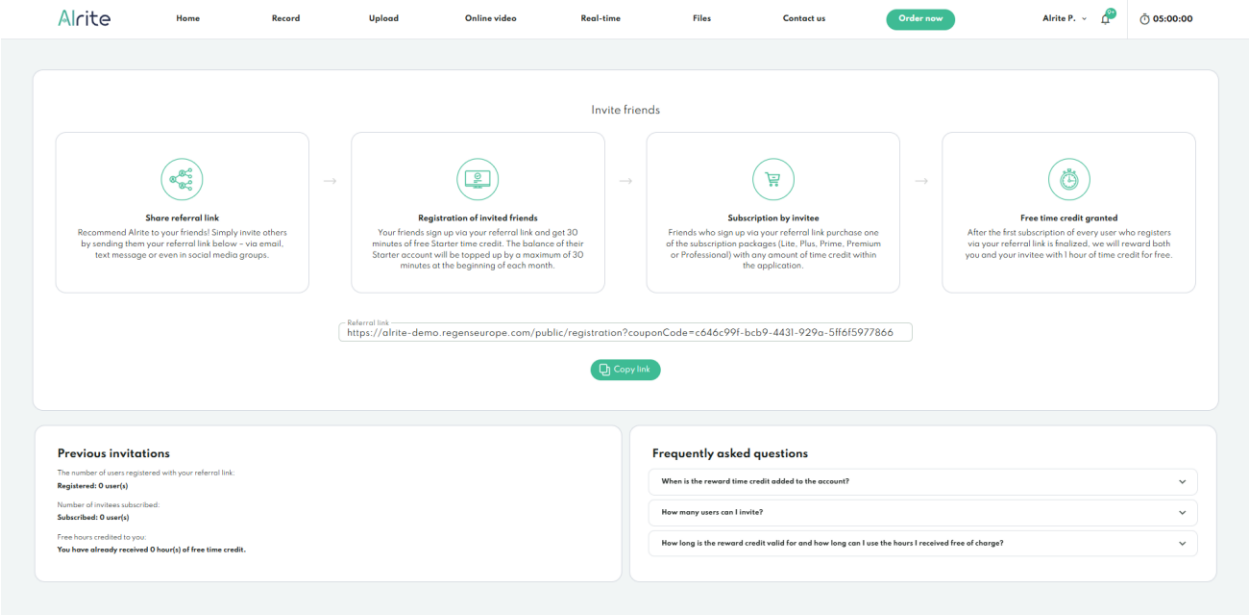
Please note that for users who provide a billing address **outside the European Union** and subscribe as individuals, invoicing is managed by our internationally recognized global payment partner, ***Paddle***, based on the billing information provided during the order process.

For **business subscription packages** (*Prime*, *Premium* and *Professional*), invoices are issued in the **name, address, and VAT number** of the organization specified during the subscription process.

For mobile app subscriptions, which are available only to individual account holders, invoices are issued by the relevant app store (*App Store* or *Play Store*) based on your app store account details. These transactions are handled directly by the corresponding application store and are outside our control.

23. In which cases are you eligible to receive free time credits?

Within the web application, a unique referral link can be found by selecting the *Invite friends* option from the *Profile* drop-down menu (accessible by clicking on your username in the header). You can share this link with friends, family, and colleagues who do not yet have an Alrite account.



When someone registers using your referral link and **purchases one of our subscription packages** (*Lite*, *Plus*, *Prime*, *Premium*, or *Professional*), both you and your invitee will each receive **1 hour of free time credit**.

The credit will be applied based on the package active for each user at the time of activation. However, please note that the reward is granted only for the first subscription of users who register via the referral link. Any subsequent subscriptions by those users will not be eligible for additional free credits.

Main user functions

Supported languages

24. In which languages can the Alrite speech recognition application convert spoken language into text?

The Alrite speech recognition application currently supports speech recognition in **English, German, Spanish, French, Dutch, Danish, Hungarian, Italian, Bulgarian, Greek, Polish, Portuguese, Romanian, Swedish, Slovakian, Slovenian, Serbian and Turkish**. Audio and video files in these languages can therefore be transcribed and captioned using the app.

Before recording audio or processing a media file or online video, you must select the language of the spoken content, which the system will consider when generating the transcript.

Important: Ensure the correct language is selected before starting any processing. If the language is incorrect, the system may fail to recognize the speech, resulting in an inaccurate or blank transcript.

25. Can the Alrite speech recognition application convert files containing speech in multiple languages into text?

Although the Alrite speech recognition application is most commonly used to transcribe and caption audio or video files containing speech in a single language, it can also process materials that include **multiple spoken languages**.

To convert a multilingual material into text, you need to indicate this in advance by selecting the appropriate option. This applies whether you are starting a new recording, uploading an audio or video file, or processing an online video. By selecting this option, you let the system know that it should prepare for multilingual transcription and captioning. However, the multilingual model is only available with an active subscription package (*Lite*, *Plus*, *Prime*, *Premium*, or *Professional*). Users on the free *Starter* package can only use single-language speech recognition models.

At the same time, please note that **our multilingual speech recognition model does not support every language in the world**. As a result, useful and complete transcripts and captions can only be generated if all languages spoken in the file are supported by the multilingual model. Files containing languages other than these – or specific parts of such files – may either not be processed at all or may be converted to text incorrectly.

The multilingual model supports many of the world's most commonly used languages, so it is only in rare cases that it may not be able to process all spoken content successfully. If you would like to convert a file containing speech in a less commonly used language into text, please contact our customer service team at support@alrite.io to inquire whether the language is supported by the multilingual model.

Alrite provides separate monolingual and multilingual speech recognition models because, based on our experience, models optimized for a single language generally provide more accurate results when only one language is spoken. For this reason, users can choose the model that best matches the content of their recording.

Important: Ensure the correct option is selected before starting any processing. If the wrong option is chosen, the system may fail to recognize the speech, resulting in an inaccurate or blank transcript.

Transcription and captioning

26. What is the difference between a transcript and captions?

Although the Alrite speech recognition application **simultaneously generates** both a transcript and captions from the uploaded audio or video files, it is important to understand the distinction between the two.

- The **transcript** is an automatically generated, **punctuated running text representation of the spoken content** in the specified audio or video material, divided into paragraphs where applicable.
- In contrast, **captions** (sometimes also referred to as subtitles) are organized into **time-coded blocks** that align with the spoken content of an audio or video file and **can be overlaid directly on the video**. They are most commonly used to improve accessibility or to display translations for foreign-language video content.

The transcription feature is available to all users, regardless of their package, provided they have sufficient time credit in their account to process the file.

However, **captioning** and related features – such as caption editing and burning captions onto videos – **are restricted to higher-tier subscriptions**: *Plus* for personal use, and *Premium* and *Professional* for business use. Users on lower-tier packages receive captions only for the first two minutes of processed files, enabling them to test the captioning functionality. These sample captions can also be downloaded, similar to full-length captions.

Circling back to transcripts, it is important to note that the continuous text generated by the **application can be exported not only as plain text, but also in a format that includes textual representations of non-speech sounds** detected by the system and chapter titles – provided that the document was created under a subscription package *(Lite, Plus, Prime, Premium, or Professional),* and the user has opted to enable these features.

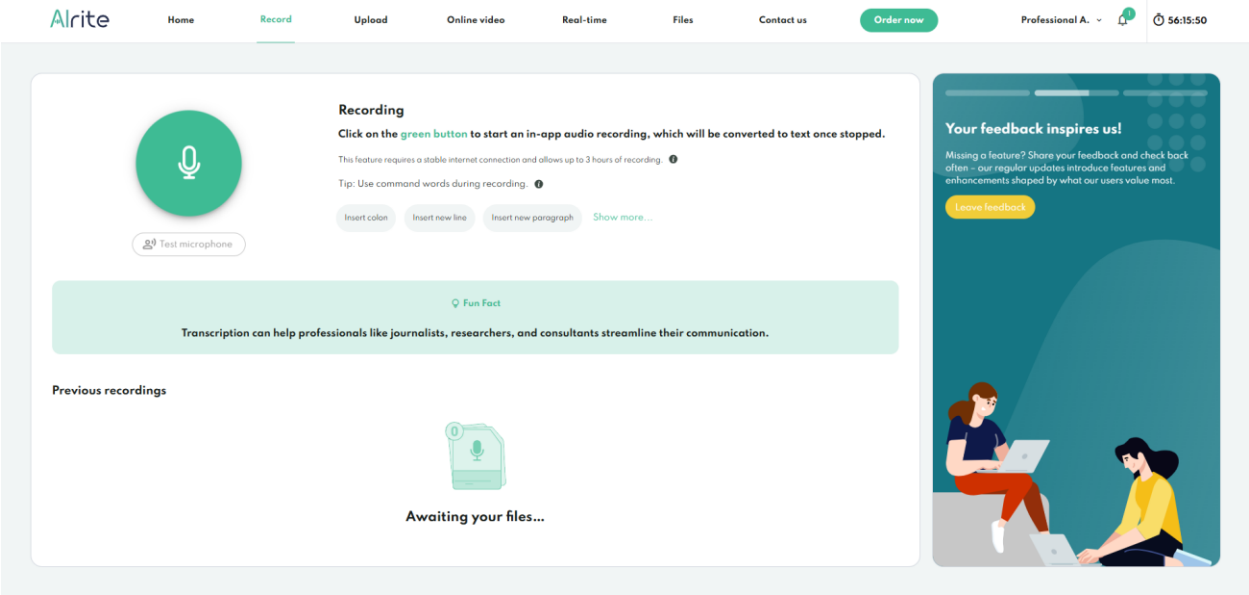
Transcripts featuring timestamps and/or speaker labels are available exclusively for files processed under business subscription packages *(Prime, Premium, or Professional).*

For users on the free *Starter* package, transcripts can only be downloaded as plain text, structured into paragraphs.

Recording

27. How do you record audio and transcribe it within the Alrite application?

You can create audio recordings directly within the application via the **Record** menu. Once the recording is stopped, the file is automatically sent for processing, where it is transcribed and captioned, according to your current user package.



To begin a recording, simply open the menu and click the pulsating microphone icon or the green text. **The recording must be at least 3 seconds long and can last up to 3 hours**.

Important: For valuable or irreplaceable recordings, or if you expect a long recording, we recommend using a desktop application (such as Windows Sound Recorder or Voice Recorder) that operates independently of the browser and internet connection to avoid potential data loss, as browsers can be less reliable in this regard.

To use this feature, you must grant the application access to the built-in or externally connected microphone. This can be done most easily through the pop-up window asking for permission or in the browser settings before starting the recording.

The process of starting, uploading, and processing recordings involves the following steps:

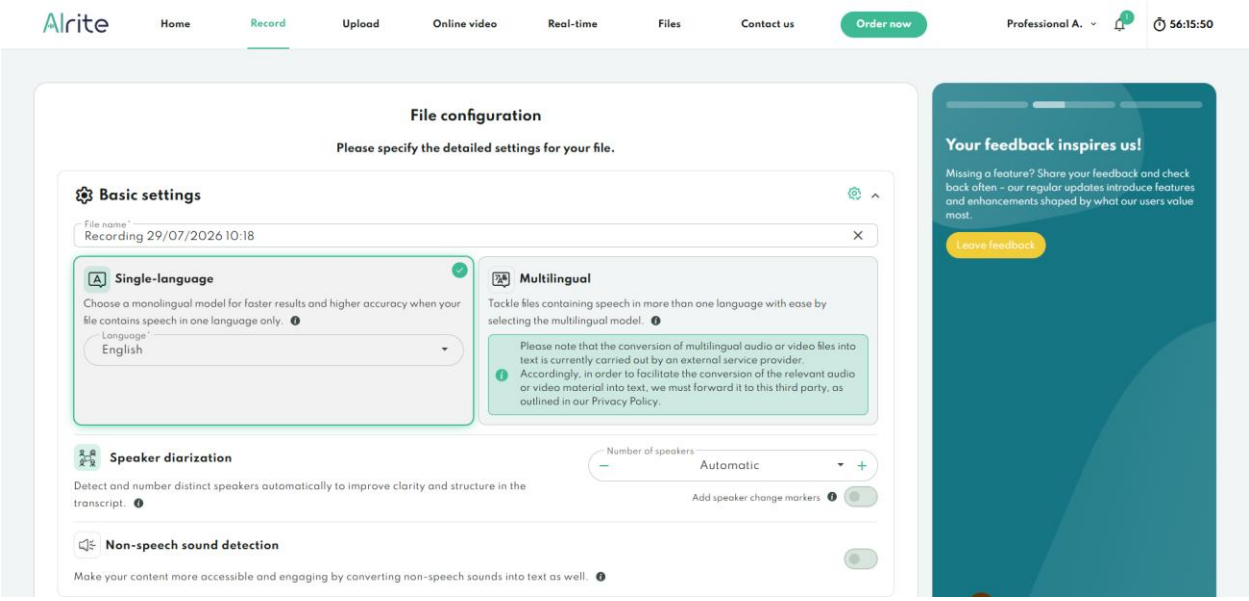
1. **After opening the *Record* menu, you can test your microphone without using any valuable time credit.**
   Before starting your recording, click on *Test microphone* and then *Start test* to check if your speech is understandable, the recording is clear, and your microphone is properly connected. Overall, testing the microphone allows you to assess the quality of the recording that can be made with your current device, without any risk or drawbacks.
   Note: The system will automatically prompt you to test the microphone the first time.

2. **Click the microphone icon and enter the name of the document to be created, then select the speech recognition model to use for the audio recording.**
   After clicking the microphone icon, you can change the name of the resulting file if you wish to use a name other than the one automatically generated by the system.

The most important step is to indicate the expected language of the speech in the recording. If the recording contains speech in only one language, select the appropriate option and specify the expected language in the *Language* field. The system will use this information to support more accurate transcription. If multiple languages are expected to be spoken in the same recording (and you also have a valid *Lite, Plus, Prime, Premium, or Professional* subscription package), simply choose the *Multilingual* option.

Please note that for some languages, several speech recognition models may be available. In such cases, you should review the available options and select the model that best meets your specific requirements.

Important: If the audio recording is expected to contain speech in only one language, we recommend selecting that specific language instead of the *Multilingual* option, as this may result in more accurate outcome.



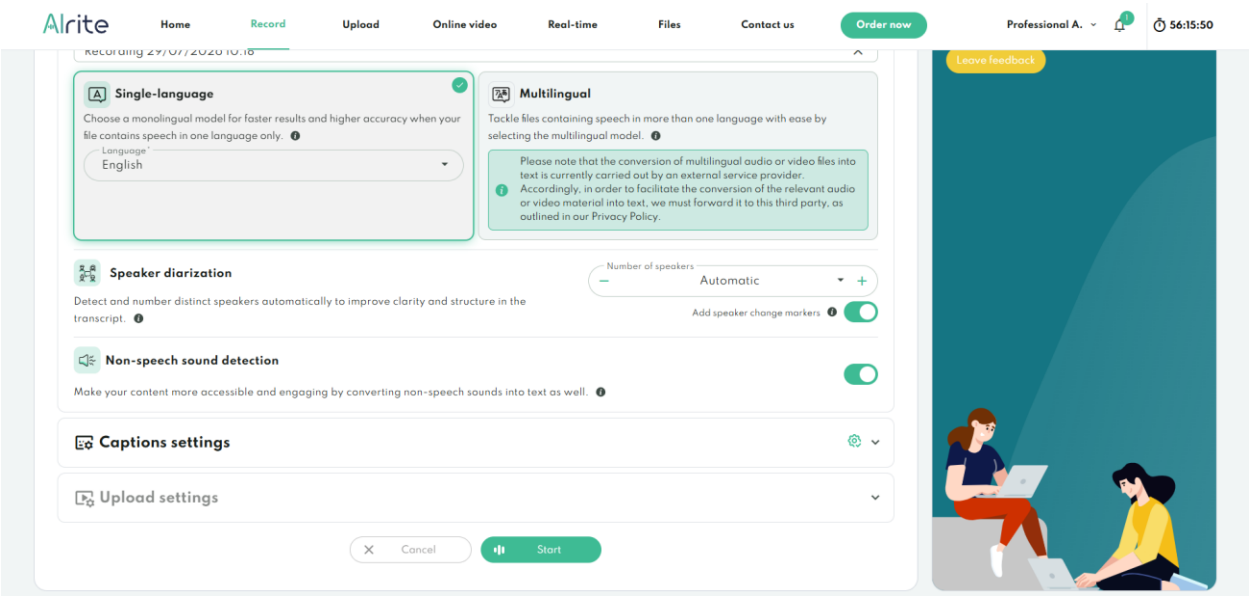
3. **Mark speaker changes in the recording and, where appropriate, use speaker diarization to distinguish between different speakers.**

Under the free *Starter* package and subscription packages available to private individuals (*Lite* and *Plus*), users can choose – using the *Speaker change detection* option – whether the application indicates changes in speaker identity by inserting hyphens placed before each paragraph in both the transcript and captions.

In addition, this option is also available to users with a business subscription via the *Add speaker change markers* toggle; however, under the *Prime*, *Premium*, and *Professional* package, speakers may also be automatically numbered in the generated transcript to facilitate speaker differentiation, provided the *Speaker diarization* function is enabled.

Both the hyphenation preference and the expected number of speakers can be specified before the recording begins. If no speaker count is provided, the system will automatically attempt to determine the number of speakers.

These features may be disabled if not required.



4. **Detect non-speech sounds with the system as well.**

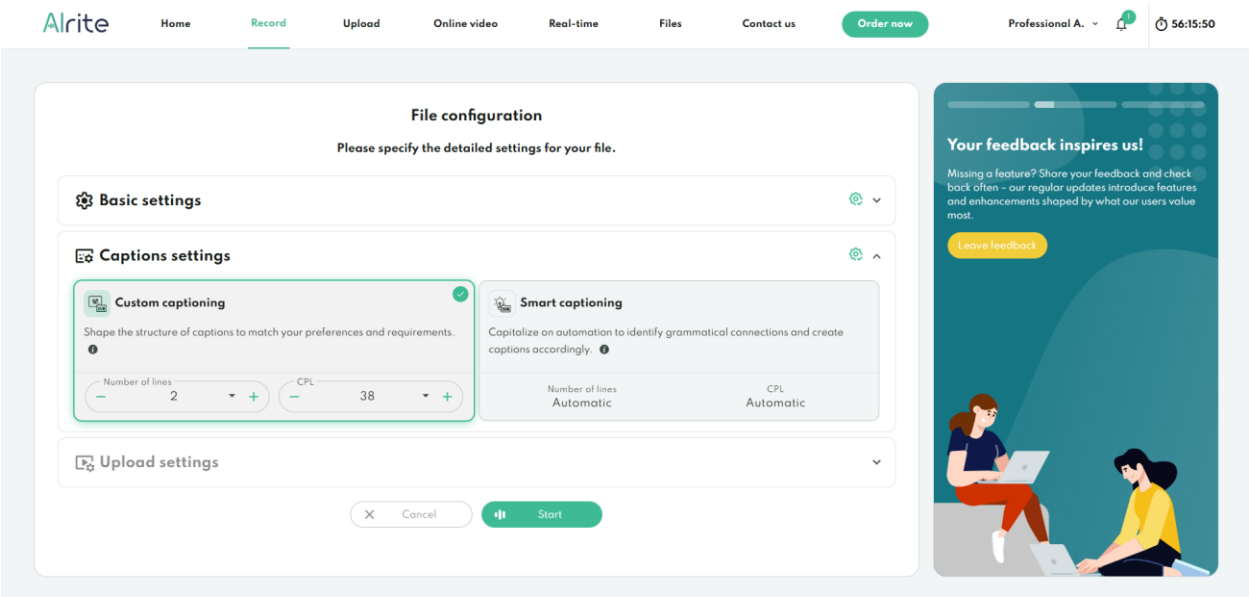
The application can recognize not only speech but also non-speech sounds, provided that the upload is made under one of the subscription packages *(Lite, Plus, Prime, Premium, or Professional).*

If you wish to include non-speech sounds – such as applause, laughter, or music – in your transcript, simply enable the *Non-speech sound detection* option before starting the recording.

5. **Set the caption preferences for the recording.**

The ability to customize caption structure is available only for recordings made under higher-tier subscriptions (specifically, the *Plus* package for personal use and the *Premium* and *Professional* packages for business use).

When generating captions, users can choose between two options. The first is the traditional method, which allows manual adjustment of the number of lines (1, 2, or 3) and the *CPL* (Characters Per Line), setting a maximum character limit per line. Alternatively, a smart captioning option is available. This option automatically adjusts both the number of lines and the characters per line based on sentence analysis, aiming to keep grammatically, contextually or syntactically related words within the same line or block whenever possible.

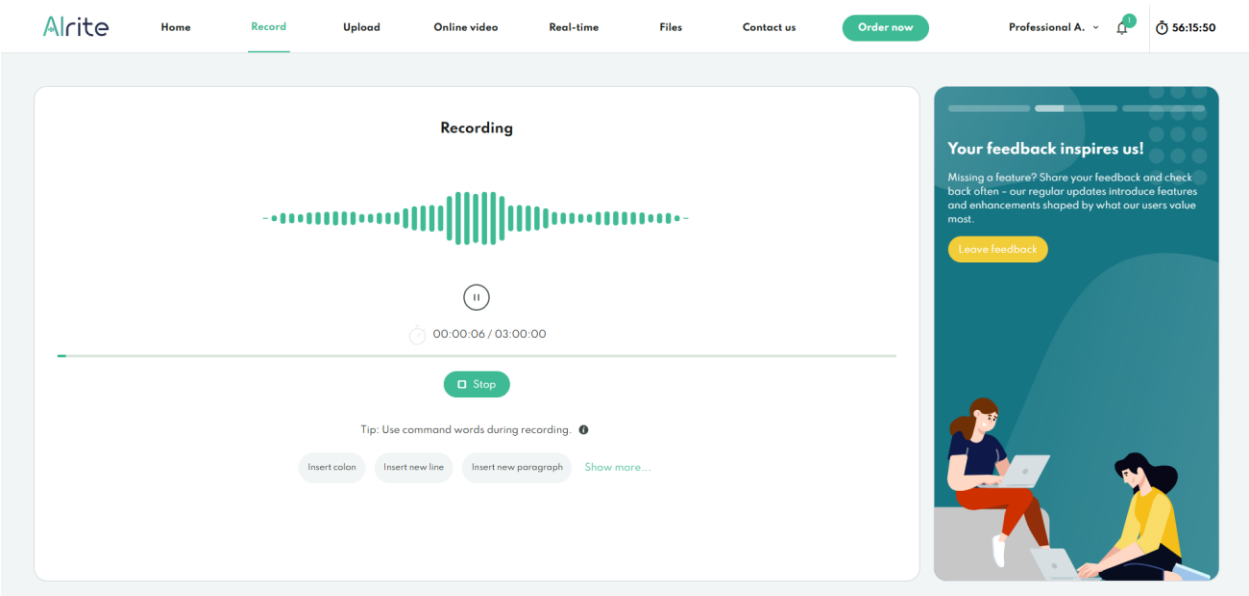


6. **Click *Start* when you are ready to begin recording.**

   Once the settings are defined, click the *Start* button to begin recording. The elapsed time will be displayed in seconds on the stopwatch. The minimum recording time is 3 seconds, and the maximum is 3 hours.

7. **You may use so-called command words during the recording.**

   The Alrite speech-to-text application automatically applies punctuation during transcription and captioning. However, certain characters (such as colons or square brackets) cannot be inserted into the text based on speech alone. To address this limitation, command words (e.g., "insert colon") were introduced, allowing users to format or supplement the text as desired by pronouncing them during the recording. More details on command words are provided in a separate question.



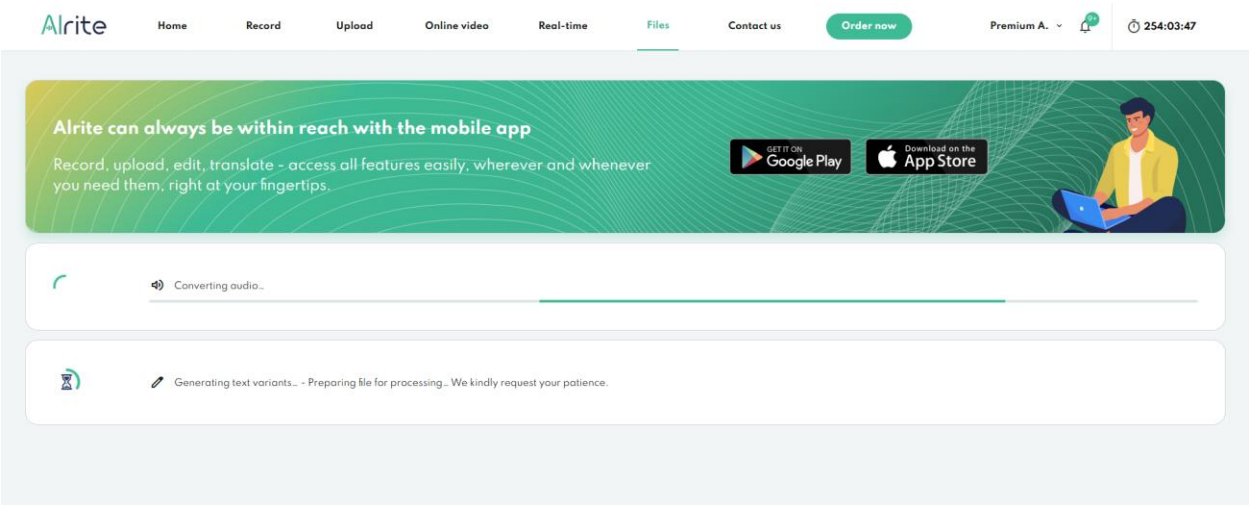
8. **You can pause the recording if needed, then stop it when finished to generate the text variants.**

   You can pause the recording by pressing the *Pause* button. To resume, click the microphone icon, or click the *Stop* button to end the recording. Once the recording is stopped, the audio file will begin uploading to generate the text version.

   Important: Avoid navigating away from the site or closing the tab/window until the recording is uploaded, as this may interrupt the whole process. Pop-up warnings within the application will alert you to this. Your recordings can only be transcribed and captioned after they have been successfully uploaded.

9. **Once the recording is successfully uploaded, your recording will automatically begin processing and converting to text.**

   If the upload is successful, you will be redirected to the file details page, where the audio conversion, transcript generation, and captioning will start. The progress of each step is shown by progress bars.



10. **Once the parallel processes are complete, the details page of the uploaded recording will display the generated transcript and captions, and the audio will also be available for playback.**

    Additionally, buttons for initiating user functions appear once the text versions are generated, including options for replacing command words and symbols. If these were spoken during the recording, they can be applied after the text versions are created.

11. **Correct any mistakes by editing the text, and then translate the versions into other languages.**

    Any inaccuracies in the generated text can be easily corrected by editing the transcript, which will automatically update the captions once saved. Users with a

subscription package can then generate highly accurate translations from these text variants with just a few clicks.
For transcripts of audio recorded under business subscription packages, the automatically numbered speaker names generated by the speaker diarization feature can also be changed.

12. **The audio recording, along with the corresponding transcript and captions, can be downloaded separately from the file details page.**
The transcript can be downloaded as a plain text document or with speaker names and/or timestamps, available with a business subscription. Additionally, full-length automatic captions for recordings under higher-tier subscription packages can be downloaded in *.srt* or *.vtt* format.

The transcription feature is available to all users, regardless of their subscription package, as long as they have sufficient time credit to process the file.

However, **captioning** and related features, including caption editing and burning captions onto videos, are **only available in higher-tier subscription packages** (*Plus* for personal use, and *Premium* and *Professional* for business use). For files uploaded under other packages, captions are only generated from the first 2 minutes to allow users familiarize yourself with and test the captioning feature.

Transcripts with timestamps and/or speaker labels are generated only for files processed under a business subscription (*Prime*, *Premium*, or *Professional*). Both speaker names and timestamps can be displayed on the file page by activating the corresponding buttons.

For private use packages (*Lite*, *Plus*), transcripts can only be downloaded as plain text, divided into paragraphs, which may potentially contain **non-speech sounds and chapters** if the user has used these features.

28. What are command words and symbols in Alrite, and how can you use them during audio recording?

In addition to the existing automatic punctuation and paragraph breaks, you can use so-called command words to **format the dictated text or insert special characters** using **voice commands** while recording.

To make use of this feature, it is important to use the correct phrases while recording. Below is a summary of how to use command words during and after the recording.

1. Start your in-app audio recording from the ***Record*** menu by first clicking the **green microphone** button, then specifying the settings for the file to be created.

2. While recording the audio, **use any of the following commands** to apply them later and format the transcript or insert special characters in the text.

    a. *insert colon*

    b. *insert new line*

    c. *insert new paragraph*

    d. *insert open square bracket AND insert close square bracket*

    e. *insert open quote AND insert close quote*

    f. *insert open curly bracket AND insert close curly bracket*

    g. *insert open bracket AND insert close bracket*

    h. *insert hyphen*

    i. *insert dash*

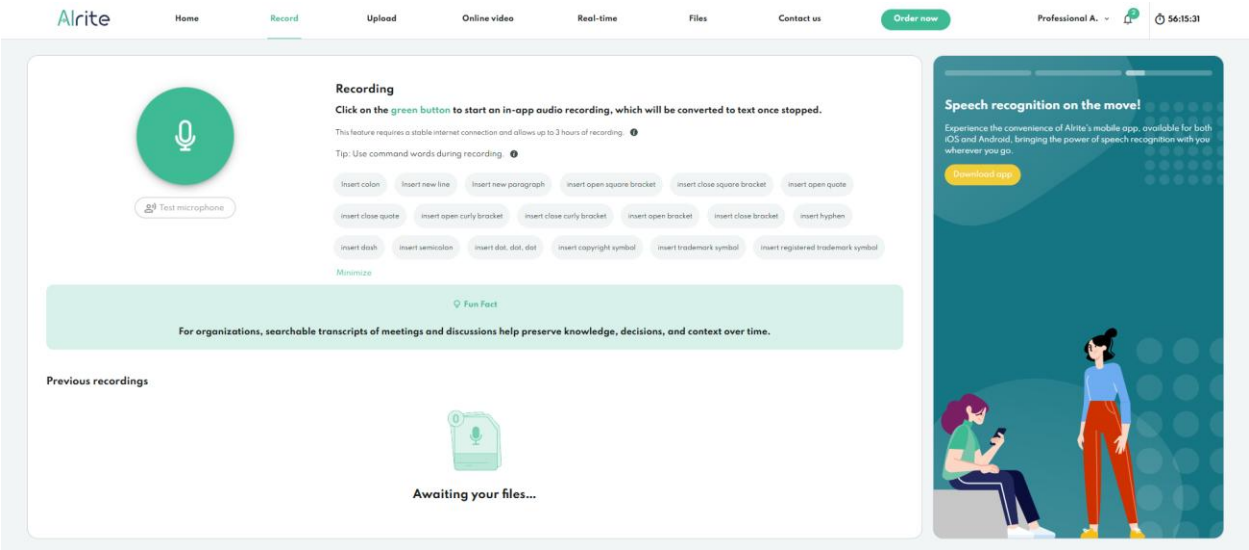
    j. *insert semicolon*

    k. *insert dot, dot, dot*

    l. *insert copyright symbol*

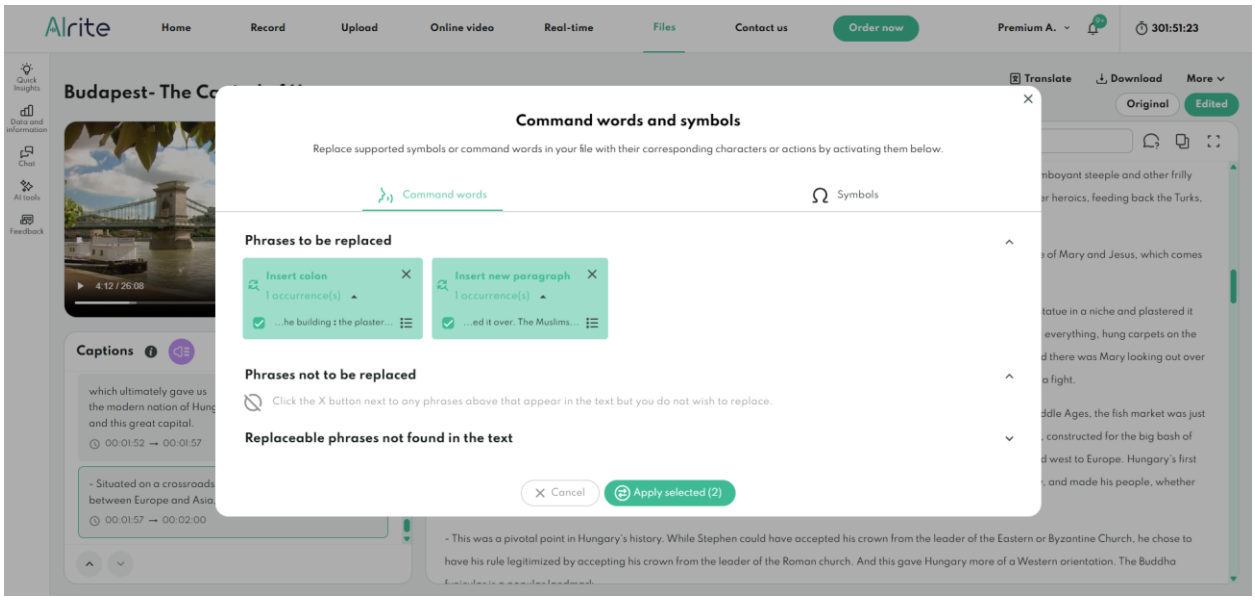
    m. *insert trademark symbol*

    n. *insert registered trademark symbol*



3. After finishing the recording and successfully uploading and processing the file, go to the file details page, click on the *More* menu, and select *Replace*, followed by ***Replace command words and symbols*** to apply the commands.

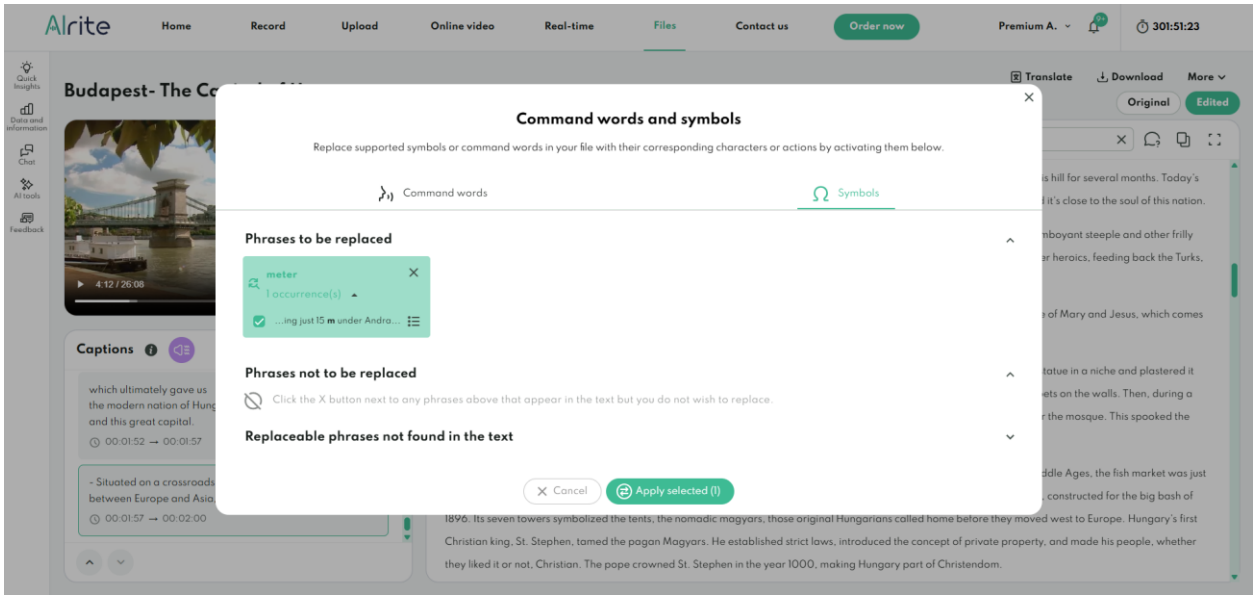
   In the pop-up window that appears, you'll see which command words were identified during the recording. You can then decide whether to apply them individually. To apply a command, simply leave it in the *Phrases to be replaced* section and click the *Apply selected* button. button. If you prefer not to apply a command, click the X button next to it to exclude it, which will move it to the *Phrases not to be replaced* section.



In this pop-up window, you can also view the command words that were not detected in the recording and, therefore, could not be validated. These will appear in the *Replaceable phrases not found in the text* section. It is worth reviewing these and applying them to future recordings if necessary.

To summarize, if the commands are spoken correctly in the recording (and successfully transcribed afterwards), they will initially appear as text in the transcript. However, after using the *Replace command words and symbols* feature, these text elements will be validated as commands within the transcript.

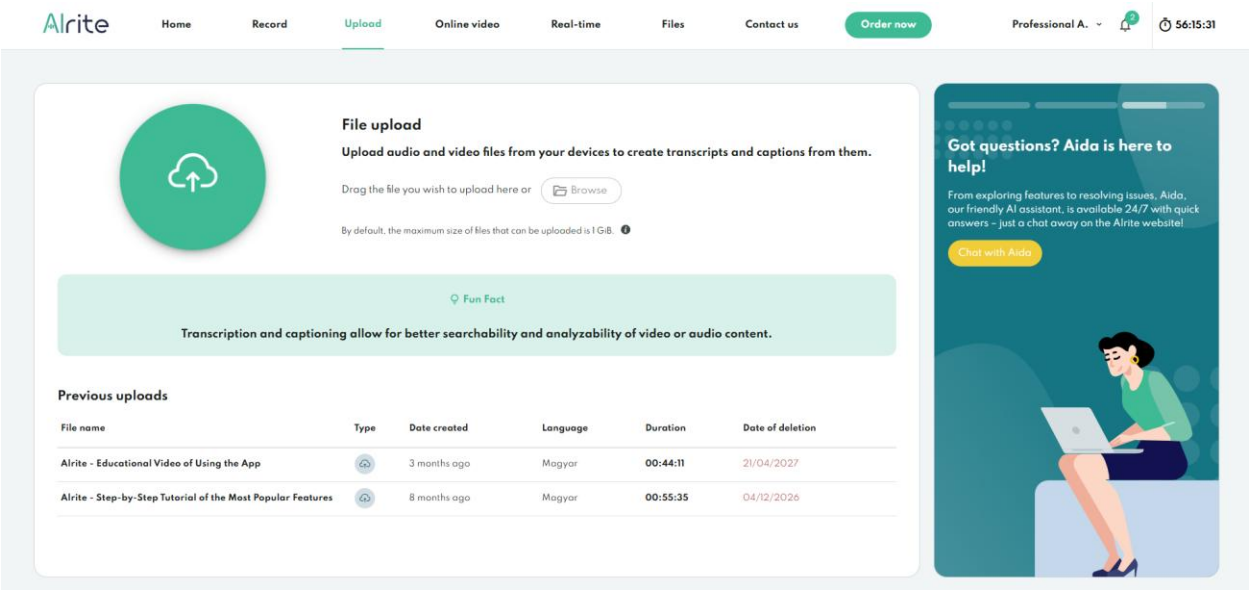
In addition to command words, symbols can also be placed and replaced in the transcript. The process is almost identical to the one described above, with the only difference being that in the popup window that appears after clicking the *Apply selected* button, you need to switch to the *Symbols* tab and specify which symbols you would like to see in the transcript instead of their text form.



Upload

29. How do you upload an audio or video file to the Alrite application?

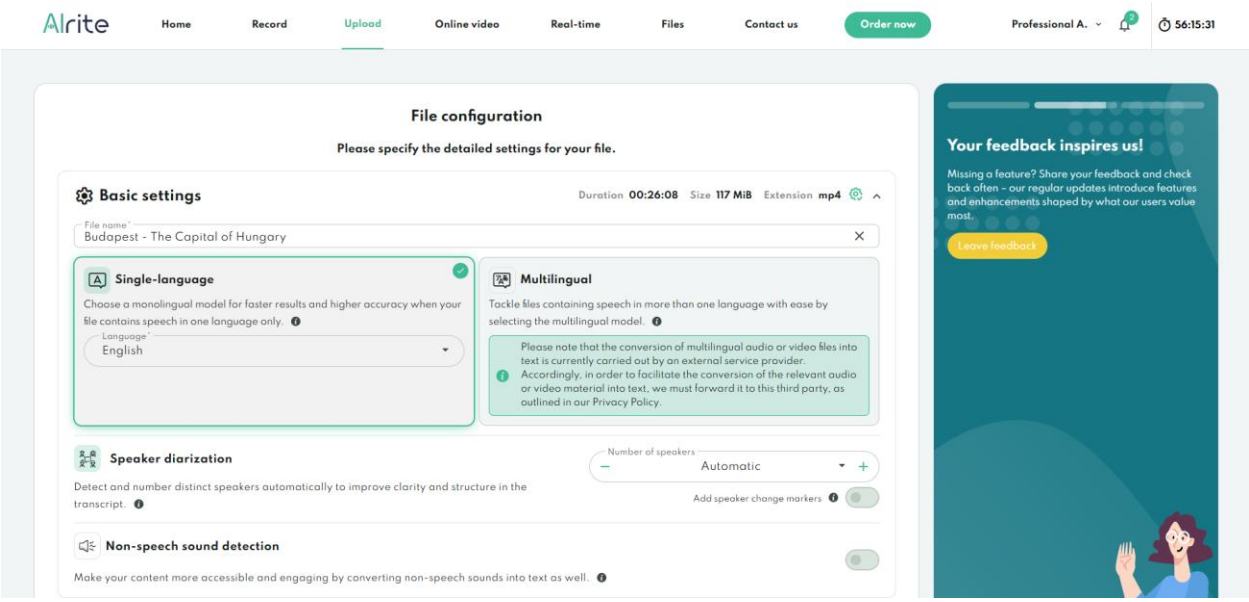
Use the ***Upload*** menu to upload any audio or video files stored on your device or an external storage drive. Once the menu is open, you can either drag and drop the file from the relevant folder or click the upload icon or *Browse* button to begin uploading the file for processing.



Supported formats: .webm, .wav, .mp3, .ogg, .opus, .m4a, .wma, .mkv, .mov, .mp4, .wmv.

The process of uploading and processing audio and video files in various formats follows these steps after selecting the file:

1. **Specify the name of the document to be created, then select the speech recognition model to use for the audio or video file.**
   Once selected, you can change the name of the resulting file if you prefer a different name than the one it originally has.
   The most important step is to indicate the language of the speech in the audio or video. If the file contains speech in only one language, select the appropriate option and specify the language in the *Language* field. The system will use this information to support more accurate transcription. If multiple languages are spoken in the content to be uploaded (and you also have a valid *Lite, Plus, Prime, Premium, or Professional* subscription package), simply choose the *Multilingual* option.
   Please note that for some languages, several speech recognition models may be available. In such cases, you should review the available options and select the model that best meets your specific requirements.
   Important: If the online video you want to convert to text contains speech in only one language, we recommend selecting that specific language instead of the *Multilingual* option, as this may result in more accurate outcome.



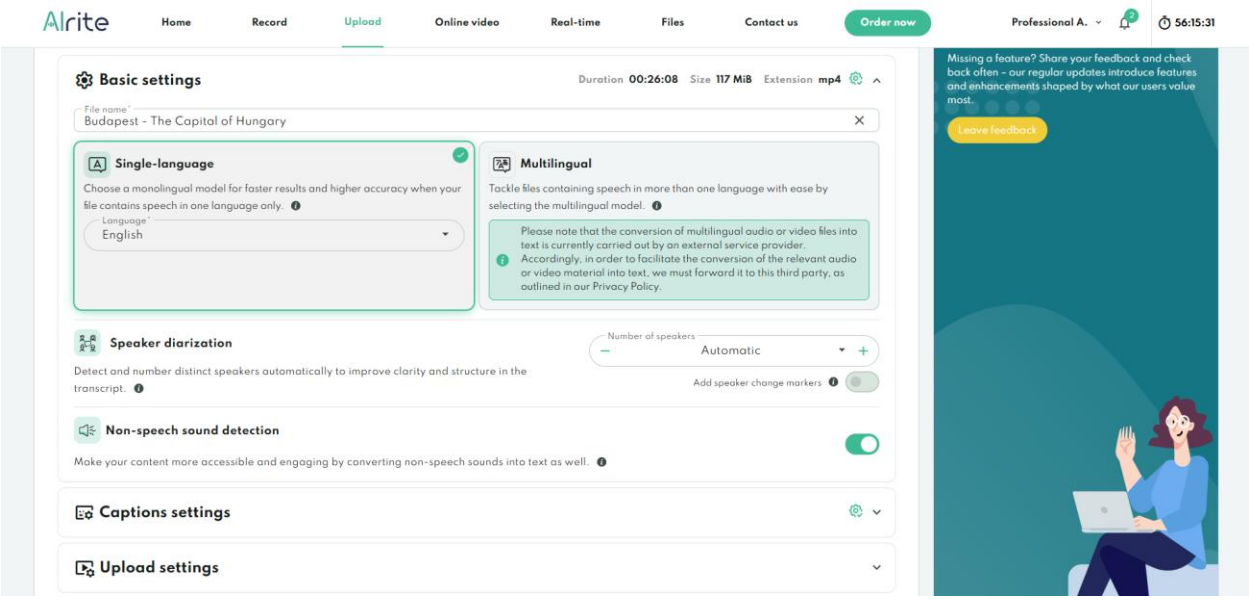
2. **Mark speaker changes in the file and, where appropriate, use speaker diarization to distinguish between different speakers!**

   Under the free *Starter* package and subscription packages available to private individuals (*Lite* and *Plus*), users can choose – using the *Speaker change detection* option – whether the application indicates changes in speaker identity by inserting hyphens placed before each paragraph in both the transcript and captions.

   In addition, this option is also available to users with a business subscription via the *Add speaker change markers* toggle; however, under the *Prime*, *Premium*, and *Professional* package, speakers may also be automatically numbered in the generated transcript to facilitate speaker differentiation, provided the *Speaker diarization* function is enabled.

   Both the hyphenation preference and the expected number of speakers can be specified before the recording begins. If no speaker count is provided, the system will automatically attempt to determine the number of speakers.

   These features may be disabled if not required.



3. **Detect non-speech sounds with the system as well!**

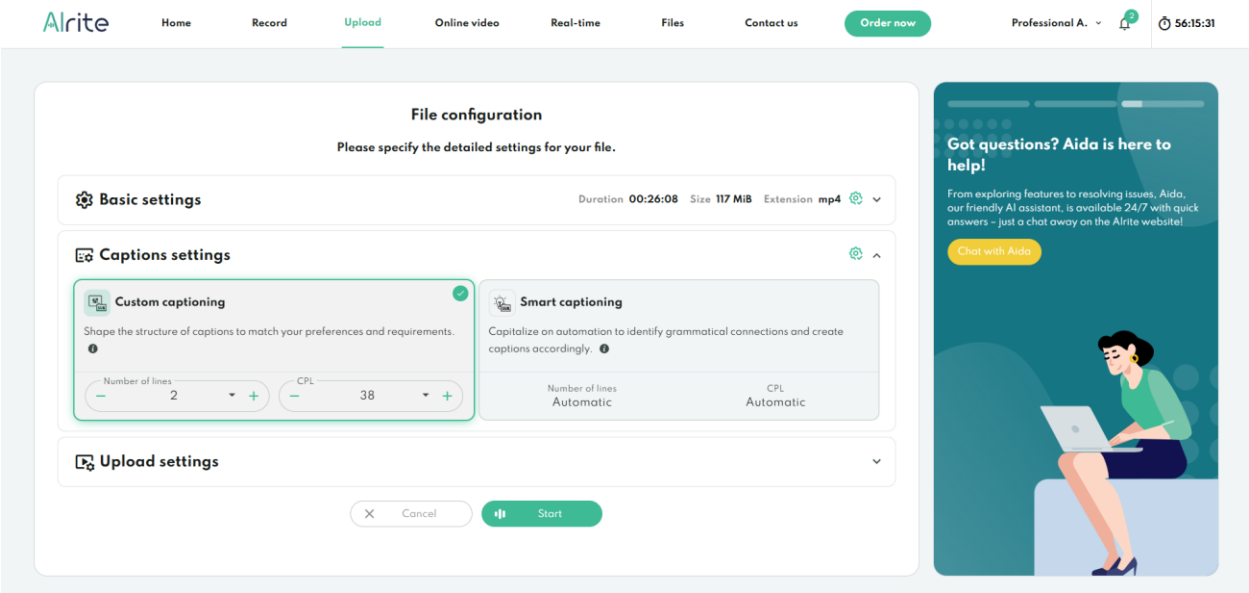
   The application can recognize not only speech but also non-speech sounds, provided that the upload is made under one of the subscription packages (*Lite*, *Plus*, *Prime*, *Premium*, or *Professional*).

   If you wish to include non-speech sounds – such as applause, laughter, or music – in your transcript, simply enable the *Non-speech sound detection* option before starting the upload.

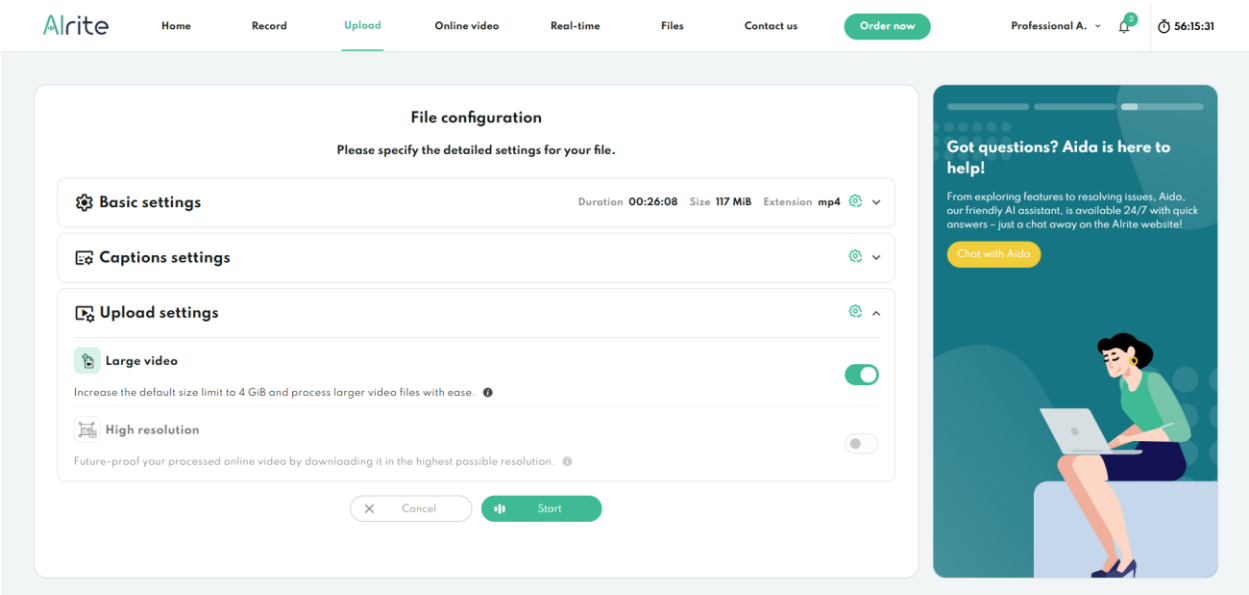
4. **Define the caption settings for the recording you wish to make.**

   Customizing the structure of the captions is available only for audio and video uploaded under higher-tier subscription packages (*Plus* for personal use, and *Premium* and *Professional* for business use).

   When generating captions, users can choose between two options. The first is the traditional method, which allows manual adjustment of the number of lines (1, 2, or 3) and the CPL (Characters Per Line), setting a maximum character limit per line. Alternatively, a smart captioning option is available. This option automatically adjusts both the number of lines and the characters per line based on sentence analysis, aiming to keep grammatically, contextually or syntactically related words within the same line or block whenever possible.



5. **If you know that the file you intend to upload exceeds the default 1 GB size limit, enable the *Large video* option in the upload settings before proceeding.** This feature is available exclusively in the higher-tier subscription packages, meaning it is only accessible to users with a personal *Plus* or a business *Premium* or *Professional* subscription package, allowing users to upload files up to 4 GB in size. It is important to note that this setting can only be activated for video files. Each user can store up to 3 large video files in their account at a time, while business accounts can store a total of up to 10 large video files. If these storage limits are reached, uploading a new large video is only possible after at least one existing large video is deleted from the account.



6. **Click *Start* when you are ready to begin uploading!**

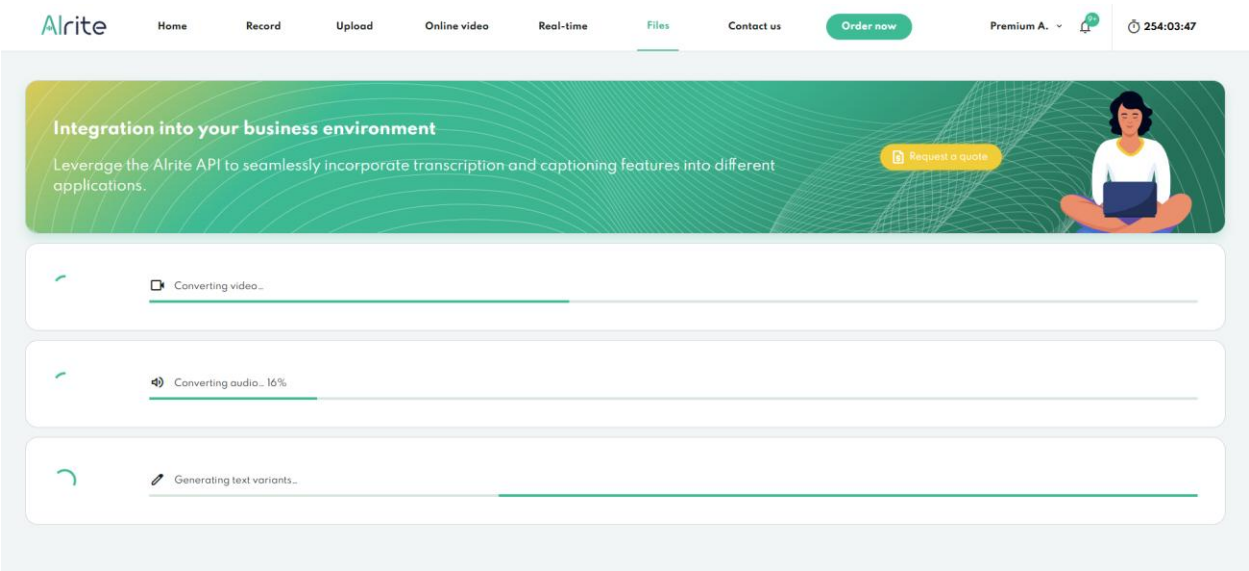
Once the settings are defined, click the *Start* button to begin the upload. If you accidentally start uploading the wrong file, click Cancel and repeat the process.

Important: Avoid navigating away from the site or closing the tab/window until the file is uploaded, as this may interrupt the whole process. Pop-up warnings within the application will alert you to this. Your files can only be transcribed and captioned after they have been successfully uploaded.

7. **Once the file upload is complete, your file will automatically begin processing and converting to text.**

   If the upload is successful, you will be redirected to the file details page, where the audio and/or video conversion, tra

   nscript generation, and captioning will start. The progress of each step is shown by progress bars.



8. **Once the parallel processes are complete, the details page of the uploaded file will display the generated transcript and captions, and the file will also be available for playback.**

   Buttons to initiate user functions will appear on the details page once the text versions are ready.

9. **Correct any mistakes by editing the text, and then translate the versions into other languages.**

   Any inaccuracies in the generated text can be easily corrected by editing the transcript, which will automatically update the captions once saved. Users with a subscription package can then generate highly accurate translations from these text variants with just a few clicks.

For transcripts of audio or video uploaded under business subscription packages, the automatically numbered speaker names generated by the speaker diarization feature can also be changed.

10. **The audio or video file, along with the corresponding transcript and captions, can be downloaded separately from the file details page.**
    The transcript can be downloaded as a plain text document or with speaker names and/or timestamps, available with a business subscription. Additionally, full-length automatic captions for recordings under higher-tier subscription packages can be downloaded in *.srt* or *.vtt* format.

The transcription feature is available to all users, regardless of their subscription package, as long as they have sufficient time credit to process the file.

However, **captioning** and related features, including caption editing and burning captions onto videos, are **only available in higher-tier subscription packages** (*Plus* for personal use, and *Premium* and *Professional* for business use). For files uploaded under other packages, captions are only generated from the first 2 minutes to allow users familiarize yourself with and test the captioning feature.

Transcripts with timestamps and/or speaker labels are generated only for files processed under a business subscription (*Prime*, *Premium*, or *Professional*). Both speaker names and timestamps can be displayed on the file page by activating the corresponding buttons.

For private use packages (*Lite*, *Plus*), transcripts can only be downloaded as plain text, divided into paragraphs, which may potentially contain **non-speech sounds and chapters** if the user has used these features.

30. What is the maximum length and file size of an audio file that can be uploaded?

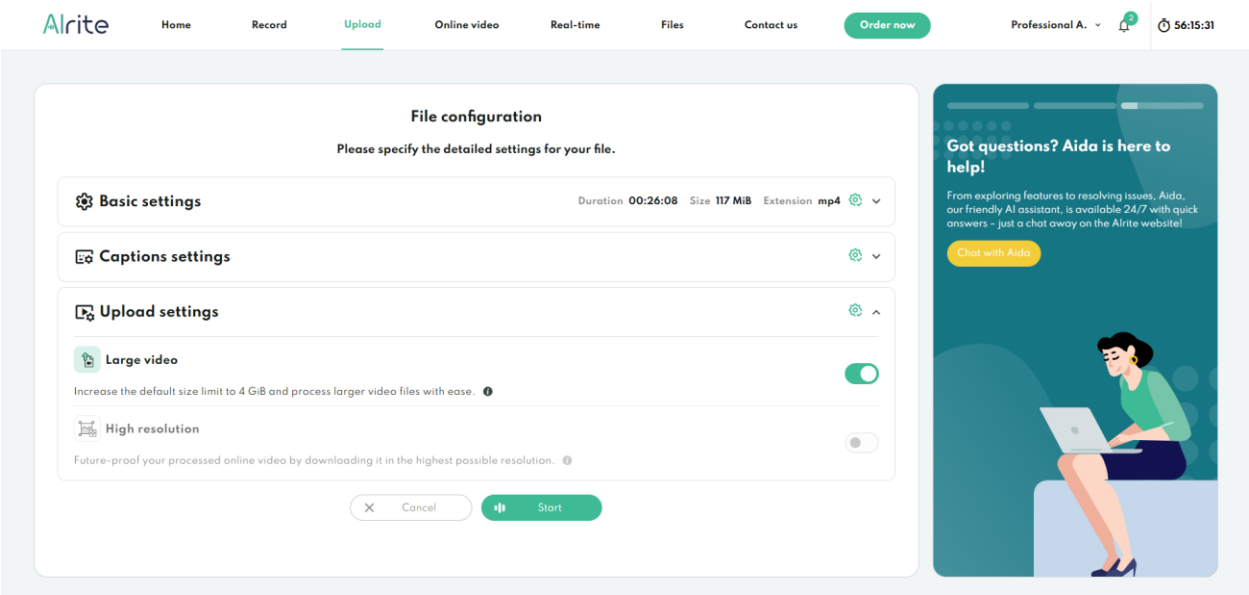
The **maximum size** for uploaded audio files is **1 GB**, regardless of the user package.

There is **no limit on file length**, but available time credit and the size limit determine the maximum length of files that can be uploaded.

31. What is the maximum length and file size of a video file that can be uploaded?

By default, the **maximum size** for uploaded video files is **1 GB**.

Only accounts **with a higher-tier subscription** are permitted to upload video files that exceed this limit, with a maximum size of **4 GB**. For these accounts, the option to upload large videos for generating text variations can be enabled by activating the *Large video* option in the settings before initiating processing.



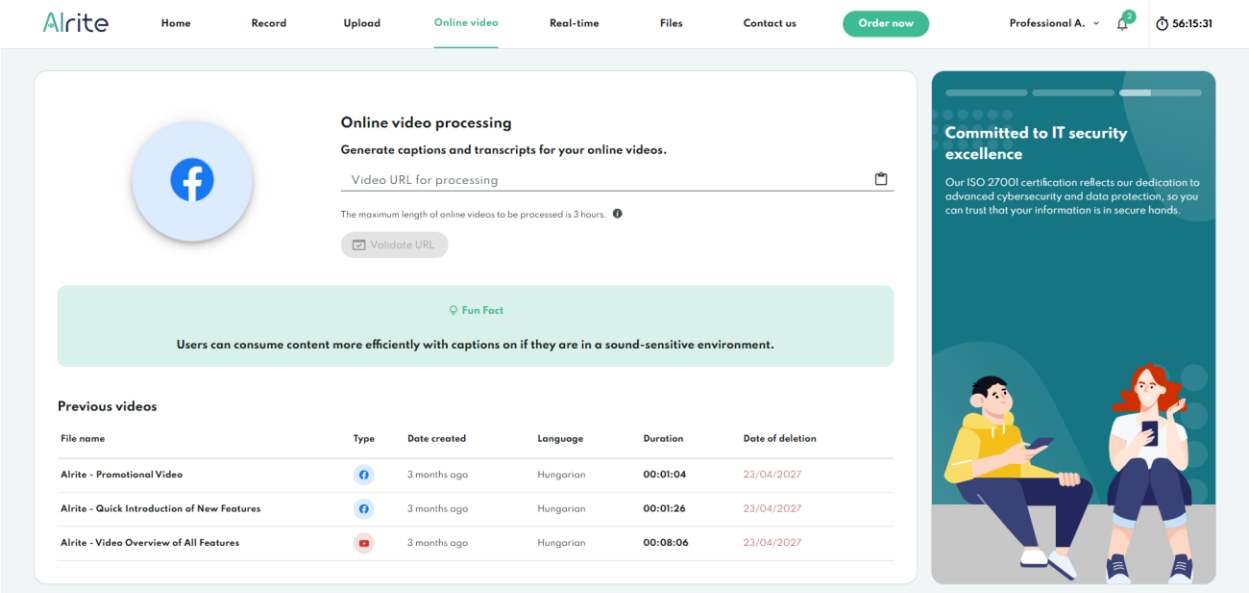
- For users with a business account, only the *Premium* and *Professional* packages support large video uploads. Users within a business account may store **a maximum of 3 large videos per user** at any given time, **with a total limit of 10 large videos across the entire business account**.
- For private users, only the *Plus* package allows large video uploads. A personal user account may store **up to 3 large videos** at any given time.

If these limits are reached, a new large video can only be uploaded if at least one existing large video is deleted from the account.

Online video captioning (Facebook, TikTok, Dailymotion)

32. How do you transcribe and caption online videos within the application?

In addition to the in-app recording and file upload features, the application also allows you to download and convert online videos (currently supported from YouTube, Facebook, TikTok, and Dailymotion) into various text variants by simply entering the video link in the ***Online video*** menu.



After accessing the menu mentioned above, you can initiate the processing of the desired online video – whether it is a single video or part of a playlist – by entering the URL in the corresponding field.

Important: The support and availability of currently supported online video platforms also depend on whether the platform of the video to be processed allows video downloads at the given moment.

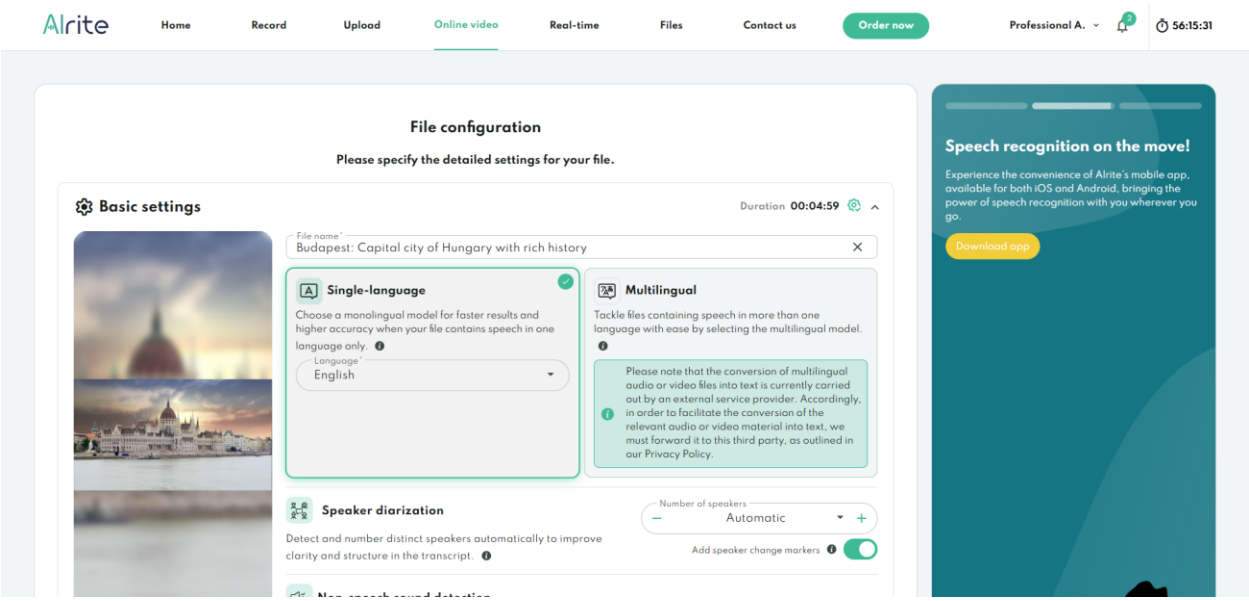
The process of downloading and processing online videos proceeds as follows after the link is entered:

1. **Specify the name of the document to be created, then select the speech recognition model to use for the online video.**
   Once the link is verified, can change the name of the resulting file if you prefer a different title than the one it originally has.
   The most important step is to indicate the language of the speech in the online video. If the video contains speech in only one language, select the appropriate

option and specify the language in the *Language* field. The system will use this information to support more accurate transcription. If multiple languages are spoken in the video to be processed (and you also have a valid *Lite, Plus, Prime, Premium, or Professional* subscription package), simply choose the *Multilingual* option.

Please note that for some languages, several speech recognition models may be available. In such cases, you should review the available options and select the model that best meets your specific requirements.

Important: If the online video you want to convert to text contains speech in only one language, we recommend selecting that specific language instead of the *Multilingual* option, as this may result in more accurate outcome.



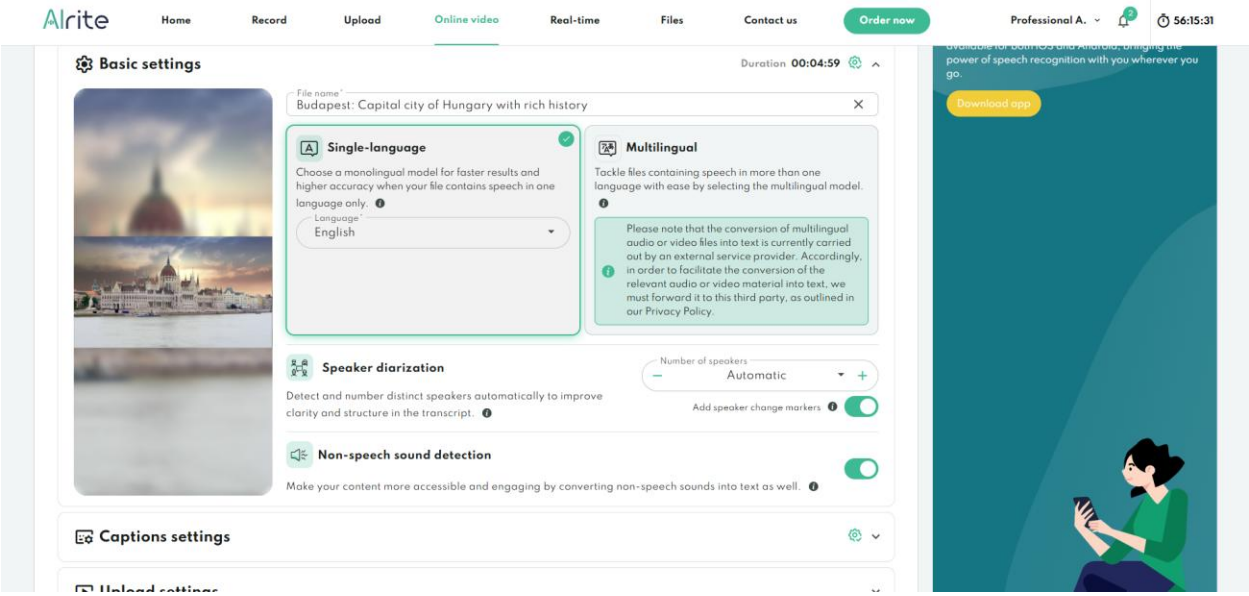
2. **Mark speaker changes in the recording and, where appropriate, use speaker diarization to distinguish between different speakers!**

Under the free *Starter* package and subscription packages available to private individuals (*Lite* and *Plus*), users can choose – using the *Speaker change detection* option – whether the application indicates changes in speaker identity by inserting hyphens placed before each paragraph in both the transcript and captions.

In addition, this option is also available to users with a business subscription via the *Add speaker change markers* toggle; however, under the *Prime*, *Premium*, and *Professional* package, speakers may also be automatically numbered in the generated transcript to facilitate speaker differentiation, provided the *Speaker diarization* function is enabled.

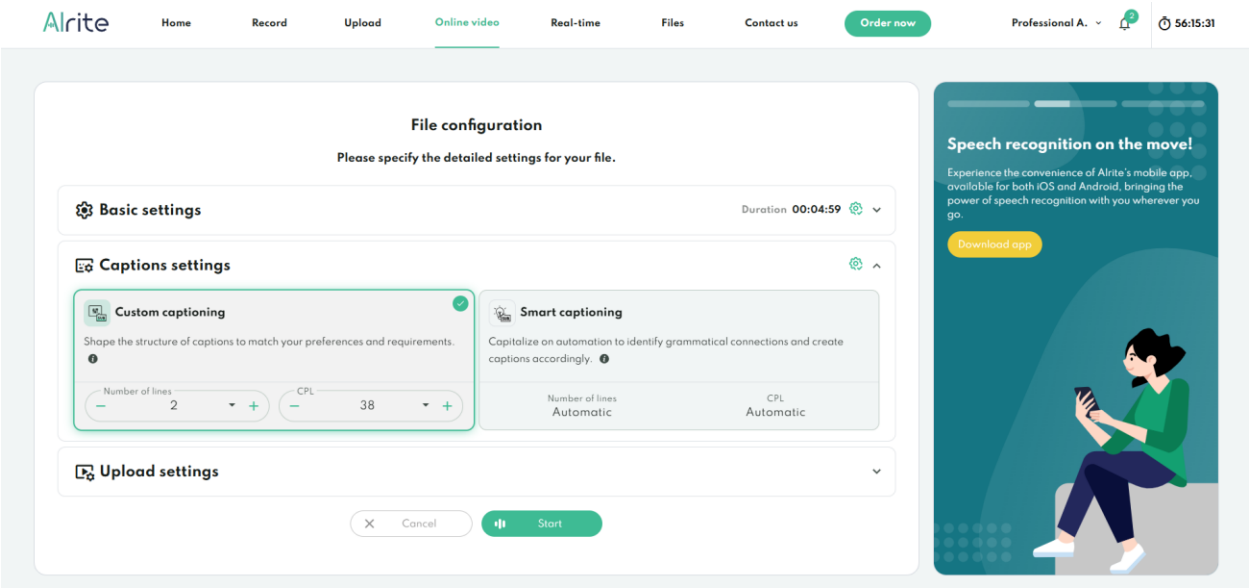
Both the hyphenation preference and the expected number of speakers can be specified before the recording begins. If no speaker count is provided, the system will automatically attempt to determine the number of speakers.

These features may be disabled if not required.

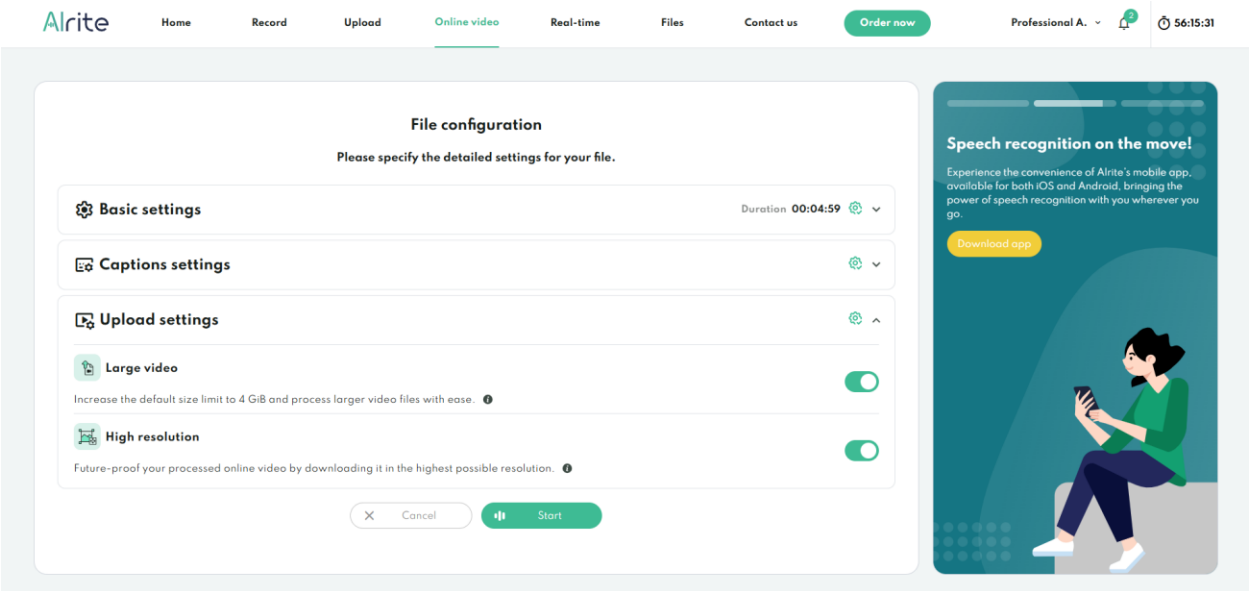


3. **Detect non-speech sounds with the system as well!**
The application can recognize not only speech but also non-speech sounds, provided that the upload is made under one of the subscription packages *(Lite, Plus, Prime, Premium, or Professional).*
If you wish to include non-speech sounds – such as applause, laughter, or music – in your transcript, simply enable the *Non-speech sound detection* option before starting the video's processing.

4. **Define the caption settings for the video you wish to process.**
Customizing the structure of the captions is available only for audio and video uploaded under higher-tier subscription packages (*Plus* for personal use, and *Premium* and *Professional* for business use).
When generating captions, users can choose between two options. The first is the traditional method, which allows manual adjustment of the number of lines (1, 2, or 3) and the *CPL* (Characters Per Line), setting a maximum character limit per line. Alternatively, a smart captioning option is available. This option automatically adjusts both the number of lines and the characters per line based on sentence analysis, aiming to keep grammatically, contextually or syntactically related words within the same line or block whenever possible.



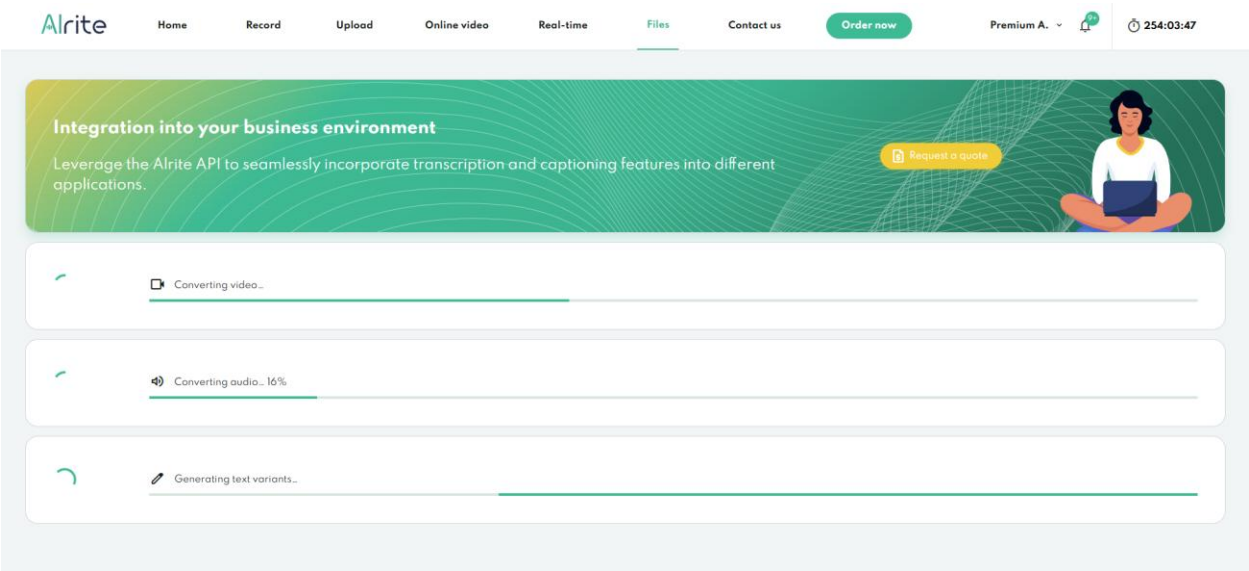
5. **If you know that the video you intend to process would otherwise be downloaded at a lower resolution due to the default 1 GB size limit, enable the *Large video* option in the *Upload settings* section, which may allow the video to be downloaded at a higher resolution.**
   By default, the system will search for the highest resolution (up to *Full HD*) available for the given online video, where the video size is just under 1 GB. Activating the aforementioned option increases the limit to 4 GB. This feature is available only with higher-tier subscription packages (*Plus* for personal use, and *Premium* and *Professional* for business use). Users can store up to 3 large videos in their account, while business accounts can store up to 10. Once these limits are reached, a new large video can only be uploaded if at least one previous video is deleted.



6. **If you intend to burn the finalized captions directly onto the video after processing, select the *High resolution* option in the *Upload settings* section before starting the process.**
   This feature is available only with higher-tier subscription packages (*Plus* for personal use, and *Premium* and *Professional* for business use), which allows you to download online videos in up to 4K resolution, provided they are available in this resolution and fit within the applicable size limits (see the 1 GB and 4 GB limits detailed in the previous step).

7. **Click *Start* when you are ready to begin processing!**
   Once the settings are defined, click the *Start* button to begin the download of the online video.

8. **Once the download of the online video is complete, your video will automatically begin processing and converting to text.**
   If the download of the video is successful, you will be redirected to the video's details page, where the audio and video conversion, transcript generation, and captioning will start. The progress of each step is shown by progress bars.



9. **Once the parallel processes are complete, the details page of the processed video will display the generated transcript and captions, and the video will also be available for playback.**
   Buttons to initiate user functions will also appear when the text versions are ready.

10. **Correct any mistakes by editing the text, and then translate the versions into other languages.**
    Any inaccuracies in the generated text can be easily corrected by editing the transcript, which will automatically update the captions once saved. Users with a

subscription package can then generate highly accurate translations from these text variants with just a few clicks.
For transcripts of video processed under business subscription packages, the automatically numbered speaker names generated by the speaker diarization feature can also be changed.

11. **The video file, along with the corresponding transcript and captions, can be downloaded separately from the file details page.**
The transcript can be downloaded as a plain text document or with speaker names and/or timestamps, available with a business subscription. Additionally, full-length automatic captions for recordings under higher-tier subscription packages can be downloaded in *.srt* or *.vtt* format.

The transcription feature is available to all users, regardless of their subscription package, as long as they have sufficient time credit to process the file.

However, **captioning** and related features, including caption editing and burning captions onto videos, are **only available in higher-tier subscription packages** (*Plus* for personal use, and *Premium* and *Professional* for business use). For files uploaded under other packages, captions are only generated from the first 2 minutes to allow users familiarize yourself with and test the captioning feature.

Transcripts with timestamps and/or speaker labels are generated only for files processed under a business subscription (*Prime*, *Premium*, or *Professional*). Both speaker names and timestamps can be displayed on the file page by activating the corresponding buttons.

For private use packages (*Lite*, *Plus*), transcripts can only be downloaded as plain text, divided into paragraphs, which may potentially **contain non-speech sounds and chapters** if the user has used these features.

33. What video length, file size, and resolution limits apply when processing online videos in the application?

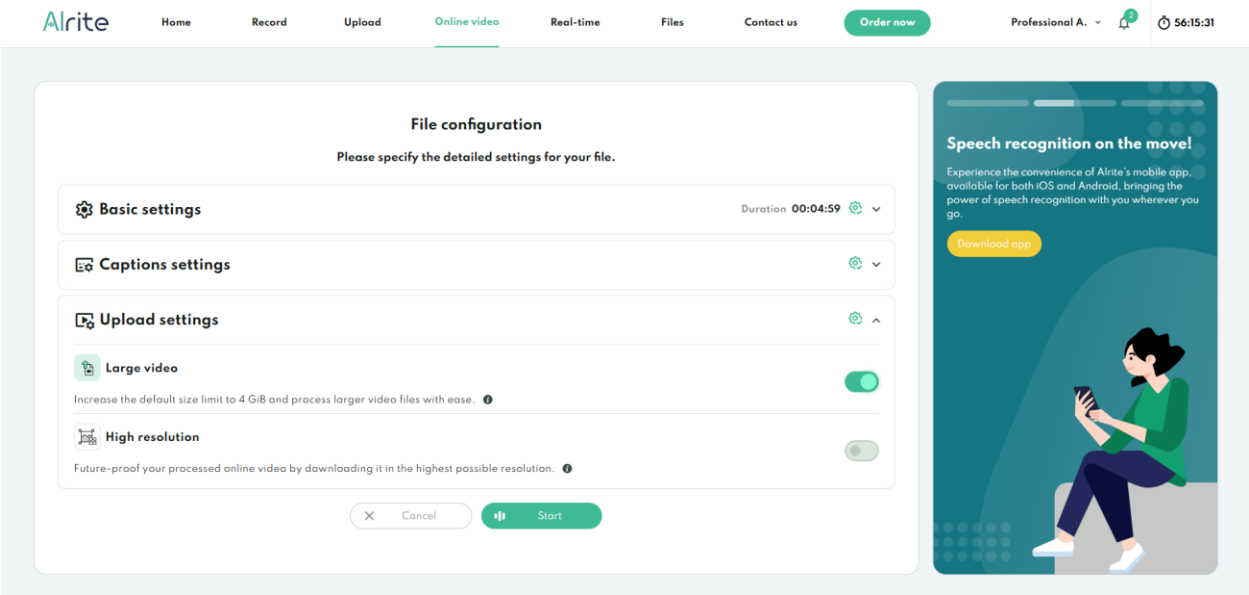
The primary limit for transcribing and captioning online videos applies to all users, regardless of their subscription or package, and allows processing of videos with a **maximum length of 3 hours**.

In addition to length, the feature also has a size limit, supporting videos **up to 1 GB by default**. Since users may not always be aware of an online video's size, and because videos

on different platforms can be available in various resolutions, the application **automatically selects the highest resolution** that remains under the default 1 GB size limit.

Only users with **higher-tier subscription packages** (*Plus*, *Premium*, *Professional*) can generate text variants from online videos larger than this – up to a **maximum of 4 GB**.

This can be enabled on the configuration page, under *Upload settings*, by **activating the *Large video* option**. In this case, the process functions similarly to the default operation: the application automatically selects the highest-resolution video that remains under the 4 GB limit and converts to text that version.



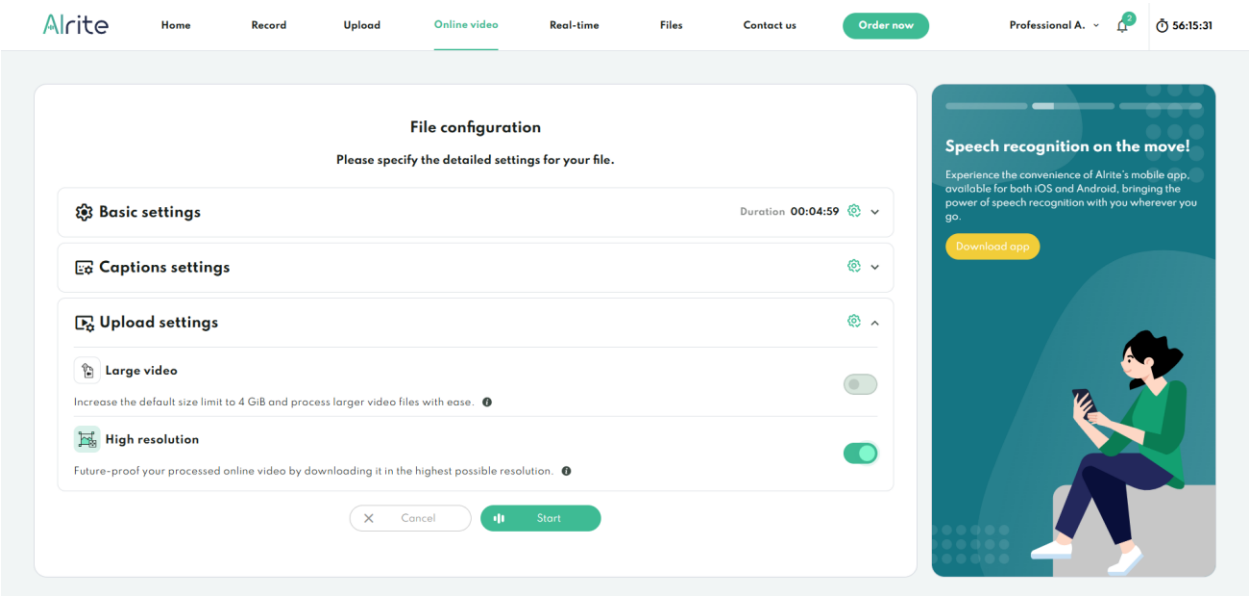
- For users with a **business account**, only the *Premium* and *Professional* packages support large video uploads. Users within a business account may store **a maximum of 3** large videos per user at any given time, **with a total limit of 10 large videos across the entire business account**.
- For **private users**, only the *Plus* package allows large video uploads. A personal user account may store **up to 3 large videos** at any given time.

If these limits are reached, a new large video can only be uploaded if at least one existing large video is deleted from the account.

However, there is another limit for processing online videos, which pertains to their **resolution** rather than size.

The maximum resolution allowed for online videos to be processed is set to ***Full HD* by default**, provided the size limit mentioned earlier permits it and the video is available in this resolution.

If you wish to generate text versions of online videos with a resolution higher than *Full HD*, you can enable this option in the settings view before starting the download by **activating the *High resolution* option**. This feature is available only to users with higher-tier subscription packages, namely *Plus*, *Premium*, or *Professional*.



Important: By enabling the aforementioned option, you can process online videos in up to 4K resolution. Processing videos with a resolution higher than 4K is not permitted.

Speaker diarization and text segmentation

34. How does Alrite differentiate between speakers in processed files?

By default, the Alrite speech recognition application makes no, or only very subtle, references in generated text outputs – namely transcripts and captions – to indicate which speaker a given passage belongs to.

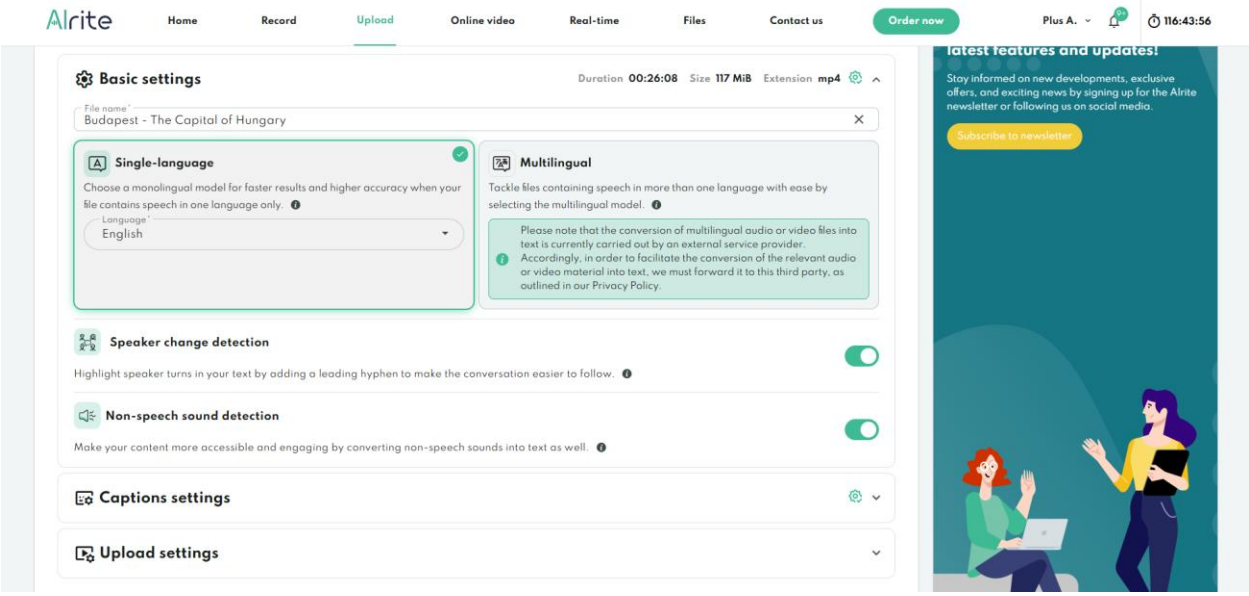
Accordingly, users of the free *Starter* package and subscription packages available to private individuals (*Lite* and *Plus*) can only specify, prior to starting file conversion, whether they wish to enable the feature that **indicates speaker changes by inserting hyphens** before the relevant paragraphs in transcripts and captions generated from audio or video files. When this option is enabled and a speaker change is detected, the application inserts a line break and uses hyphens to distinguish text segments associated with different speakers within the file.

With **Alrite business subscription packages** (*Prime*, *Premium*, and *Professional*), speaker detection for processed files is more **advanced**. When enabled, the application can indicate speaker changes not only through hyphens and line breaks, but also by **assigning each speaker a numbered label**, which can be renamed later as needed. Further details on how this functionality works and how to use it are provided in the following chapters.

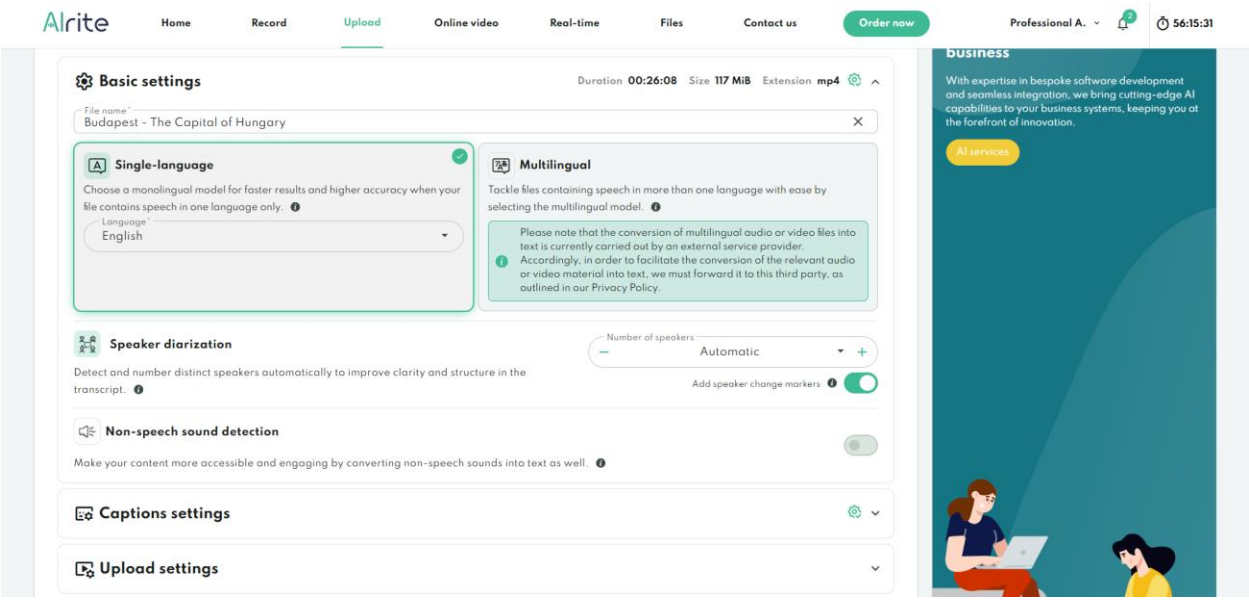
35. Where can you configure the application to mark detected speaker changes in processed material with a hyphen?

Regardless of the package in use, including the free *Starter* package, users can choose – before processing any audio or video material – whether the application should **indicate speaker changes by inserting a hyphen before the relevant paragraphs** in the generated text outputs, namely the transcript and captions.

To enable this feature, activate the ***Speaker change detection*** **switch** in the pre-processing settings, specifically under *Basic settings*.



For **business accounts**, the situation differs, as an eligible subscription (*Prime*, *Premium*, or *Professional*) allows you to supplement this feature with speaker diarization. You can then indicate speaker changes by **enabling the *Add speaker change markers* switch**.

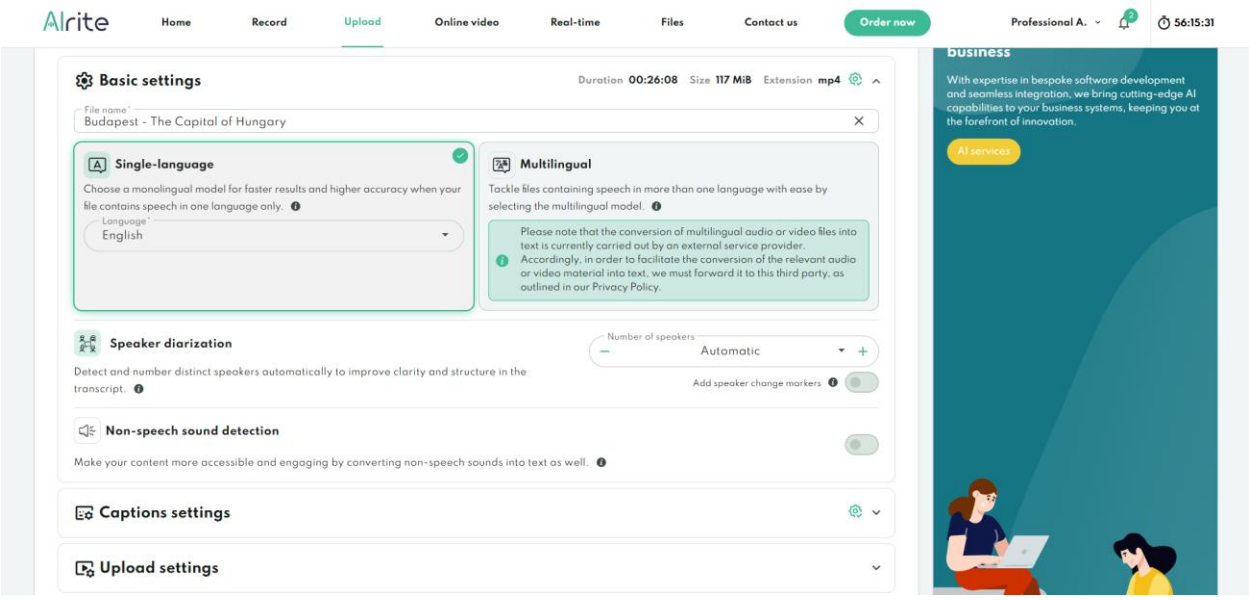


Once the feature is enabled and the file has been successfully converted to text, the application inserts a hyphen before each paragraph or line where a change in speaker is detected.

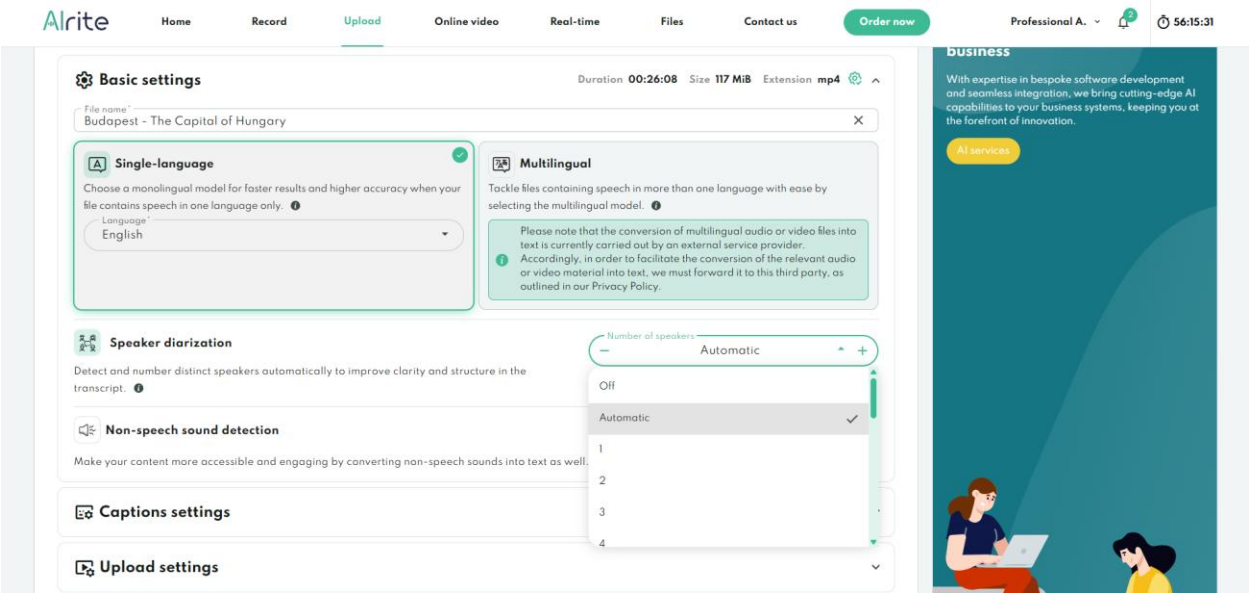
If you do not wish to use hyphens to indicate speaker changes, simply disable the aforementioned option. In this case, the transcript will be displayed as continuous text divided into simple paragraphs, and no hyphens will appear in either the transcript or the captions.

36. How can you initiate speaker detection for the speakers in your file?

With a business subscription package *(Prime, Premium, or Professional),* before initiating the processing of an audio or video file, you can specify the number of speakers heard in the recording, or you can choose the *Automatic* option to leave speaker separation entirely to the system.



If the number of speakers in the file is known, we **strongly recommend providing this information to assist the application** and potentially improve the accuracy of speaker detection.



If you have a business subscription and use the speaker diarization function – either by leaving the field set to *Automatic* or specifying the number of speakers – **a button will appear** on the file details page above the transcript. This yellow button will display the automatically numbered or user-customized speaker names when enabled and hide them when turned off.

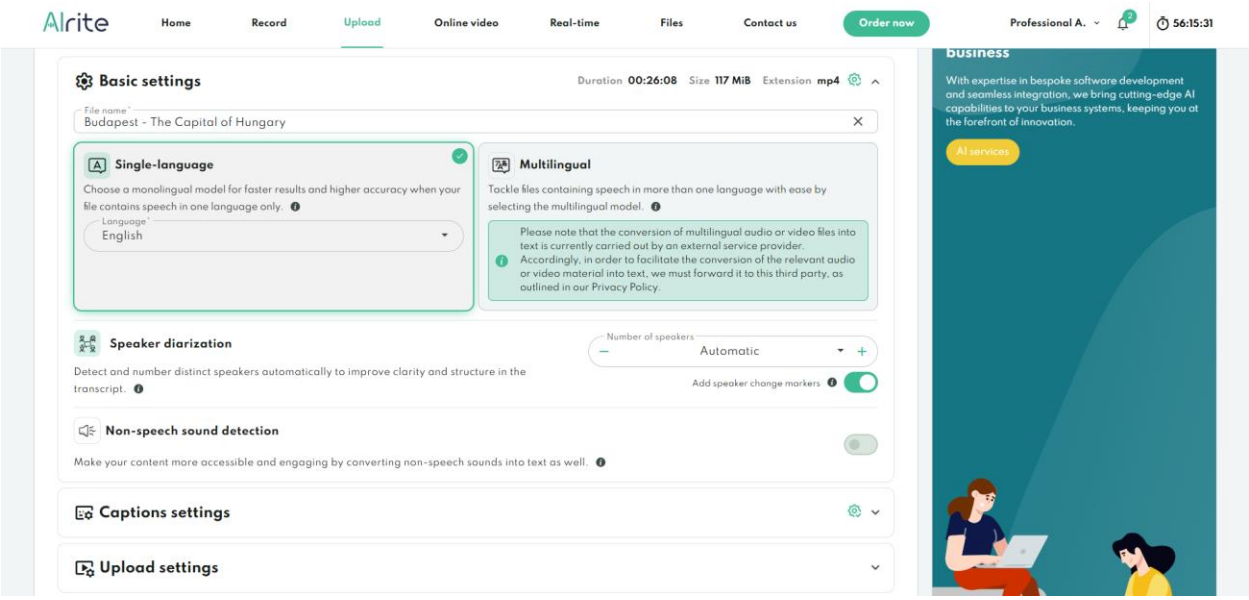
If you prefer not to segment the transcript by speaker, you can disable this feature in the *File configuration* window before processing the file. To create a transcript without displaying speaker names, select the *Off* option in the *Number of speakers* field. When

selected, the transcript will be displayed without speaker labels by default, and the button to show or hide speakers will not appear on the file details page.

Currently, the system can identify speakers and assign them an automatic number in files **up to 3 hours** in length.

Important: the application may occasionally make mistakes when identifying speakers, whether the user selects the automatic option or provides the number of speakers. This is especially true if speakers have similar voice characteristics or if the same speaker is heard in different acoustic environments within the audio or video material.

If needed, the numbered labels assigned to detected speakers can be supplemented with **hyphens to indicate speaker changes**. You can enable this by selecting the ***Add speaker change markers*** option next to the *Number of speakers* field. When activated, the application inserts a hyphen at the start of each paragraph or line where it detects that a different speaker has taken over.



Furthermore, in the transcript generated by the system, the assignment of paragraphs or sentences to individual speakers, as well as the default numbered speaker labels, **can be easily modified**, as outlined in a separate chapter. Users can assign unique names to speakers, remove incorrectly identified speakers, or add new ones if certain speaker changes were not recognized by the system. These changes can also be quickly and easily made within the web application on the file details page.

37. Which packages include the speaker diarization feature?

The speaker diarization feature is available **only with business subscription packages** – *Prime*, *Premium*, and *Professional*. This feature, along with the ability to modify the default automatic numbered speaker labels, is only applicable to files processed under these packages and **up to 3 hours in length**.

For longer files or files processed under other packages, the system can distinguish between different speakers only by separating the text into paragraphs and, if requested by the user, marking speaker changes with a hyphen at the beginning of the relevant lines.

Both the speaker diarization feature and the hyphenation option can be disabled. In this case, the system simply organizes the content into paragraphs.

38. Can the Alrite speech recognition application identify speakers by name?

While it is already, in itself, a significant capability that the application can distinguish between individual speakers using automatically assigned numbered labels – and consistently apply the same label to speakers who reappear within a given audio or video file – our solution can also **identify certain individuals by name** during processing when they frequently appear across files converted by a specific user account.

Users have full control over which voices can be recognized by name during text conversion. For this purpose, a **voice profile** can be created for individuals whose voices appear in files previously processed by the account. Additional information on creating voice profiles is provided in the chapter dedicated to the file details page.

This function is available exclusively to users with a **business subscription package** (*Prime*, *Premium*, or *Professional*) and operates as follows. Once a user has created one or more voice profiles within their account and initiates a new processing task, the system **compares the stored voice profiles** – derived from previously processed files – with the voice characteristics detected in the new audio or video file. If a match is found, the corresponding speaker is identified in the transcript by **the name saved in the matching voice profile**, rather than being assigned an automatic numerical label.

This process continues as long as voice profiles exist in the account and the speaker diarization feature is enabled. Speaker diarization is active when a business subscription is

in place and the *Number of speakers* setting is not set to *Off* prior to processing. No additional actions or configuration steps are required to benefit from this feature.

Speaker identification accuracy may improve over time as voice profiles accumulate a larger and more diverse set of samples on which the application can rely. For this reason, maintaining and updating individual voice profiles is highly recommended. Additional details on this process are provided later in this manual.

39. Which packages include the speaker identification feature?

The speaker identification feature is available exclusively with **Alrite business subscription packages** – *Prime*, *Premium*, and *Professional* – and applies only to files processed under these packages with a **maximum duration of three hours**.

It is important to note that there is no separate button, field, or setting required to activate this feature. Speaker identification is applied automatically as long as voice profiles exist within the account and the speaker diarization feature is enabled. Speaker diarization is considered enabled when a business subscription is active and the *Number of speakers* setting is not set to *Off* prior to processing. No additional actions or configuration steps are required to benefit from this feature.

When speaker diarization is disabled, or when files are processed under other packages, the system simply separates the content into new lines or paragraphs and, if the relevant option is enabled, **indicates speaker changes by inserting a hyphen** at the beginning of the applicable lines.

40. Why does the "Unknown speaker" label appear before certain paragraphs after a file has been processed?

The system automatically assigns speaker numbers only to those speakers it has confidently detected and separated from others during the processing of an audio or video file.

If the application detects a change in speaker but cannot determine whether the new voice belongs to a new speaker or an existing one, it will assign the section to an *Unknown speaker* to prevent potential errors.

This typically occurs with very short sentences or brief comments. The good news is that, just like renaming automatically numbered speakers, the *Unknown speaker* label can also be easily changed.

For more details on how to make these changes, please refer to the actions available on the file detail page.

Detection of non-speech sounds

41. Can the application detect noises (non-speech sounds) in files being processed?

The Alrite speech recognition application is primarily designed to convert spoken words from audio and video files into text, producing both transcripts and captions. In addition, it can **recognize non-speech sounds** that may be present in media files.

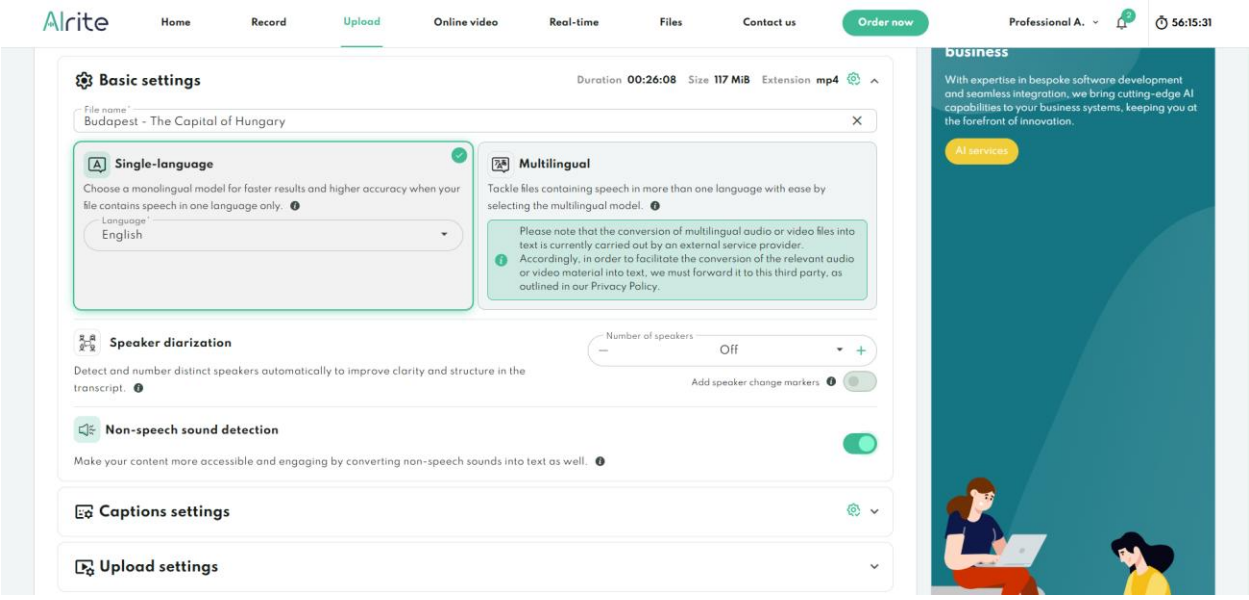
This feature enables the system to automatically detect a variety of sounds – **such as applause, music, laughter, or animal noises** – and transcribe them into text. These detected sounds are then inserted at the appropriate points within both the transcript and captions.

This functionality is especially valuable for enhancing accessibility and improving the overall viewer experience.

42. How can you initiate the detection of noises heard in a file within the application?

With any subscription package (*Lite*, *Plus*, *Prime*, *Premium*, or *Professional*), users can request the detection of non-speech sounds (also referred to as noises) in audio or video files prior to processing. This feature complements the standard generation of transcripts and captions from media content.

To enable this option, simply **activate the *Non-speech sound detection*** option within the *Basic settings* before starting the file processing. Please note that this feature is only available to users with an active subscription.



Once the file has been successfully processed, a dedicated button for this feature will appear on the file detail page, positioned above both the transcript and caption sections. By clicking the **purple button**, you can toggle the display of detected non-speech sounds in both the transcript and captions simultaneously – regardless of which version's button you select.

43. Which subscription packages include the non-speech sound detection feature?

The non-speech sound detection feature (also referred to as noise identification) is available **exclusively for files processed under Alrite subscription packages** – *Lite*, *Plus*, *Prime*, *Premium*, and *Professional*. This functionality is accessible only when files are processed using one of these active subscriptions and includes the option to customize the default labels of automatically detected non-speech sounds.

For files processed under the free *Starter* package, the system transcribes only the spoken content into text; non-speech sound detection is not available.

Real-time processing and live streaming

44. What is the difference between real-time transcription and captioning and the processing of pre-recorded content?

The Alrite speech recognition application offers users (and subscribers) two distinct processing modes: processing **pre-recorded content** and processing various audio and video sources **in real-time**.

Below, we outline the key differences between these two processing methods:

- **Processing pre-recorded content**

  a. This is the more common and widely used method of converting speech to text. It involves transforming audio or video files of **specific sizes and durations** into text. The majority of our users utilize this method to access the capabilities of our speech recognition solution, whether the content is recorded within the application, uploaded to it, or processed via a link – each of these falls under pre-recorded content.

  b. When processing pre-recorded files, the speech recognition algorithms can analyze the entire file f**rom start to finish, interpreting the context and nuances of the speech**. This allows for the generation of highly accurate and contextually appropriate text.

  c. Once the files are uploaded, the application (depending on the user's subscription package) generates transcripts and captions, which are accessible and readable in the uploader's account shortly after the upload is completed.

- **Real-time transcription and captioning**

  a. **Real-time processing is generally required by a narrower group of users** compared to pre-recorded transcription. Among Alrite's users and subscribers, this processing method is available exclusively to those with a *Professional* subscription package.

  b. In contrast to converting pre-recorded audio or video files, real-time transcription and captioning involve the **near-instant conversion of live content** (e.g., live broadcasts or TV shows) into text, with only a slight delay

of a few seconds. The resulting transcript and captions continually update as long as live processing remains active.

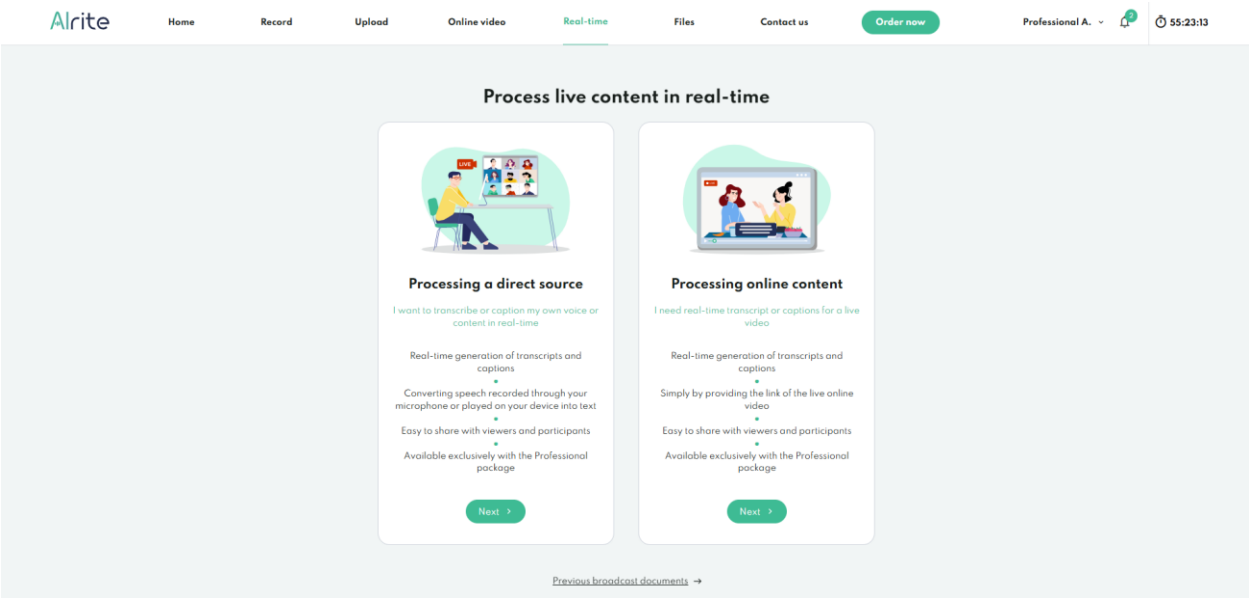
c. The system generates the transcript and captions based on incoming audio and displays them on the relevant platform **almost immediately**. However, since the system cannot anticipate future context or nuances, it occasionally revises previously generated text to ensure accuracy.

d. Real-time transcription and captioning are most often required in scenarios where a written version of spoken words **needs to be displayed almost immediately** after they are uttered. Examples include conferences, events, lectures, classroom sessions, (online) meetings, or live shows, where there is no opportunity to prepare transcripts or captions in advance.

In summary, while processing pre-recorded content involves post-event conversion of audio or video into a complete text version, real-time transcription and captioning convert speech into text as it is spoken (typically in live settings), offering a continuously evolving and expanding text output.

45. What types of real-time processing can you stream?

In the Alrite application, real-time transcription and captioning are available for various types of live content. You can initiate streaming for the following types of real-time processing:



- **Processing a direct source**

  a. This feature allows you to create real-time transcriptions and captions from speech recorded **through a microphone** connected to or built into your device, or **from audio or video files played on your device**.

  b. It is ideal for transcribing and captioning events such as interviews, live performances, lectures, and presentations, **where the speaker typically speaks into a microphone**.

  c. It is also useful for events where, instead of a microphone, **system sounds** (routed through the sound card of an event organizer's infrastructure) need to be processed in real-time. This feature can also be applied to scenarios like transcribing and captioning live podcast shows, music, or videos.

  d. The *Mixed* option enables **simultaneous processing of audio sources from both the microphone and system sounds**, making it an excellent choice for processing multiple audio sources concurrently. This is especially useful for live transcription and captioning of conference calls or webinars, where both types of audio may be present. For example, it can transcribe the speech in various media files while also capturing the speaker's microphone input. However, note that system sounds may override microphone-recorded speech if both sources are processed simultaneously.

- **Processing online content**

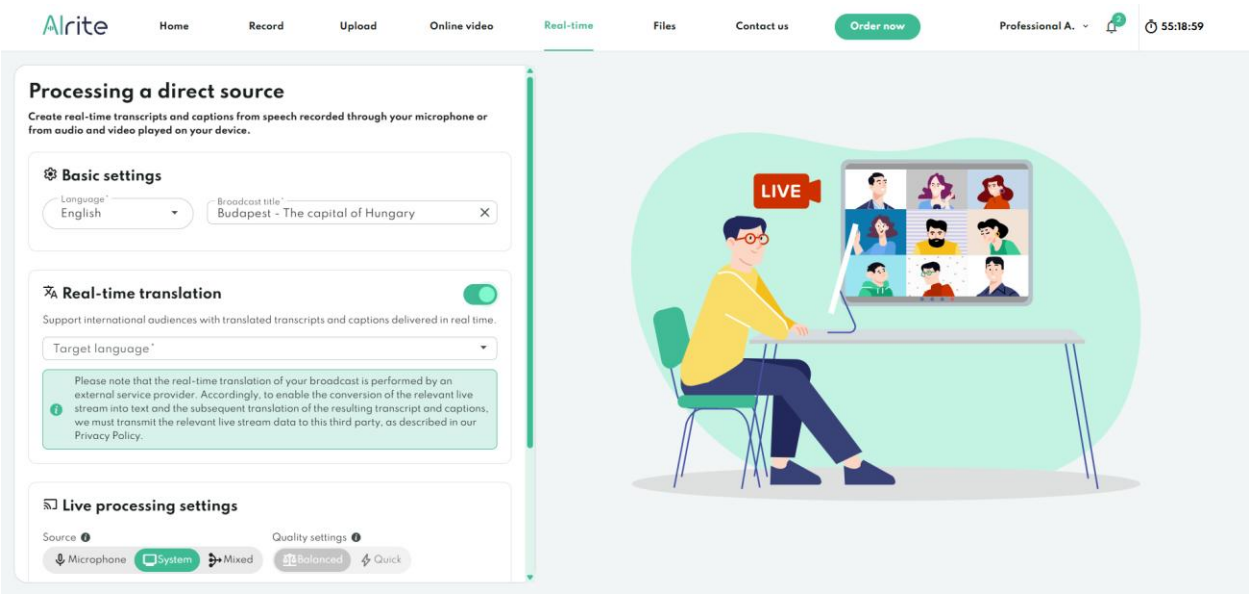
  a. The online content processing feature allows you to create real-time transcriptions and captions for **live-streamed online videos**.

  b. This is particularly useful when you need real-time transcriptions and captions for live-streamed videos on popular video-sharing platforms. Simply provide the **URL of the selected live-streamed video**, and Alrite will automatically generate real-time transcriptions and captions from it.

46. Is Alrite capable of displaying real-time transcripts and captions in a language other than the one being spoken?

It is often the case that a presentation, lecture, or other live broadcast is intended for an international audience. In such situations, it can be useful to **provide viewers with real-time transcripts and captions in a language other than the one being spoken**.

This is supported by the **real-time translation** option, which is available for both the *Processing a direct source* and *Processing online content* functions. The feature can be activated on the settings page before starting a live broadcast. There, you can specify in advance **which language the content should be translated into**, while also making real-time transcripts and captions of your own commentary available to viewers following the broadcast live.



Once the broadcast has started, the broadcaster can choose which language to display in the preview. If real-time translation is enabled, viewers can also choose during the broadcast which of the two specified languages they would like to read the transcript and captions on the interface.

After the broadcast ends, both the original-language transcript and the translated version **become available for download** to both viewers and the broadcaster.

47. How do you transcribe and caption your own speech or content in real time and broadcast it to viewers?

To transcribe or caption your own content or speech in real time, simply use the *Real-time* feature. This allows you to generate real-time transcripts or captions from speech recorded through your microphone or from audio and video files played on your device.

Follow these steps to start and share your real-time video stream:

1. **Click on the *Real-time* menu in the application's header to open the real-time processing menu. Then, select the *Next* button at the bottom of the *Processing a direct source* card.**

   Real-time processing features are available only to users with the *Professional* subscription package offered to businesses. Users with other subscription packages can test and explore the real-time captioning feature on a limited number of public TV channels.

   To access the full feature, you may subscribe to the above-mentioned *Professional* package, either on your current account or a newly created one.

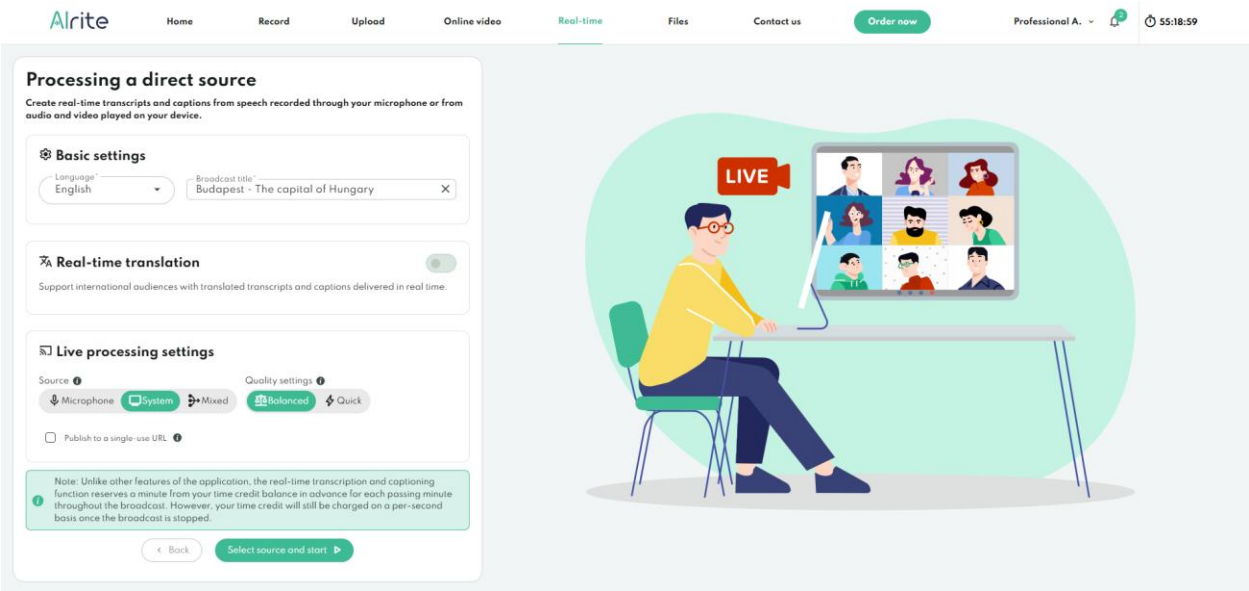
2. **Define the basic settings for the broadcast, and decide whether translation is necessary and what the parameters for real-time processing should be.**

   First, you must define the language of the speech that will be processed in real time, as well as the title of the broadcast. The title will also be visible to potential viewers.

   Next, under the basic settings, you can decide whether you want to make the spoken content available as a transcript and captions in a language other than the one being spoken. If you enable the real-time translation feature, you will also need to specify the target language into which the live transcript and captions should be translated.

   Finally, before starting the broadcast, you must configure the remaining settings related to the broadcast itself and to the generation of real-time text versions.

   Important: Alrite is optimized for real-time transcription and captioning of monolingual audio and video content.



   a. **Select the source**: Choose the speech source to be processed during the stream: *Microphone*, *System*, or *Mixed*. The application can process speech

recorded through a microphone (built-in or connected) or from system sounds detected via your device's sound card. You can combine both sources by selecting the *Mixed* option. Please note that system sounds may override microphone-recorded speech if both are processed simultaneously.

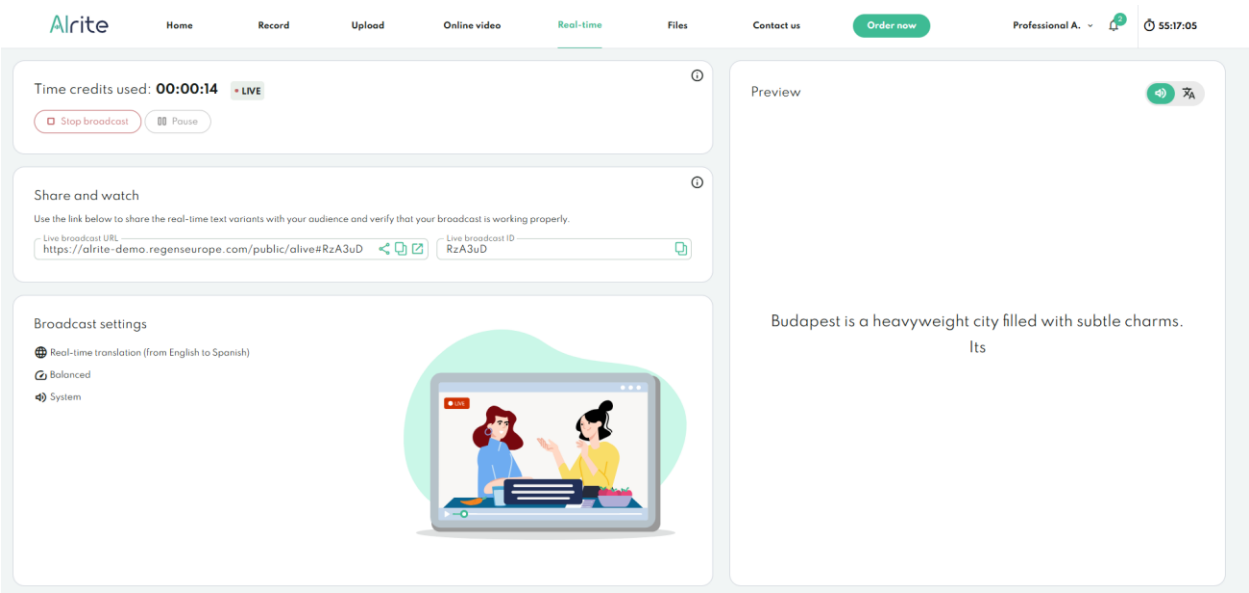
b. **Adjust quality settings**: You can choose between two options: *Balanced*, for stable quality, or *Quick*, for quicker display of detected words. The accuracy of real-time speech processing depends on the delay allowed by the system. The greater the delay between spoken words and their display as text, the more accurate the transcription will be, with fewer retrospective corrections needed. This is because the system has more time to process and analyze the speech context.
Important: If the real-time translation feature is enabled, the quality settings will not be available.

c. **Broadcasting on a single-use URL**: Tick this checkbox if you wish to broadcast the real-time transcripts and captions on a single-use, randomly generated URL. If left unchecked, the transcript and captions will be accessible via a link that includes your user ID, but only the current broadcast's text will be visible. Previous broadcasts' text will not be available.

3. **After setting your preferences, start the broadcast by clicking the *Start* button.**
Once the broadcast begins, the application will direct you to the so-called broadcaster window, where you will be able to see a preview of the broadcast's captions, as well as the duration counter for the broadcast.
If the real-time translation feature is enabled, you can use the toggle in the preview to switch between the captions in the two selected languages.
Important: Unlike other features of the application, the real-time transcription and captioning function reserves a minute from your time credit balance in advance for each passing minute throughout the broadcast. However, your time credit will still be charged on a per-second basis once the broadcast is stopped.

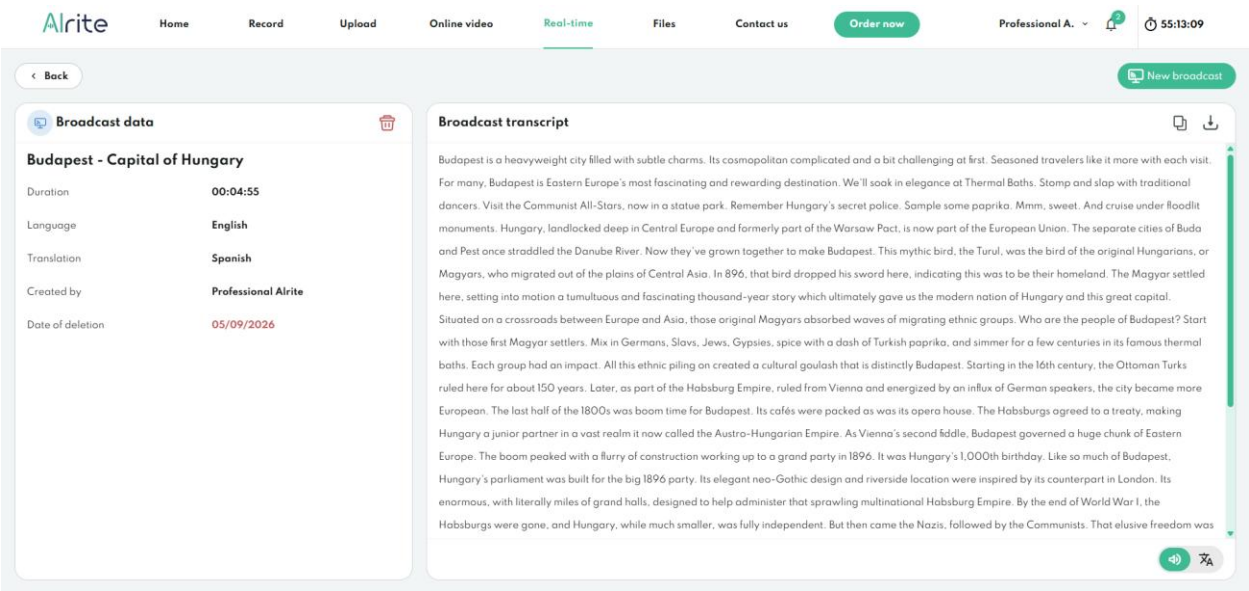
4. **Share the broadcast link with your viewers or simply check the broadcast's proper functioning.**
Using the link on the *Share and watch* tab, you can open the view of the live stream available to your audience. This allows you to check whether the stream is working properly and to see the interface and settings available to viewers.

You can also share the stream link with others, allowing them to follow the live stream and read the real-time transcript and captions displayed there.



5. **The broadcast can be paused or stopped at any time, as long as there are time credits available to you on your account balance.**
   To pause, click the *Pause* button, and to stop the broadcast, click the *Stop broadcast* button. Any changes will be communicated to your audience through the viewer window.

6. **Download the transcript of the broadcast.**
   After the live stream ends, all participants can download the transcript generated from the live stream audio, along with the translated version, if one is available. Viewers can download the transcripts while remaining in the viewer window, while the account that initiated the broadcast can also download them from the past broadcasts list for up to 30 days.



48. How do you transcribe and caption your online content in real time and broadcast it to viewers?

If you wish to process live-streamed content in real time on popular video platforms, you can easily use the *Real-time* feature. This feature allows you to add real-time transcription and captioning for any real-time video content.

Follow these steps to start and share your broadcast:

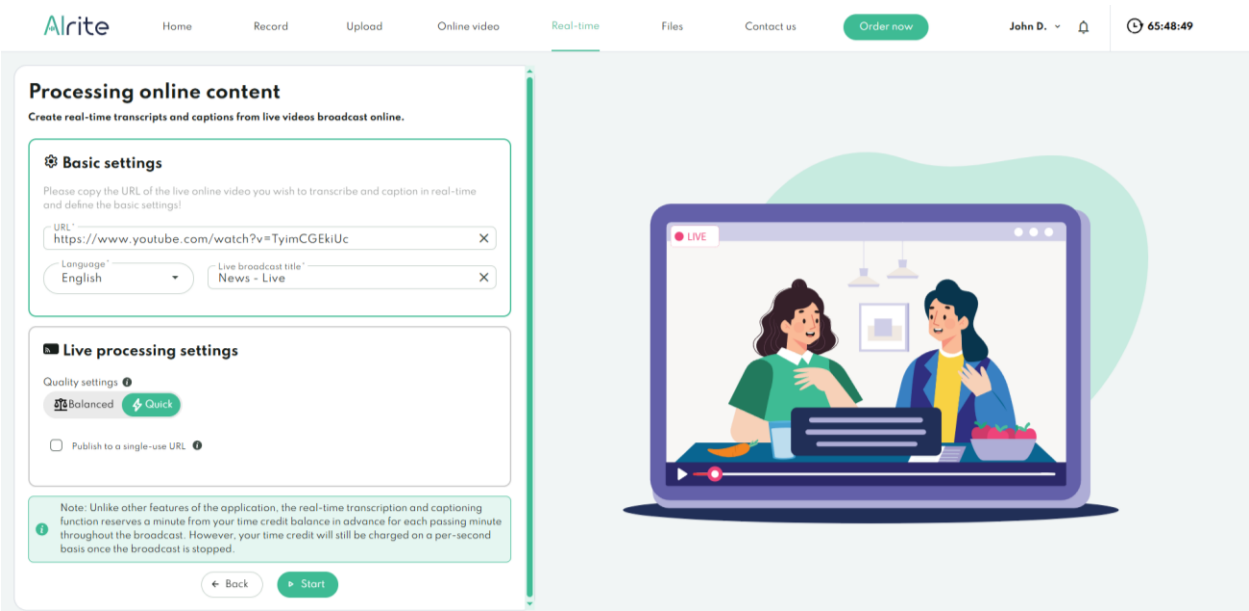
1. **Click on the *Real-time* option in the application's header to open the real-time processing menu. Then, select the *Next* button at the bottom of the *Processing online content* card.**
   Real-time processing features are available only to users with the *Professional* subscription package offered to businesses. Users with other subscription packages can test and explore the real-time captioning feature on a limited number of public TV channels.
   To access the full feature, you may subscribe to the above-mentioned *Professional* package, either on your current account or a newly created one.

2. **Define the basic settings for the broadcast, and decide whether translation is necessary and what the parameters for real-time processing should be.**
   First, you must provide the URL of the video that will be processed in real time, then define the language of the speech, as well as the title of the broadcast. The title will also be visible to potential viewers.
   Next, under the basic settings, you can decide whether you want to make the spoken content available as a transcript and captions in a language other than the

one being spoken. If you enable the real-time translation feature, you will also need to specify the target language into which the live transcript and captions should be translated.

Finally, before starting the broadcast, you must configure the remaining settings related to the broadcast itself and to the generation of real-time text versions.

Important: Alrite is optimized for real-time transcription and subtitling of monolingual audio and video content.



a. **Adjust quality settings**: You can choose between two options: *Balanced*, for stable quality, or *Quick*, for quicker display of detected words. The accuracy of real-time speech processing depends on the delay allowed by the system. The greater the delay between spoken words and their display as text, the more accurate the transcription will be, with fewer retrospective corrections needed. This is because the system has more time to process and analyze the speech context.

   Important: If the real-time translation feature is enabled, the quality settings will not be available.

b. **Broadcasting on a single-use URL**: Tick this checkbox if you wish to broadcast the real-time transcript and captions on a single-use, randomly generated URL. If left unchecked, the transcript and captions will be accessible via a link that includes your user ID, but only the current broadcast's text will be visible. Previous broadcasts' text will not be available.

3. **After setting your preferences, start the broadcast by clicking the Start button.**

Once the broadcast begins, the application will direct you to the so-called broadcaster window, where you will be able to see a preview of the broadcast's captions, as well as the duration counter for the broadcast.

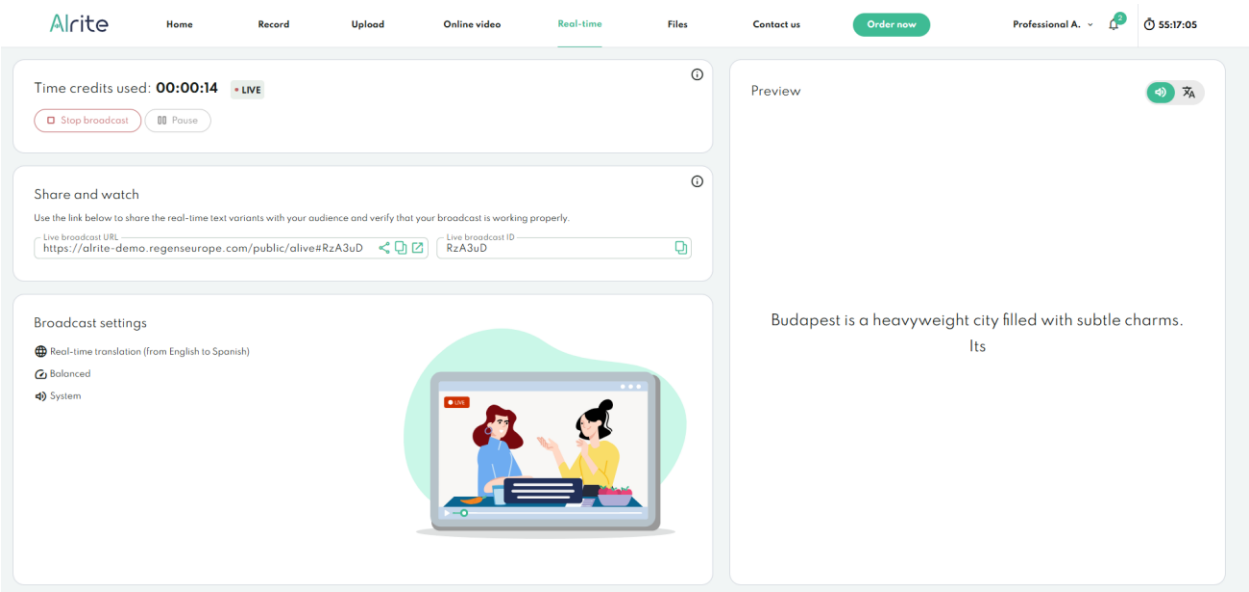
If the real-time translation feature is enabled, you can use the toggle in the preview to switch between the captions in the two selected languages.

Important: Unlike other features of the application, the real-time transcription and captioning function reserves a minute from your time credit balance in advance for each passing minute throughout the broadcast. However, your time credit will still be charged on a per-second basis once the broadcast is stopped.

4. **Share the broadcast link with your viewers or simply check the broadcast's proper functioning.**

   Using the link on the Share and watch tab, you can open the view of the live stream available to your audience. This allows you to check whether the stream is working properly and to see the interface and settings available to viewers.

   You can also share the stream link with others, allowing them to follow the live stream and read the real-time transcript and captions displayed there.

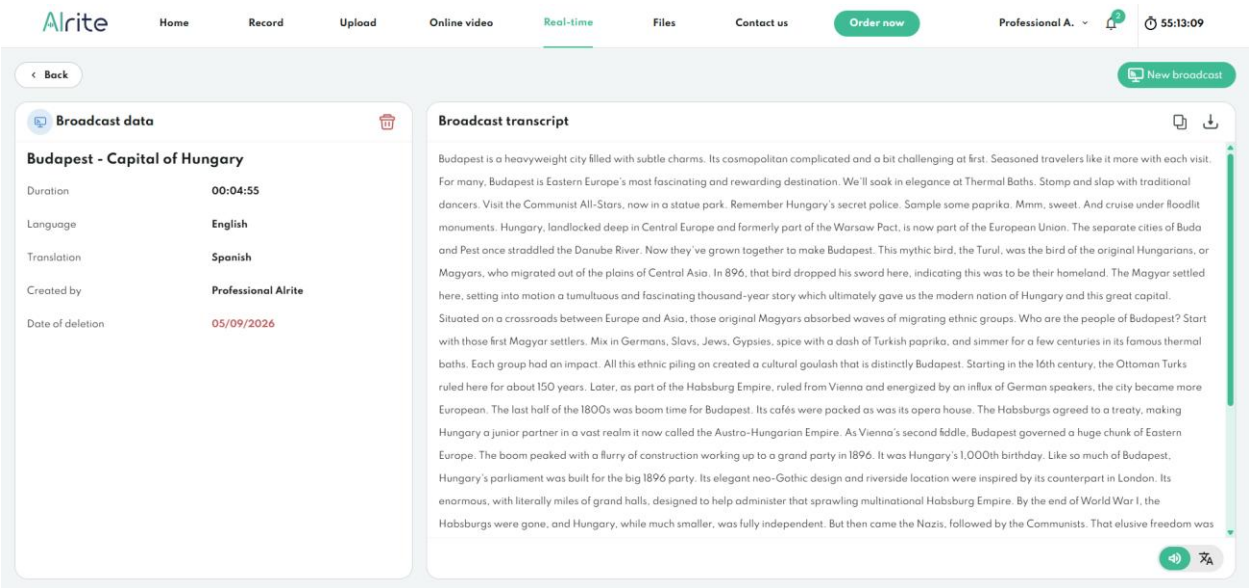


5. **The broadcast can be paused or stopped at any time, as long as there are time credits available to you on your account balance.**

   To pause, click the *Pause* button, and to stop the broadcast, click the *Stop broadcast* button. Any changes will be communicated to your audience through the viewer window.

6. **Download the transcript of the broadcast.**

After the live stream ends, all participants can download the transcript generated from the live stream audio, along with the translated version, if one is available. Viewers can download the transcript while remaining in the viewer window, while the account that initiated the broadcast can also download them from the past broadcasts list for up to 30 days.



49. What settings are available to viewers of your broadcast, and can they download the text versions?

Users who initiate a broadcast can choose whether to share the broadcast link with others, allowing the viewers with the link to follow and read the real-time captions and transcripts generated from the broadcast on a public page.

This page features the **viewer window**, where viewers can customize the display of real-time captions and transcripts according to their preferences using the following settings:

- **Video**

  a. If you select the *Processing online content* option to start real-time transcription and captioning of a live stream, the source video will appear in an embedded video player on the interface.
  Important: We cannot guarantee that the source video can be embedded in every case, as this depends on whether the necessary technical requirements are met.

b. Viewers can pause or mute the video if they prefer to read the text without watching or listening. This will not affect the transcription and captioning of the spoken content.

- **Captions**

  a. **Font type**: Viewers can choose from a selection of popular fonts supported by most browsers to customize the font of the displayed captions.

  b. **Font size**: The font size is adjustable, though viewers should choose a size that ensures readability. Setting the font size too small or too large may make it difficult to follow the scrolling captions.

  c. **Font and background color**: Viewers can select their preferred color combination for the captions and their background, optimizing visibility or selecting their favorite colors. In addition to predefined options, custom colors (including transparency) can be set using a color palette.

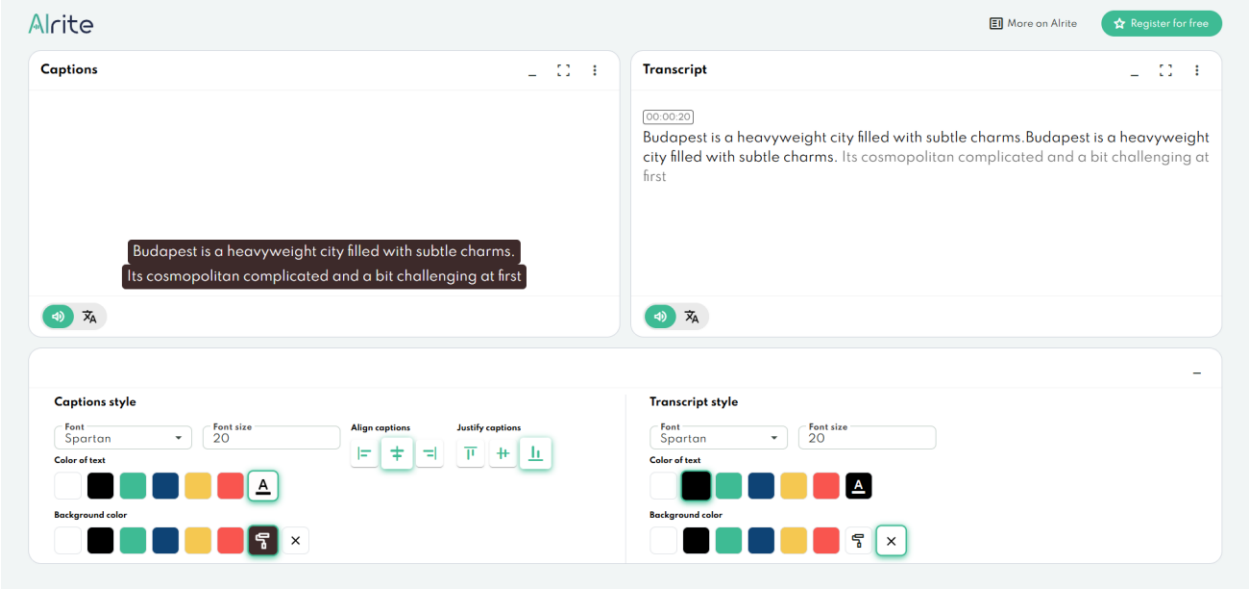
  d. **Caption alignment and placement**: Viewers can adjust the horizontal and vertical alignment of the captions, as well as their position on the screen, using three buttons for each setting.

- **Transcription**

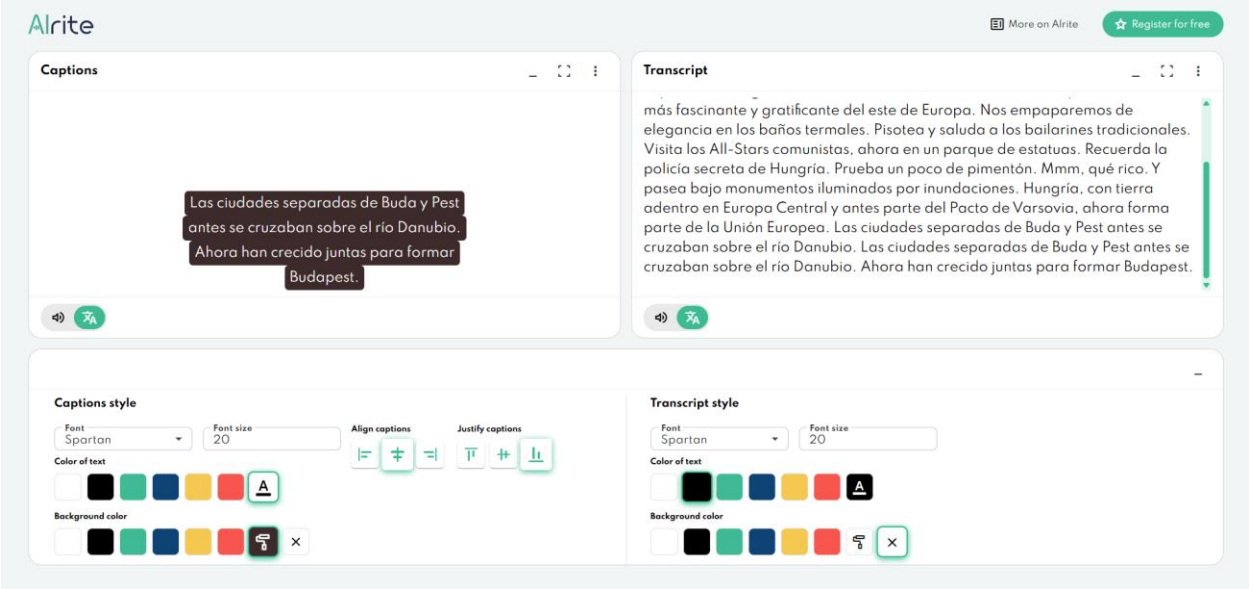
  a. **Font type**: Viewers can choose from a selection of popular fonts supported by most browsers to customize the font of the displayed transcript.

  b. **Font size**: The font size is adjustable, though viewers should choose a size that ensures readability. Setting the font size too small or too large may make it difficult to follow the expanding transcript.

  c. **Font and background color**: Viewers can select their preferred color combination for the transcript and its background, optimizing visibility or selecting their favorite colors. In addition to predefined options, custom colors (including transparency) can be set using a color palette.



Please note that if the broadcaster enables the **real-time translation** feature before starting the broadcast, viewers will be able to follow the available real-time transcript and captions in different languages within the viewer window. Using a toggle, they can choose whether to follow the spoken content in the original language of the broadcast or in the translated version.



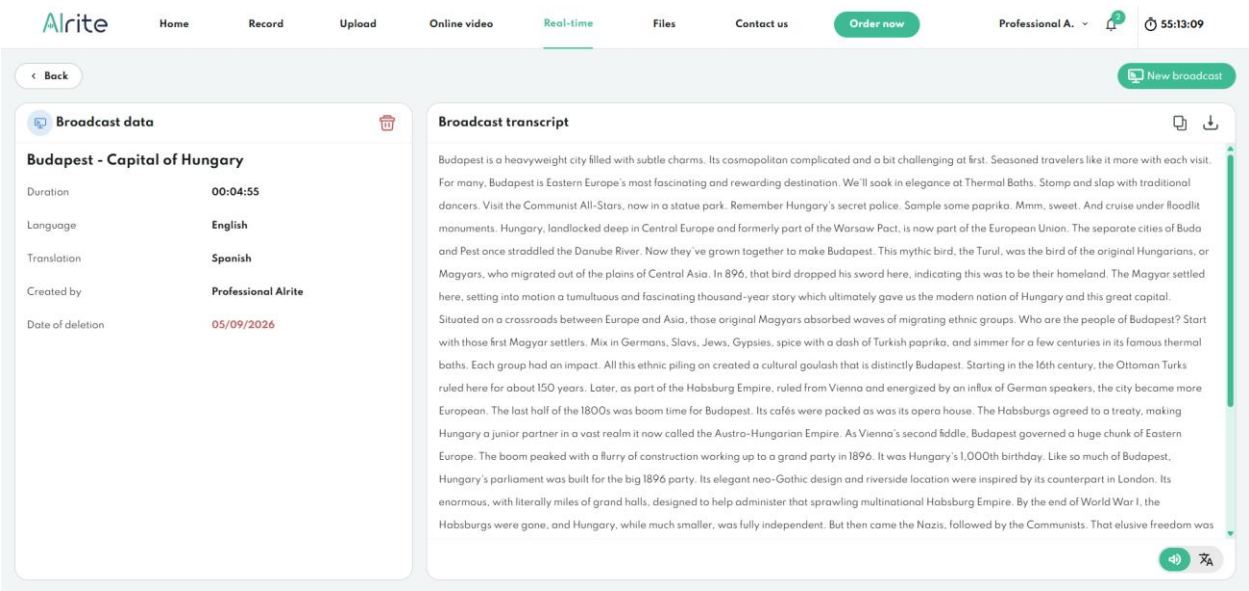
All sections of the viewer window – including the video (when using *Processing online content*), transcripts, captions, and text version settings – are collapsible. Viewers can minimize or expand these sections using the respective card's minimize button.

At the end of the broadcast, viewers can download the completed transcription by clicking the *Download* button, provided they do not close or refresh the viewer window after the broadcast has stopped. The transcription will be available as a *.docx* file without any custom formatting.

50. How can you view or download documents from previous live broadcasts?

When you open the ***Real-time*** menu, you can access all your previous broadcasts by clicking the ***Previous broadcast documents*** button at the bottom of the page. This will display a table summarizing all your past broadcasts, with each row representing an individual broadcast.

Clicking on a row will open the details page of the given broadcast, which includes its data and transcript. The transcript can be copied by clicking the copy icon in the top-right corner of the transcript box, or you can export the entire file as a Word document by **clicking the download button**.



If the **real-time translation feature was enabled** before the broadcast began, you can switch between the two language versions using the toggle button located near the broadcast transcript. The download button will always download the version that is currently displayed on the interface.

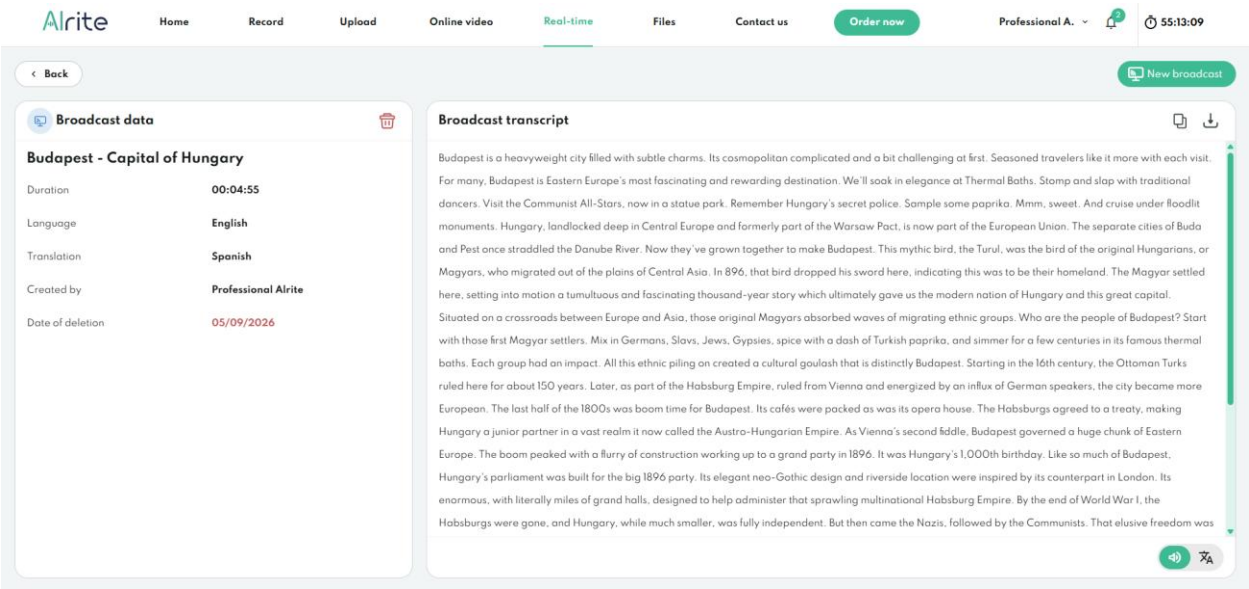
Previous broadcasts, along with their data and documents, will remain accessible under this menu until they are either manually deleted or automatically removed after **30 days**.

51. How can you delete documents from your previous live broadcasts?

When you open the ***Real-time*** menu, you can access all your previous broadcasts by clicking the ***Previous broadcast documents*** button at the bottom of the page. This will

display a table summarizing all your past broadcasts, with each row representing an individual broadcast.

Clicking on a row will open the details page of the given broadcast. To delete the broadcast, click the red trash can icon, then confirm by **clicking the *Delete* button** in the pop-up window.

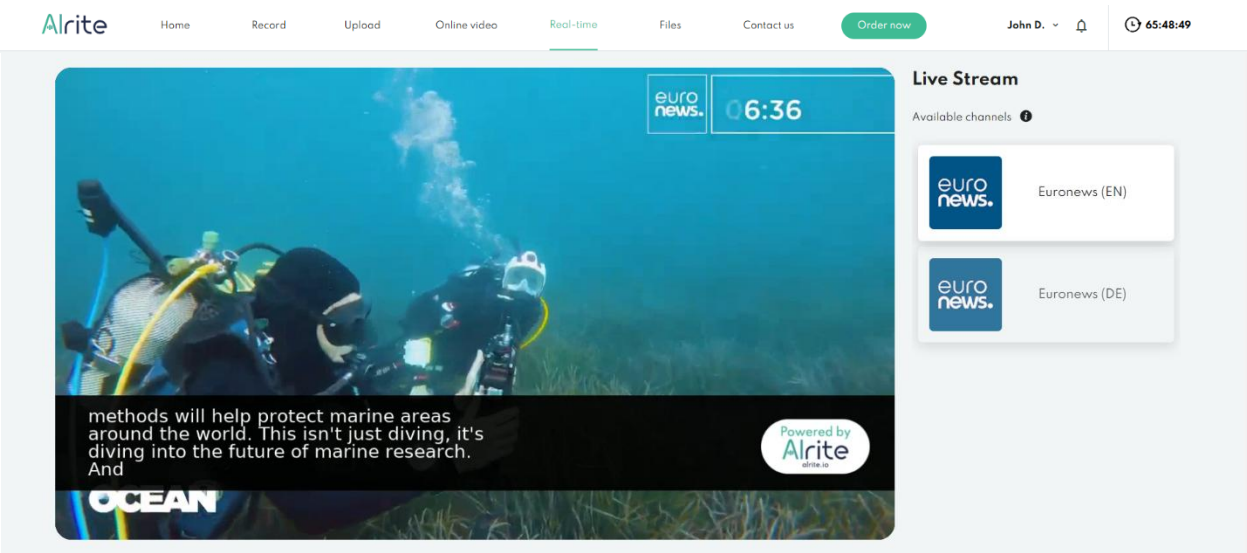


The data and documents for previous broadcasts will be automatically deleted after 30 days, unless they are manually deleted by account users prior to that.

52. Can you explore real-time processing and see how text variants appear during a live stream?

The Alrite web application (and mobile app) is primarily designed for post-production transcription and captioning of completed recordings. However, the Alrite speech recognition algorithms also enable **real-time transcription and captioning** of audio and video content.

This functionality is accessible **via the *Real-time* menu** in the application header, where the *Processing a direct source* and *Processing online content* options are available only to users with the business *Professional* package. However, the *Next* button at the bottom of the third option, ***Captioning of TV channels***, **is accessible to all Alrite users**, **regardless of their package**. Clicking this button will display live broadcasts from publicly available TV channels with real-time captions, including channels in Hungarian, English, Spanish, and German.



Real-time captions for live broadcasts are powered by Régens Zrt.'s Alrite software application. TV broadcasters and radio stations are not responsible for the captions.

You can test Alrite's real-time captioning capabilities through these programmes, which **enhance accessibility by providing live captions**.

To expand the range of available channels and languages, the streaming function is under continuous development.

For more information about real-time captioning, contact us at support@alrite.io.

File details page

Editing

53. How do you edit the transcript of an uploaded file?

When processing audio or video files and converting them into text, errors may occasionally occur. Therefore, if the user is seeking a perfect result, proofreading and, if necessary, correcting the text versions is recommended.

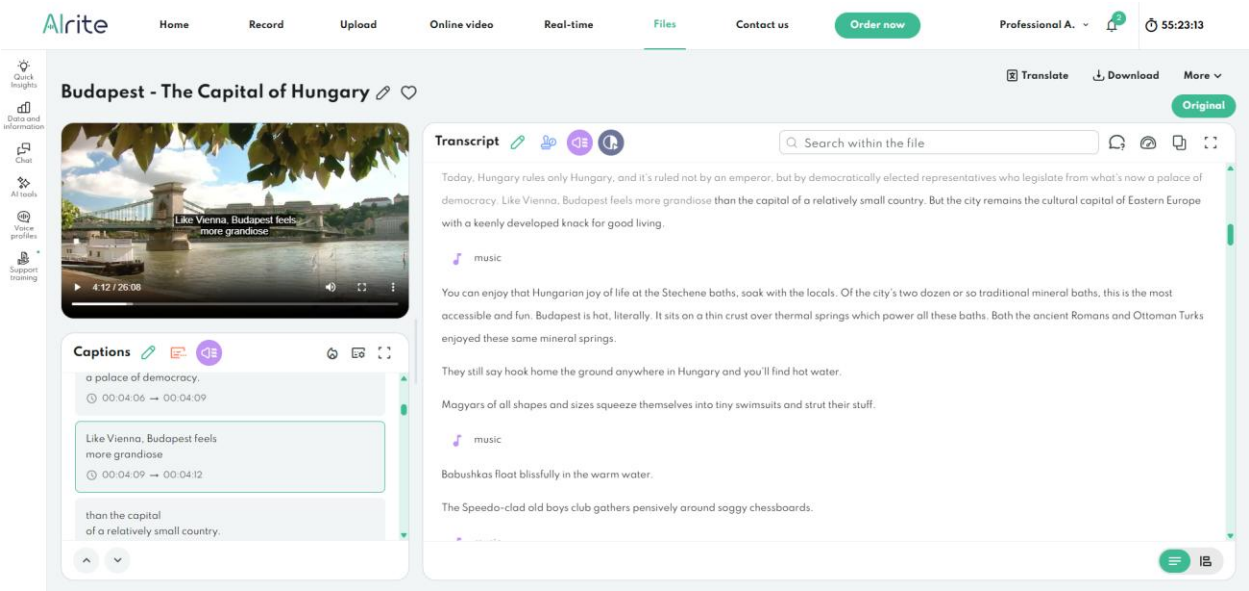
The easiest way to refine the text is by editing the transcript directly within the application. This is the preferred method because changes made in the transcript are automatically reflected in the captions.

In addition, we recommend editing the transcript directly within the application and avoiding copy, paste, or undo operations, as these actions can disrupt the synchronization between the transcript and the captions.

Important: Copying or downloading the transcript from the system (e.g., as a Word document), correcting errors in an external application, and then attempting to copy the corrected version back into the file details page can cause significant issues with caption timing and may disrupt other related features.

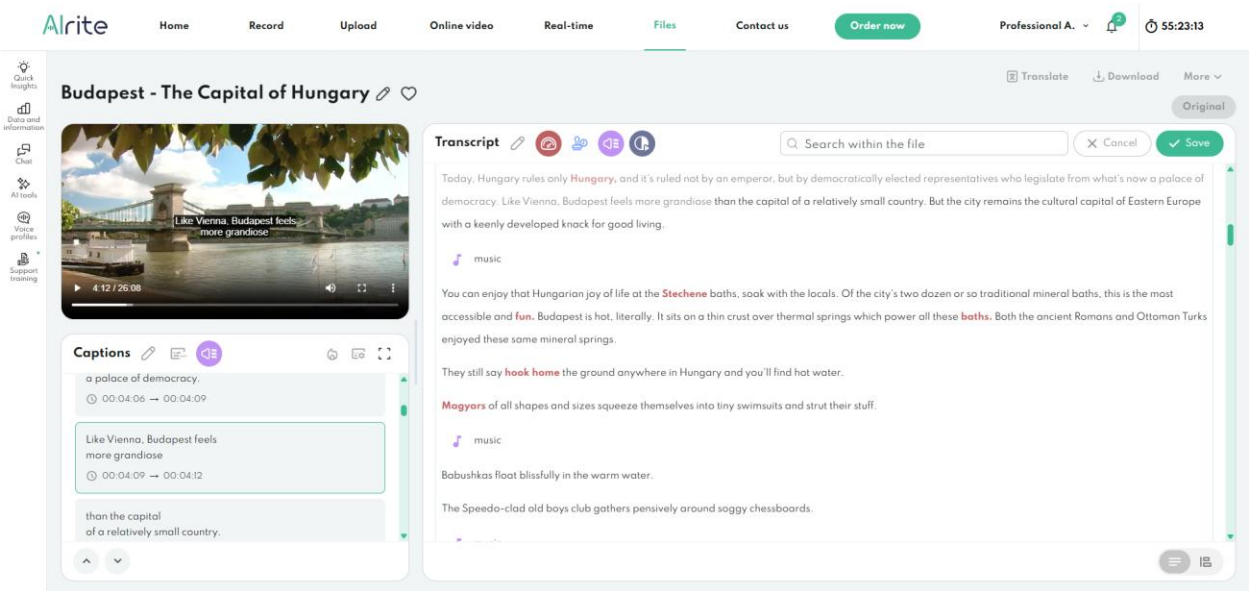
The process of editing a transcript involves the following steps after the media file has been successfully processed:

1. **On the file details page, click directly in the transcript text, or click the pencil icon next to the *Transcript* heading, to start editing.**
   By default, the text is in read mode. To edit it, switch to edit mode using one of the methods described above. The system indicates that edit mode is active in several ways: the text box outline turns green, and the *Cancel* and *Save* buttons appear – allowing you to discard or save your changes.



2. **The media player also helps you review and correct the generated transcript.** Clicking any word in the transcript cues the audio or video to the corresponding timestamp, enabling you to verify the transcription against the source material.

3. **In addition to the media player, the *Uncertain words* feature can help improve the transcript.**
   Uncertain words are highlighted in burgundy in the transcript after the corresponding function has been used. They indicate words that the system could not recognize and transcribe with sufficient confidence. *Uncertain words* are visible only in edit mode.



Important: Just because a term is not marked as uncertain does not mean it has been transcribed with 100% accuracy. It is recommended to review the entire transcript for maximum accuracy.

4. **To save the changes you have made to the text, click the *Save* button.**
   All transcript changes that you save are automatically reflected in the captions, so you do not need to update both text variants separately. If you make changes to the system-generated *Original* version, saving it for the first time automatically creates an *Edited* version. From that point on, you can continue working in the *Edited* version and further refine it as needed.

It is recommended to save changes regularly to avoid losing hours of work due to unexpected technical issues. Please note that saving changes to the *Edited* version permanently overwrites the previous *Edited* version, as the system stores only one edited version at a time.

To discard your current changes, click *Cancel*.

If you want to remove all previously saved edits and revert the document to its original state, use *Reset version* from the *More* menu. This is discussed in more detail in a later chapter.

Important: The *Reset version* feature in the *More* menu on the file details page is available only for *Edited* versions and translations that have been already modified.

54. What are uncertain words, and how do you review them?

If your previous experience with text conversion has shown that Alrite typically delivers high transcription accuracy, you may find that full end-to-end verification is unnecessary in many cases. To accelerate review, you can focus on passages where errors are more likely instead of reading the transcript in its entirety. The ***Uncertain words*** feature supports this workflow by directing your attention to potentially problematic segments.

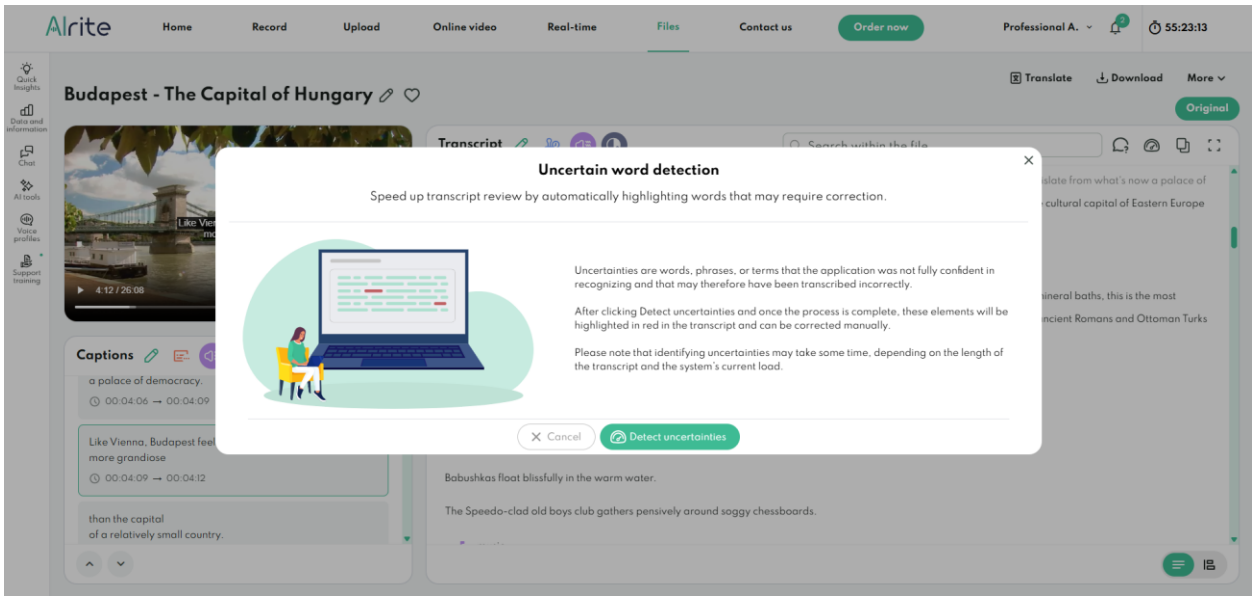
This function, only available for files processed under subscription packages (*Lite*, *Plus*, *Prime*, *Premium*, and *Professional*), **highlights in burgundy** those words in the transcript that the application recognized with lower confidence and therefore may not have transcribed correctly from the audio or video material.

To mark uncertain words, follow these steps:

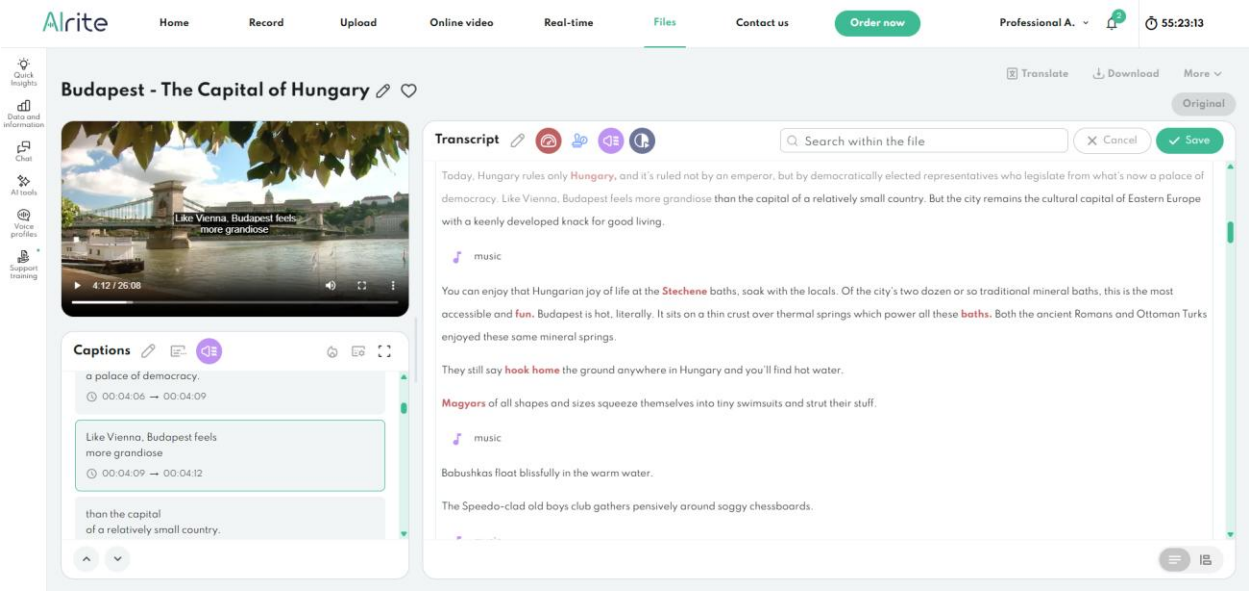
1. **Click the barometer icon located on the right side of the transcript box.**
   This icon is shown only if you have not previously used this feature for the processed audio or video material.

Important: The *Uncertain words* function is available only in the *Original* version and is not supported for all languages; therefore, the button may not be visible in some cases.

2. **In the pop-up window, confirm that you want to use the function.**
   Click the *Detect uncertainties* button at the bottom of the window to highlight the questionable parts in burgundy. The detection process will then start, and its progress will be shown in the pop-up window via a progress bar.



3. **Once the process is complete, the questionable parts will appear in burgundy in the transcript text.**
   From this point on, the *Uncertain words* button will no longer appear on the right-hand side of the transcript header; instead, it will be located next to the pencil icon used to edit the transcript. You can use it to show or hide uncertain words.
   Important: Showing uncertain words switches the transcript to edit mode.



If you edit a word that was previously marked as uncertain and then save your changes, the application will treat the revised word as certain and will no longer highlight it in burgundy.

Although this feature is designed to speed up the review of transcripts and the correction of potential errors, it is advisable to review the entire transcript if you require perfect accuracy, regardless of which words or phrases are marked in red. A word or expression that is not marked as uncertain cannot automatically be assumed to have been recognized with 100% accuracy.

55. Can the transcript only be viewed as continuous text, or are other viewing formats available?

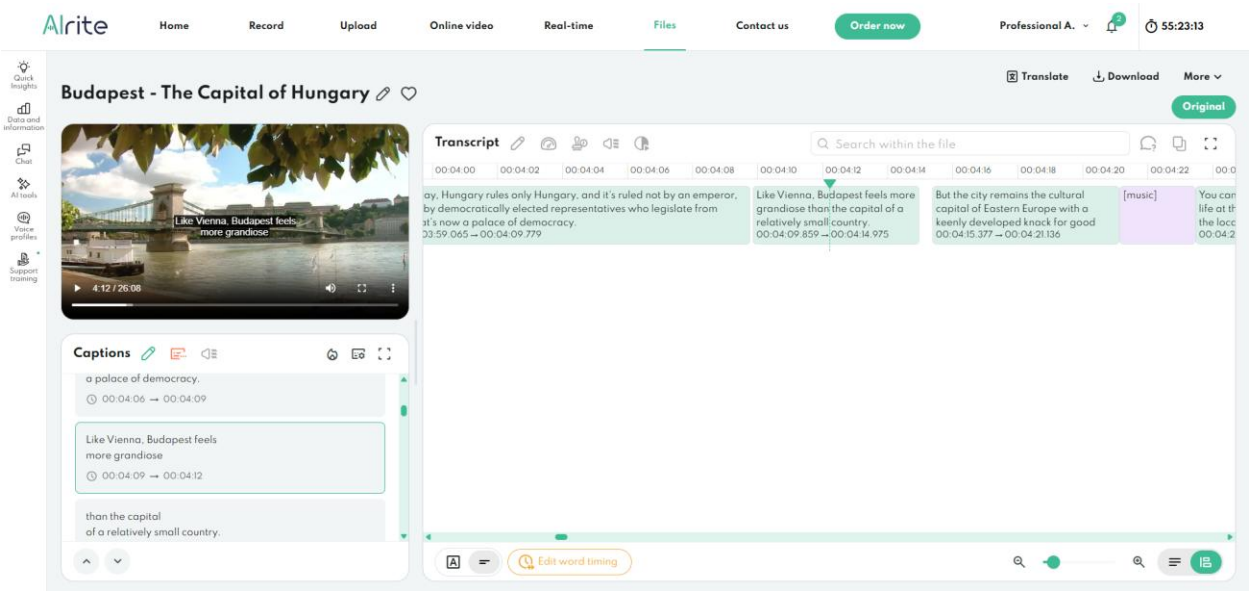
After a file has been successfully converted to text or reopened from the *Files* menu, the transcript is displayed by default as **continuous text** on the file details page. This format is the most common and familiar way of presenting text and is generally considered to be the easiest way to read through textual content.

However, in some cases it may be more convenient to review the material using a different layout. For this purpose, the application also provides a **timeline view**, in which individual text elements are displayed beneath a ruler with time labels.

In the timeline view, the transcript can be reviewed **word by word or sentence by sentence**, depending on the user's preference. In addition, for files processed under business subscriptions (*Prime*, *Premium*, and *Professional*) the transcript can be viewed

broken down **by speaker**, provided that the speaker detection feature has been used previously.

To switch to the timeline view, **flip the switch in the lower-right corner of the *Transcript* card** from continuous text mode to the alternative position. The timeline and the entire transcript will then appear immediately using the default units.



After switching to the timeline view, **additional control buttons** appear in the footer of the *Transcript* card. On the left side, there is a **switch that allows you to change the units** used by the timeline. As mentioned earlier, this switch has three positions. Depending on its setting, the transcript can be displayed word by word, sentence by sentence, or with each speaker shown on a separate line.

Next to the switch is an **orange outlined button** that opens a new page. This page allows you to refine and adjust the timing of the words in the transcript, if necessary. The process is described in more detail in a later chapter.

To the right of the orange button, there is a **slider that can be used to zoom in or out** of the timeline. This allows you to scale the visible elements as needed. The size of each card determines what information is displayed: the text only (word or sentence), the timing of the corresponding segment, both, or – at very small sizes – no details at all.

If certain properties of a card are not visible due to limited space, move the cursor over the card to display the hidden parameters in a tooltip.

You can also **click the timeline ruler or individual cards** to move the audio or video player on the file details page to the corresponding moment. This allows you to quickly listen to or watch the relevant section again.

Important: The timeline view on the file details page does not allow you to edit the transcript or modify word timing. To edit the transcript, switch back to the default view. To refine the timing of individual words, use the page accessible via the orange button.

If you no longer need the timeline view, return to the default view – where the transcript is displayed as continuous text – by resetting the switch in the lower-right corner.

56. In what cases is it worth adjusting word timing?

If the Alrite speech recognition application successfully converts an audio or video file into text, it generates not only a transcript and captions of appropriate length (according to the package active at the time of processing), but also several additional attributes associated with the recognized expressions. These include the **timing of individual words** – more precisely, their start and end times within the file. In other words, for each word, the application automatically determines when the pronunciation of that word begins and ends within the processed audio or video.

However, this timing **may occasionally be inaccurate**. Such errors most commonly result from the quality of the recording, background noise in the audio or video material, or overlapping speech by multiple speakers within the file.

Similar errors may occur when a user **edits the transcript** and saves the changes. In such cases, the application automatically attempts to determine the timing of the corrected phrase or newly entered word(s) based on the available information, primarily the timing of adjacent words. However, this estimation may not always be accurate, particularly if the corrected word or phrase is longer or shorter than the original, or if the correction replaces the original text with a different number of words.

Although word timing may seem like a minor detail based on the information presented so far, it **can be very important** for a small group of users. Refining word timing is particularly worthwhile and recommended if you plan to use the following functions – which rely on word timing – and expect them to work flawlessly:

- **Audio and video player navigation**: Word timing enables navigation within the audio or video player. Clicking on a word in the transcript moves the player to the start time of that word, and it is important that this be accurate.
- **Timing of caption blocks**: Word timing can influence the structure of caption blocks, but it most strongly affects their timing.

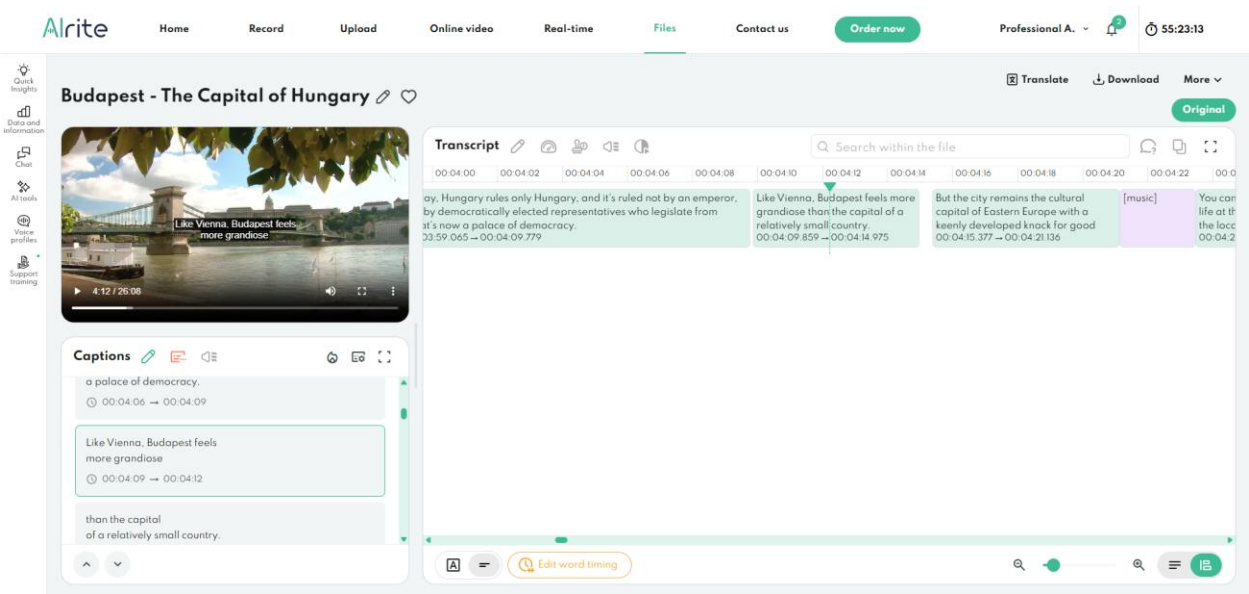
- **Burned-in caption animations**: Word timing significantly affects the pacing of the caption animations available on the page for burning captions onto videos. This feature is available only for files processed under higher-tier subscription packages (*Plus*, *Premium*, and *Professional*).

To reassure users, it is important to note that in most cases word timing is **already quite accurate when the text versions are first generated**, and minor edits to the transcript usually do not compromise this accuracy. As a result, manual correction of word timing is necessary only in rare and well-justified cases.

57. How can I edit the timing of individual words?

Based on our experience and user feedback, the timing of words in system-generated transcripts is usually accurate, therefore, in the vast majority of cases, no manual correction is required. However, if it becomes necessary to refine specific start or end times, this can be done directly through the application's interface.

To do so, switch the transcript – which appears as continuous text by default – to the **timeline view** using the toggle in the lower-right corner of the *Transcript* card, then **click the orange *Edit word timing* button** in the footer.

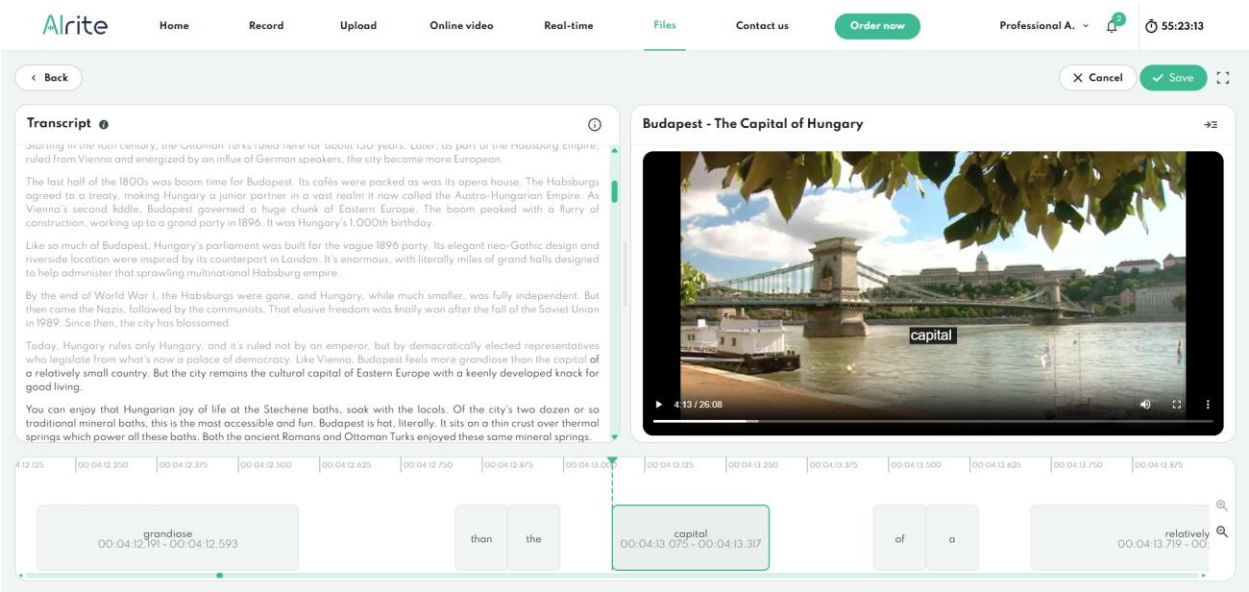


The word timing editor is available on a separate page, which is divided into three main sections:

- **Transcript**: This section displays the words that make up the content. It is primarily used for navigation as clicking a word scrolls both the video on the right and the timeline at the bottom of the page to the corresponding moment.
  Important: Unlike the transcript on the file details page, this version cannot be edited and does not reflect changes made on the timeline. To edit the text or review the updated transcript, return to the file details page.

- **Audio or video player**: The player displays individual words from the transcript according to their timing. As a result, the text does not appear in the traditional block format used on the file details page. However, the player immediately reflects any changes made on the timeline.
  Important: If the timing of individual words overlaps, multiple words may appear simultaneously on the player, stacked one below the other.

- **Timeline**: Located at the bottom of the page, this is the most important part of the function. It allows you to refine word timing by moving words to the correct position or adjusting their duration. Most operations can be performed simply using the mouse.

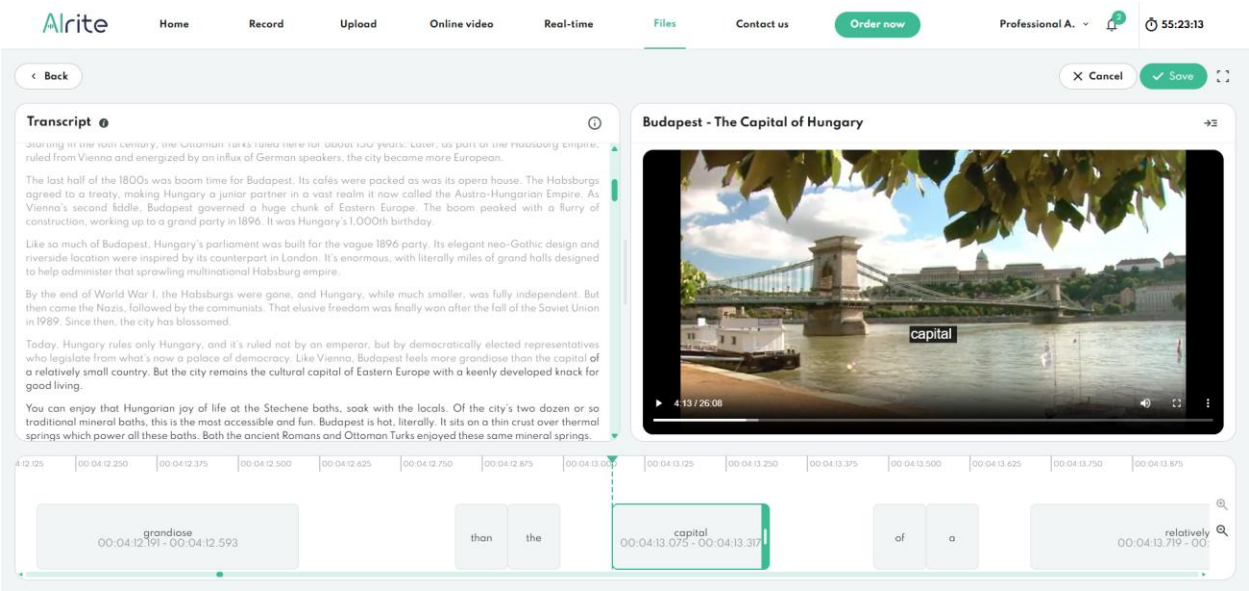


Before correcting the timing of individual words, it is recommended to adjust the scale of the timeline so that the words on each card are clearly visible. You can do this using the **buttons with the magnifying glass icon** on the right side of the timeline.

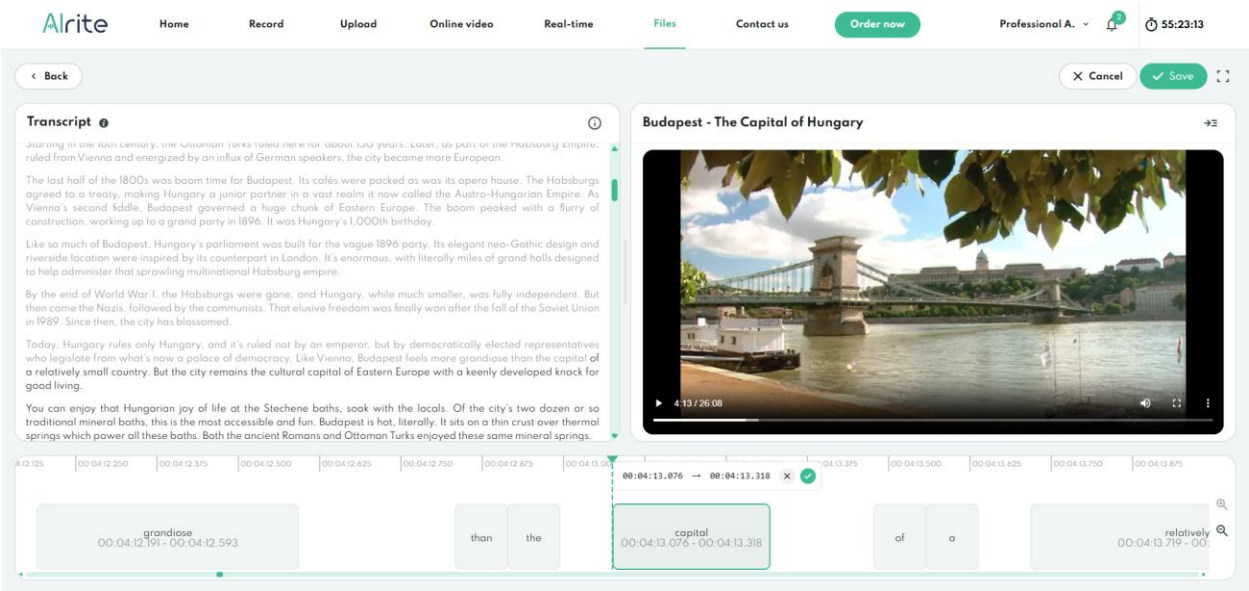
There are several ways to adjust word timing. If the duration of a word appears correct but its starting point is not aligned properly, click the corresponding card, **hold down the mouse button, and drag it to the correct position**.

However, this type of adjustment is rarely necessary. In most cases, the word is already in the correct position, but the start and/or end of its timing does not perfectly match what is heard in the audio or video file. In such cases, the duration of the word can be adjusted in two ways:

- **Moving the edges of the card**: This method is generally the most convenient and fastest way to adjust timing. Move the cursor over the edge of the card representing the word you want to adjust. When the thick green border appears, click and hold down the mouse button, then drag the edge of the card left or right as needed.



- **Right-click editing**: This method allows for more precise adjustments by entering exact timing values. First, click the card to select it. Then right-click it to open a small pop-up window, where you can enter the desired start and end times of the word. To confirm the new values, click the button marked with a checkmark icon.



To save and finalize all changes, **click the *Save* button** in the upper-right corner of the window. After returning to the file details page, it is recommended to review the changes: either by checking the transcript in timeline view or by clicking on words with modified timestamps in the continuous-text transcript. In the latter case, ensure that the audio or video player starts playback from the correct moment – that is, that the selected word is heard when clicked.

To avoid losing work due to unexpected technical or network issues, it is recommended to save changes regularly. Please note that saving changes to a given version permanently overwrites the timing of any modified words in that version.

Important: If you do not save your changes, all adjustments to word timing will be lost. For this reason, it is recommended to save your progress multiple times during the workflow.

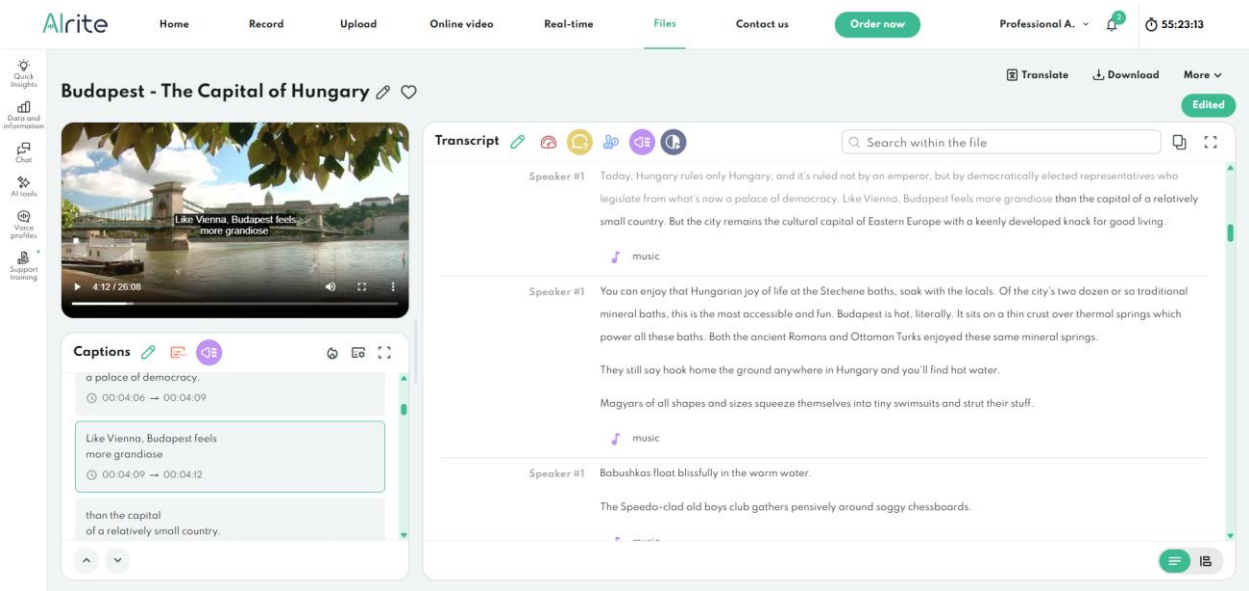
If you do not wish to finalize the changes, click the *Cancel* button in the separate window to discard them.

If the timing of words appears to have deteriorated after saving your changes, you can correct this using the *Fix timing* function, available under the *More* menu for that version. This feature is described in detail in a later chapter.

58. How do you edit the speaker names generated by the application?

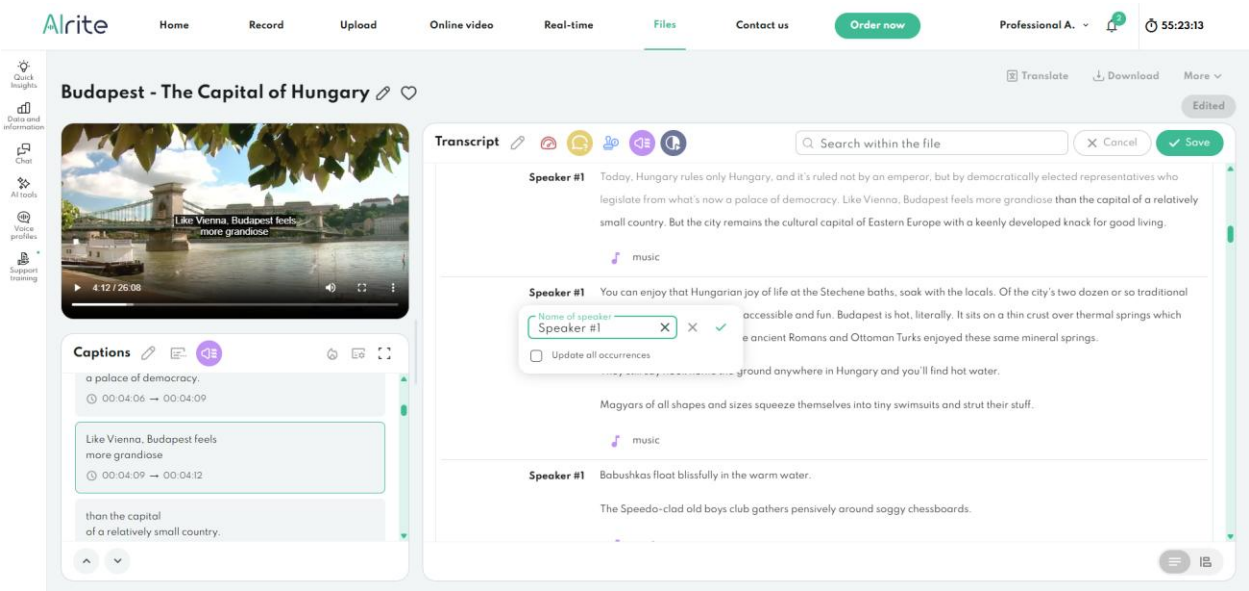
For media files processed under business subscriptions (Prime, Premium, Professional), text attributed to different speakers is segmented and each speaker is assigned a unique number for identification.

The names of the speakers (generated sequentially by the automatic speaker diarization feature) can also be modified after processing, along with the transcript text, on the file details page, if the transcript is set to edit mode and the yellow button for displaying speaker names is activated.



Speakers' names can be edited in the transcript section of the file details page by following these steps:

1. **Once speaker display is enabled and the transcript is in edit mode, click the name of the speaker you wish to edit.**
   In the pop-up window, you can change the selected speaker's name. If the name appears multiple times in the transcript, you can update all instances simultaneously by ticking the *Update all occurrences* checkbox.
   If you decide not to change the speaker's name, simply click the *X* button to cancel the action.
   Important: Speaker names are consistent across all versions of the file. Therefore, any changes made to a specific version will apply to all versions of the file.



2. **Correct misidentified speaker changes by removing the incorrect assignment.**

   In some cases, the system may incorrectly detect a speaker change, and the paragraph assigned to the new speaker may still belong to the previous speaker. This can be easily corrected by clicking on the speaker's name and then on the trash can icon in the pop-up window to remove the incorrect assignment.

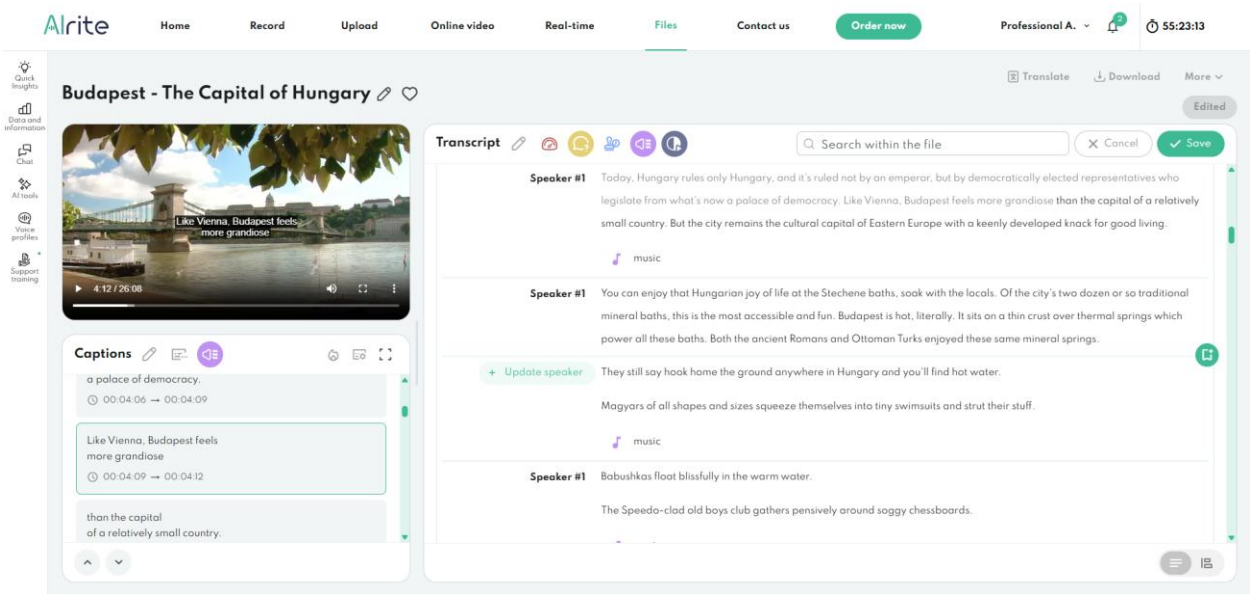
   If necessary, text passages arranged in separate paragraphs may also be merged.

3. **Address unidentified speaker changes that were not recognized by the system.**

   If the system fails to recognize a speaker change, you can manually correct this by clicking in front of paragraphs that aren't marked with a speaker name (indicating they are currently assigned to the previous speaker). This feature is especially helpful in cases where the speakers' tones are similar, causing the system to incorrectly assign sentences to the same speaker.

   If the text for the new speaker is not already in a separate paragraph, break it into one. Then, drag the cursor to the speaker section, click the *Update speaker* button that appears, and enter the correct name.

   In summary, this feature allows you to assign unique, identifiable names to speakers in processed audio and video material, ensuring greater clarity in your transcript and making it easier to search and navigate between files later.

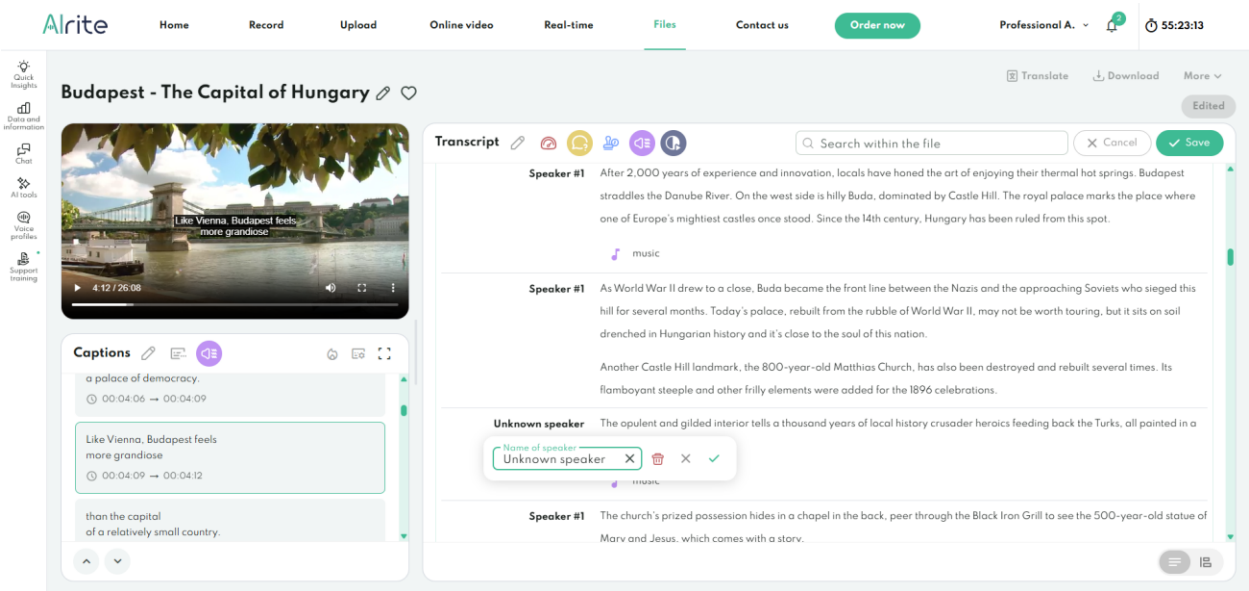


4. **To preserve and finalize all changes, make sure to save your modifications!**

   Once you are satisfied with the adjustments related to speaker names and the segmentation of the transcript by speaker, simply click the *Save* button next to the *Transcript* heading to apply your changes.

Important: If you skip this step, your changes to speaker identification may not be saved, and any modifications made will be lost. To avoid this, we recommend saving your progress regularly during the editing process.

In certain cases, the system may not assign a specific numbered label to a speaker if it could not do so with high confidence. This often occurs with brief utterances, where the application will use the Unknown speaker label. However, just like other speaker labels, this designation can be easily edited, so it should not cause any issues.



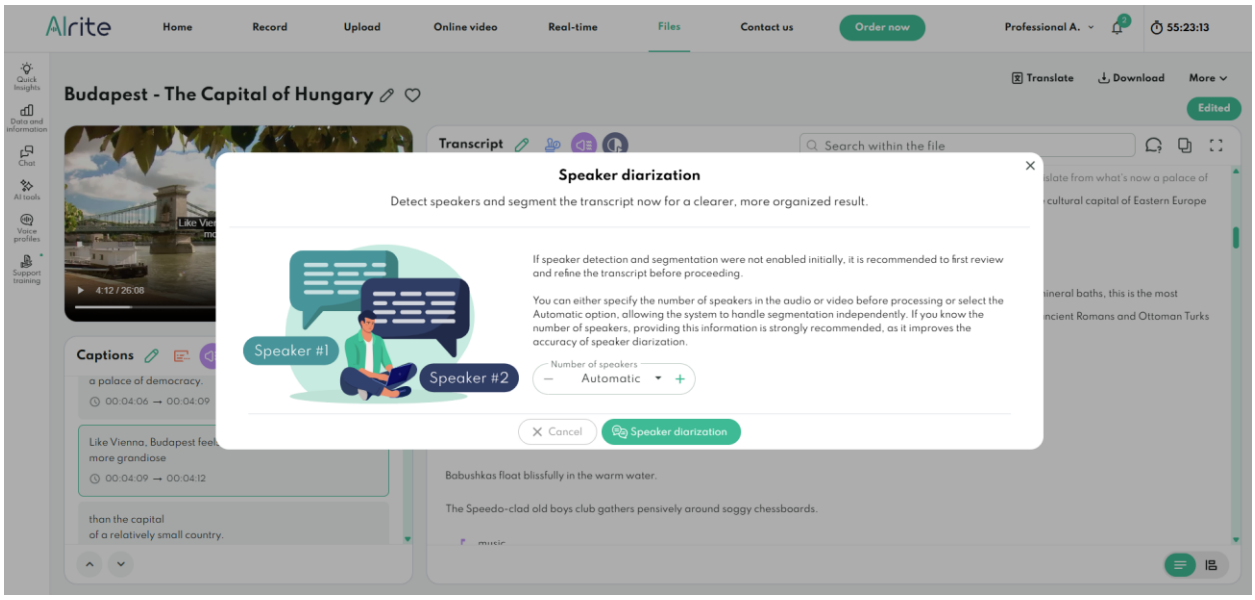
In summary, this feature allows you to make the names of the speakers heard in the processed audio and video files unique and easily identifiable in the transcript, thereby enhancing the clarity of the documents and making it easier to search across files later.

59. Can you use the speaker diarization feature later to segment the transcript if it was not enabled initially?

If you initially chose not to segment the transcript by speakers (i.e., you selected the *Off* option in the *Number of speakers* field before starting the processing and did not use the speaker diarization feature) but would now like to enable this option, you can do so by following these steps:

1. **Click on the speech bubble icon with the question mark located on the right side of the transcript box.**
   This icon will appear only if speaker detection and segmentation were not requested when processing the audio or video file.

2. **Configure the speaker detection settings in the pop-up window!**
   Set the number of speakers in the recording. You can choose the *Automatic* option, where the system will determine the number of speakers, or manually enter the value if you know it.



3. **Click the *Speaker diarization* button!**
   This will start the speaker detection process, and its progress can be monitored via the progress bar in the pop-up window.

4. **Once the process is complete, the automatically numbered speaker names will appear next to the transcript text, and a yellow button will also appear next to the *Transcript* heading.**
   After post-processing, you can edit the automatically generated speaker names or even reassign certain paragraphs to the correct speaker if the system made an error.
   You can also use the yellow button to hide the speaker names if you don't need them visible at the moment.

If voice profiles exist in the account before the retrospective speaker diarization process is initiated, the application may assign not only numbered speaker labels but also specific names, provided that the file contains a speaker whose voice characteristics match those stored in an existing voice profile.

Important: This feature can only be applied retroactively to files that were originally processed under a business subscription package (*Prime*, *Premium*, or *Professional*).

60. How do you create new voice profiles for speakers detected in audio or video files for future identification?

By default, when the speaker diarization feature is enabled and no voice profiles have been created in your account, speakers detected by the system appear in the transcript as sequentially numbered labels for files processed under business subscription packages (*Prime*, *Premium*, and *Professional*).

To enable future **identification of speakers by name** across files to be processed under an account, first a **voice profile must be created** for each individual to be recognized. Voice profiles are generated based on that person's speech segments found in files that have already been successfully converted to text.

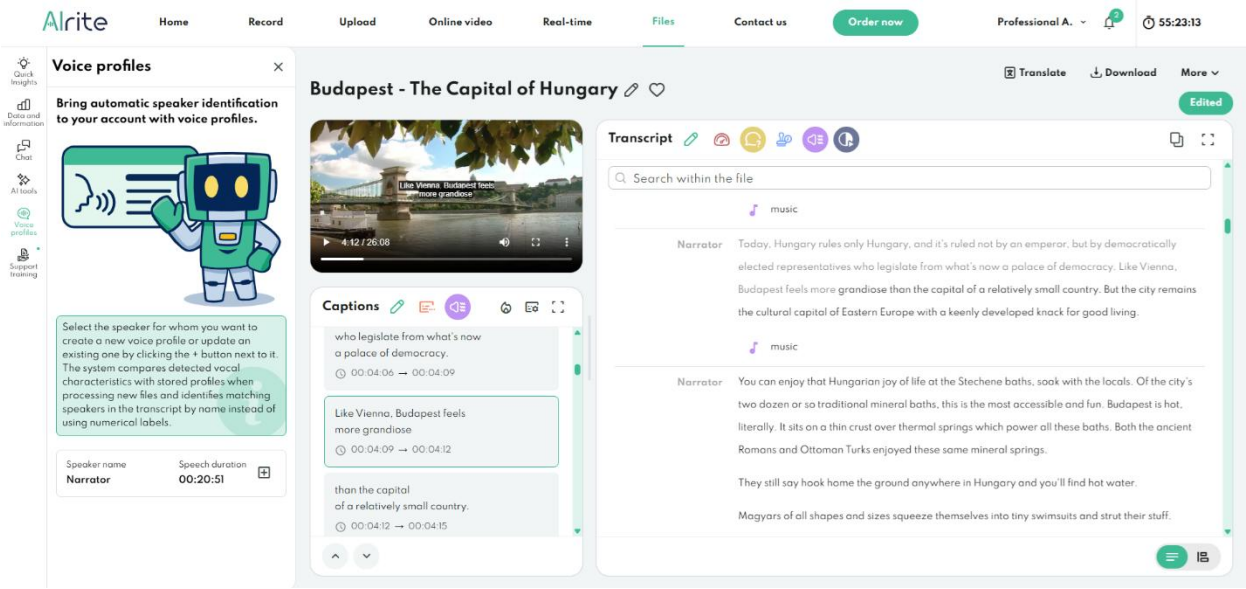
The initial step in creating a voice profile is to **assign the desired names** to speakers within individual files by replacing the automatically generated numbered labels with the expected names. The transcript should then be reviewed carefully to **ensure that each paragraph is attributed to the correct speaker**.

Because speaker names and their associated paragraphs form the basis for voice profile creation, particular care should be taken when naming speakers and assigning text segments to ensure accuracy.

Important: Including paragraphs in the voice profile creation process that were not actually spoken by the intended individual may significantly distort the resulting voice profile and negatively affect the accuracy of future speaker identification.

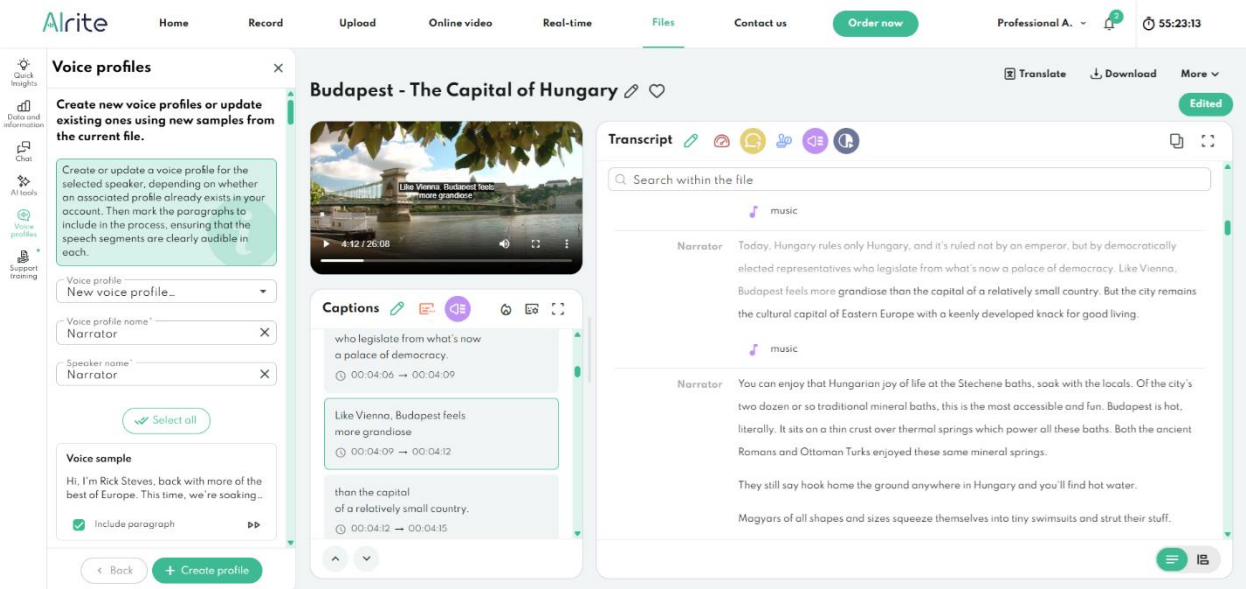
Once you have verified that each paragraph is correctly assigned to the appropriate speaker, select the *Voice profile* option from the menu bar – located on the left side of larger screens or at the bottom of smaller screens – to initiate the voice profile creation process. After opening this menu item, follow the steps below:

1. **After opening the *Voice profile* section, click the + button next to the name of the speaker for whom you want to create a voice profile.**
   A voice profile can be created for a speaker only if certain conditions are met. Specifically, the speaker must not retain an automatically assigned system label (meaning the user must rename the speaker), or the total duration of the paragraphs attributed to that speaker must reach at least 10 seconds. If these requirements are not satisfied, a voice profile cannot be created for that speaker using the current file.
   Important: Voice profiles cannot be created without enabling the speaker diarization feature and cannot be generated from translated versions of files.



2. **Select the option to create a new voice profile, then assign a name to the profile and specify the name under which the speaker should be identified.**
   While creating a new voice profile, you must provide a unique name for the profile and define the speaker name that should appear in transcripts when the voice associated with this profile is successfully identified in the future.

3. **Pick the paragraphs to be used for future speaker identification.**
   Under the aforementioned fields, choose which paragraphs attributed to the specified speaker the application should rely on when attempting future identification. To do so, check the corresponding boxes on the paragraph cards.
   Important: Select only paragraphs in which the speaker can be heard clearly, without overlapping speech, shouting, or excessive background noise, to ensure optimal identification accuracy.



4. **After selecting the desired paragraphs, click the green button at the bottom of the page to save the voice profile.**
   Once saved successfully, the voice profile is created and ready for use.
   From this point forward, when new audio or video material is processed under a business subscription, the application compares the detected speakers in the file with the existing voice profiles during text conversion. If a match is found, the speaker is identified by name in the transcript.

All created voice profiles can be viewed in the *Files* menu, where they may also be edited as needed, including changes to the profile name and the associated speaker name. Voice profiles remain available in the account until they are manually deleted by the user or until the files on which the profiles are based are no longer available in the account.

Creating voice profiles is the first step toward identifying specific speakers by name. To further improve identification accuracy, it is recommended to periodically update existing voice profiles with additional samples. This process is explained in more detail in the following question-and-answer section.

61. How do you update existing voice profiles with new samples to improve speaker identification accuracy?

Speaker-related tasks are significantly simplified for files processed under business subscription package (*Prime*, *Premium*, and *Professional*), as the application can display identified speakers by name based on previously created voice profiles

However, to **ensure the most accurate identification of speakers** who appear repeatedly within an account, users are encouraged to periodically **enrich existing voice profiles with additional voice samples**.

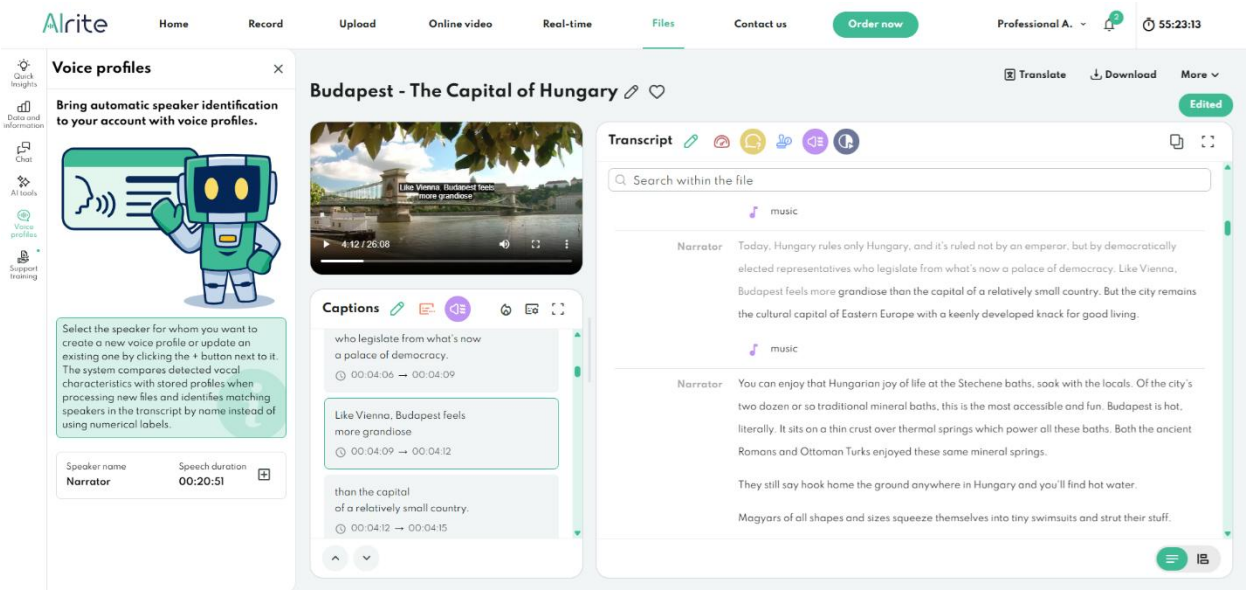
The greater the diversity of samples within a voice profile, the more accurately the application can identify speakers automatically. This is particularly important because a speaker's voice may vary depending on conditions such as background noise or recording environment.

As with the initial creation of voice profiles, the most critical step when updating an existing profile is to **correctly name each speaker** within individual files and **ensure that all paragraphs are accurately assigned to the appropriate speaker**. Because speaker names and their associated text segments form the basis for updating voice profiles, particular care should be taken during this process to maintain identification accuracy.

Important: Including paragraphs in the voice profile update process that were not actually spoken by the intended individual may significantly distort the updated voice profile and reduce the accuracy of future speaker identification.

Once you have completed the necessary review, select the *Voice profile* option from the menu bar – located on the left side of larger screens or at the bottom of smaller screens – to initiate the voice profile update process. After opening this menu item, follow the steps below:

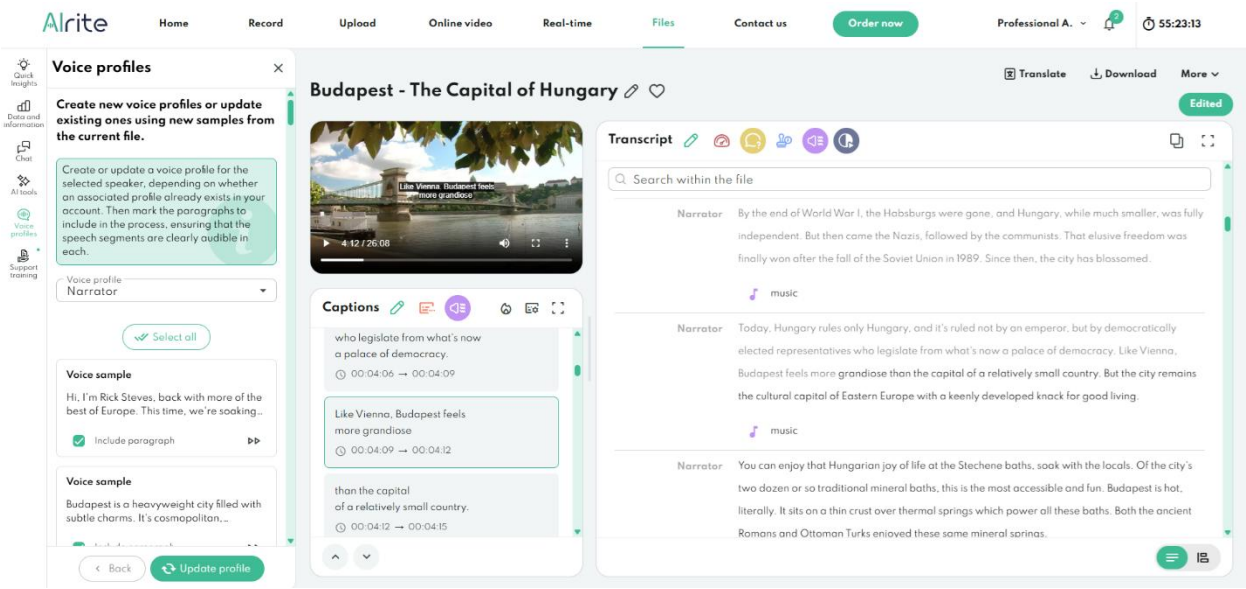
1. **After opening the *Voice profile* section, click the + button next to the name of the speaker whose voice profile you wish to update.**
   A voice profile can be updated only if the total duration of the paragraphs attributed to the speaker reaches at least 10 seconds. If this requirement is not met, the voice profile cannot be expanded using the paragraphs from the current file.
   Important: Voice profiles cannot be updated from translated versions of files.



2. **Select from the drop-down list the existing voice profile in your account that you wish to enrich using paragraphs from the current file.**
   When updating an existing profile, you do not need to specify a new profile name or speaker name; these fields are hidden automatically. Simply select the appropriate voice profile from the list.

3. **Pick the paragraphs to be used for future speaker identification.**
   Under the aforementioned drop-down field, choose which paragraphs attributed to the specified speaker the application should rely on when attempting future identification. To do so, check the corresponding boxes on the paragraph cards.

Important: Select only paragraphs in which the speaker can be heard clearly, without overlapping speech, shouting, or excessive background noise, to ensure optimal identification accuracy.



4. **After selecting the desired paragraphs, click the green button at the bottom of the page to update the voice profile.**
   Once saved successfully, the voice profile is updated and ready for use.
   From this point forward, when new audio or video material is processed under a business subscription, the application compares the detected speakers in the file with the existing voice profiles during text conversion. If a match is found, the speaker is identified by name in the transcript.

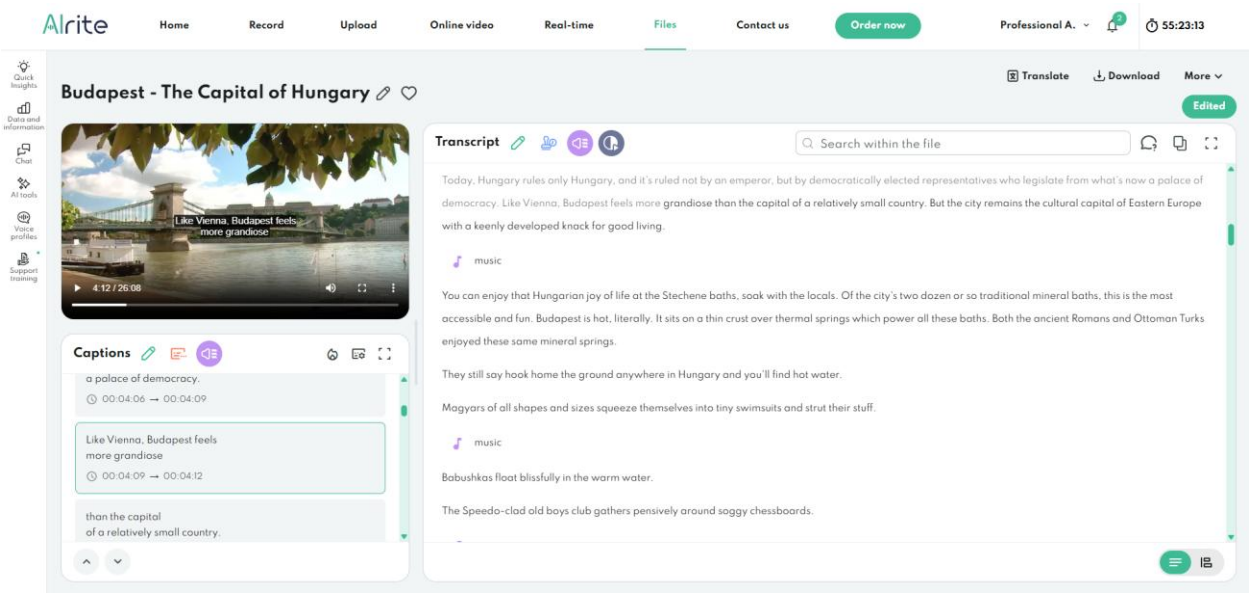
All created voice profiles can be viewed in the *Files* menu, where they may also be edited as needed, including changes to the profile name and the associated speaker name. Voice profiles remain available in the account until they are manually deleted by the user or until the files on which the profiles are based are no longer available in the account.

To maintain a high level of identification accuracy and effectiveness, it is recommended to update voice profiles periodically by adding new voice samples whenever possible.

62. How do you modify the non-speech sounds detected by the system?

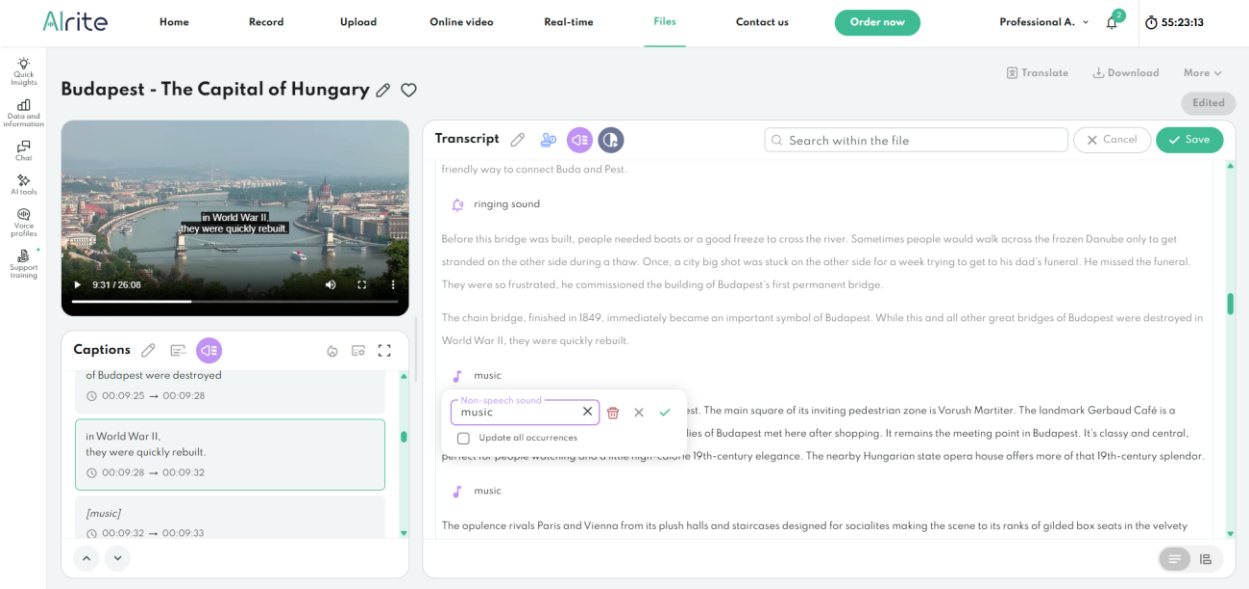
For files processed under any of the subscription packages (*Lite*, *Plus*, *Prime*, *Premium*, or *Professional*), non-speech sounds – also referred to as noises – detected by the system are categorized into predefined labels and displayed on the file details page.

These detected noises, along with their default category labels (unless customized by the user), are only visible when the **purple toggle buttons** above the transcript or captions are activated. Users can also **edit these labels** in this view, allowing them to rename each detected sound according to their preferences.



The names of these non-speech sounds can be edited in the transcript section of the file detail page by following these steps:

1. **Once non-speech sound display is enabled and the transcript is in edit mode, click the label of the non-speech sound you wish to edit!**
   A pop-up window will appear, allowing you to modify the name of the specific non-speech sound. If the sound occurs multiple times in the transcript, you can replace all instances at once by checking the Update all occurrences box. If you decide not to change the noise label, simply click the X button to cancel.
   Important: The names of non-speech sounds are independent across different versions of the file, so it is advisable to review and adjust them for each version individually.



2. **To preserve and finalize all changes, make sure to save your modifications!** Once you are satisfied with the changes to the non-speech sound labels, click the Save button next to the Transcript heading to apply the changes permanently. **Important: If you skip this step, your changes to noise labels may not be saved, and any modifications made will be lost. To avoid this, we recommend saving your progress regularly during the editing process.**

In summary, this feature allows you to customize and clearly identify non-speech sound labels detected in the processed audio and video files, both in the transcript and captions. This improves the clarity of the documents and makes it easier to search across files.

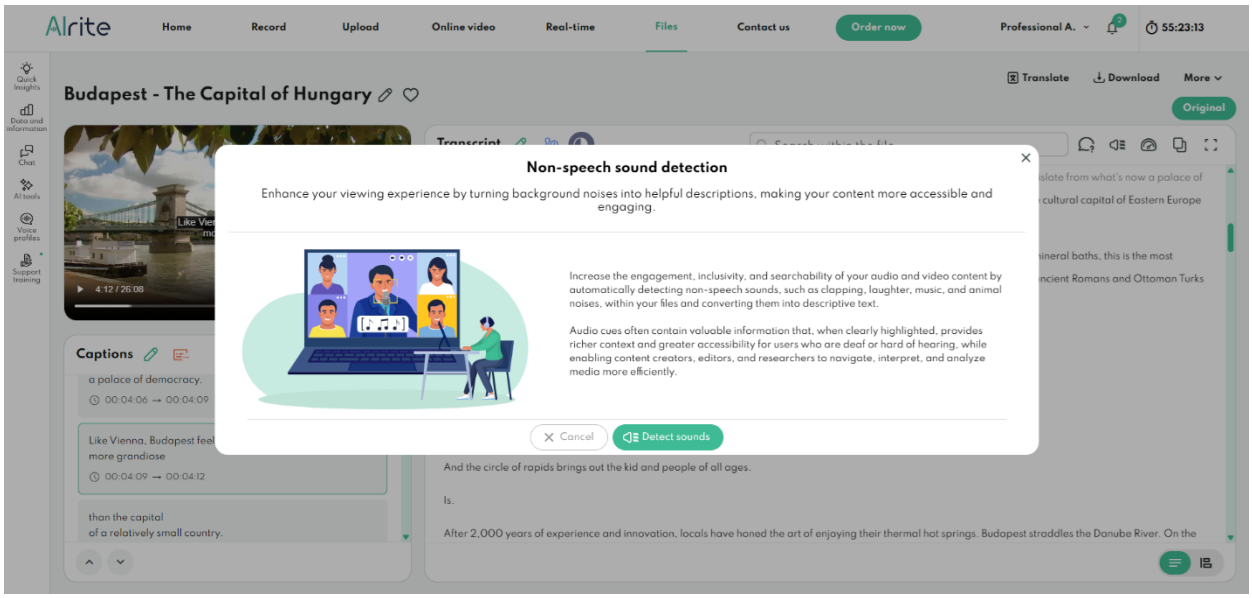
63. Is it possible to use non-speech sound detection feature retrospectively if it was not enabled initially?

If you initially chose not to enable non-speech sound detection – also referred to as noise detection – by leaving the *Non-speech sound detection* checkbox unchecked before processing your file, you can still activate this feature retrospectively by following these steps:

1. **Click the speaker icon located on the right side of the transcript section.** This icon will only appear if the given audio or video file was converted to text under a subscription package, and non-speech sound detection was not enabled during its initial processing.

2. **Click the *Detect sounds* button in the pop-up window.**

This will start the detection of non-speech sounds. A progress bar within the pop-up will indicate the status of the process.



3. **Once the process is complete, the previously transcribed speech will be supplemented with the detected non-speech sounds in the transcript. In addition, a purple button will appear next to the *Transcript* heading.**
   After retrospective non-speech sound detection is finished, you will also have the option to edit the labels of the detected noises, allowing you to refine or rename them as needed.
   The purple button enables you to show or hide the non-speech sounds in the transcript at any time, depending on your preference.

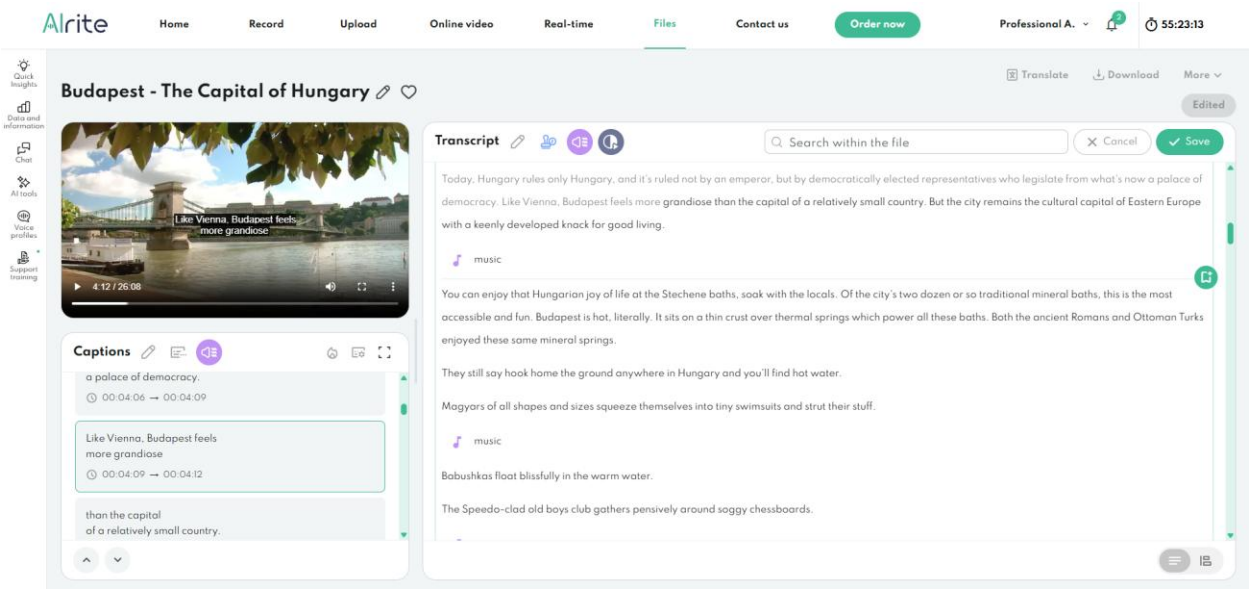
Important: This retrospective non-speech sound detection feature is only available for files that were originally processed under an active subscription package (*Lite*, *Plus*, *Prime*, *Premium*, or *Professional*).

64. How do you manually create chapters in the transcript, and how do you modify their titles afterwards?

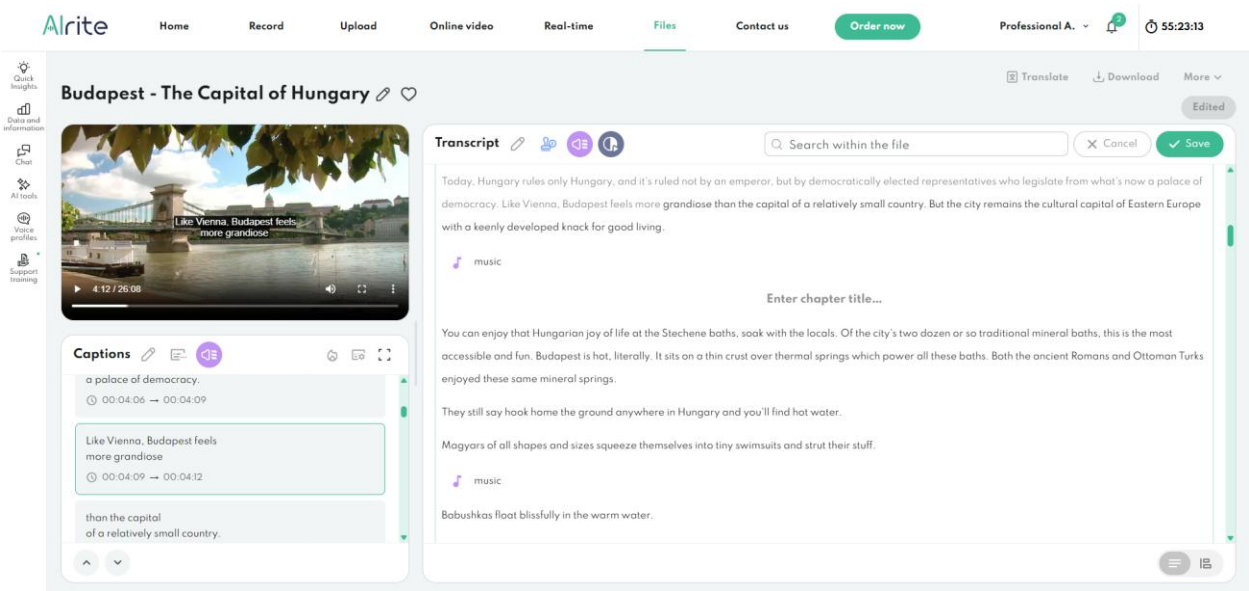
After converting your audio or video into text and optionally refining the system-generated transcript, you can make the content **more structured and easier to navigate** by organizing the continuous text into **custom chapters** – either before, during, or after clarifying the transcript.

Regardless of the package used to process the audio or video file, including the free *Starter* package, you can create chapters directly within the transcript text box while in edit mode. You can also rename existing chapters or delete any that are no longer needed.

Chapters can only be created manually while editing the transcript. To do this, click the pencil icon next to the *Transcript* heading, or click directly into the transcript to enter edit mode. While in edit mode, hover your cursor between paragraphs. A **faint green line will appear with a green button at the end**. Finally, **click this button to insert a new chapter and assign it a title**.



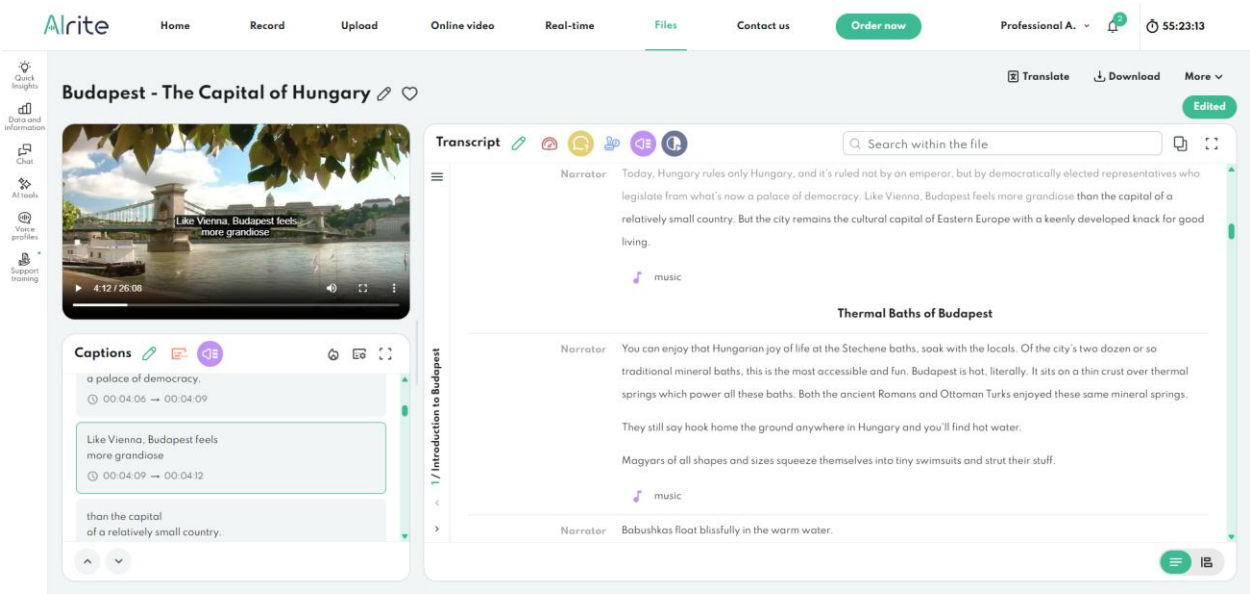
Once you click the button, the placeholder text ***Enter chapter title…*** **appears** at the appropriate position between the relevant paragraphs. Enter the desired chapter title to thematically separate the preceding and following sections and organize the transcript into chapters.



Repeat this process until all intended chapters have been created within the transcript.

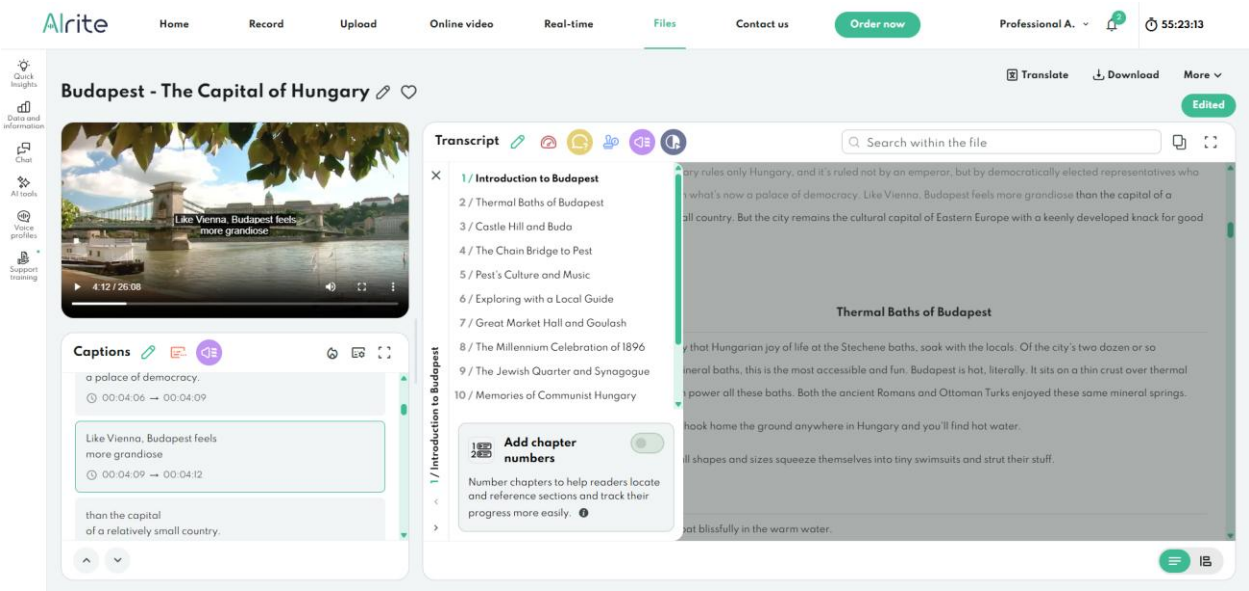
As with transcript editing, it is generally sufficient to save your changes after entering all planned chapter titles. However, saving periodically during the process is recommended to prevent accidental data loss.

Inserted chapter titles will appear at their designated locations between paragraphs, **displayed in a larger, centered font** to clearly indicate the beginning of a new chapter.



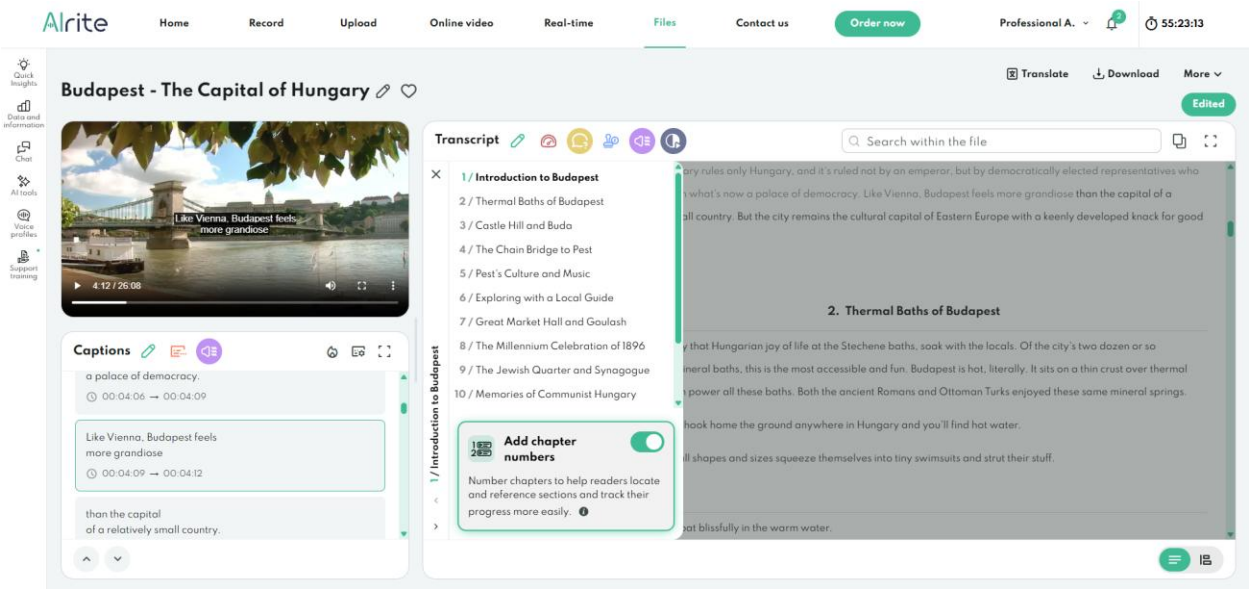
Similar to editing the main text of the document, chapter titles can also be **modified or deleted** as needed. To do so, simply click the chapter title and edit it as usual, or remove it entirely from the text if it is no longer required.

On larger screens, you can view the chapters you have created in the form of a table of contents. To do so, click the hamburger menu icon to the left of the transcript content. This opens a bar above the transcript text where the chapter structure is displayed.



In addition to viewing chapters within the transcript, you can access a **complete list of created chapters** by opening the *Chapter segmentation* option in the *AI tools* menu. This menu is located on the left side of larger screens and at the bottom of smaller screens.

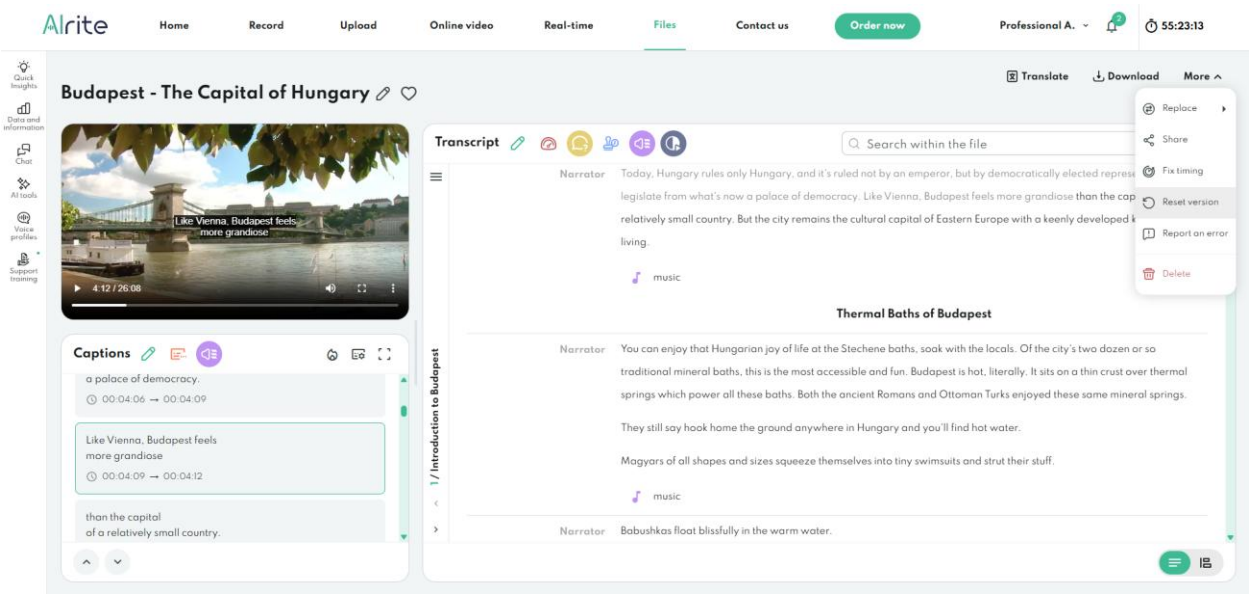
If you wish to **display chapter numbers** in addition to chapter titles in the transcript, you can enable them either within this menu item, below the list of chapters, or at the bottom of the previously mentioned table-of-contents view by **activating the *Add chapter numbers* option**. When activated, chapter numbers will appear in the transcript text immediately before each chapter title.



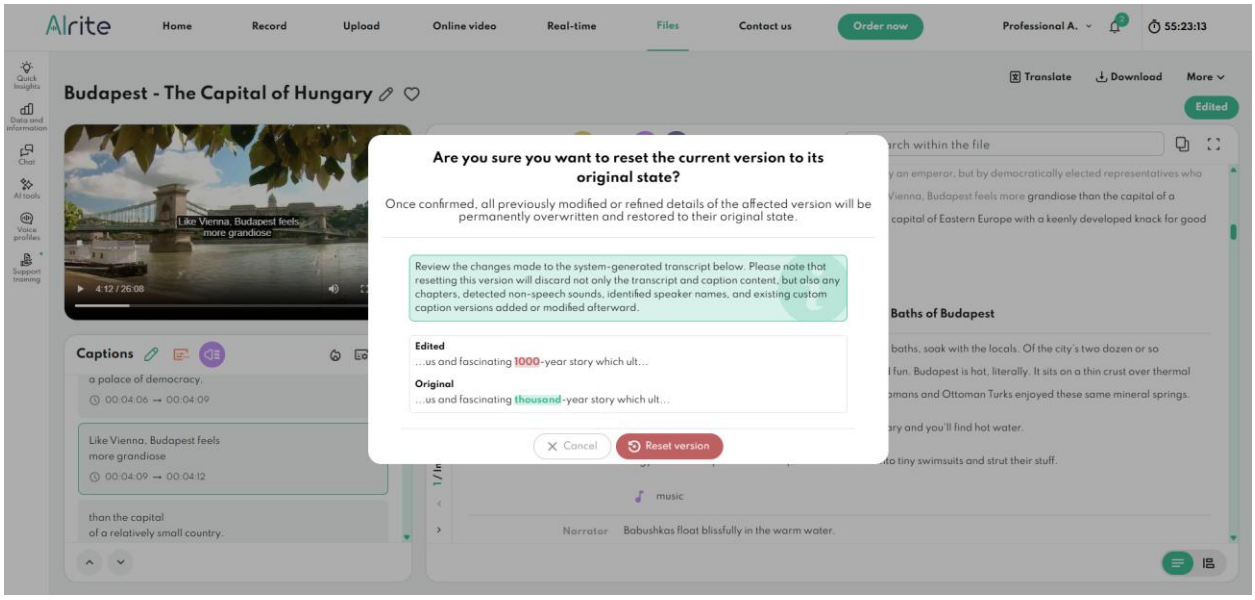
65. How do you restore a document to its original, system-generated state?

If extensive modifications to the transcript – whether to the transcript text itself or to related elements such as detected speaker names or non-speech sounds – have made the document difficult to manage, you may prefer to **start over** and return to the original, system-generated version.

In this case, use ***Reset version* feature** *from* the More menu. This option is available only for the *Edited* version (and for translations that have previously been modified).



Selecting *Reset version* opens a pop-up window to ensure that you do not restore the document by accident. In this dialog, the system summarizes what the action will do and presents a detailed list of the transcript edits that have been made so far. Reviewing this list allows you to see exactly which saved modifications will be removed if you proceed.



Please note that this action also permanently and irreversibly removes changes that are not part of the transcript text, such as chapter titles or edits to non-speech sound labels, if they were not part of the *Original* version. These items are not shown in the list, but they are deleted along with the transcript edits when you use this feature.

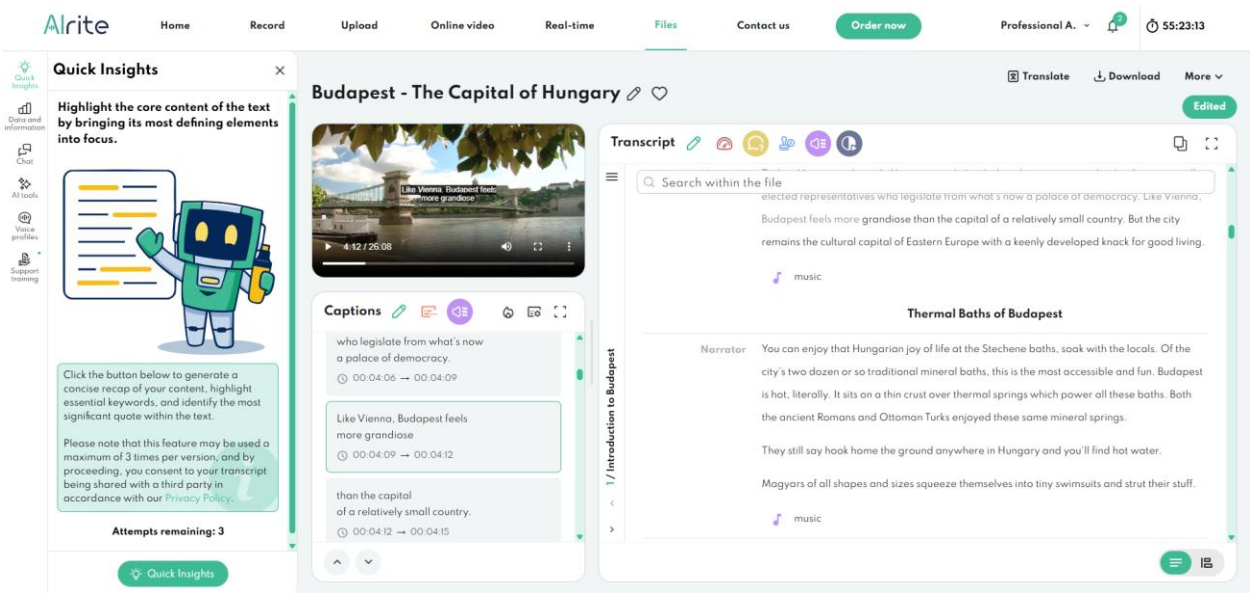
When you restore the document, the *Edited* version is deleted and the original system-generated version (as it appeared when the document was first created) is displayed on the file details page.

66. How do you create text variants that provide a quick overview of the transcript content?

The application also enables you to create shortened versions of transcripts generated from audio or video files, helping you identify key information and review the content quicker and more efficiently.

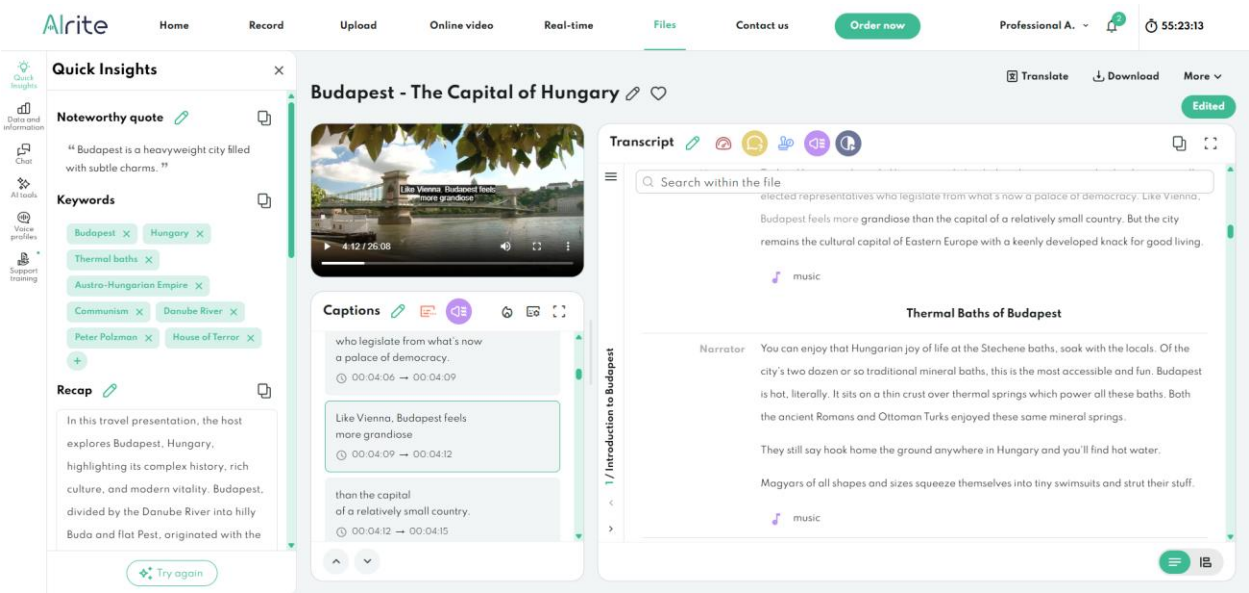
With any of the available subscription packages (*Lite*, *Plus*, *Prime*, *Premium*, or *Professional*), you can generate an overview of the transcript with just one click. The system will also extract **key phrases** and highlight the most noteworthy **quote** from the text.

To generate these insights, simply **click the *Quick Insights* option** in the menu bar – located on the left side of the screen for larger displays or at the bottom for smaller screens – and initiate the process.



Shortly after initiation, the most noteworthy quote from the text, the keywords most characteristic of the content, and a brief recap will appear. These elements can be viewed in the same side window once they have been generated.

Important: For the best possible results, creating recaps, generating keywords, and highlighting the most noteworthy quotes should only be performed after any necessary clarifications have been made in the transcript.

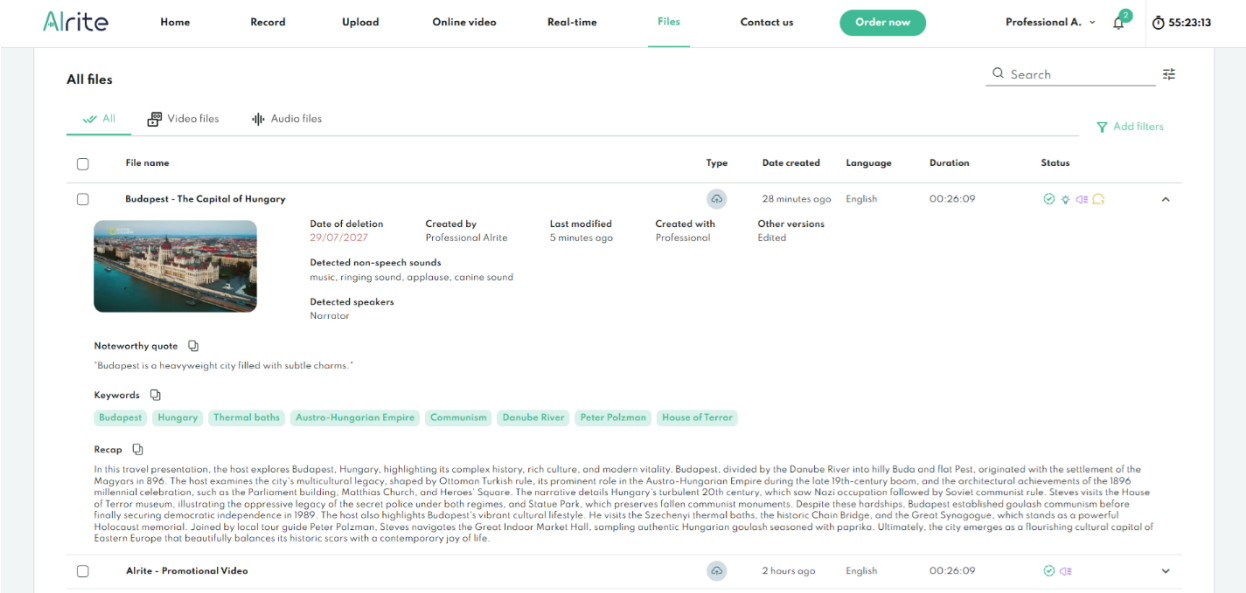


If you are not fully satisfied with the initial results, you can click *Try again* at the bottom of the window to rerun the automation and regenerate the elements, which may yield better results on a subsequent attempt. Keep in mind that this action permanently overwrites the previously created elements.

Please note that *Quick insights* must be generated separately for each version. Therefore, if you create a translation of a version that already has *Quick insights*, these items will not be created automatically for the translated version – they must be initiated individually for each translated version.

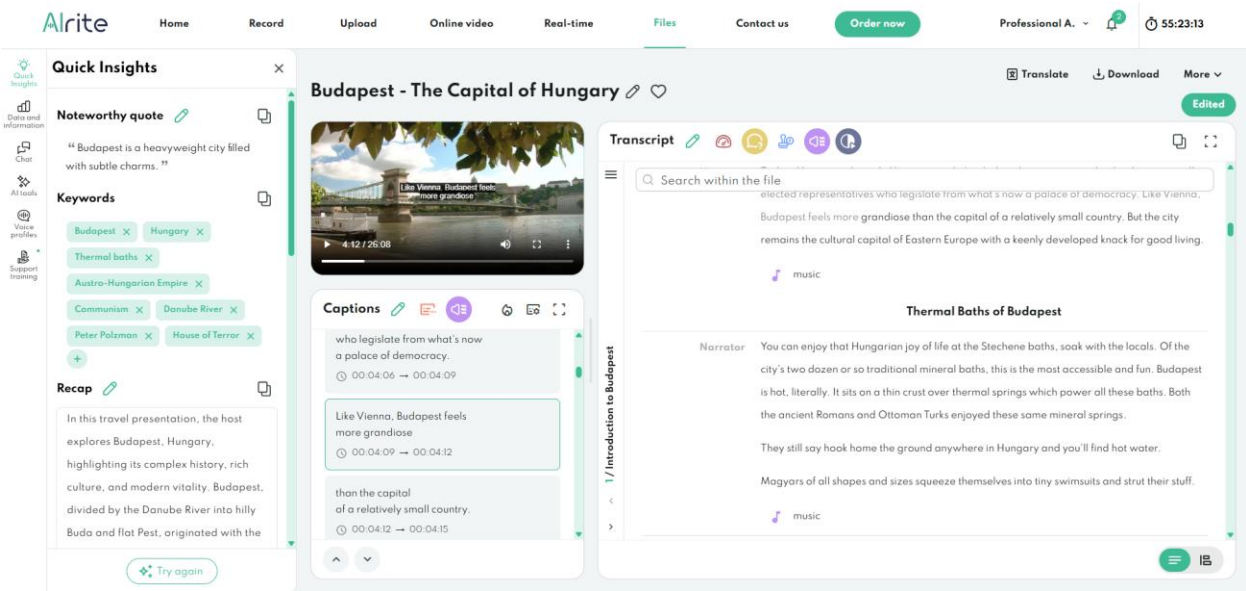
Important: The quick insights feature is unable to extract recaps, keywords, or highlight quotes from files that are too short or several hours in length.

If you have already generated *Quick Insights* for a document, these elements can be viewed and copied by clicking the downward-pointing arrow at the end of the corresponding row in the *Files* menu. They can also be accessed from the file details page, where selecting the same menu item allows you to view the recap text, keyword list, and notable quote again.



67. How do you edit the text variants that provide a quick overview of the transcript content?

The system-generated text elements that provide a quick overview of transcribed audio or video content can be further customized. Recaps and highlight quotes can be edited, refined, or supplemented, while the keyword list can be managed by adding new keywords or deleting existing ones on the file details page.



Editing the recap and the noteworthy quote can be done by following these steps:

1. **Click the pencil icon next to the desired element or click directly on its content to switch the text field into edit mode.**
   By default, the overview and quote texts are displayed in read-only mode.

2. **Refine or add to the record or quote text, then click the checkmark icon to save and finalize the changes.**
   While the overview is being edited, certain functions related to the transcript are temporarily disabled.
   It is also important to note that saving the changes made to a given version will permanently overwrite the previous versions of the overview and the quote.

The generated keywords can be deleted, and new ones can easily be added to the list by following these steps:

1. **To delete a specific keyword, click the *X* button next to it in the text bubble.**
   Deleting a keyword is permanent and cannot be undone. However, if you delete a keyword by mistake, you can simply add it back – see point Nr. 2.

2. **To add a new keyword, click the + button at the end of the keyword list.**
   After clicking the + *button*, a text box will appear where you can enter the new keyword.
   Press *Enter* to finalize and add the keyword to the list.
   If you misspell a keyword, delete it (see point Nr. 1.) and re-enter the correct version.

Keywords are saved automatically as soon as they are added. However, when editing a recap or highlighted quote, we recommend saving your changes regularly to prevent the loss of work in the event of an unexpected technical or network issue.

Please note that saving changes permanently overwrites the previous version of the recap or highlighted quote.

To discard your changes and leave the recap or quote unchanged, simply click the *X* button.

Translation

68. How do you translate transcripts and captions within the Alrite application?

In addition to generating transcripts in the language spoken in the uploaded audio or video file, the Alrite application allows you to **translate these transcripts** (and any refinements made to them) into other languages.

Translation is available for several languages depending on your subscription package. However, the free *Starter* package does not include translation services.

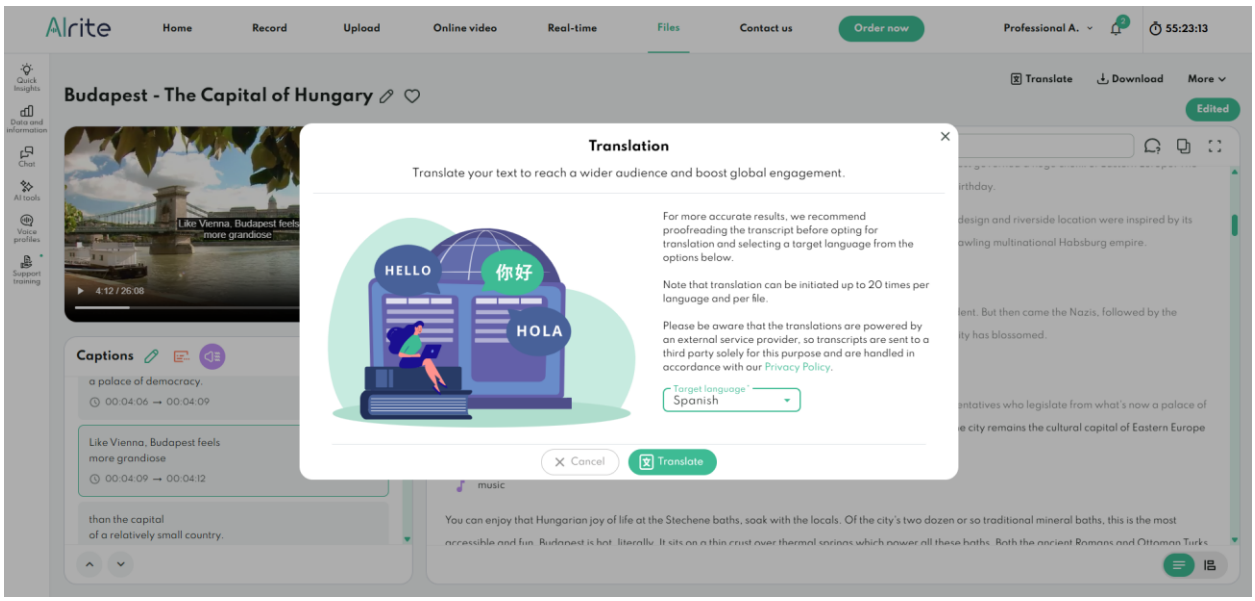
There are no additional costs for initiating a translation (i.e., no time credit deduction). However, by default, you can only translate a file **up to two times per language**.

Important: If you start a new translation into a language for which a translated version already exists, and confirm your intent in the warning pop-up window, the previous translated version will be permanently overwritten.

The process of translating a text version is as follows, once the media file has been successfully processed:

1. **Correct the system-generated transcript to ensure it is as error-free as possible.**
   The more accurate the transcript, the more accurate the resulting translation will be.
   Important: The translation is based on the transcript, not the audio or video file itself. Therefore, any errors in the original transcript will result in incorrect translations.

2. **Initiate the translation by clicking the *Translate* button (with the globe icon).**
   The translation will be made from the version currently selected on the file details page. After clicking the *Translate* button, a pop-up window will appear where you can choose the desired language for translation and confirm your selection.
   Depending on the length of the file, the translation process may take a few seconds.

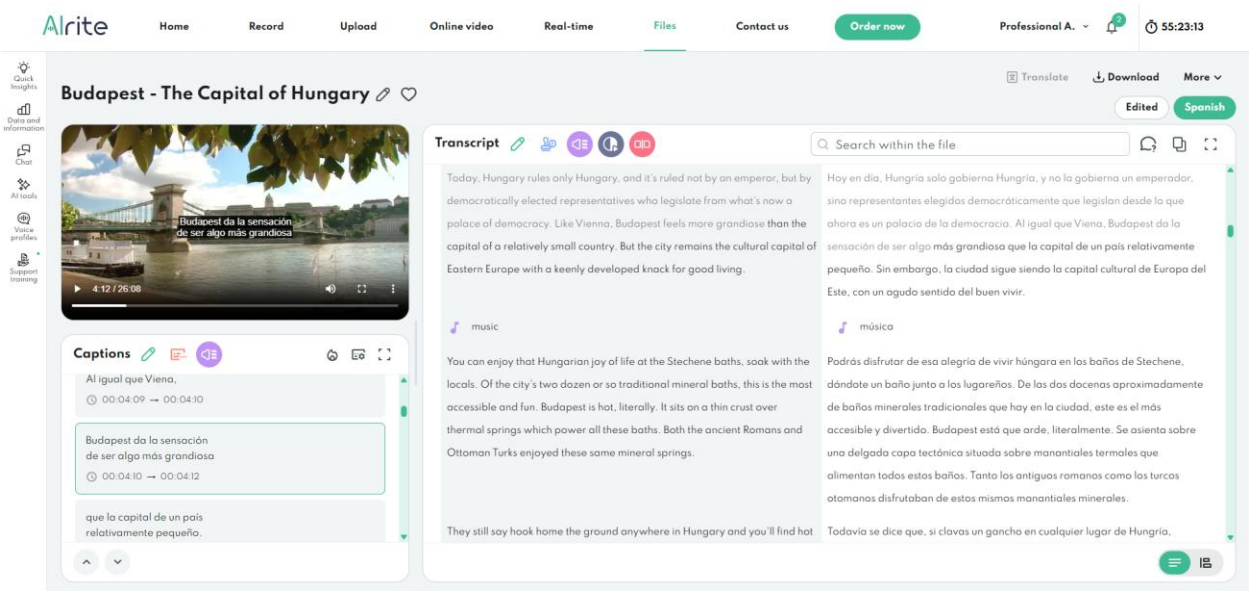


3. **Upon completion of the translation process, a new version is created, which can also be viewed in a so-called side-by-side view.**

   In addition to the *Original*, *Edited*, and any existing translated versions, a new translation tab will appear on the file details page. Both the transcript and the captions are translated at the same time.

   Once the translation is complete, the original-language version and the translated transcript are displayed side by side by default, with corresponding paragraphs paired together. This view can help make the translation review and refinement process easier.

   If this parallel view is not needed, it can be deactivated for translated versions by clicking the pink button next to the *Transcript* heading.



4. **Next, the translated version of the transcript should be refined in the same way as the original transcript.**

   Editing the translated version follows the same process as editing the original language version. However, unlike the original language version, there is only one version for the translated transcript (no separate *Original* and *Edited* versions).

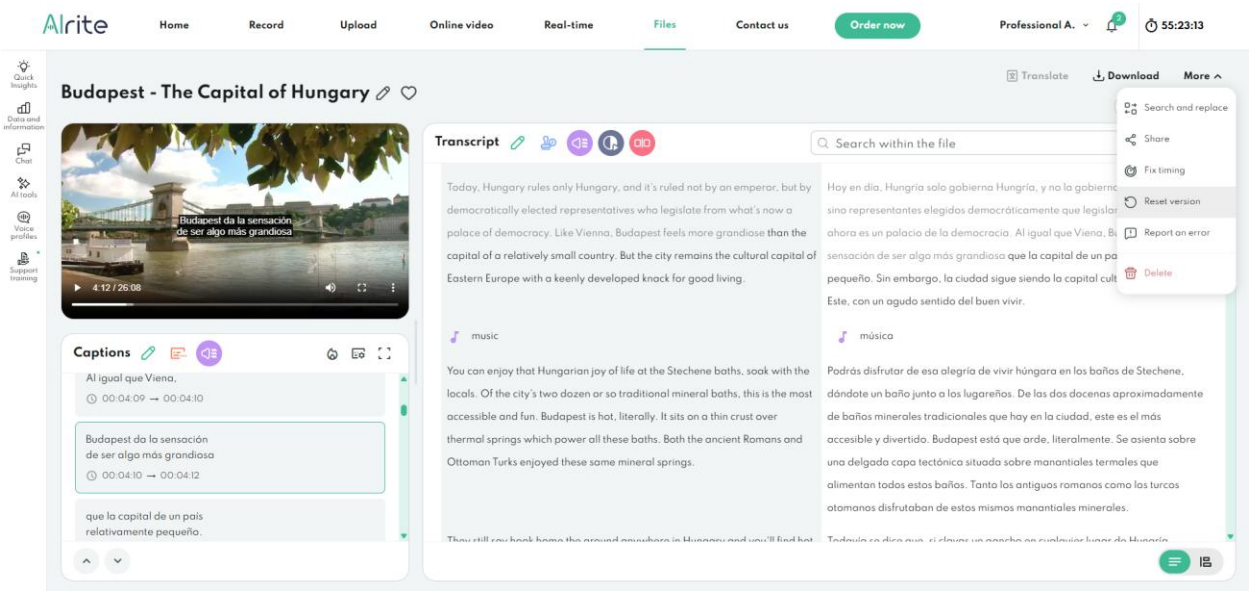
   Important: Saving changes made to the translated version will permanently overwrite the previous translation.

69. How do you restore translations to their original, system-generated state?

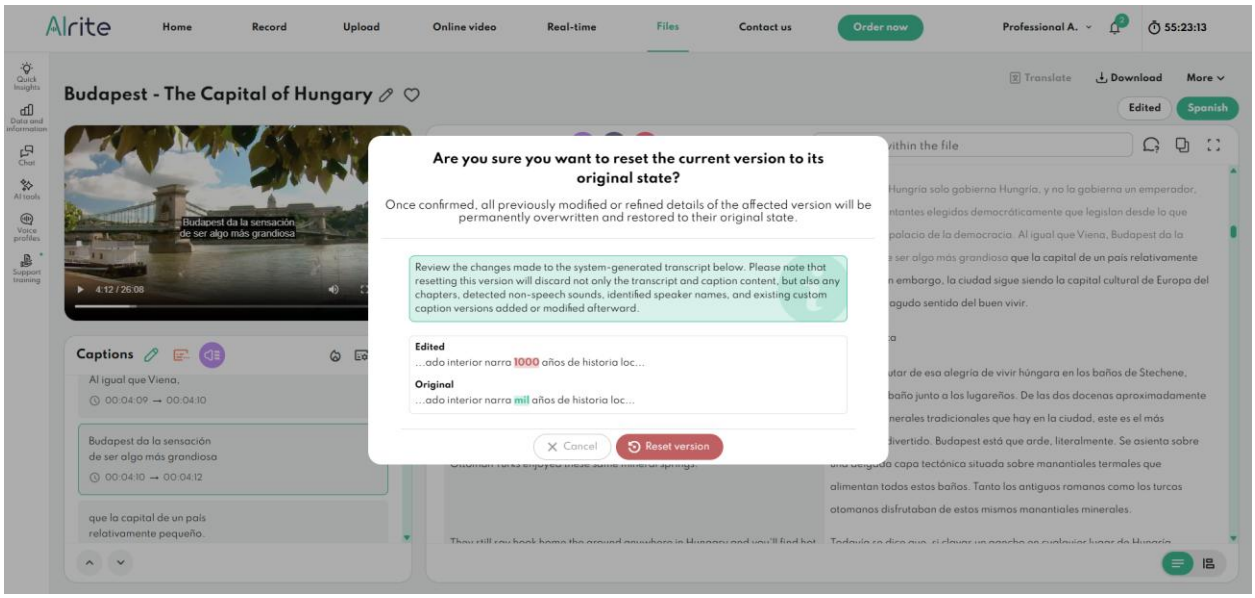
As with the *Edited* version, translations can reach a point where extensive changes make them difficult to review and manage. If the accumulated edits have become confusing or

inconsistent, it may be more practical to **discard them entirely** and restart from the original, system-generated translation.

In this situation, the ***Reset version* feature** described earlier can help. This option is available only for translations (alongside the *Edited* version) that have already been modified.



Clicking *Reset versio*n opens a confirmation dialog to prevent accidental restores. The pop-up asks you to confirm your intention and provides a list of the translation edits that will be discarded if you continue, allowing you to review what will be removed before you proceed.



Please note that restoring a translation also permanently and irreversibly removes changes that are not strictly part of the translation text, such as created chapter titles or changes to non-speech sound labels, if they were not part of the translation's original state. These items

are not shown in the list, but they are deleted in the same way as edits to the translation text when you use this function.

When you perform a restore, the last saved state of the translation is deleted, and the file details page will display the original system-generated state of the text that was present when the translation was created.

70. Which packages include the automatic translation feature?

With the exception of the free *Starter* package, all subscription packages offer the ability to translate text versions.

The *Lite* and *Prime* packages allow translation of transcripts and captions into a limited number of languages (English, German, Spanish, French, and Hungarian). Users with higher-tier subscription packages, such as *Plus*, *Premium*, and *Professional*, have access to more translation languages.

The translation service is provided by an external service provider based in Europe. The texts are sent to this third-party provider solely for translation purposes, and neither the original transcripts nor the translated content are stored by them.

You can initiate **up to 2 translation** per language and per file.

When the transcript is translated, the captions are also translated. These can be viewed in the application's built-in video player, or after downloading the translated captions, you can view them with another external video player, independently of the application.

Download

71. How do you view and download the different text versions?

The system's ability to convert audio and video files into text, along with the option to refine and translate these text versions, would be of little use if users couldn't export and download them.

To address this, the application provides the ability to download files, and in most cases, offers multiple export formats for your convenience.

- Different versions of the **transcripts** are available as **Word documents** (*.docx*) or **text files** (.txt).

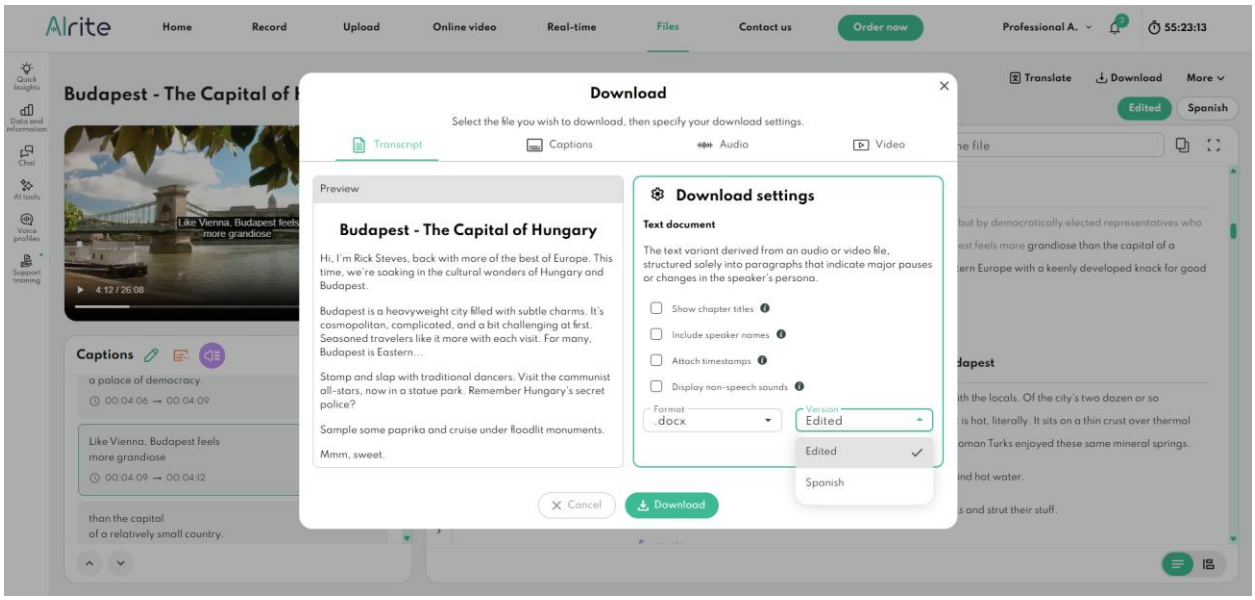
- Different versions of **captions** can be downloaded in the widely-used ***.srt*** or ***.vtt*** formats.

The process of downloading each file consists of the following steps once the media file has been successfully processed:

1. **The easiest way to download a file is by clicking the *Download* button on the file details page.**
   While some files, such as captions, can be downloaded directly from the captions editor window, using the *Download* button on the details page is usually the quickest and most convenient method.
   To download the transcript or captions, click the *Download* button under the specific version you want (*Original*, *Edited*, or *Translated*). You can also select the version in the pop-up window that appears.

2. **In the pop-up window, select whether you want to download the transcript or captions.**
   Each text variant can be exported in multiple formats, but the first step is to choose whether you want to export the transcript or the captions from the application.

- **Under the *Transcript* tab, various options are available related to the download methods, depending on the subscription package active at the time of processing and the features used.**
  If chapters have been created within the transcript, the transcript can be downloaded together with these chapter divisions. In addition, for files processed under subscription packages, written representations of non-speech sounds may also be included in the downloaded text documents.
  Files transcribed under business subscription packages may additionally be downloaded in formats that include speaker names and/or timestamps in separate columns, rather than as plain text only.



a. **Continuous text**: If none of the following checkboxes are visible or if you leave them unchecked, the transcript will be available in the same way as a plain text document – broken into paragraphs, maybe with speaker changes indicated by a hyphen at the beginning of each respective line. The transcript can be downloaded in *.docx* or *.txt* format.

b. **With speakers**: For files processed under business subscriptions (*Prime*, *Premium*, and *Professional*), you can select the *Include speaker* checkbox to download the transcript with the names of identified speakers. The speaker names will appear before each paragraph in the downloaded transcript, just as they do on the file details page. The document with speaker names can only be downloaded in *.docx* format.

c. **With timestamps**: The transcript can also be downloaded with timestamps by selecting the *Attach timestamps* checkbox, available only with business subscriptions (*Prime*, *Premium*, and *Professional*). In this format, a timestamp is displayed at the beginning of each new paragraph, calculated based on a user-defined starting time. This version can only be downloaded in *.docx* format.

d. **With non-speech sounds**: For files processed under subscription packages (*Lite*, *Plus*, *Prime*, *Premium*, and *Professional*), selecting the *Display non-speech sounds* checkbox allows the transcript to be downloaded with the written representation of detected noises. These noises will appear between paragraphs in the downloaded transcript, similar to how they are displayed on the file details page. This version is available for download only in *.docx* format.

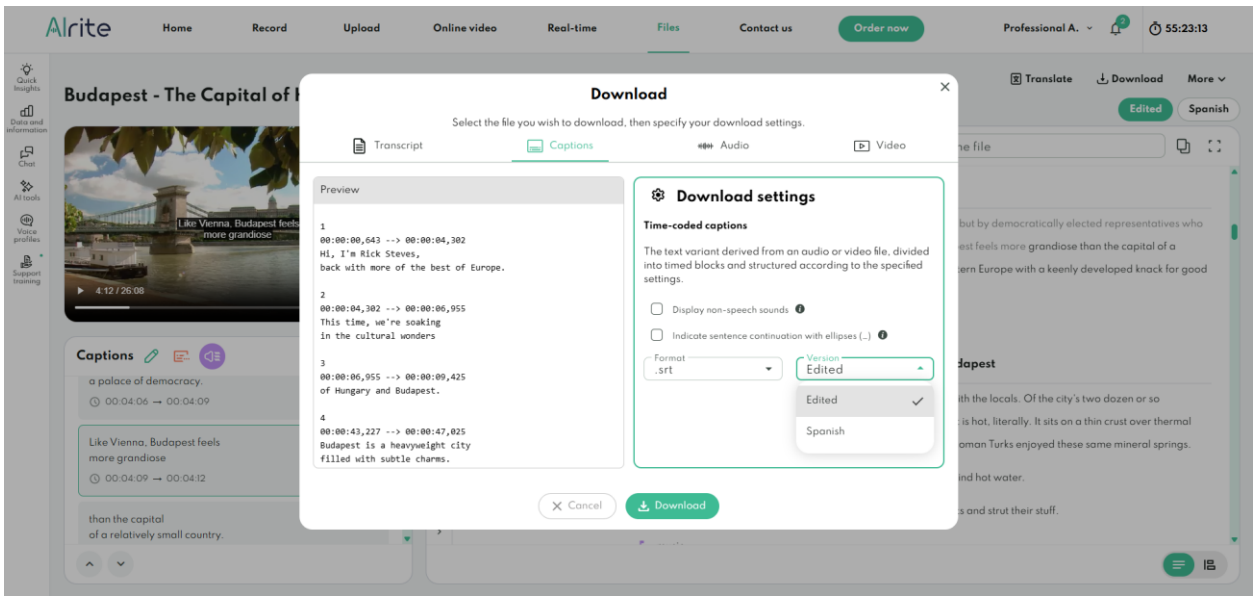
e. **With chapters**: The transcript can also be downloaded either with manually created chapters (available for all packages) or with chapters generated automatically (available exclusively for files processed under subscription packages). In both cases, simply select the *Show chapter titles* option before starting the download. The chapter titles will then appear centered, bolded, and in a font size a little larger than the rest of the text in the downloaded document. If you wish to include chapter numbers in addition to chapter titles in the transcript, this option must be enabled on the file data sheet prior to downloading.

The downloaded document can include timestamps, speaker names, non-speech sounds and chapters all at once.

After selecting or leaving the checkboxes as needed, it is important to specify the version of the transcript (*Original*, *Edited*, or *Translated*) and the format (*.docx* or *.txt*, if applicable) for download.

- **Under *Captions*, users can download either the first 2 minutes or the full length of the captions, depending on their package.**
  For files processed with the *Starter*, *Lite*, and *Prime* packages, only the first 2 minutes are captioned, so only captions of this length can be exported. A note will inform you of this limitation.

  Captions for files processed under higher-tier subscription packages (*Plus*, *Premium*, and *Professional*) can be downloaded in full, including optional indicators for non-speech sounds and/or interrupted sentences, rather than only as basic caption files.



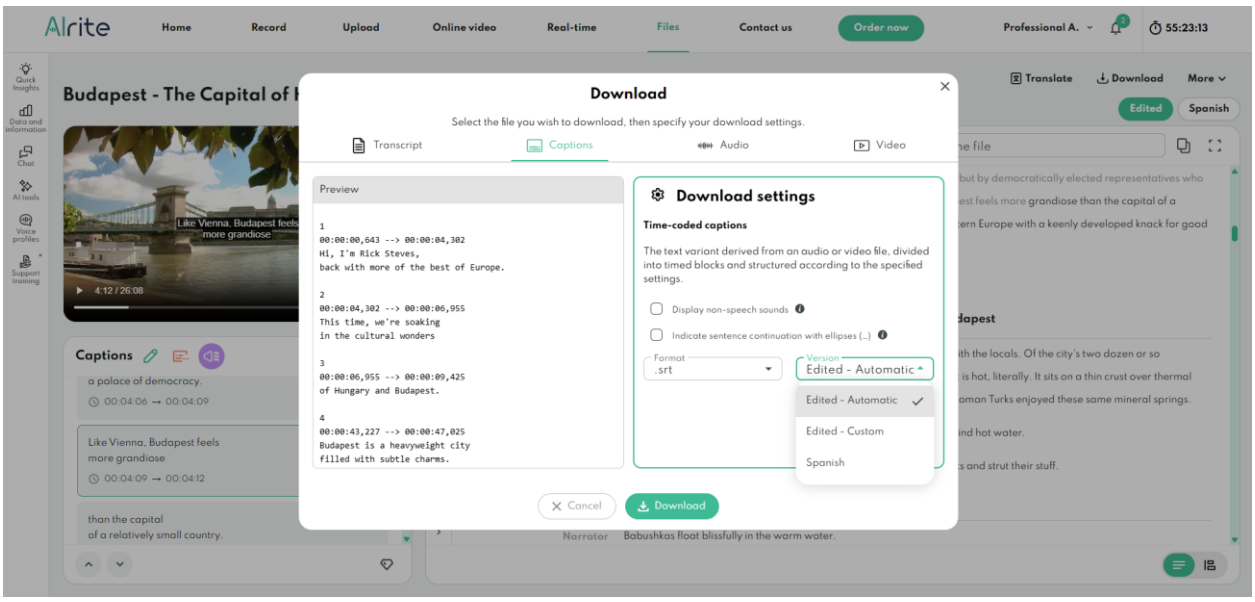
a. **With non-speech sounds**: For files processed under subscription packages (*Lite*, *Plus*, *Prime*, *Premium*, and *Professional*), selecting the *Display non-speech sounds* checkbox allows the captions to be downloaded with the written representation of detected noises. These noises will appear as a separate block in the downloaded captions, similar to how they are displayed on the file details page.

b. **With ellipsis (…):** The function that marks interrupted sentences in captions, available exclusively for files processed under higher-tier subscriptions (*Plus*, *Premium*, and *Professional*), can be enabled or disabled in the window used to download captions. If the *Indicate sentence continuation with ellipses (…)* checkbox is selected, the captions can be downloaded with ellipsis marks (…) indicating that a sentence spans across multiple caption blocks. In this format, three dots appear at the end of one block and at the beginning of the next, signaling that the sentence is incomplete and continues in the following block.

The downloaded captions file can include both ellipsis marks and non-speech sound indicators simultaneously.

After selecting the relevant checkboxes, it is important to specify which version of the captions you wish to download (*Original*, *Edited*, or *Translated*) and in which format. Captions are available in two leading industry-standard formats: *.srt* and *.vtt*.

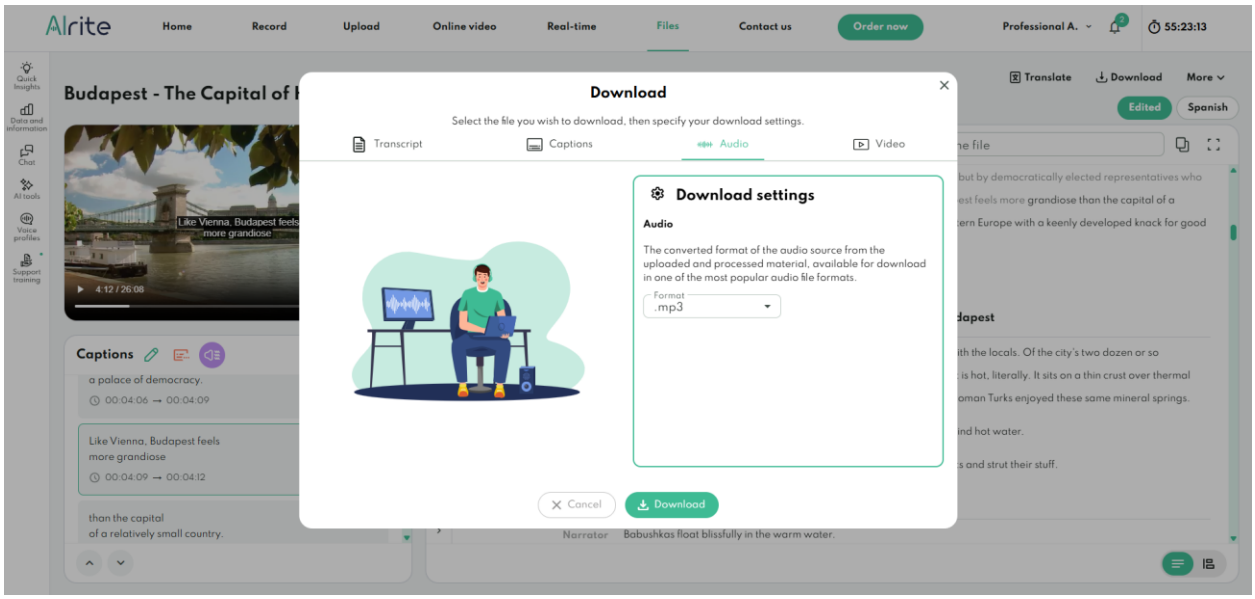
If a particular version has both *Automatic* and *Custom* captions variants, they will appear as separate options in the dropdown list.



72. Can you download audio and video files recorded or uploaded to the application?

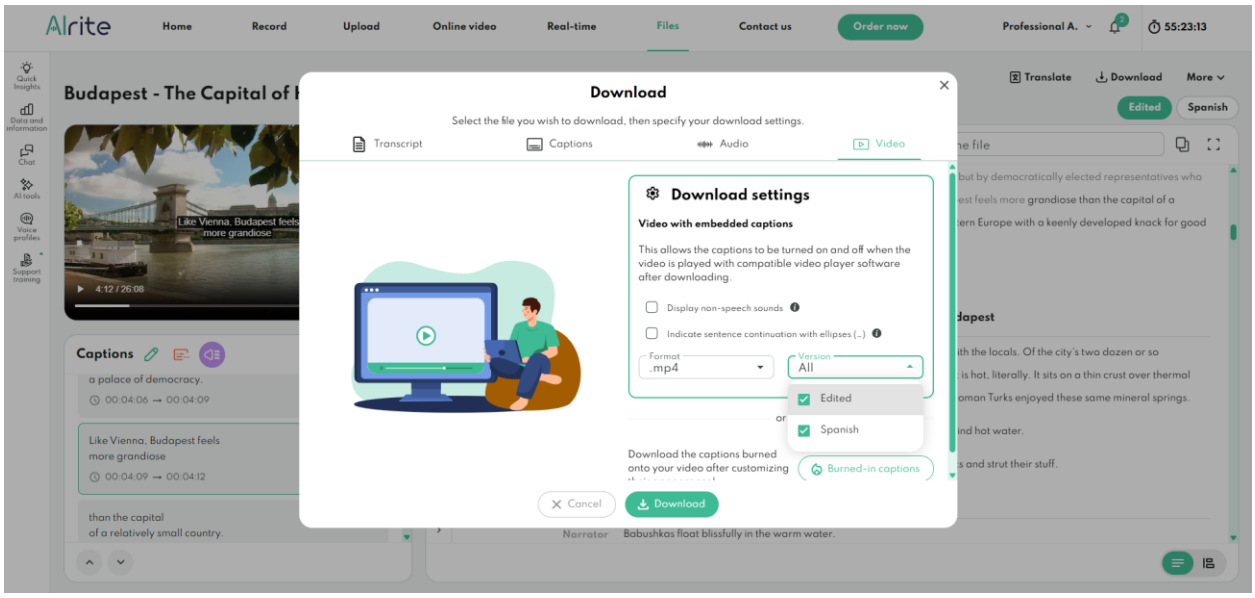
In addition to downloading text versions, you can also download media files converted after uploading. To do so, click the ***Download*** button on the file details page and select the desired format after navigating to the appropriate tab.

- **Under the *Audio* tab, you can download the converted audio file.**
  The converted audio file can be downloaded in *.mp3* format only, as it is processed during the parallel processes mentioned earlier. No alternative download format is available for audio files, regardless of whether the audio was recorded within the application or uploaded in a different format for text conversion.



- **Under the *Video* tab, by default, the video is downloaded with embedded captions. Alternatively, you can choose to burn captions onto the video.**
  For the former option, you can select either a single caption version or all available versions to include in the video during download. If you choose to burn the captions directly onto the video (available only for files processed under *Plus*, *Premium* and *Professional* packages), a new window will open, providing various options for customizing the appearance of the captions.

  Important: for files processed under the *Starter*, *Lite*, and *Prime* packages, only the first 2 minutes of the file are captioned. Consequently, only captions of this duration can be embedded in the exported video. A note will alert you to this limitation.



a. **With embedded captions**: In this case, the captions will be embedded in the video with the option to toggle them on or off. However, the captions will appear only if the video player used to play the file supports caption display and if the subtitle track is enabled during playback.

   This version can be downloaded in *.mp4*, *.mov*, or *.mkv* formats.

   By default, all available caption versions for the file (*Original*, *Edited*, *Translated*, or *Custom*) will be embedded, as indicated by the *All* option displayed under *Version*. This default setting can be modified by clicking on *Version* field, where you can individually choose which versions to embed.

   Furthermore, you can also choose whether to embed non-speech sounds detected in the file by checking or unchecking the *Display non-speech sounds* checkbox.

   Similarly, you can specify whether interrupted sentences should be indicated with three dots (…) by selecting or leaving blank the *Indicate sentence continuation with ellipses (…)* checkbox.

   Important: The embedding process involves video conversion, and as a result, the converted file may not retain all of the original video properties.

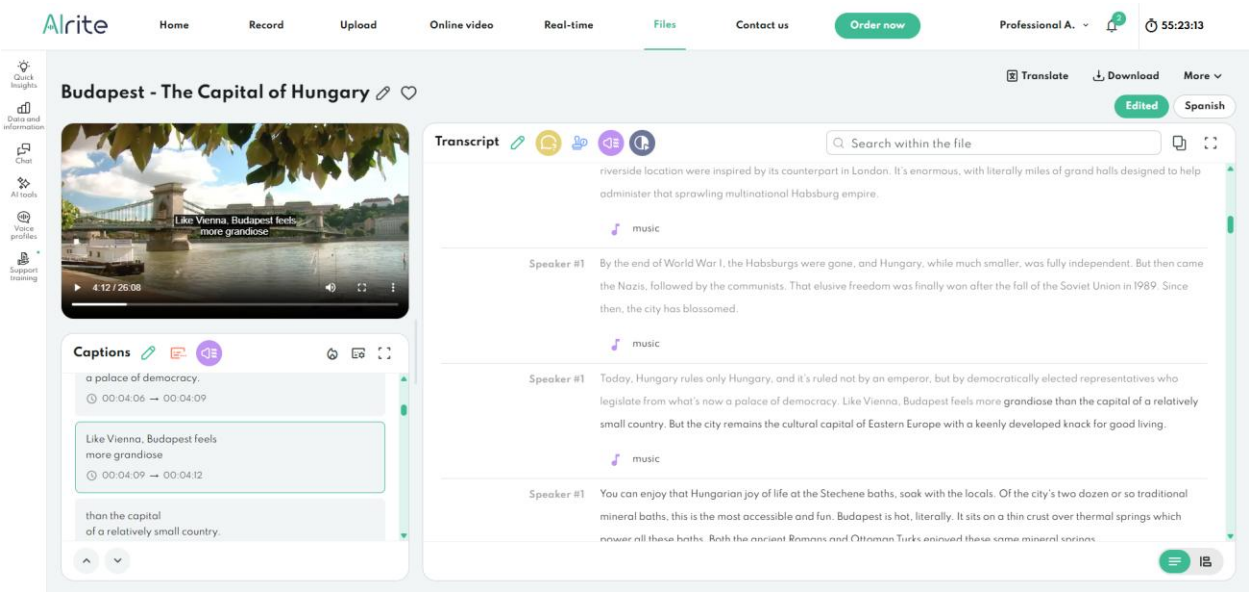
b. **With burned-in captions**: This option, available only for files processed under higher-tier subscription packages (*Plus*, *Premium* and *Professional*), redirects the user to a window for burning captions onto the video. This process is described in greater detail in a later chapter. When captions are burned onto the video, they become a permanent part of it and cannot be toggled on or off. The captions will always be visible, regardless of the

capabilities of the video player used for playback. This version can be downloaded in *.webm* and *.avi* formats, in addition to the previously mentioned formats.

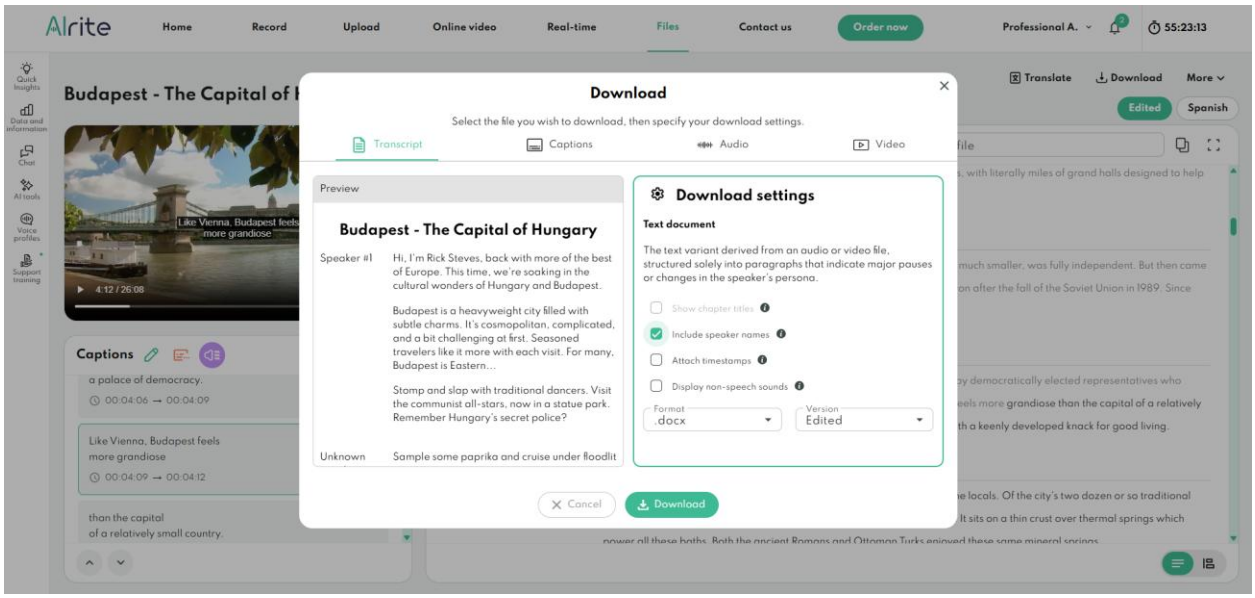
Important: The burning process involves video conversion, and as a result, the converted file may not retain all of the original video properties.

73. Are speakers included and identified in the transcripts of processed files and their downloadable versions?

If you used the speaker detection feature with a business subscription, or initiated it after the file had already been processed, then in addition to the speaker labels detected by the system appearing within the transcript, **a yellow button** related to this function will also appear on the file details page above the transcript text. When enabled, the button displays the automatically numbered or user-customized speaker names; when disabled, it hides them.



In addition, for **files processed under the business packages** (Prime, Premium, and Professional), transcripts can be downloaded not only as plain text but also **with speaker names included**. To do this, click the *Download* button on the file details page, navigate to the *Transcript* tab, and select the checkbox labeled *Include speaker names in the transcript to be downloaded***.**



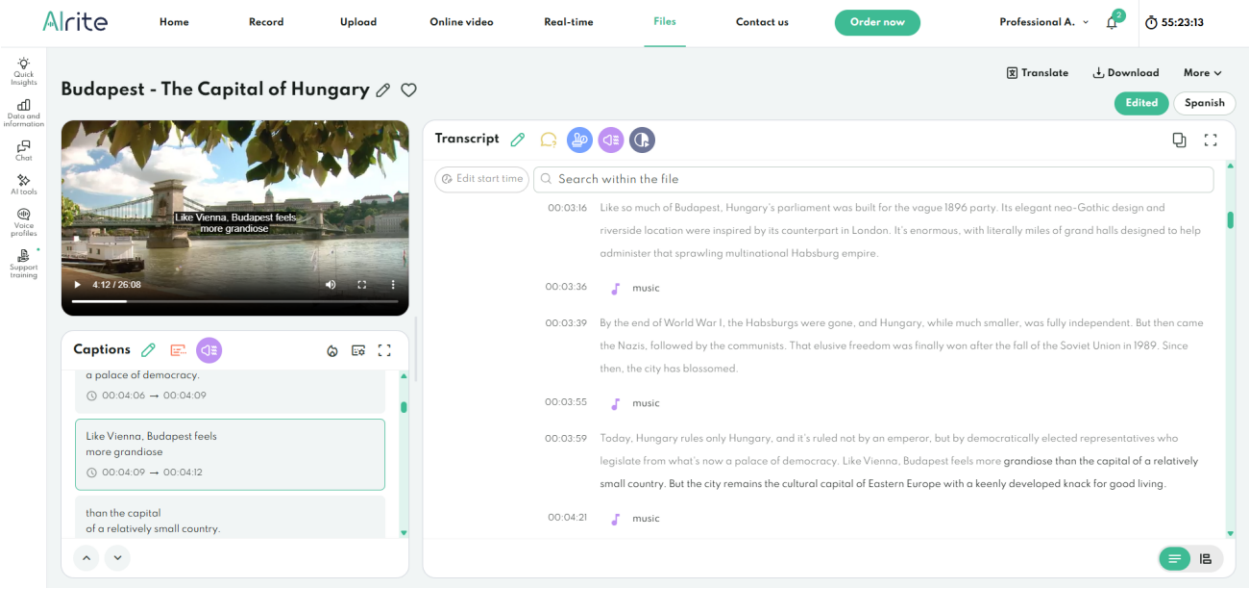
Transcripts with speaker names can only be exported as a Word document (*.docx*). In this format, the speakers' names appear at the beginning of different lines or paragraphs associated with their speech. Each speaker name is displayed in a dedicated box to the left of the text in the downloaded document.

For private subscriptions (*Lite* and *Plus*) or the free *Starter* package, the transcript text generated from processed files does not include customizable speaker names. Instead, in these packages, the system indicates speaker changes only by starting a new line and **placing a hyphen** at the beginning of that line, provided the user enabled this option in the settings before processing started.

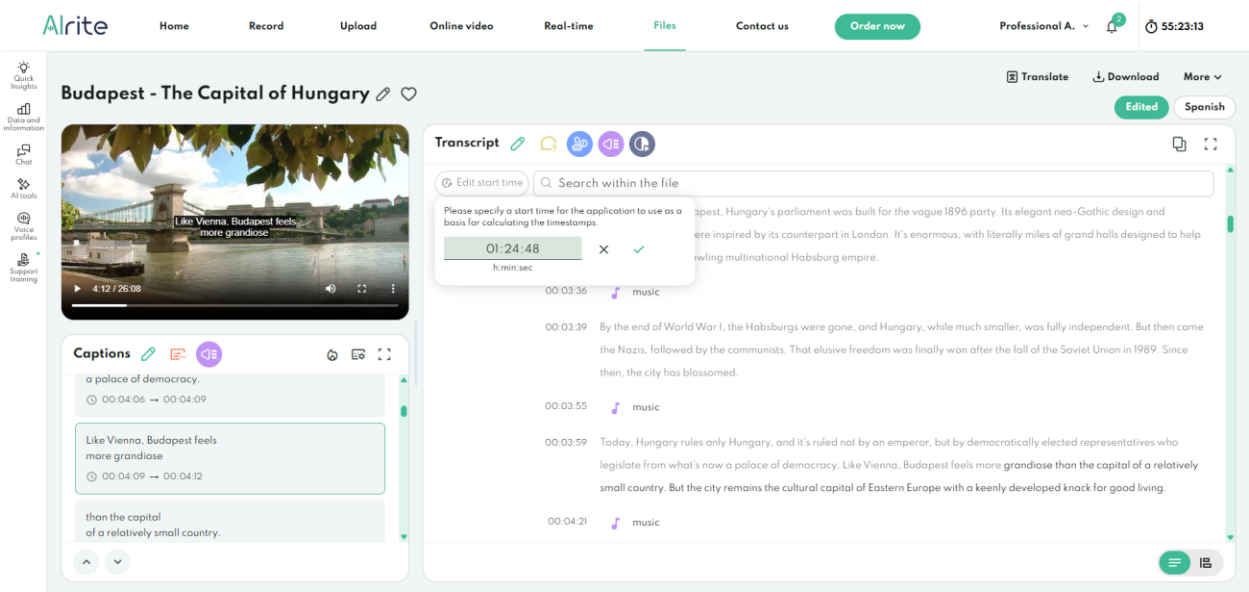
74. Are timestamps included in the transcripts of processed files and their downloadable versions?

Transcripts of files processed by users with a business subscription package (*Prime*, *Premium*, and *Professional*) include not only the text and automatically numbered speaker names distinguished by the application, but also **timestamps**, where applicable.

Timestamps can be displayed or hidden on the details page of successfully processed files by toggling the associated blue button. When enabled, each new paragraph will be preceded by a timestamp, which is calculated based on the configurable start time.



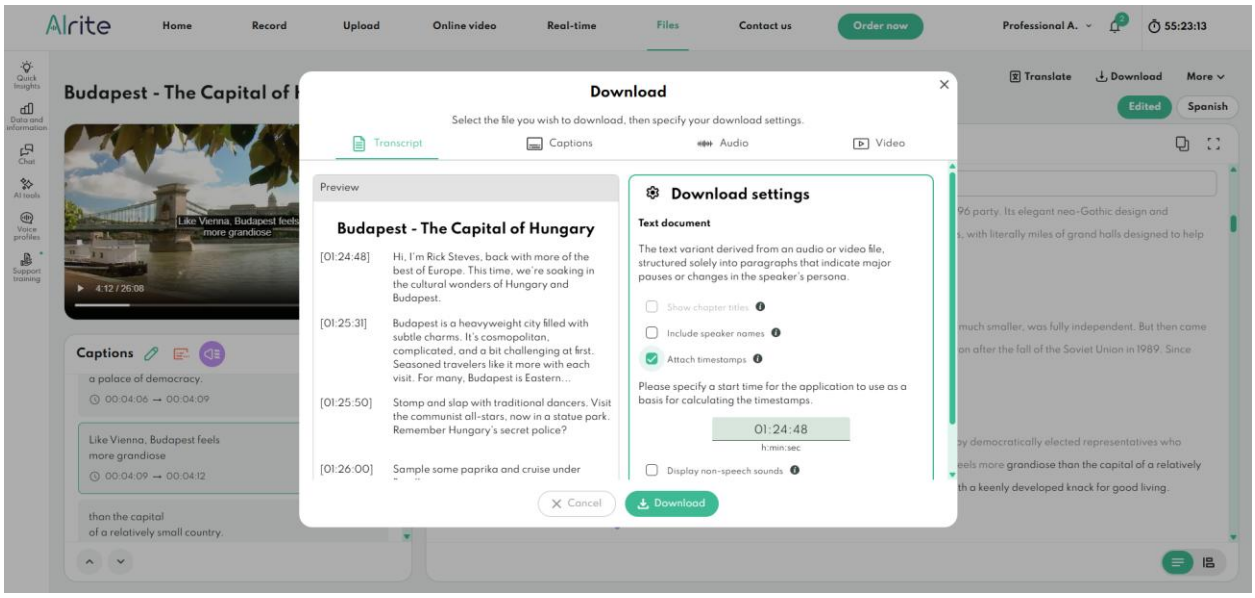
When timestamps are enabled, a *Start time* button also appears above the transcript text. By clicking this button, you can individually adjust the start time, which serves as the basis for all subsequent timestamps. Modifying the start time automatically updates the timestamps of each paragraph accordingly, ensuring that the document's timing aligns precisely with the content.



In addition to appearing on the file details page, with a business subscription *(Prime, Premium, and Professional)*, transcripts can not only be saved as plain text but also **with timestamps**. To do this, click the *Download* button, and in the pop-up window under the Transcript tab, check the *Attach timestamps into the transcript to be downloaded* checkbox.

The transcript with timestamps **can only be exported in Word document** (*.docx*) **format**. In this format, similar to the file details page, a timestamp will appear at the beginning of each paragraph, calculated by the system based on a start time that can be individually set

by the user. Each timestamp will be visible in a separate column to the left of the text in the downloaded document.



The ability to customize the timestamp reference point is particularly useful for assigning real times (e.g., 15:01:10) to paragraphs or when the uploaded file represents only a portion of the material being transcribed. This feature ensures that transcripts remain in chronological order when combining multiple related files. It eliminates the need for manual timing alignment, allowing for seamless merging of transcripts.

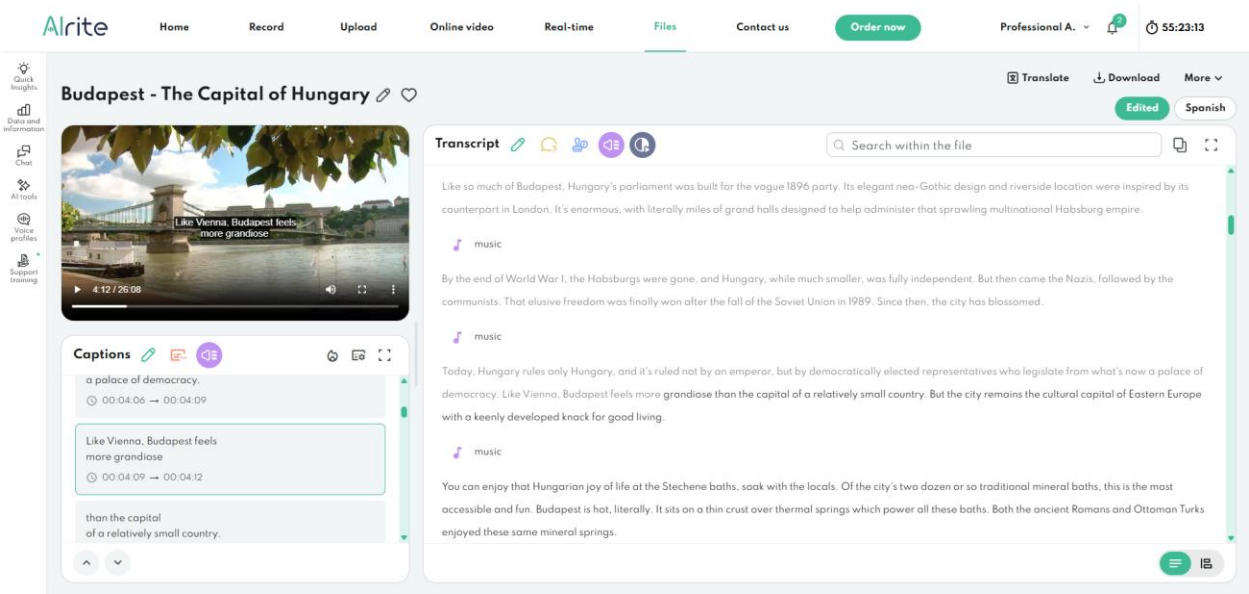
For private subscriptions (*Lite* and *Plus*) or the free *Starter* package, transcripts are not generated with timestamps calculated from a customizable starting time. In these packages, transcripts are only available as plain text with paragraph breaks.

75. Are non-speech sounds (background noises) included and identified in the transcripts of processed files and their downloadable versions?

Transcripts of files processed under the subscription packages (*Lite*, *Plus*, *Prime*, *Premium*, and *Professional*) may include not only the speakers' words but also **non-speech sounds**, also known as noises, transcribed in written form.

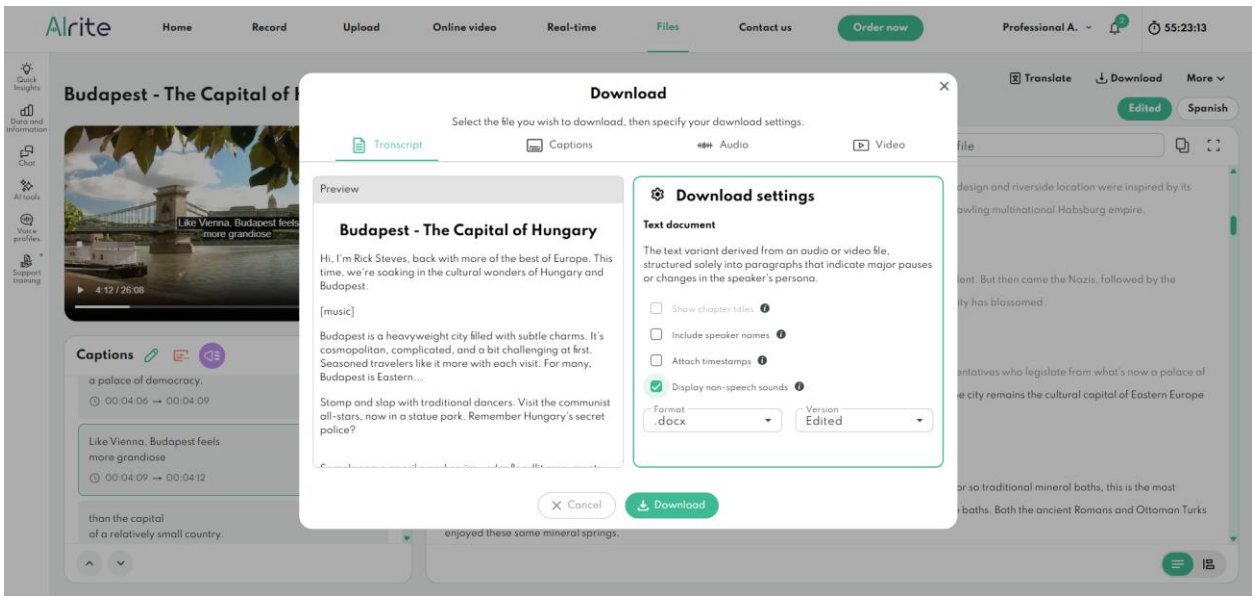
If you have a subscription package and either initiated non-speech sound detection before processing or enabled it after the file was processed, the detected noises will appear within the transcript text, and **a purple button will be displayed** above the transcript on the file details page. When enabled, this button shows the automatically determined or user-customized names of the non-speech sounds; when disabled, these names are hidden.

Recognized noises are displayed between each paragraph when the feature is turned on.



The button appears in relation to both the transcript and the captions. If you choose to display or hide non-speech sounds in one section, the same setting will simultaneously apply to the other as well.

In addition to being displayed on the file details page, transcripts and captions (and even the videos) of files processed under any subscription package *(Lite, Plus, Prime, Premium, and Professional)* can also be downloaded with **non-speech sounds included**. This can be done by checking the *Show noises* checkbox under the *Transcript* or *Captions* tab in the pop-up window that appears after clicking the *Download* button.



Transcripts that include non-speech sounds **can only be exported in Word document** (*.docx*) **format.** In this format – similarly to their appearance on the file details page – each

detected sound is placed between the corresponding paragraphs and enclosed in curly brackets.

For captions, files that include non-speech sounds can be downloaded in both *.srt* and *.vtt* formats. The key difference is that in the *.vtt* format, non-speech sounds are not only enclosed in brackets but are also displayed in italics.

With the free *Starter* package, the generated transcript does not include non-speech sounds. Transcripts in this package can only be generated and downloaded as plain text files.

76. Do transcripts of processed files and their downloadable versions include chapters?

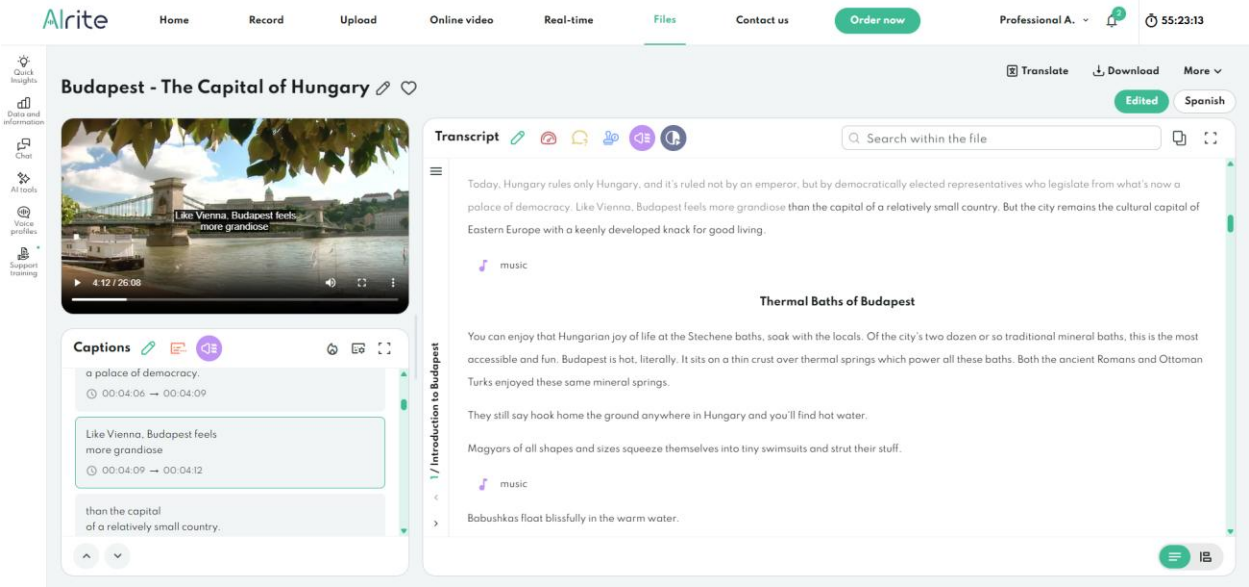
By default, the Alrite application only generates transcripts and captions from audio or video files submitted for text conversion. Caption length depends on your active subscription package – it will either be limited to the first two minutes or cover the full length of the file.

Prior to processing, users can specify their requirements for subscription-based features, such as speaker detection or non-speech sound recognition, for the file to be processed. In contrast**, creating chapters or defining their titles can only be done after the file has been successfully processed**, directly on the file details page.

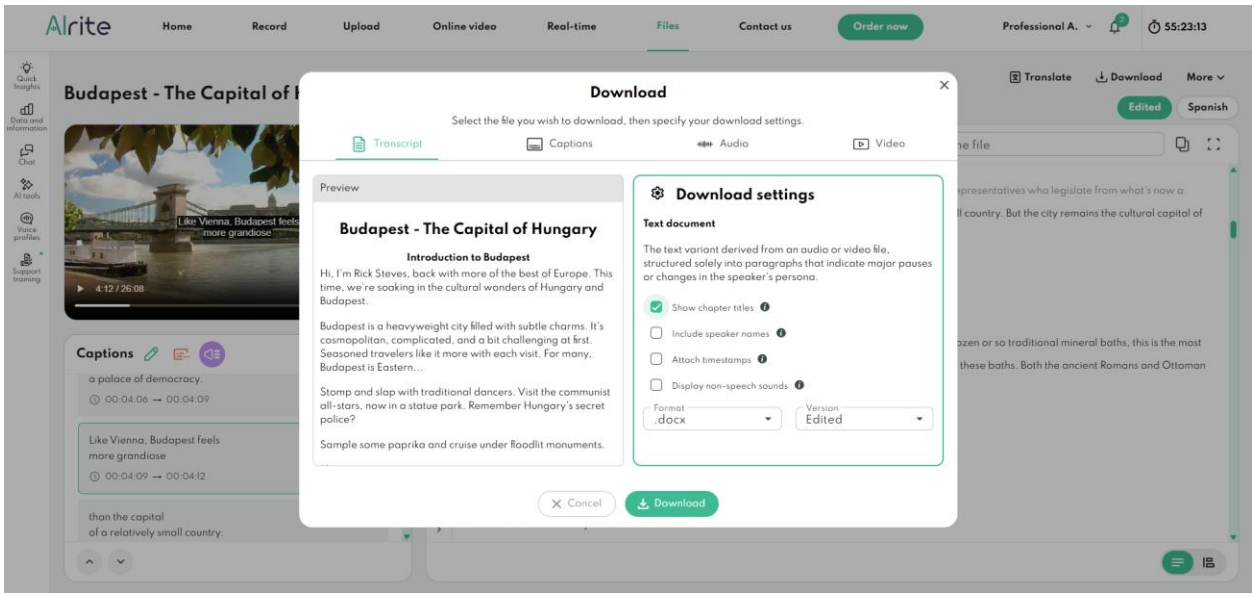
Regardless of the subscription package used, you can **manually** organize the transcript into chapters to improve clarity and structure. This process is described in more detail in an earlier section.

Additionally, for files processed under any of the subscription packages (*Lite*, *Plus*, *Prime*, *Premium*, and *Professional*), transcripts can be organized into chapters either manually or **automatically**. More details on automatic chapter creation are provided in a later section.

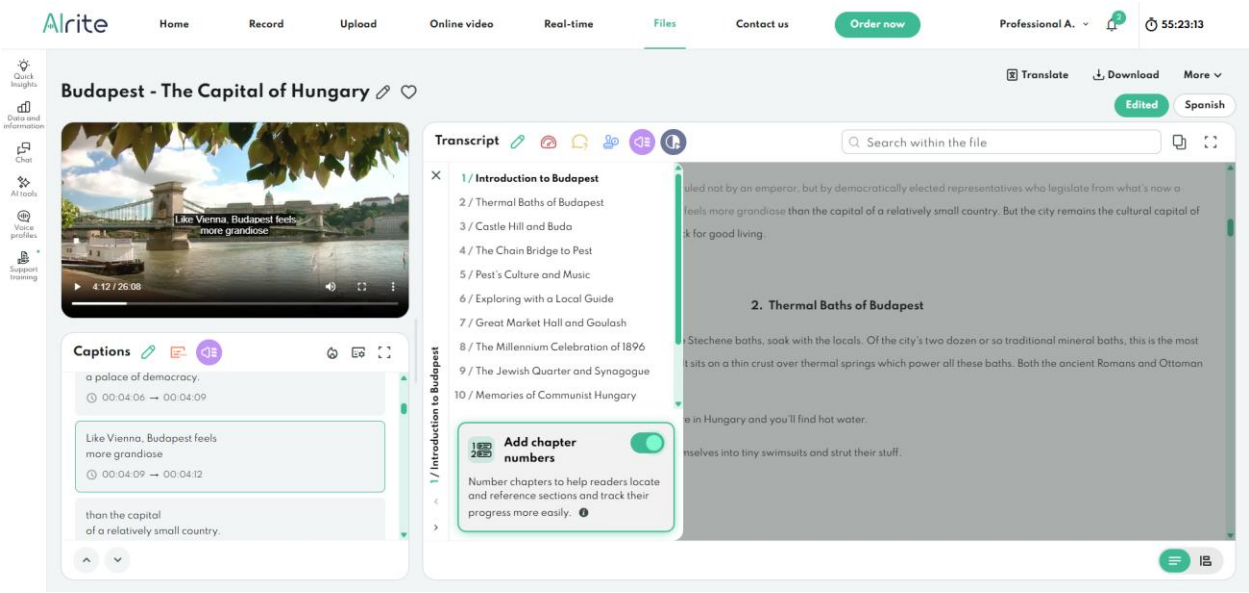
Regardless of the method used, chapter titles become an integral part of the transcript and remain until they are deleted.



From the moment the first chapter is created – either manually or automatically – you can download the transcript along with the chapter titles. To do this, click the *Download* button and, in the popup window, **check the *Show chapter titles* box under** the *Transcript* tab.



If you wish to display chapter numbers in addition to chapter titles in the transcript and include them in the downloaded file, you can do so in one of two ways. Either select the *Chapter segmentation* option in the *AI tools* menu – located on the left side of larger screens and at the bottom of smaller screens – or open the table of contents hidden behind the hamburger icon to the left of the transcript on larger screens. In either location, enable the *Add chapter numbers* option.



When this option is enabled, chapter numbers appear in the transcript text immediately before the chapter titles. If you then initiate the download of the transcript, the chapter numbers will also be included in the exported document.

Transcripts containing chapters **can only be exported as a Word document** (*.docx*). In this format, chapter titles will appear centered between sections and in a larger font size, similar to their layout on the file detail page.

If you created chapters but prefer to download the transcript without them, simply uncheck the corresponding box during the download process.

Please note that chapter titles appear only in the transcript; they are not included in captions, either on the file detail page or in downloaded caption files.

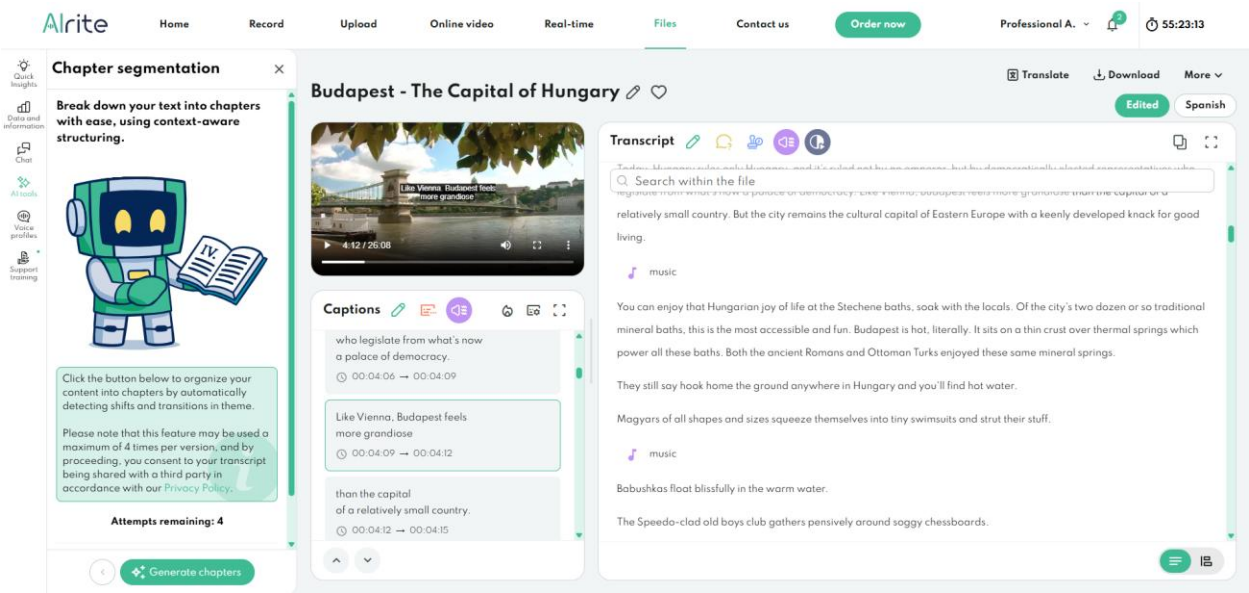
AI tools

77. How do you use automation to organize a transcript into chapters?

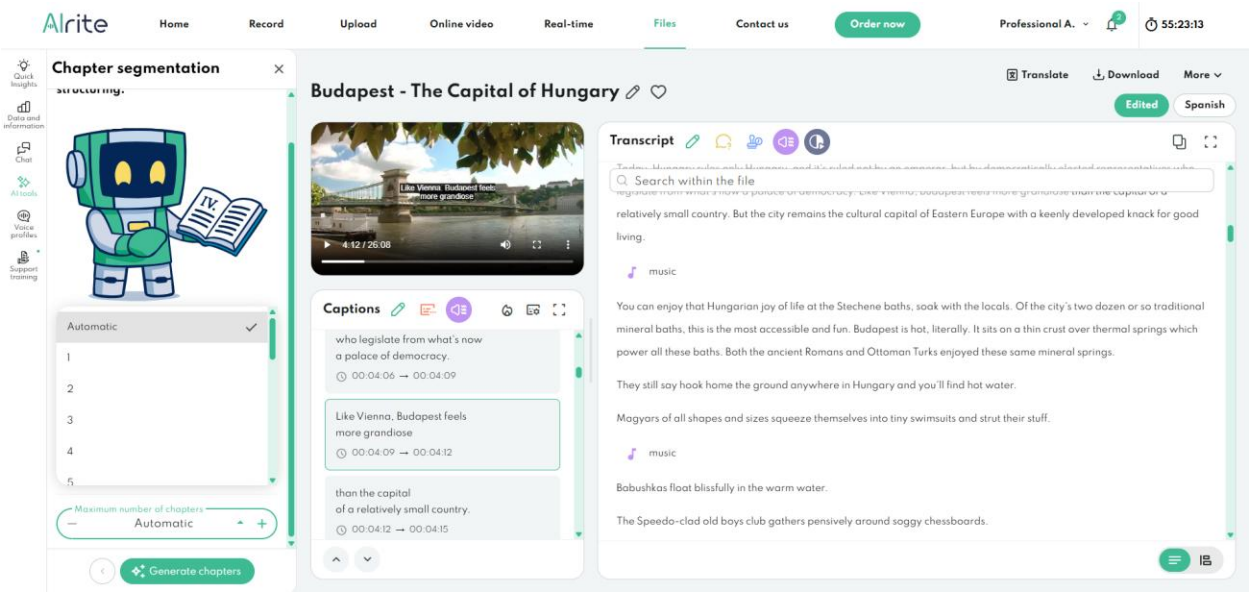
Converting audio and video material into text is valuable in itself, as it makes the content of processed files searchable. At the same time, transcripts can be made clearer and more organized by **dividing the continuous text into chapters**.

While we have previously explained how to create chapters manually, a faster and more efficient option is available.

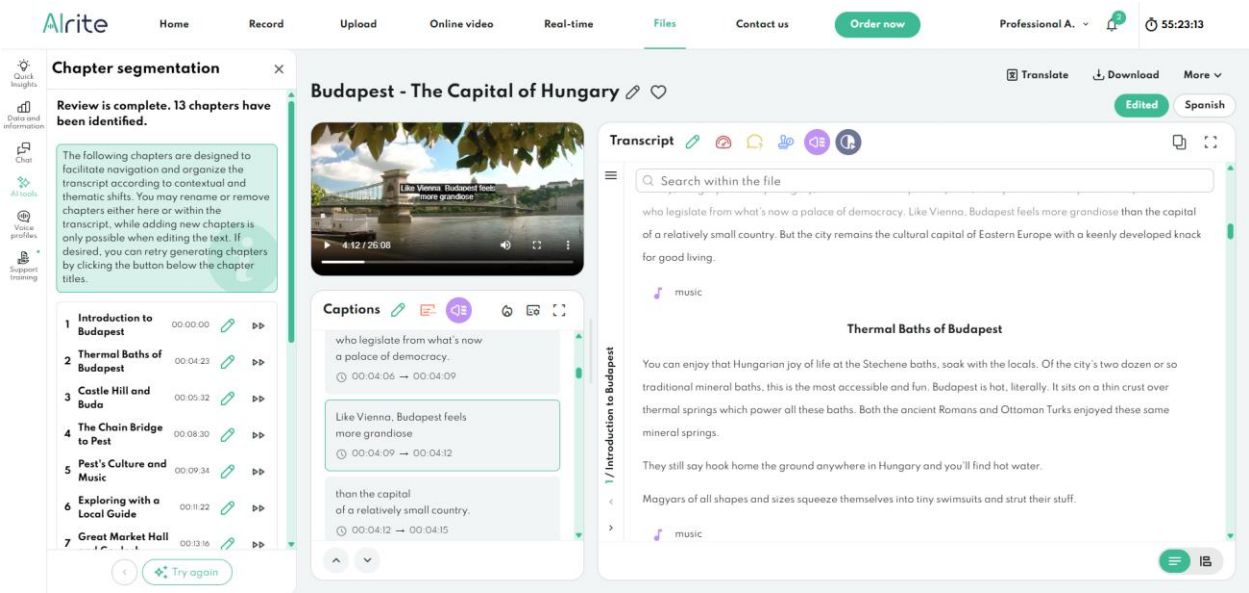
For files processed under subscription packages (*Lite*, *Plus*, *Prime*, *Premium*, and *Professional*), you can automate chapter creation instead of defining them yourself. Simply click the ***AI tools*** option in the menu bar (on the left for larger screens or at the bottom for smaller screens), **select the *Chapter segmentation* function**, and initiate automatic chapter creation.



Before allowing the system to generate chapters automatically, you can set the **maximum number of chapters** to be created. To apply a limit, enter the desired maximum value in the field provided. The application will then generate up to the specified number of chapters, or fewer if sufficient. If you do not wish to limit the number of chapters, leave the field set to *Automatic*. In this case, the application will insert as many chapter titles into the transcript as it considers appropriate based on the context.



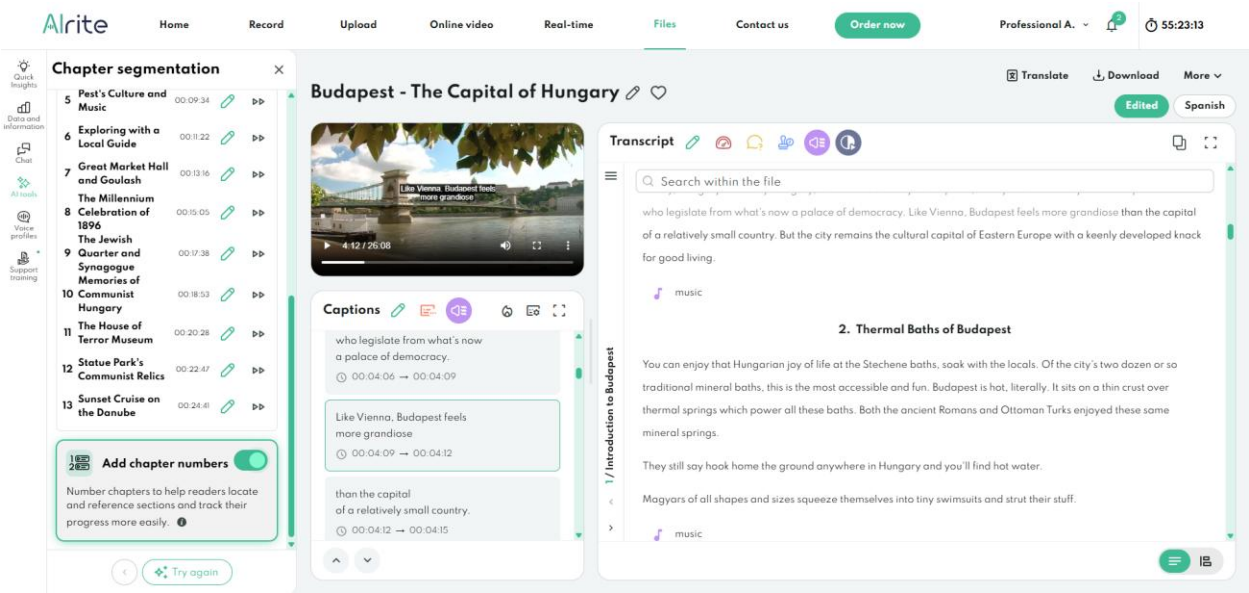
After the process begins, the *Chapter segmentation* feature uses algorithms to review the transcript and, to the best of their ability and based on content analysis, **initially identify thematically distinct sections**. It then **creates the chapters** by assigning their titles and determining their starting points. Following this, chapters can be reviewed in a list, and the user can decide individually whether to edit, delete, or leave them in place.



After the chapters are generated automatically, each section can also be reviewed directly within the transcript, and the chapter titles can be modified as desired, either under the appropriate *AI tools* section or directly in the transcript. Whichever method is chosen, they always remain synchronized, and the same chapter titles will appear in both places.

Important: If chapters have already been created – whether manually or by automation –, and you use the chapter segmentation feature again to initiate a new set of chapters, the previous sections and their titles will be overwritten.

If you wish to display chapter numbers in addition to chapter titles in the transcript, enable the *Add chapter numbers* option located below the list of chapters. When this option is activated, chapter numbers appear in the transcript text immediately before the corresponding chapter titles.



If you are not fully satisfied with the initial result, you can click *Try again* at the bottom of the window to rerun the automation and regenerate the chapters, which may yield better results on a subsequent attempt. Keep in mind that this action permanently overwrites the previously created sections.

Chapters do not necessarily need to be created for each version. If you create a translation of a version that already contains chapters, they will also appear in the newly translated version.

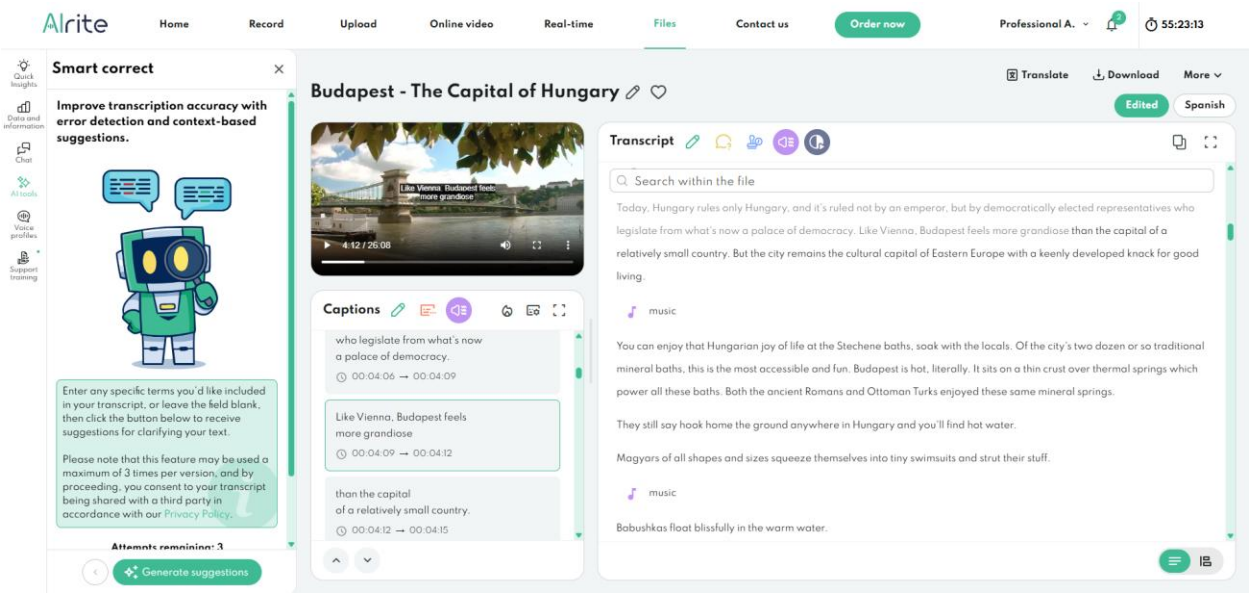
For files processed under the free *Starter* package, this feature cannot be used at all. In those cases, chapters and their titles can only be created manually within the transcript.

Important: Automatic chapter generation can be initiated a maximum of 2 times per version, so it is recommended to begin the process by making any necessary refinements in the transcript to achieve the best possible results. The chapter generation feature cannot create chapters from very short files consisting of only a few lines, nor from files several hours in length.

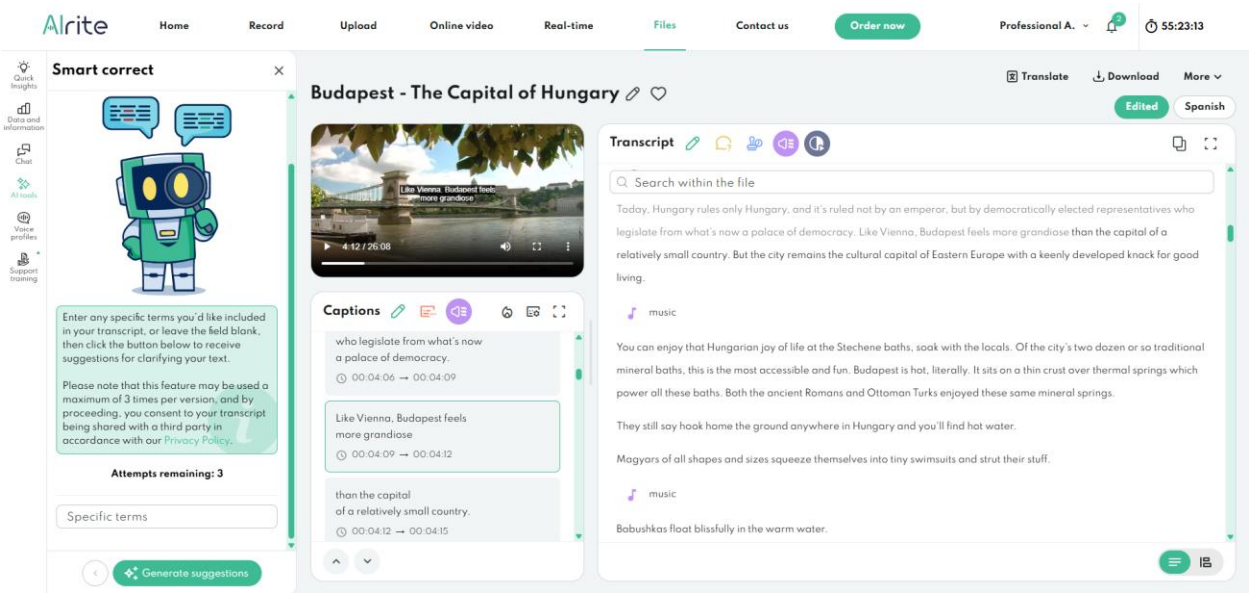
78. How do you use automation to quickly review and improve the accuracy of the generated text?

While the most accurate transcription is always achieved by reviewing the file yourself and manually correcting any errors, if you lack the time or capacity to make the corrections, or if you simply prefer to **rely on automation**, the good news is that Alrite speech recognition can handle this for you.

Within the subscription packages *(Lite, Plus, Prime, Premium, and Professional),* you can delegate most or even all of the transcript refinement to automated tools. To do so, simply click on the ***AI Tools*** option in the fixed menu bar (located on the left side of the screen on larger displays, or at the bottom on smaller screens), then select the ***Smart correct*** feature and begin reviewing your transcript.

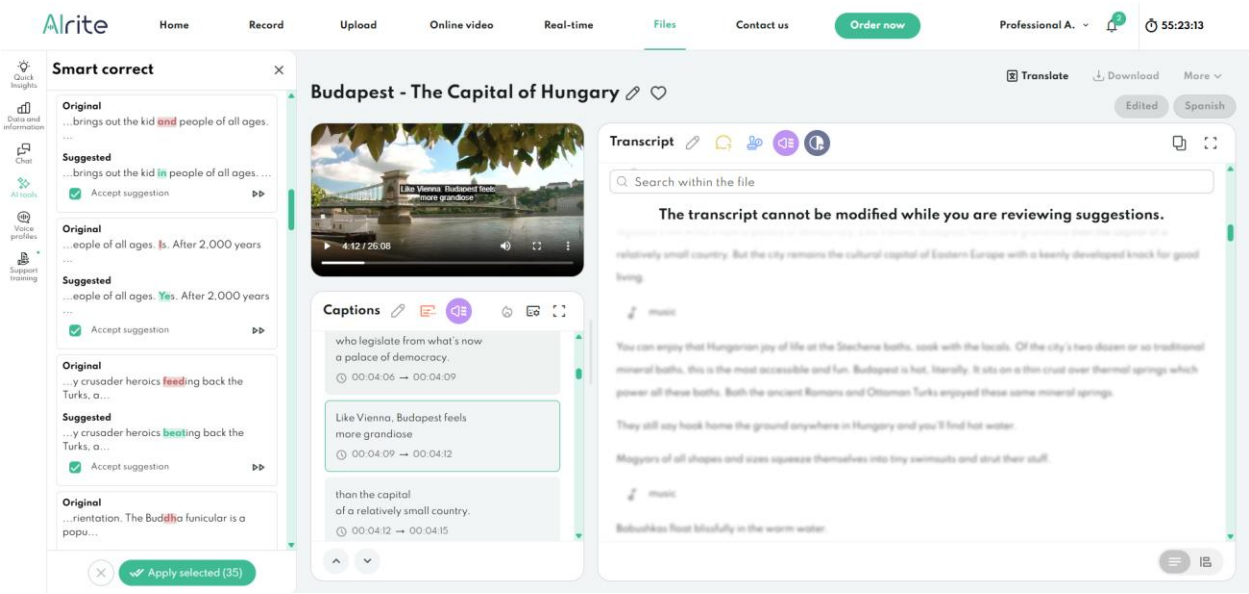


If desired, you can provide special terms or expressions relevant to the transcript's topic before starting the process – terms that may appear frequently in the audio but are less common in everyday language. Including such terms can enhance the automated process and improve the quality of the suggestions. However, if this step is not necessary, you can leave the input field empty.



Once the process is initiated, the *Smart correct* feature uses algorithms to review the transcript's content. By analyzing the textual context and utilizing their best capabilities, the

algorithms **identify potentially problematic areas**. They then **offer suggestions** for replacements based on the topic of the transcript and the context of the affected segments. These proposed changes are presented in a list, allowing the user to review them one by one and decide whether to accept or ignore each suggestion.



After reviewing the suggestions and making your decisions, **click the *Apply selected* button below the list to apply the changes** to the transcript. If the suggestions were made for the *Original* version and at least one is accepted, an *Edited* version will automatically be created.

If none of the suggestions are suitable, click the *Clear all* button to remove them.

Please note that this feature is available **up to 3 times per version**. It is not available for files processed under the free *Starter* package, nor is it available for translated versions. For the latter purpose, we recommend an alternative feature, which is described in more detail later.

Important: The automatic transcript review feature is not capable of detecting errors or providing suggestions for excessively long files, such as those spanning several hours.

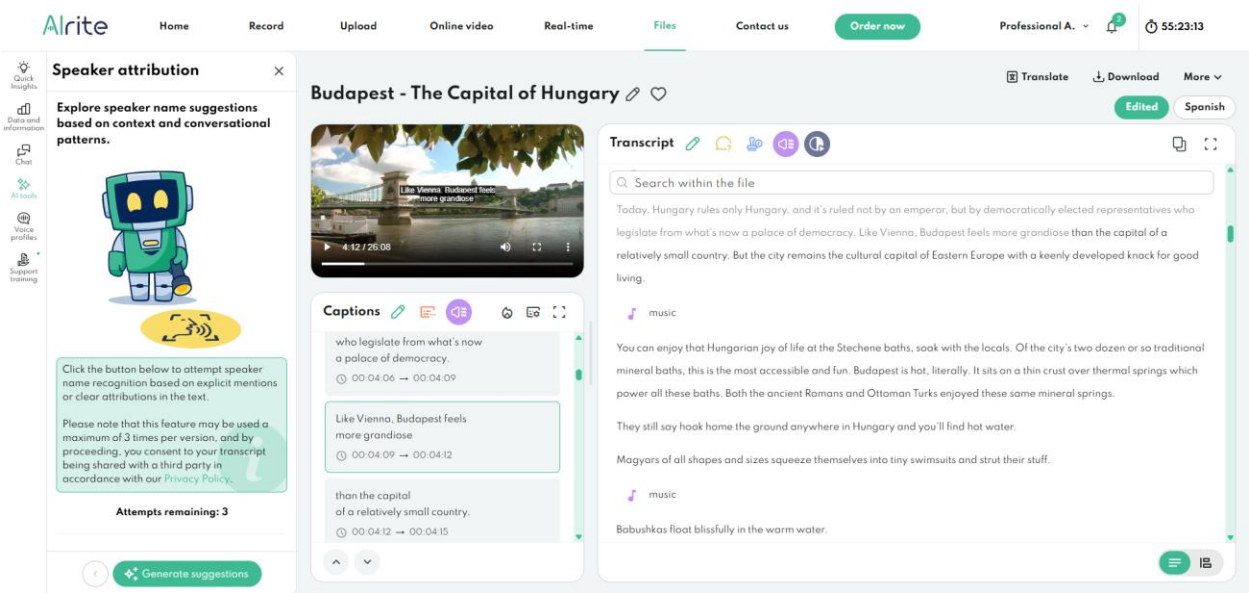
79. How do you use automation to quickly identify speakers in a processed file by name?

In most cases, the only way to manually specify and enter the names of the speakers in the processed audio or video file is replacing the automatically numbered speaker labels

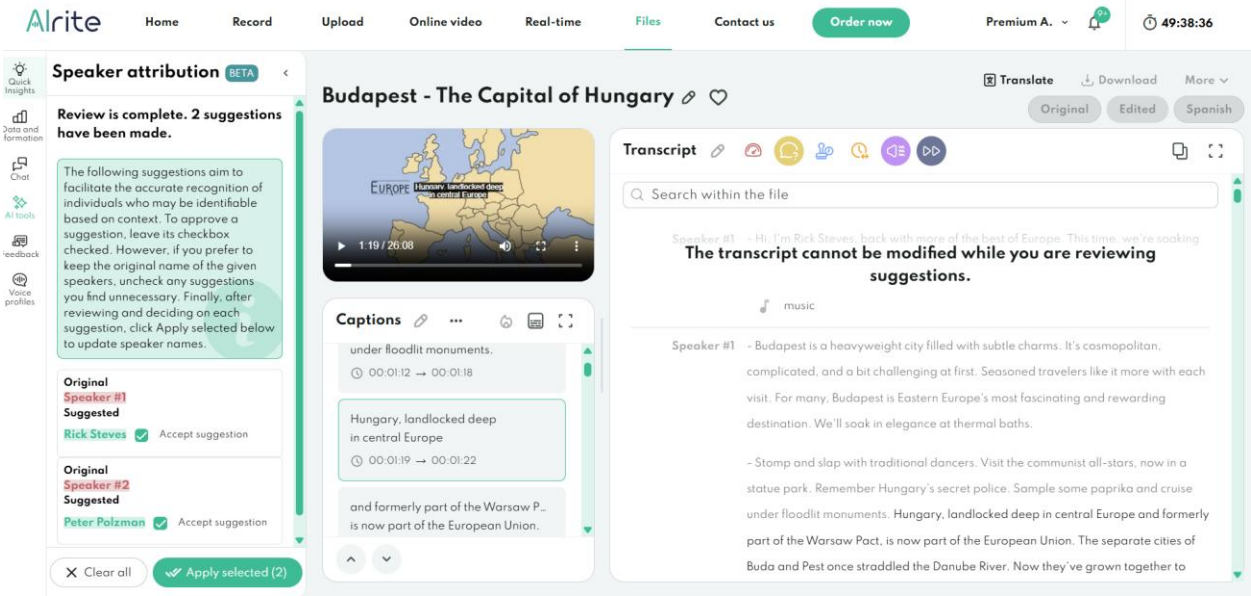
displayed before each paragraph. Otherwise, there is no way to know who is speaking in the file.

However, in certain situations, automation can assist. The system may recognize when a speaker explicitly states their name or infer speaker identity from contextual clues within the conversation.

This automated speaker attribution feature is available for files processed under business subscription packages *(Prime, Premium, and Professional)*. If successful, the system can identify most of the speakers by name. To use this feature, click on the ***AI tools*** option in the fixed menu bar – located on the left side of the screen on larger displays, or at the bottom on smaller screens – then select ***Speaker attribution*** and begin the transcript review.



Once activated, the *Speaker attribution* function uses algorithms to analyze the transcript content and, **based on contextual clues, attempts to identify the individuals speaking by name**, providing suggestions. These suggestions appear in a list, allowing you to review and choose to accept or dismiss each one individually.



After reviewing the suggestions, simply **click the *Apply selected* button** below the list to implement the approved changes and replace the previously assigned numbered labels – or any labels you may have already edited. If you requested suggestions for the *Original version* and accepted at least one, an *Edited version* will be created automatically.

If none of the suggestions are acceptable, you can click the *Clear all* button to remove them.

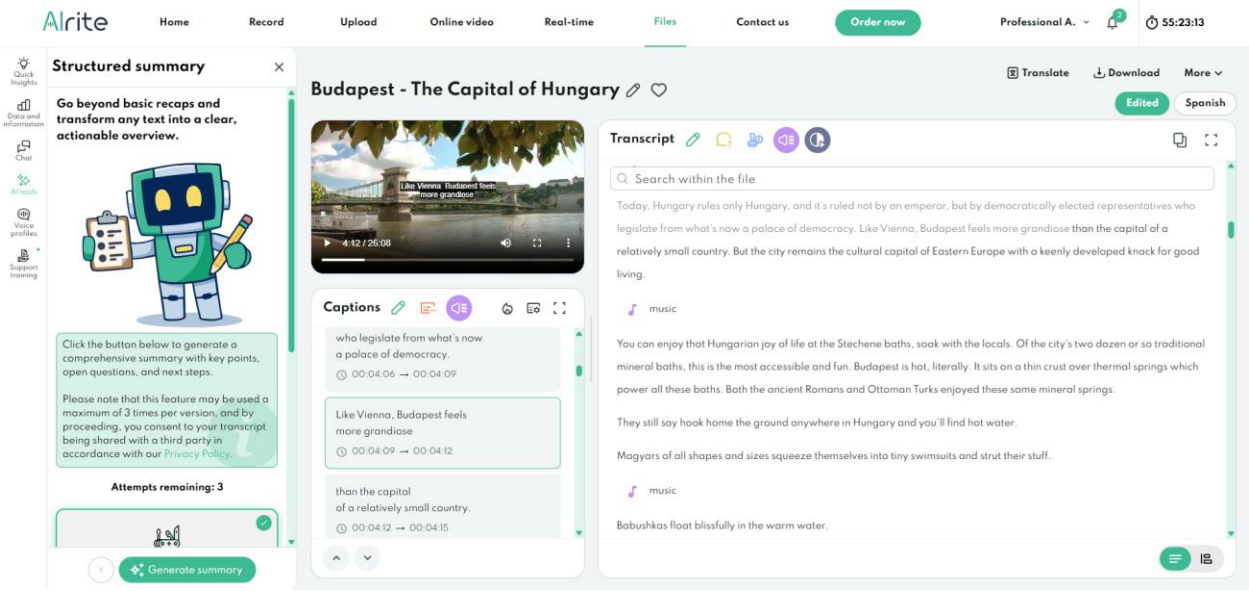
Please note that this feature can be used **up to three times per file** and is not available for files processed under the free *Starter* package or personal subscription packages.

Important: The speaker identification function is not capable of providing suggestions for excessively long files, such as those spanning several hours.

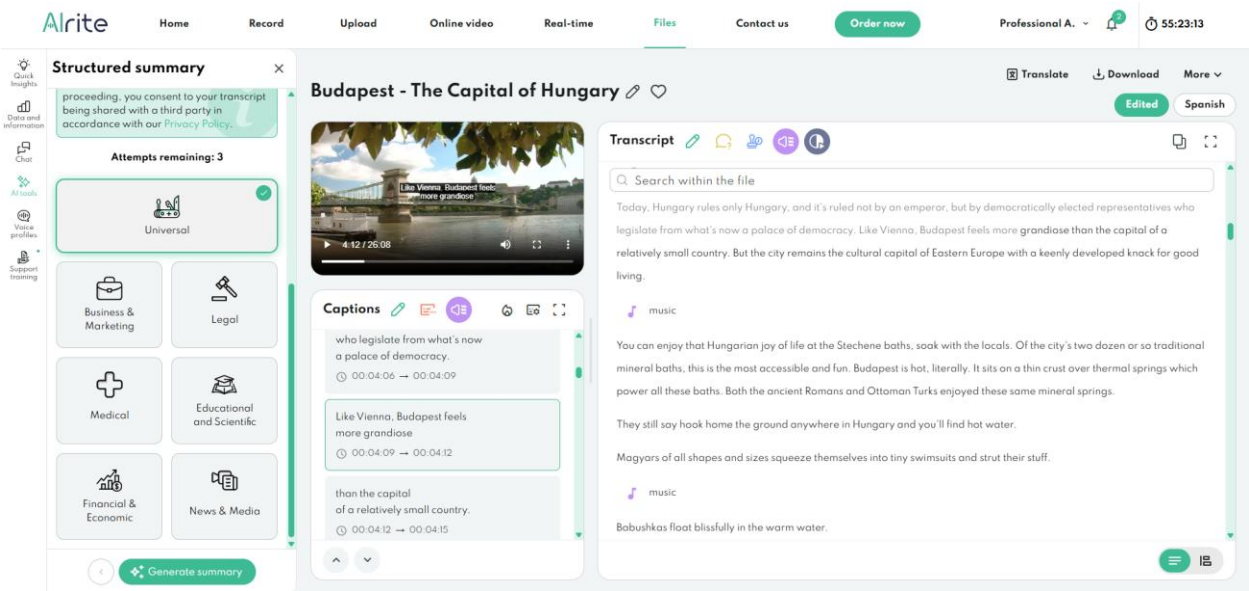
80. How do you use automation to create a clear, well-structured, and extended summary from a transcript?

While the *Quick Insights* feature enables you to create concise, focused recaps (also known as abstracts) from files processed under subscription packages, it is not designed for **generating detailed, well-structured, and easy-to-read summaries**.

Fortunately, this can be accomplished using another feature available for files processed under subscription packages *(Lite, Plus, Prime, Premium, and Professional)*. Simply click the ***AI tools*** option in the fixed menu bar – located on the left side of larger screens or at the bottom of smaller screens – then select the ***Structured summary*** feature to begin summarizing the transcript.

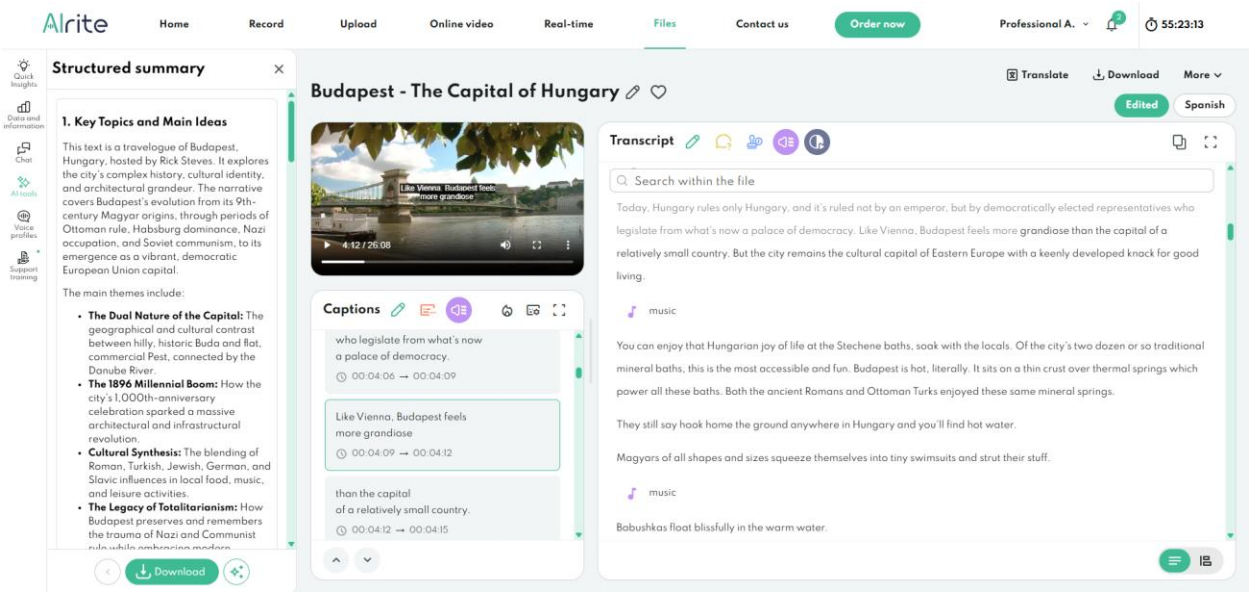


Prior to generating the summary through automations, you can **choose from seven available styles**, including the general-purpose *Universal* style. The application will then produce the summary in line with the selected style, using an appropriate structure and tone in accordance with relevant industry standards and terminology consistent with your expectations.



Once the button found at the bottom of the page is clicked and the process is initiated, the *Structured summary* feature uses advanced algorithms to analyze the transcript and generate a comprehensive overview that goes beyond a brief recap. The output is presented in a clear, sectioned, and well-organized format.

The summary typically includes **key discussion points, open questions**, and any identified action items or **next steps**. As a result, it can effectively serve as meeting minutes, a detailed memo, or a structured briefing document.



Once the process is complete and the detailed summary has been generated, it can be copied directly from the interface or downloaded for further use – just like the recap produced by the *Quick Insights* feature.

If you are not fully satisfied with the initial result, you can click *Try again* at the bottom of the window to rerun the automation and regenerate the summary, which may yield better results on a subsequent attempt. Keep in mind that this action permanently overwrites the previously created element.

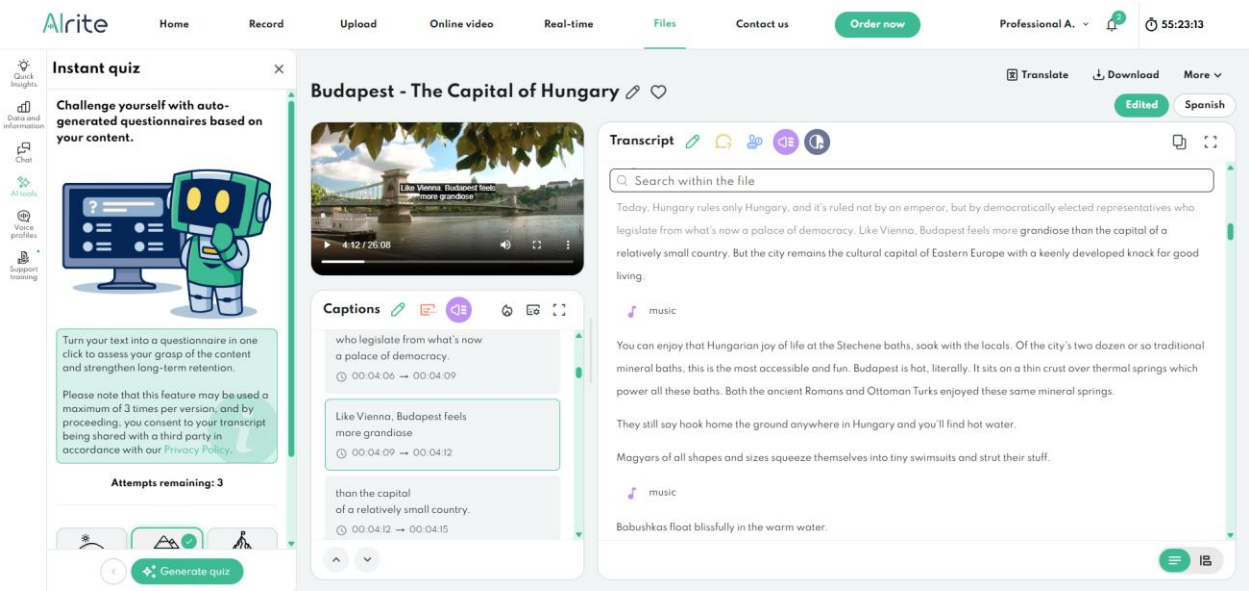
A detailed and well-structured summary must be created **for each version** individually. Consequently, even if you translate a version that already has such a summary, it will not be generated automatically for the translated version and must be created separately.

Important: A more transparent and comprehensive summary can only be generated 2 times per version from the transcript. Therefore, it is recommended to complete any necessary clarifications in the transcript before starting the process. The function cannot create summaries from files that are very short, only a few lines long, or several hours in length.

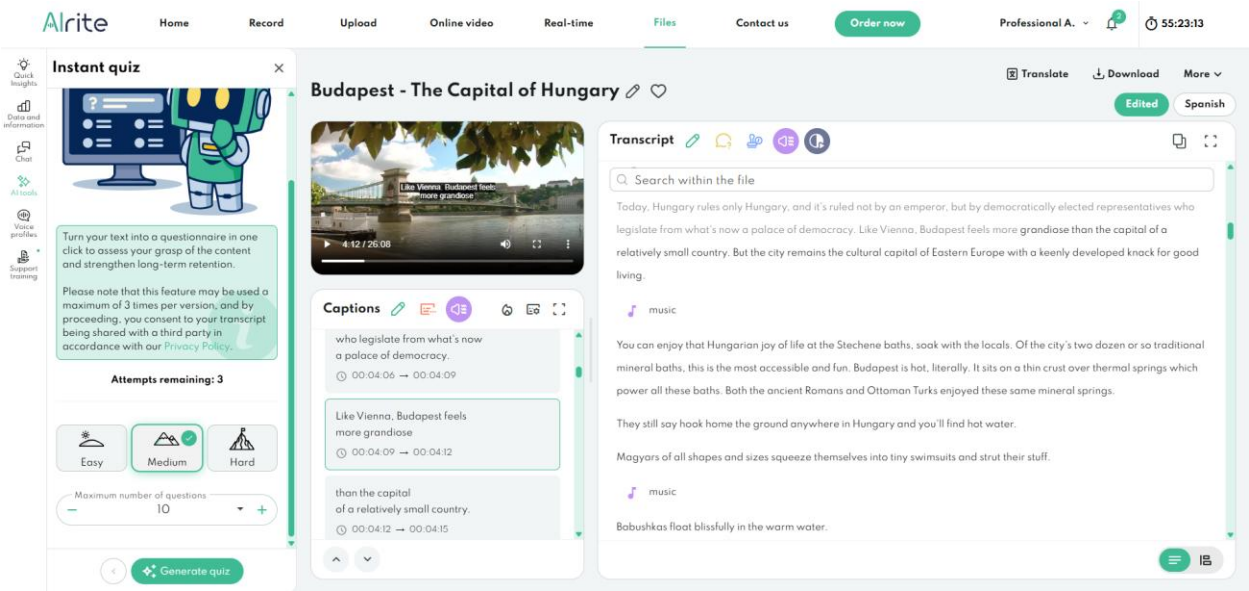
81. How do you assess my understanding of the syllabus content through an automatically generated quiz?

Sometimes – particularly in educational contexts – it is useful to assess, in an engaging and playful manner, how well the facts, key information and fine details in a given audio or video have been memorized and retained.

This is the purpose of the ***Instant quiz* feature** for files processed under the subscription packages (*Lite*, *Plus*, *Prime*, *Premium*, and *Professional*). Available under ***AI tools***, located on the left side of larger screens or at the bottom of smaller screens, *Instant quiz* can generate a questionnaire with a specified number of items from the transcript content within moments.



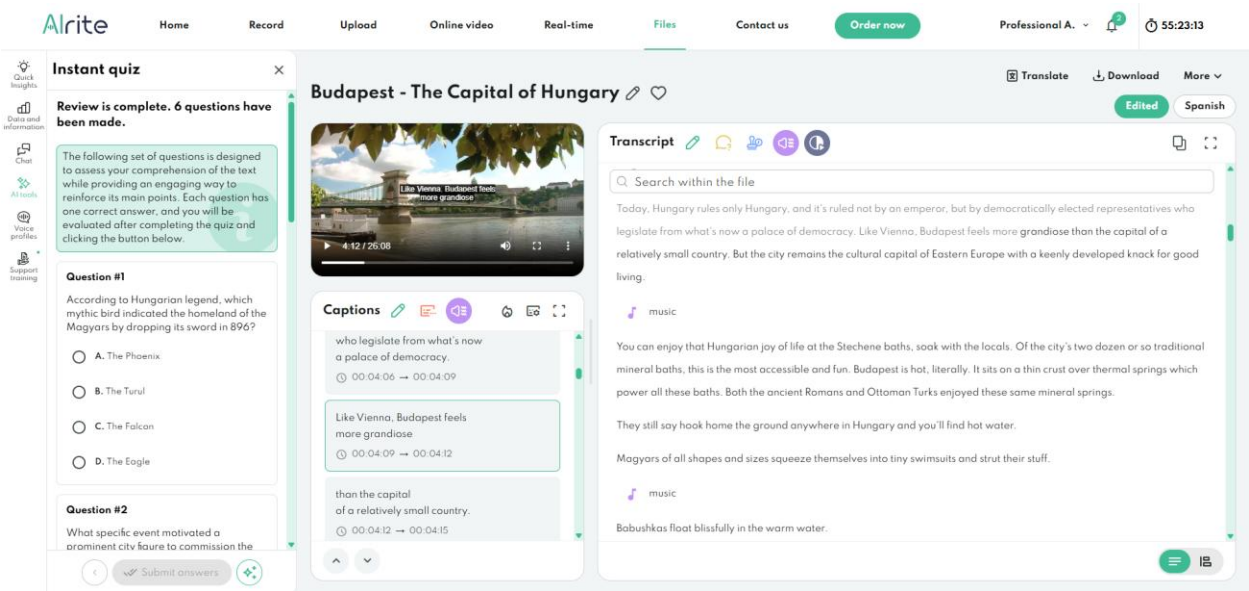
Before generating the quiz through automations, you can **select a difficulty level** from a three-step scale and **specify the total number of questions**. Once you have configured these settings, click the button at the bottom of the page to create the questionnaire.



After the process starts, the Instant quiz algorithms review the transcript and generate questions with multiple-choice answer options, based on the content and the parameters you selected, with the aim of producing questions that are both relevant and engaging.

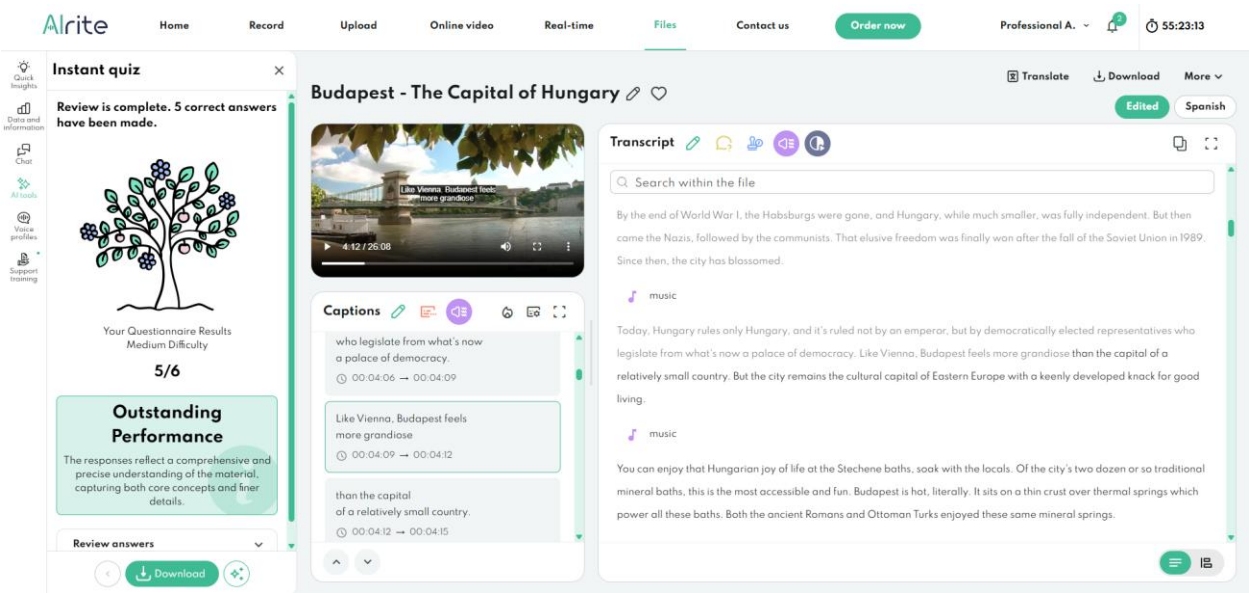
The system provides four answer options for each question, labeled A, B, C, and D, with **only one option that is correct**.

If you are not satisfied with the quality or difficulty of the quiz questions, click the *Try again* button at the bottom of the window to generate a new quiz, optionally at a different difficulty level.



After you answer all questions and submit the quiz for evaluation, you will be redirected to a results page where you can view your overall score and review the correct answers, as well as any incorrect selections, for each question.

Important: You can submit the quiz for evaluation only after selecting an answer for every question.



If you are not fully satisfied with your score – or simply wish to test your knowledge again – you can select *Try again* at the bottom of the window to retake the quiz. You may also choose a different difficulty level for the new attempt.

You can generate and complete a quiz **up to five times per version**.

To export the quiz for printing or use outside the system, simply **click the *Download* button**. In the pop-up window, you can also choose whether to include the correct answers as an answer key at the end of the downloaded document.

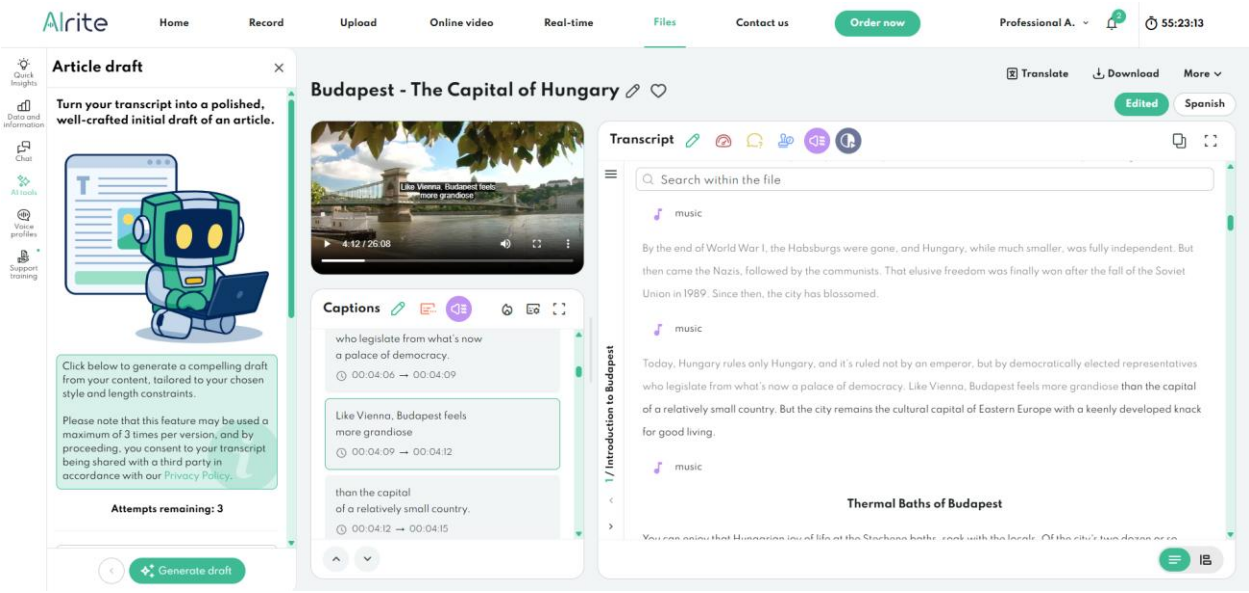
Important: Because the questions and correct answers are generated directly from the transcript text, it is strongly recommended to review and correct the transcript before creating a quiz. This helps prevent inaccuracies from appearing in the questions or answer options. Please note that the feature cannot generate quizzes for files that are too short (only a few lines) or too long (several hours in duration).

82. How do you use automation to create a preliminary draft that serves as the foundation for a newspaper article?

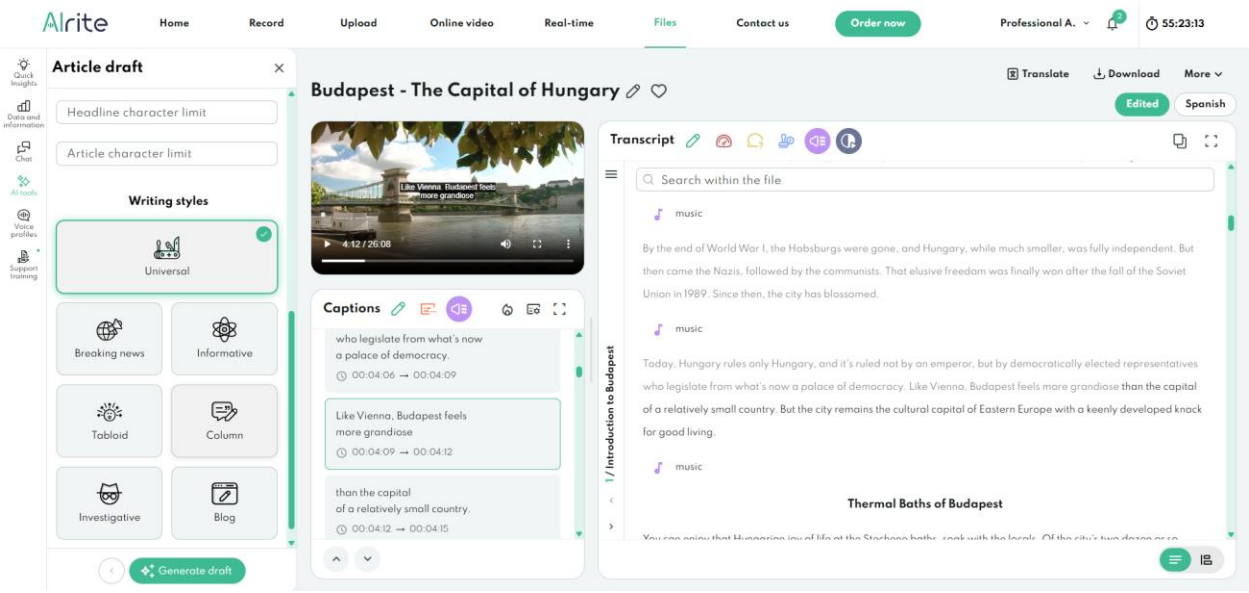
Our Alrite speech recognition application is trusted by a wide community of journalists who use it to convert interviews and voice memos into accurate, editable text – significantly reducing turnaround time and streamlining day-to-day editorial workflows.

Beyond transcription, Alrite can further support journalists – and anyone who produces text content on a regular basis – by **generating an article draft** directly from the transcript. This draft serves as a strong first version of the piece: it can be refined, restructured, and fact-checked as needed until it meets publication standards.

To generate an article draft, open ***AI tools***, located on the left side of larger screens or at the bottom of smaller screens, then select ***Article draft***. This feature is available only for files processed under one of the subscription packages (*Lite*, *Plus*, *Prime*, *Premium*, and *Professional*).

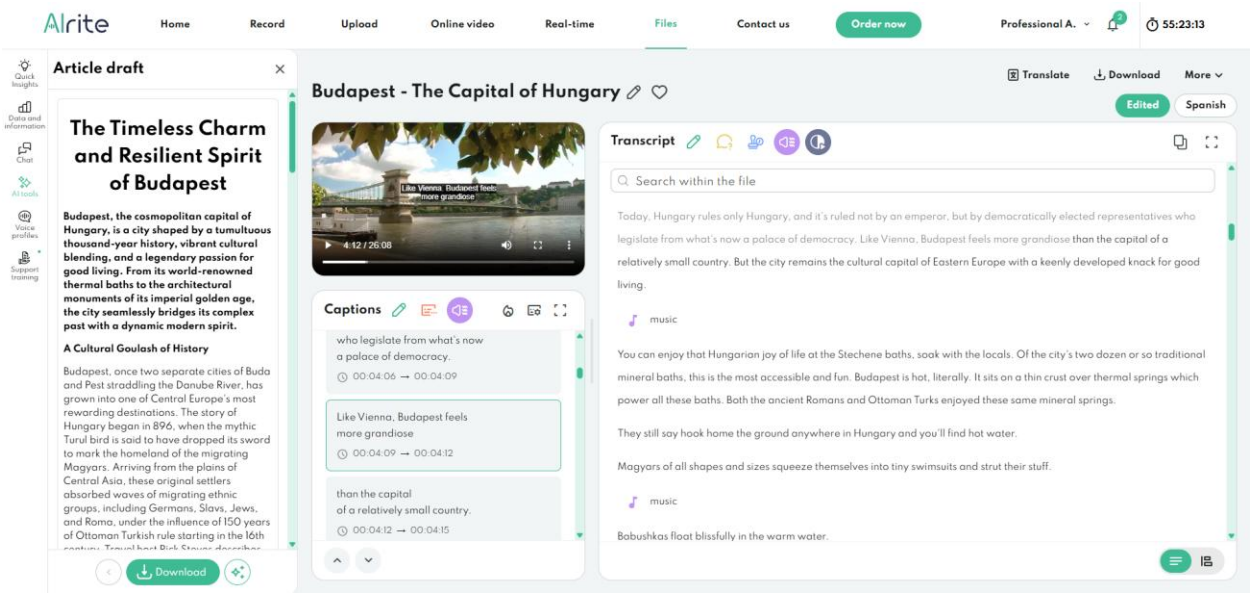


Before generating the article draft, you can **choose a preferred writing style** from seven available options, including the general-purpose *Universal* style. The application will then generate a draft that aligns with the selected style's typical structure, tone, and conventions. You may also specify your **preferred length for the title and for the full text**. Once your settings are in place, click the button at the bottom of the page to generate the article draft.



After the process begins, the *Article draft* function analyzes the transcript and produces a draft that reflects the selected parameters and is intended to require minimal editing before publication.

When the draft is ready, you can copy it directly from the interface or download it for further refinement – similarly to the export options available in the *Structured summary* feature.



If you are not fully satisfied with the initial result, you can select *Try again* at the bottom of the window to prompt the system to generate a new draft. Please note that regeneration will permanently overwrite the previously created version.

A separate article draft must be generated **for each version**. As a result, creating a translation of a version that already has an article draft does not automatically generate a draft for the translated version; you must initiate draft generation separately for each translated version.

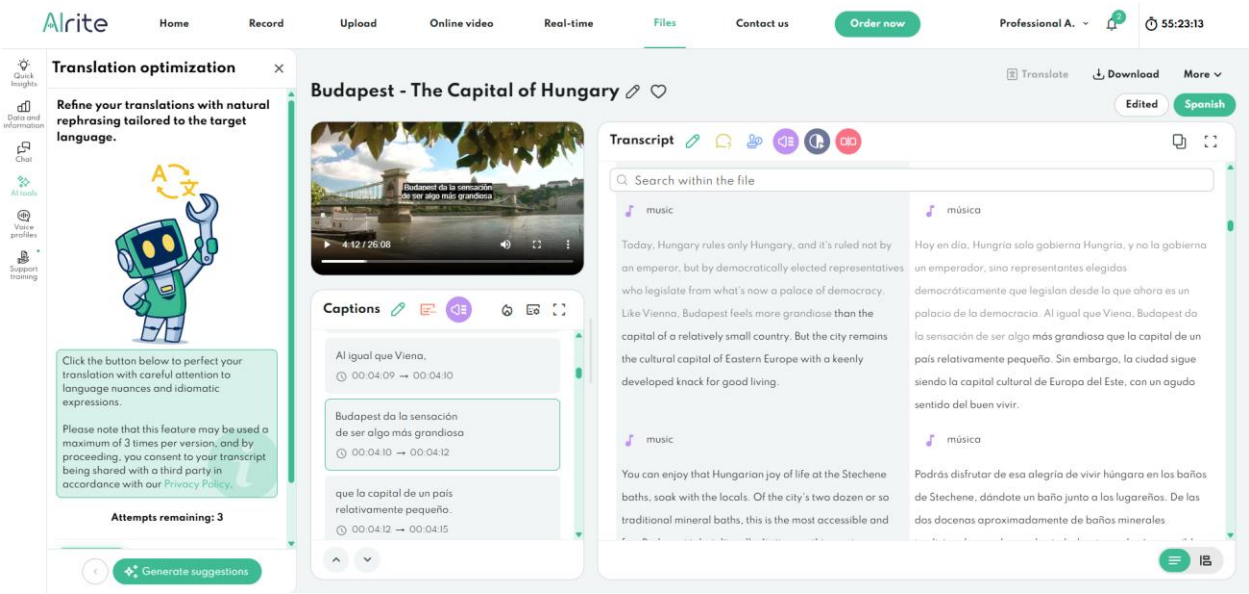
Important: You can generate an article draft from a transcript up to two times per version. For best results, it is recommended to review and correct the transcript before generating a draft. The feature cannot generate drafts for files that are too short (only a few lines) or too long (several hours in duration).

83. How do you use automation to produce translations that sound more natural than the system's initial output?

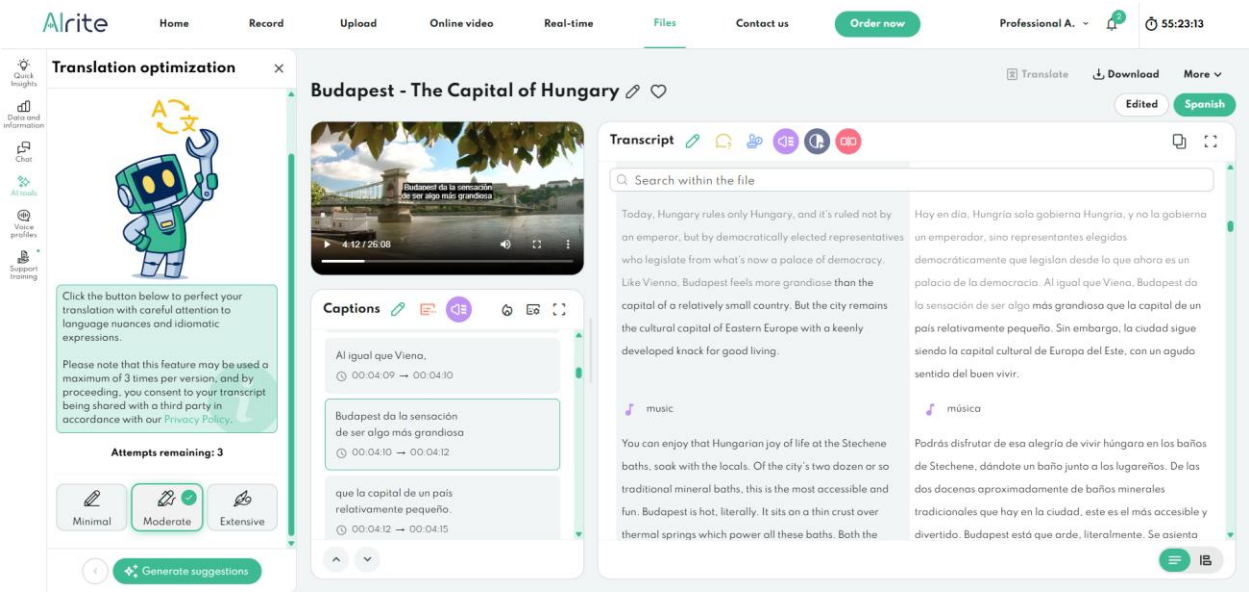
The translation service integrated into the Alrite application is capable of producing high-quality translations in the vast majority of cases, particularly when the content is logically structured and not overloaded with technical terminology or complex sentence constructions.

However, when translating transcripts that include long, multi-clause sentences, specialized vocabulary, or idiomatic expressions unique to a particular language, the system may occasionally misinterpret the logical structure or provide literal, word-for-word translations that fail to convey the intended meaning.

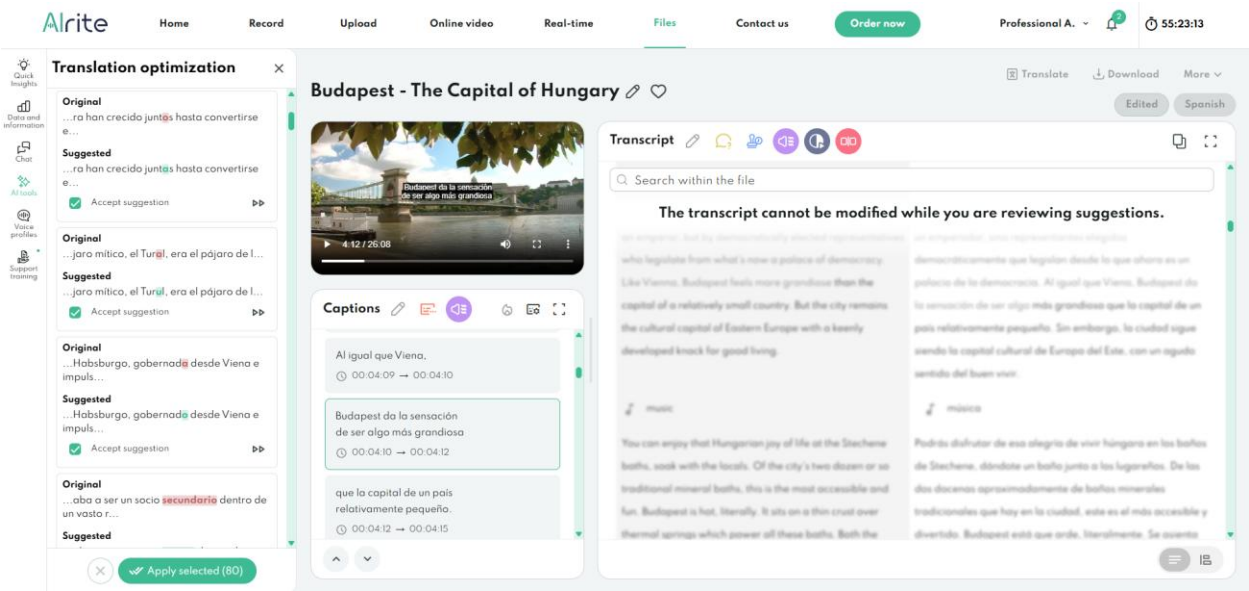
Unfortunately, it is not uncommon for the logical structure of a sentence in the original language to be lost in the first attempt, or for certain expressions to be translated too literally, resulting in a translation that fails to convey the intended meaning. On the other hand, the application offers a solution for this problem. For files processed under any of the subscription packages *(Lite, Plus, Prime, Premium, and Professional)*, translations can be reviewed and refined. To do this, click the ***AI tools*** option in the fixed menu bar – located on the left side of larger screens or at the bottom of smaller screens – then select ***Translation optimization*** to initiate the review process.



Before asking the system to review and evaluate the current translation, you can specify how thoroughly you would like it to be reviewed and **how much you are willing to change the text using a three-level scale**. The lowest level focuses on minimal changes, mainly correcting grammar and translation errors. The middle level may also suggest changes to sentence structure where this would significantly improve clarity. The highest level allows for more extensive recommendations, with the aim of making the final text sound more natural in the target language by using appropriate sentence structures, expressions, and idioms.



Once initiated, the *Translation optimization* function uses advanced algorithms to review the translated text and generate a refined version that better reflects the logical structure and accounts for idiomatic differences between the source and target languages. The tool rephrases the original translation in line with the user's specified setting, with the aim of improving clarity and readability while ensuring that the revised text remains faithful to the original meaning and context, without omitting any relevant details.



After reviewing the suggested improvements, you can choose to accept or reject individual rephrased sections. Once your selections are made, **click the *Apply selected*** button below the list to implement the chosen changes.

Important: The system stores only one translated version per language. If you accept even a single suggestion, it will permanently overwrite the existing translation.

If none of the suggestions are suitable, click the *Clear all* button to discard them.

Please note that this function can be used up to 3 times per version, and it is only available for translations. For files processed under the free *Starter* package, this feature is not available – just like the translation function itself.

Important: The automatic review function for translations is not capable of detecting errors or providing suggestions for excessively long files, such as those spanning several hours.

Each translation must be optimized separately, meaning that if you generate translations in multiple languages, the optimization process must be initiated individually for each one.

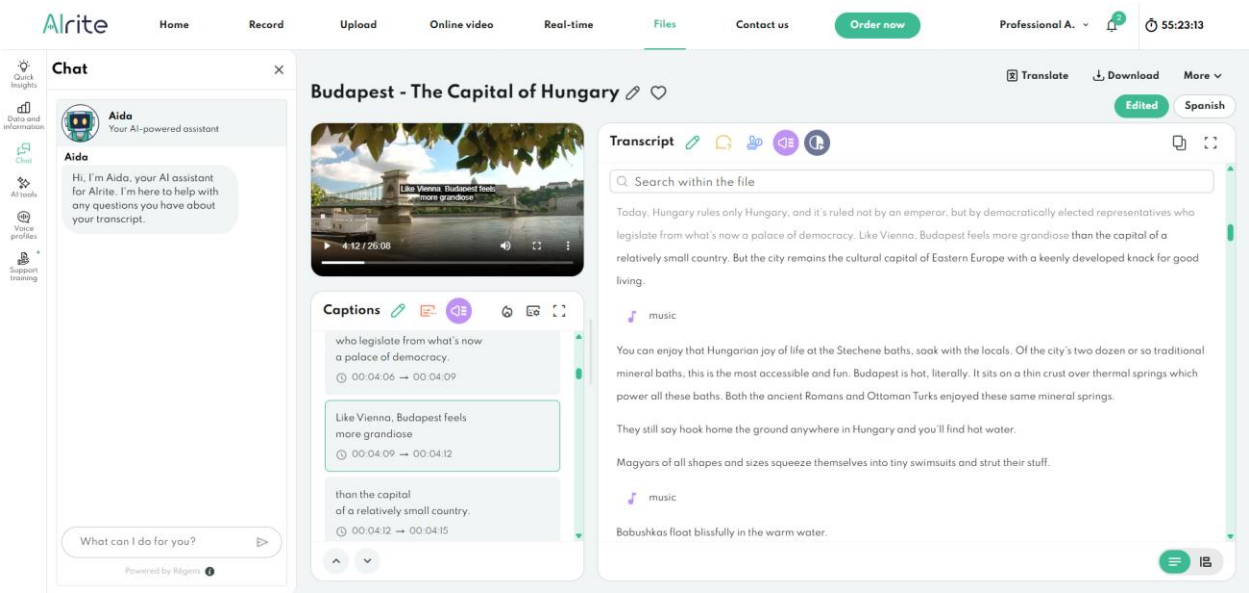
Important: To ensure the best results, it is recommended to correct any errors in the transcript before starting the translation optimization, as the feature cannot improve translations based on inaccurate or excessively lengthy source material.

84. How do you ask the Alrite virtual assistant questions about the content of the transcript?

If you wish to search for specific words or phrases within the text generated by the application, the built-in search feature of your browser or the search bar within the Alrite application will be more than sufficient. These tools allow for quick and easy identification of particular expressions. However, if you want to go beyond simple searches and analyze the content in more depth – **seeking detailed answers or interpretations of the text** – typing a search term into a search bar won't be enough.

This is where Alrite's AI-based chatbot, Aida, comes into play. Aida is now available not only on the **Alrite website** but also directly within the application, on the file details page, ready to assist you with any questions related to the transcript.

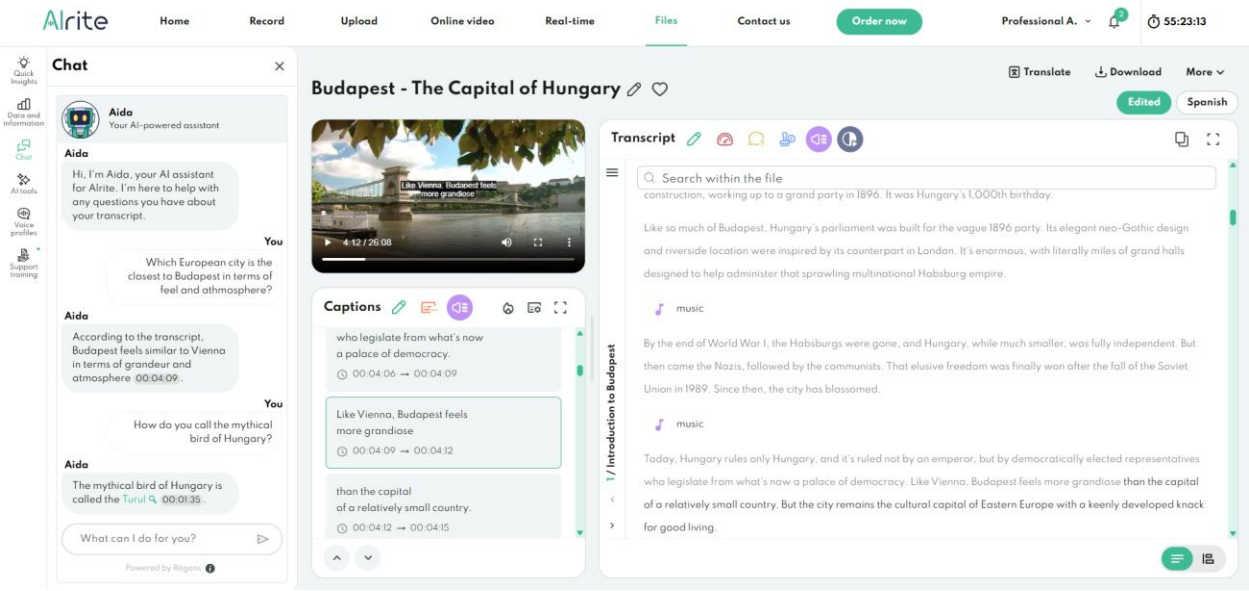
For files processed under any of the subscription packages (*Lite, Plus, Prime, Premium, and Professional),* users have the opportunity to engage in a conversation with Aida about the transcript's content. To do so, simply **click the *Chat* option** in the menu bar – located on the left side of the screen for larger displays or at the bottom of the screen for smaller ones – and type your first question into the text box at the bottom of the chat window that appears.



Aida typically responds to questions within moments, but it is important to note that **conversations and inquiries are strictly limited to the content of the transcript.**

Some answers may contain **references** highlighted in green and marked with a green magnifying glass icon. These references can be converted into search terms with a single click, allowing you to quickly locate where the information relevant to your question appears within the text.

In a similar manner, some answers also include **timestamps**. These function like links; however, instead of triggering a text search, clicking a timestamp navigates directly to the corresponding position in the audio or video file, as well as the related transcript and captions.



The chat history is saved, so previous messages remain visible and can be reviewed when reopening the file details page. For business Alrite accounts with unlimited users, conversations saved on document detail pages – processed by different users – can also be read or contributed to by others, provided they have the appropriate access rights.

Please note that it can only be used **up to 20 times per file**. Furthermore, this feature is not available for files processed under the free *Starter* package.

Burned-in captions

85. How do you create burned-in captions with Alrite?

By default, captions can either be downloaded as a separate file (*.srt* or *.vtt* format) or embedded into the downloaded videos in a way that allows them to be turned on or off. However, thanks to Alrite's burned-in captions feature, users now also have the option to permanently embed captions into the video (meaning they cannot be toggled on or off) and download the video directly from the application.

The burned-in captions feature is only available for files uploaded under higher-tier subscription packages *(Plus, Premium, and Professional).*

The process of burning captions into a video can be initiated from the *Download* pop-up window, but the most convenient, fastest, and simplest way is to click the ***Burn captions button*** (marked with a flame icon) found on the file details page, aligned with the *Captions* heading. It is recommended to press this button on the version that you want to burn into the video.

After being redirected, a new window will open where Alrite enables the creation of videos with custom-styled captions: with this feature, even a single sentence, word, or character can be styled differently.

Further explanations of each option are available by clicking the *Help* button marked with a *?* on the interface. In addition, the following sections also summarize the most important information.

86. What basic settings can you use to burn captions onto videos?

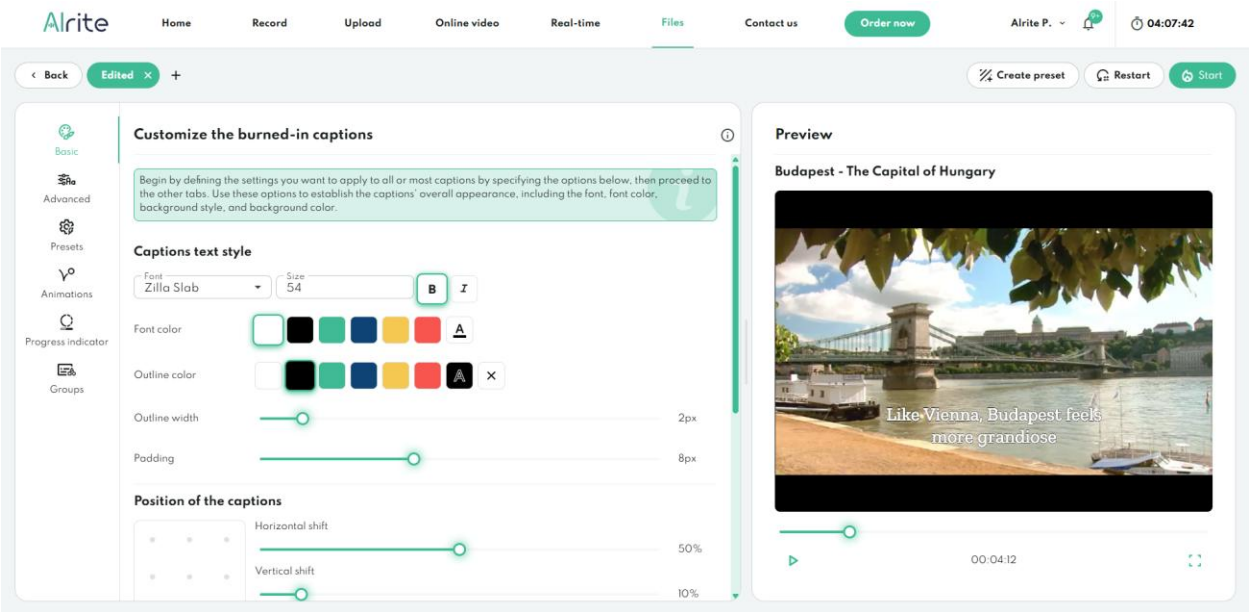
The *Basic settings* allow you to customize **all caption blocks simultaneously**, including their placement, font, font size, font color, outline, and background.

As a first step, it is recommended to define the caption **font and font size**. The font can be selected from a drop-down list, which previews each option by displaying the font names in their respective typefaces.

With regard to font size, captions are displayed by default according to the structure defined by the user – specifically, the configured number of lines and characters per line as shown on the file details page. However, if a font size selected in the caption-embedding window would cause text to extend beyond the video frame under the existing layout settings, the application automatically adjusts the caption structure to prevent any text from being cut off.

Important: The minimum available font size for captions is 10, and the maximum is 200. However, depending on caption placement and font type, certain settings may cause captions to extend beyond the screen even with automatic wrapping enabled. For this reason, the use of extreme font size values is not recommended.

In addition to selecting the font type and size, you can also specify whether captions should appear in **bold and/or italics**. These options can be enabled or disabled using the **B** and **I** buttons located next to the font size field.

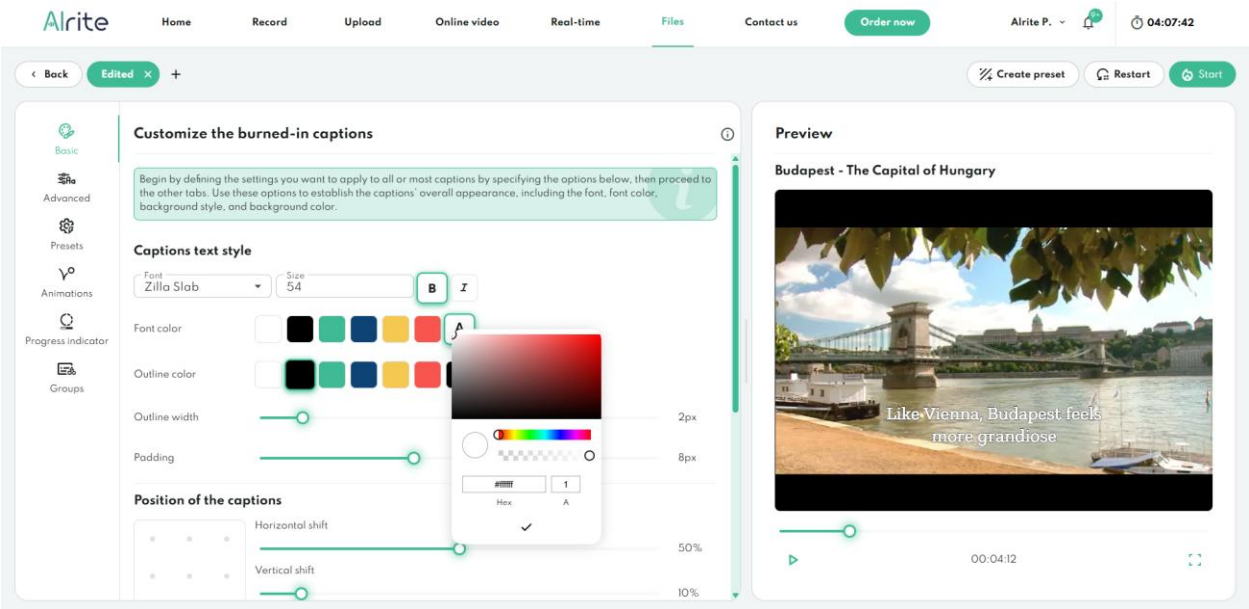


You may then define the font **color and outline color** for the captions. In both cases, custom colors can be selected by clicking the palette icon next to the predefined color

options. The color selection dialog also allows you to adjust transparency. Once you have finalized your selection, apply the settings using the ✓ button at the bottom of the dialog.

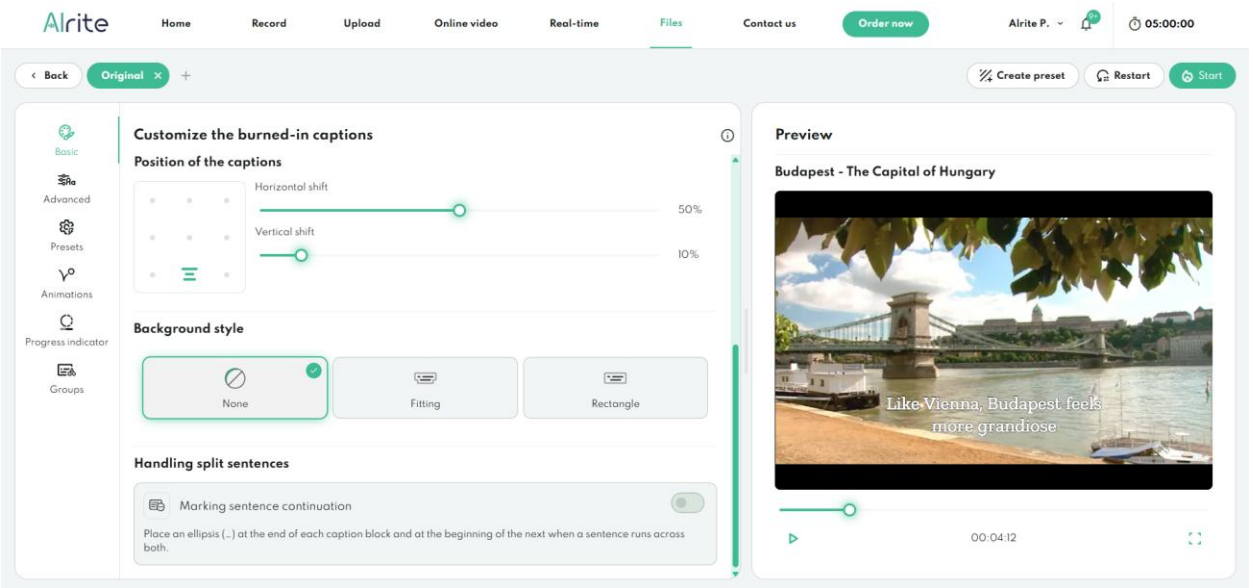
If an outline color is selected, a slider becomes available to control the **outline thickness**. Adjusting this slider allows you to apply either a subtle or a more pronounced outline effect.

If you do not wish to apply an outline, you can disable it using the ✗ option at the end of the corresponding row.



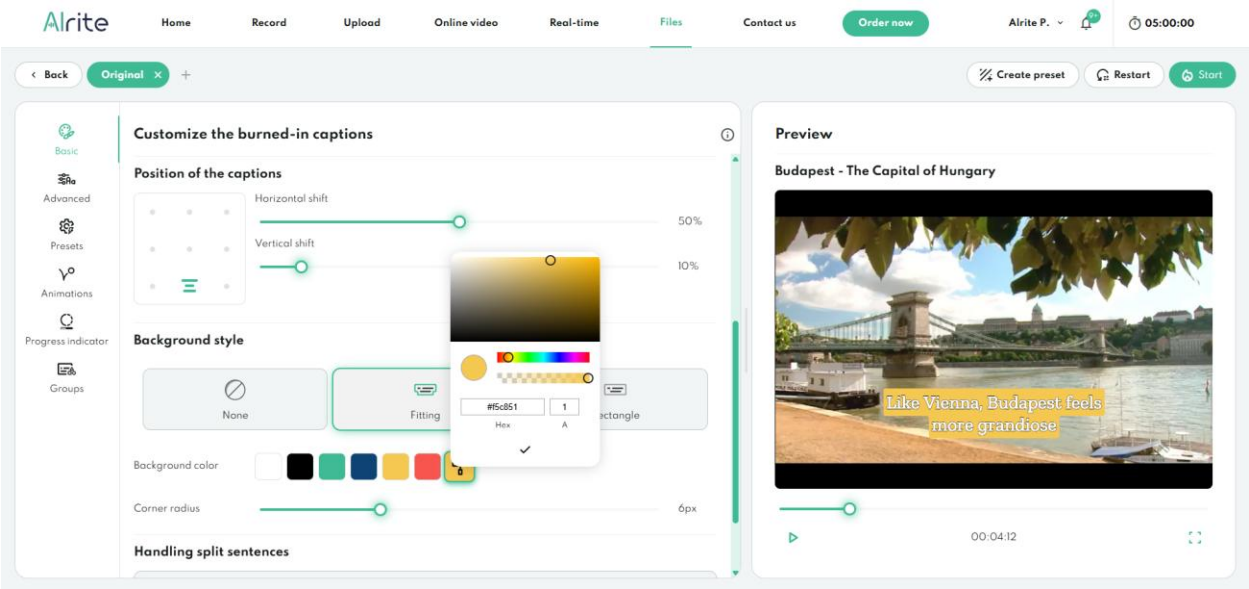
The next set of controls determines **caption placement**. Captions can be positioned anywhere on the video surface by selecting one of the nine points in the positioning grid. In practice, most users favor – and industry standards dictate – placement at the center of the bottom area of the video.

In addition, caption placement can be fine-tuned using the **horizontal and vertical offset** sliders if none of the nine preset positions fully meet your requirements. Offsets are applied relative to the currently selected preset position, shifting the captions accordingly.



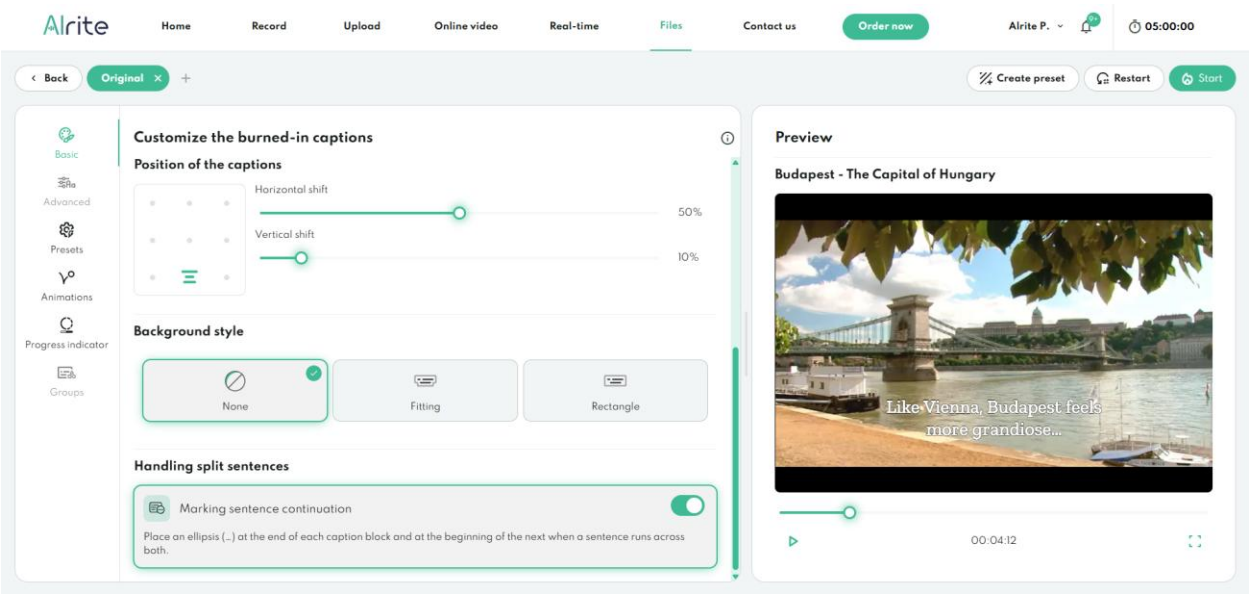
Customizing the **background style** of captions should also not be overlooked. Two background types are available: **rectangular and fitting**. The rectangular option applies a uniform background based on the longest line within a caption block, resulting in a consistent rectangular shape. The fitting option dynamically adjusts the background width to match the length of each line, creating a more adaptive appearance.

After selecting either background type, clicking the card of the corresponding option reveals controls for background color customization. As with font and outline colors, you may choose from predefined colors or define custom colors using the palette icon. The color selection dialog also allows you to adjust transparency. Once you have finalized the color settings, click the ✓ button at the bottom of the dialog to apply them.



If you do not wish to apply a background to the captions, select the *None* option marked with the ∅ icon.

Finally, the last of the basic settings – already familiar from the file details page – appears at the bottom of the page. This feature is used to **indicate interrupted sentences** within caption blocks. When the corresponding toggle is activated, ellipses are inserted into the captions to be burned onto the video: at the end of each caption block in which a sentence remains incomplete, and at the beginning of each subsequent block where the sentence continues.

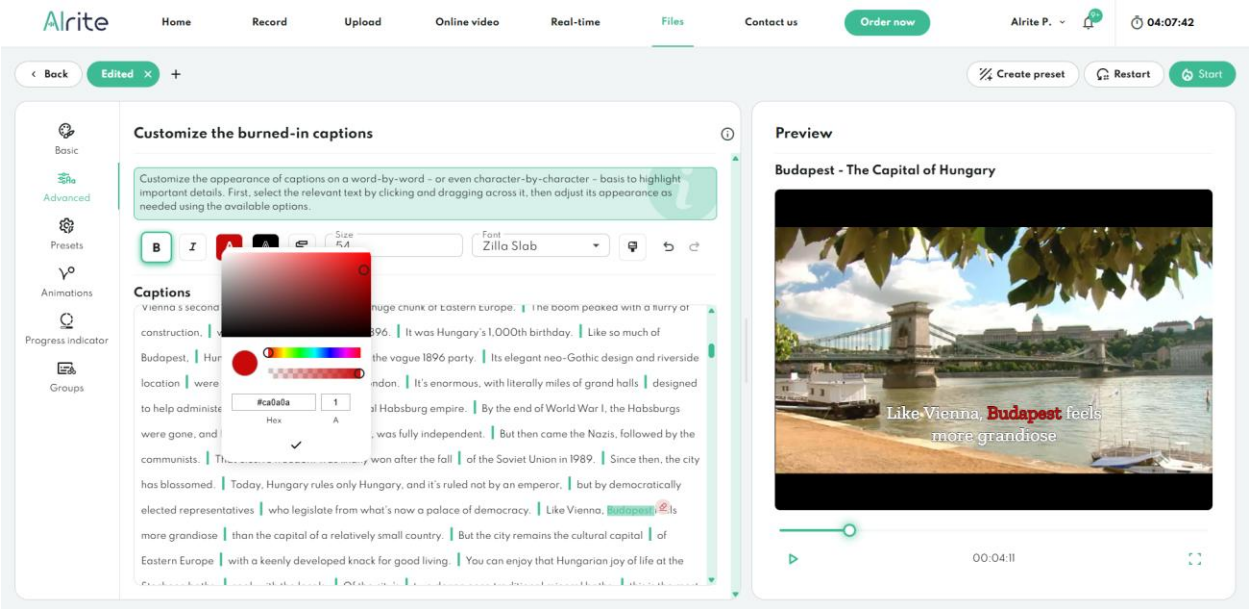


87. What advanced settings can you use to burn captions onto videos?

The ***Advanced*** settings provide even more detailed customization options, while still building upon the *Basic* settings. Therefore, we recommend making broader changes affecting most of the captions in the *Basic* tab first.

In the *Advanced* view, you can **customize the appearance of captions block by block, word by word, or even character by character**, including font type, font size, font color, outline color, and background color.

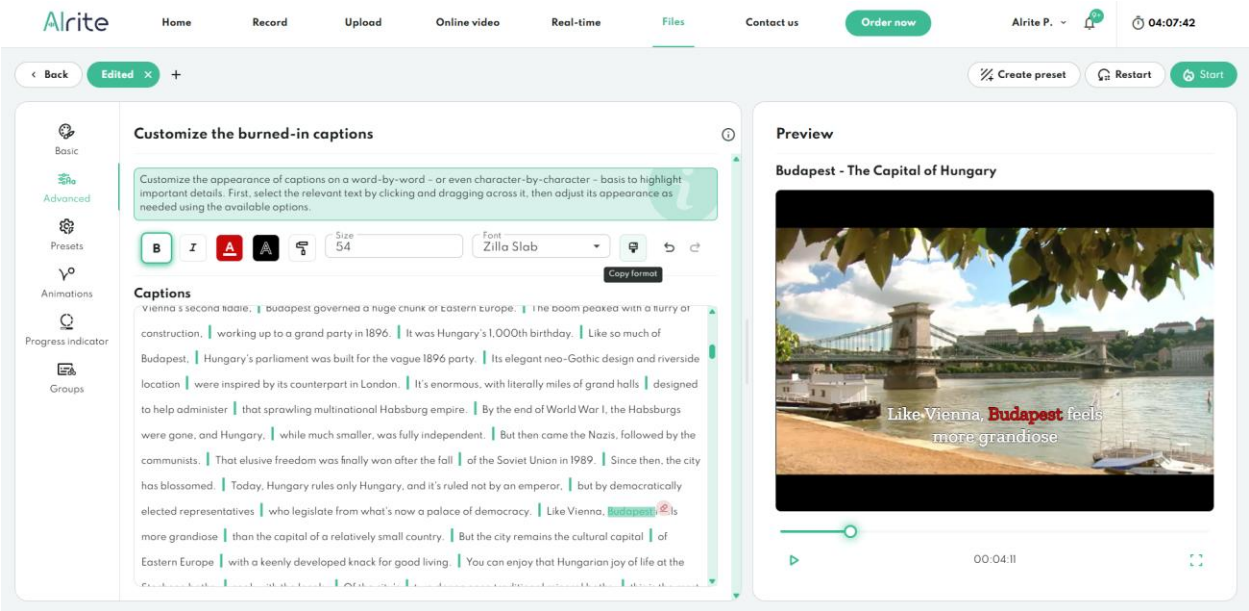
You can only modify these parameters if at least one character in the caption is selected. A green background behind the selected characters indicates a successful selection. Once selected, you can individually adjust the appearance of the chosen parts.



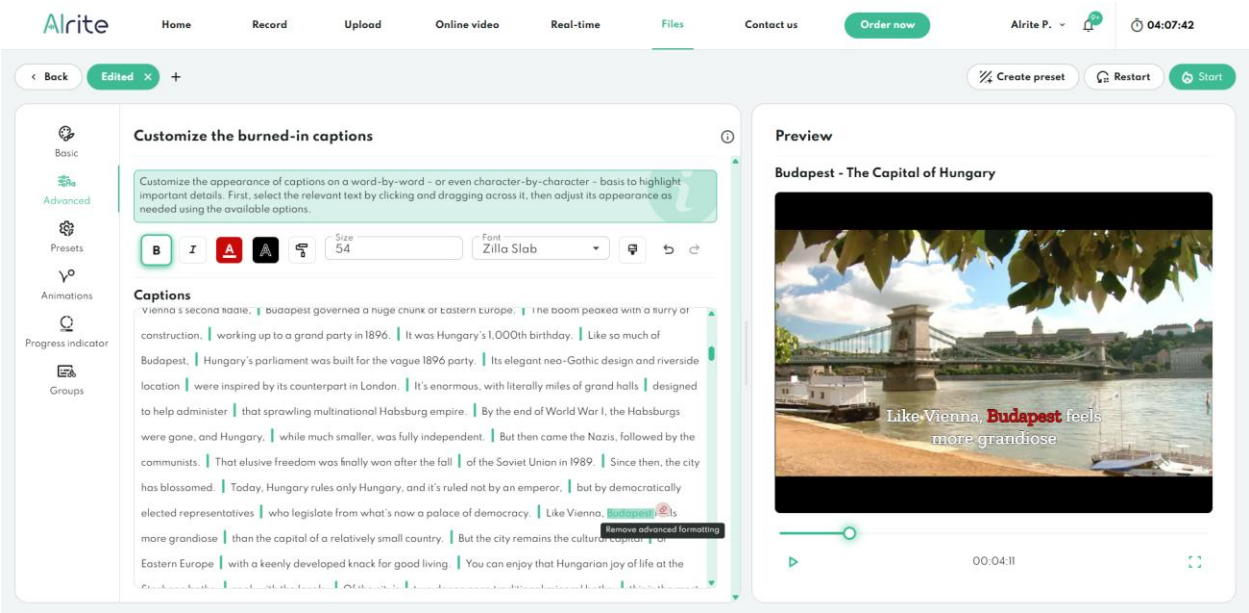
It is not possible to select text spanning multiple caption blocks. Modifications can only be **applied within a single caption block at a time**. The start and end of each caption block are indicated by vertical green lines in this view.

Characters or words whose appearance has been individually modified are **displayed in green** rather than the default color.

You may also **copy** the formatting of a section that has already been defined and finalized and apply it to another section. This is useful when you want to ensure a consistent appearance for text that appears in different locations. To do so, select the modified text or word, click the *Format painter* button, and then select the section you wish to update. Once completed, both sections will share the same appearance settings.



If you later select all or part of these individually formatted sections, you can **remove** the previously applied advanced settings. Clicking the eraser icon that appears upon selection will restore the selected text to the settings defined in the *Basic* tab.



Important: Advanced settings are available only if the caption version being configured has not previously been animated at the line or word level and no preset containing such animations has been applied.

88. Is there a way to preview how your settings will appear on the video before starting the rendering process?

The ***Preview*** behaves in essentially the same manner as the **video player** on the file details page, allowing you to conveniently review the customized appearance of captions and, where applicable, their animations.

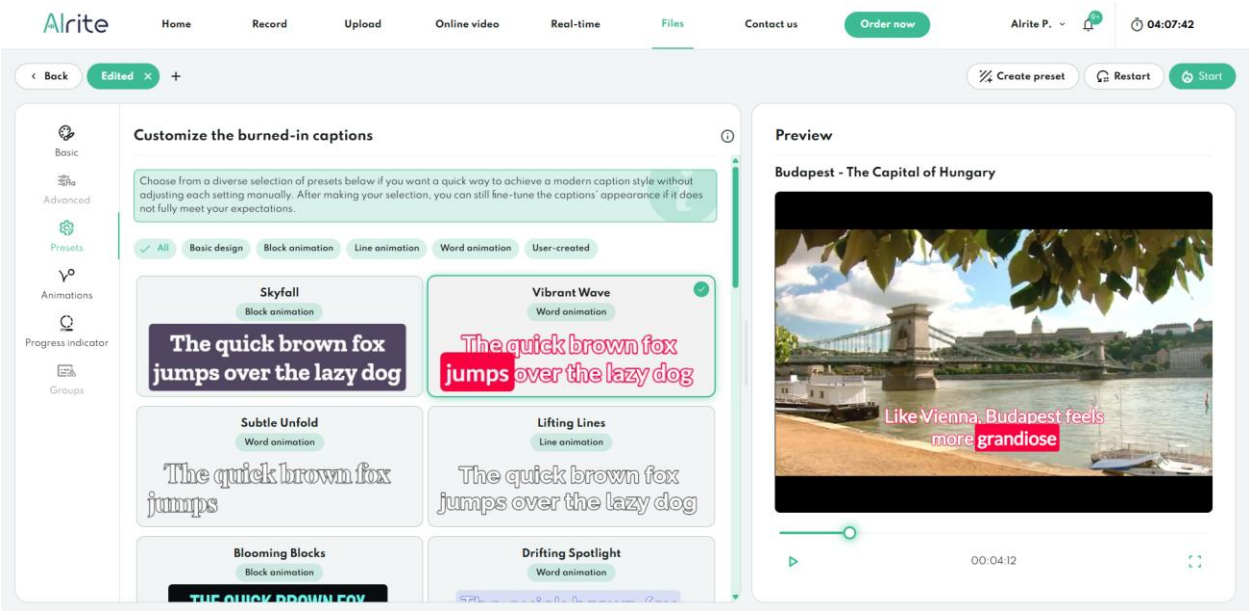
All settings and **changes are reflected immediately** in the preview video, **including during playback**, enabling you to assess the current configuration at a glance.

In addition, specific moments in the video can be reviewed using the playback slider and, if needed, viewed in full-screen mode by selecting the full-screen option.

89. Can you choose from existing styles instead of manually configuring the appearance of captions?

Since configuring the desired subtitle style can be time-consuming, and the wide range of settings may seem overly complex and intimidating at first glance, we provide preset templates to assist users who would prefer not to spend too much time fine-tuning every detail and checking various options before arriving at their final subtitle appearance.

The different preset collections, each **with its own unique name**, can be found under the ***Templates*** tab, where you can **choose from a wide variety of distinctive designs and styles.** The appearance and suitability of the selected template can be checked on the *Preview* video, making it easy to decide how well it matches the style of your video or your ideas.



Browsing among the pre-designed templates is also supported by filter options.

If the captions do not appear exactly as planned after selecting a template, you can fine-tune them later using the settings in either the *Basic* or *Advanced* views. With the customization options available under these tabs, you can personalize the chosen template by adjusting, among other things, the subtitle text color, font size, outline or background color, or even the position of individual blocks.

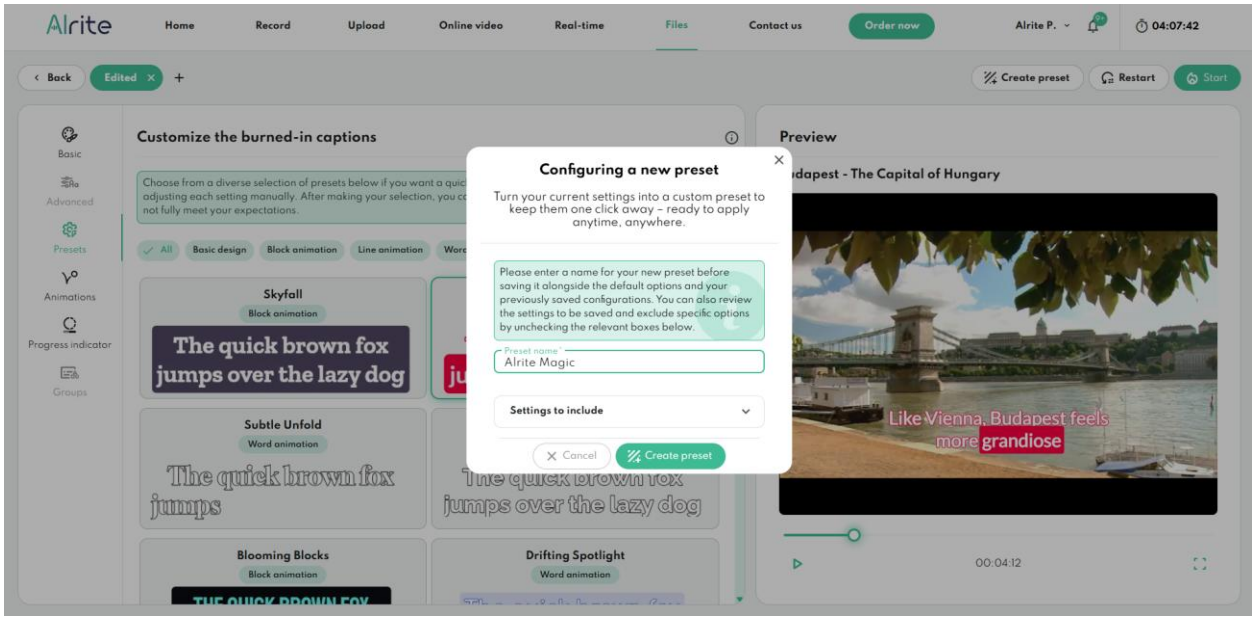
Important: Advanced settings are available only if the caption version being configured has not previously been animated at the line or word level and no preset containing such animations has been applied.

90. Can you create a preset based on your custom caption-burning settings for future use?

Although we aim to provide our users with a broad selection of pre-designed presets covering a wide range of animations, colors, and styles, it is not always possible to fully accommodate all individual needs and expectations.

For this reason, and to enable users to apply the same custom caption settings consistently when burning captions onto different videos, the application also allows users to **create their own presets**.

To create a custom preset, users must first **define all caption appearance settings** they wish to include, such as font, colors, background, layout, and any other applicable options. Once these settings have been configured, **clicking the *Create preset* button** at the top of the page saves the current configuration as a reusable collection of settings.



Once saved successfully, the newly created preset becomes part of your user account and is accessible **across different browsers and devices**. To use a preset, **open the *Presets* tab** and select the desired customized option – identified by its unique name – from the list of available options.

A maximum of 10 presets can be created and stored per account. If this limit has been reached and you wish to save an additional preset, you must first delete an existing custom template from your account.

Independently of this limit, any custom preset that is no longer needed can be deleted at any time by selecting the trash can icon on the corresponding preset card.

91. Is it possible to display non-speech sounds and different speakers with distinct visual styles, separate from each other and from the basic settings?

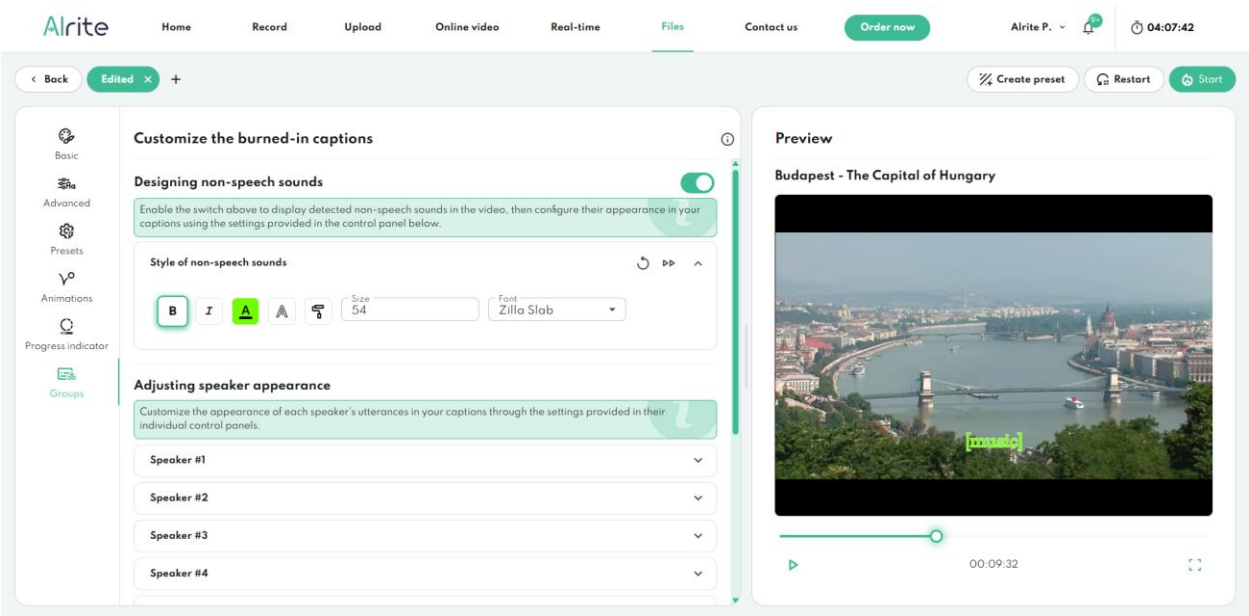
By default, all captions are displayed according to the *Basic* settings, unless they are overridden by *Advanced* settings, the currently selected preset, or active animations.

However, achieving **consistent yet distinct styling for non-speech sounds or for sections belonging to different speakers** using *Advanced* settings alone would require considerable time and effort, while animations do not allow for this type of differentiation at all.

This is precisely the purpose of the ***Groups* tab**. When opened, it allows you to comprehensively customize the appearance of non-speech sounds – such as applause, laughter, music, or animal sounds – as well as caption blocks associated with individual speakers, across the entire video.

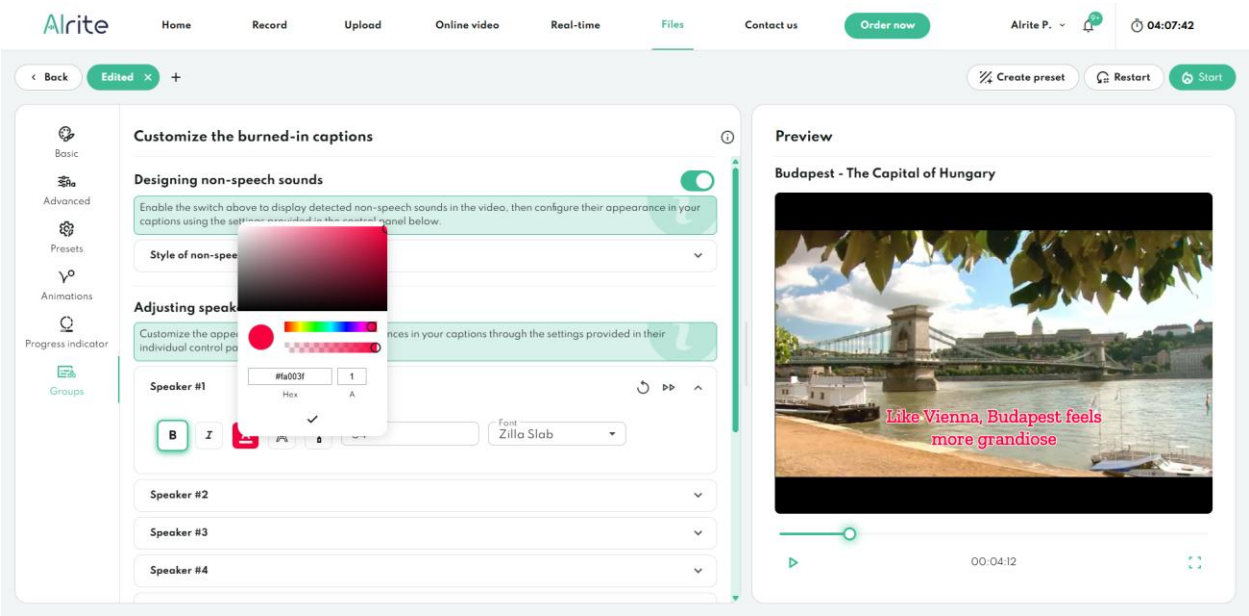
Important: The tab described above becomes available only if non-speech sounds and/or speakers have been detected in the corresponding file.

After opening the tab, you will see that the **appearance of all non-speech sounds** is controlled through a single control panel. This allows you to modify the styling of background noises collectively, ensuring that their appearance differs from the basic settings. Individual non-speech sounds, however, cannot be customized separately in this view.



Below the non-speech sounds section, **each detected speaker is listed in a separate row**. Adjusting the settings in these rows affects the appearance of all caption blocks

associated with the corresponding speaker, making it easy to visually distinguish between different speakers throughout the captions.



Both non-speech sounds and speaker-specific utterances can be styled using largely the same controls available in the *Advanced* tab for individual words or characters. These options include adjustments to font, font size, font color, outline color, background color, and additional appearance-related properties.

The easiest way to check the settings for displaying non-speech sounds or text segments associated with different speakers is to **click the seek button** that appears when the control panel for the selected element is open. This moves the preview video to the first noise detected in the file or to the first utterance by the selected speaker. In this way, the currently active settings become immediately visible.

If you ultimately decide that you no longer want the formatting of non-speech sounds and individual speakers to differ from the default settings, you can **remove your custom settings by clicking the reset button** on the cards where you made changes. Once reset, these elements will again use the style attributes defined on the *Basic* page.

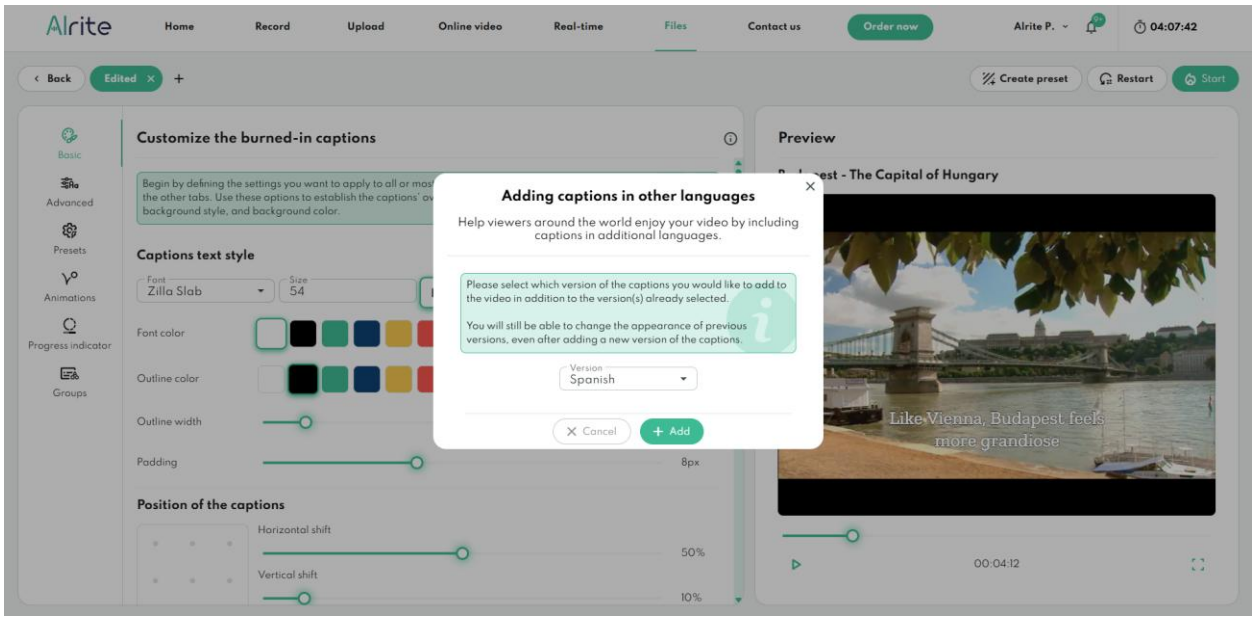
Important: As with advanced settings, changes to the overall style of non-speech sounds and speaker-specific caption blocks are available and effective only if no line- or word-level animations are applied to the caption version being configured and no preset containing such animations has been selected.

92. Is it possible to burn two or more caption versions onto the same video simultaneously?

The feature for burning captions onto a video also allows multiple caption versions to appear on the video after download. This makes it possible, for example, to **display the spoken content in several languages simultaneously**, such as the original language and its translation.

We recommend initiating the burning of captions onto the video, as well as customizing their appearance, only after correcting the transcript text and, if needed, generating automatic translations. Once you have finished customizing a caption version, you can add additional versions to the video.

To add a new caption version, **click the + button** next to the tabs. Each caption version can be customized individually – just like the first version – including adjustments to color, position, and other appearance settings.



Burning more than two caption versions onto a video is not recommended, as having more than this may become overwhelming and could cover a large portion of the video.

Although animations can be applied to multiple caption versions simultaneously, this does not guarantee that all versions assigned to a video will be perfectly aligned or visually harmonious. For this reason, we strongly recommend reviewing the preview video to ensure that the result meets your expectations. In such cases, using block- or line-level animations is generally preferable to word-level animations.

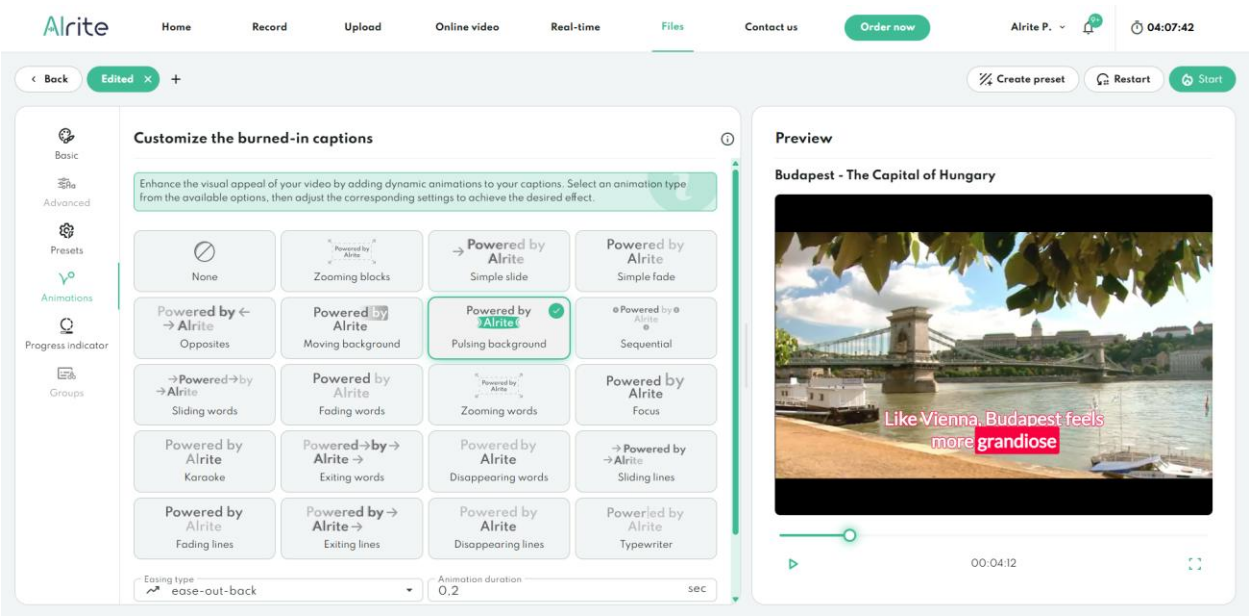
If needed, individual versions can be removed from the video by clicking the ✕ buttons on the tabs.

If there are no additional caption versions available for the given file beyond those already customized or currently being edited, the + button will become inactive.

93. What animation options are available when burning captions onto videos if you do not want to display only static captions?

The appearance of **captions can be customized not only in a static way but also dynamically**, adapting to the progression of the video. These options are available under the ***Animations*** tab, which enables you to create captions with an impressive and highly attention-grabbing style.

Upon opening the page, users will find **a variety of animation types**, each accompanied by a descriptive name and an illustration that demonstrates the animated effect.



Note that some animations affect the appearance of the entire caption block, while others influence only specific lines or words within it.

You can review the appearance of each animation by selecting its card and observing the result in the preview.

To select an individual animation, simply click the corresponding card. Doing so will display the relevant **configuration options** below the cards, depending on the animation chosen.

- **Easing type**: This setting controls the speed curve and flow of movement in the animation, making the motion appear more natural and easier on the eyes compared to a uniform speed. For example, two common easing types are ease-in and ease-out: ease-in starts slowly and accelerates toward the end, while ease-out begins quickly and slows down as it finishes. Both types enhance the visual comfort of the animation.

- **Animation duration**: This setting determines how long the animation lasts. Typically, durations under one second are recommended, as spoken words in captions usually follow each other quickly. If the duration is set too long, multiple animated elements – such as words, lines, or blocks – may overlap, making the text harder to read and follow.

- **Origin**: This setting applies to animations involving scaling of caption blocks, lines, or words. It defines the starting point of the scaling effect, which can be set to the bottom, top, or center of the element.

- **Direction**: This setting applies to animations in which captions or their elements change position and move. It specifies the direction of movement during the animation, such as upward, downward, rightward, or leftward.

- **Clipping**: This setting is notable for certain animation types where caption blocks, lines, or words become readable through movement. When enabled, it hides the relevant caption elements until the precise moment of their appearance, then gradually reveals them as if being “clipped” or “cut” by an imaginary line.

- **Secondary color**: Certain animation types allow you to define a secondary color, which can be applied either to the words (or their individual characters) or to the moving background behind them. It is recommended to choose a secondary color that differs from the primary color by at least one shade. You can select this color from a predefined list or specify any color manually by clicking the button with the palette icon.

- **Outline width**: This setting controls the thickness of the outline color in pixels and can be adjusted using a slider. If the outline is disabled in the *Basic* settings, the slider will not appear among the animation settings.

- **Padding:** This setting is mainly used when an animation with a background is selected. Increasing the inner margin enlarges the space between the caption block and the edges of the background compared to its previous size. The distance can be adjusted using a slider.

- **Fade limit**: This setting applies to animations where captions gradually fade in when appearing or fade out when disappearing on the video. Adjustable with a slider, it controls the initial visibility level when captions begin to appear (how faintly they start before becoming fully readable) and the final visibility level when they disappear (how faintly they remain before completely disappearing).

- **Karaoke style**: This setting is available for one specific animation type and activates when *Karaoke* is selected. It causes captions on the video to change color in sync with the spoken words, transitioning from a customizable secondary text color to the primary color set in the *Basic* settings. This creates the classic karaoke video effect, mimicing the appearance of lyrics in karaoke videos. The color transition can happen in three different ways:

    a. **By character**: The captions change color smoothly, character by character, exactly matching the timing of the spoken words.

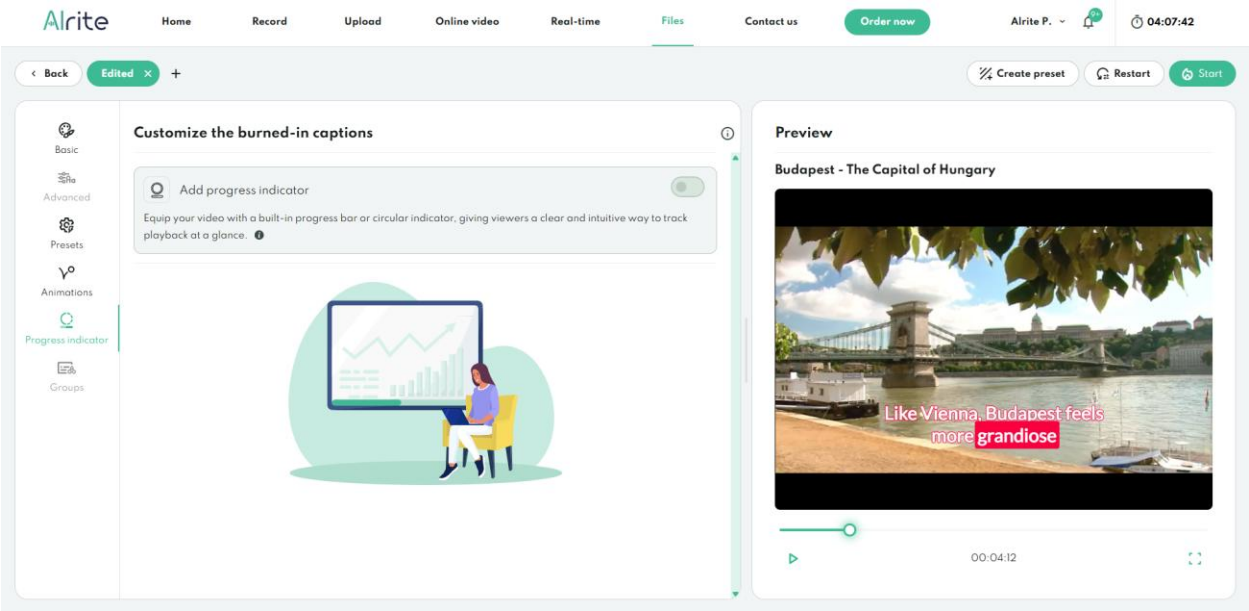
    b. **By word**: The color shifts word by word, with each word fully colored as soon as it begins being spoken.

    c. **Transition**: The color also changes word by word, but instead of an instant shift, the transition happens gradually from the secondary to the primary color over the duration of each word, blending the two colors seamlessly.

Overall, the use of animations can make your captions significantly more attractive and engaging. However, if row- or word-level animation is enabled for a given caption version, the settings in the *Advanced* and *Groups* tabs will not be available, and any configuration previously specified in these tabs will not be applied to the video.

94. Can you burn a custom progress indicator onto your videos alongside the captions?

Alongside the various caption versions, a ***Progress* indicator showing the video's playback progress can also be burned onto the video**. This can be added by enabling the *Adding Progress bar* slider on the *Progress bar* tab.

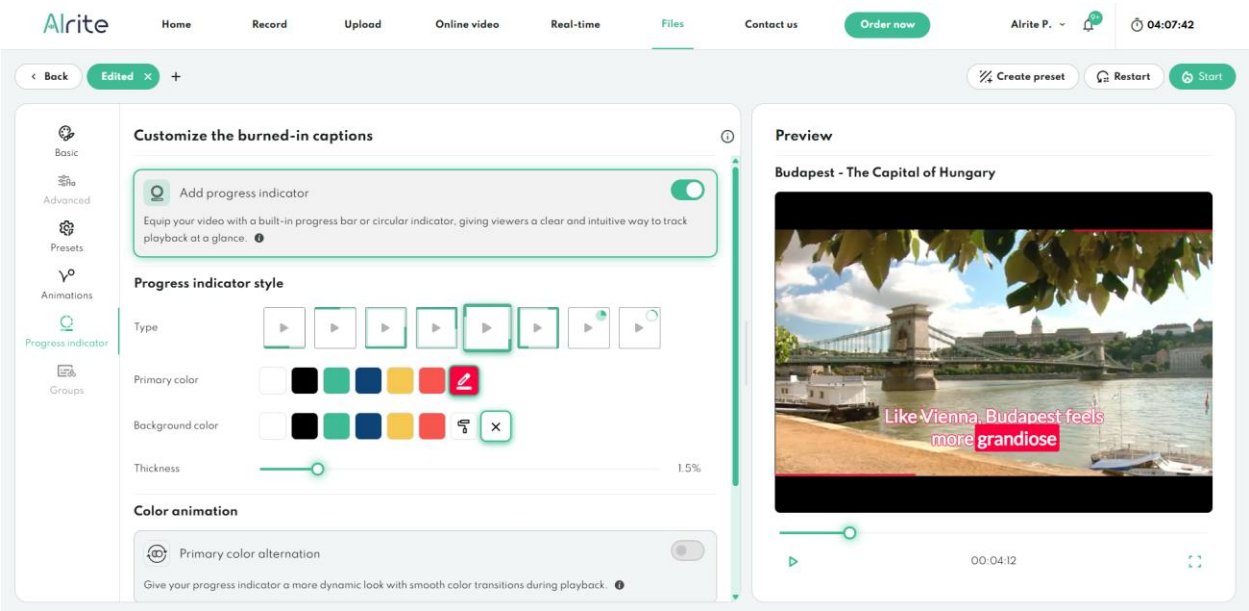


Once the progress indicator is enabled, several settings can be adjusted, including its type, color and thickness, as well as the direction of its movement around the video.

After selecting the progress indicator type, two color-related settings are available that determine its appearance:

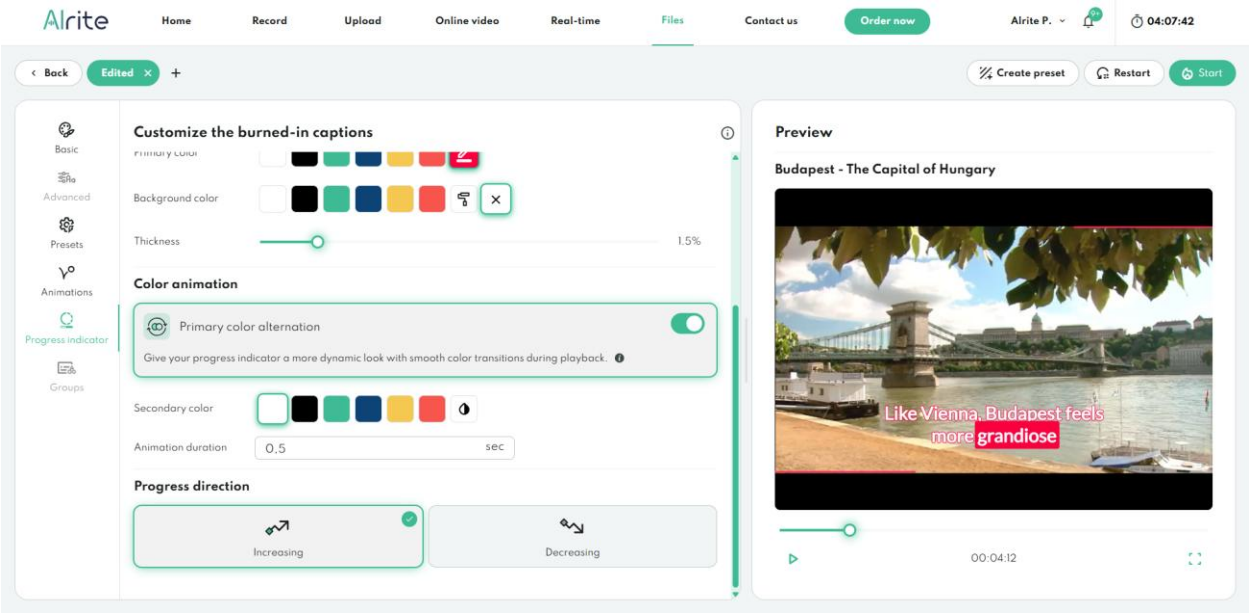
- **Primary color**: The default color of the progress indicator.
- **Background color**: The color of the path along which the progress indicator moves.

In addition to the indicator type and colors, the **thickness** of the progress indicator can be adjusted using the slider located below the two color selectors. Moving the slider left or right decreases or increases the thickness accordingly.

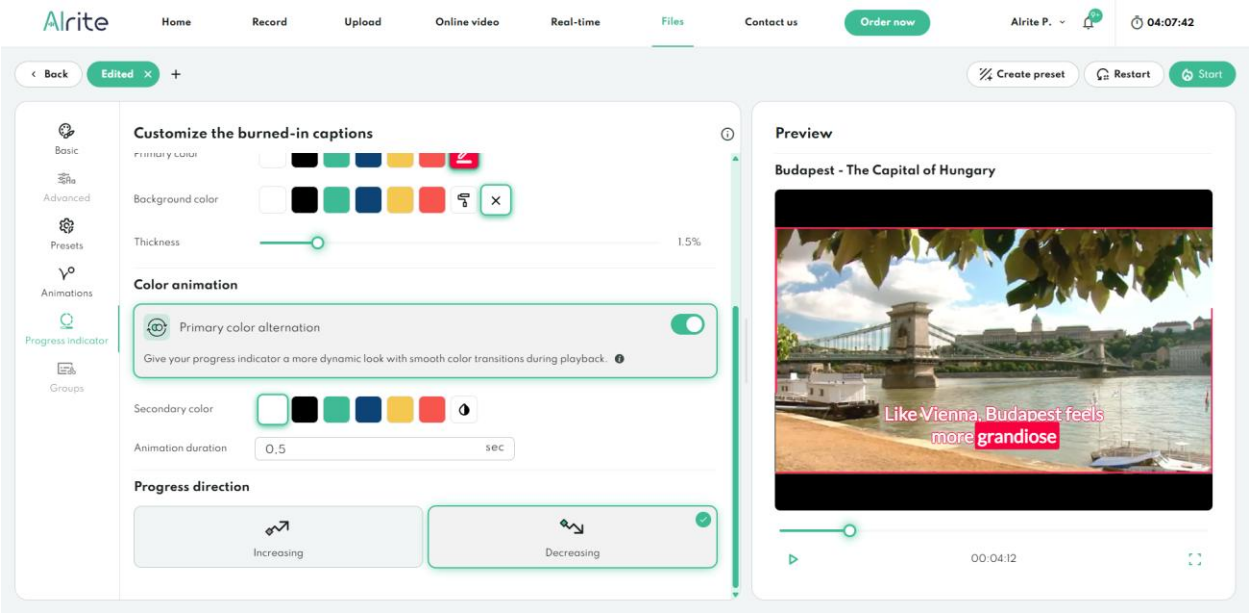


If a circular progress indicator is selected at the beginning, two additional settings become available, allowing the **size** and **position** of the indicator to be fully customized. The position can be adjusted using the **horizontal and vertical offset** sliders, which function in the same way as those found in the *Basic* tab.

Nearby, you will find a card labeled ***Primary color alternation***. When enabled, this option causes the progress indicator to alternate between the primary color defined above and a **secondary color** that becomes available for selection once this option is activated. The alternation is animated and synchronized with the progress of the video. The **speed** of this color transition can be controlled using an additional slider.



Last but not least, you can specify whether the progress indicator should increase as the video progresses or, alternatively, function as a countdown and decrease over time.



As with captions and animations, the appearance of the customized progress indicator can be quickly reviewed on the *Preview* video. All progress indicator settings are applied immediately during video playback and can be adjusted freely until the burning process is initiated.

95. What can you do if you want to reset the appearance settings for captions to be burned onto the video?

If extensive use of the available settings has not produced the desired result and it is unclear which adjustments are needed to achieve an outcome that meets your expectations, starting over with a clean slate and resetting the entire process may be the most effective approach.

In this case, the *Restart* button can be used to **restore the process to its initial state**. This action removes all caption versions previously added to the video and resets all settings to their default values.
As a result, selecting the *Restart* button permanently deletes all custom subtitle display settings. This action must be confirmed in a pop-up window before it is carried out.

96. In what order should you configure the settings for the appearance of captions to be burned onto the video?

The recommended process for burning captions onto a video consists of the following steps after opening the dedicated window:

1. **Perform the basic settings in the *Basic* view, or choose a preferred template that affects the overall appearance of the captions.**
   It is always recommended to start the process with settings that affect most of the captions, such as defining the overall text color, font, font size, and position.

2. **Give unique, eye-catching styling to individual blocks or important phrases in the *Advanced* view, or apply animations.**
   Once the general appearance of most captions has been configured in the *Basic* view, the *Advanced* tab allows you to fine-tune only those parts that require special emphasis. If you prefer not to highlight individual text elements manually, you can instead apply a template from the *Presets* section, or

choose a dynamic effect from the *Animations* tab for a more engaging, speech-synchronized caption display.

3. **If needed, add an additional caption version (e.g., a translation alongside the default version) to the video.**
   This way, the speech in the video can be read in two languages at the same time, allowing you to reach a wider audience with your videos. For the newly added caption version, also complete the first two steps, that is, configure how the newly added version will be displayed.

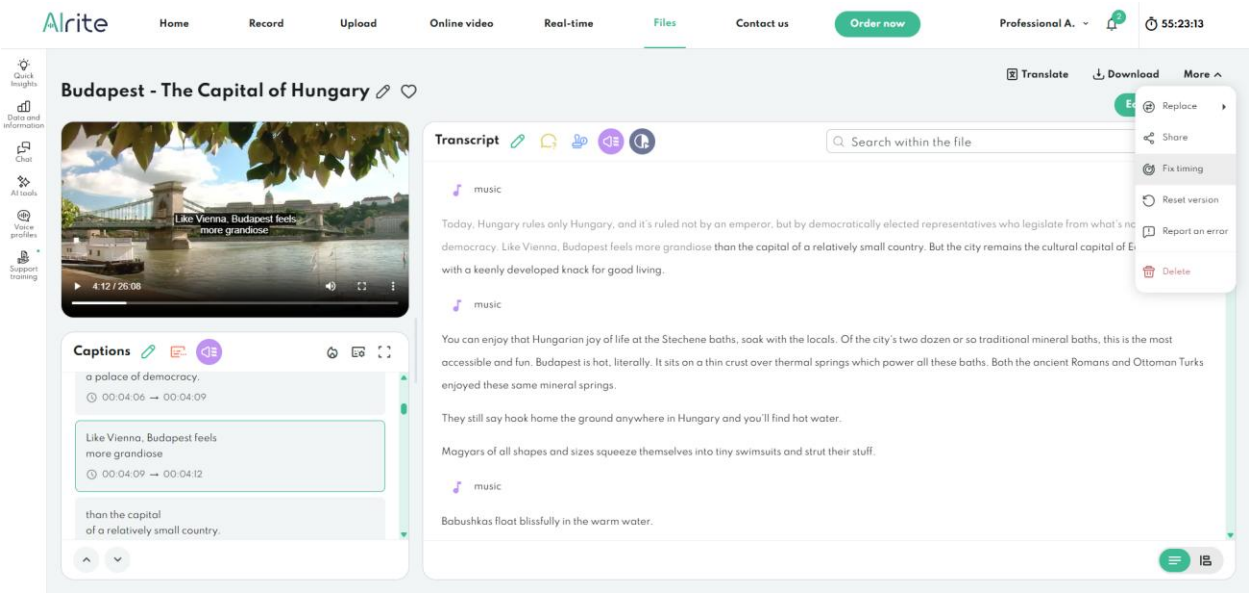
4. **For videos with a more dynamic look, add an optional colored progress bar!**
   A progress bar or circular progress indicator helps viewers understand the duration of the video and their current position within the playback.

5. **Finally, click the Start button to burn the captions onto the video, then download the video once the process is complete!**
   Depending on the video's length and quality, the burning and downloading process may take a few minutes.

Caption management

97. How do you restore the timing of captions?

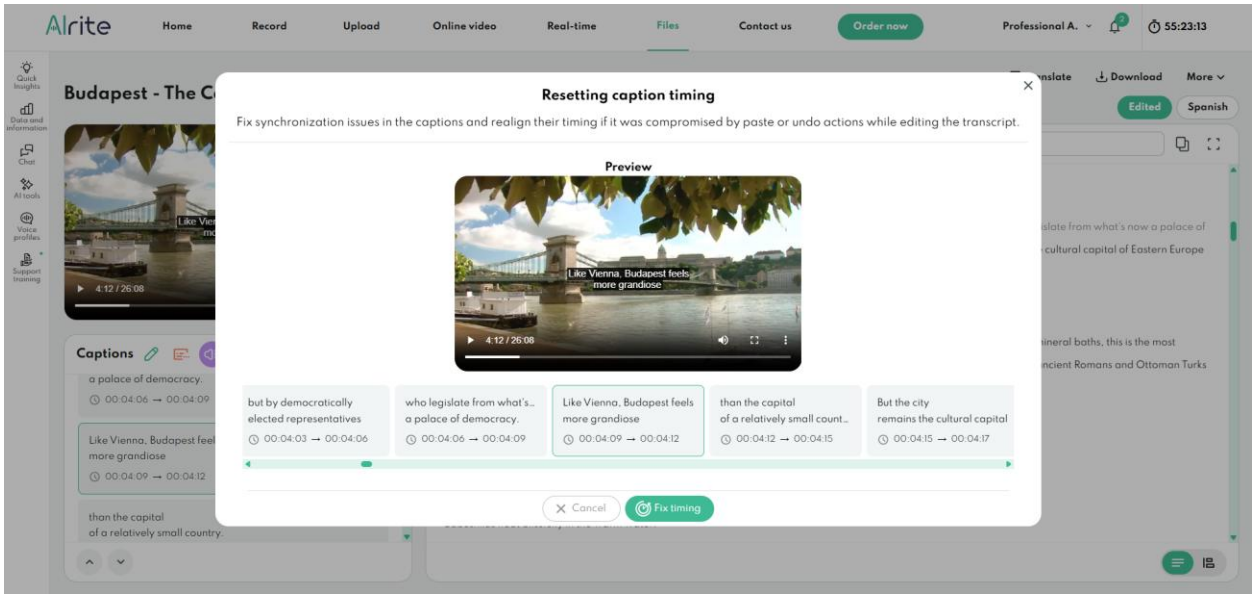
If changes or actions you've made to your transcript (such as using the paste or undo commands) have caused the automatically generated captions' timing in the Alrite application to slip or break, click the ***Fix timing*** button in the drop-down list under *More* on the file details page **to quickly correct the timing**.



Important: The function for fixing caption timing is only available for the *Edited* version and for translations that have already been modified compared to the original version.

In the pop-up window, you can review the restored timing of the caption blocks that were previously identified as incorrect. If you are satisfied with the corrections, you can finalize the process by clicking the *Fix timing* button at the bottom of the window.

Before finalizing, please note that if you use the *Fix timing* function to modify word timing, it will overwrite any manual timing adjustments previously made to individual words through the word timing editing feature. As a result, any individually specified start and end times will no longer apply; instead, the timings restored by the function will take effect.



To maintain the accuracy of your captions' timing, we recommend avoiding *copy, cut, paste,* or *undo* operations when editing your transcript. Instead, make all changes directly within the application.

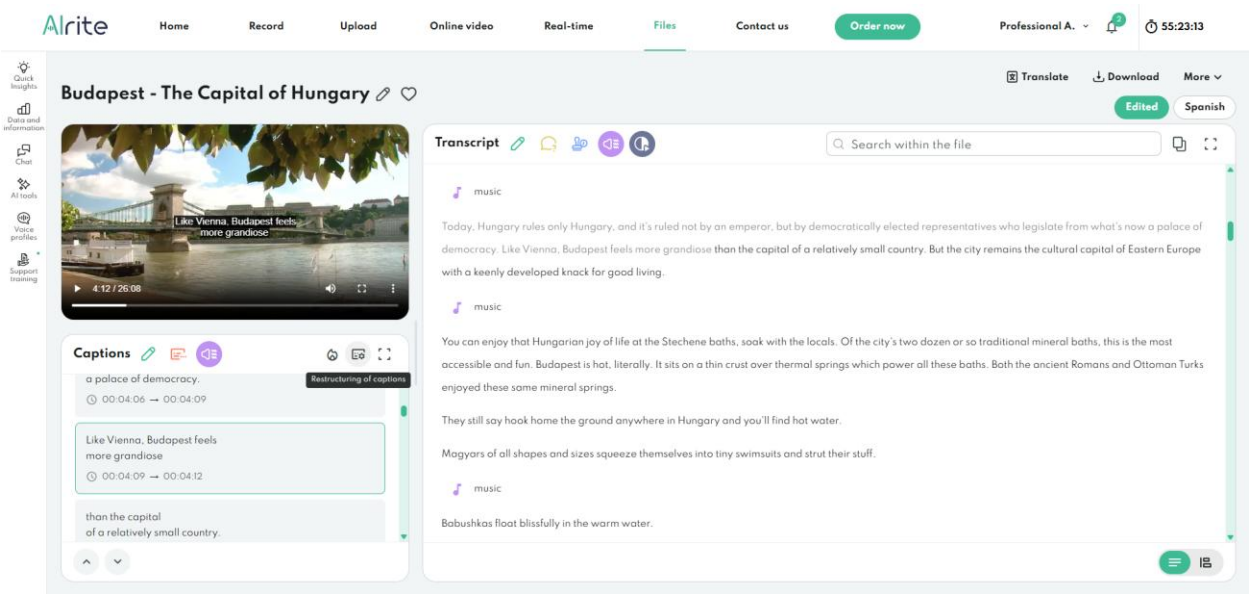
98. How do you modify the structure of captions?

With higher-tier subscriptions *(Plus, Premium, and Professional),* users can reformat the caption structure of processed files by taking multiple parameters into account using the caption restructuring feature.

Our users have two main options for this. On one hand, they can use the **traditional method** with the well-known and customizable settings. On the other hand, they can rely on a **smart captioning** algorithm.

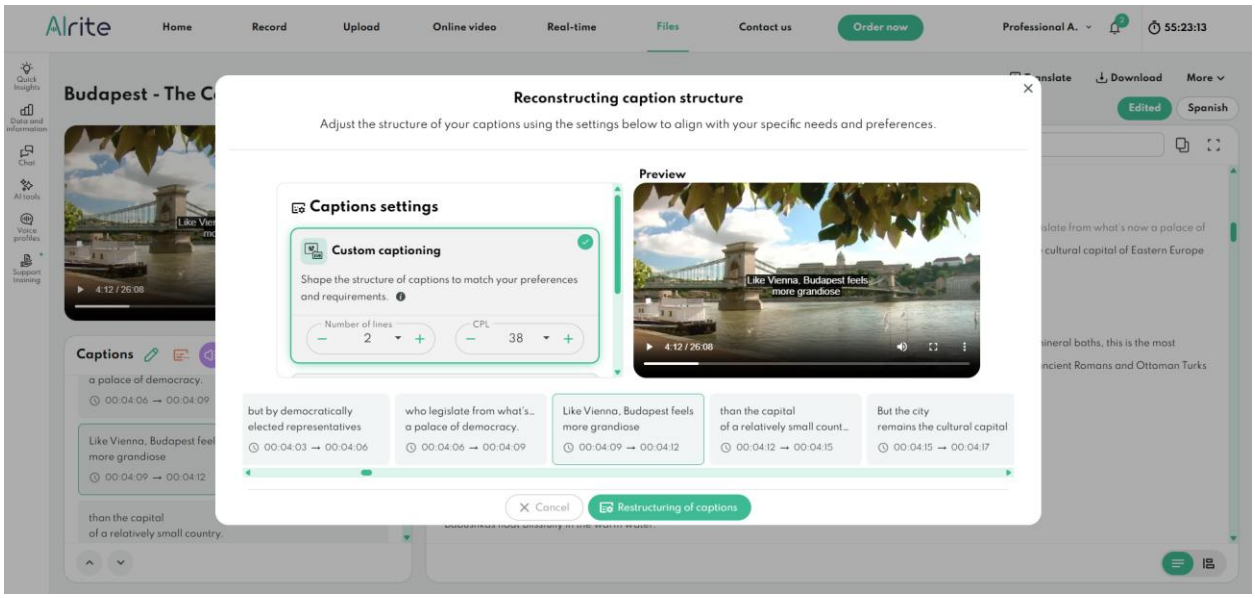
The traditional option allows users to generate caption blocks based on their specific preferences or requirements, such as the **maximum number of characters per line** or the **maximum number of lines per caption block**. In contrast, the smart captioning algorithm **dynamically** analyzes the grammatical and syntactic structure of the content, **adjusting the number of lines and their length per block** to improve readability and clarity.

To reformat captions, simply click the *Restructuring of captions* button next to the *Captions* heading on the file details page.



After opening the pop-up window, first select your **preferred method from the two options outlined above**. If you choose the traditional captioning method, specify the desired number of lines per block and the maximum number of characters allowed per line. If you

select the smart captioning option, no further action is required. Once you have finalized your settings, click the *Restructuring of captions* button. You can also get a sneak peek of the potential outcome in the preview area within the window before confirming your choices.



99. How do you set the captions to appear word by word?

The popular caption display style on social media, where words appear one by one on the video, can be achieved either before starting the processing or by using the the *Restructuring of captions* feature. Whichever method you choose, simply select the traditional captioning mode, then **set both the number of characters per line and the maximum number of lines to** 1.

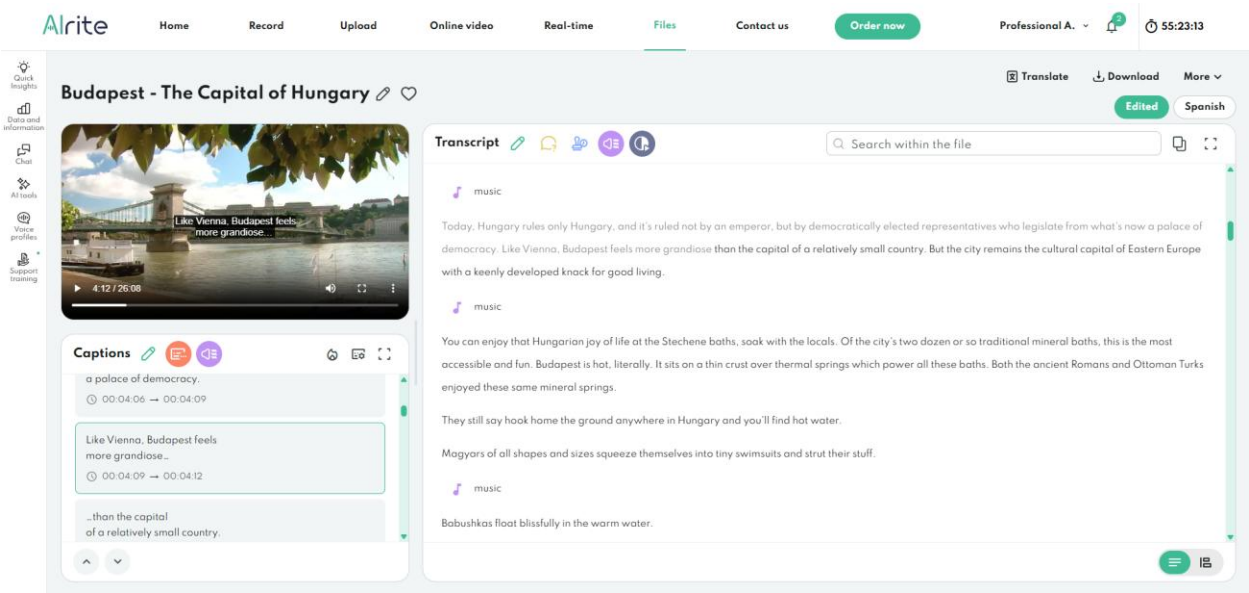
100. How do you configure the application to mark incomplete sentences in captions?

Many industry players indicate when a **sentence spans multiple caption blocks** – meaning it does not end in the current block or continues from an earlier one.

This is typically done by adding an ellipsis (…) at the end of the relevant block and at the beginning of the next. Following this industry standard, the Alrite application also allows users to enable this feature if their preferences or requirements call for it.

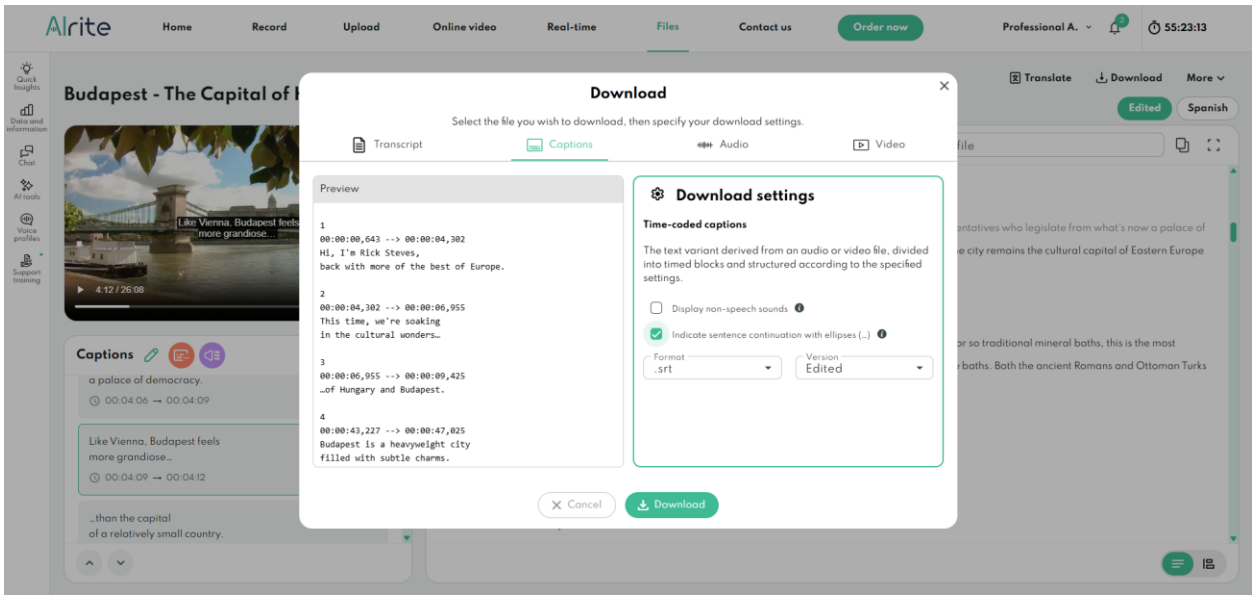
To activate it, simply click the orange caption icon with three dots, located next to the *Captions* heading. Once enabled, **three dots will automatically appear at the end of any**

block that does not end with terminal punctuation and **at the beginning of any block** that continues a sentence from the previous block.



If you decide not to use this feature, simply click the same icon again to remove the ellipses indicating continuity throughout the captions.

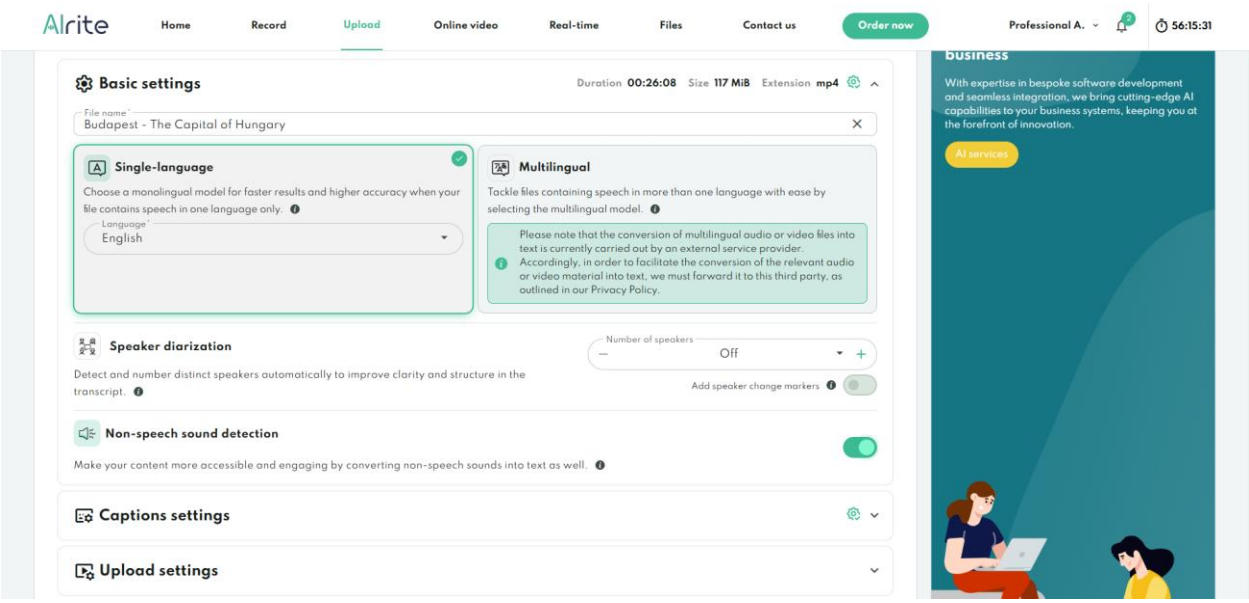
Captions can also be downloaded with the aforementioned ellipsis (…) markers. To do this, click the *Download* button and then select the *Indicate sentence continuation with ellipses (…)* checkbox in the *Captions* tab of the pop-up window. In the *Video* tab, you can similarly add markers to indicate the continuity of sentences across embedded caption blocks.



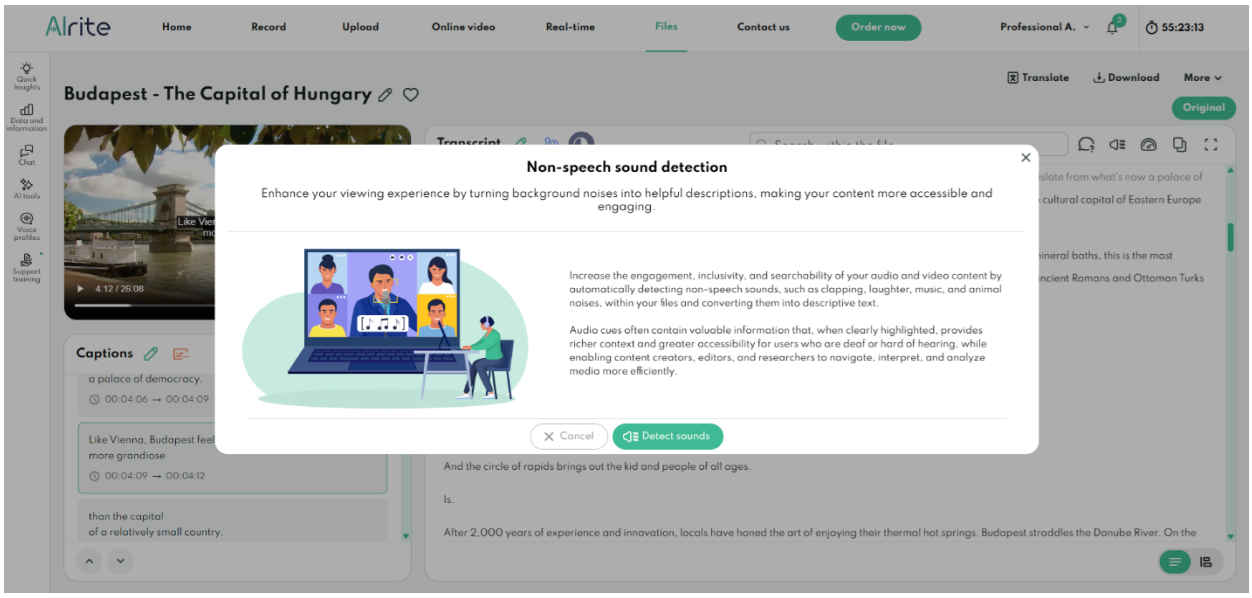
101. How do you configure captions to include non-speech sounds?

In the captions generated from files processed by users with a subscription package *(Lite, Plus, Prime, Premium, or Professional*), not only the spoken content but also – when applicable – **non-speech sounds or noises present in the file may appear in written form**.

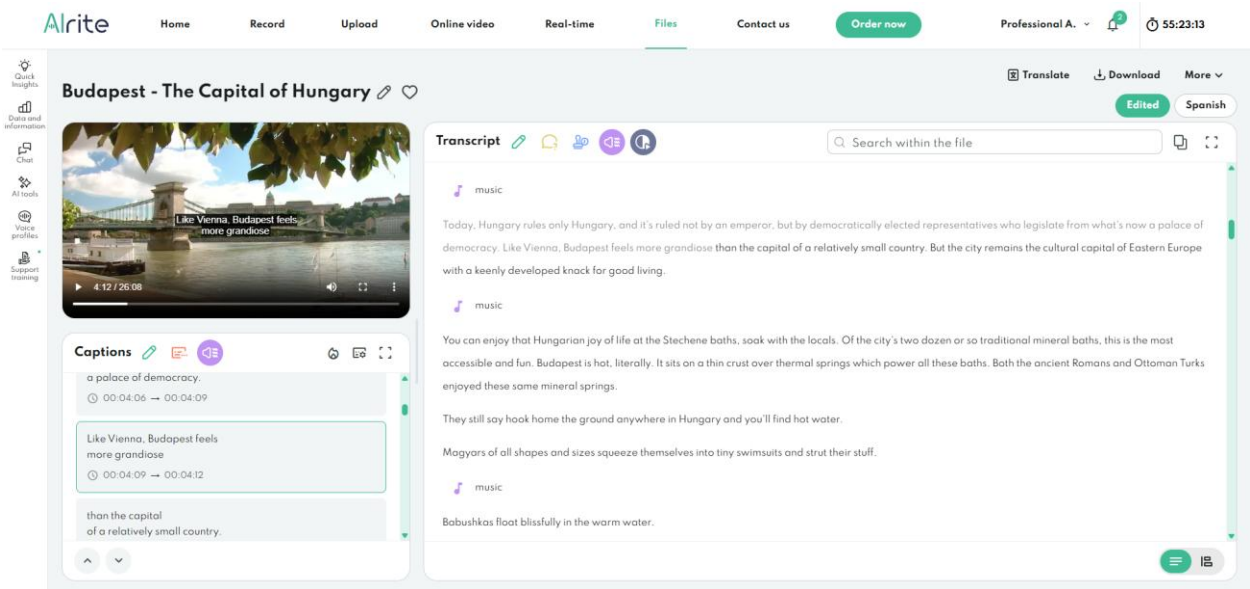
This requirement can be specified either before starting the transcription of the audio or video file, or afterward, once the transcript and captions have been received. In the former case, the option can be enabled in the *Basic Settings* by **checking the *Non-speech sound detection* box**, which instructs the application to detect such sounds alongside speech during transcription.



In the latter case, the same option can be accessed from the file details page by clicking the appropriate button located in line with the *Transcript* label. A pop-up window will appear, where the user can confirm their request to include non-speech sounds.

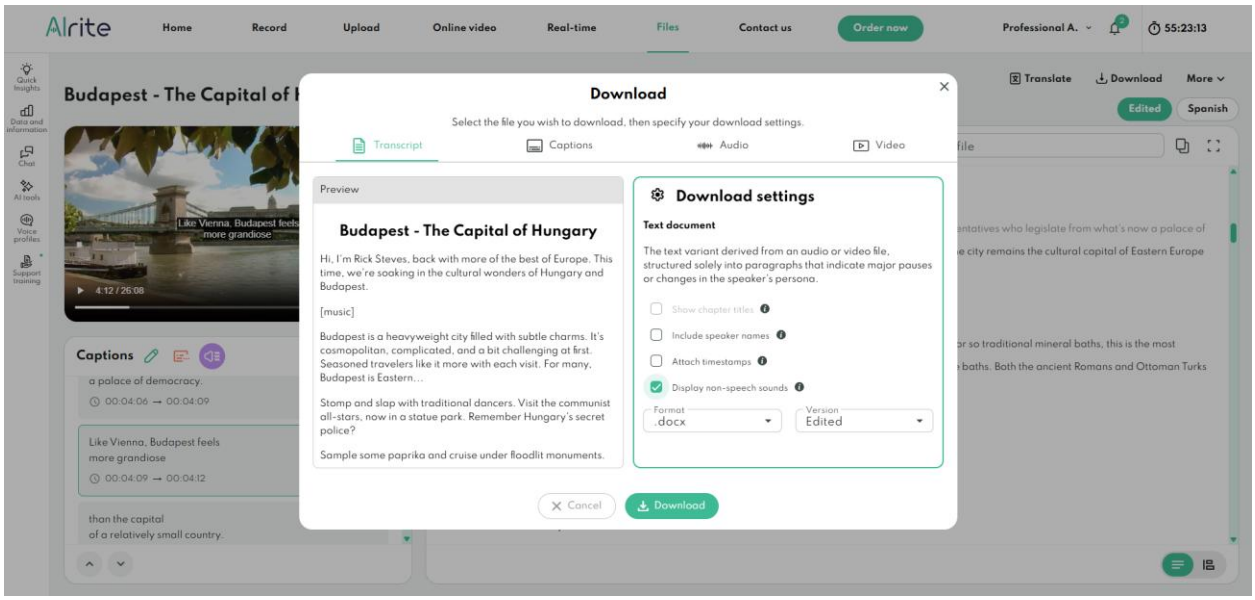


Once the application has detected the sounds as requested, the display or optional hiding of non-speech sounds can be controlled on the file details page by toggling the button associated with this feature. When enabled, the detected sounds will appear between the individual caption blocks.



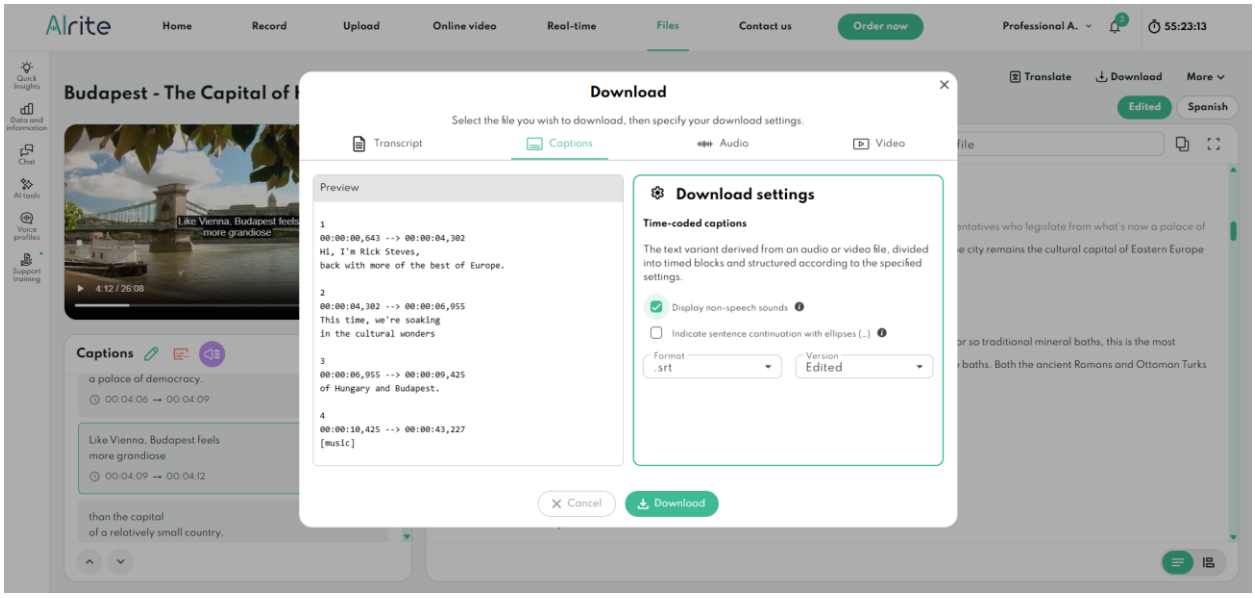
The mentioned button appears for both the transcript and the captions. If non-speech sounds are shown or hidden in one section, the setting is simultaneously applied to the other as well.

In addition to being displayed on the file details page, both the transcript and the captions of files processed under any subscription package (*Lite*, *Plus*, *Prime*, *Premium*, or *Professional*) **can be downloaded with the non-speech sounds included**. To do this, check the *Display non-speech sounds* box under the *Transcript* or *Captions* tab in the pop-up window that appears after clicking the *Download* button.



Captions containing non-speech sounds can be downloaded in both *.srt* and *.vtt* formats. The only difference is that in the latter (*.vtt*), non-speech sounds appear not only in curly brackets but also in italics.

Non-speech sounds can be displayed not only in caption files downloaded separately, but **also in captions embedded in videos**. As described above, this can be enabled by selecting the *Display non-speech sounds* checkbox in the *Video* tab of the *Download* pop-up window.



It is important to note that while the system detects non-speech sounds throughout the entire transcript in the lower-tier *Lite* and *Prime* subscription packages, captions are still only generated for the first 2 minutes in these packages. Therefore, the captions can only contain non-speech sounds for up to 2 minutes.

With the free *Starter* package, the generated transcript and captions do not include non-speech sounds. In this package, both versions are generated and downloadable as plain text only.

102. How do you edit the captions?

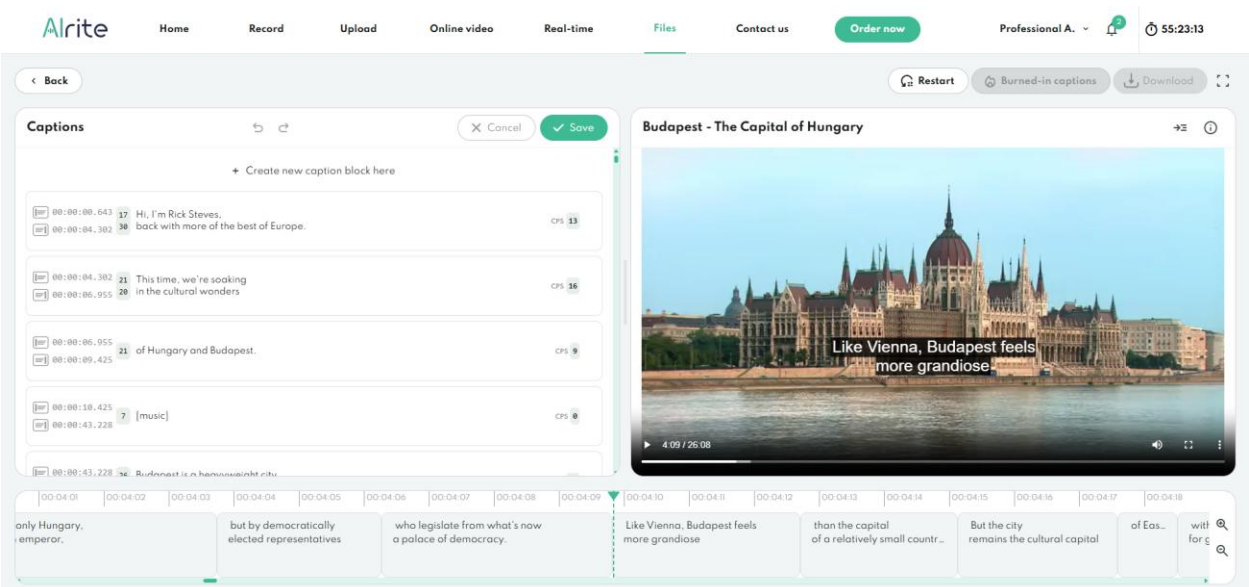
We cannot emphasize enough that, if any corrections are needed to the content of the text, we recommend making them in the transcript, as saved changes are **automatically** reflected in the captions.

However, you may still need to fine-tune the structure of certain caption blocks generated by the system and refined by the user, or simply adjust their timing. You can do this within the application by opening the caption editing window; **click the pencil icon next to the *Captions* heading**.

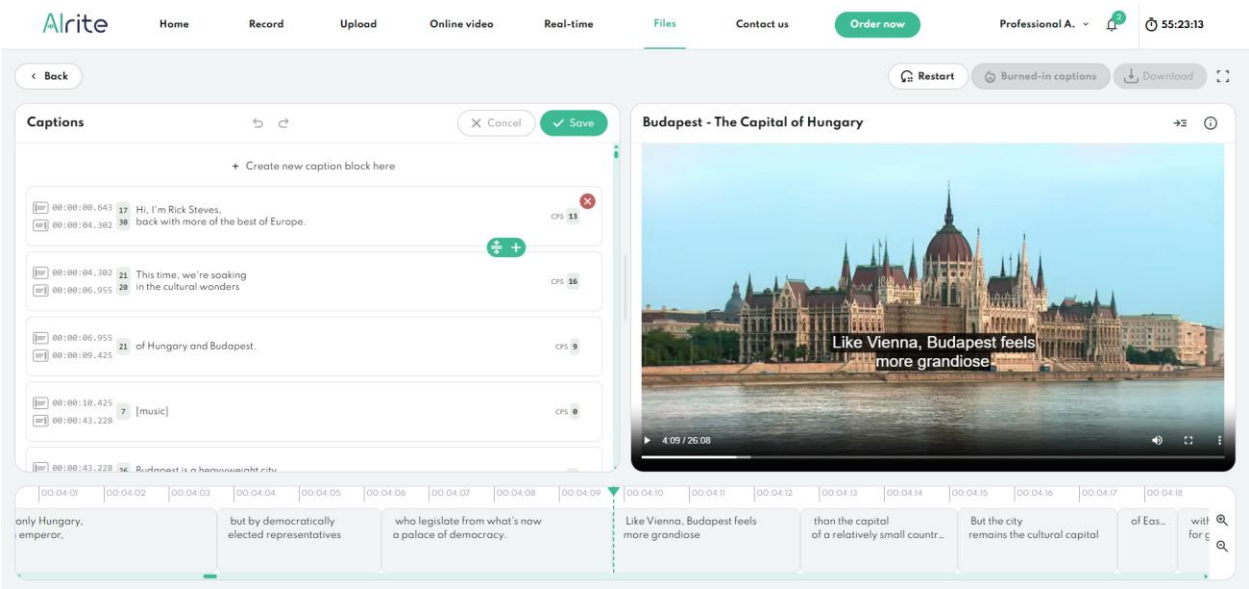
The caption editing feature is **only available for files processed under higher-tier subscription packages** (*Plus*, *Premium*, and *Professional*).

The caption editing process consists of the following steps after the media file has been successfully processed:

1. **Select the version of the captions you want to edit and click the pencil icon next to the *Captions* title.**
   After confirming in the pop-up window, you will be redirected to the captions editor window, where various features will assist you in fine-tuning your blocks of captions.



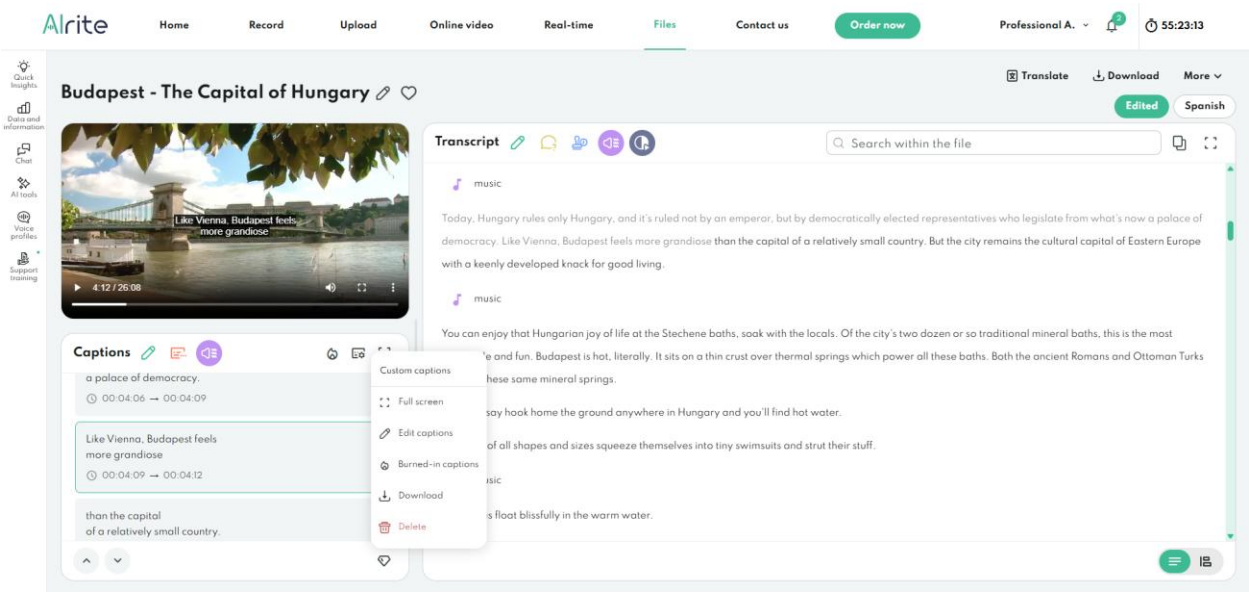
2. **To learn more about each feature and the corresponding shortcut key combinations, click the *i* button after the captions editor window help opens.**
   Commonly used features include inserting new blocks, merging blocks, and adjusting the timing of blocks. The latter can be done either by entering the specific numbers in the appropriate fields or by dragging the edges of each block on the timeline at the bottom of the page.
   Block customization is also supported by metrics such as *CPS* (characters per second) and *CPL* (characters per line), which are displayed for your convenience.



3. **After making any changes to the captions, click *Save* to store your modifications.**
   Once finalized, changes made to the caption blocks will be saved as a separate *Custom* caption version. This version will remain available alongside the *Automatic* caption version. For any further edits, it is recommended to continue working from the former version.
   To avoid losing work due to unexpected technical or network issues, save your changes regularly. Please note that each save overwrites the previous *Custom* caption version, as the system stores only one custom version at a time.
   If you wish to discard your changes, click *Cancel*.

4. **After completing your edits, click *Back* to return to the file details page.**
   On the file details page, a diamond icon in the lower-right corner of the *Captions* card indicates that a saved custom caption version is available. To review, check, or further refine this version, click the pencil icon next to the *Captions* heading or select the diamond icon to reopen the caption editor window.
   To restart the customization process from the *Automatic* caption version generated by the system, click the *Restart* button in the caption editor window. Alternatively,

you can delete the existing *Custom* caption version via the diamond icon, then click the pencil icon next to the *Captions* heading to start over.

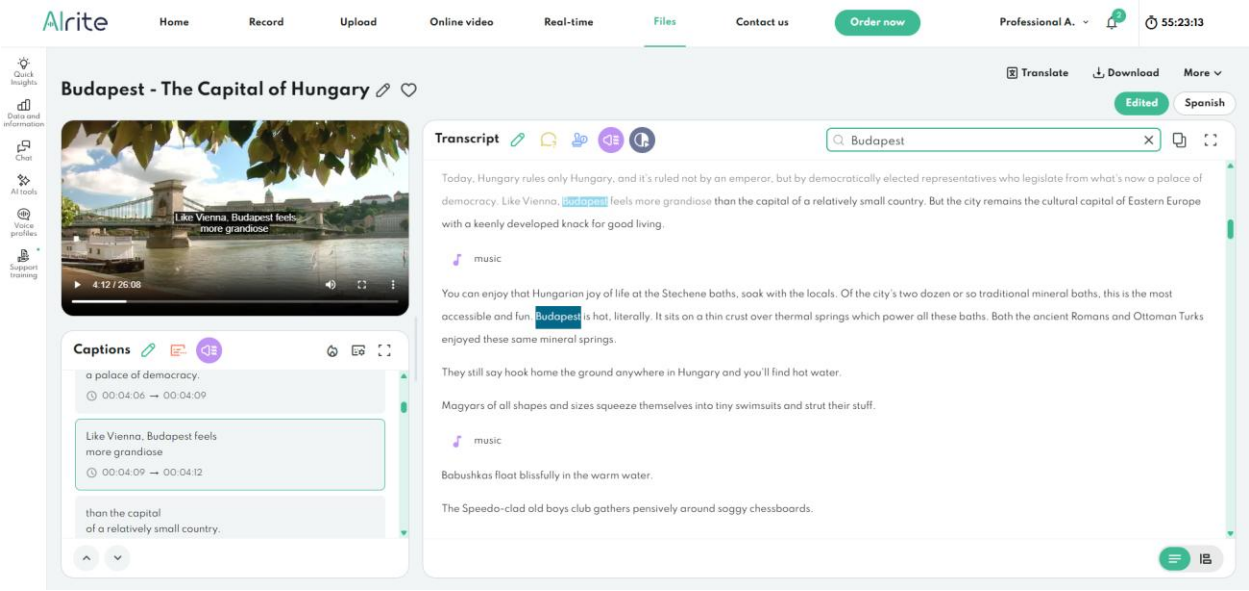


Searching in the text

103. How do you search for a word or expression within a transcript on the file details page?

If you've already opened the file details page of a processed file and want to search for a term, you can use either the browser search or the Alrite web application's integrated search. The latter is simple to use and can be done by following these steps:

1. On the file details page, **enter the desired word or phrase** in the search box above the transcript, then **press *Enter* to activate the search**.
2. The system will automatically jump to the first result, and all matching terms will be **highlighted with a blue background** in the transcript.
3. If there are multiple results, you can press *Enter* to move forward through each hit, or *Shift+Enter* to move backward.



If you prefer to search not just within the transcript of a specific file but across all files processed in your account, you can do so using the search function available in the *Files* menu. More details about this process and how it works can be found in the answer to a later question.

104. How do you locate the point in an audio or video file where a specific phrase is spoken on the file details page?

The Alrite web application makes it quick and easy to verify that the words, phrases, and sentences in the transcript have been accurately converted into text. This is possible because the audio or video player is synchronized with the transcript, allowing you to confirm whether the transcribed text matches the spoken words in the media file. To use this feature, follow these steps:

1. Enter editing mode by clicking the pencil icon next to the *Transcript* title or anywhere within the transcript content.
2. In edit mode, **click on the word or phrase** in the transcript that you want to hear in the associated media file.
3. The media player will automatically **jump to the point** in the audio or video where the selected word or phrase is spoken.

105. How do you replace certain expressions in the text, and what is the purpose of the "Search and replace" function?

Most users are familiar with the *Search and replace* function from popular word processing programs, and this feature is also available in the Alrite speech recognition application. It **serves as a powerful tool** for users who meticulously refine their transcripts, enabling them to quickly locate and replace specific words or expressions in both the transcript and captions simultaneously.

This function is particularly useful when the application repeatedly misinterprets a specific term in the processed audio or video file, resulting in incorrect transcription (and consequently incorrect captions). In such cases, using the *Search and replace* function can save time and effort, especially when fine-tuning long documents where **manual searching and replacing would be time-consuming.**

The *Search and replace* function can be accessed under the *More* menu on the file details page, in the *Replace* submenu. Its operation is largely similar to what you are used to in various text editors:

1. Clicking the function opens a window at the top of the screen, where you can **enter the term or text** you want to search for in the *Search text* field, and ultimately decide to replace. The search is activated as soon as you type the first character.

2. After typing the desired term, the **application lists and counts all occurrences** in the transcript. You can navigate between the results using the small arrows next to the buttons.

3. Then, you can replace **all instances** of the term by clicking the ***Replace all*** button after typing the replacement text in the *Replace with* field, **or individually replace occurrences** by clicking the ***Replace this*** button.

4. After completing the necessary actions, **simply close the function window** by clicking the X button in the top right corner.

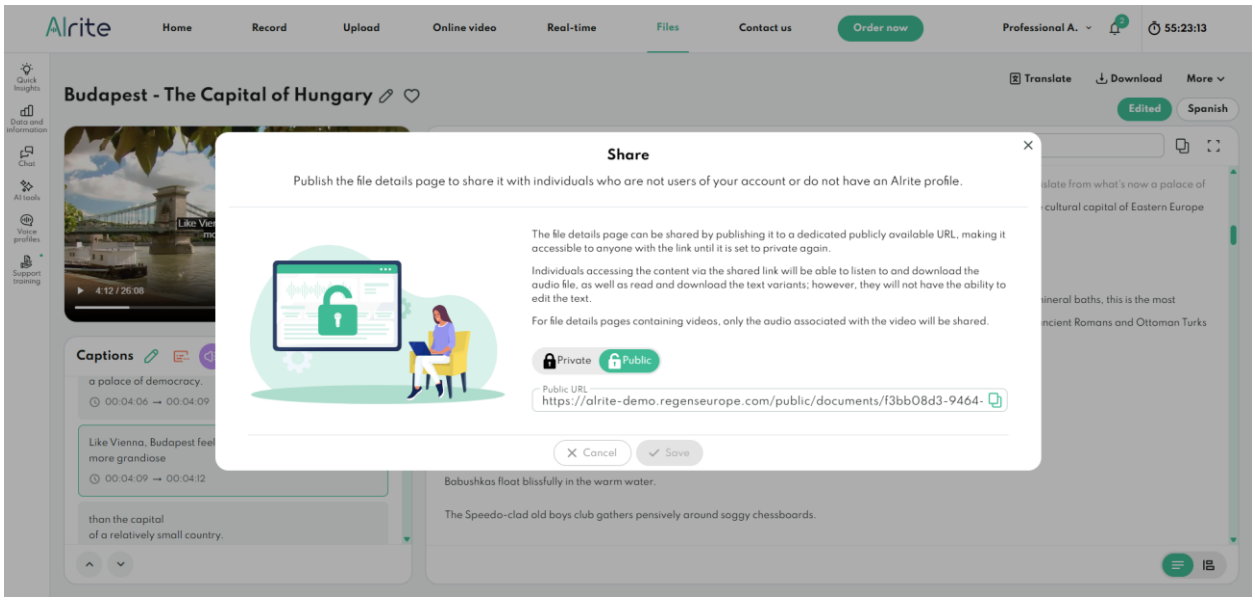
If no matches for the searched term are found in the transcript, the counter in the window will show 0/0 occurrences, and the ***Replace all*** and ***Replace this*** buttons will be disabled, as there is nothing to replace in this case.

Sharing

106. How do you share your documents with individuals who are not members of your Alrite account?

With the Alrite speech recognition app, you can easily share the transcript and captions generated from an uploaded and processed audio or video file with family, friends, or colleagues – even if they don't have an Alrite account. To share your default private file, follow these steps:

1. Open the file details page, click *More*, and **select *Share*** from the drop-down menu.
2. In the pop-up window, set the file to ***Public***, then **click *Save***.
3. After saving, **copy the sharing link** by clicking the copy icon next to the URL.



By sharing the link, you can distribute the file details page **via SMS, email, or any social media platform**.

Once the link is made public, anyone with access to it can view the shared file's profile.

The shared details page includes only the audio file and its associated text versions. The video itself cannot be shared through this method.

You can revert the details page to private at any time. To do this, select the *Private* option under the *Share* function in the *More* menu, then click *Save* to update the settings.

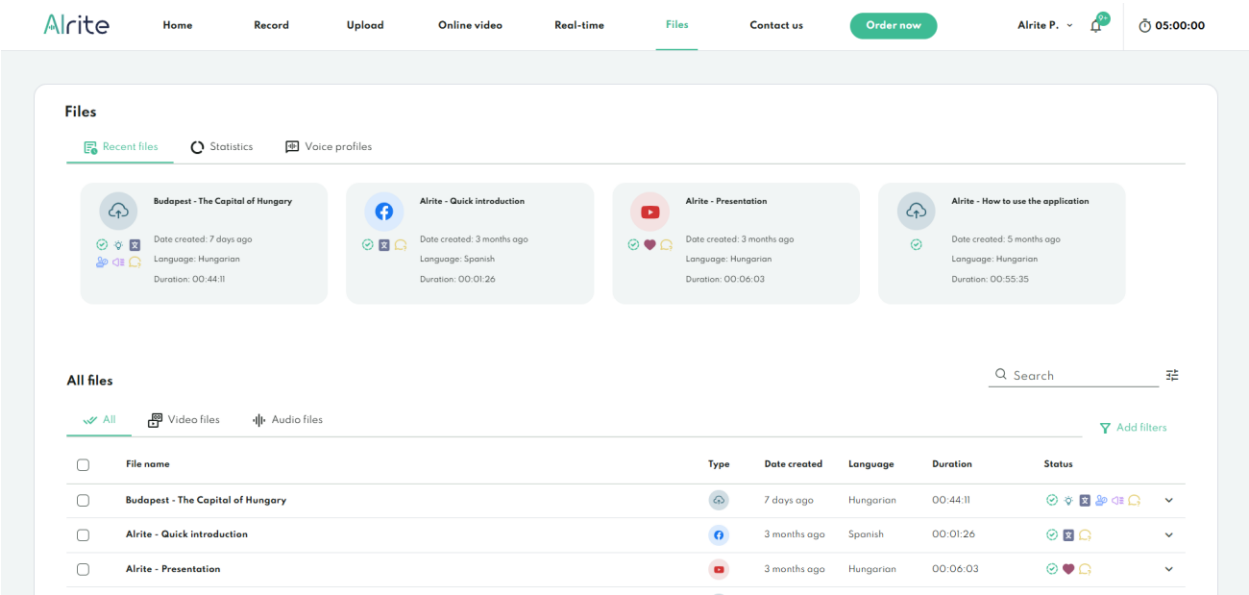
Once private, only authorized Alrite user(s) will have exclusive access to the file and its associated text files.

Files

Archives

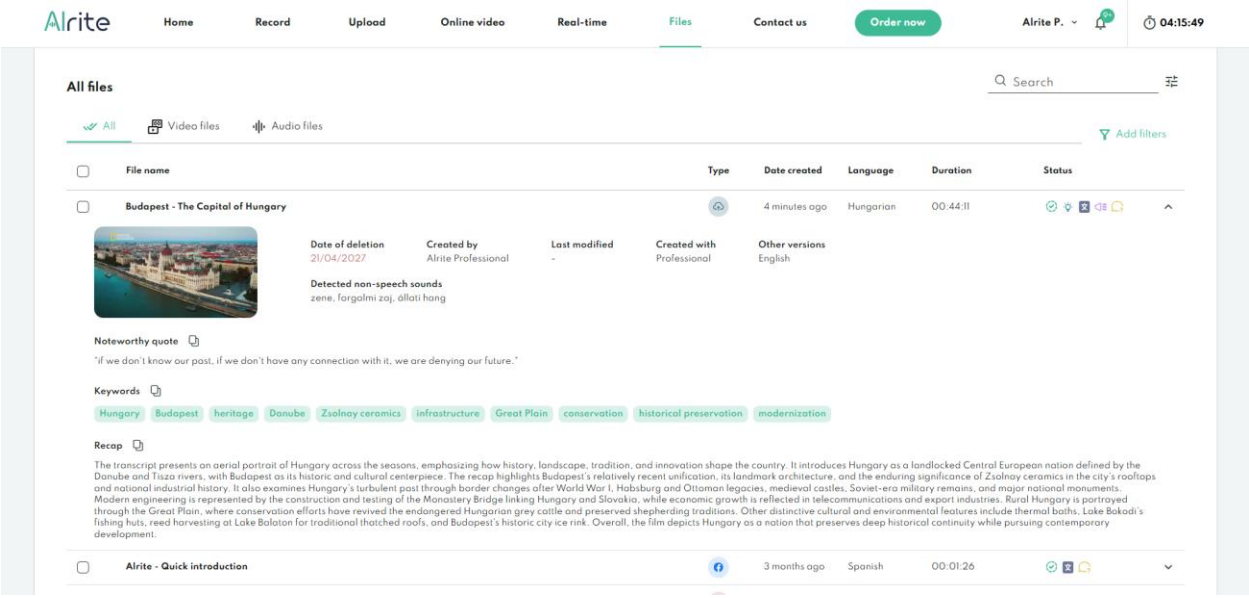
107. Where do you find your previously processed files and their related text documents?

Text versions generated from voice recordings made directly in the application, from audio and video files uploaded from external sources or your device, or from online videos on platforms such as YouTube, Facebook, TikTok, and Dailymotion, become accessible in the ***Files* menu** after being processed by the Alrite speech recognition system.



Details of each document – such as the scheduled deletion date and the subscription package used for processing –, can be viewed by **clicking the down arrow** at the end of the file's row.

If a file was processed under a subscription package and a recap, along with keywords and a noteworthy quote, was generated from its content, these versions will also be visible when you expand the corresponding row in the file list by clicking the downward-pointing arrow at the end of the row. This can be especially helpful when file names alone are not sufficient to distinguish between files before opening them.



The *Status* column in the table indicates whether at least one translation has been created for the file and whether speaker or non-speech sound detection was applied during or after the initial processing. Recognizable icons reflect which features of the application have been used for each file. Additional icons may also appear, providing valuable information, so it is worth checking this column when looking for a file that includes specific features.

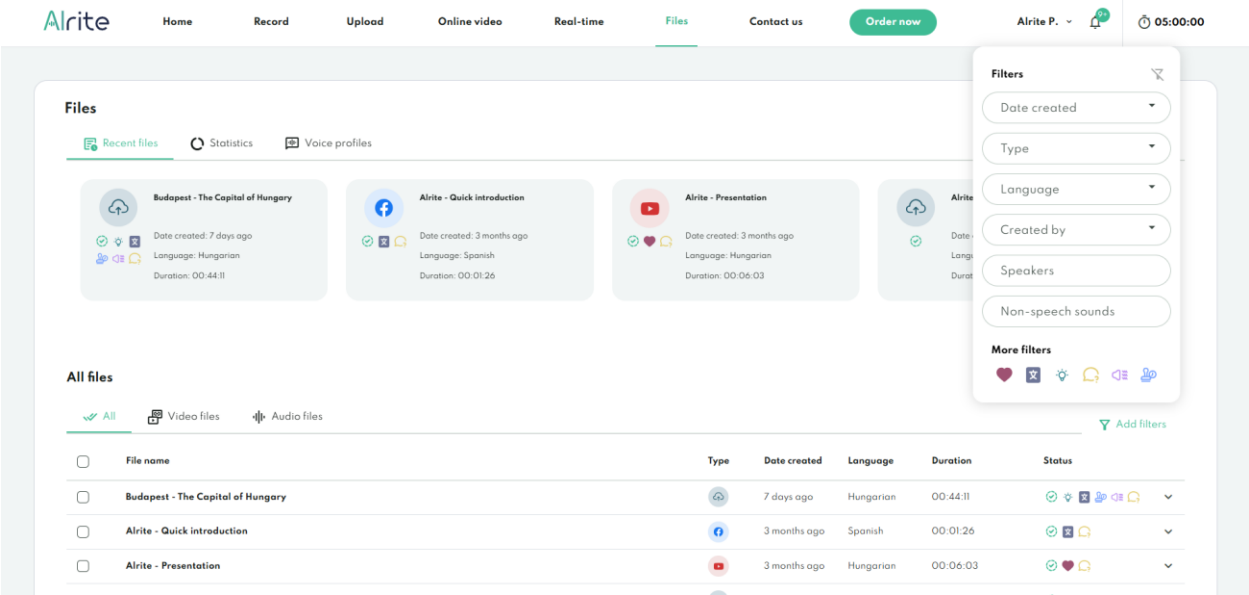
By default, files in the *Files* menu are displayed in chronological order, but you can sort them by other criteria by clicking the respective column headers. Clicking on a specific row in the table of processed files will take you to that file's detail page.

108. How do you filter your files in the table using different criteria?

In the *Files* menu, the table listing all previously initiated and not yet deleted processing tasks can become difficult to navigate, especially if you have been using the application extensively over a long period. With a large number of items spread across multiple pages, locating a specific file may require additional effort.

To make this easier, the application offers **various filtering options** to help you browse through your files more efficiently. The quickest and simplest filters are available as tabs above the table. By default, all file types are shown, but with a single click, you can narrow the view to display only video files or only audio files.

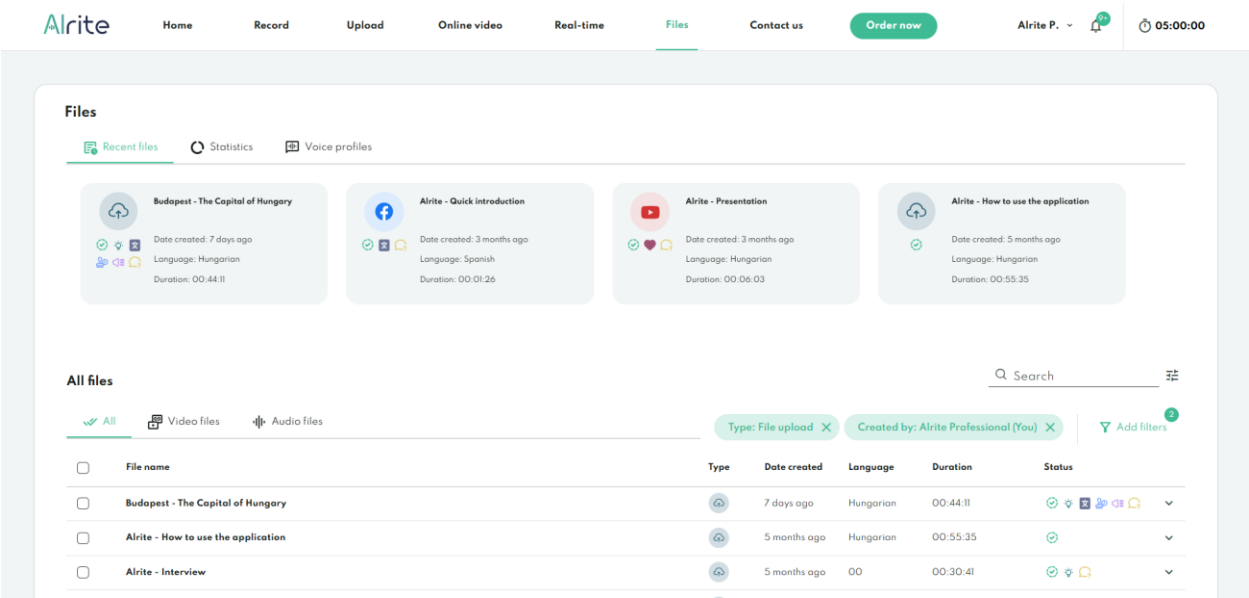
For more advanced and detailed filtering, **click the *Add filters*** button on the right-hand side. A pop-up window will appear, allowing you to filter by creation date, processing method, language, and – in the case of business accounts – by creator as well.



Additionally, if there are files in your account for which the application has attempted to detect speakers or non-speech sounds, you can filter the file list accordingly, so that only files containing a specific speaker or sound are displayed.

Last but not least, the icons at the bottom of the pop-up window allow you to filter for files that include specific characteristics – such as having a translated version or a generated recap, among others.

Once you have selected at least one filter, a numerical indicator appears on the *Add filters* button, showing how many filters are currently active. On larger screens, the selected filters are not only reflected in this number but are also listed next to the *Add filters* button for greater visibility.



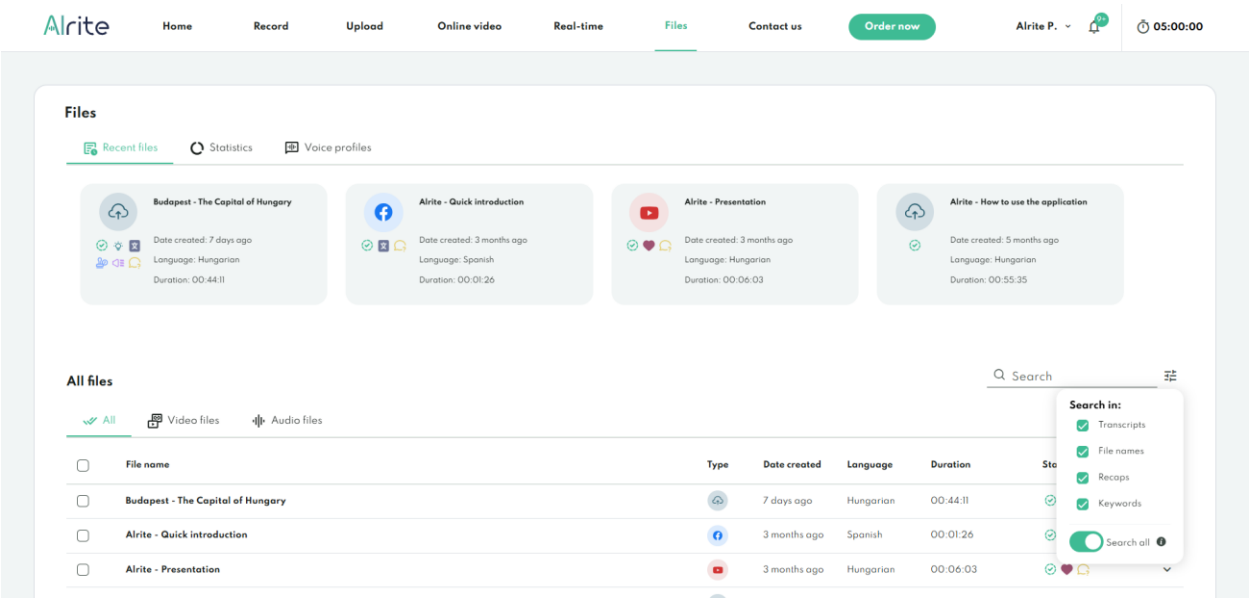
If you no longer need any of the filters, the simplest way to remove them and restore the table to its default view is by clicking the reset icon located in the top-right corner of the pop-up window. This action will once again display all files, based on the tab currently selected above the table.

109. How do you search across all previously processed files at once?

One of the greatest advantages of converting various audio and video materials into text is that it makes them easily analyzable and searchable. With this in mind, our application's archive – which contains all files previously processed within an Alrite account – is equipped with multiple filter options and a sortable table based on key information.

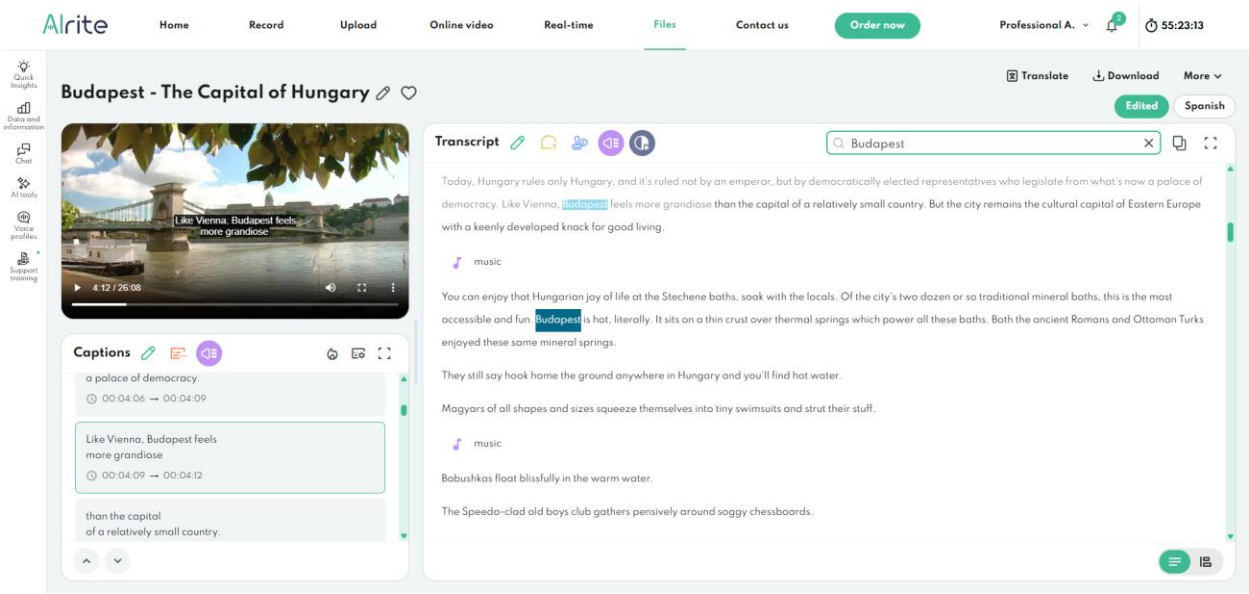
Navigating between files is made easier not only through sortable columns and filters but also via a free-text search field. This search function allows you to **look across all processed files simultaneously**, including file names and the text generated from speech in each audio or video file, as well as edited versions, translations, recaps, and keywords.

For more targeted searches – such as limiting results to keywords only – **settings located next to the search bar** can be adjusted to increase search efficiency and help you find the most relevant results.



Based on the search term entered and the currently active settings, the system **automatically displays only those files** in the table whose file names or text variants contain the searched term matching the selected criteria.

When the user clicks on a row from the displayed results after activating the search, the file detail page opens with a slight difference: if the search was performed within the transcript and a match is found in its text, the search terms are immediately **highlighted in blue** on the file detail page.



If there are multiple matches for the search term within the file, all occurrences are highlighted, and you can navigate forward between them using the Enter key and backward using*Shift + Enter*.

However, if the searched word (or words) cannot be found in the transcript, or if the search was not intended to include the transcript but the expression appears in either the summary or the keywords, the separate panel containing these text versions will **automatically become visible** when the file is opened, though matches will not be highlighted there.

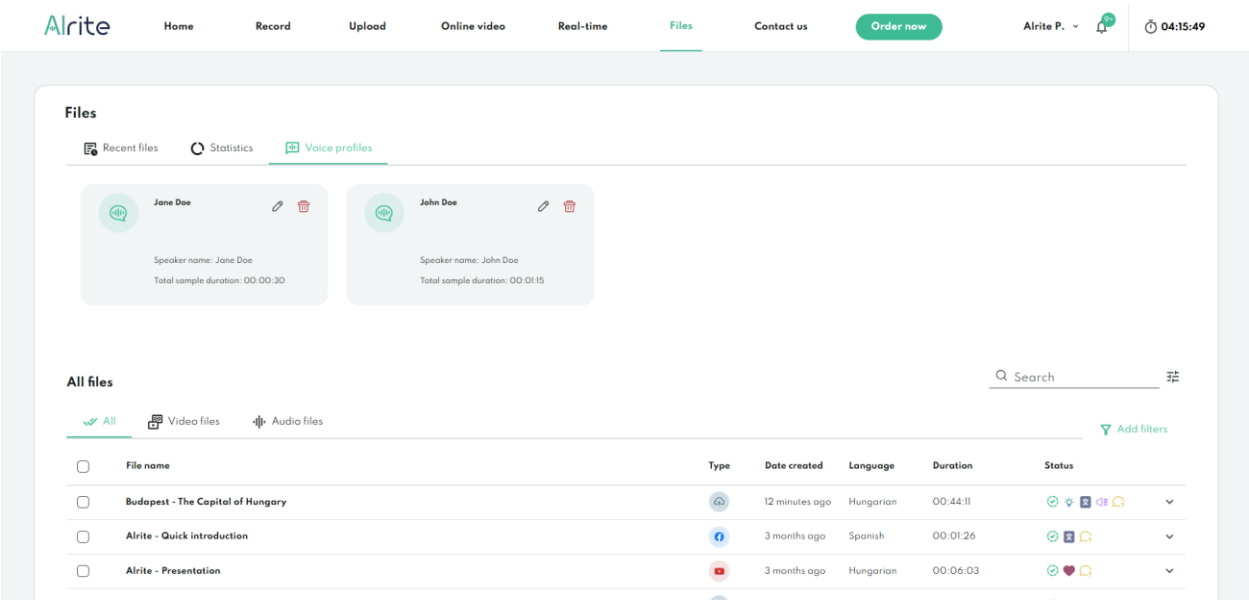
The same applies when the search is performed only within file names or when matches are found exclusively in the texts; in these cases, nothing happens and no highlights appear after opening the file.

110. Where can you view and manage previously created voice profiles?

Within the scope of Alrite's business subscription packages (*Prime*, *Premium*, and *Professional*), users can create so-called **voice profiles** for speakers appearing in processed audio and video files via the corresponding file details pages. The steps involved in creating these voice profiles have been described in detail in a previous chapter.

Voice profiles are designed to ensure that, when they already exist in an account and a speaker whose voice matches one of the stored samples appears in a file processed at a later time, the speaker is identified by name directly in the transcript, rather than by a numerical label.

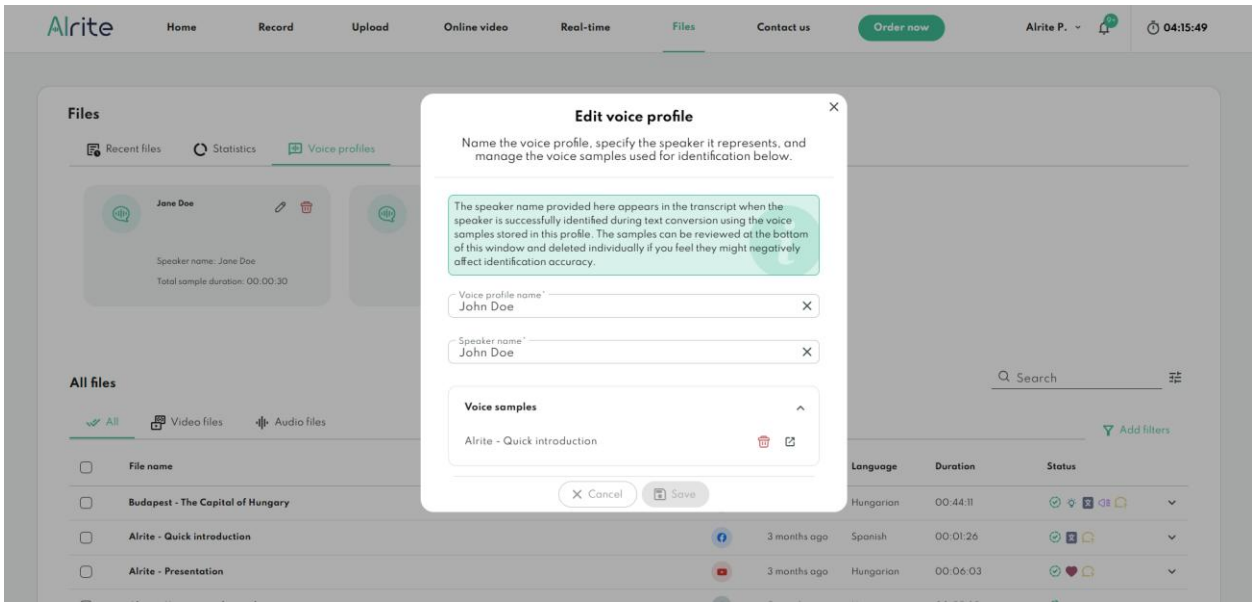
To view or manage the voice profiles stored in your account, open the *Files* menu and then select the *Voice profiles* tab at the top of the page. This view displays all previously created voice profiles. Individual profiles can be **deleted** by clicking the trash can icon on the corresponding card, or **edited** by selecting the pencil icon.



The details of a selected voice profile can be modified in a pop-up window. Here, you can edit properties such as the **name of the voice profile and the name of the person to be identified**.

Voice profiles must have **unique names** within an account; therefore, the same name cannot be assigned to more than one profile. However, an account may contain multiple voice profiles intended to identify different individuals who share the same personal name. For example, users may wish to identify two different individuals named *John Doe* whose voices are distinct. In such cases, each associated voice profile must be assigned a unique profile name, even though the displayed speaker name may be the same.

At the bottom of the window, you can also manage the **voice samples** associated with the selected profile. These samples consist of the speaker's recorded utterances from the individual files that were used to create or update the voice profile. When new files are processed, the system uses these samples as reference material to help identify the same speaker.



In general, the more voice samples a profile contains – and the more varied they are – the more accurate speaker identification will be. For this reason, it is recommended to maintain the profile and enrich it periodically with new samples.

Each voice profile can be viewed and managed within the Alrite account until it is manually deleted by a user with appropriate access or until all files forming the basis of the voice profile are removed from the account.

111. How do you share your documents with individuals who are not members of your Alrite account?

Audio and video files processed with the Alrite application, together with the resulting transcripts, captions, and other text-based outputs, are stored in the associated Alrite account only for the retention period specified in the subscription package active at the time of processing.

During this period, users with access to the account may edit and export the relevant files from the file details page. Once the maximum retention period has expired, however, all associated data will be **permanently and irreversibly deleted**. It is therefore important to identify which files may be approaching deletion.

The *Files* menu and its accompanying table provide two types of warning to help users monitor this:

- **Scheduled for deletion tab**: If your account contains at least one file scheduled for automatic deletion from both the account and the Alrite system database within

the next 7 days, a *Scheduled for deletion* tab will appear next to *Recent files* at the top of the *Files* menu. This tab displays all affected files in card view.
Important: If no files are scheduled for automatic deletion, this tab will not be available.

- **Warning icon in the Status column**: The *Status* column in the table within the *Files* menu also indicates when a file is scheduled for deletion within 7 days. In such cases, a red trash can icon containing an exclamation mark will appear at the end of the relevant file's row, alongside the other status icons.

To check the exact date on which a file is scheduled for permanent deletion, expand the relevant row or open the file and navigate to the *Data and information* section on its details page. In both locations, the date is shown under *Date of deletion*.

If you still need any of these files and have not yet downloaded them, make sure to do so before the deletion date. Once that date is reached, all associated data, documents, and files will be permanently and irreversibly deleted from the system.

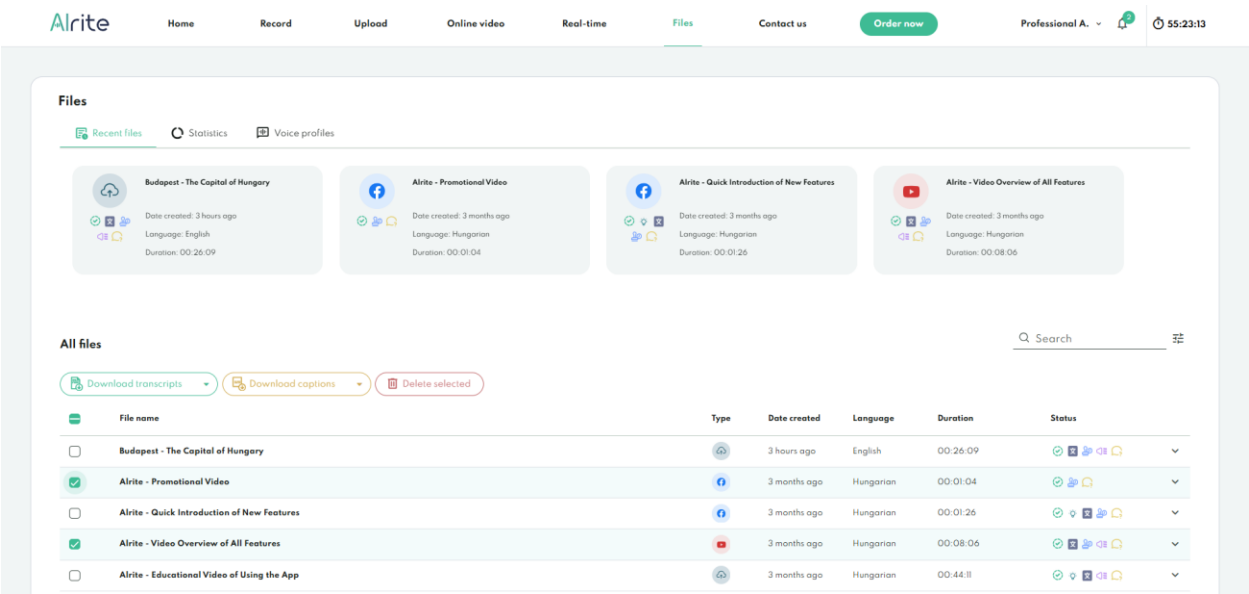
112. Is it possible to download or delete multiple files at once?

You can manage files associated with multiple documents simultaneously from the *Files* menu. To select individual files, **use the checkboxes displayed at the beginning of each row** in the table.

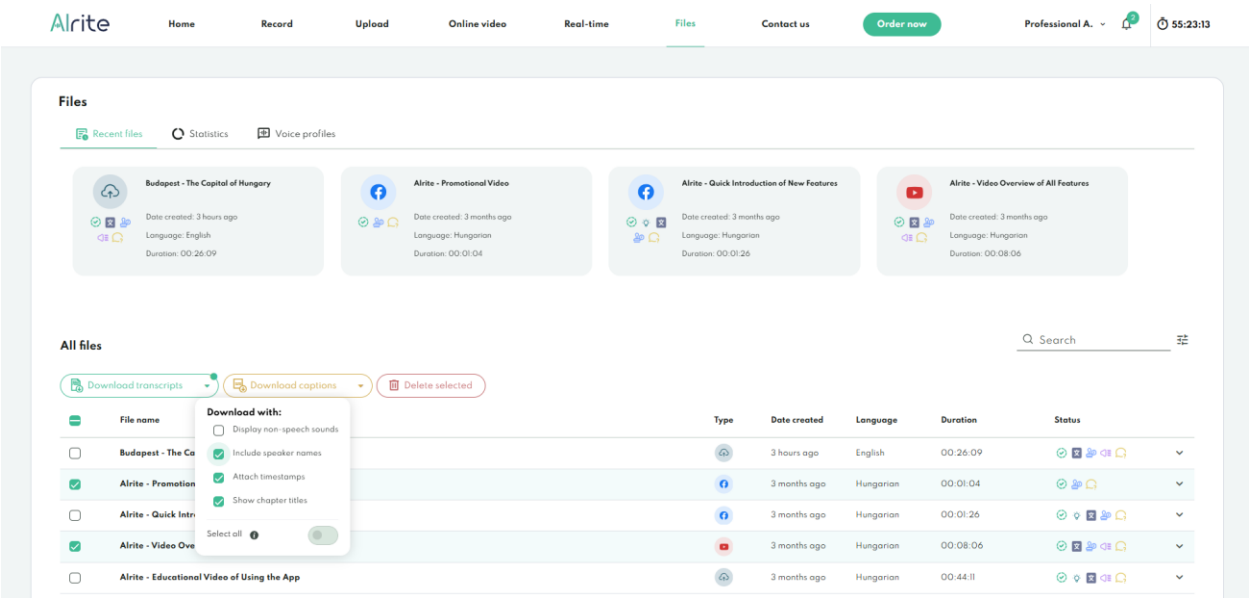
Alternatively, select the checkbox in the table header to select all files displayed on the current page. Once one or more files have been selected, three action buttons will appear at the top of the list.

- **Download transcripts**: Downloads the transcript versions of the selected files. If both *Original* and *Edited* transcripts are available for a selected files, only the edited versions will be downloaded.
- **Download captions**: Downloads the caption versions of the selected files in the same way as transcripts are exported.
- **Delete selected**: Deletes the details pages of the selected files together with the corresponding audio or video files, generated transcripts, captions, and all other text-based variants.

Important: After deletion is confirmed, the action can be undone for only a few seconds. Once this period has elapsed, all affected data will be permanently deleted and cannot be recovered.



If the selected files include **additional features** beyond basic transcripts and captions, such as speaker detection or non-speech sound detection, **a downward-facing arrow will appear** next to the *Download transcripts* and *Download captions* buttons.



Clicking these arrows allows you to configure the bulk download settings. For transcripts, you can choose to include non-speech sounds, display speaker names, show chapter titles, and/or (with a business subscription) insert timestamps. For captions, you can export files that include background noises.

If some of the selected files do not support all selected download settings, they will still be exported, but the unsupported settings will be ignored for those files.

Important: If none of the selected files include content generated using these additional features, the arrow icon will not appear on the corresponding buttons.

The selected files are downloaded as a compressed *.zip* archive. After the download is complete, extract the archive to access and use the files.

Deleting files

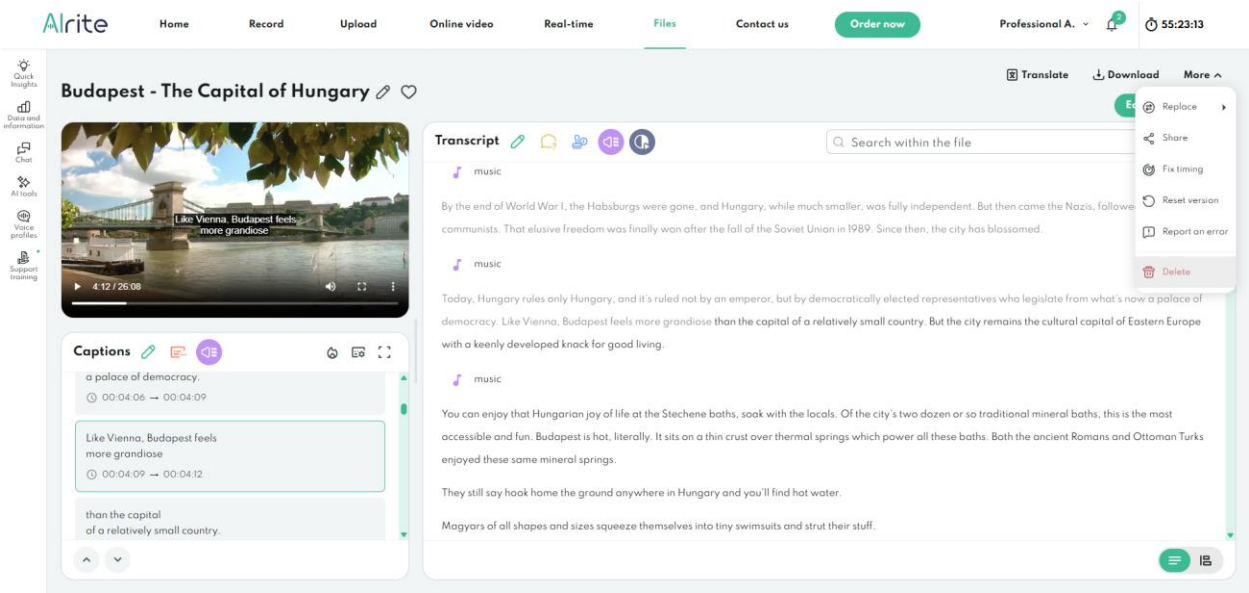
113. How do you delete the uploaded and processed files and their related text documents from Alrite?

You can permanently delete any audio or video content you have uploaded and processed, as well as any corresponding text versions. Once deleted, the documents will be irretrievably removed from the system, with a pop-up window alerting the user to this irreversible action.

There are two ways for users to delete their documents:

- **From the *Files* menu, by selecting the checkbox(es) next to the file(s) to be deleted and then clicking *Delete selected*.**
  If multiple checkboxes are selected, several files can be deleted at once, after confirming the deletion.

- **By clicking the *Delete* button in the drop-down list under *More* on the file details page.**
  For safety, the system will prompt the user to confirm the deletion. To proceed, click the *Delete* button in the pop-up window. Once confirmed, the file, along with its associated description and caption, will be permanently deleted.



In addition to manual deletion by the user, files are automatically removed from the system after a specified period. The automatic deletion schedule varies depending on the package under which the file was processed. Specifically, files are automatically deleted 7 days (*Starter*), 1 month (*Lite*), 6 months (*Plus* and *Prime*), or 1 year (*Premium* and *Professional*) after upload.

The scheduled automatic deletion date can be viewed on the details page of each file or in the file list by clicking the down arrow at the end of each row.

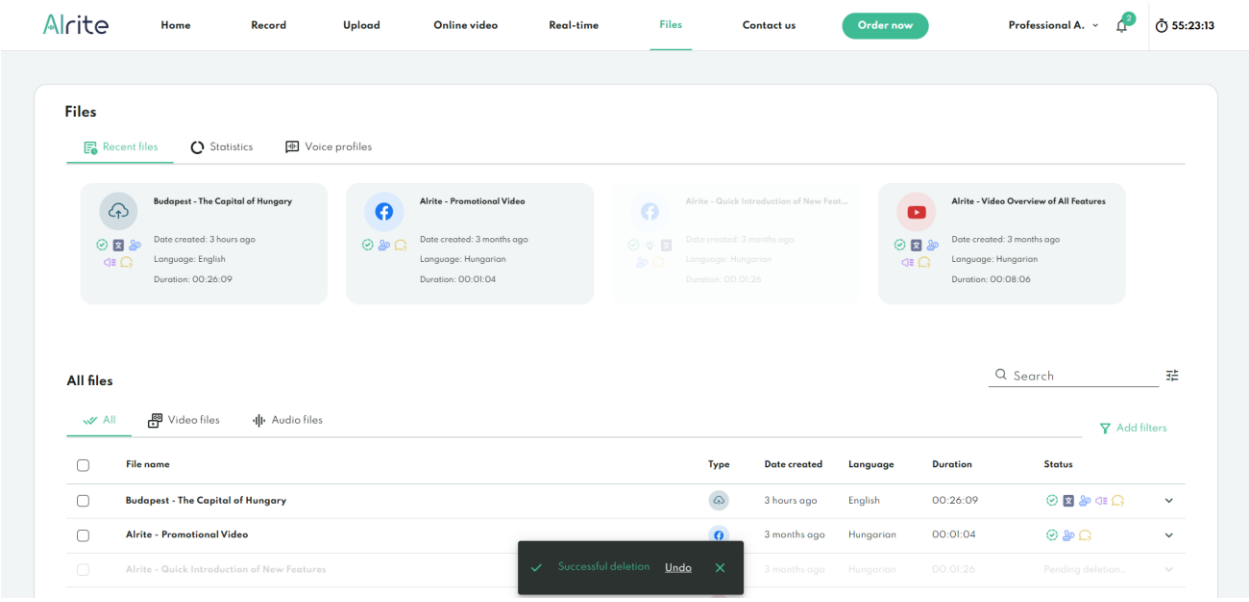
Additionally, as the deletion date approaches, an icon will appear in the *Status* column of the *Files* menu, alerting the user that the file and its associated text versions will soon be unavailable. This status can also be used as a filter in the table.

114. Are deleted files recoverable in Alrite?

The removal of documents uploaded by users and converted into text using Alrite is essentially **final and irreversible**. This is particularly true for files that are **deleted automatically**. Once automatic deletion has taken place, neither the media files nor the text generated from them can be restored. For this reason, it is advisable to keep track of the retention period for files stored in your Alrite account and check it periodically to avoid unintended data loss.

Manual deletion – whether initiated from the file details page or from the *Files* menu – differs in that, after confirming your intention to delete in the pop-up window, you still have a few seconds to change your mind and cancel the deletion.

During this period, the rows corresponding to the affected files will appear **grayed out** in the table and, where applicable, in the card view above it.



However, if this brief period expires and the operation is not canceled, the file(s) will be deleted permanently and cannot be restored, just as in the case of automatic deletion.

Profile

Managing users and permissions

115. Can multiple users share the same Alrite account?

While personal Alrite accounts are designed for a single user, **business accounts can include an unlimited number of users**.

After creating a business Alrite account, the user who registered it can invite additional users by clicking the *New user* button in the *Users* section of the *Profile* menu. The details and steps of the invitation process are explained in a later question.

Users invited to the shared business account will **share the account's available time credit balance** and will have access to certain features, as well as to the files and related documents processed within the account, based on the **permission level** (or role) assigned during the invitation or adjusted later as needed. More information about the different roles is provided in a later segment.

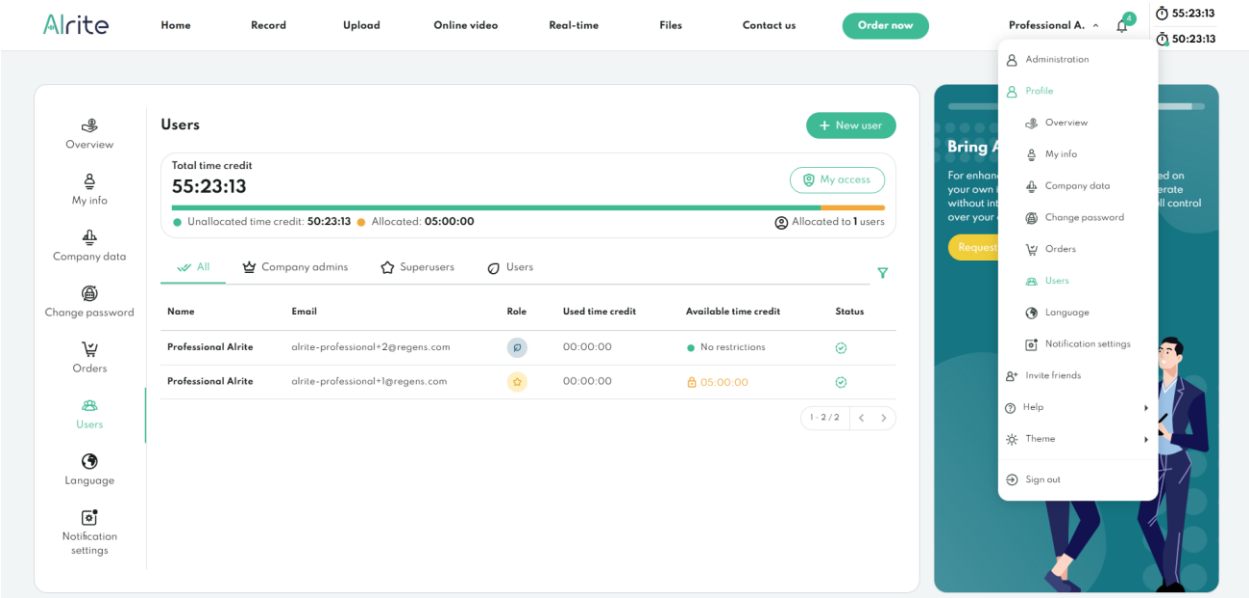
116. Can you define how the available time credits are distributed among account members in a business Alrite account that can be used by an unlimited number of users?

For an account that can include an unlimited number of users, it is reasonable to ask **how individual members' access to the time credits** included in the shared business account subscription can be controlled.

In business Alrite accounts, the usage of individual invited members can be limited. More specifically, you can **regulate how the account balance is shared** among members, or allow the available time credits to be **used freely**, enabling members to use as much as they need from the shared balance.

This setting does not have to be applied globally to the entire account; it **can also be configured separately for each user**. It can be set when inviting a new user to the business account and modified later at any time through the user details pages, which are accessible from the *Users* section of the *Profile* menu.

The easiest way to view the current status of all time credits available in the business account is through the chart displayed at the top of the *Users* menu. This two-part line shows the ratio between the portion of the account's time credits reserved for specific users and the portion that remains freely available to users without such restrictions.



The details and steps of the invitation process are explained in a **later question**, while information about modifying users' access to time credits is available **in this chapter**.

117. What permission levels (roles) can be assigned to users of a business Alrite account?

In Alrite, independently created accounts cannot access documents from other accounts. However, users within the same business account can access files processed under their company account along with the corresponding text versions.

At the same time, access for users within a business account can be restricted based on **permission levels** (also called roles), as outlined below. This means that not every user necessarily has access to all documents or all account management functions.

- **The highest-level role is *company admin*, which allows users to manage the account subscription, access all files associated with the account, and edit user settings.**
  The first user of every registered business Alrite account is automatically assigned the *company admin* role.

Most importantly, only *company admins* can invite new users to the business account or edit the details of existing users, including their roles, or remove users from the account.

It is also important to note that only *company admins* can initiate and finalize subscriptions, as well as control users' access to the purchased time credits.

In addition, *company admins* have access to all text-converted files in the account, regardless of which user processed them in the system. Once opened, these files can be edited, downloaded, or deleted as needed for them.

Important: A business account can have multiple users with the *company admin* role, but there must always be at least one in the account.

- **The second-level role is *superuser*, which allows users to access all files of the account, but does not grant access to subscription options or permission to manage other users and their data.**

  Superusers have access to all documents within the account, regardless of who processed them using the application. Once opened, these files can be edited, downloaded, or deleted as needed.

  However, users with *superuser* privileges cannot manage the account's subscription, change user settings, add new users, or remove existing users.

- **The lowest-level role in a business account is *user*, who can only access their own files and data.**

  Users (as in users with the lowest level of permission) can view only their own files and data. They cannot access files uploaded by other users or the text versions generated from them. They also cannot modify the data of other account members, add new users, or remove existing users from the shared account.

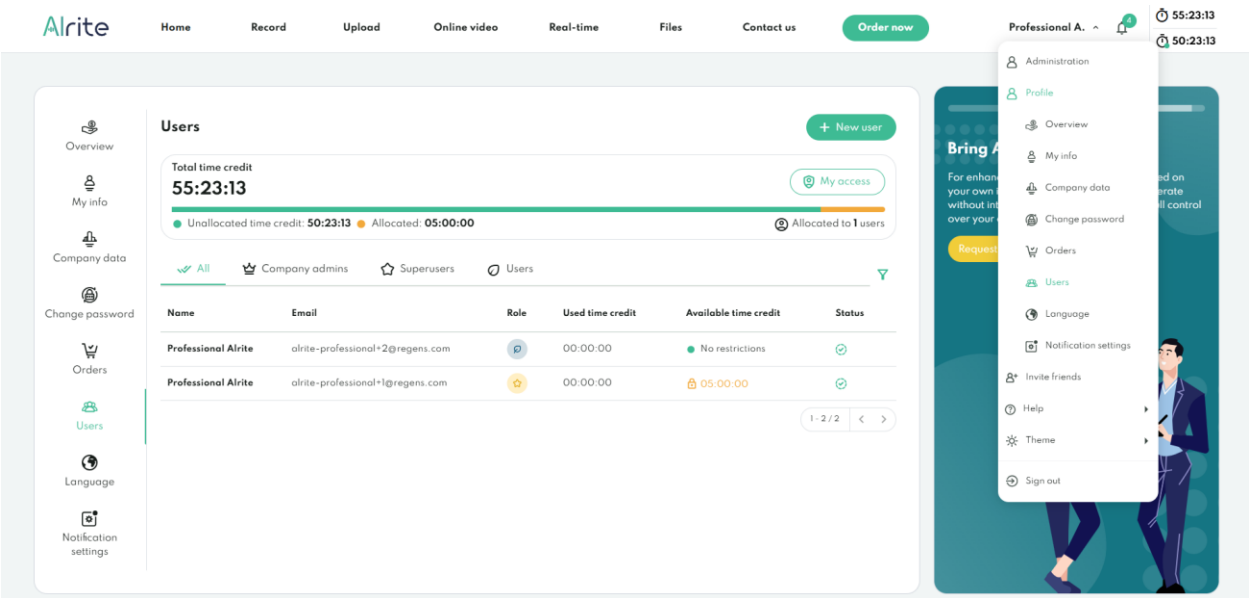
  In addition, they do not have permission to manage the account subscription.

The roles of business account members can be set when they are first invited to join the account. These roles can later be modified at any time by a user with the *company admin* role through the individual user pages, which are accessible from the *Users* section of the *Profile* menu.

118. How do you add a new user to your business account?

You can connect **an unlimited number of additional users** to your Alrite business account, all of whom can share the same time credit balance to create transcripts and captions from their files.

Users can be invited and managed in the ***Users*** section under the *Profile*, which you can access by clicking your name in the header, but this functionality is only available to members with the *company admin* role.



To invite a new co-user to the account, a *company admin* simply needs to **click the *New user* button** in the *Users* menu and complete the invitation form that appears in a new window.

The form requires basic information, including first name, last name, email address, and language, however the most important and mandatory field might be the **role**, as it determines the level of privileges granted to the invited user.

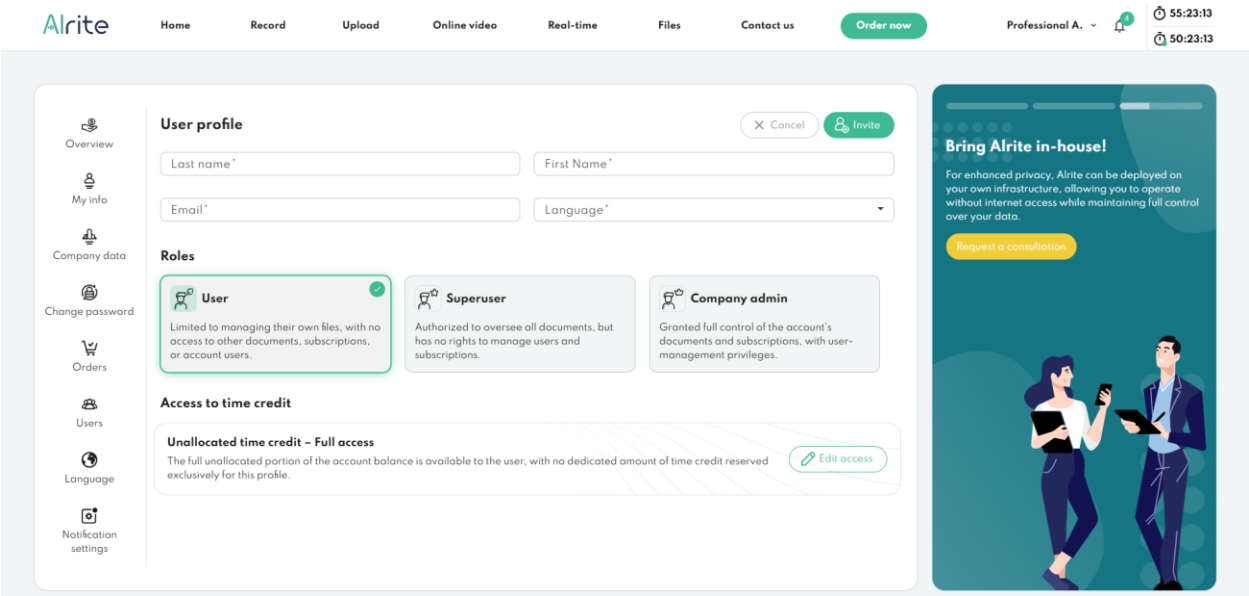
It is also important to define the extent to which a new member can **access the business account's subscription, meaning its available time credit balance**. In this regard, the inviter can choose one of two options:

- **Unlimited use from the uncommitted quota**: After joining the business account, the new member can use the portion of the currently available time credits that has not been reserved for or assigned to any specific user within the account.
- **Limited use via a dedicated time slot**: After logging in, the new member can use a specific amount of time credits reserved exclusively for them to transcribe and caption their own files. These dedicated time credits are accessible and usable only by that user.

If you choose the first option for the invited member, simply leave the corresponding toggle switch turned off. If you wish to limit the amount of time credits the invited member can use,

activate the toggle and specify the time credits that will be available to them for converting audio and video files to text.

For more information about the freely available portion of a business account's total balance, as well as more detail about the portions reserved for individual users, please refer to this Q&A, where the topic is discussed in greater detail.



After completing the required fields, **click *Save* to send the invitation**. The invitation will be sent via email to the address provided for the new user, who will be notified of the invitation.

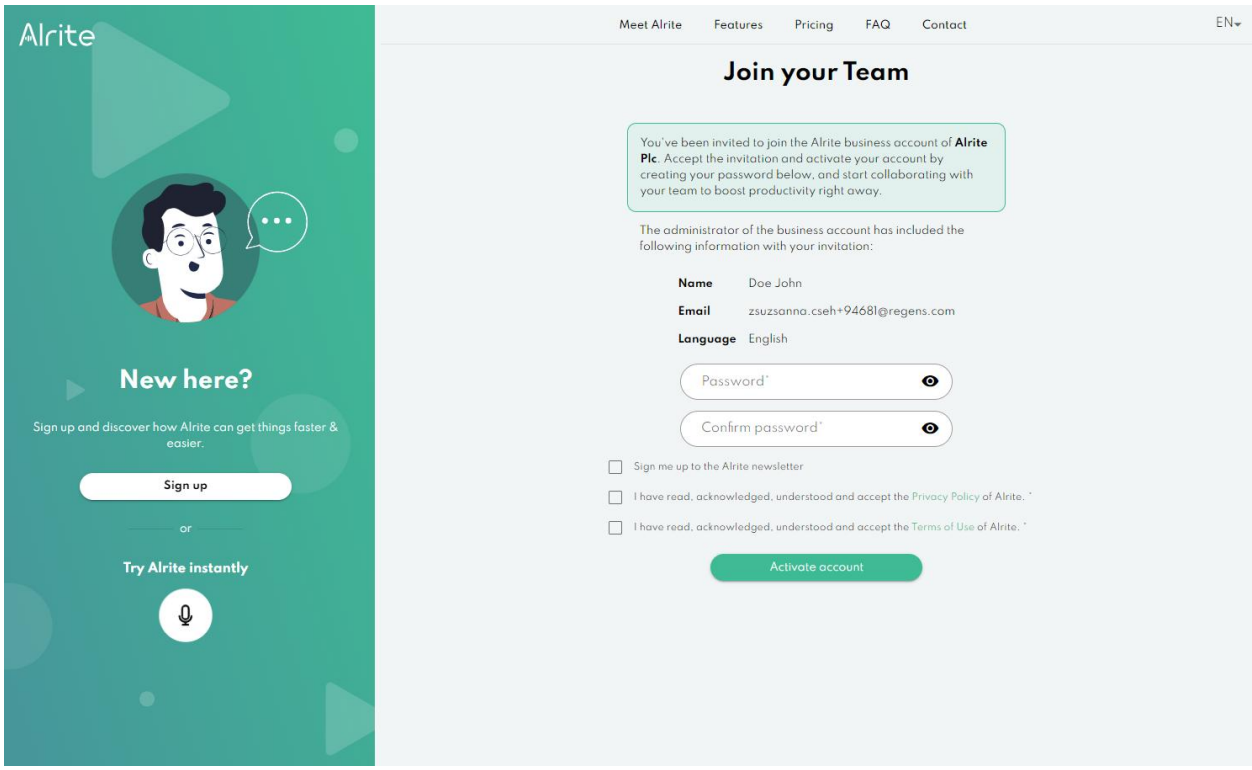
Important: Please note that only one Alrite account can be associated with each email address. Therefore, the invitation can only be sent to an email address that has not been previously used to create a private account or invited to another company account.

119. How does an invited user join a company account?

As you can connect an **unlimited number of additional users** to your Alrite business account, it is highly beneficial to take advantage of this feature to promote teamwork and enhance efficiency.

Inviting new users follows the same process outlined in the previous section, through the ***Users*** submenu under the *Profile* menu, which you can access by clicking your name in the header. For now, we will focus on how the invited user can activate their invitation and join the shared Alrite account.

The invited user will be redirected to a page where they can **set a password by clicking the button in the invitation email** and entering the password twice. This password, along with the email address, will be used for future access to the account.



The password must include at least one uppercase letter, one lowercase letter, and one number, and it should be between 8 and 16 characters long.

Once the password requirements are met and the new password is saved, the invitation will be automatically activated. The invitee can then log in to their account and begin processing files using the Alrite speech recognition application, utilizing the shared time credit balance of the company account.

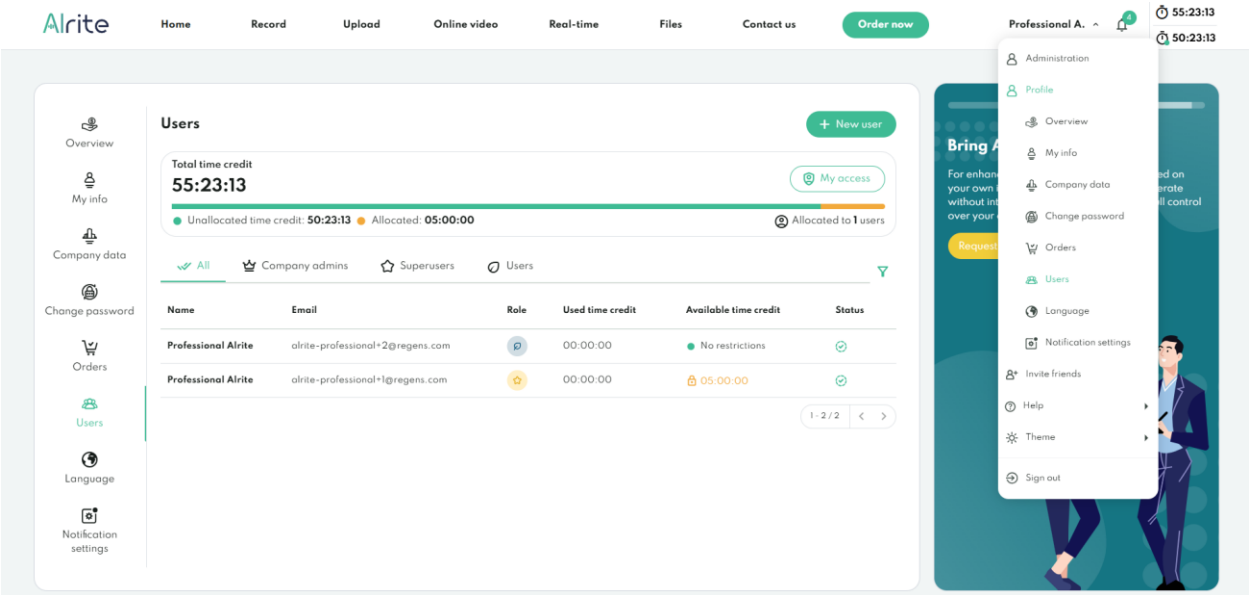
120. How do you manage users of your business account?

An **unlimited number of additional users** can be added to business Alrite accounts, enabling them to create transcripts and captions from their files within the same time credit balance.

Over time, user details may change, authorization levels (also known as roles) may need to be updated, or certain users may need to be removed from the account permanently.

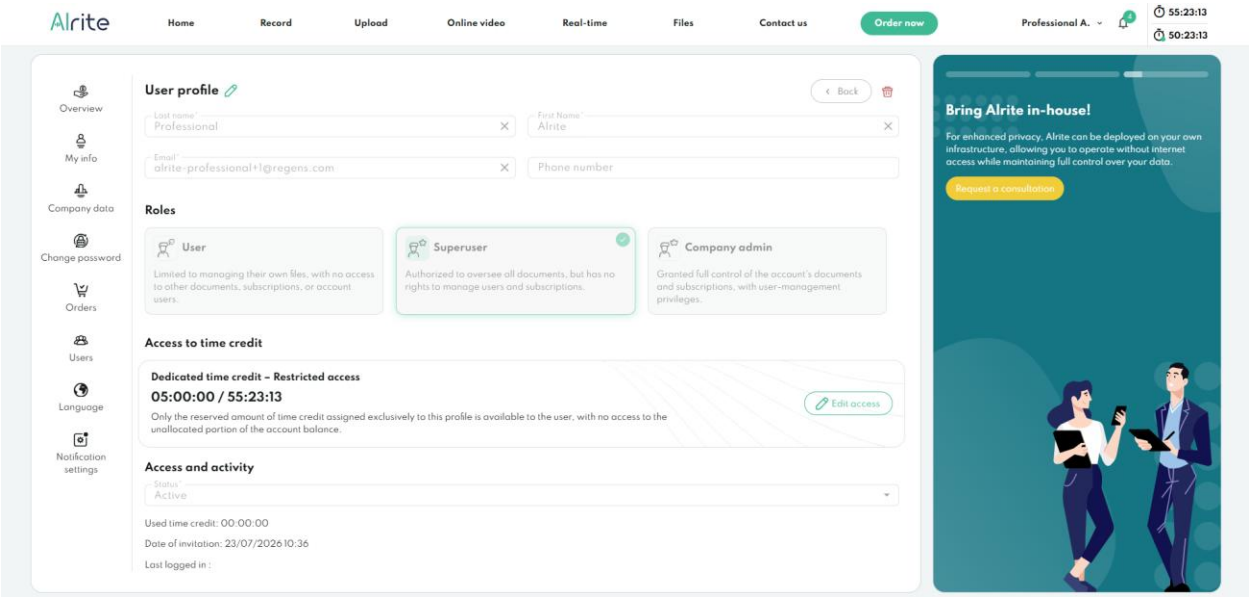
These tasks – meaning **managing users** with access to a business Alrite account – can be performed in the ***Users*** section under the *Profile menu*, which you can access by clicking

your name in the header by clicking your user name in the header. Please note that this option is available only to members with the *company admin* role. For users with other roles, the *Users* menu item is not visible and cannot be accessed.



In this menu item, users with the *company admin* role can view a **comprehensive table of all users** who have already joined the business account or have been invited to join it. Various filter criteria can be used to navigate the list of individual users.

Above the table, a chart provides a quick overview of how the account's purchased time credits are distributed. It **shows the ratio** between the portion specifically allocated and reserved for designated users and the portion that remains freely available to users without such restrictions.



In addition to basic information on the details page, such as first name and last name, the user's **role** is also highly important, as it determines their permission level within the account and their access to various account elements. It is equally important to specify **how, and to what extent, they can access the time credits** that form the basis of the account balance.

Once you have finished updating the user's details and settings, **click *Save*** to apply the changes.

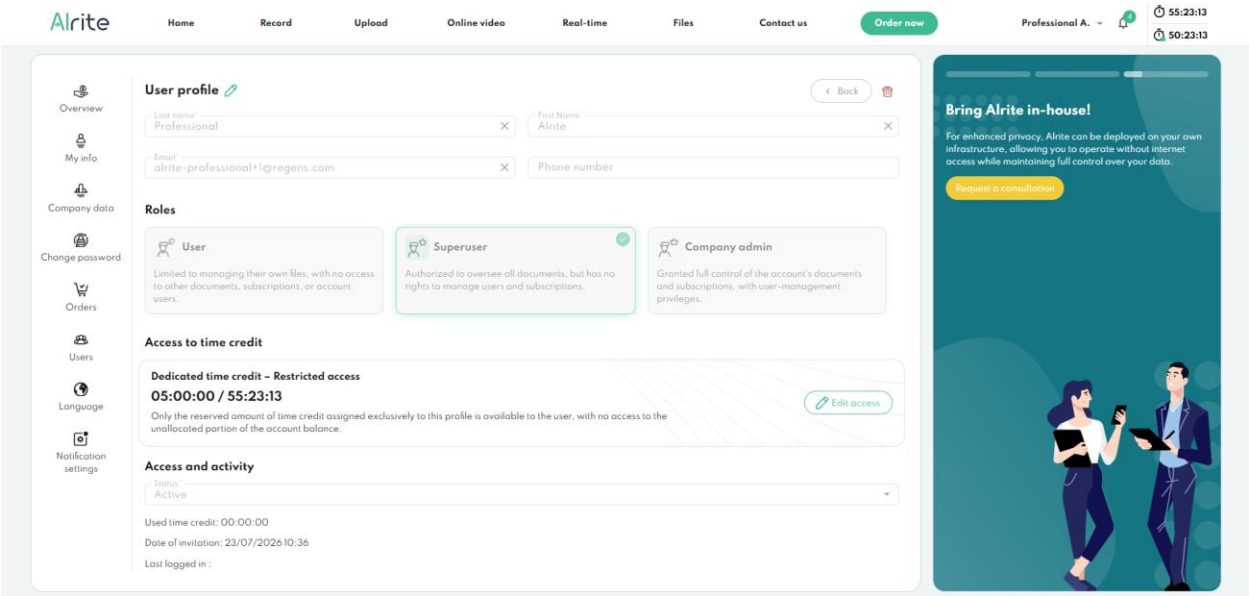
To permanently revoke a user's access to the business account, **click the trash can icon** in the upper-right corner of the user details page and confirm the removal.

121. How can I control how and to what extent a specific user in my business Alrite account can access the shared time credits?

If you wish to change a co-user's **access to the shared time credits**, you can do so on the same page where that person's details or role can be edited. To access this page, click the relevant user's row in the table under the *Users* section of the *Profile* menu.

Important: As a reminder, only users with the *company admin* role can manage user settings, including access to time credits.

After opening the user page, the section for managing that person's access to time credits can be found below the role settings. Here, you can **click *Edit access*** to manage the user's access to the business account balance.

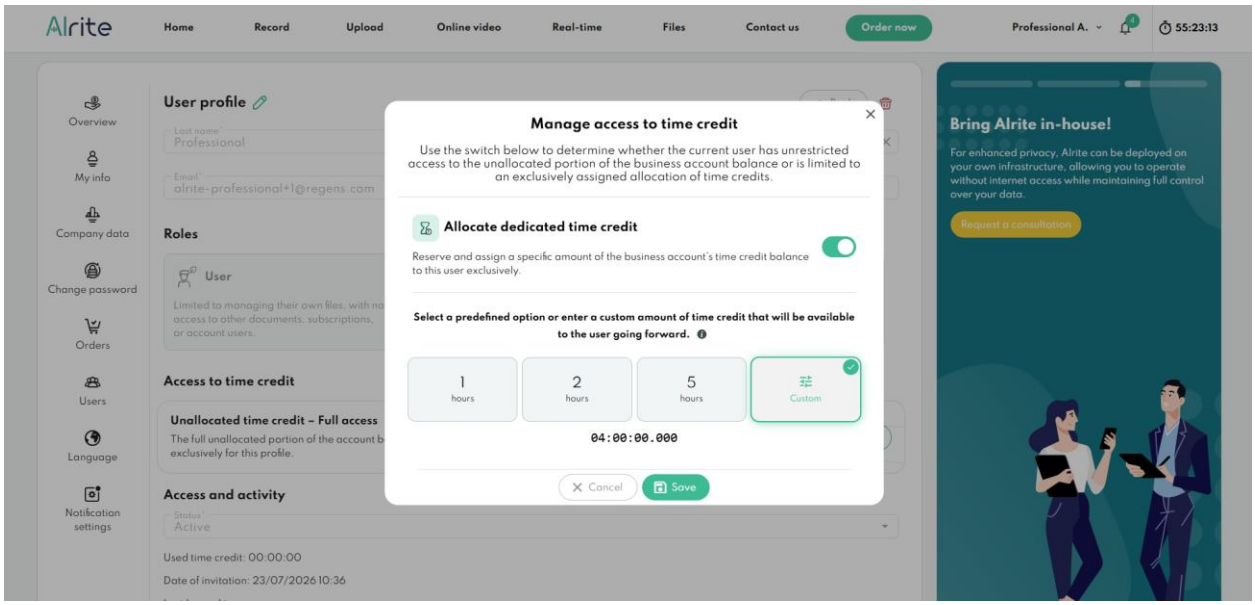


First, use the toggle switch in this pop-up window to decide whether the user can **freely use** the account's uncommitted time credits, meaning the portion that has not been specifically

allocated to any user, or whether their **usage should be limited** to a specific amount reserved exclusively for them. This dedicated amount can be used only by that user until it runs out or until the current setting is modified again.

Free access to the uncommitted time credits can be enabled by leaving the switch deactivated. To set a specific time credit allocation, and therefore apply a usage limit, activate the switch, **specify the desired amount**, and save the changes. Once saved, this amount will be made available exclusively to the selected user. The dedicated time credit can be set by selecting a predefined amount or by entering a custom value.

Important: The newly allocated time credits cannot exceed the amount currently available to users without account restrictions.



If a user's available time credits are limited in this way, the specified amount is reserved for that user. As a result, only the user to whom the quota has been assigned will be able to use it. Users who are not subject to this type of restriction can use the freely available portion of the account's total time credits for transcription and captioning.

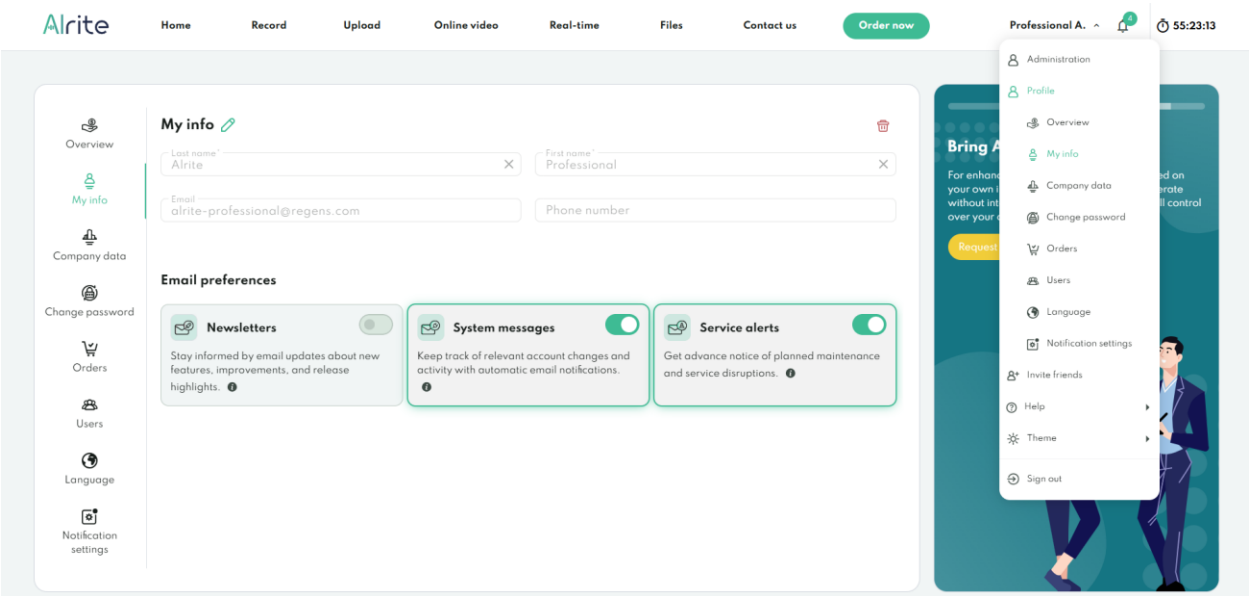
If you want to restore free access to the uncommitted portion of the account balance for a user who was previously restricted to a designated amount of time credits, simply turn off the toggle and save the change.

Managing the account

122. How do you update your personal information?

If you wish to update any information provided during registration or while using the application, you can do so at any time by navigating to ***My info* in the *Profile* menu**, which you can access by clicking your name in the header.

Once there, **click the pencil icon**, and edit the field you would like to modify. After making your changes, click *Save* to apply them.



The data saved here will appear in the billing information view during your next subscription process.

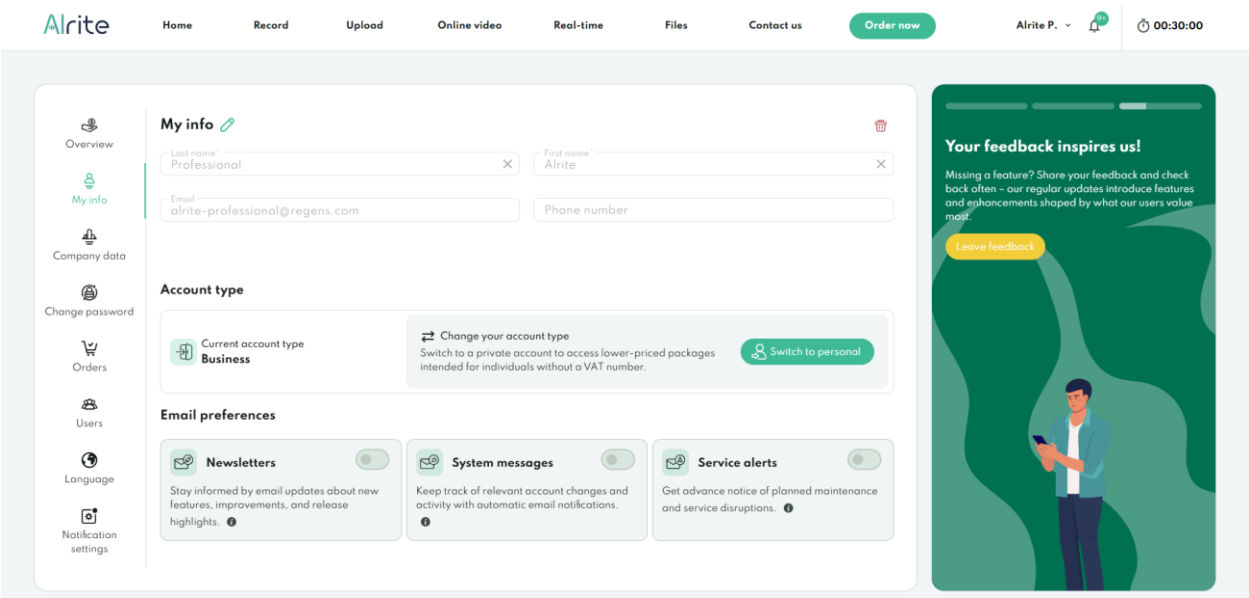
Please note that the email address associated with your user account cannot be changed manually, as it serves as the unique identifier for accessing the application. If you need to update the email address linked to your account, please contact our support team at support@alrite.io

123. How do you change the type of your account?

If you wish to change the type of your Alrite account created during registration (from business to personal or vice versa), the following options are available:

- To switch a private account to a business account, open the *Profile* menu, select ***My info*** and **click *Switch to business***.

- To switch a business account to a personal account, open the *Profile* menu, select ***My info***, and ***click Switch to personal***.



If you encounter any difficulties during the switch, please do not hesitate to contact our customer support team at support@alrite.io.

Important: An account type can be changed – either directly in the system or with the assistance of our customer support team – only if the account has no active subscription (i.e., it is assigned to the free *Starter* package) and contains a single user.

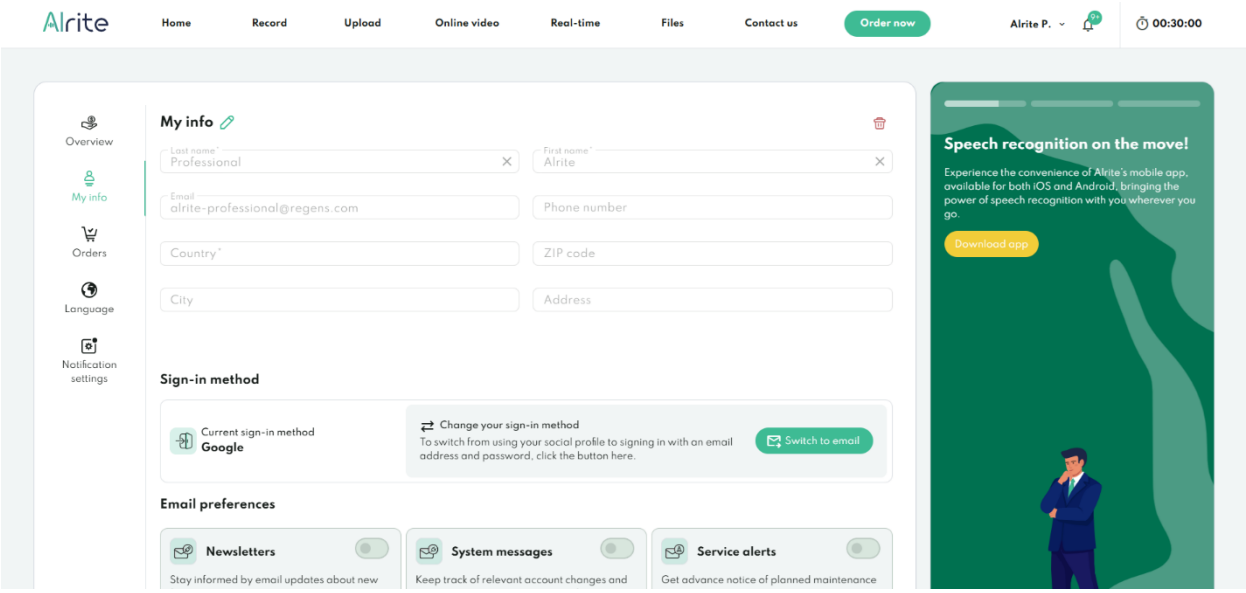
124. How do you change the sign-in method for your account?

If you created your Alrite account using a social media profile (*Apple*, *Facebook*, or *Google*) rather than registering with an email address, you can **change your login method** afterward if necessary. Please note that switching is supported only to email-address login.

To change your sign-in method, follow these steps:

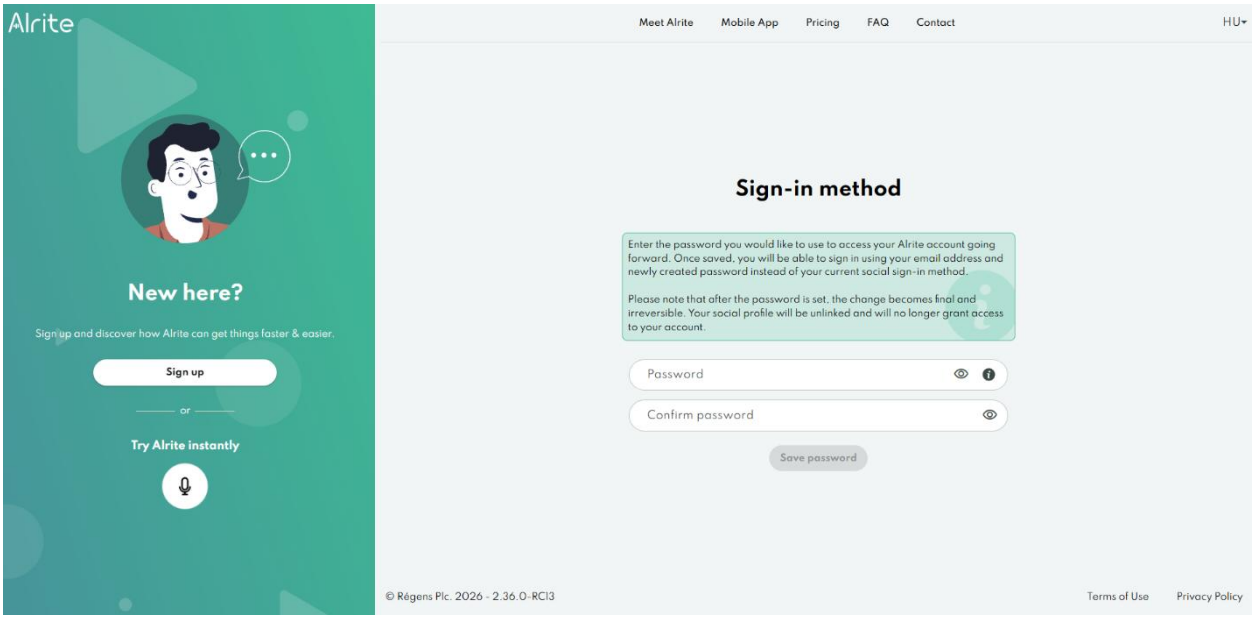
1. Open the ***Profile*** menu, go to ***My info***, locate ***Sign-in method***, and click ***Switch to e-mail***.

2. In the pop-up window, review the implications and consequences of the change, enter the email address you want to use to log in, and confirm by clicking ***Continue.***



3. Open the automated email sent to the address you provided and click ***Set password***.

4. On the page you are redirected to, **set your new password**.



Your password must contain at least one lowercase letter, one uppercase letter, and one number, and it must be 8–16 characters long.

The login method must be changed within 72 hours of the automated email being sent; otherwise, your current login method will remain in effect. If the link expires, you will need to initiate the login method change again, if the switch is still necessary.

If you experience any issues during the process, please contact our customer service team at support@alrite.io.

Important: You cannot change your login method if you originally registered using an email address. You can switch only from social login (Apple, Facebook, or Google) to email-and-password login. Once completed, this change is final and irreversible.

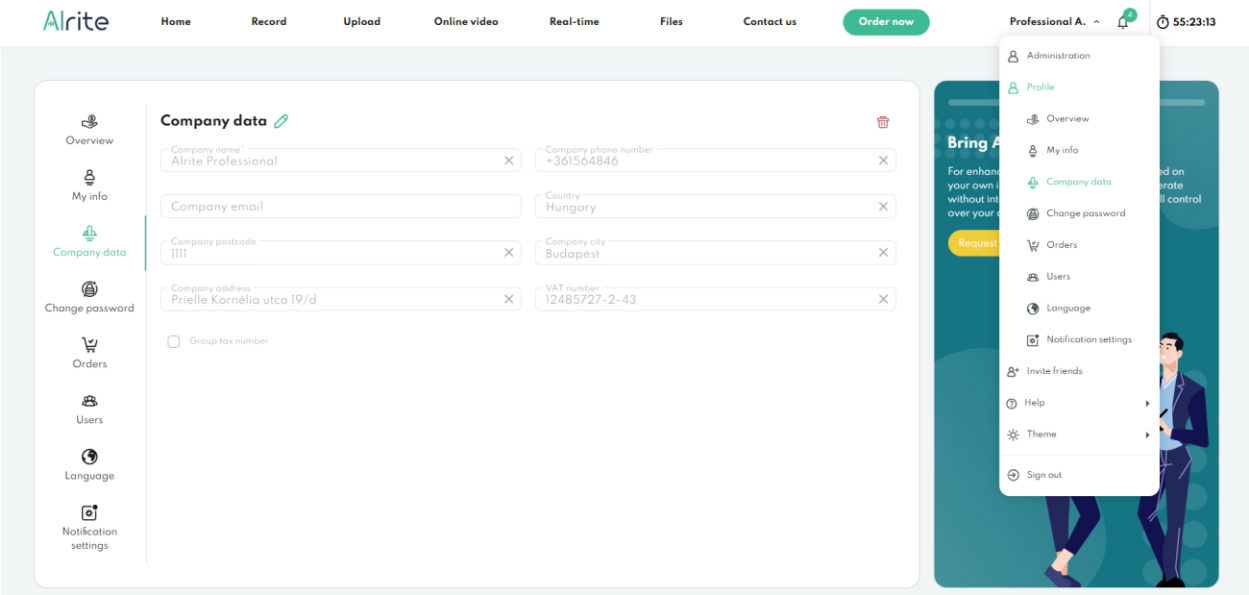
125. How do you update your company information?

During registration – even when creating a business Alrite account – providing company information is not required. Although there is a field for the company name, entering your organization's name at this stage is entirely optional, though it can be helpful.

The first time company details become mandatory is during your initial subscription, when entering **billing information**. At this point, for business subscriptions, you must provide your company's name, address, and VAT number – these fields are required.

The good news is that once your subscription is finalized, the provided company information is **saved in the *Company data* section under the *Profile* menu**, which you can access by clicking your name in the header, so you won't need to re-enter it for future subscriptions; the system will automatically fill in these fields.

If you wish to update any of your previously entered company details without initiating a new subscription, you can do so at any time in the ***Company data* section within the *Profile* menu**. Click the pencil icon, and edit the field you would like to modify, such as your company's name, address, phone number, company email, or domestic or intra-community VAT number. After making your changes, click *Save* to apply them.

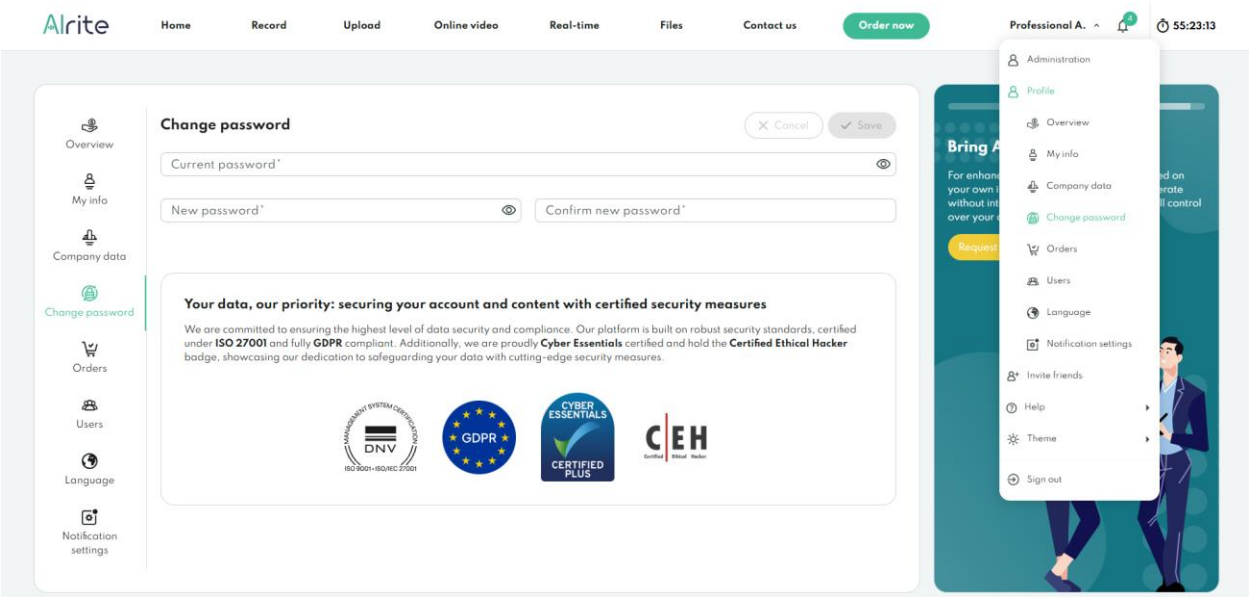


The data saved here will automatically appear in the billing information view during your next subscription process.

Please note that the *Company data* section is only visible to members of business accounts who have the appropriate permissions – that is, users with *company admin* roles.

126. How do you change your password?

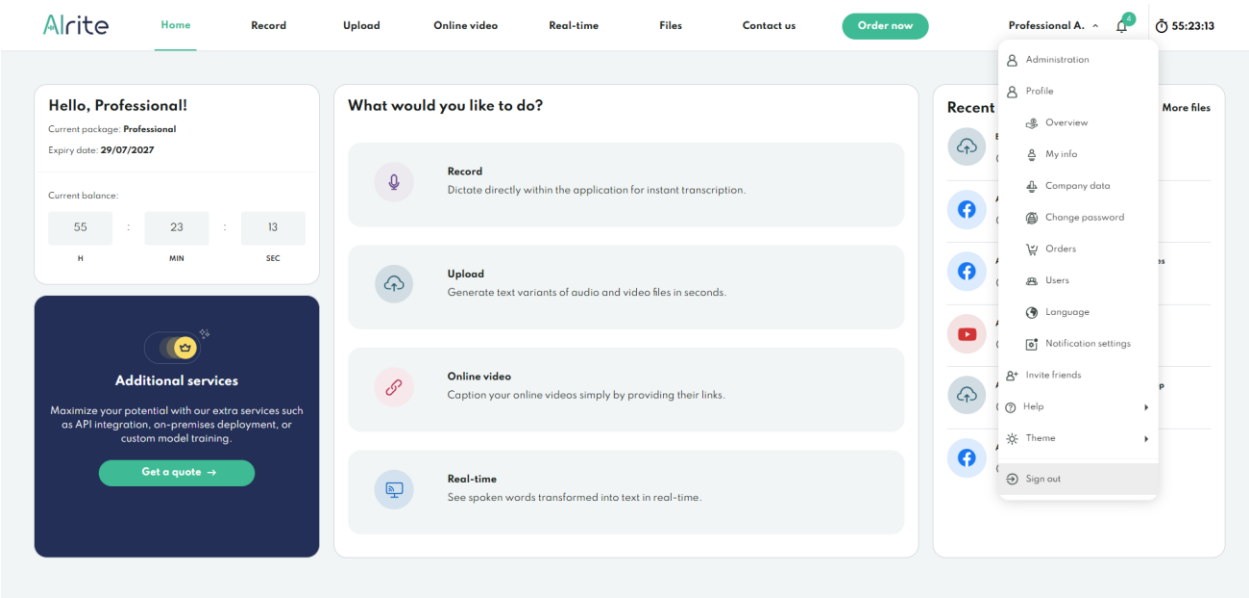
You can change your login password in the *Change password* section of the *Profile* menu, which you can access by clicking your name in the header. To update your password, **first enter your current password, then enter your new password twice**.



If you created your Alrite account using a social network account (*Apple*, *Facebook*, or *Google*) instead of the common email registration, you will not be able to access this menu item, as no password is required to log in.

127. How do you sign out of the application?

To log out of the application, **click the *Sign out* button** in the drop-down menu under the ***Profile*** menu, which you can access by clicking your name in the header.



128. Where can you access the General Terms and Conditions?

Detailed information on the **General Terms and Conditions (GTC)** can be found **at this link**, which you must accept before purchasing any subscription packages.

129. What should you know about the Terms of Use?

Detailed information about our **Terms of Use** can be found **at this link**, which you must accept during registration.

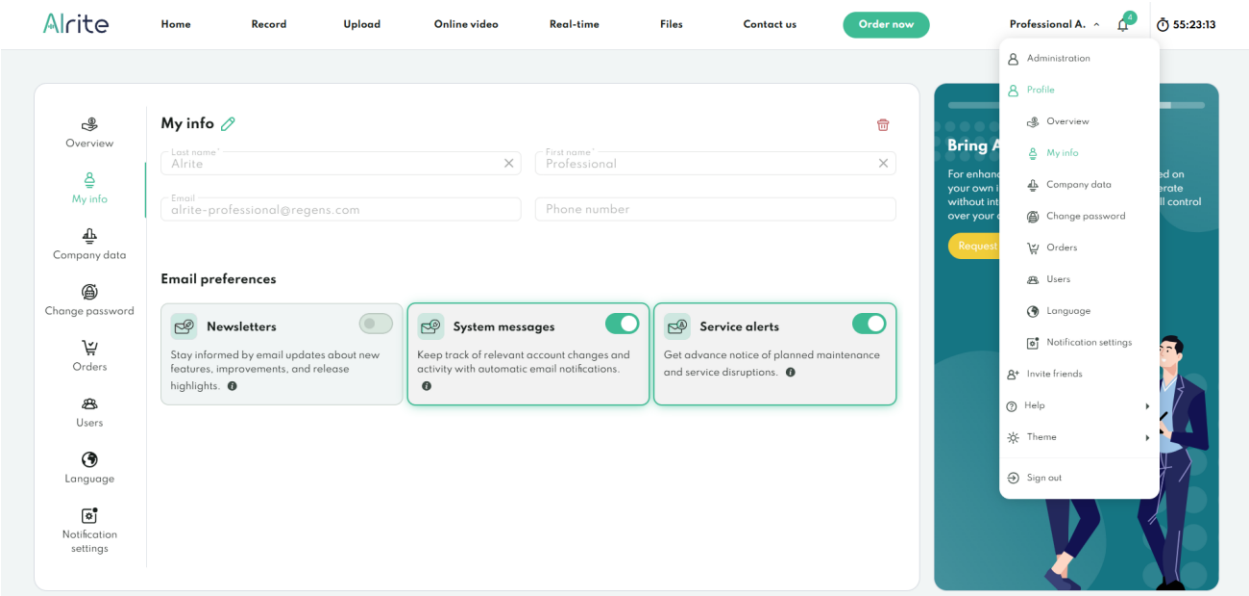
130. Where can you read more about data management?

Detailed information on data management and our **Privacy Policy** can be found at this link, which you must accept during registration.

131. How do you close your account and delete your Alrite profile?

If you feel that you no longer wish to benefit from the advantages of the Alrite speech recognition application, you can delete your Alrite profile in just a few clicks, regardless of whether you have a personal user account or are a member of a business account. To delete your account, follow these steps:

1. Go to the **My info** submenu in the *Profile* menu (accessible by clicking on your name in the header).



2. Click the **bin icon** here to initiate the deletion of your account**.**

3. In the pop-up window, confirm your intention to delete your account by clicking the ***Delete*** button.

By deleting your profile, **your personal data**, along with **any files** uploaded and recorded in the application and **their associated text versions, will be permanently removed**. This applies to personal accounts as well as business accounts that have only been used by a single individual.

If a user who wishes to delete their account is not the sole member of the account, meaning they are only one of the members of a business account, then only that individual user will

be removed from the account and, consequently, from the application. In this case, the deleted user will no longer be able to access the shared account, but any documents they uploaded and processed with the system will remain available within the shared account for members with *company admin* or *superuser* privileges.

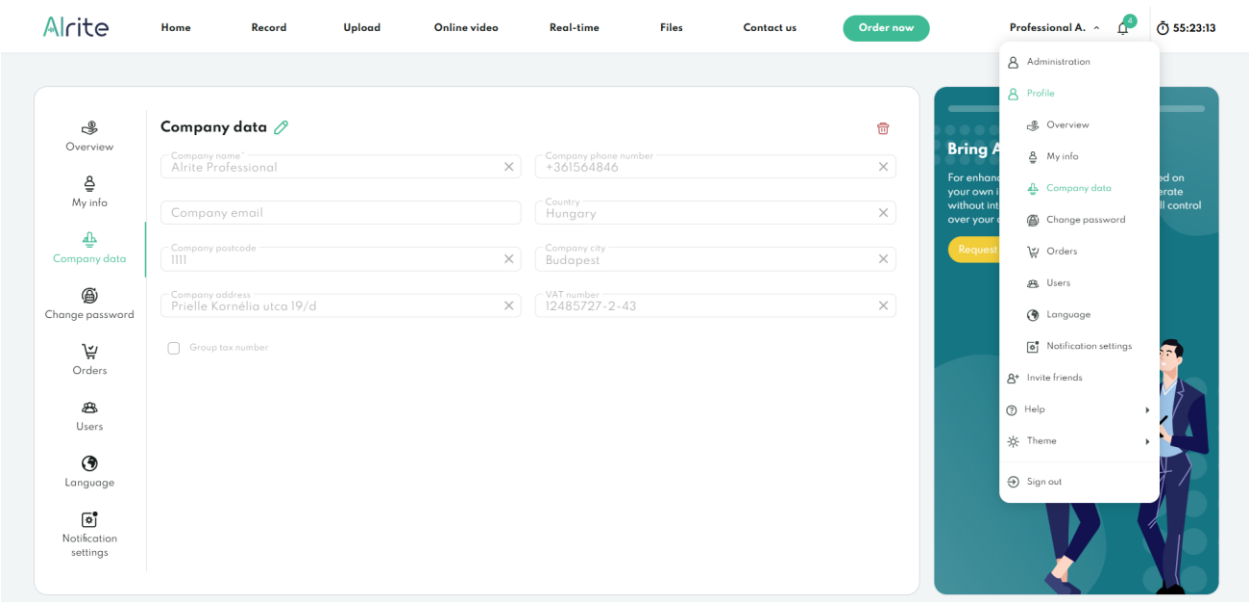
If a *company admin* user within a business account wishes to delete themselves, it is a mandatory prerequisite that at least one other *company admin* user remains in the account after their deletion.

It is important to note that following the deletion of your personal data, we will retain your email address for an additional period of 1 year, based on legitimate interest under Article 6(1)(f) of the GDPR. For more details, please refer to our **Privacy Policy**.

132. How do you delete your entire business account?

If, contrary to the previous point, you wish to delete not just your user profile associated with the business account but the entire business account itself, you need to navigate to the *Company Data* submenu instead of *Personal Data* in the *Profile* menu. This menu can be accessed by clicking on your name in the header.

Here, similar to how a personal user account can be deleted, you can initiate the deletion of the entire business account by clicking on the trash bin icon representing the delete option.



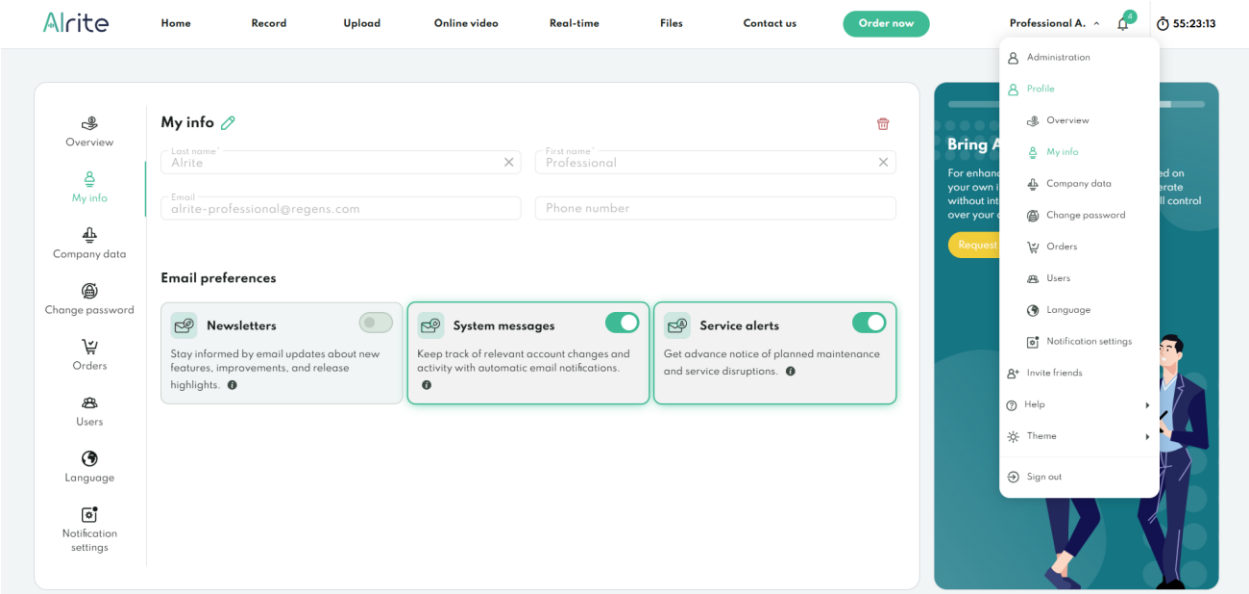
Although this menu item is visible to business users with *company admin* and *superuser* roles, the bin icon appears only for the former. As a result, only users with *company admin* privileges can delete the entire Alrite business account.

Once the deletion request is confirmed, all personal data, uploaded and recorded files, as well as their associated text versions, will be **permanently deleted** along with the business account.

However, it is important to highlight that, in accordance with Article 6(1)(f) of the GDPR, the email addresses of users associated with the deleted business account will be retained for an additional **one year** for legitimate interest purposes. Further details can be found in our Privacy Policy.

133. How do you manage which system notifications and newsletters you receive from the application?

You can generally receive three types of electronic messages from the Alrite system: **newsletters**, **system notifications**, and **occasional emails** sent by the application's operators. To manage the delivery of any of these, open the ***Profile* menu**, which you can access by clicking your name in the header, and **select *My info***, where you'll find the relevant options in the ***Email preferences* section**.



When creating an Alrite account, users first encounter the option to subscribe to **newsletters** via an optional checkbox at the bottom of the registration form. If you later wish to change your newsletter preferences – whether to unsubscribe or resubscribe – you can do so anytime by enabling or disabling the option labeled ***Newsletter*** in the same section.

Here, you can also pause the delivery of system notifications and operator emails. To stop receiving **system messages**, disable the option labeled ***System messages.*** To stop emails from the application's operators, disable ***Service alerts.*** If you change your mind later, simply recheck these boxes to resume receiving the messages.

Please note that you cannot opt out of all system messages. Certain emails contain essential account-related information – such as order confirmations or subscription expiry notices – and must be delivered electronically. These critical messages will always be sent to you, regardless of whether you unsubscribe.

While emails about planned maintenance or potential downtime are not essential, we recommend keeping this option enabled if you prefer to be notified in advance about possible service interruptions.

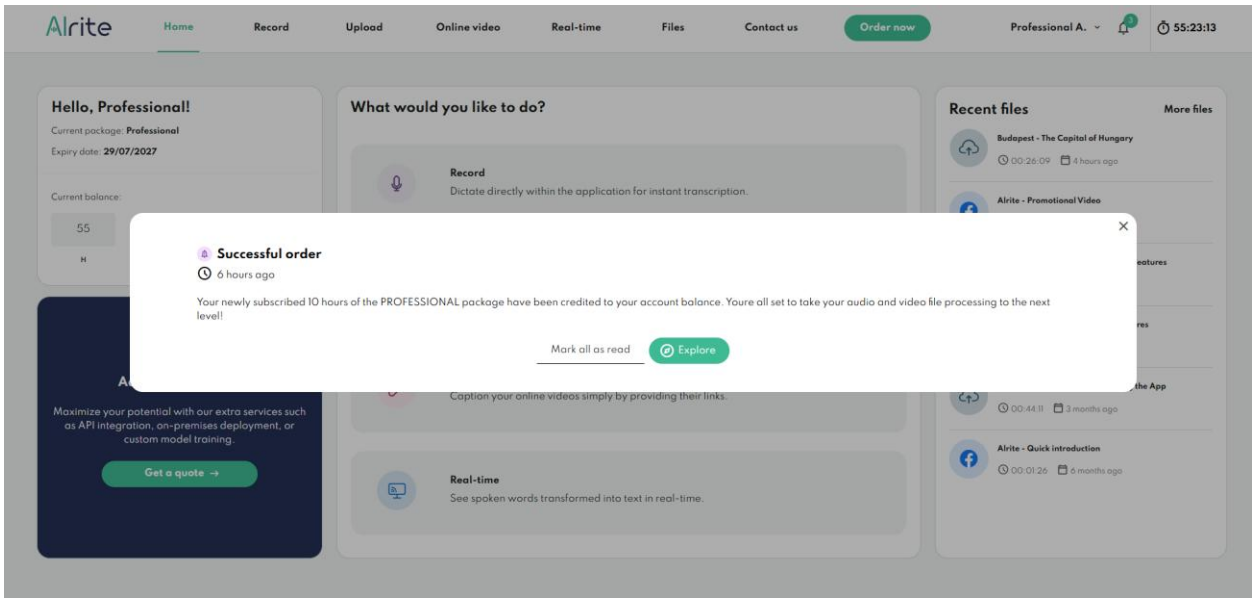
Notifications

134. What should you know about notifications, and where can you find them in the application?

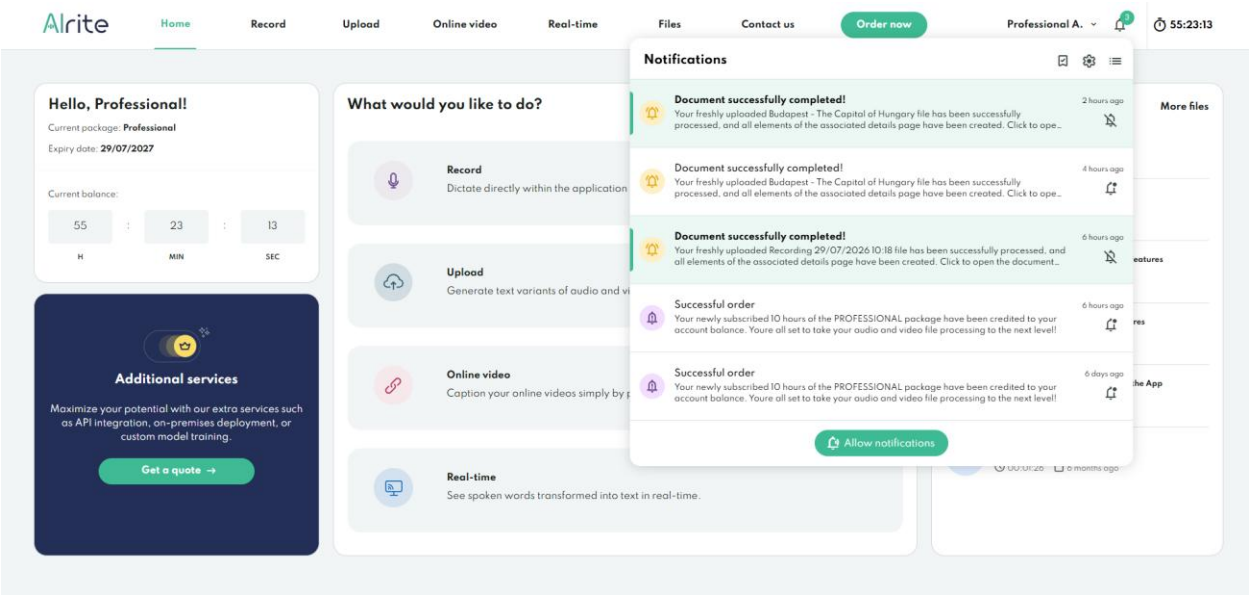
Notifications keep account holders informed of **important developments or changes** related to their account, documents, or subscription, such as an impending subscription expiry or **user activity within the account**.

Notifications appear within the web application depending on their level (also referred to as type), which can be categorized into the following three groups:

- **Priority notification:** These are high-importance alerts that are crucial and should not be missed by the user (e.g., subscription expiration). Therefore, unread priority notifications automatically **appear in a pop-up window** as soon as the web application is opened and the user logs in.



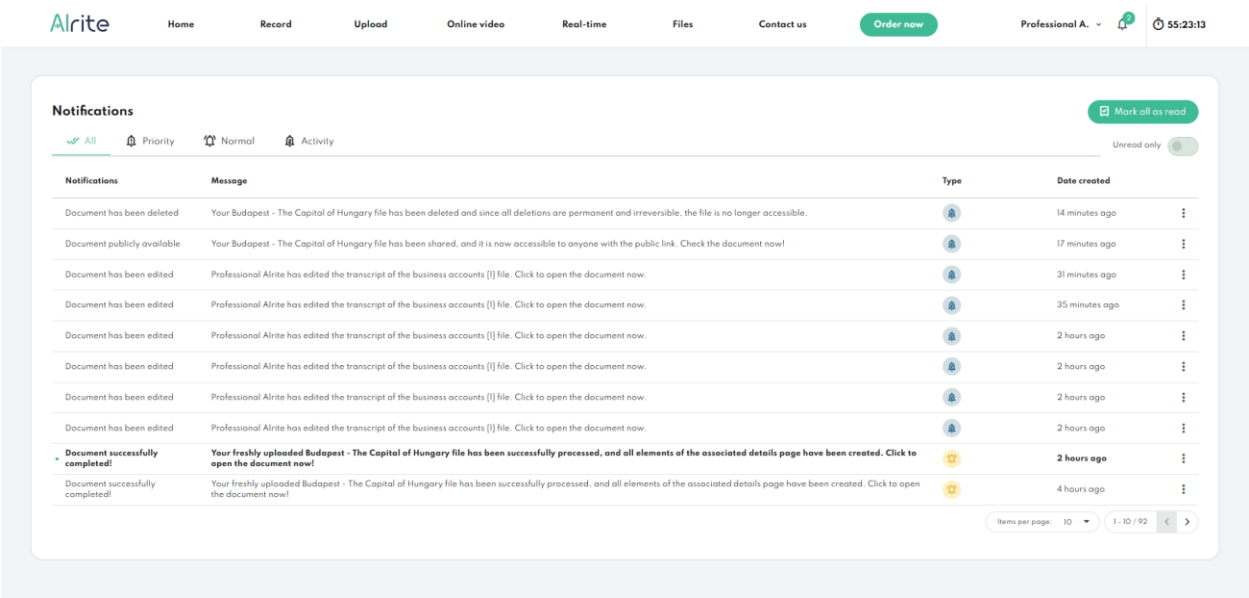
- **Normal notification:** These are medium-importance alerts that are useful to know about but not essential to read immediately (e.g., successful file processing). The **bell icon** in the application header **displays a numeric indicator** showing how many unread (priority and) standard notifications you currently have, but these do not appear automatically in a pop-up. You can view the details of standard notifications by clicking the bell icon and selecting any listed items.



- **Activity:** This is the lowest notification level, mainly designed to make user account activity easy to track and review. For example, even seemingly minor actions such as logins are recorded here. Activity-type notifications do not appear automatically after logging in, nor are they reflected in the bell icon count, as they serve a different purpose than the other two notification types. These can only be viewed in the list of notifications.

Speaking of the **list of notifications**, we would like to provide a brief overview of it as well. You can access this list by clicking the bell icon in the application header, selecting the ··· button in the dropdown window, and choosing ***All notifications***.

After you are redirected, a table appears displaying all notifications from the past three months. The table shows each notification's title, detailed message, type, and creation date. By clicking any row, you can view the full notification in a pop-up window.



Individual notifications can be **marked as read or unread** either by clicking the ⋮ button at the end of each table row or by opening the notification itself.

If a notification is closely associated with a specific element – such as a file or subscription – you can access that item using the *Explore* button. This button is available both behind the ⋮ menu for the corresponding row and within the pop-up window that appears after clicking on a specific notification.

Company accounts may receive notifications not only about their own activities, but also about the activities of other users associated with the account, depending on their assigned roles.

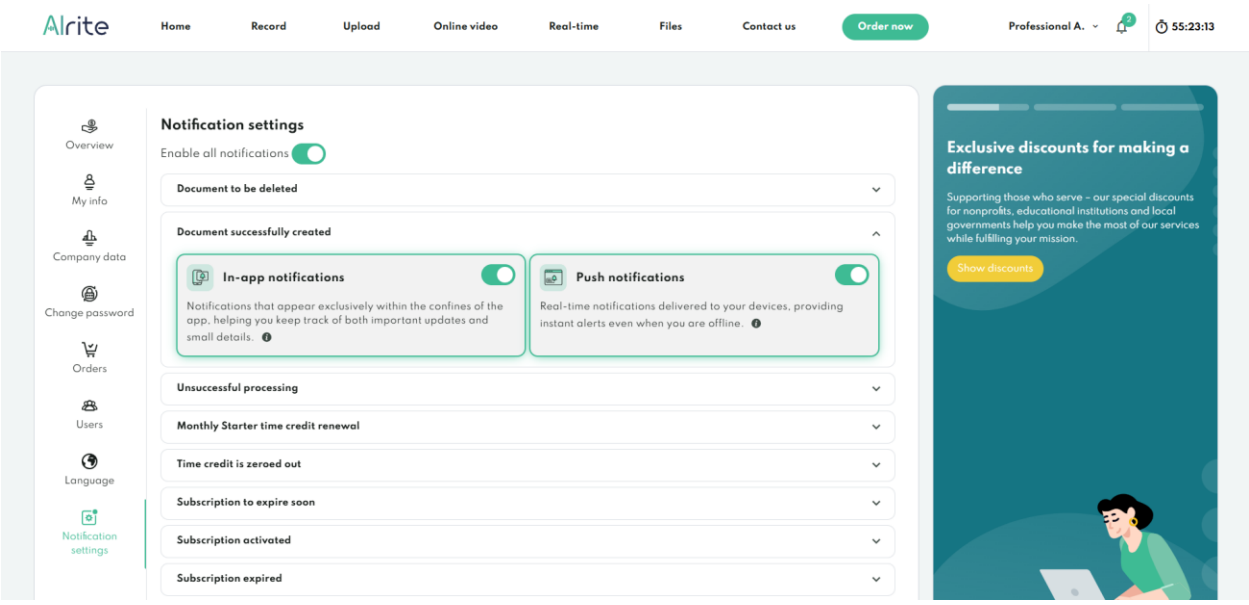
135. How do you choose which notifications you want to receive?

Each user can **individually configure** (and change the settings at any time) the type of events for which he or she will be notified in his or her own user account. There are two ways to do this:

- Click on the ***Notification settings* button** in the *Profile* menu (accessible by clicking on the name of the user in the header).

- Click on the notification bell in the header, then click on the ··· button in the page that opens, above the list of notifications, and select the ***Notification settings* button** that appears.

After opening the *Notification settings* page, you can review the individual events for which the system sends notifications by default. By **expanding each row**, you can customize which events you would like to receive notifications for. At the top of the page, the *Enable all notifications* switch allows you to turn all notifications on or off at once.



By opening the *Notification settings* submenu, you can specify not only the events for which you want to receive notifications, but also how you would like to be notified for each event. Notifications can **take two forms**, as described below:

- **In-app notifications**

  In-app notifications are visible only within the application. Typically, these appear as unread notifications, with the number of unread messages indicated by the number displayed above the bell icon.

- **Push notifications**

  Push notifications can be received even when the user is not actively using the Alrite speech recognition application. While mobile devices are typically used to send these notifications, browsers can also deliver them if the computer is on and the browser commonly used to access the application is running.

  To receive push notifications, they must be enabled both within the application and on your mobile device or browser settings. The first time you are prompted to allow

push notifications, a pop-up window will appear. To start receiving these notifications, it is essential to enable them.

We understand that notifications can at times feel overwhelming or distracting, though they can also serve as helpful reminders. Before disabling individual notifications – or all of them – it may be worthwhile to consider which ones could still provide value to you.

Troubleshooting

136. What factors affect transcript quality?

The Alrite speech recognition application can produce transcripts with **up to 95% accuracy** when processing high-quality audio or video files. Therefore, when creating audio or video files for upload, it is important to prioritize high-quality audio or video.

The accuracy of the transcription and captioning depends on factors such as the speaker's articulation, volume, background noise, the distance between the sound source and the recording device, and the quality of the microphone itself.

Additionally, it is crucial that **the language selected** on the page, that appears after initiating a recording within the application, an upload or an online video processing, **matches the language of the speech** in the audio or video material. If the language does not align, the transcription will be unsuccessful.

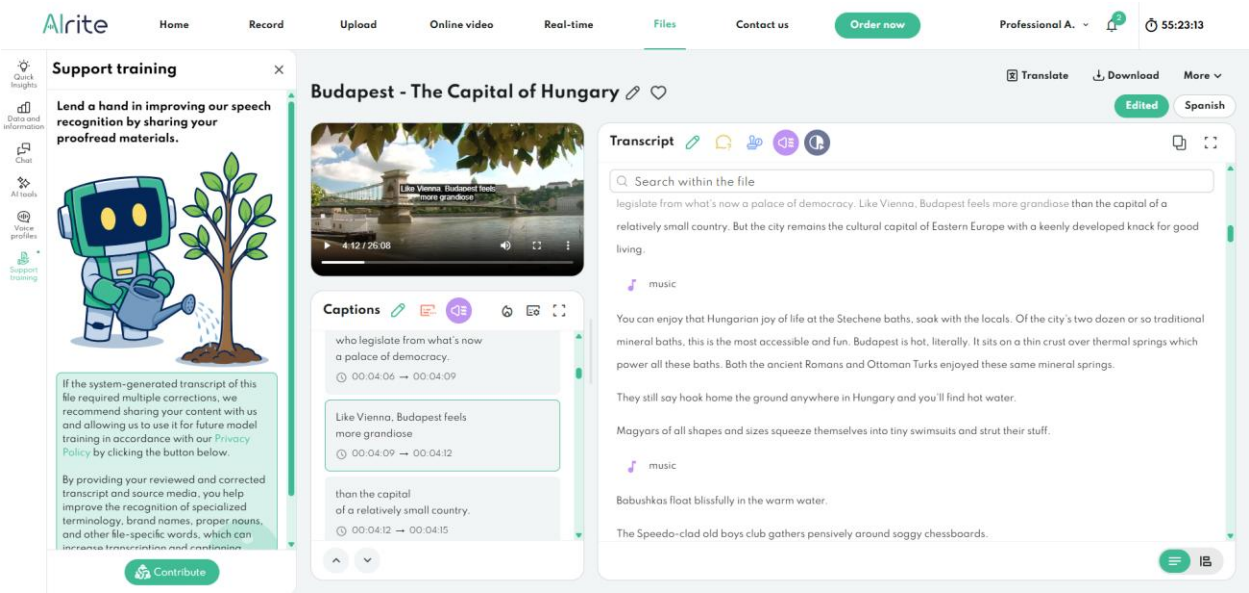
137. How can I help improve the accuracy of transcription and captioning?

Alrite's speech recognition models are designed to accurately convert the broadest possible range of commonly used expressions into text. Our aim is to provide versatile, **general-purpose speech recognition models** across multiple languages.

We regularly update these models and expand their knowledge base so that newly introduced words, phrases, and terminology currently prevalent in public discourse can be rendered as accurately as possible. Nevertheless, we **cannot guarantee** that all proper nouns, brand names, words of foreign origin, or field-specific technical terms will always be transcribed or captioned correctly.

If your files repeatedly contain the same transcription errors or inaccuracies, or you would simply like to support the continued development of our speech recognition models, you can contribute with a single click by **providing your corrected transcripts together with the corresponding source material** for further model training.

To contribute, **open the *Support training* section** on the file's details page and grant access to both the relevant transcript and the source file used by the application to generate it.



We can only accept transcripts that have been **reviewed and corrected in full**. Any remaining errors could negatively affect the training process and reduce model accuracy. For this reason, before sharing a file, please review the entire transcript, correct any errors, and ensure that you submit the revised *Edited* version.

Important: Once shared, the transcript and its source audio recording will remain in the system even if you later delete the corresponding file from your account. This allows us to include the material in future model-training sessions.

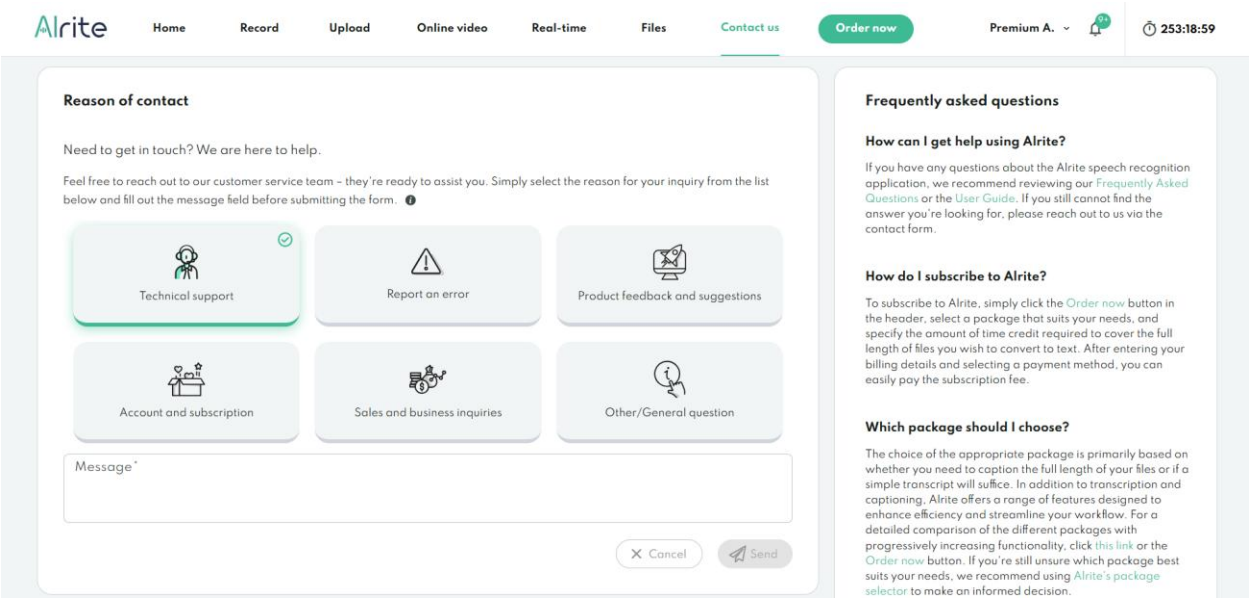
When we receive enough verified material in which a previously misrecognized term appears consistently, retraining the models on that material may improve recognition of the term and reduce the need for manual corrections in the future. By contributing reviewed transcripts and their source recordings, users can help improve transcription and captioning accuracy while also reducing the amount of post-processing required.

138. How can you request assistance with Alrite?

If you have any questions about the Alrite speech recognition application, we recommend starting with our **Frequently Asked Questions** or this user manual for quick answers to any issues you may encounter.

If you can't find the answer in these resources, we are happy to assist you. You can contact us through one of the following options:

- Use the form in the ***Contact us*** menu to ask our customer service for help. Please specify the reason for your inquiry and provide your questions and comments in the message section.



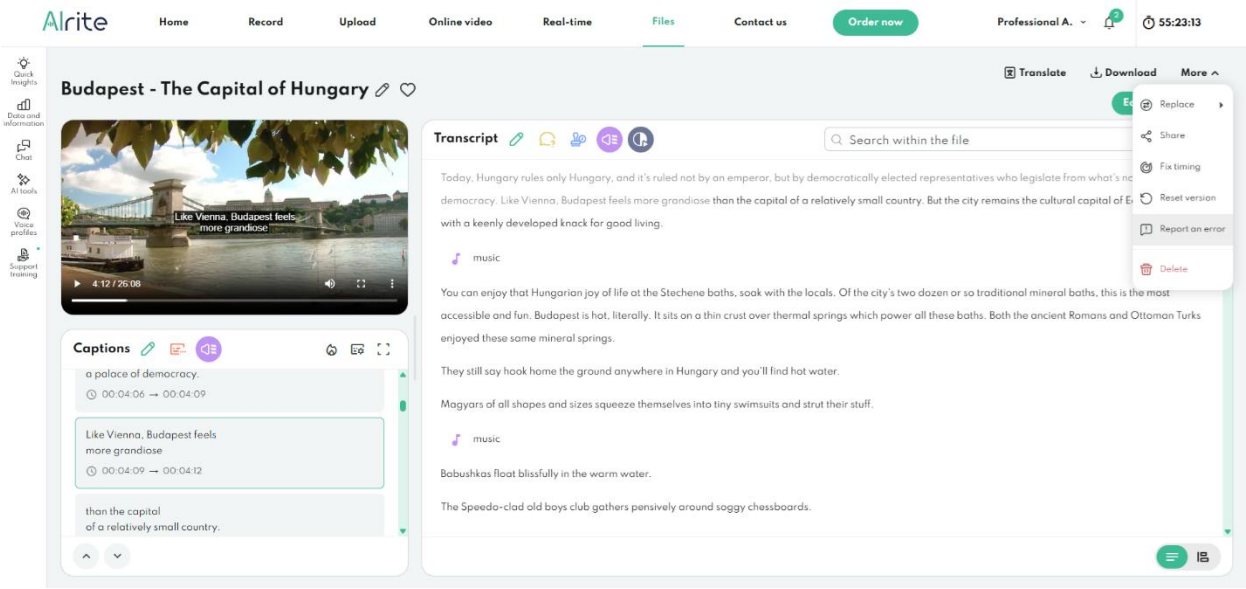
- Reach out to us directly at support@alrite.io with your question.

Please note that telephone assistance is only available to our business subscribers, including users with *Prime*, *Premium*, and *Professional* accounts.

139. How can you report an error?

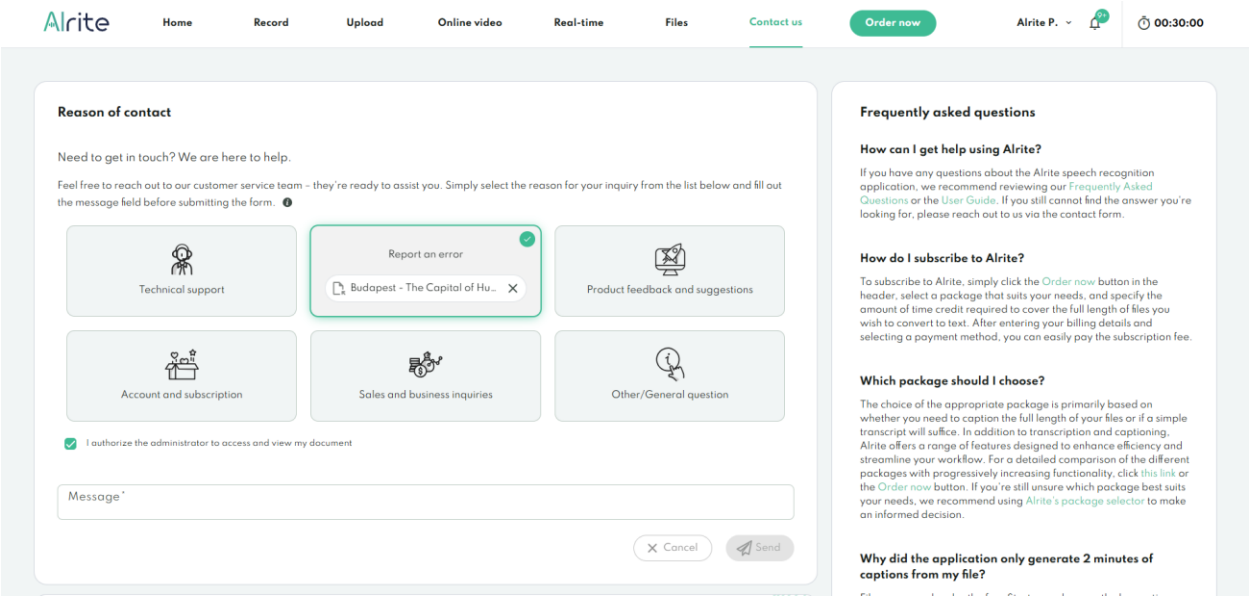
If you notice any issues with an uploaded and processed file, or with an audio recording made within the application, please **report the error** using one of the following options:

- On the file details page where the error occurred, open the *More* menu, **select *Report an error***, and then, on the page you are redirected to, describe your findings in detail in the *Message* field.



- In the header, open the ***Contact us*** **menu** and **select** ***Report an error*** from the list of reasons for contacting us. Then **select the relevant file** and provide a detailed description of the issue in the *Message* field.

Regardless of the option you choose, our customer support team can assist you most quickly and efficiently **if they have access to the file**. Therefore, please avoid clearing the checkbox if possible.



Finally, **click** ***Send*** to notify us of the issue. Afterward, we kindly ask for your patience while our customer service team reviews your report and contacts you regarding the error. In most cases, we will have a solution ready at that time.